

UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) September 2019



UNHCR
The UN Refugee Agency

Key Figures

132,763

Identified Persons with specific needs

35%	Children at risk (including Unaccompanied or separated children)
19%	Older persons at risk
13%	Disability
12%	Serious medical condition
11%	Single parents
8%	Women at risk
2%	Other

ACHIEVEMENTS IN 2019

17,410

Number of members of community leadership and self-management structures

73,043

Number of POCs with psychosocial needs receiving psychological support in Q1-3 (source: Activity Info)

3,426

Number of people trained on community leadership and decision making



Community dialogue on peaceful co-existence in Bidibidi settlement.

Community Mobilisation and Women and Youth Empowerment

- In Kyaka II, OPM and UNHCR in coordination with partners conducted elections for the Refugee Welfare Committee (RWC). 385 (249M/136F) refugee leaders in 9 Zones were elected.
- Refugee leaders were supported by the protection partner (IRC) with construction materials for the establishment of 3 office spaces for RWC1 in villages 2, 5 & 6 of Ofua Zone, Rhino Camp.
- The tools for the Age, Gender and Diversity participatory assessment (PA) were revised and finalized following a test run of the tools in Kiryandongo by a mission of UNHCR Kampala, Regional Office Nairobi, and Kiryandongo staff. A Webex training of UNHCR focal points was conducted by the Regional Office, in preparation for the PA in October - November.
- 85 (32F/53M) youth participated in a community engagement activity in Ofua Zone, Rhino Camp. 78 (32F/46M) of the youth were refugees and 7(M) from host community. The youth cleaned the market place, churches, and the RWC premises including excavating ground for tree planting.
- 131 (58F/73M) refugees attended a community awareness meeting in Rhino Camp to discuss the available services for refugees in Omugo IV. The community raised urgent needs for CRIs that were not provided during the relocation such as hoes and slashers to facilitate shelter construction. It was also reported that due to ongoing rains, the grass has overgrown and there is need to slash but some refugees lack the tools to clear around their homesteads.
- In Kyaka II, 08 women groups comprised of 129 individuals including 35 nationals were trained on mind set change, financial literacy and group dynamics to empower them with knowledge and skills to use in management of their groups and businesses. The training was organized by DRC in coordination with Kyegegwa district.
- A summary report of consultations with the community on CBI / alternate cash collectors was finalized. The findings of the report summarize the views and perspectives of POCs gathered during focus groups conducted in the field and should guide decisions related to CBI.

Persons with Specific Needs (PSN)

- DRC/HADS with UNHCR funding conducted training for 13 (11F/2M) PSNs in Kiryandongo to equip them with basic business skills as well as train them on how to develop business proposals/plans to ensure the sustainability of their proposed livelihood activities.

- Identification of PSNs is ongoing through various channels including at transit centres, reception and registration, verification, continuous registration, protection activities and community outreach. Case follow-up, referrals and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, second-hand clothes, domestic items, supplementary food, assistive mobility devices, etc.), shelter-related support, construction of latrines, livelihoods support, and support to access food distribution points and continuous registration exercises.
 - Following a training of partner staff from OPM, UNHCR, and CBOs and a briefing with refugee leaders/interpreters, the PSN profiling exercise was launched in Rhino Camp settlement on 5 September 2019 (completed on 4 October). 4,946 households/9,391 PSN individuals were profiled during the exercise. The PSN profiling exercise also commenced in Kiryandongo, preceded by a training of enumerators and interpreters. The exercise in Bidibidi which commenced in August was ongoing in the month of September across the five zones of the settlement.
 - A new methodology to enhance PSN support called "Community Coalition Care Led" is being introduced in settlements in Adjumani by LWF. 14 (7M/7F) members of the Community Care Coalition Team (CCCT) were selected in Nyumanzi and trained on their roles and responsibilities. The team will regularly monitor the conditions of PSNs in their home and support PSNs to access critical services. During the 9th cycle food/cash distribution, the CCCT supported 89 (3M/86F) PSNs to access food items and cash faster at Nyumanzi FDP.
 - 482 (329F/153M) refugees attended five community awareness sessions on community-based protection and inclusion in Bidibidi. Issues raised by the communities were distant Information Support Centres (ISCs) for PSNs, leaking PSN shelters and poor state of PSN latrines. The community members and IRC are to come up with strategic community initiatives to improve on the PSN shelter conditions. Also in Bidibidi, 182 (116F/66M) PSNs participated in 3 meetings during which they raised issues regarding irregularity in soap distribution, and poor shelter conditions caused by inadequate shelter material and bad weather.
 - Routine follow-up assessments of PSNs was conducted by community workers in Nakivale, reaching 590 (200M/390F) people of diverse nationalities, including older persons, single parents, persons with serious medical conditions, persons with disability, women at risk, unaccompanied and separated children and other children at risk, and survivor of violence. The issues raised during the home visits include replacement of NFIs, shelter, basic domestic materials, livelihood support for single parents, and medical care.
 - In Oruchinga, home visits were conducted by community workers to 64 PSN (37F/27M) of diverse nationalities to assess their living conditions and needs. They included older persons, persons with disability, persons with serious medical conditions, and single parents. Issues identified were need for blankets, solar lamps, delays in sanitary materials, and medical support. Basic counselling was offered, and provision of available support was planned. Material assistance was also provided to 38 (16M/22F) people living with albinism.
 - IRC supported 479 PSNs (297F/182M) in Bidibidi to access the continuous registration exercise in zones 3 and 5. 2,916 (2,074F/842M) PSN were supported at various food distribution points across the five zones of Bidibidi, ensuring they were attended to timely at the different FDPs and those with transport challenges had community support arranged for transport and security of their food.
- ### Psychosocial Support
- 276 females in Rhino Camp were offered psychosocial support on topics of self-esteem and self-confidence, knowing one another and were also provided livelihood skills on baking. In addition, a total of 12 sessions on psychoeducation were conducted reaching 398 (214F/184M) refugees in Rhino Camp.
 - In Imvepi and Rhino Camp, 278 refugees (252F/26M) received advanced psychosocial support services through cognitive behavioural therapy for trauma. Clients have shown progress through discussions that revealed behavioural activation and feelings including how to remove irrational thoughts with positive thoughts, prayers, developing positive self-esteem.
 - 14 group counselling sessions were conducted for 61 (32F/29M) group members in Kyangwali. The groups comprise of survivors of various traumatic experiences that led them to develop various mental illnesses. The group members were able to share their painful experiences, their feelings of sadness, loss of interest in daily activities, their feelings of worthlessness and the trauma that they experience as a result of what they have been through.
 - A focus group discussion was conducted with 42 (42M) prisoners at Kyangwali prison. The discussion was therapeutic in nature, allowing inmates to open up and share their most pressing problems. Many shared challenges experienced during their stay at prison including loss of family members, loss of businesses and loneliness. The inmates were able to share some of their most painful life experiences and were able to receive psychosocial support.
 - LWF conducted Cognitive Behavioural Therapy for Trauma (CBTT) screening for 17 clients for Post-Traumatic Stress Disorder (PTSD), depression and/or anxiety in Boroli, Olua I and Ayilo II settlements in Adjumani in order to improve their psychosocial

wellbeing, group support and positive coping. This will assist refugees with coping with psychosocial ailments and live a dignified life within the settlements.

- TPO conducted 6 community psycho education sessions in Bidibidi, reaching 958 (237M/721F), including 413 nationals and 545 refugees. Topics discussed included SGBV and psychosocial effects of SGBV. Participants identified alcoholism as the most common cause of SGBV in their community and recommended more awareness sessions on SGBV and mental health.

Accountability to Affected Populations

- There was a 2.6% increase in the total number of queries received through the Feedback, Referral and Response Mechanism (FRRM) helpline in September as compared to August. 2,191 queries were recorded in September 2019, 57% from males and 43% from females. A majority of callers (799) were between the ages of 26-35. 53 queries were received from callers under the age of 18 years and 77 from callers above 60 years of age. 1,014 queries were handled at helpline level and 1,177 referrals were forwarded to partners and UNHCR focal points for follow-up. 400 queries were logged under General Queries, Durable Solutions (372), Community based protection (330), Health and Nutrition (279) and others (810).
- The highest number of queries received by the FRRM Helpline came from the south-west and Kampala (Nakivale 846 queries; Kampala 356, Kyangwali 323, Kyaka II 208). Olua I in Adjumani was the source of the highest number of queries from West Nile region (194) compared to none received from this region in August. The FRRM team completed sensitisation activities in Adjumani in August, following which there has been an increasing use of the helpline.
- 680 complaints / feedback were reported at Information Support Centres (ISCs) in Rhino camp and Imvepi, majority by female refugees (439). Lack of shelter/poor shelter, challenges in food distribution, lack of attestations, health related concerns and domestic violence were the most commonly reported issues. In Bidibidi, 206 (F141, M65) incidences were attended to at the ISCs. Shelter, registration matters, food rations and health complaints among others were the major issues registered and attended to. 99 (F67, M32) cases were successfully addressed and closed, while 107(F74, M33) were referred to other service providers.
- 8 integrated village meetings were conducted in Lobule reaching a total of 432 persons (200F, 232M), of which 100 were host community representatives (24F &76M). The key issues identified included: poor state of the roads, class congestion due to limited classrooms, no teachers' quarters, unpaid teacher's salaries, limited medical interpreters for Lobule health center. Issues

were shared with the respective partners during the Protection Working Group meeting for further actions.

- 292 (179F/113M) community members attended 4 community feedback meetings conducted in Bidibidi. Key issues were high rates of violence in the community, poor access roads to child friendly spaces, no plots for some refugees who voluntarily joined their relatives in the villages and lack of latrines at some locations among others.
- In Rwamwanja, four village meetings were held in Mahega, Kikurura, Basecamp FDP and Bugutanto provide feedback to POCs on issues of concern, with presence of partners operating in the settlement. The Partners responded to the questions accordingly, and feedback on various protection issues were also shared with PoCs.

Peaceful Co-existence

- In Rhino Camp, 71 (22F/49M) refugees and host community leaders participated in a peaceful coexistence dialogue meeting jointly facilitated by IRC and OPM. Key issues discussed were the management of animals, deforestation, beneficiary selection, roles of RWCs vis-a-vis block leaders and delays in payment of casual labourers by contractors among others.
- Lobule registered 3 incidents of conflict in two villages, attributed to high alcohol consumption in nearby trading centres. They were addressed in integrated village meetings, where community structures warned the culprits of their misconduct and cautioned the community on such behaviour.
- 46 youth in Kiryandongo were facilitated to take part in two sports events outside the settlement for peaceful coexistence and to promote sporting activities amongst the youth. Also in Kiryandongo, a cultural gala was held under the theme "Embracing People's Cultures for Peaceful Coexistence". 23 groups showcased traditional dances, songs and dramas. The chief guest was the Representative of the District Chairperson LCV who highlighted the importance of peaceful co-existence with the host community.
- On 16 September, a fight broke out among Nuer refugees in Kiryandongo which resulted in the death of two refugee men and several injured. The fight reportedly occurred over a 19-year-old Nuer woman who fell pregnant out of wedlock and who sought protection from a Nuer elected leader. Police have so far arrested 14 suspects. A refugee informant who helped police identify the suspects is now in a safe house. Protection partners, OPM and Police met to chart a way forward on how to address this matter. It was agreed to intensify peaceful co-existence messages and activities in refugee communities, encourage alternative dispute resolution mechanisms, and ensure that perpetrators are apprehended.

- The International Day of Peace was commemorated in Mungula I in Adjumani with the theme: “Climate Action for Peace”. During the commemoration, trees were planted, and music, dance and drama performed by different groups. In Lamwo, in addition to the commemoration event attended by various stakeholders, a radio talk show on peaceful coexistence was held during issues such as the roles of inter-religious councillors in promoting harmonious coexistence, and peaceful mediation approaches employed by the integrated peace committees were discussed by the four guests.
- In Bidibidi, 1,428 (763F/665M) persons attended seven community dialogues on peaceful coexistence were held between refugees and the host community, jointly attended by IRC, OPM, UNHCR and other implementing partners. This was in response to frequent occurrence of crimes such as domestic violence, threats of violence from the host community and witchcraft allegations. This encouraged community leaders to work jointly for the betterment of their communities and address crime rates.
- Also in Bidibidi, 83 children (45M/38F) participated in an exchange visit whereby peace club members from Alpha CFS visited Green Valley CFS. The objective of the visit was to enhance peer to peer mentorship programs. The activity involved poems, discussion on roles of peace club members in the community, message on child rights and children’s roles in protecting their rights.
- A total of 46 Kiryandongo youth were facilitated to take part in two sports events outside the settlement for peaceful coexistence and to promote sporting activities amongst the youth. 24 youth were supported to engage in a football match with youth in Kyangwali, to promote peace and cooperation between the two settlements. Also, 22 youth of Club Olympiakos of Kiryandongo were supported for the knock out stage in Kiryandongo district in the ongoing Kibanda Independence Cup tournament, an annual event organized by Kibanda Radio station and the District Local Government.
- In Bidibidi, 45 (15F/30M) youth of Zone 3 were supported to participate in an inter-church football youth tournament. Zone 2 football team also participated in the Yumbe district and Onduparaka health campaign where 20 players were selected to play with the second team of Onduparaka Football Club.
- PSNs continue to experience challenges associated with transportation of their food from the distant food distribution points (FDPs) to their homes, requiring further community support.
- Inadequate facilitation (transport, airtime, protective gears, stationary and communication) of RWCs has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Limited psychosocial support and mental health services that are insufficient to address psychosocial needs of PoCs. An increase in suicide rates in settlements in the West Nile are indicative of such unaddressed needs.
- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Limited number of infrastructure such as community centres / youth centres for diverse groups to undertake community-led activities and initiatives.
- Many Protection desks / Information and Support Centres (ISCs) are operating in deplorable conditions and require urgent repairs / upgrade to semi-permanent structures for quality services, confidentiality, prevention of vandalism and welfare of staff manning them. In Lobule, there is no static premise for conducting ISC activities.
- 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

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 self-management and leadership structures.
- Strengthen complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with particular attention to marginalized and at-risk groups.
- Strengthen peaceful co-existence among and between refugees and host communities and promote resilience.

Gaps / Challenges

- Limited shelter support to PSNs in urgent need of shelter construction and/or repair and need for more mobilization of community support.

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