



Meeting with community in Kababian RV @ Peshawar / Khyber Pakhtunkhwa



Community session in Chaghi RV @ Quetta / Balochistan

1,752 Outreach volunteers identified



Since 1 January 2019

650 Community visits and meetings conducted

360 Individual referrals to services

168 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

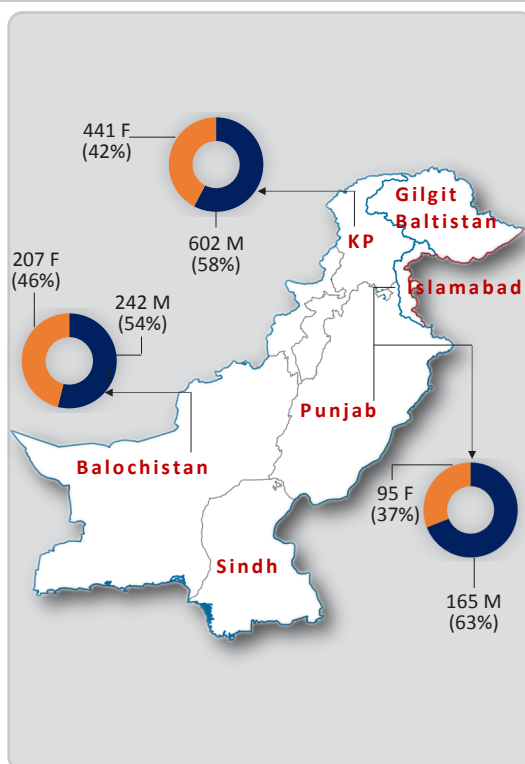


- ⇒ Two exposure visits for 47 outreach volunteers were organized by UNHCR's CBP team in Quetta. The exposure visit brought together outreach volunteers from various communities in Quetta and nearby refugee villages to help create networks between OVs, familiarize them with nearby services, and clarify the procedures and practices of UNHCR and government partners.
- ⇒ A group of male outreach volunteers in Saranan refugee village organized a cricket tournament for local refugees and host communities. A total of 6 teams from nearby communities participated in the competition.
- ⇒ Outreach volunteers, together with UNHCR's partner in Baluchistan, identified a total of 48 cases with specific needs. All identified cases were referred to relevant service providers or provided with counselling sessions.
- ⇒ 17 monthly review meetings were conducted with outreach volunteer groups in different urban clusters in Quetta. The meetings were meant to share and discuss progress, challenges, and follow up on cases with protection needs.

COMMUNICATION WITH COMMUNITIES



- ⇒ UNHCR's CBP Team in Peshawar, in collaboration with CAR and SHARP, commenced a verification exercise for Persons with Specific Needs (PWSN). So far, 317 individuals are found to meet UNHCR specific needs criteria. The exercise will continue after Ramadan



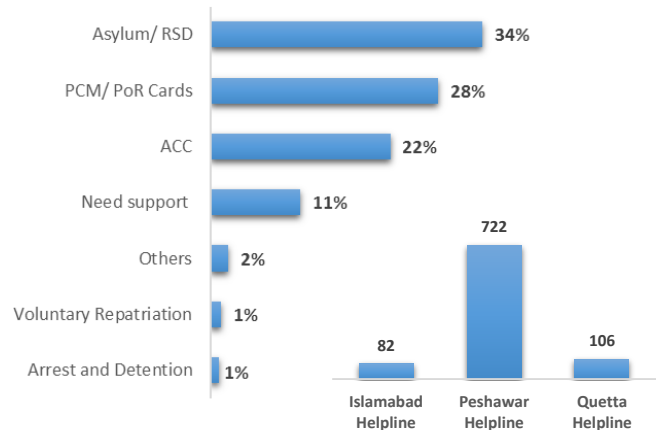
across all 43 RVs. This initiative hopes to improve the quality of PWSN data collected and strengthen the implementation of specific target interventions.

- ⇒ UNHCR's CBP team in Quetta conducted a total of 62 community outreach sessions in urban settlements and RVs in Baluchistan. A total of 1,516 community members (447 men and 562 women) attended these sessions. Themes of the sessions was sexual and gender-based violence, child protection, access to basic services, specific needs and referral systems, and services including voluntary repatriation, legal assistance, and registration.
- ⇒ UNHCR's CBP team in Islamabad conducted community visits to Attock, Punjab where three urban settlements were visited. Discussions with OV's and community elders included ongoing challenges within the community and support required from UNHCR and partners. Following this outreach, OV's notified UNHCR of a damaging fire within refugee communities in Attock. UNHCR's CBP team mobilized to conduct a rapid assessment and provided support to the victims including tents and core relief items (CRI).
- ⇒ UNHCR conducted a series of community meetings with refugees residing in sector E-12 in Islamabad who are at risk of eviction after a government operation against illegal occupants. There are 200 Afghan

PROTECTION HELPLINE



- ⇒ The majority of calls in in Baluchistan were in regards to refugee status determination and resettlement. In Punjab, the majority inquiries and calls were regarding social assistance.



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

families that may be affected. UNHCR and partner teams have been providing counselling and advice to the refugee communities on possible relocation options.

- ⇒ UNHCR staff in Karachi organized a meeting with Afghan refugee elders at Camp Jadid UC-5 Gadap Town, to brief the community about the process to open bank accounts in Pakistan.

LINKAGES WITH OTHER SECTORS



- ⇒ The CBP team in Quetta held meetings with the Naeem Kasi, Deputy Director of the Population Welfare department and Medical Superintendent Baluchistan Institute of Nephro-Urology Quetta. The meetings were aimed at expanding the CBP referral partner network in Baluchistan and strengthening partnerships between refugee communities and service providers.
- ⇒ The second UNHCR PSEA working group meeting of 2019 was held at COI and sub offices participated through skype. In addition to this an Inter-Agency PSEA working group meeting was also held at OCHA and inputs on the IASC-PSEA country level framework were shared with senior management.
- ⇒ UNHCR's CBP team in Peshawar is collaborating with WHO and UN WOMEN to create and sustain an inclusive environment for refugees with disabilities and older persons through their respective pilot projects. The office is supporting culturally and gender-sensitive community awareness raising initiatives to address negative attitudes and perceptions at the community level.

TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR's CBP team in Peshawar, in collaboration with SHARP and CAR, conducted trainings for 30 newly selected Outreach Volunteers. In addition, a one-day refresher training was held for 137 outreach

volunteers in different RVs of Baluchistan. The trainings focused on orienting the outreach volunteers on their roles and responsibilities, the code of conduct and ethics, SGBV, and basic concepts of PSEA.

- ⇒ Additional trainings on mother and child health were conducted in collaboration of International Medical Corps (IMC) for 40 outreach volunteers in Khyber Pakhtunkhwa.

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)