



*Participatory Assessment  
Findings and Recommendations*

*UNHCR Pakistan*

*2019*

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## UNHCR operation in Pakistan



**Acronyms:**

AGD	Age, Gender and Diversity
ACC	Afghan Citizenship Card
CwC	Communication with Communities
CAR	Commissioner for Afghan Refugees
CCAR	Chief Commissioner for Afghan Refugees
COI	Country Office Islamabad
COP	Country Operation Plan
CBP	Community Based Protection
DANESH	Drugs & Narcotics Educational Services for Humanity
EVI	Extremely Vulnerable Individuals
FGD	Focus Group Discussion
ICMC	International Catholic Migration Commission
KII	Key Individual Informant
MFT	Multifunctional team
NGO	Non- Governmental Organization
OVs	Outreach Volunteers
PA	Participatory Assessment
PWSN	Person with Specific Needs
POR	Proof of Registration
RV	Refugee Village
SHARP	Society for Human Rights and Prisoners' Aid
SGBV	Sexual and Gender Based Violence
SOP	Standard Operating Procedures
UNHCR	United Nations High Commissioner for Refugees
WESS	Water, Environment and Sanitation Society

## OVERVIEW

UNHCR Pakistan Country and Sub-Offices conducted a Participatory Assessment (PA) in urban areas and refugee villages with Afghan refugee participants with the following key objectives:

- To **gather** information on the specific protection concerns faced by refugees, the underlying causes and proposed solutions.
- To **analyze** information on community capabilities and resources that contribute to self-reliance.
- To **incorporate** the community's input into the redrafting of the Community Based Protection and Urban Outreach strategy for 2020-2022.
- To **inform** 2020 Country Operation Planning (COP) process.

The thematic areas covered include:

1. Safety and security for women and girls;
2. Communication, feedback, and information sharing;
3. General protection issues commonly raised by refugee communities throughout the year including youth empowerment, livelihoods, education, and evictions.

## METHODOLOGY AND GEOGRAPHICAL FOCUS

**Methodology:** In 2019, a new methodology was used to conduct the participatory assessment in Pakistan. Throughout the year, UNHCR and partners gather information from communities utilizing participatory and age, gender, and diversity (AGD) mainstreaming methods through ongoing outreach activities. In 2019, it was decided to better incorporate this information to the annual participatory assessment exercise by having two phases of data collection and analysis:

1. In the first stage, UNHCR and partners conducted a **desk review** exercise which included the review of reports, feedback from refugee communities, and assessments conducted at a community level from October 2018 – October 2019. This data was analyzed to develop an understanding of the common concerns and themes raised by the community to not only inform the findings of the participatory assessment, but also to guide the operation on identifying the key protection issues to be further explored during the PA field exercise.
2. The second stage of the 2019 PA consisted of a **field exercise** where multi-functional teams (MFTs) conducted Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) with refugee communities. The Age, Gender and Diversity (AGD) approach was mainstreamed in the methodology by involving children (10-14 years), youth (15-24 years), adults (25-59 years), and older persons (60+ years). Each FGD was comprised of 10-15 persons and conducted separately for girls, boys, men, and women. Child-friendly participatory methods were used for FGDs with children, including story-telling, drawing, a simplified questionnaire and shorter sessions. Additionally, key Informant interviews were arranged to obtain views of community leaders, focal persons and activist, along

with Extremely Vulnerable Individuals (EVIs) that were not able to physically participate in the larger FGDs.

**Geographical Focus:** Provincial offices selected up to four locations in urban areas and refugee villages to conduct the assessment. Communities that were not included in the 2018 participatory assessment were prioritized to avoid assessment fatigue and to obtain diverse responses. The number of locations were kept to a minimum as the data collection is qualitative in nature and therefore sufficient time is needed for data entry and analysis.

### **Khyber Pakhtunkhwa (KP):**

- **Desk Review:** Data for the desk review was compiled using a variety of information sources including the 2018 Participatory Assessment, the 2019 Education Survey, Field Monitoring Reports, FGDs conducted throughout the year by UNHCR's implementing partner, SHARP, reports from district administrators, community feedback mechanisms (including complaint boxes), reports from Community, *Shura*, and youth meetings. UNHCR's sub-office in Peshawar also held a discussion with MFT comprised of colleagues from programme, legal, repatriation, field, and SGBV & CP specialist from partner.
- **Field Exercise:** UNHCR and partner staff conducted 24 FGDs, evenly divided between men, women, and children. In addition, 5 KIIs were conducted (3 women and 2 men) and 8 individual interviews IIs (4 women and 4 men). The field exercise took place in two Refugee Villages (RVs) including Kata Kani in Hangu, KP and Turkmen RV in Nowshera, KP. In addition, two urban clusters, Takhtbhai, Mardan district and Iraq Abad, Nowshera district, were included in the field exercise

### **Baluchistan:**

- **Desk Review:** Data for the desk review was compiled through field visit reports, CBP monthly updates, community sessions, household visits and the 2018 PA report. The reviewed documents were completed by UNHCR and partner staff throughout the province.
- **Field Exercise:** UNHCR and partner staff conducted 12 FGDs, evenly divided between women, men, and children. In addition, three KIIs (1 woman, 2 men) and three IIs (1 woman and 2 men) were conducted. The field exercise was carried out in Pashtoon Bagh, an urban cluster in Quetta, as well as Malgagai RV in Qilla Saifullah district.

### **Punjab and Islamabad:**

- **Desk Review:** Data for the desk review was compiled through field visit reports, community meetings, feedback mechanisms, OV meetings, and the 2018 Participatory Assessment. An MFT comprising of UNHCR protection and partner staff held a meeting to further analyze and discuss key trends from the desk review.
- **Field Exercise:** UNHCR and partner staff conducted 13 FGDs (3 women, 5 men, and 5 children). In addition, 3 KIIs were conducted (2 women, 1 men), and 5 individual

interviews (3 women, 2 men). The field exercise was conducted entirely in urban clusters including Lahore (Abdullah town and Ittifaq Town), Rawalpindi (Khayaban-e-sir-Syed, Sadiqabad), Taxila, and the I-12 settlement of Islamabad.

### **Sindh:**

- **Desk Review:** Data for the desk review was compiled through field visit reports, community meetings, feedback mechanisms, and the 2018 Participatory Assessment
- **Field Exercise:** UNHCR and partner staff conducted a total of 6 FGDs (2 men, 2 women, 2 children). In addition, KIIs were conducted with 2 individuals (1 man and 1 woman) and IIs were conducted with 2 individuals (1 man and 1 woman). The field exercise was carried out in two urban clusters in Karachi; Gadap Town, Camp Jadeed and Al-Asif Square, Sohrab Goth.

A total of 55 Focus Group Discussions (FGDs) and 31 Interviews (13 KIIs, 8 IIs) were conducted with Afghan refugees from Pashtun, Hazara, Tajik, Turkmen and Uzbek ethnicities.

## *MULTIFUNCTIONAL TEAMS*

**Training:** A one and half day national workshop was organized to agree upon the questionnaire, methodology, reporting responsibilities and overall planning dates and deadlines. A one-day provincial training was held for the multifunctional team members involved in conducting the PA in their respective provinces.

**Team Members:** Multifunctional teams (MFTs) were comprised of UNHCR staff, partner staff and Outreach Volunteers. UNHCR PA focal points at the Provincial level were responsible for training MFT members, overseeing the process and providing the necessary support and direction for quality data collection and analysis. FGDs with men and boys were facilitated by male MFT team members and FGDs for women and girls were facilitated by female MFT members.

**Outreach Volunteers:** Outreach Volunteers (OVs) were key to ensuring the success of the PA, by mobilizing the community to participate in the FGDs and KIIs, as well as identifying communal spaces in urban areas to hold the discussions. OVs were instrumental in ensuring females participated in the FGDs, as movement restrictions for females can create a barrier to their participation in activities, including the PA.

**Data Analysis and Reporting:** An online data management tool in Kobo was created by Information Management colleagues to streamline the data entry and analysis process. Each Provincial office conducted the initial review and analysis of data and prepared an overview of key findings, recommendations and challenges. The COI CBP team was responsible for preparing the consolidated national report, which includes selected findings and recommendations that are common across the operation and relevant for 2019 Country Operation Planning.

## KEY FINDINGS

### Theme 1: Protection of Women and Girls

#### Protection Concerns for Women and Girls

FGDs and KIIs revealed that women identified several issues facing their communities. Nearly 73% of all responses, both with men and women, noted that access to quality education was the most prevalent issue facing women and girls. In addition, the majority of respondents noted that a lack of education was also a main cause of the protection problems experienced by women and girls. In addition to education, 41% of respondents noted that a lack of livelihoods opportunities was also a concern – with both men and women responding at similar rates. Other concerns were also noted but were revealed to be of less importance to the communities including, domestic issues (21%) and access to decision making structures (17%).



During FGDs, it was also noted by men and women that women are kept safe due to their restricted movement. Women are only allowed to leave their homes when accompanied by other male relatives. This practice is most commonly seen in traditional communities, particularly among the Pashtun. While both men and women noted that such practices helped to keep women physically safe, many women noted ongoing fears of inaccurate gossip spreading in the community about them, being 'touched' by males, and general insecurity in their areas of residence as their main concerns. Other issues, including poverty were also regularly cited. Many female participants in FGDs saw these issues as embedded in the culture and are not hopeful for change or improvement in the situation.

It was also noted in FGDs and KIIs that women and girls have limited information on where to go for services or how to report protection issues. Rather than reporting their problems to the authorities, UNHCR, or partners, there is a preference to manage such issues at a household or family level. The limited knowledge of reporting structures was noted in all provinces and in both RVs and urban areas among female populations.

The main issues facing girls was reported to be a lack of educational opportunities. FGDs revealed that this is mainly caused by cultural barriers, poverty, distance to school, and early marriage. General consensus among community that the common age of girls' marriages is changing to above 18, however, this trend is more common with educated groups in urban areas. Despite the changing attitudes towards child marriage, over one-quarter (26%) of respondents still noted that early marriage was a concern for the community.

#### Conflict Resolution and Decision Making:

47% of all respondents noted that women do not meet regularly to discuss their issues. This trend was most common in Baluchistan where nearly 60% of women stated that they do not meet regularly, however in Punjab, it was much more common for women to gather for discussion and information sharing (90%).

Throughout Pakistan, in all provinces and in RVs and urban areas, there is a significant lack of meeting places for women and girls. The most common places where women and girls can meet and share information and concerns is at water collection points, women's study centers, and during social events including weddings or funerals. In some communities in Punjab, it was noted that women are able to gather at elders' houses to discuss larger community issues.

Generally, if women have issues or concerns, they prefer to share it with elder females within their families instead of sharing with someone outside of their family. Minor problems are generally solved within the family units, where more significant issues are resolved in Madrassa with the larger community and other leaders. The issues discussed in Madrassa are often related to education, access to livelihoods, early marriages, education, and healthcare. Issues such as domestic violence and personal protection issues are rarely raised in such public forums.

Two thirds of women (66%) believe that these community resolution mechanisms are not satisfactory. The highest proportion of those who reported being satisfied with the current mechanisms are males and people above 60 years of age. More than half of female respondents indicated that women have no say in the existing conflict resolution and decision mechanisms. Female youth in particular noted that the existing mechanisms are male dominated, and they feel that their voices are ignored. Particularly when discussing family decisions, marriage proposals, etc. female voices are not permitted.

## Theme 2: Communication, Information Sharing, and Feedback

### Communication within communities:

Communication within communities (CwC), both for formal and informal communication, follow similar patterns throughout the country in both urban areas and RVs. Overwhelmingly, respondents viewed community elders as the most informed individuals within their communities. In urban areas, outreach volunteers and teachers/principals were also cited as being the most informed, whereas respondents from RVs noted that Maliks and community health supervisors were well informed. According to the community, these groups were believed to be the most informed because they have mobile phones and have direct communications with UNHCR, ICMC,



WESS, DANESH and SHARP. Overwhelmingly, it was noted that women (particularly widows and single women), elderly and disabled individuals were the least informed and last to receive

information. Both in urban areas and RVs, it was also noted that daily laborers were also not well informed due to their long and sporadic working hours. Women were particularly noted as lacking information due to their limited mobility and lower status within the community – with some respondents believing that women are 'idle' community members who do not have a strong use for such information.

Communities have strong networks to share announcements and information from UNHCR and partners as well as informal information, such as weddings, births and funerals within their respective communities. It was noted that mobile phones, both for men and women, was one of the most common ways for information to be shared. Women also noted that information also comes door-to-door from close neighbors while men noted that information is shared at the local mosque. All respondents indicated that they make concerted efforts to share information further once received.

Particularly in urban areas, respondents indicated strong links and communication networks with local Pakistani host communities. It was specifically noted that children often have strong ties with the local populations and information is shared through schools. Non-afghan refugees reported feelings of discrimination by the local population while seeking either services and/or working. They reported that language is additional factor which affects the communication networks with local populations.

Information sharing was cited as a particular challenge for the minority population of Turkmen Afghan refugees in Khyber Pakhtunkhwa, it was also noted that due to linguistic and cultural barriers, information does not travel as freely within these communities.

#### Communication and Feedback between UNHCR/partners to Communities:

Information from UNHCR and partners is almost always received through male community members, either elders or outreach volunteers. It is noted that these groups are often the first beneficiaries of face-to-face information from UNHCR and partners, which is shared through community meetings and outreach visits. Individuals are also utilizing UNHCR and partner protection helplines to seek information, but this is generally by individuals who have a strong understanding of UNHCR and partner services, or those who are already receiving some form of individualized assistance or case management.

Refugee men are generally more aware of UNHCR and partner services, whereas significant information delivery gaps are prevailing with women, youth, children and elderly. The reason for this discrepancy is that UNHCR and stakeholders rely on male community members to further disseminate the information (due to lack of sufficient access to female community members). Participants in FGDs (tentatively 40 individuals/ 10 in each FGDs) revealed that the participants did not have any information about UNHCR. Of these, three were female FGDs (one youth and two elderly group) and one was an FGD for male youth in Karachi, Sindh province.

Respondents indicated that the information they were most interested in receiving from UNHCR and partners includes (in order of priority): education services; livelihoods/skills training opportunities; health services; and access to documentation (PoR/ACC).

Approximately 60% of respondents noted that they do not know how to contact UNHCR directly, the majority of these were female. According to the Data, 47% of male and 71% of female indicated that they did not know how to contact UNHCR. For those who report knowing how to contact UNHCR, nearly all cited UNHCR's helplines as the primary method, followed by community leaders. Seventy three per cent of respondents are unaware of the complaint boxes located with UNHCR and partners throughout the country, and less than 5% were aware of someone who has used this mechanism in the past, all of whom were not satisfied with the responses they received..

### **Communication Preferences:**

According to 62% of male respondents, UNHCR and partners should use mobile phones and social media, such as WhatsApp, for sharing information. However, female respondents indicated that community structures, including community leaders, are the best way to share information by UNHCR and partners. The second most favored method was face to face community meetings (35% of respondents.)

The majority of the individuals involved during FGDs and KIIs expressed that UNHCR and partners should conduct more frequent and regular visits so that they are able to share their complaints and grievances. Due to the importance of face to face interactions and community meetings, it was also expressed that female UNHCR and partner staff are key, as it is difficult or almost impossible for female refugees to meet with male staff members within the community. In areas where CBP is being implemented, outreach volunteers were also seen as a preferred source of information sharing. In non-CBP areas, the District Administrators and social animators were seen as key information sources.

In total, 78% of respondents indicated that someone in household has access to internet. It was noted that if the respondent did not have access to internet themselves, it was almost always a male family or community member within their community who had the access. Access of females of all ages and elderly to internet services remains low and, in some cases, women are prevented from accessing the internet by their male family members.

It was additionally noted that both WhatsApp and Facebook are common tools used to share information among Afghan refugees. It was noted that there are several individual and institutional Facebook pages that Afghan refugees regularly access to find information. While some indicated that they access UNHCR's social media, they more regularly use other pages run by schools, local activists, etc. In addition, information is also regularly accessed through mosques and other communal places include markets and shops.

### **Theme 3: General Protection Concerns**

One of the key elements of conducting desk review exercise was to identify areas that were consistently raised by refugee communities as areas of significant concerns during outreach

sessions throughout the year and to enable the upcoming participatory assessment to further explore these areas..

### a. Youth Empowerment

In preparing the 2019 participatory assessment, it was decided to keep youth empowerment as a separate theme in order to better identify the main challenges faced by Afghan youth and to highlight any strengths or capacities they have within their communities. It should be noted that the responses throughout the country were very similar, whether in urban areas or RVs.



The main concerns raised for youth around the country were issues related to unemployment and livelihoods (68% of respondents) and access to education (51% of respondents). Youth report that these challenges that prevent them from achieving their goals and make them feel 'stuck' living as refugees in Pakistan. In addition, a few of the community members also highlighted police harassment (10% of respondents), which especially affects young men, as they are more mobile due to the need to seek employment and, therefore, have more regular encounters with police than other members of the community. Some male youth also stated that refugees' inability to obtain driver's licenses is another significant issue, which hinders their access to gainful employment.

There are very few formal youth groups throughout Pakistan, and limited locations where youth can gather to discuss their issues and network. It is important to note that females do not have access to any kind of such groups and their movement is far more limited to their neighborhood. However, young women do regularly gather together during their free time to discuss their issues and challenges particularly within the same extended family. Youth, in general, noted that there are no regular times or places for them to meet with each other and that meetings most commonly take place during evening hours after work and take place in streets, playgrounds, or mosques.

After completing their education, the majority of male youth engage in livelihoods activities and look for gainful employment. Female youth are most likely to be engaged in the household work. A few youths reported trying to continue with higher education but due to limited resources and poverty they are not able to continue. Most of the respondents noted that youth are considered as adults and are expected to support their families financially or through housework.

The majority of youth respondents identified a lack of financial resources as main hurdle in achieving their goals. Youth report it is difficult to find work due to a lack of education and skills. Those who do not work report that they are often staying at home and playing games. Some also note that their livelihoods challenges are delaying cultural and traditional milestones, such as marriage. Many cited the cost of the dowry is too high and most youth and their families are unable to afford the high costs.

In regard to the issue of how to engage youth in community decision making, overall, respondents did not provide ideas to further this objective. A few respondents recommended having community centers where for youth to be included in community meetings more easily and that could also provide learning opportunity for younger learning from elders.

Almost throughout the communities it was suggested that UNHCR and other NGOs should work to help find more job opportunities for youth. The skill training programs should be provided within their communities, to the extent possible, as the transport expenses are too costly and most females are unable to leave their local areas. Communities also mentioned that UNCHR needs to work more towards access of refugee children to education and skills development programs.

### **b. Livelihoods**

While enquiring about the financial support mechanism in the country of asylum for refugees, it was commonly cited as male member being involved in in unskilled or daily wage labor. The most common job cited by male respondents was scrap businesses, work in coal mines, working in restaurants and construction. Women were most commonly employed in businesses within the home including embroidery and weaving. Hazara refugee communities seemed to be more engaged in business activities and ran small shops within their neighborhoods. Women do not typically engage in livelihoods activities due to cultural barriers and family expectations.

Approximately 60% of respondents reported that they were unaware of skills trainings opportunities offered by UNHCR, partners, and the Government of Pakistan. Those who were aware, stated they did not apply because they did not meet the requirements. Women did not participate because they could not get permission from their male relatives. There was greater awareness of these programs in urban areas, with 55% of respondents having been informed as compared to just 27% in RVs.

Women reported being most interested in beautician, nursing and tailoring courses, but noted that any skills trainings would have to take place near to their homes and offer pick and drop services. Men are most interested in car mechanic, computer, cell phone repair, and English language classes.

### **c. Education**

Across the country, respondents reported difficulty enrolling their children and youth in public schools, colleges, and universities. Overall, 64% of respondents noted difficulty enrolling their children in school, however this figure was highest in refugee villages where 100% of respondents noted such difficulty. It was specifically noted that refugee children would be denied access to schools due to documentation issues or capacity limitations. Many families are unable to afford the costs of private schools if their children are denied from the local public schools. For higher education, respondents cited the difficult admissions procedures and processes, as well as the tuition costs, as the major barriers for enrollment.

Particularly for girls, respondents raised the issue that schools are too far from their homes and there is no public school within their vicinity that would be appropriate to send their children.

Respondents request that UNHCR and NGOs continue advocating for refugees' access to public institutions and for financial support for the construction of schools close to the refugees' homes in order to facilitate girls' enrollment.

#### **d. Evictions and Land Issues**

Land and tenancy issues were noted to not be a significant issue in Baluchstan, Sindh, Islamabad and Punjab, only two respondents from these locations indicated that they have heard of any evictions. In case of any eviction issues in these provinces, refugees stated they would work to settle the dispute among their neighbors or approach the local police stations. In Punjab, there were concerns among refugees who were living on private property under lease agreements with individual landlords, however, these concerns focused more around issues such as increasing rents and police registration processes rather than evictions.

In Khyber Pakhtunkhwa, 60% of respondents indicated tenancy and eviction issues, both in refugee villages and urban areas. The issue includes tenancy documentation with private landowners and claims made by some local communities to land in refugee villages. While most respondents noted that they would approach UNHCR, CAR, or SHARP with such issues, the adult groups in a Turkmen RV stated that they are unaware of who to turn to for support. Most issues are resolved through the payment of money to the landowners by of influential locals, including *shura* and jirga meetings, or through the intervention of SHARP. In one of the urban locations, it was noted that someone in the community was arrested for not having proper rental agreements with a private landlord.

## *RECOMMENDATIONS*

### Theme 1: Protection of Women and Girls

- UNHCR should ensure that all UNHCR staff, implementing and operational partners who work directly with refugee communities are adequately trained on SGBV prevention, mitigation, and response and on referral mechanisms.
- UNHCR and partners should strengthen community awareness raising sessions on sensitive topics, such as SGBV, early marriage, domestic violence, child rights and child labor. Such sessions should emphasize the need for access to education and livelihoods for women and girls and a focus on outreach to men and boys.
- UNHCR should ensure adequate outreach to minority populations, such as the Turkmen, and refugees living in remote locations (RVs), such Kata Kani RV, to ensure that women and girls are receiving adequate outreach and information.
- UNHCR and partners should seek to increase the participation of women, children and youth in community-based activities, ensuring that all populations have a strong and proper understanding of existing services and complaint and feedback mechanisms.
- Encouraging and promoting the participation of women in community decision making structures traditionally reserved for men has proven contentious in the past. UNHCR and partners should, therefore, seek to include women and girls in activities that will gradually

Women and girls have limited information on where to go for services or how to report protection issues.

increase their presence and influence within the community, including education, skills trainings, etc.

## Theme 2: Communication with Communities

- UNHCR should increase its presence within the refugee communities to engage in face to face outreach activities, while always utilizing an AGD approach, involving all segments of society, including women, minorities, and PWSN and elderly. As per the expressed desire of the communities consulted, outreach should include a specific focus on education and livelihoods opportunities.
- UNHCR and partners should regularly provide feedback and updates to communities following community visits, assessments and FGDs on a regular and predictable basis, allowing refugee communities to see how their feedback is contributing to protection services.
- UNHCR, partners and other stakeholders should improve coordination and communication mechanisms with communities to ensure all stakeholders have a common understanding of the available communication mechanisms and are sharing similar information to the communities in a coordinated manner.
- As part of a comprehensive CwC strategy, UNHCR and partners should seek to diversify information sharing and outreach mechanisms beyond face to face community visits and outreach volunteers by utilizing social media (including WhatsApp and Facebook) more regularly and develop tools to allow refugees to independently access needed information without having to wait for a UNHCR or partner visit.
- Through the standardization of SOPs, UNHCR should seek to improve the availability and responsiveness of feedback mechanisms, ensuring that more people within the community are aware of such mechanisms and how to reach UNHCR. By responding and following up in a timely manner, UNHCR and partners can ensure that trust is built in such mechanisms.

Information sharing was cited as a major challenge with minority Afghan refugee populations.

## Theme 3: General Protection

- a. Youth Empowerment
  - UNHCR and partners should work to facilitate and support youth committees and youth-led initiatives, including events that promote social cohesion and engagement.
- b. Livelihoods and Education
  - UNHCR and partners should seek to increase youth's access to higher education, livelihood and skill straining opportunities throughout Pakistan.
  - UNHCR and partners should prioritize home-based skills development trainings, particularly for women and differently abled persons.
  - UNHCR and partners should conduct a profiling exercise for out-of-school children and youth and seek to connect to available educational opportunities.

- UNHCR and partners should conduct outreach to public schools in refugee hosting areas to discuss refugee students and their documentation to facilitate their admission.
  - UNHCR and partners should seek to enhance information sharing and dissemination in RVs on livelihoods and skills training opportunities and current education policy. Effort should be made to target persons with specific needs, women, and linguistic and cultural minorities to ensure that all populations have access to needed information on UNHCR's services and policies.
- c. Evictions and Land Issues
- UNHCR should engage closely with CAR/CCAR on issues surrounding evictions affecting refugee population in RVs. In addition, UNHCR and partners should increase awareness raising sessions with refugees in affected areas, particularly in Khyber Pakhtunkhwa, surrounding refugees' legal rights and obligations regarding evictions.
  - In areas with frequent eviction issues, UNHCR should conduct a community profiling that includes information on the status of refugees' rented land to identify individuals at high risk of eviction. Using this information, UNHCR can adequately target outreach and awareness sessions.

## *CONCLUSIONS*

The PA results provide a roadmap for key interventions and activities the operation should support in the coming years. The involvement of Outreach Volunteers in the PA continues to be a best practice that should be fostered and encouraged. As the PA is used in 2020 Country Operation Planning, Outreach Volunteers and community members should be briefed on how the information was used and the relevant outcomes to close the feedback loop and demonstrate the UNHCR uses the information collected from refugees to inform planning decisions.

Overall, it was observed that the 2019 PA exercise went well, and staff were pleased that the community outreach work throughout the year was better incorporated into the PA. The questionnaires were shorter than in previous years and the storytelling exercises with the FGDs for children were noted as positive. While the desk review exercise was well received, it was noted that significant improvements and standardization of reporting could be useful to gather more consistent and comprehensive information for future PA reports. Recommendations for the PA in 2020 were collected and include the following: to start the preparations for the PA earlier in the year rather than waiting until September in order to not feel forced to rush the FGDs at the last minute. It is also suggested to conduct capacity building with staff on report writing to improve the quality of the report and data analysis.

UNHCR Pakistan would like to thank all the staff, partners and community members who contributed to the PA 2019, which is a critical assessment to ensure an effective operation that serves, assists and protects persons of concern to UNHCR.

*PHOTO GALLERY*

