



Child Protection Training in Malgagai RV, Balochistan



Puppet show organized by PNCA at I-12 Afghan settlement, Islamabad

**1,802** Outreach volunteers identified



Since Jan 2018

Since 1 January 2019

**1,882** Community visits and meetings conducted

**1,340** Individual referrals to services

**86** Community-led interventions

## BACKGROUND



The aim of UNHCR Pakistan's Community-based Protection (CBP) strategy is to empower Person of Concern (POCs) to have an effective role as protection actors and meaningfully participate in the design, planning and implementation of activities that are most needed within their communities. CBP seeks to restore positive roles within a community and rebuild community-based support mechanisms and protection structures. UNHCR, in collaboration with partners; International Catholic Migration Committee (ICMC), Society for Human Rights and Prisoners Aid (SHARP), DANESH, Water, Environment and Sanitation Society (WESS) and Commissioner for Afghan Refugees (CAR), continue its efforts to implement CBP interventions throughout the country.

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.

## HIGHLIGHTS

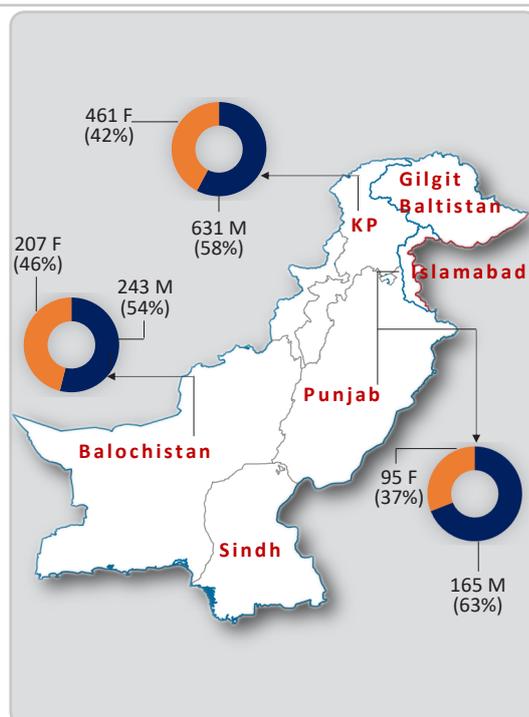


- ⇒ UNHCR Pakistan organized various activities with the support of partners to commemorate the 16 Days of Activism Against Gender-Based Violence. In Peshawar, a one-day workshop was organized in collaboration with Khyber-Pakhtunkhwa Ombudsman Office. The main topics covered; the mandate of Ombudsman Office, discussion on the Government Bill on Harassment of Women in the Workplace and procedures for filing complaints. Similarly, a Puppet show was organized for children in different refugees' settlement in districts of Rawalpindi, Attock and Islamabad to raise awareness on SGBV.
- ⇒ SOQ conducted a survey on existing complaint and feedback mechanisms to measure the efficiency of the processes and satisfaction of the PoCs with the systems in place and to identify any areas for improvement or a need for a new mechanism. The Key findings revealed that Face-to-face communication, community leader & OVs and telephone hot-lines are the most preferred mechanism of submitting complaints and receiving feedback whereas complaint boxes and emails are the least preferred ones.
- ⇒ A home-based Girls School (HBGS) for out-of-school girls has been established at the community center at Nishat Mill settlement in Peshawar. The initiative is envisaged to provide accelerated learning classes for girls out-of-school.

## OUTREACH VOLUNTEER ACTIVITIES



- ⇒ An event was organized for outreach volunteers in Islamabad to recognize their contribu-



-tion which they have been providing in their communities. The Outreach volunteers from Attock, Islamabad and Rawalpindi shared their experiences and came up with recommendations for improvements in their communities.

- ⇒ The CBP partner in Balochistan, through the support of OV groups/ community committees, identified 17 persons with specific needs including serious medical conditions, disabilities and women at risk. Those requiring further support were referred to partner organizations in Balochistan.

## COMMUNICATION WITH COMMUNITIES

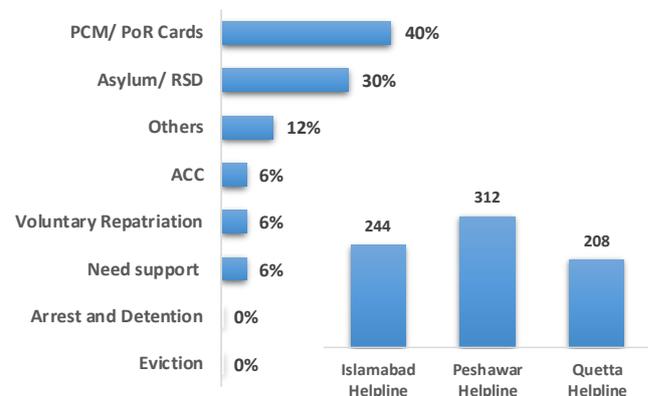


- ⇒ A country wide information disseminate campaign on new policy for un-collected Proof of Registration (PoR) cards at the PCM centers was conducted by UNHCR CBP teams in various refugee settlements. Along with the information sessions, information posters were also displayed and distributed within the refugee communities.
- ⇒ To reinforce knowledge and skills on SGBV prevention, mitigation and response among female refugees, an event was organized in Khyber Pakhtunkhwa (Nishat Mill settlement), attended by 50 female refugees currently benefiting from UNHCR supported tailoring and culinary

## PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Punjab Khyber Pakhtunkhwa and Baluchistan were in regards to Asylum, RSD and Proof of Registration (PoR) Card modification procedures. So far in 2019, 7,802 calls have been attended through the protection helpline.



## 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

courses. Refugees were able to sell locally handmade products to refugees and host community members. Also, two separate events for male and female refugees were organized in district Kohat. Main activities included; a cricket match, Taekwondo, and information sessions on selected topics including human rights and gender equality. These events were coordinated by the Outreach Volunteers (OVs) and attended by district officials, UNHCR staff, partners, refugees and host community members. Similar events were also organized in other Refugee Villages in Kohat and Haripur districts.

- ⇒ UNHCR's CBP team and partners in Baluchistan held 29 community awareness sessions, reaching 636 refugee community members. These sessions disseminated information about communal problem solving and self-help strategies within refugee communities.

## LINKAGES WITH OTHER SECTORS



- ⇒ In continuation of the mapping of Persons with Specific Needs (PwSN), the UNHCR team in KP completed individual assessments of 300 vulnerable refugees in two refugee villages of districts Nowshera and Peshawar in KP.
- ⇒ UNHCR in collaboration with UNDP consultant conducted focused group discussions with selected refugees and OVs to get their feedback (field testing) on the draft curriculum developed by UNDP. Feedback from the FDGs will assist UNDP in fine-tuning the curriculum before it is finalized and rolled out. UNDP is negotiating with the KP District Administration to ensure that refugees are integrated into and benefit from existing Rule of Law activities implemented through the provincial government lines departments and supported by UNDP.
- ⇒ A consultative session (round table talk) with 38 key stakeholders including officials from the provincial government was organized by CBP partner to review UNHCR initiatives for legal assistance, document key achievements and challenges. The meeting was also used as

an opportunity to network and foster collaboration with new partners including the provincial government line-departments with the view to enhance partnership and strengthen referrals mechanisms for refugees in need of legal assistance services currently not covered under UNHCR supported legal assistance programme.

- ⇒ In Karachi (Sindh), UNHCR focal point met with the community elders and school authorities in Camp Jadid refugee settlement, Gadap town. Under the agenda points, discussion was held for the community structure development. The community showed consent for the formation of different sectorial committees (Education, Health, Protection and WASH) and assured their full participation. Information on new policy for un-collected cards was also shared with the community.
- ⇒ An informal partnership has been established with the help of project partner with the Liaqat National Library in Karachi. It has been agreed that any UNHCR/partner activities will be allowed in their auditorium i.e. awareness session, seminars for refugees etc. Another successful meeting was held with the Director Taleem-ul-Quran Institute to strengthen coordination and discuss issues of admission of refugee girl in their Institute. It was assured that the institute will facilitate all refugees.

## TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR team in Balochistan conducted four trainings on Child Protection in three RVs (Malgagai, Katwi and Zar Karez) for male and female teachers. The training was attended by 74 participants (24 female, 50 male teachers).
- ⇒ Two SGBV trainings under "Safe from Start" (SFS) project were conducted for refugee men at Ghaus Abad and Hazara Town in Balochistan. The trainings were attended by 52 men that include mullahs, students, elders and general refugee men as close relatives of female SFS training participants.