



School mapping exercise in Kheski & Khairabad RV—Nowshera



Training of new ICMC staff as CBP partner in Islamabad

**1,752** Outreach volunteers identified



Since 1 January 2019

**842** Community visits and meetings conducted

**548** Individual referrals to services

**175** Community-led interventions

## BACKGROUND



The Community-Based Protection (CBP) and Urban Outreach Strategy (2017-2019) for refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure to protection risks and improve their overall protection environment, with a special focus on the most vulnerable.

The four key priorities of the strategy covers:

1. A Network of outreach volunteers (OVs) to facilitate effective and efficient outreach and communication with communities.
2. Training and capacity building of UNHCR, partners, and communities in the practice of community-based protection.
3. Community-level referral pathways to services and accountability mechanisms.
4. Support to positive behavior change to reduce incidence of harmful social practices.

## OUTREACH VOLUNTEER ACTIVITIES

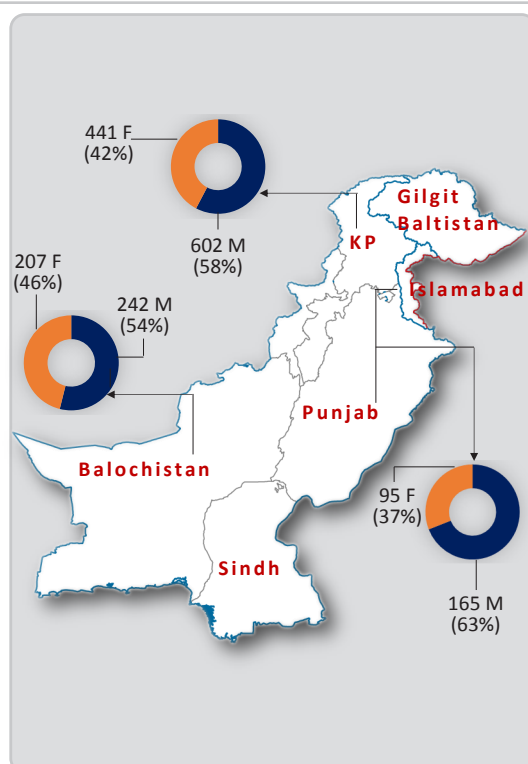


- ⇒ Outreach Volunteers (OVs) continue to play an important protection role and support a variety of community-driven activities, including undertaking home visits to extremely vulnerable families and engaging in referral mechanisms for health and other services. Throughout Pakistan, OVs identified and referred over 140 vulnerable individuals to UNHCR and partners for specialized services.
- ⇒ OVs completed social and physical mapping exercises in Gulabad and Surkhrod, two urban settlements located in Peshawar District of Khyber Pakhtunkhwa (KP). The exercises provided a comprehensive assessment of refugee populations in both areas, as well as community resources including schools, religious institutions, and health clinics.
- ⇒ Following the Government of Pakistan's recent announcement allowing Afghan refugees to open bank accounts, OVs in the Hazara division of Quetta, Balochistan have assisted refugee teachers to open bank accounts in local branches Al-Habib Bank.
- ⇒ In Malangi Refugee Village, OVs and community elders utilized existing community pooled funding mechanisms to collect community donations to repair water pipes in the RV through technical support provided by the UNHCR's CBP partner, WESS.

## COMMUNICATION WITH COMMUNITIES



- ⇒ UNHCR Community Based Protection (CBP) staff and partners conducted 118 visits to different Refugee Villages (RVs) and urban clusters and facilitated outreach to 1,600



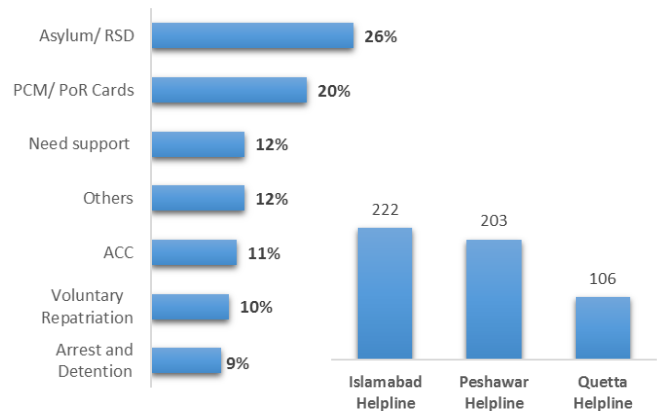
refugees across KP. These visits provided UNHCR and partners the opportunity to interact with refugees and equip refugees with the necessary skills to strengthen safety nets for addressing protection risk factors and effectively respond to protection incidents at the community level. The office is currently exploring new initiatives through SHARP to expand CBP programmes in communal places, focusing on persons with specific needs and provision of technical skills to community based support structures and caregivers to offer non-specialized services and create linkages with specialized service providers.

- ⇒ To enhance community engagement in Sexual and Gender Based Violence (SGBV) prevention and response, UNHCR and SHARP conducted a series of awareness raising sessions on SGBV reaching 30 refugee women from targeted urban clusters in Kohat district. The office continues its effort to capacitate existing individuals, communities and partners to identify, safely refer and respond to incidents of SGBV across RVs and urban areas.
- ⇒ UNHCR's CBP team in Quetta held 40 community sessions attended by 261 men and 317 women in Quetta urban and refugee villages. In addition, 30 monthly review meetings were held with 188 male and female OVs in RVs and urban areas in Balochistan.

## PROTECTION HELPLINE



⇒ During the reporting month, the majority of calls received in Punjab and Khyber Pakhtunkhwa were in regards to Proof of Registration (PoR) Card modification procedures. In Baluchistan, the majority inquiries and calls were regarding the procedures to seek asylum in Pakistan.



## COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

## LINKAGES WITH OTHER SECTORS



- ⇒ UNHCR CBP staff provided support to other technical units including for the distribution of teachers' incentives at the RV schools as well as participated in the education mapping and validation exercise. CBP staff also supported Multi-Functional Teams (MFTs) in monitoring of ongoing civil works across schools and public health facilities.
- ⇒ UNHCR's CBP team in Peshawar and Kohat paid visits to the Public Health Engineering Department (PHED) to advocate for refugees' improved access to potable water. As a result of the advocacy, refugees residing in urban areas and RVs around Ghulam Banda are now able to access local water services.
- ⇒ During the month, OVs and community focal points in Lahore and Attock reported two devastating fires to UNHCR which resulted in 19 refugee families losing their houses and most of their belongings. Following the reports, UNHCR coordinated with OVs to support the affected families by providing Core Relief Item (CRI) kits and family tents.

## TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR's CBP team in Islamabad, conducted a comprehensive eight-day training for 22 new partner staff from the International Catholic Migration Commission (ICMC). The staff were recently hired by ICMC to support CBP activities and OV networks in Islamabad and Punjab. The training covered basic principles of CBP, UNHCR procedures, legal protection, community outreach strategies, communicating with communities, code of conduct, and the identification of individuals with specific needs.

- ⇒ UNHCR's CBP team in Islamabad conducted regional trainings with 31 child shelter attendants from the Child Protection and Welfare Bureau from Multan, Bahawalpur, Rahim Yar Khan, Lahore, Sialkot, Rawalpindi, and Gujranwala. The trainings covered refugee related issues, child protection and SGBV and were conducted to solidify a referral partnership with the Bureau for vulnerable refugee children.

## UNHCR'S COMMUNITY-BASED PROTECTION

### PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



Rural Empowerment and Institutional Development (REPID)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)