



## Key Figures

**123,864**  
 Identified Persons with  
 specific needs

8.2%	Children at risk
27%	Unaccompanied or separated children
19.9%	Older persons at risk
9.1%	Serious medical condition
13.2%	Disability
11.6%	Single parents
8%	Women at risk
3%	Other

**34,358**  
 Number of members of  
 community structures  
 (estimated)

## ACHIEVEMENTS IN 2019

**20,200**  
 Number of POCs with  
 psychosocial needs  
 receiving psychological  
 support in Q1

**1,455**  
 Number of people trained  
 on community leadership  
 and decision making



*Refugees in Nyamanzi and Elema settlements in Adjumani, participating in a fun fare*

## Community Mobilization and Women and Youth Empowerment

- 40 (F21/M19) Refugee Welfare Council (RWC) leaders in Rhino camp, Omugo zone, village 6 participated in a meeting organized by OPM and UNHCR. Some of the issues discussed were the necessity to improve health and sanitation in the community, the proper usage of latrines and the effects of open defecation. The RWC leaders were urged to sensitize community members to construct latrines and WASH partners, such as WMU and IAS, committed to supply communities with latrine slabs and poles as well as other wash items.
- In Bidibidi, 34 (28F/6M) RWC chairpersons attended a leadership meeting to initiate and discuss about the sustainability and community ownership of different projects in the settlement. The leaders called on partners to be conflict sensitive during the identification of persons with specific needs (PSNs) and expressed the need to involve them and the community throughout the project cycle.
- Also in Bidibidi, 371 (185F/176M) youth leaders, community members and PSNs were reached through seven meetings in zone 3, 4, and 5. The meeting targeted youth and youth leaders in preparation for the upcoming sports tournament, and discussions were held on possible youth projects and other possible forms of community support. Other issues discussed included the services offered at the information and support centres and the role of the community in reporting of concerns in the community through the protection desk and community support initiatives.
- RWC elections were conducted in Kyangwali under the leadership of OPM. Electoral campaigns of vetted candidates was launched on 4 April, and the voting was held on 16 and 17 April. The results will be announced in May. In Bidibidi, 295 (163F/133M) community members actively participated in elections to fill the currently vacant RWC positions. The community members elected seven male and one female leader.
- Three refugee youth (2F/1M) were nominated by UNHCR Uganda to DIP as candidates for the Global Youth Advisory Council (GYAC) following a selection process at field and Kampala level. The GYAC provides a youth perspective to global level discussion on refugee issues.
- In Imvepi, zone 2, two youth meetings were facilitated and attended by 38 (F06/M32) youth leaders to discuss about youth engagement activities including discussions on their strengths, existing gaps and key desired undertakings. In zone 3, 56 (9F/47M) youths participated in a dialogue where they raised issues such as the lack of feedback from partners on sports activities.

- In Olijji and Mungula in Adjumani, 141 women attended sensitization sessions on the rights of women, women in leadership and girl's education.

### **Persons with Specific Needs (PSN)**

- 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. A total of some 5,500 PSNs received targeted support ranging from provision of material support (NFIs, clothing, etc), energy-saving stoves, shelter-related support, and support to facilitate access to services such as cash and food distribution, bank accounts opening, and biometric registration.
- In Imvepi and Rhino Camp, PSN shelter assessments were held to establish the status of the PSN shelters. 64 (F48/M16) PSNs were assessed to benefit from shelter repairs in Rhino Camp and 32 (F24/M8) PSNs in Imvepi.
- A number of PSN shelters and latrines were destroyed by heavy rains and wind in Nyumanzi, Pagirinya, Boroli, Elema, Agojo, Baratuku and Ayilo refugee settlements in Adjumani. Following the incident, UNHCR, Partners, and refugee leaders conducted assessments to determine the extent of the damage. The rehabilitation of the structures will commence soon.
- 124 (85F/26M) PSNs and caregivers in Agojo, Nyumanzi and Baratuku refugee settlements were trained on how to care for PSNs.
- In Bidibidi, 119 (95F/24M) PSNs attended a meeting focusing on shelter support and their living conditions in the villages.

### **Psychosocial Support**

- During the reporting period, 437 (226F/211M) refugees in settlements in the Arua region were reached with psycho-education. 237 children (142F/95M) continued to participate in the journey of life psychosocial (groups) which were formed in previous months. They are benefitting from therapy to increase their resilience and capacity in coping with their plight.
- In Bidibidi, 615 (447F/168M) individuals were reached through various mental health and psychosocial interventions, including community

psycho-education and case management. The psycho-education sessions revolved around common mental health disorders, dangers of alcoholism and drivers of sexual and gender based violence. Additionally, 23 groups of 286 individuals continued to receive psychosocial support through Cognitive Behavioural Therapy for Trauma (CBTT).

- Also in Bidibidi, 43 (17F/26M) health workers, community development officers and other protection partner staff attended a four day training on MHPSS facilitated by TPO. The purpose of the training was to build the capacity of partner staff to enhance effective management of mental health concerns in Bidibidi settlement.
- 215 (79F/136M) refugees participated in Life Skills training organized by LWF in Pagirinya and Ayilo I settlements in Adjumani with the aim to enable them to deal with the challenges they are facing and become more resilient.
- Refugees suffering from psychological problems in Nyumanzi and Elema attended a fun fare, where they participated in cooking, a fashion show, riddle solving, poem recitals and counselling.
- In settlements in the Mid-West, 1,869 refugees received psychosocial support in various forms: individual psychosocial counselling, family counselling sessions, peace dialogues and sensitizations. 70 home visits were conducted to follow-up and monitor progress of refugees with severe mental health conditions.
- In Kiryandongo, 17 (8F/9M) senior teachers from primary and secondary schools were trained on psychosocial skills by DRC, with funding from UNHCR. The key topics covered were what psychosocial support entails, key challenges in providing psychosocial support in schools, how to address these challenges and how to integrate psychosocial support in education.

### **Accountability to Affected People**

- In April, 1,253 cases (528F/725M) were recorded through the helpline of the Inter-Agency Feedback, Referral, and Resolution Mechanism (FRRM). 762 cases were handled at helpline level and feedback provided and 491 case referrals were made to partners and UNHCR focal points for follow-up. The largest number of cases were from Nakivale settlement (687) followed by Kampala

(234), with the largest number of calls related to general queries (238), durable solutions (237), general protection/community based protection (194), health and nutrition (160), registration (105) and others (319). The least number of cases were from Nyumanzi refugee settlement (2) in Adjumani district and Rhino Camp (1) refugee settlement in Arua district.

- 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 1,250 (F806/M444) complaints were received through the active information and support desks/centres (ISCs), and 782 (535F/247M) in Bidibidi. Food concerns, need for shelter support, registration related concerns, concerns about bank account opening in Imvepi, NFIs, food and health related complaints were among the main issues raised. The cases were fully resolved or referred to other service providers for action.
- In Bidibidi, 5,523 (3,022F/2,501M) community members were reached through boda boda talk groups with messages on the launch of the campaign combatting teenage pregnancy and information sessions on the new food distribution policy.
- In a bid towards improving community connectivity and enhancing FRRM, UNHCR and DRC worked together with community leaders to conclude the election of an 8 member committee to manage the solar phone charging Kiosk in Magamama. The committee is representative of different nationalities, gender, persons with disabilities, and tribes.

### Peaceful Co-existence

- In the settlements in Arua, 1,230 (705F/525M), refugees participated in awareness creation on peaceful co-existence (mainly in Rhino Camp) by YSAT (Youth Social Advocacy Team, funded by ANCHOR). Among the issues discussed were how to avoid hate speech in the community, roles of women in mitigating hate speech, inter-school drama and review and evaluation of the project on

youth engagement to Unlearn Violence and Promote Peace in Rhino Camp.

- In Bidibidi, 363 (F231/M132) individuals participated in community dialogues on peaceful coexistence between the host community and refugees in Zone 3. Major issues discussed included: stray animals and destruction of crops by the animals, fear of discrimination within the settlement by members of some ethnicities, increase in early sex leading to teenage pregnancies and suspicions of witchcraft creating tension in the settlement.
- In Bidibidi, 40 male youth participated in a friendly football match organized by IRC to prepare for the upcoming Bidibidi youth football tournament that seeks to promote peaceful co-existence and talent development.
- Two peace dialogues were conducted in Kyangwali, reaching 103 (59F/44M) individuals. The dialogues focussed on resource utilization (e.g. water and firewood) and the destruction of crops by cattle.
- In Kyangwali, three peace sensitization sessions were conducted during which tribalism among the Bagegere and Banyabwisha over water and firewood, and sleeping space at Kagoma were among the issues discussed.
- In Kyangwali settlement and Bukinda in the host community, a conflict sensitivity assessment was conducted, part of which 210 individuals were interviewed, 16 focus group discussions were held, and 10 key informant interviews took place.

### 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, stationary and communication) of RWCs which has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.

- Lack of community meeting places like community centres continued to hamper community meetings both during the dry season when tree shades are non-existent and in rainy seasons.
- Vandalism of information and support desks/centres in settlements in Arua, particularly in Imvepi has persisted. The damage continues to compromise the principle of confidentiality when persons of concern are registering concerns.
- Limited incentives/support for community structures which affects their commitment to conduct outreach activities and other interventions in the community.
- 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.

### **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**

**Contact: Yoko Iwasa, [iwasa@unhcr.org](mailto:iwasa@unhcr.org)**