

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



UNHCR
The UN Refugee Agency

Key Figures

144,808

Identified Persons with specific needs

35%	Children at risk (including Unaccompanied or separated children)
18%	Older persons at risk
13%	Disability
9%	Serious medical condition
13%	Single parents
10%	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)

3,680

Number of people trained on community leadership and decision making



Home visit being conducted in Maratatu B, Kyangwali refugee settlement

Community Mobilisation and Women and Youth Empowerment

- Efforts continue to promote participation of women and marginalised groups (including persons with disabilities) in leadership structures. As of October, female refugees embodied 39% of community structure members in Arua.
- In Lobule settlement, a one-day leadership conference/training on leadership skills was facilitated by the District Community Development Officer and HADS. 74 participants in the Refugee Welfare Committee (RWC) structure attended the training. HADS/OPM also conducted 11 mentorship sessions with RWC1, 2 and 3 in Lobule to remind members of their roles and responsibilities. The mentorship sessions were attended by 120 (46F/74M) participants.
- Refugee leaders participated in the Refugee Engagement Forum (REF) meeting held in Hoima. The REF is a commitment made under the Grand Bargain to include people receiving aid in making decisions which affect their lives. It also ensures refugees are an integral component of the refugee response through sharing of their views.
- Elections were conducted including for new members of RWCs. New members will now be sworn into office and start working in their new roles.
- A training for the youth leadership structure in Bidibidi was attended by 60 participants (10F/50M) youth. The training was aimed at building, empowering and strengthening leadership skills among the youth in mobilising and ensuring effecting engagement with youth at the recreational centre. The participants expressed willingness to share the lessons learnt with their colleagues and hope to improve their engagement with youths in recreational centres.
- In Rwamwanja, 1,488 women and girls of reproductive age were provided with reusable sanitary pads. During the distribution, women and girls were sensitized on the change from disposable to reusable pads and on how to use the pads. 35 (8M/27F) partner staff in Rwamanja who attended a TOT facilitated by AFRIpads will continue sensitization of the community

Persons with Specific Needs (PSN)

- Following the completion of PSN verification exercises in certain settlements and integration of captured data into proGres, there has been a 9% increase in the number of identified PSNs as compared to data at the end of September. Slight increases have been observed in the percentage of women at risk and single parents following profiling exercises, with slight decrease in the number of persons identified with serious medical conditions.

- During 2020, a comprehensive individual profiling exercise is planned which will collect further updated data on persons with specific needs.
- Partners continued providing support to PSNs identified in refugee settlements, including the distribution of household items in Bidibidi, Lobule, Imvepi, Rhino Camp Kyangwali and Kiryandongo settlements and assistive devices were repaired/distributed to persons with disabilities in Bidibidi, Lobule and Kiryandongo settlements. PSNs were also supported to access the continuous registration exercise in Bidibidi.
- On 03 October 2019, UNHCR and OPM organized a training on PSN assessment at the Base Camp, Imvepi Refugee Settlement. 87 representatives from 28 organizations/agencies (HI, AAR Japan, CARE, XAVIER, Malteser, RICE-WN, JAM, WHH, NRC, A-Z, MTI, CTEN, Red Cross, CEFORD, CVI, CARITAS, URMDC, DCA, CAFOT, TPO, OXFAM, WCH, OPM, WVI, SCI, IRC OPM, UNHCR and CBOs) were trained. The training equipped the above staff with the objectives of the PSN assessment, effective communication, interview skills, PSEA principles, key guiding principles and PSN categories.

Psychosocial Support

- 15 groups comprising of 179 (10 males and 169 females) individuals are undergoing group therapy in Bidibidi. Participants demonstrate gradual improvement in their psychological and social wellbeing as they testify improved family relations, reduction in traumatic dreams, involvement in social gatherings like community meetings, churches and enhanced moods as seen from the daily mood scales that were administered at every session.
- 10 psycho education sessions were conducted in Bidibidi reaching 958 (237M/721F) individuals of whom 507 were from the host community. Topics included; suicide prevention, domestic violence, and mental health disorders like; epilepsy, depression and PTSD highlighting causes, signs and symptoms and way forward in reducing them. Community members were provided with knowledge and skills on how to identify persons with suicidal tendencies and how suicide can affect their families and the community at large. The participants were also taught the importance of harmonious co-existence in the community.
- Partners continued to provide psychosocial support to individuals identified as in need of counselling and support services, including 102 (38M; 64F) persons of concern in Kyangwali refugee settlement who were provided with individual counselling. 5 group counselling sessions were also conducted in Kyangwali for 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.

Accountability to Affected Populations

- In October, 1,930 queries were received by the FRRM helpline, an 11.9% decrease from September. Only 36% of calls were received from females, whilst the majority of callers were aged 26 - 35 years. Most of the cases concerned refugees (2,074); asylum seekers accounted for 106 cases and 11 cases from the host community. A total of 931 queries were handled at helpline level, while 999 referrals were made to UNHCR and partners for follow-up. Of the referred cases, 16.5% were addressed, 3.8% are being followed up, while 79.7% remained unaddressed during the reporting period.
- Most queries were related to: general queries (339); community-based protection (274) durable solutions (247); health and nutrition (246); others (824). Nakivale settlement (683) continued to receive the largest number of calls, followed by Kyanwagwali settlement (347), Kampala (238), and Kyaka II (179). Usage of the helpline remains high in the south west region; calls from West Nile continue to gradually pick up as more awareness is being created of the service in that region.
- During 2020, further work will be done to understand, analyse and address reasons why certain sections of the refugee population are using the helpline at lower levels than others, as well as working to increase the percentage of enquiries handled directly at the FRRM level via improved FAQs for call handlers.
- Participatory Assessments were completed with age, gender and diversity sensitive groups of persons of concern in order to capture key challenges, recommendations to address them and capacities of the community in order to inform programming.
- UNHCR and OPM organized a meeting at Imvepi Reception Centre with over 500 residents and partners (WVI, IRC, MTI, TPO and URMDC). The meeting was called after an increase in reports alleging witchcraft, with new arrivals suspected by refugees to be behind the disturbances. The refugees suggested that faster relocation to the settlement would avoid these issues. Other concerns related to extended stays at the reception centre included poor latrines, poor accommodation (leaking shelters, sleeping on worn out plastic sheets, no sleeping mats), inadequate provision of sanitary materials and poor lighting.
- A meeting organized by IRC and UNHCR in Imvepi was attended by 155 women who raised a number of complaints regarding delays in distribution and limited amount of sanitary materials that had been distributed to women in the settlement. Continued delays in distribution of sanitary materials is attributed to lack of

stock, lack of fuel, mechanical breakdown of trucks and bad weather (heavy rains). Reusable sanitary materials were distributed to women in Kyaka, Nakivale, Oruchinga and Rwamwanja. The community appreciated the change to reusable pads as they were struggling during stock outs. An evaluation will be conducted after 6 months.

- 351 individuals (F264/M157) attended an interagency feedback community meeting Bidibidi aimed at giving feedback to the community and responding to their issues/concerns. Water shortages and broken taps, poor status of latrines, lack of latrine construction materials and limited scholarship opportunities for all ages, registration and verification concerns, food sales at food distribution points and lack of access roads were the major concerns raised by the community. These were later responded to by UNHCR and Partner staff. The response includes arranging for materials for latrine construction and back filling for collapsed latrine, water shortages were to be addressed by the WASH partner, whilst access roads are being worked on by UNHCR.

Peaceful Co-existence

- In October, 328 refugees in Rhino Camp Settlement were facilitated to attend the commemoration of the Independence of Uganda in Uriama Sub-County with the host community. The participation of the refugees showed social cohesion and peaceful co-existence with the community.
- Salam Youth Group (Imvepi) which is managing the Community Connectivity project were supported with construction materials and guided to complete a pit latrine at the Information and Support Centre where the connectivity project is located. This was aimed at promoting sanitation at Salam Youth recreational Centre and reduce risks of conflicts since youth shared a household latrine. On average, 80 male youths accessed the centre community connectivity centre on a daily basis. The youth were engaged in both in-door and outdoor games, livelihood skills in bakery and liquid soap making. 55 (F05/M50) youth and members of host and refugee communities accessed the connectivity center to charge their phones and other electronics. The center is promoting interaction between hosts and refugees. However, the low participation of females in the activities at the centre remains a gap to be addressed.
- A community dialogue on peaceful coexistence was conducted with partners and UNHCR, Police and OPM in Rwamwanja. Residents from this village comprise of 60% nationals and 40% refugees. The purpose of this dialogue was due to rising tensions between the two communities. Amongst the challenges mentioned were animals owned by host community members destroying

refugee crops and refugees stealing the host community crops. Participants thanked the police for responding to their issues in a timely manner which has greatly improved on conflict-resolution.

- 291 (F134/M157) community members attended 3 community dialogues in Bidibidi. The dialogues were prompted by the emergence of tribalism, nepotism and discriminative tendencies, practice of polyandry (woman having more than one husband), witchcraft allegations, negative labels, common theft cases, poor and weak leadership of the village. Members resolved the following: to use alternative dispute resolution mechanisms such as dialogue and improved communications; stop negative labels and use of provocative language; for elders and religious leaders to play their role in peace building; inclusion of minority groups in leadership structures and regular community meetings; and dialogues to be conducted.

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.
- 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

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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