



Community-Based Protection

UNHCR Hungary

January - March 2023 (Quarter 1)



UNHCR
The UN Refugee Agency

COMMUNITY BASED PROTECTION IN NUMBERS

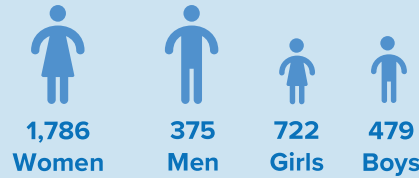
AS OF 31 MARCH 2022



3,677

VISITS TO THE
BUDAPEST HELPS!
COMMUNITY CENTER

BREAKDOWN OF PARTICIPANTS



BREAKDOWN OF PARTICIPANTS BY ACTIVITIES



310

ACTIVITIES CARRIED OUT
IN THE BUDAPEST HELPS!
COMMUNITY CENTER

BUDAPEST HELPS! COMMUNITY CENTER

Budapest Helps! is a community and information centre a collaboration with Budapest Municipality, IOM and UNHCR to support people fleeing from Ukraine as they navigate life in Hungary. The centre is refugee-managed, with services and programmes involving Hungarian and other international staff that respond to the interests and needs of the community.

SERVICES AND COMMUNITY ENGAGEMENT IN THE CENTRE



RECREATIONAL ACTIVITIES

- Aquarelle classes
- Sound bath
- AdniJoga yoga class
- Breathing exercises and movement for relaxation



INFORMATION PROVISION

- Focus-group discussions, awareness-raising sessions on legal issues, education, child protection, health (including mental health) and GBV
- Information dissemination on access to services through brochures, leaflets, hotlines and service mapping



COMMUNITY PLATFORM

- Ukrainian Social Choir
- Women Circle



SKILLS DEVELOPMENT

- Hungarian Language Course
- English Learning Course
- Music course on playing ethnic drums

COMMUNITY CENTRE HIGHLIGHTS



30 events organized, including women circle, folk music evenings, book events, cinema nights, and embroidery and beading class



40 refugees attended the photography workshop



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COMMUNICATION WITH COMMUNITIES

AS OF 31 MARCH 2022

UNHCR HELPSITE

 **19,003 VISITS**
35,254 VIEWS


UNHCR TELEGRAM CHANNEL

 **1,918 SUBSCRIBERS**
396 POSTS SHARED
53% OF SUBSCRIBERS READ THE POSTS

UNHCR HELPLINE

 **151 CALLS**
TOP REQUESTS:
29% REGISTRATION AND DOCUMENTATION
14% HOUSING AND ACCOMMODATION

E-MAIL INFORMATION PROVISION

 **80 E-MAILS ANSWERED**
TOP REQUESTS:
• CASH ASSISTANCE
• LONG- AND SHORT-TERM ACCOMMODATION
• LANGUAGE COURSES
• LEGAL STAY

MAIN CONCERNS OF REFUGEES ON SOCIAL MEDIA

1. Accommodation, both long-term and short-term
2. Psychological support
3. Humanitarian organizations/assistance, which provide financial assistance, help with housing and utility bills, food, clothing, etc.
4. Medicine (language barrier, doctors' failure to recognize the status of Temporary Protection)
5. Part-time and full-time employment



Complaint and Feedback Mechanisms (CFM) promote information sharing and transparent communication between UNHCR and partners with communities to ensure their participation in the monitoring of the quality and access to services and assistance delivered, as well as decision-making on all issues affecting their lives. The CFM allow UNHCR and its partner staff to provide timely and protection-sensitive solutions to complaints and feedback to communities.

UNHCR and its partners have established an effective feedback and complaint procedure through different channels, to report serious misconduct or procedural unfairness. Feedback from the community can be shared through a dedicated online feedback form, by e-mailing UNHCR at hunbucontact@unhcr.org or texting UNHCR Hungary's Facebook page, or via calling the toll free refugee helpline.

Focus Group Discussions



10 FOCUS GROUP DISCUSSIONS WITH 16 THIRD COUNTRY NATIONALS 29 UKRAINIAN NATIONALS

 **38 Women**
 **7 Men**

Language barrier is among the top concerns with accessing basic services in all fields

““”

- “That it is a luck when you meet [an] English speaking doctor but when the doctor doesn't speak English it becomes a problem.”
- “Landlords do not speak English.”

Financial support raised as a main concern

““”

- “Financial support is needed. The help from the government is very low. Inflation is high and the prices rise, especially on food, two times high[er than] they were [a] year ago.”

Refugees experience difficulties finding accommodation and jobs

““”

- “Hungarians do not want to rent apartments to Ukrainians who are unemployed and sign short term contracts. There is a change in how it was before and now.”
- “The prices went high dramatically but the salaries remain on the previous level.”
- “We would have many ideas to start a business or even work [in] our own fields in the social sector, but without support we are not able to do anything.”