



**UNHCR**  
The UN Refugee Agency

### Key Figures

**122,568**

Identified Persons with specific needs

37%	Children at risk (including UASC)
20%	Older persons at risk
9%	Serious medical condition
13%	Disability
11%	Single parents
8%	Woman at risk
2%	Other

**34,358**

Number of members of community structures (estimated)

### ACHIEVEMENTS IN 2019

**3,468**

Number of POCs with psychosocial needs receiving psychological support

**1,097**

Number of people trained on community leadership and decision making

## UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) February 2019



*Refugees being oriented about the Community Connectivity Machine*

### Community-Based Protection and Community Mobilization

- UNHCR and protection partners held 03 meetings with leaders of Tika, Omugo and Ofua zones in Rhino Camp. The meeting sought to strengthen coordination between leadership structures and the community. 167 (87M/80F) attended the meetings.
- A sports team from the host community of Rigbo Sub County in Arua district was supported with sports materials to keep the youth engaged in productive activities.
- The elected leaders of Imvepi were inducted and supported with stationery to facilitate their work.
- 147 (103M/44F) leaders in the settlements of Baratuku, Elema, Boroli, Nyumanzi and Agojo in Adjumani participated in inception meetings which sought to inform them of community service activities to be implemented this year. The move is to also encourage the leaders to meaningfully participate in the process of beneficiary identification, implementation, monitoring and evaluation of project activities to realise ownership and sustainability.
- In Kyangwali, OPM started the process for Refugee Welfare

Council (RWC) elections scheduled in April. UNHCR is an active member of the election executive committee, as well as the steering committees for development of electoral procedures. UNHCR will support the elections logistics and processes.

- In Kiryandongo, UNHCR and DRC held a consultative meeting with women leaders and female refugee social workers to plan for International Women's Day.
- In Kiryandongo, DRC with support of social workers conducted a meeting with 34(14F/20M) refugee leaders to review the annual work plan, roles and responsibilities of leaders in their community.
- In Kyaka II, youth were mobilized to construct 10 houses for PSNs. Additionally, 92 (90M/2F) youth participated in setting model gardens under the cash for work program.
- Two youth (1F/1M) in Kiryandongo were selected to take part in the 2019 Refugee Youth Entrepreneurship challenge organized in Entebbe by COBURWAS International Youth Organization to Transform Africa (CIYOTA). The female youth from Kiryandongo, whose focus was on empowerment of the girl child, won the competition.
- In Zone 4 (Bidibidi), 215 (39F/176M) community leaders attended meetings on training needs consultation. This was geared towards ascertaining their areas of interest to be included in the upcoming capacity building for leaders.

- In Bidibidi, 154 (43F/111M) community leaders were trained on livelihood and VSLA skills, group management. The leaders have started saving cash for their welfare. This has enhanced team spirit and sustainability for the structures.
- Two meetings were conducted with the Nuer youths group in Zone 4 Village 5 of Bidibidi, attended by 234 (155F/79M) persons. Issues of concern included inclusion in leadership structures, restricting alcohol brewing in the villages, engagement of religious leaders in peaceful engagement dialogues.
- In Bidibidi, 41(3F/38M) community leaders were supported with stationery to support the functions of the structures. Additionally, 18 bicycles were distributed to cluster leaders and chairpersons RWC3 in Zone1 to 4 to facilitate movement in monitoring and mobilisation of community. Further, 138 (F4/M134) RWC 1 - 3 leaders were provided with airtime to facilitate coordination across the Zones.
- In Kiryandongo, 10 houses of PSN that were pending renovation were completed. This brings to a conclusion to the initiative to support Kiryandongo PSN households with a total of 75 houses.
- In Bidibidi, 47(13F/34M) Protection staff were trained on protection case management and disability inclusion. The training sought to enable staff address complex cases demonstrating multiple issues of vulnerabilities and requiring engagement with a number of service providers.



*Training of Protection staff in Yumbe.*

### Persons with Specific Needs (PSN)

- The national PSN Sub-Working Group (which had been integrated into the National Refugee Protection Working Group upon its establishment) was revived, taking into account the multiplicity of actors delivering various types of services for PSN and the need for coordination.
- PSNs continued to be identified through various channels including at reception and registration, verification, continuous registration, ongoing protection activities and community outreach.
- Case management and follow-up through home visits and targeted support to PSNs continued across the operation. Non-cash support included provision of material support (NFIs, clothing, assistive mobility devices and/or orthopaedic devices), shelter-related support (semi-permanent shelter construction and shelter repairs), supplementary feeding, livelihoods support, and enrolment in special education programmes.
- In Bidibidi, 659 (424F/235M) PSN were identified and supported to access registration during the continuous verification exercise in Zone 2. 1,959(1426F/533M) PSNs were supported at various food distribution points across the settlement. This has resulted in most people being able to get food and reduced complaints of food theft at distribution points.

### Psychosocial Support

- In the Arua region, a total of 573 (216M/357F) refugees were reached with psycho-education in Rhino Camp and Imvepi. The topics discussed included among others SGBV and effects of alcoholism on survivor's mental health and their future. 163 (4M/159F) refugees were screened and taken through Cognitive behaviour therapy for trauma (CBTT). In addition, 14 groups of 280 children (100M/180F) were identified and formed and will be taken through Journey of Life sessions by social workers to restore and improve their mental wellbeing.
- In Adjumani, 21(9M/12F) clients were identified for screening and enrolment for CBTT sessions. The clients showed signs of depression, stress and substance addiction. The groups shall be assessed and those who will score high and medium will be enrolled for CBTT sessions. In total, 13 individuals were counselled. Further, 12 (6M/6F) individuals in Adjumani have been identified and assessed for the group focused counselling sessions to start in March.
- Individual counselling was provided to 20 (16F/4M) PoCs in Kyangwali. All mental illness

cases received treatment/medication from health facilities as per appointments, however, there is a challenge of drug stock. The interventions intend to restore clients' hope for recovery, workable homeostatic mechanisms, empowering them to identify their strength and improving their psychosocial well-being. One group counselling session was conducted with 15 (11F/4M) mental illness survivors at the youth centre in Kyangwali. The group members were taken through various coping mechanisms to help promote their psychosocial well-being.

- In Nakivale, 40 one on one and 20 group psychosocial sessions were conducted. 17 (6M/11F) new cases were received while 12(5F/7M) old cases were followed up. In Rwamwanja, psychosocial counselling was provided to 10 PoCs. Two (02) group therapy sessions were conducted, benefiting 42 participants.

#### Accountability to Affected People

- In February, 1504 cases were recorded through the helpline of the Inter-Agency Feedback, Referral, and Resolution Mechanism (FRRM). The largest number of cases were from Nakivale settlement (816) followed by Kampala (251), with the largest number of calls related to protection, durable solutions, health, registration and general queries. Majority of calls were from men and women between the ages of 26-36. During the month, the helpline was officially rolled out in Adjumani, Palabek, and Arua, following missions by the helpline team to prepare for the roll-out. In addition, the helpline team undertook a mission to Moyo to prepare for the roll-out in that region in due course, and to Kiryandongo to hold sessions with the community on the FRRM.
- Feedback from the community on various protection / assistance-related issues continues to be received and addressed through various channels including through community dialogues, integrated village meetings, complaints / suggestion boxes, protection desks / information support centres (ISCs). For example, in the Arua region, a total of 1,264 complaints were received during the month through the 29 active information and support desks/centres (ISCs) including the mobile help desk and home visits.

Request for merging of cards, spontaneous arrivals and shelter needs continue to rank highest amongst concerns raised, among others such as latrines support, registration, shelters, food, Core Relief Items, health, registration, livelihoods, WASH and education concerns. In February, 15 integrated village meetings were held reaching 1,724 (959F/765M) refugees and host community. Key issues included inadequate food rations, need to install culverts to improve access to service points such as schools, food distribution points, land for agriculture and need for solar street lights in 'unsafe' areas.

- The challenge of vandalization of the ISCs across Arua settlements has persisted particularly in Imvepi. The damage continued to compromise the principle of confidentiality when PoCs are registering complaints at the ISCs as counselling rooms are non-existent.
- As part of a community connectivity project funded by UNHCR Innovation Service, a solar powered system and phone charging station were installed adjacent to a Protection Desk in Adjumani, and was finally handed over to refugees in the presence of OPM, refugee leaders, the refugee community, host communities and their leaders as well as partners. Refugee leaders and representatives were taken trained on how to operate the charging station. The solar powered machine is able to charge phones, laptops, and an internet router and also run a light printer/photocopier. This will improve phone and internet connectivity including access to the helpline for the community. The solar power stations were also installed in Nakivale, Kirangongo, Bidibidi, Imvepi and Palabek, and it is hoped that more can be installed should funding become available. The community in Kiryandongo agreed to charge a small fee to raise funds to pay a guard and two people to manage the phone-charging kiosk.
- In the South-West, all protection partners were trained on protection monitoring tools for the FRRM on 18-21 February.

#### Peaceful Co-existence

- In the Arua region, 3,438 (1923F/1515M) refugees participated in awareness raising on peaceful co-existence (mainly in Rhino Camp) Awareness

raising was conducted through concerts and sports initiatives aimed at promoting the health and wellbeing of the youth. The intercultural dialogues targeted refugee leaders across Rhino Camp with focus on the theme: “Building a shared national identity for Southern Sudanese refugees.”



*Youth Peace ambassadors after a training (by YSAT) on conflict mapping, reporting and monitoring at Omugo OPM hall on 26th February, 2018. YSAT is a refugee CBO in Rhino Camp*

- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Lack of community meeting places like community centers continued to hamper community meetings both during the dry season when tree shades are none existent and in rainy seasons
- Vandalism of information and support desks/centres across in Imvepi. The damages continue to compromise the principle of confidentiality when registering concerns.
- 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
- 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.

- New Peace Clubs were formed in various primary schools in settlements in Adjumani, with a total of 284 members (171M/113F).
- A meeting was conducted with five peace promoters (1F/4M) in Elema settlement in Adjumani. The meeting sought to recommend and advise the peace promoters on the criteria to be used for the cash grant and the requirements needed.
- In Yumbe, two community dialogues were conducted on peaceful coexistence between the host community and refugees in Oyanga village in Zone 3, attended by 273 (149F/124M) persons. This has contributed towards the development of a harmonious relationship between the two communities.

### Gaps / Challenges

- Inadequate shelter support to PSNs and existence of many PSNs in urgent need of shelter construction.
- PSNs continue to experience challenges associated with transportation of their food from the distant FDPs to their homes given the long distance they have to cover.
- Inadequate facilitation (transport, airtime, protective gears and stationery) of RWCs which has hindered their effective engagement in community mobilization and participation in the settlement activities.

### 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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