



**UNHCR**  
The UN Refugee Agency

## Key Figures

**59,435**

**Total number of persons of concern to UNHCR registered in urban areas**

**41,457**

**Are registered refugees**

**17,978**

**Are registered asylum seekers**

## CHILD PROTECTION

Number of Unaccompanied and Separated children	0
Number of other children with specific needs	12 (8F/4M)
Number of Children in Foster Care	0

## SGBV INCIDENTS (February 2019)

Incident	Number
Rape	14
Physical Assault	0
Sexual assault	0
Total	14

# UNHCR Monthly Protection Update

## Urban Protection Response

### February 2019



UNHCR Country Representative (Center) joined by Executive Director InterAid Uganda and IAU staff all jubilating at his visit, 03 New Toyota Land Cruiser vehicles given to support URP.

servicing refugees and self-reliance policy in Urban. They were also provided with information regarding the newly established Feedback, Referral and Resolution Mechanism (FRRM) by UNHCR.

- 5,343 individuals from 1,083 households including 80 families with children at risk and 10 foster parents benefitted from UNIQLO clothing distribution. The beneficiaries included children, older persons, women, men and persons from the refugee and host community.

## February Developments

- UNHCR including sector heads from Protection, Resettlement, Community Based Protection, Education, Child Protection, SGBV, Programme, livelihoods and Health participated in a town hall meeting with urban refugees chaired by the Deputy Representative (Protection). The meeting was held at the newly opened Nsambya Community Centre in Kampala. The meeting focused on creating open dialogues between refugees and UNHCR, OPM and InterAid (IAU) staff in Kampala. It was agreed to have similar sessions on a regular basis to ensure that feedback and frequent communication between refugees and services providers.
- During the reporting period, 1,711 PoCs (1077F/634M) accessed the Urban Refugee Program of IAU for services ranging from information and guidance, health, food, shelter, psychosocial counselling, education, legal among other services. Persons of concern (PoCs) were also sensitized during morning addresses with information regarding; verification at OPM for those who missed verification in 2018, available services at IAU, public institutions and agencies



Children receiving clothes at a UNIQLO clothing distribution in Ndejje

## Access to Legal Assistance and Legal Remedies

- Several allegations of continued arbitrary arrests, harassment and other protection concerns were received through various complaints mechanisms. As a result, dialogues were held with key stakeholders including OPM, UNHCR, the Uganda Police (UPF), the Local council in Makindye Division-Nsambya and IAU. The main objective of the dialogues was to create awareness on the role of police during routine operations and related concerns of arbitrary arrests, refugee rights and obligations and the duties of local authorities within their respective communities.
- IAU facilitated a mobile legal clinic conducted by the Ugandan Law Society for a total of 37 asylum seekers.

The legal clinic sought to explain the rights and obligations of refugees in Uganda and the process of seeking asylum in Kampala.

### Sexual and Gender Based Violence

- There were 14 new SGBV incidents (14F/0M) reported in the urban. Rape was the only SGBV incident reported. All the survivors, with their consent, were supported with multi-sectoral interventions such as psychosocial services (14), health/medical services (14), legal (3), and safety/security (2) assistance.
- Underreporting of SGBV cases remains a major concern, due to a variety of factors including fear of stigma, shame, family reaction and dissolution, perception of SGBV as a private matter, or lack of confidence in reporting channels. Most survivors remain silent due to fear of reprimanding and/or mistrust on getting supported if reported.
- **GBVIMS Training for Partners:** A two-day training of SGBV partners working with refugees in Kampala was conducted from 4<sup>th</sup> -5<sup>th</sup> February 2019. Among the participants were IAU, Jesuit Refugee Service (JRS) and Care and Assistance for Forced Migrants (CAFOMI). There were a total of 12 participants. The training covered all tools of the GBVIMS, including Intake and Consent Form, GBV Classification Tool, Incident Recorder and Inter-agency Information Sharing Protocol. The importance and limitations of GBVIMS as well as guiding principles of SGBV were shared and discussed during the training. The coding format to be used in Kampala was unanimously agreed during the training.



GBVIMS training at UNHCR

- Material assistance was provided to 33 SGBV survivors (women and girls). The survivors received 66 packets of sanitary towels for their personal hygiene. Only 69 out of 220 survivors have received material assistance so far.

- The monthly coordination meeting with the SGBV Community Extension Workers (CEWs) was organized by InterAid Uganda (IAU) at Nsambya. CEWs should know the contact persons of the police, health centres and other service providers so that they can easily coordinate and make referrals as required for their community members.

### Child Protection

- UNHCR together with IAU conducted 3 joint community outreaches in Bunga, Nsambya and Ndejje urban areas. A total of 665 (202M/463F) refugee families were met to discuss and develop realistic and practical solutions on how to ensure safety and the wellbeing of their children. It was agreed that child abuse incidents at community and school levels will be reported to IAU through community leaders and school club leaders respectively.

### Inter-Agency Helpline

- In February, a total of 251 cases were recorded through the helpline. Amongst the reported cases, 123 were resolved by the agents and 103 referrals were made to UNHCR staff and partners. Majority of calls received from men and women between ages of 26-36. The largest number of cases were related to durable solutions (99), health and nutrition (41), general queries (32), general protection/community based protection (24).

### Persons with Specific Needs (PSNs)

- 87 (57F/30M) older persons accessed services, including, counselling, food and shelter cash grants and medical support from the IAU Health unit.
- 45 (23F/22M) refugees living with disabilities accessed services at IAU. The services include medical support and counselling toward self-reliance.

### Self-reliance and livelihoods

- 25 PoCs completed 08 weeks ICT and Life Skills mentorship training with KCCA Employment services bureau and are awaiting certificates. 07 PoCs have been identified and mobilized to start the second cohort which will also last for 8 weeks. The training commenced on 17 February 2019.
- Language training was provided by the Refugee Drivers Association (REFU) at the Antonio Gutierrez Refugee Community Centre to 165 (113F/52M) PoCs. The languages taught include English, French, Swahili and Luganda.

- REFU, with support from IOM, has also supported 60 refugees to start small businesses in Kisenyi Central division to enhance self-reliance. The businesses include hair dressing, retail shops, restaurants and home-based tailoring.

### Needs and Gaps

- There are inadequate and appropriate individual case management infrastructure at IAU for appropriate interviewing and counselling spaces including child friendly spaces.
- The two urban community centres serving refugees and nationals are ill equipped and in need of additional and well facilitated trainers, functional and well maintained sewing machines and computers with internet connection.
- Although SGBV continued to receive high attention, this is often not reflected in the resource allocation especially in the urban setting where the SGBV incidents remain underreported; survivors of SGBV experience wide range of physical, psychological and social consequences that add trauma to their lives.
- Livelihoods opportunities for the urban persons of concern remains a challenge although some refugees have expressed interest in marketable skills training for immediate employment, the available resources at the community centres are inadequate to meet the growing demand for the different categories of refugees and host communities

### PARTNERS

**The Office of the Prime Minister (OPM) - Directorate of Refugees, UNHCR's Government counterpart.**

InterAid Uganda (IAU). A local Non-Governmental Organization, International Office for Migration (IOM), Refugee Law Project (RLP), Centre for Domestic Violence Prevention (CEDOVIP), African Centre for Treatment and Rehabilitation of Torture Victims (ACTV), ActionAid Uganda, Ministry of Education and Sports (MoES), Windle International Uganda (WIU), Finn Church Aid (FCA), Jesuit Relief Services (JRS) and Ministry of Gender, labour and Social development (MGLSD), Norwegian Refugee Council (NRC), Centre for Women in Governance (CEWIGO), Care and Assistance for Forced Migrants (CAFOMI), Reproductive Health Uganda (RHU).

### CONTACTS

**Collin Otee (OTEE@unhcr.org)**