



UNHCR
The UN Refugee Agency

Key Figures

104,429

Identified Persons with specific needs

37%	Children at risk (including UASC)
19%	Older persons at risk
12%	Serious medical condition
12%	Disability
12%	Single parents
6%	Woman at risk
2%	Other

34,354

Number of members of community structures (estimated)

ACHIEVEMENTS IN 2018

209,059

Number of POCs with psychosocial needs receiving psychological support

6545

Number of people trained on community leadership and decision making

UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP)

November 2018



UNHCR Arua staff monitoring the election process in Rhino settlement

Community-Based Protection and Community Mobilization

- A workshop on UNHCR's March 2018 Age, Gender and Diversity (AGD) Policy was held in Kampala from 28-29 November attended by 38 participants from UNHCR, OPM, and partners from across the operation. Action plans for the implementation of the Core Actions under the AGD Policy will be developed building on the outcome of the workshop.
- Following the validation of the Refugee Welfare Council (RWC) Election Guidelines for the Arua operation, elections were conducted in Rhino Camp, and 437 RWC members (298M/139F) were elected (68.2% M/, 31.8% F) as a result. CTEN mobilized 87,000 refugees for the elections, disseminating key information such as civic education schedules, the right to vote for their leaders, prequalification of a refugee leader, voter requirements, complaints mechanisms, election schedules, appeal process among others. The Electoral Commission of Uganda was represented during the election as observers. Overall the election process was free and fair.
- Participatory assessment exercises were conducted in the settlements in

Adjumani and Lobule, engaging women, men, boys and girls as well as key informants to identify protection risks, needs and priorities, their capacities, and solutions. The reports will be shared once available and will inform planning and implementation in 2019.

- Bidibidi Got Talent Season II is ongoing in Bidibidi, with participants from the settlement and host community members of surrounding sub-counties. Participants showed their talents in music, dance, drama, art and design.
- As part of support to community structures through distribution of work tools, ARC, in coordination with UNHCR/OPM, provided 98 bicycles to RWC chairpersons, women representatives, youth representatives and leaders of the Neighbourhood Watch committees in Zone 5 of Bidibidi. In addition, ARC supported neighbourhood watch committees with stationary and rechargeable torches. UNHCR is also preparing to introduce an in-kind support package to RWCs across settlements in the operation.



FARC staff with UNHCR and OPM handing over bicycles to RWCs in Zone V.

- In Bidibidi, IRC, UNHCR and OPM jointly conducted refresher training for 245 RWC and Refugee Neighbourhood Watch Group members (M205, F40) in Zones 1 and 2, including the roles and responsibilities of refugee leadership and neighbourhood watch groups, role of government in the protection of refugees, principles of community based protection, human rights, Code of Conduct and PSEA, and reporting and coordination mechanisms in the settlement. ARC in collaboration with UNHCR and OPM also completed refresher training for RWCs and neighbourhood watch groups for zones 1-4 and produced booklets on topics covered.
- UNHCR Arua hosted the Arua Women in Leadership Conference, culminating from the three trainings held in Rhino, Imvepi, and Lobule settlements in October. This initiative built the capacity of the refugee women to unpack the barriers that prevent their empowerment and their ability to demand for rights, leveraging women's participation and leadership capacities. The conference was attended by 47 women (refugees and host community), local authorities, UNHCR and partner staff. The sessions were facilitated by prominent women of Arua from the district local government, Ugandan Human Rights Commission, the Chancellor of Muni University and a successful business woman. All actors involved shared empowering experiences and motivated women to actively engage in all spheres of society.
- A review meeting was conducted in Nyumanzi settlement in Adjumani with 36 members of the youth pyramid and drama groups (M26/F10) to review progress and challenges faced by the groups. Action points from the meeting included provision of costumes for the drama group, writing materials, bicycles, and regulations to govern attendance and activities of the members

Persons with Specific Needs (PSN)

- UNHCR protection partners in Imvepi and Rhino Camp continued with the PSN assessment exercise to update specific needs status and identify service/assistance needs. So far 9,451 PSNs have been assessed (2,796 Rhino, 6,079 Imvepi, and 576 Lobule). Key needs identified include shelter, support for clothing, educational needs for children of PSNs, and livelihood opportunities, among others.
- Case management and follow-up through home

visits and targeted support to PSNs continued. Non-cash support included provision of material support (NFIs, plastic sheeting, clothing, assistive mobility devices and/or orthopaedic devices), livelihoods support, and enrolment in special education programmes.

- In Bidibidi, 1,656 PSNs (1,287F, 369M) were supported by IRC to access food distribution points. Although Humanity and Inclusion supports PSNs in Rhino Camp (Omugo) to reach food distribution centres with tuktuk motor bikes, there are challenges with transportation of food to the PSN homes as the motor bikes are not cargo friendly. UNHCR and IRC are creating awareness in order to enhance support to the PSNs by their communities.
- Under UNHCR's pilot CBI project for PSN, accounts were opened by Equity Bank for 251 (77M, 174F) beneficiaries in Oruchinga. A session on financial literacy was also provided to the beneficiaries.
- In Kyaka II, feedback gathered on the solar lamps that were distributed to PSNs in Mukondo C indicated that the panels could not charge and give light at the same time. Respondents requested blanket distribution of stronger solar panels to target all community.
- In Nakivale, a joint assessment of PSN houses in need of replacement of plastic sheeting was conducted in Base camp and Juru zones. A community participation activity was also held to construct a pit latrine for a PSN in Kashojwa C, where 28 (06F/22M) community members participated.
- IRC facilitated a training on SGBV referral for leaders of persons with disability in Bidibidi, organized in partnership with NUWDU (National Union of women with disability in Uganda) and attended by 25 (10F/15M) participants with disabilities from zone 1, 2 and in Yumbe. Key issues identified were the challenges faced by persons with disabilities to communicate with partners and actors in the referral pathway thus deterring reporting and access to services, and limited engagement and participation of persons with disabilities in SGBV prevention activities due to methods used and unfriendly environment.
- 10 pupils with specific needs from Imvepi were placed in special unit schools of Ediofe Girls, Eruba and Arua that cater for their disabilities and

supported with scholastic materials and other items. Windle International Uganda conducted a follow-up on assessment of pupils with special education needs in Imvepi and Rhino camp to identify more children who have disabilities for support in 2019.

Psychosocial Support

- UNHCR and partners led psychosocial training for teachers in six primary schools in settlements in Adjumani. The training aimed to equip the teachers with tools to help children cope with challenges, develop high self-esteem and become more proactive.
- Two cases of attempted suicide were reported in Imvepi and Rhino Camp, attributed respectively to abuse of alcohol and stress resulting from divorce. The suicide survivors are undergoing psychosocial support as well as mental health treatment.
- In Palabek, TPO conducted cognitive behaviour therapy for children at Canaan primary school to respond to their psychological needs. 180 children (97M/83F) were reached. The children are now in the 7th session and relative improvement in their psychological situation has been reported.
- In Bidibidi, TPO provided advance psychosocial support for Cognitive Behavioural Therapy for Trauma (CBTT) and other psychosocial support activities including mental health clinic outreach, journey of life, case management, and training of Crisis Response Teams to capacitate them to identify, help and refer people with grief for support. In Imvepi and Rhino Camp, six and four groups graduated from the CBTT sessions respectively. All groups in Imvepi are undergoing a post assessment to ascertain the impact of the sessions. The graduated groups in Rhino Camp have started a saving scheme to improve on their finances.
- Psychosocial counselling and group therapy / group counselling sessions were conducted in Oruchinga, Rwamwanja and Ntoroko.

Accountability to Affected People

- The inter-agency comprehensive feedback, referral and response mechanism (FRRM), including a toll-free helpline, was rolled out in Kampala, Rwamwanja, and Kyangwali during the month, preceded by training / system demonstration sessions for UNHCR and partners in the respective locations. In November, 2,145 cases were received by the

helpline call centre and logged in the system. The majority of calls pertained to requests for assistance related to service delivery in various sectors and were escalated to relevant focal points. A smaller number of reports related to alleged fraud / corruption and urgent protection / security cases were also received and are being followed up. The helpline will be rolled out gradually to other locations and will cover the entire refugee response by end January 2019.

- Feedback from the community on various protection / assistance-related issues continues to be received through various channels. For example, in Imvepi and Rhino Camp settlements, 174 complaints were received from PoCs (68% f/32%M) through the Information and Support Centres (ISCs), of which 92% were referred to relevant actors for follow-up and 8% resolved on the spot. In the South-West, the complaints/suggestion box review committees in Nyakabande and Matanda Transit Centres and Nakivale opened the boxes and attended to issues raised. In Kiryandongo, UNHCR has instituted an open door policy whereby PoCs are able to access UNHCR on a daily basis.
- Community dialogue meetings continue in all settlements on various topics to strengthen accountability, ensure two way feedback, identify key gaps/challenges, and disseminate key protection messages. During the month, community dialogues / integrated village meetings were held in Bidibidi, Rhino Camp, and Kyangwali.
- Awareness-raising in the community on channels for reporting complaints is continuing. In Kisoro, a sensitization meeting on complaints mechanisms was conducted with OPM, targeting 80 PoCs (45F, 35M) at Matanda Transit Centre.

Peaceful Co-existence

- The Rural Initiative for Community Empowerment West Nile (RICE-WIN) conducted a conflict mapping and analysis in the three refugee settlements under Arua operation. The mapping found that there are two major types of conflicts in settlements: refugee-host community, and refugees – refugees. The causes of the former include ethnical tension (historical conflict), economical factors (poverty), and conflict triggered by access to services, while the latter is over natural resources and access to economic benefit in the settlements. The

results of the study and a joint strategy for peace building and conflict resolution were presented in a validation workshop, attended by OPM, UNHCR, district, and partners.

- RICE-WIN also organized two trainings on peace building and conflict resolution, attended by 40 participants from UNHCR, district, NGOs, OPM and CBOs. In addition, RICE-WIN conducted training of 100 local leaders (11F/89M) including RWC members, religious, cultural, women and youth leaders, to transform them into peace lovers and peace building agents. RICE-WIN also undertook community based radio talk show dialogues in Rhino Camp, reaching out to 477 persons (206F/271M) who participated and raised issues / concerns.
- In Kyangwali, OPM dealt with the relocation of host community members from Bukinda and surrounding areas, who were occupying the land belonging to the settlement. By the end of the month, the issue was reported to be solved, however some nationals opposing the relocation showed up camping in front of the OPM office in Hoima.
- A four-day training on peaceful coexistence was conducted in Kyangwali, with participation of 36 local leaders (23 refugees and 13 host community). Two sessions on peaceful coexistence were held in both the settlement and host community.
- In Nakivale, host community members and refugees participated in rehabilitation of the community access road in four villages. A total of 274 (66F, 208M) attended, including 40 host community members (8F, 32M)
- In Bidibidi, ARC organized a friendly football match for peace building and creating awareness on violence and drug abuse.

Gaps / Challenges

- Inadequate shelter support to the PSNs and existence of many PSNs in urgent need of shelter construction.
- Limited incentives/support for community structures which affects their commitment to conduct outreaches and other interventions in the communities.
- Low level of women's participation in leadership
- Shortage of / delays in distribution of menstrual hygiene kits for women and girls of reproductive age
- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs who suffered from multiple displacement and

experienced/witnessed grave human rights violations during protracted armed conflicts in their countries of origin.

Priorities / Interventions

- Enhance community-based protection mechanisms including community mobilization and empowerment, clear referral pathways, as well as individual outreach and case management
- Build on the capacities of the community and support empowerment of women, youth and other diverse groups for their active engagement in community management and leadership structures.
- Establish effective and efficient complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with particular attention to at-risk groups.
- Strengthen peaceful co-existence among and between refugees 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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