UNHCR
The UN Refugee Agency

Key Figures

113,387
Identified persons with specific needs

32%	Children at risk (including UASC)
23%	Older persons at risk
16%	Disability
11%	Single parents
10%	Serious medical condition
6%	Woman at risk
2%	Other

34,354
Number of community structures (estimated)

ACHIEVEMENTS IN 2018

192,544
Number of PoC with psychosocial needs receiving psychological support

4,939
Number of people trained on community leadership and decision making

Community-based Protection and Community Mobilization

- Participatory assessments were conducted in a number of settlements, including Kiryandongo, Kyangwali, and Bidibidi, engaging refugees to identify protection risks, needs and priorities, their capabilities, and solutions. The findings will be shared once available and will guide planning and implementation.

- UNHCR and partners continue building strong partnership with communities. Existing community structures include: Refugee Welfare Councils (RWCs), neighbourhood watch groups, gender task force, legal volunteers and community based mediators, SGBV community activists, child protection committees, child rights clubs, and other thematic committees and groups.

Persons with Specific Needs (PSN)

- PSN continue to be identified through various channels including the verification exercise, continuous registration, and ongoing protection activities and community outreach. During the reporting period, PSN assessment exercises commenced in Palabek, Rwamwanja and Nakivale, with multi-partner teams conducting house-to house visits. The exercise is also planned to take place in Kyaka II and settlements in Arua in October

- Case follow-up and targeted support to PSNs continued. Non-cash support included provision of material support (NFIs, shoes, etc) to over 7,300 PSNs. Other forms of support included provision of assistive mobility devices and/or orthopaedic devices, and cash grants (unconditional or livelihoods related). Livelihoods support was provided to over 1,679 PSNs in Palorinya including livestock support. PSNs were also supported to access the biometric verification exercise and distributions.

- UNHCR organized four training workshops on PSN in settlements in Arua for staff of four partners. The aim was to equip them with necessary knowledge to verify PSNs, assess their needs, and determine the types of assistance they require.

- Initiatives to support persons with disability included, for example, a joint assessment conducted in Adjumani for 74 persons with disability in the settlements to establish their needs and assess the condition of their assistive devices requiring repair or replacement. In Rwamwanja, a joint meeting was held with OPM, partners, and parents of PSN children sponsored at the school for children with disability to orient parents on how to support their children.

Community initiative to build a house for a refugee with specific needs in Nakivale © UNHCR/Henry

Mental Health and Psychosocial Support

- An increase in suicide and attempted suicide cases was reported in the West Nile region. In Bidibidi, 10 cases were reported this year, as well as an increased number of suicidal behaviours over the past two months. The majority are linked to family issues and substance abuse. An uptrend in self-harm and suicide incidents was also reported in Rhino Camp Settlement with five suicide cases in September and nine this year. Alcohol, drug abuse, family issues, youth idleness / lack of livelihoods, PTSD, depression, psychosis, and SGBV are reported to be among the causes. UNHCR, multi-sectoral partners, and other stakeholders are assessing and determining appropriate responses.

Communication with Communities / Accountability to Affected Populations

- In preparation for the pilot of the inter-agency feedback, referral and response mechanism (FRRM), system demos of the helpline were conducted targeting focal points of partners and UNHCR to familiarize them with the system. Posters and leaflets were produced and dispatched to the two pilot settlements (Nakivale and Kiryandongo) for awareness-raising of the community.
- Protection Desks / Information and Support Centres (ISCs) continue to receive, document and refer protection concerns raised by the community. For example, a total of 1,436 cases were registered at the ISCs and mobile desk in Bidibidi during the reporting period with 603 cases referred to other service providers for further follow-up and 393 PSNs assessed for shelter repair and assorted NFIs. In Kyangwali, 118 cases were registered and documented at the Protection Desks. In settlements in Arua, 853 complaints were received during the month through community-based complaints mechanisms including through the 29 ISCs.
- In the South-West, TORs of the Complaints Box Taskforce were finalized and the boxes were installed in Nakivale, Oruchinga and Kyaka settlements. In Kyangwali, 10 complaints boxes have been installed thus far.
- Community policing / community awareness sessions continued in various settlements, with the aim to enhance refugee's knowledge on their rights, obligations and laws of Uganda.

Peaceful co-existence

- The International Day of Peace was commemorated in various locations, including Bidibidi, Adjumani and Arua. In Bidibidi, the RWC III Chairperson of Zone III, on behalf of the refugees in the settlement, thanked the Government of Uganda for maintaining peace and security in the country, to which refugees attribute the fading memories of war experienced in South Sudan, and called upon partners to invest in peace building related activities. In Adjumani, key messages were delivered by OPM, partners and leaders on peaceful co-existence between refugees and host communities. In Rhino Camp, activities included a Peace Run with participation from both refugee and host populations.
- In Adjumani, OPM convened a meeting in Nyumanzi settlement on 21 September to resolve conflicts among refugee leadership structures including security incidences amongst the youth in the settlement. UNHCR, LWF, the refugee leadership and community structures and representatives from the local courts were in attendance. The meeting resolved to enhance peaceful co-existence activities in the settlement, conduct new leadership elections next year, and enhance awareness on the responsibilities of the leaders and the code of conduct.
- In Kampala, the recently established Peaceful Co-existence Taskforce, comprising of NGO partners, UNHCR and OPM, adopted its TOR. The group will continue to meet on a monthly basis.
- UNHCR signed an agreement with RICE, a national organization, to implement activities in peace building and conflict resolution in Arua, including the hiring of a consultant to conduct mapping of conflict (within the refugee communities and with the host community).

Needs / Challenges

- Limited incentives / support for community structures which hampers their work and also affects their motivation and commitment.
- Need for more youth engagement and empowerment
- A high rate of alcohol consumption reported in some settlements which increases mental illness, and the need to scale up mental health and psychosocial support programmes.
- Insufficient support for PSN shelters and latrines (including high number of shelters requiring repair) as well as mobility devices for PSNs. Efforts are being made to mobilize more youth for voluntary repair of shelters.
- Limited livelihoods support for PSNs
- Long distances to food distribution points (FDPs) for PSNs and lack of waiting shades at FDPs.
- Refugees' concerns over information gaps especially about the peace process in South Sudan by OPM/UNHCR and the need for regular updates to prevent refugees from returning when conditions are not yet conducive.
- Low participation of females in youth activities.

Priorities / Interventions

- Enhance and strengthen community-based protection mechanisms including community mobilization and empowerment, clear referral pathways, as well as individual outreach and case management
- Support empowerment of women, youth and other diverse groups and equip them to actively undertake leadership roles within their communities and ensure diversity in community structures.
- Establish effective and efficient complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern.
- Strengthen peaceful co-existence between refugee and host communities and promote resilience.

UNHCR implementing partners for community- based protection:
AAH, AIRD, ARC, CAFOMI, CTEN, District Local Governments, DRC, HIJRA, IAU, IRC, LWF, MTI, NRC, OPM, Tutapona, TPO

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