



People of Concern

The south west Operation currently hosts **141,121** refugees and asylum seekers in refugee settlements as of 31 March 2014.

Country Of Origin	Asylum seekers	Refugees	Total
DRC	3,064	103,894	106,958
Somalia	537	9,458	9,995
Burundi	569	10,034	10,603
Rwanda	794	11,714	12,508
Eritrea	36	644	680
Other	25	352	377
TOTAL	5,025	136,096	141,121

SOM hosts 40% of all refugees in Uganda. The population under SOM comprises of around 70% children with over half the total number of households headed by women.

Coverage

Settlement	District	Size (Sq mile)	No. Villages	No. POC	Nationals
Nakivale	Isingiro	71.3	79	66,589	35,000
Oruchinga	Isingiro	8.4	15	5,799	
Kyaka II	Kyegegwa	32.8	26	21,868	22,090
Rwamwanja	Kamwenge	41.9	36	30,249	30,000

Transit Centre	District	Size (Sq mile)	No. Villages	Maximum capacity
Nyakabande	Kisoro	0.15	-	30,000
Bubukwanga	Bundibugyo	0.04 (10.5 hectares)	-	12,500

Operational Context / Background

UNHCR Operation in South West Uganda, through the Oversight of UNHCR sub-office Mbarara, takes care of refugees and asylum seekers residing in refugee settlements (Rwamwanja, Nakivale, Oruchinga and

Kyaka II refugee settlements) and Bubukwanga and Nyakabande Transit Centres.

The South West operation is covered by Mr Walter Omonde, Office of the Prime Minister Refugee Desk Officer and Mr Andrew Mbogori, UNHCR Head of Sub Office Mbarara (SOM).

There is 1 Sub Office and 6 field units with a total of 97 staff; Mbarara 37, Nakivale 16, Kyaka II 16, Kisoro 10, Rwamwanja 11 and Bundibugyo 7.

The operation has 2 distinct activities – emergency response in the 2 transit centres and Rwamwanja and care and maintenance of the regular programme in other settlements.

Due to the deteriorating situation in the Democratic Republic of the Congo (DRC), since July 2011 and more intensely since February 2012, a refugee influx has been ongoing to the South West. In 2012 close to 57,000 refugees arrived while in 2013 over 63,000 Congolese fled to Uganda with nearly 36,000 refugees receiving longer term assistance in the settlements.

In July 2013 fighting between DRC government forces and ADF-Nalu rebels also caused some 66,000 refugees to cross from Kamango, DRC into Uganda of which over 31,000 were assisted in the newly established Bubukwanga transit centre.

The 2014 planning figure indicates that by end of the year, a total of 95,000 new arrivals will need assistance in the settlements.

As per the Global Memorandum of Understanding (MOU) between UNHCR and WFP, food assistance is provided by WFP through Samaritan's Purse in the settlements and Uganda Red Cross (URCS) in the Transit Centres.

Objectives

- Provide protection and assistance to refugees and asylum seekers in the South West of the country.
- Provide birth registration to all refugee children born in Uganda.
- Provide assistance to an expected 90,000 Congolese refugees arriving into South West Uganda.

- Ensure all refugees have to walk no further than 1 km to their nearest water point and 5 km to health facilities.
- Work towards identification of appropriate durable solutions with special emphasis on Comprehensive solutions for Rwandans and Congolese.
- Implement enhanced resettlement programme for some 2,500 refugees from Southwest Uganda.

UNHCR currently has 10 Implementing Partners (IPs) working across South West Uganda.

Emergency Programme (Implementing Partners)

	RWAMWANJA	NYAKABANDE	BUBUKWANGA
TC/Settlement Management, Coordination, and Security	OPM-Kampala	OPM-Kampala	OPM-Kampala
Protection	LWF	HIJRA	-
Community services	LWF	HIJRA	-
Water/ Sanitation	LWF	HIJRA	-
Health/ Nutrition	AHA	MTI	-
Livelihoods / Environment	LWF	N/A	N/A
Education	WTU	N/A	N/A
Warehouse Management	AIRD	HIJRA	-
Reception Centre	LWF	HIJRA	-

Regular Programme (Implementing Partners)

	NAKIVALE	ORUCHINGA	KYAKA II
Settlement Management, Coordination, and Security	OPM-Kampala	OPM-Kampala	OPM-Kampala
Protection	ARC	HIJRA	DRC
Community services	ARC	HIJRA	DRC
Water/ Sanitation	ARC	HIJRA	DRC
Health/ Nutrition	MTI	MTI	AHA
Livelihoods / Environment	Nsamizi	HIJRA	DRC
Education	WTU	WTU	WTU
Warehouse Management	AIRD	HIJRA	AIRD
Reception Centre	ARC	HIJRA	DRC



Did you know?

80% of Uganda's entire refugee population has arrived in the past three years and 38% in the past year alone.



Refugees and Internally displaced people (IDPs) are among the most vulnerable people on earth.
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Sectoral Activities

- **Protection:** Quarterly and monthly Protection meetings are held in settlements to identify challenges and find solutions to Protection issues. Activities carried out include registration and verification to determine actual populations in the settlement; the organization of frequent and systematic refugee eligibility (REC) sessions to determine the status of new asylum seekers; facilitation of police in all settlements; SGBV - prevention and response with the main focus being on the legal aspect of response; child protection including best interest determination (BID) reviews and identification of appropriate durable solutions for the affected children while ensuring that their rights are respected; ensuring that the rights of People of Concern (PoCs) to UNHCR are not violated - paying special attention to persons who are most vulnerable (i.e. women, children, minority groups); assisting PoCs to access legal assistance and remedies in a timely and fair manner through mobile courts, prison visits, and legal aid; and border monitoring to ensure that any people that may be in need of asylum and support are attended to in a timely and efficient manner.
- **Community Services:** Community Services oversees the activities in the areas of child protection, education, SGBV and gender equality, sanitary material distribution, community development and participation, Persons with Specific Needs (PSNs) support, livelihood and the environment. In 2013, 716 incidents of GBV were reported, 10,474 Persons with Specific Needs (PSNs) and 2,667 children at risk were identified and documented. 278 Best interest Determinations (BIDs) and 1,314 Best interest Assessment (BIAs) were conducted.
- **Education:** At the end of 2013, there were 19 UNHCR supported Primary schools (8 Nakivale, 3 Oruchinga, 5 Kyaka II and 4 Rwamwanja) and four secondary schools (Oruchinga, Nakivale, Rwamwanja and Kyaka II). Among the above primary schools, 5 in Nakivale, 3 in Oruchinga, 3 in Kyaka II and 2 in Rwamwanja are government aided. The remaining schools are still fully supported by UNHCR. Generally enrollment in primary education is good with around 80% of refugee children enrolling, however, this drops to less than 10% for secondary education. In 2013 the primary school enrolment in the 4 settlements of Kyaka II, Rwamwanja, Nakivale and Oruchinga stood at 28,596 of which 64% were refugees, 36% nationals and 49% girls. The 2013 Primary Leaving Examination results registered an overall improved performance by the refugee pupils in all 3 settlement schools.
- **Health:** The main health issues in the settlements in South West Uganda include malaria, respiratory tract infection and anemia. Health delivery in South West Uganda focuses on prevention rather than curative health services and child and reproductive health issues. Services delivered include essential clinical care; health education; EPI mother and child health care (MCH); integrated management of childhood illnesses (IMCI); nutrition; referral and specialist settlement visits; health promotion and disease prevention; prevention of anemia; adolescent reproductive health services; training of health workers; malaria control and management; HIV/AIDS prevention and control; support to survivors of SGBV; and emergency preparedness and disease surveillance. In 2013 the operation focused on setting up village health teams (VHT) - aiming to have 1 VHT per 250 persons as the entry point to health services. UNHCR also supports nearby government facilities to reduce on distances of referrals to secondary facilities. Health Indicators (apart from anemia) remain within acceptable level. There are 2 health implementing partners offering primary health care. Medical Teams International (MTI) runs 8 clinics; 4 in Nakivale, 2 in Oruchinga and 2 in the transit centres at Nyakabande and Matanda. Africa Humanitarian Action (AHA) runs 4 clinics; 2 in Kyaka II and 2 in Rwamwanja.
- **WASH:** UNHCR provides safe water in the settlements from both groundwater and surface water sources. Ground water is extracted through hand-dug wells, shallow wells, boreholes and a few spring developments. In Nakivale surface water is drawn from the Lake, purified and disinfected before distributing it through a pipeline network to various tap stand locations. Rainwater harvesting infrastructures are installed at all institutional locations, including schools, health centres and reception centres, to harvest water during the rainy season. However, supplementary water supply by Water trucking is still done to some institutional locations especially during the dry season. Refugee based Water User Committees have been established and trained to support in the management of the water facilities. In addition to water supply, UNHCR also provides the refugees with water collection and storage jerry cans. Under the sanitation sector, UNHCR promotes the standard of one latrine per household. UNHCR supports the refugee communities with sanitation tools for the excavation of their household latrine pits, as well as latrine floor slabs and treated poles for the construction of the latrines. In the institutions and other public places (including schools, health centres, reception centres, youth centres, food distribution points & markets/abattoirs) UNHCR constructs public latrines for communal use. In addition to the construction of sanitary facilities, UNHCR, through its WASH implementing partners, also engages in hygiene promotion activities where communities are sensitized, educated and mobilized to improve the hygiene status of their households (including personal hygiene) and their surroundings.
- **Livelihoods & Environment:** UNHCR, in collaboration with its partners, supports livelihood interventions by building household capacity for food and income security through a variety of trainings and improving access to agricultural inputs. Non-agricultural support is also provided including improving access to materials to start or enhance small business. Land and environment conservation and restoration are carried out through environmental education, tree planting and the use of energy efficient technologies. In 2013 some 51,035 trees were planted and 4,542 households were using rocket Lorena stoves (low-cost, locally made, energy saving stoves). In all four settlements, 488 new groups were formed.
- **Resettlement:** Resettlement is an active solution for those refugees where no other options are available. It is based on the following criteria: legal and/or physical protection needs, survivors of violence and/or torture, women and girls at risk, medical needs, family reunification and children and adolescents at risk and lack of foreseeable alternative durable solution. Between 2009 – 2011, UNHCR Mbarara processed some 6,000 Somalis from Nakivale, based on the consideration that they lacked foreseeable alternative durable solutions. A large majority of the 6,000 individuals included in the process are still pending final interviews with the US and/or departure. Starting in 2011, UNHCR Uganda is processing Congolese refugees based on their vulnerability and the date of arrival (protracted caseload). Refugees from DRC will benefit from multi-year planning and prioritization for the strategic use of resettlement in the region. In 2013, 87% of the refugees referred for resettlement were Congolese.

Key Achievements

- **Protection:** Mobile courts were set up in April 2013 to give refugees and nationals in Nakivale quicker access to justice. All receiving refugee settlements have reception facilities for newly arrived refugees. An improved SGBV reporting system (GBVIMS) was introduced in 2013. A total of 702 Rwandan refugees have been repatriated to Rwanda in 2012 & 2013 from settlements in the south west.
- **Community Services:** In 2013 88% of the refugee pupils passed between DIV 1 & DIV IV. Child protection mechanisms were strengthened to identify, document and assist children at risk in all locations. A draft child protection SOP was discussed and developed. Over 3,980 people with specific needs received various support in terms of shelter, orthopedic appliances, counseling and special needs education in Kyaka II, Nakivale, Rwamwanja and Oruchinga.
- **Health:** Health indicators, even during the height of the Congolese emergency, were in acceptable ranges and there were no major disease outbreaks, distance refugees have to walk to referral to facilities has been cut and Village Health Teams are now increasing access to health services through outreach. New developments in health care include 2 new static health facilities at Rulongo in Oruchinga and Kyempanga in Rwamwanja.
- **WASH:** The completion of the water pipeline extension to Rubondo village in Nakivale ensuring reliable water supply to Somali zone and Kyeibale B. By March 2013, Water coverage in Rwamwanja has improved to 16 l/c/d, from 7 l/c/d in June 2012. Water supply indicators also improved in Nakivale and Oruchinga.
- **Resettlement:** Facilities (interview rooms and accommodation) have been improved in Kyaka II. Coordination on referrals for resettlement has been strengthened. UNHCR Mbarara interviewed a total of 1,702 refugees for resettlement consideration, 66% being women and girls. 1,789 refugees departed to start a new life in a resettlement country, the large majority to the USA (1,599) and others to Canada, Sweden, Norway, Australia, New Zealand, The Netherlands, Denmark and Norway.

Key gaps/challenges

- Refugees are spread over a large area (long distances from each other) with inadequate infrastructure (limited transportation and communication network, poor road network) hence limited access to services.
- In Uganda UNHCR also supports a sizeable national population living in and around the settlements in an effort to enhance peaceful co-existence which puts extra pressure on the programme.
- Parallel protracted and emergency operations, coupled with a funding gap, creates a major challenge.
- There is a lack of staff accommodation for IPs and teachers/health workers in the settlements.
- Malaria, Anemia and Respiratory Tract Infections continue to be a problem for refugees in settlements.
- Inadequate quantity and quality of ground water resources (existing aquifers) as well as long walking distance to safe water points in some villages. Existing water surface opportunities are costly needing treatment of water, motorization and piping system.
- There are large student: teacher ratios in many of the settlement schools and additional schools, classrooms and support structures are needed. There is inadequate involvement of parents in school activities especially Congolese refugees (low value of children's education) which leads to poor attendance of refugee children in school (especially girls). Enrollment in secondary education also still remains very low across the settlements. The average teacher:student ratio (as of 2013) for south west Uganda was 1:64 students with 125 children per classroom, on average, across the settlements.

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Contact Information:

Lucy Beck, Associate External Relations Officer, UNHCR Sub Office Mbarara

Tel: +256 (0) 772 710137 ■ e-mail: beckl@unhcr.org

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