Protection Dashboard

Quarter 4

Uganda Refugee Response Plan (RRP) 2022-2023

Jan - Dec 2022

Overview

The overall protection objective is to ensure that refugees and asylum-seekers have access to asylum, fair and swift asylum procedures as well as full enjoyment of their rights as set forth in international and domestic legal framework. It remains crucial for partners to continue strengthening the capacity of Government institutions to respond to emergencies, supporting improvements in registration and the asylum system. This needs to be done while continuing the provision of life-saving services, monitoring, mitigation of protection risks and finding durable solutions. Efforts will continue to reinforce comprehensive feedback and response mechanisms, to ensure accountability to affected populations (AAP). The response will continue to place a special emphasis on persons with specific needs (PSNs), ensuring that they have equal access to protection, assistance, and the opportunity to participate in community self-management and decision-making. The provision of mental health and psychosocial support services (MHPSS) is key in responding to the negative social economic impacts of the COVID-19 pandemic and Ebola Virus Disease outbreaks, through a comprehensive coordination mechanism.

Product Scope

This product covers overview of the sector, key achievements, funding situation including Gender Based Violence (GBV) and Child Protection (CP), Registration, Refugee Status Determination (RSD), Community Based Protection (CBP), MHPSS, Legal and Feedback Referral and Resolution Mechanism (FRRM). It leaves out details of CP and GBV, which have been analyzed in separate dashboards.

Analysis of achievements of the sector

Refugee Status Determination (RSD)

Cumulatively, since January 2022 to December 2022, the Refugee Eligibility Committee (REC) held 14 sessions (06 in Kampala and 08 in the settlements; 5 Nakivale,1 Kyaka, & 2 Kyangwali) and adjudicated 18,168 asylum applications of 37,421individuals mainly involving Sudanese, Ethiopians, Eritreans, Congolese, Somalis, Rwandans, and Burundians with overall recognition rate of 90 per cent. Of the 18,168 asylum applications, 29,787 individuals were granted refugee status while 1,832HH of 6,893 individuals were rejected on first instance. South Sudanese refugees are granted refugee status on prima-facie basis, hence they do not go through individual RSD process except for a few cases. Most Congolese refugees are also recognized on prima facie basis, specifically those who enter Uganda through the official border entry points.

The limited number who go to the settlements directly or to the urban centers undergo the individual RSD process. The Refugee Appeals Board (RAB) continued to hear appeal applications for cases from the REC. Since January 2022, the Refugee Appeals Board held 12 sessions 06 Kampala and 06 field(03 Kyangwali,02 Nakivale and 01Kyaka) and reviewed 277 appeal cases of 969 individuals largely concerning Eritreans, Congolese, Ethiopians, Burundians, and Rwandans.

Accountability to Affected Populations (AAP) and Community-Based Protection (CBP)

The 16th Refugee Engagement Forum (REF) was held between 12-14 December in Kampala. It was the fourth and final session of the year where refugee leaders were informed about the food/cash prioritization exercise by World Food Programme (WFP), trained on Servant Leadership and identification and appropriate response to mental health and psychosocial distresses in the community among others.

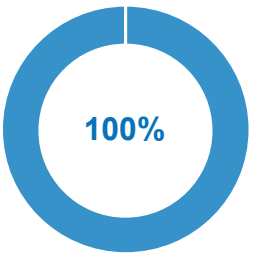
UNHCR completed the Participatory Assessment (PA) exercise countrywide with preliminary findings indicating food, shelter/housing, livelihoods, healthcare and education mostly for the over 18 categories of services provided as the top needs reported by the communities. It also showed that over 75 per cent of respondents indicated that they reach out to community structures when they or members of their households face a challenge in accessing services. Perceptions of service provision showed that 75 per cent of respondents reported that their household received assistance in the last 6 months while 60 per cent of respondents feel that assistance has reached the most vulnerable of the community.

The inter-agency FRRM helpline received a total of 35,064 new queries during the year, which represents an 11 per cent decrease when compared to 2021. Significant decreases in call volume were observed in Kampala (107 per cent), Palabek (61 per cent) and Palorinya (28 per cent). This is largely attributed to a reduction in COVID-19 related calls throughout the year. 20,076 queries (57 per cent) were resolved directly at the helpline level using standardized FAQs, while 14,988 referrals (43 per cent of calls) were sent to UNHCR and partner focal points for follow-up and assistance. A total of 11,235 category 3 referrals were closed by UNHCR and partner focal points during the year. These included 10,768 received during the year and 467 backlog referrals from the previous year.

Efforts are currently underway to enhance the FRRM's database of FAQs to ensure increasing numbers of calls can be resolved directly at the helpline level. This will help to reduce the number of referrals sent to partners. The highest number of queries came from Nakivale (7,039), followed by Kampala (6,291), Kyaka II (5,928) and Kyangwali (3,750). Call rates continued to be low in West Nile, with Bidibidi receiving the highest number of queries (2,871). Imvepi and Rhino camp received 1,984 and 1,949 queries respectively and all other settlements in the region received a combined total of 1,896 queries. The CBP sector received the highest number of queries during the year with 5,294 registered. This was followed by Food/Cash assistance (4,197 queries), Health and Nutrition (4,098), Durable Solutions (3,519), General Queries (3,233), Registration (3,117), Legal and Physical Protection (2,862), Education (2,166), Livelihoods (1,423), Child Protection (1,411), Shelter and NFIs (1,208) and others.

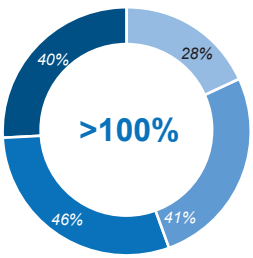
Key indicators

Achievements per quarter Q1 Q2 Q3 Q4 *annual target*



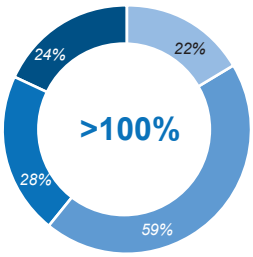
% of refugees in Uganda who are individually registered in proGres with minimum data set

Target: 98%



% of eligible asylum seekers whose asylum applications have been adjudicated in line with the RSD procedures and standards

Target: 92%



Community-led projects or community empowerment projects, where peaceful coexistence is the primary project purpose

Target: 95

Funding
Inc CP and GBV

$159M
Total Required

$145.3M
Received (91%)

$13.7M
Gap (9%)

Achievements data: ActivityInfo + proGres v4

Author: UNHCR Representation in Uganda

Feedback: ugakaimug@unhcr.org

For more info: www.ugandarefugees.org

Sector contacts:
Ochieng Enid (UNHCR)
ochienge@unhcr.org
+256780139048

Douglas Asiimwe (OPM)
asiimwedw@yahoo.com
+256772969054

Published: February 2023

Objective: Access to asylum procedures, including reception, registration, and refugee status determination (RSD)

Indicator	*Actual*	*Target (2021)*	*Actual* ■ *against annual target* ■
% of refugees in Uganda who are individually registered in proGres with minimum data set			
- Congolese refugees	100%	99%	100%
- South Sudanese refugees	100%	99%	100%
- Other refugees	100%	99%	100%
			Target - 99%
Eligible asylum seekers whose asylum applications have been adjudicated in line with the RSD procedures and standards			
- Congolese refugees	94%	92%	>100%
- Other refugees	112%	92%	>100%
			Target 92%

Note: South Sudanese refugees are granted refugee status on prima-facie basis.

OUTCOME: Accountability to all persons of concern is strengthened through meaningful engagement and participation of communities

Indicator	*Actual*	*Target (2022)*	*Actual* ■ *against annual target* ■
Complaints addressed through effective feedback mechanisms			
- Congolese refugees	17,508	32,000	
- South Sudanese refugees	6,970	13,000	
- Other refugees	34	19,000	
- Host community	261	1,800	
			0 5000 10000 15000 20000 25000 30000 35000

OUTCOME: Persons with specific needs have timely access to appropriate services and participate in community activities and decision-making on an equal basis with others

Indicator	*Actual*	*Target (2022)*	*Actual* ■ *against annual target* ■
Persons with specific needs provided with support			
- Congolese refugees	52,375	30,000	
- South Sudanese refugees	10,082	81,000	
- Other refugees	22	4,000	
- Host community	7,477	300	
			0 20000 40000 60000 80000 100000
Interventions to address barriers			
- Congolese refugees	259	50	>100%
- South Sudanese refugees	1604	75	>100%
- Other refugees	0	25	0%
- Host community	250	10	>100%

OUTCOME: Refugee and host communities populations have improved well being and functioning including very vulnerable people

Indicator	*Actual*	*Target (2022)*	*Actual* ■ *against annual target* ■
Individuals receiving psychosocial support			
- Congolese refugees	233,644	81,212	>100%
- South Sudanese refugees	263,017	160,955	>100%
- Other refugees	606	27,895	2%
- Host community	41,644	77,457	54%

OUTCOME: Physical safety and access to justice by Persons of Concern strengthened

Indicator	*Actual*	*Target (2022)*	*Actual* ■ *against annual target* ■
Refugees receiving legal assistance and legal aid services			
- Congolese refugees	23,014	26,200	88%
- South Sudanese refugees	75,597	35,600	>100%
- Other refugees	108,698	15,000	>100%
- Host Community	9,997	1,000	>100%

Operational Presence

Adventist Development and Relief Agency (ADRA)

Alight

Association of Volunteers in International Service (AVSI)

African Women and Youth Action for Development (AWYAD)

Brass for Africa (BfA)

Care International (CARE)

Caritas Uganda (Caritas)

Community Empowerment for Rural Development (CEFORD)

Catholic Relief Services (CRS)

Danish Refugee Council (DRC)

International Federation of Women Lawyers (FIDA/FMU)

Humanity&Inclusion (HI)

International Aid Services (IAS)

International Rescue Committee (IRC)

Jesuit Refugee Service (JRS)

Lutheran World Federation (LWF)

Norwegian Refugee Council (NRC)

Peace Winds Japan (PWJ)

Office of the Prime Minister (OPM)

Transcultural Psychosocial Organization (TPO)

Tutapona Trauma Rehabilitation (TTR)

United Nations Development Programme (UNDP)

United Nations Population Fund (UNFPA)

United Nations Refugee Agency (UNHCR)

UN Entity for Gender Equality and the Empowerment of Women (UNWOMEN)

Uganda Refugee Disaster and Management Council (URDMC)

War Child Canada (WCC)

War Child Holland (WCH)

Welthunger Hilfe (WHH)

World Vision International (WVI)

Koboko
DRC, TPO, UNHCR, URDMC

Yumbe
ADRA, BfA, Caritas, CRS, FIDA/FMU, HI, IRC, TPO, TTR, UNHCR, URDMC, WCH, WHH

Terego & Madi Okollo
CARE, CEFORD, DRC, HI, IRC, PWJ, TPO, UNHCR, UNWOMEN, WCH, WVI

Adjumani
JRS, LWF, TPO, TTR, UNHCR, UNWOMEN, WCC, WVI

Kikuube
Alight, AVSI, CRS, HI, IAS, LWF, TPO, UNFPA, UNHCR, WCH

Kyegegwa
Alight, AWYAD, HI, IRC, PWJ, TPO, UNHCR, WFP, WCH

Kamwenge
AVSI, AWYAD, LWF, TPO,TTR, UNHCR

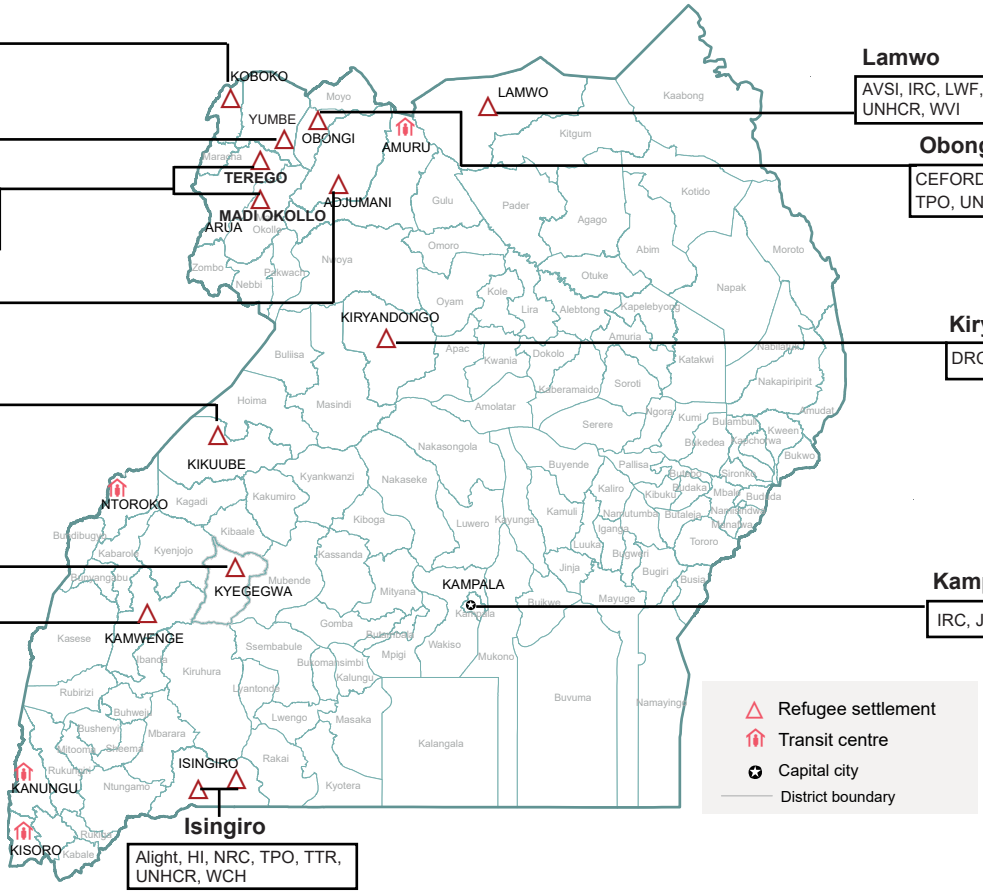
Isingiro
Alight, HI, NRC, TPO, TTR, UNHCR, WCH

Lamwo
AVSI, IRC, LWF, TPO, UNDP, UNHCR, WVI

Obongi
CEFORD, HI, LWF, TPO, UNHCR, WCH

Kiryandongo
DRC, TPO, UNHCR

Kampala
IRC, JRS, UNHCR



The boundaries, names and designations shown on this map do not imply official endorsement or acceptance by the United Nations