UNHCR The UN Refugee Agency | Yemen

Basateen Neighborhood

Basateen is a neighbourhood in Aden with a large forcibly displaced population. It is impoverished with limited services and, after ten years of conflict in Yemen, many families live in difficult conditions.

The neighbourhood hosts over 13,000 asylum seekers and refugees, most of whom are Somali or Ethiopian. Basateen is also home to IDPs, IDP returnees, and host communities.

UNHCR and its partners provide a wide range of humanitarian and protection services for vulnerable individuals and households living in Basateen.

Population

14,444
Number of **refugees and asylum-seekers in Basateen** neighbourhood as of February 2025.

>17,000
Estimated number of **internally displaced people in Basateen** neighbourhood.

>130,000
Estimated total population in Basateen (including refugees, asylum seekers, IDPs, IDP returnees and host communities).

Assessments

UNHCR and its partners conduct household level assessments to understand the needs of refugees and asylum seekers. In 2024, over 4,750 refugee and asylum seeker families living in Basateen were assessed. In 2024, for example:

- Almost one-third had no income or earned less than USD 50 a month.
- Approximately half had reduced food quality or borrowed to meet household food needs in the prior seven days.
- A large proportion have vulnerabilities, including persons with disabilities, serious medical conditions, and women at risk.

Service provision

Services provided by UNHCR and partners in Basateen neighbourhood include case management, legal assistance, psychosocial support, child protection, healthcare, education, and basic needs assistance.

UNHCR takes a community-based approach and works with community outreach volunteers and refugee committees.

Community structures inform and support the implementation of daily protection activities.

Refugees avoid stagnant water and waste in Basateen. @UNHCR/GregoryDoane

➔ Registration and Documentation

UNHCR and the Immigration, Passport and Naturalization Agency (IPNA) of the Government of Yemen (GoY) provide registration and documentation services to refugees and asylum seekers living in Basateen.

Most refugees and asylum seekers arrive in Yemen without any documents. Documentation is key as it allows refugees and asylum seekers to prove their identity, supports freedom of movement, and access to essential services. The process also enables early identification of individuals with specific needs and referral to protection services.

UNHCR provides technical, logistical, and capacity building support to the IPNA registration centre and government staff in Basateen.

In 2024, 6,081 ID cards were issued to refugees in Basateen, including renewals and first-time registrations.

➔ Legal Assistance

UNHCR and partners provide legal services to asylum-seekers and refugees. Services include legal counselling, representation, and mediation.

Legal assistance addresses a range of issues including risk of refoulement, civil cases, forced eviction cases, and criminal cases. Legal assistance also supports the issuance of civil documentation (including birth certificates) to ensure access to services and to reduce the risk of statelessness.

In 2024, 879 refugees and asylum seekers living in Basateen were provided with legal assistance. An additional 141 individuals participated in legal awareness sessions.

➔ Support to Persons with Specific Needs

UNHCR and partners identify refugees and asylum seekers in need of specific protection services through its protection assessments or referrals from other actors and through community channels.

UNHCR provides a full range of protection services for vulnerable persons, including through emergency cash assistance, social and legal counselling, psychological first aid, psychosocial support, temporary emergency accommodation, and referrals to health care services.

In 2024, 553 refugees and asylum seekers in Basateen were identified and provided with specialized support.

"Life here is very hard, if you are a Yemeni or a refugee. I cannot work due to a medical condition, but I receive support from UNHCR". Ayan underwent cancer treatment. She has been receiving cash assistance. @UNHCR/Giulia Naboni, Aden

➔ Child Protection

Child protection services include case management, care arrangement, psychosocial support, recreational activities, and documentation services.

In 2024, 104 unaccompanied and separated children in Basateen were identified and supported, and 76 children were hosted in foster families and received regular home visits.

UNHCR also runs an Early Intervention and Learning Centre (EILC) for refugee children living with disabilities. Children are offered specialized services such as speech therapy, physical therapy, communication, and social skills. The EILC also supports the integration of children living with disabilities into schools.

➔ Cash-Based Interventions

UNHCR uses cash-based interventions to assist the most vulnerable refugees and asylum seekers identified through socio-economic assessments and case management.

These include multi-purpose cash, cash for protection, and emergency cash. Cash transfers empower vulnerable individuals and families to address their most pressing needs and improve well-being, while also buying locally, supporting local communities.

In 2024, UNHCR provided 3,695 refugee families in Basateen with cash assistance.

A group of Somali refugees pose with their new back to school kits in Basateen @UNHCR/GregoryDoane

➔ Education

UNHCR supports the primary and secondary education of asylum-seeker and refugee children. In 2024, 2,319 refugee and asylum seeker children were enrolled in primary and secondary schools in Basateen.

UNHCR also supports with school materials, for students and teachers, as well as school maintenance, and extra-curricular activities. Support is also provided to teacher salaries and through teacher trainings.

➔ Health and Nutrition

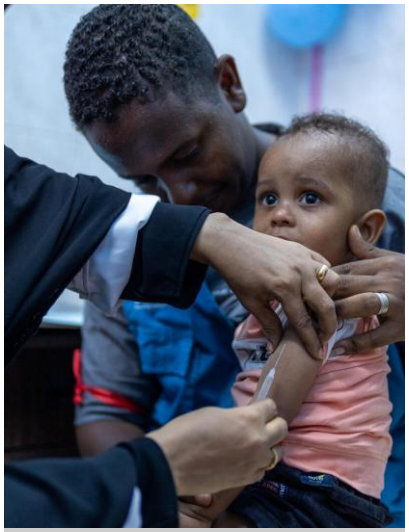
UNHCR supports two primary health facilities in Basateen. The services are available to all those living in the neighbourhood, including refugees and asylum seekers.

In 2024, the clinics provided 46,033 consultations (25,126 refugees and 20,907 host community members) in Basateen. Of these, 1,104 were referred to secondary and tertiary level care.

The clinics also provide women's health services and physiotherapy sessions to those with disabilities. Over 15,317 women were reached in 2024 and 1,316 people with disabilities were assisted.

UNHCR and partners also continued to support the prevention of and response to cholera through an Oral Rehydration Corner (ORCs).

Right: A refugee child is vaccinated to prevent common childhood diseases at the local health clinic which is supported by UNHCR. This vaccination programme is implemented by the Ministry of Public Health (and supported by UNICEF who supply the vaccines).



Vaccination in Basateen @UNHCR/GregoryDoane

A Somali returnee @UNHCR/GregoryDoane

➔ Durable Solutions

UNHCR operates a Return Help Desk in the Basateen community centre as part of the Assisted Somali Return (ASR) Programme for Somali refugees. ASR is a process to help Somali refugees and asylum seekers make informed decisions about possible return to Somalia and to ensure safe and dignified travel and return for those who wish to make the journey.

In 2024, UNHCR assisted 1,115 Somali refugees to safely return to Somalia. Since 2017, the ASR programme has facilitated 8,555 returns to Somalia.

Left: Mohammed lived in Yemen for 27 years after fleeing violence in Somalia. In 2024 he returned, stating that life has become too tough in Yemen.

➔ Livelihoods

UNHCR and its partner provides livelihoods support to refugees, asylum seekers, and host community members in Basateen. Training is provided at the Vocational Training and Technical Education Centre and start-up kits are provided on graduation. A portion of graduates are also enrolled in an on-the-job training programme to provide practical experience. Available training courses include car mechanics, electrical installation and solar energy, air conditioning and refrigeration, sewing and embroidery, and hairdressing. In 2024, 100 individuals participated, including 35 women and 15 host community members.

Solar panels on the roof of the Basateen health clinic. Photo @UNHCR/Doane

Solarization

UNHCR and its partners installed solar panels at the Basateen health clinic as part of sustainable programming efforts.

The clinic serves one of the largest refugee populations in Yemen, providing critical medical care including vaccination, reproductive health care, and treatment of communicable diseases, such as cholera.

The solar system means services are no longer impacted by the frequent power cuts to the public energy grid, allowing them to provide care without interruption, as well as to keep the air conditioning on, drastically improving comfort for sick patients and stretched health workers.

Working with communities and vulnerable groups

- At the community level, UNHCR supports and engages different refugee committees active in Basateen. These include the Somali Grand Council Committee, the Ethiopian Grand Council Committee, committees for women, youth groups, teachers, tribal leaders, and persons living with disabilities. Bi-monthly meetings are held with refugee representatives and stakeholders.
- UNHCR supports, through its partners, community outreach volunteers (COV). These COVs are a key link with the community and support through community messaging and awareness raising as well as household visits and following-up to ensure assistance to persons with specific needs.
- UNHCR works with the Social Research Foundation for Development (SRFD), a community-based foundation which works on education, youth, women's empowerment, and fostering inclusivity. For example, SRFD supports with the inclusion of persons with disabilities in assistance programmes.
- UNHCR supports the presence of a female police officer in Basateen.

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