



**UNHCR**  
The UN Refugee Agency

## Key Figures

**132,666**

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

**17,410**

Number of members of community leadership and self-management structures

## ACHIEVEMENTS IN 2019

**21,631**

Number of POCs with psychosocial needs receiving psychological support in Q1-2 (source: Activity Info)

**3,426**

Number of people trained on community leadership and decision making

# UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) August 2019



PSN profiling being conducted in Lobule settlement in Arua

## Community Mobilisation and Women and Youth Empowerment

- 45 (4F/41M) leaders of Zone 2 in Imvepi settlement participated in two mentorship sessions on leadership, case identification and code of conduct. Leaders raised concerns on delays in responding to referrals by partners. This was later raised for partners' action during the coordination forums.
- 127 (89F/38M) persons of concern participated in a community dialogue meeting in Imvepi settlement aimed at addressing leadership concerns and enhancing confidence of community members in leaders. Key issues raised included; tribalism, corruption tendencies by some leaders, insensitivity to minority tribes in the community and inability to organize village meetings. The community called for fresh elections and have village 4 divided into small blocks to ease management. These concerns were brought to the attention of OPM for feedback.
- A total of 88 (33F/55M) RWC/community leaders were trained in Rhino settlement and Yumbe on conflict transformation, peace building and reconciliation. The training was aimed at empowering community members to manage, mitigate and prevent conflicts.
- Three youth groups in Rwamwanja were supported by UNHCR in developing proposals for United Nations Alliance for Civilization-Youth Solidarity Fund (YSF). YSF supports youth-led organizations that foster peaceful and inclusive societies
- Community leaders in Tika Zone in Rhino Camp organized a community dialogue for 85 (19F/66M) participants from host and refugee communities, UNHCR, OPM, Police, Local Councils (LCs), NGOs, Red Cross and the Baptist Church. Discussions centred on improving and strengthening service delivery in the zone by partners in different sectors, specifically WASH, education and security.
- Community leaders in Arua settlements and RWC members in Bidibidi received material assistance including stationary and t-shirts to facilitate their activities in the community. The need to support RWCs in Kiryandongo with furniture and fumigation was raised as a gap during the monthly Settlement Inter-agency coordination meeting
- 54 (05F/49M) RWC leaders and youth participated in 3 planning meetings for international Youth day in Imvepi. Youth planned for football matches, and community sensitization campaigns on the value of education.
- In Rhino Camp settlement, 29 (09F/20M) RWC members participated in a Protection Working Group Meeting.
- 18 women leaders were mobilised for a consultative meeting in Rhino Camp to discuss their challenges, ways to better support the women and encourage more participation in leadership during an IRC Technical Advisor's visit.

- UNHCR Uganda received a mission by the Regional Office in Nairobi to support the revision of methodology and development of harmonized tools for participatory assessments, using Kobo. The tools are to be finalized in September following a test run, and assessments are planned to take place in October – November.

### Persons with Specific Needs (PSN)

- 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 and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, second-hand clothes, domestic items, assistive mobility devices, etc.), shelter-related support, construction of latrines, livelihoods support, and support to access food distribution points.
- Following a training of enumerators, the data collection for the inter-agency PSN profiling exercise in Lobule on 27-30 August, followed by an additional two days focusing on absentees. The exercise was also commenced in Bidibidi on 26 August, following an enumerator training on 22-23 August.
- RWC leaders conducted a meeting in Village 2 of Ofua Zone, Rhino settlement, to discuss community support to PSNs and peaceful coexistence. Leaders agreed to involve every community member in supporting PSNs, especially in transporting food from the food distribution point.
- Delays in shelter repairs due to gaps in materials like tarpaulins has been identified as posing a threat to the lives of PSNs in settlements in Arua following heavy rains. In addition, some shelters constructed in settlements in Arua for PSN new arrivals were vandalized by the time of relocation. This resulted from delays in occupying shelters by PSNs due to lack of food. In Bidibidi, 552 (295F/257M) PSNs were assessed for shelter support and will benefit from planned shelter construction.
- In settlements in Arua, 141 (105F/36M) POCs attended 3 community meetings on various concerns especially PSNs. Key issues included livelihood support, delays in repairing temporary shelters which are in a dilapidated state due to changing weather and termites, assistance not reaching some PSNs and lack of transport to support vulnerable PSNs during general food distribution (GFD) and Non-Food Item (NFI) distribution among others.
- Physitech Rehabilitation Centre conducted a follow-up physiotherapy exercise in Kiryandongo benefitting 173 persons with disabilities. The different exercises provided are aimed at enhancing mobilization, relaxation, strengthening of muscles and joints for improved functionality.
- In a bid to improve the living standards of the most vulnerable households in Kiryandongo, UNHCR Protection team with the support of DRC distributed 66 mattresses, 67 metallic buckets and second-hand clothes to vulnerable households across the settlement.
- In Nakivale, 18 (08M/10F), PSNs living with serious medical conditions were supported with 23 packets of diapers following recommendations from MTI. 226 (106M/120F) vulnerable PSNs were supported with briquettes in Oruchinga.
- Humanity and Inclusion conducted a training in Rwamwanja on “Disability and Inclusion” which aimed to encourage partners to include persons with disabilities in different services and opportunities and avoid segregation. ARC conducted a training for persons living with disabilities at Mukondo women development center in Rwamwanja about advocacy, hope/ dignity and social enhancement. The major pressing challenge that was raised by the participants was stigma and discrimination in their communities. This was identified as a core source of distress experienced among persons with disabilities in Rwamwanja.
- In Bidibidi, 522 (170F/352M) PSNs were supported with assorted NFIs in response to concerns raised by PoCs regarding NFI provision and assessments conducted during home visits. 4440 (3163F/1277M) PSNs were also supported at various food distribution points across the settlement, through accompanying, assessing and referring protection concern and ensuring safety at the distribution point.
- Five trainings were conducted for 230 (146F/84M) PSN caregivers in Bidibidi. The training focussed on concepts of caretaking, qualities of a good caregiver, vulnerability, and challenges facing carers and the individuals being cared for.

### Psychosocial Support

- 263 (249F/14M) POCs are currently receiving advanced psychosocial support through cognitive-behavioural therapy (CBT) sessions in Rhino, Imvepi and Lobule settlements.
- 250 (121F/129M) POCs benefited from journey of life sessions in Rhino, Imvepi and Lobule settlements. Participants were guided on identifying challenges, improving coping skills, acceptable social behaviours, self-awareness, confidence, negotiation and self-esteem.
- A total of 1,959 (1,038F/921M) community members including survivors of SGBV are undergoing psychoeducation and individual therapy in Rhino, Imvepi and Lobule settlements. Beneficiaries include those diagnosed with distress, neuro-developmental disorder, schizophrenia, depression and post-

traumatic stress disorder. The major causes of these conditions were identified as unsolved anger, lack of basic needs and unresolved grief leading to suicidal ideations. TPO Uganda continues to offer therapy and emotional support and therapy to mental health clients.

- In Nakivale and Oruchinga, a total of 11 sessions were held by Mobile Psychosocial Support groups on understanding children's psychosocial needs and their participation in public life, reaching a total of 211 women.
- A total of 58 individual counselling sessions were conducted in Matanda transit centre reaching 29 (18F/11M) individuals who were assessed for psychological disorders and provided with psychotherapy guided by the CBT model. Emphasis was placed on building resilience through adoption/promotion of positive coping mechanisms and recognizing and building strengths to bring about sustainable psychological recovery.
- In Nyakabande transit centre, 84 individuals (24M/ 60F) were identified, documented and provided with psychosocial support
- In Rwamwanja, GNI organized a 3-day training of trainers on psychosocial support (PSS) and creative crisis intervention through art therapy. There are continuing needs for training and capacity building of frontline workers in psychological first aid.
- In Nakivale, Tutapona provided psychosocial support to a total of 100 persons of concern.
- In Oruchinga, Tutapona offered psychosocial support to a total of 19 individuals (15F/4M) reached through one on one counselling.
- In Bidibidi, 1 mental health outreach was conducted in zone 4, village 8 reaching 23 individuals (10M/13F). The most prevalent mental illnesses presented were depression, psychosis, intellectual disability, epilepsy and PTSD. The new clients were provided with psychotropic medicine, counselling and educated on different side effects of the drugs and how to manage them including where to refer them in case side effects persist.

### Accountability to Affected Populations

- There was an 11.9% increase in the total number of cases recorded through the inter-agency helpline of the Feedback, Referral and Resolution Mechanism (FRRM) as compared to July. A total of 2,133 cases were logged, the second highest number of cases received in a month since the launch of the FRRM. 798 cases were received from females and 1,335 from males. A total of 1,049 cases were handled at helpline level, 1,084 referrals were made to UNHCR and partners for follow up and 41% of these were addressed during the reporting period.

- The majority of cases recorded were in relation to General Queries (398), Durable Solutions (374), Health and Nutrition (281), and Community based protection (281) while by location, 1,022 cases were received from Nakivale, 351 from Urban POCs in Kampala, 289 from Kyangwali, 146 from Kyaka II and 325 from others. In the West Nile, usage of the helpline remained low but there was a 33.7% increase in number of cases received in comparison to July 2019. There was a mission by the FRRM team to Adjumani to conduct further training to partners and UNHCR and sensitise communities. This has resulted in a considerable increase in calls received from settlements in those locations. Activities to further scale up the uptake of the FRRM especially in the West Nile region will continue in the coming months.
- UNHCR, and OPM organized integrated village meetings in Rhino settlement in an effort to improve effective and accountable response by the partners to the protection concerns of the refugees. Some of the key issues raised by the POCs are poor road networks within the settlement, issue of stray animals, common cases of PSNs, latrine collapses and inadequate livelihood support from partners.
- UNHCR conducted a town hall meeting in Kiyandongo attended by 53 individuals. Among the issues raised included dilapidated shelters, unregistered family members, long distance to the health centres and inadequate IGA support to PSNs. Participants appreciated the support rendered to them by UNHCR, especially clothes, mattresses and buckets and appealed for more support from other agencies.
- In Kyaka, IRC organised community dialogues meetings attended by UNHCR, OPM, NGOs and a Community Development Officer from Kyegegwa District. Each organisation provided a standard set of information on the available services provided. The community raised a number of issues surrounding resettlement about which UNHCR clarified inaccurate rumours spreading in the community.
- In Bidibidi, 80 broadcast sessions were conducted with messages on the continuous verification exercise, Ebola awareness, teenage pregnancy and early marriage through Boda Boda Talk Talk. Also in Bidibidi, 150 (58F/92M) individuals attended a session of communicating with communities where partners responded to issues related to health services, water supply, livelihood and accessing food during food distribution. The meeting provided an avenue for the community to interact with partners and get first-hand feedback on implementation progress

### Peaceful Co-existence

- 12 youth leaders were engaged in spearheading the inter-village football tournament where 9 game matches were played in Omugo Zone, Rhino Camp settlement. This was a successful effort to strengthen

peaceful co-existence among the refugees and host community.

- Youth in Lobule settlement were engaged in social skills development aimed at promoting peaceful co-existence. Two friendly matches and an additional 3 football matches were organized. The participants were drawn from both the host and refugee communities.
- 1,041 (710F/331M) community members in Imvepi settlement participated in three community sensitization meetings during which the Uganda legal framework that governs witchcraft and penalties for offenders was discussed. This was as a result of witchcraft allegations and rumours within the settlement which could jeopardise peaceful co-existence in the community.
- 42 (19F/23M) POCs from Lobule settlement participated in an exchange visit to Rhino settlement. The purpose of visit was for the youth of the two settlements to coordinate among themselves. The visit was also a platform to learn from each other about youth activities and share experiences. Following the visit, football and netball matches were organized between the two youth groups to promote peaceful co-existence between the groups.
- DRC held a meeting with football captains of the 4 teams that will represent Kiryandongo settlement in the forthcoming Independence Cup Tournament. The Gala was held at Arnold Primary school, aimed at enhancing peaceful coexistence with the host community.
- In Rwamwanja, a bi-annual district dialogue on peace was conducted. The dialogue was organized by LWF and 49 partners (Kamwenge District, Town Council, Settlement and surrounding host areas) including Chairman LC5, counsellors, DPC, RDC, DISO, Area Mayor, Town Clerk, RWC, UWA, OPM, UNHCR, Parish chief and partners representatives attended.

### Gaps / Challenges

- Limited shelter support to PSNs in urgent need of shelter construction and/or repair and need for more mobilization of community support.
- 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 which has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs

who suffered from multiple displacement and experienced/witnessed grave human rights violations.

- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Limited community meeting places like community centres continued to hamper community meetings both during the dry season when tree shades are non-existent and in rainy seasons.
- Some 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 at-risk groups.
- Strengthen peaceful co-existence among and between refugees and host communities and promote resilience

### 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

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