



663 Outreach volunteers identified



Since 1 January, 2018

74 Community visits and meetings conducted

70 Individual referrals to services

11 Community-led interventions

BACKGROUND



The overall goal of the Community-Based Protection and Urban Outreach Strategy (2017-2019) in Pakistan is to enhance the protection and well-being of individuals and communities that UNHCR serves, through meaningful engagement and community-led interventions that aim to resolve common problems while increasing understanding of each other and community-level support mechanisms.

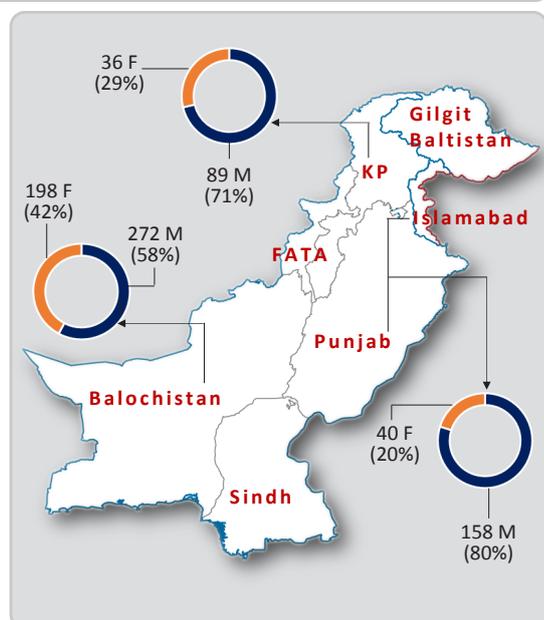
The four key priorities of the strategy covers:

1. Networks of outreach volunteers 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.

OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach volunteers in the I-12 sector of Islamabad organized informal education classes for 85 adult males. Additionally, outreach volunteers conducted a community survey, in which information was collected on the number of persons living in the community as well as their vulnerabilities.
- ⇒ UNHCR and the Community Development Unit of the Commissionerate for Afghan Refugees have developed a joint work plan to implement community-based protection activities in 43 refugee villages in Khyber Pakhtunkhwa province.
- ⇒ Outreach volunteers in Khesghi refugee village referred six refugee students to UNHCR's partner run Advice and Legal Aid Centre. The school principal was briefed about the legal status of Proof of Registration cards and provided with the card validity extension notification. Subsequently, all six refugee students were admitted to the school.

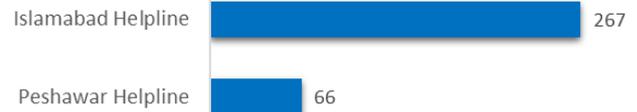
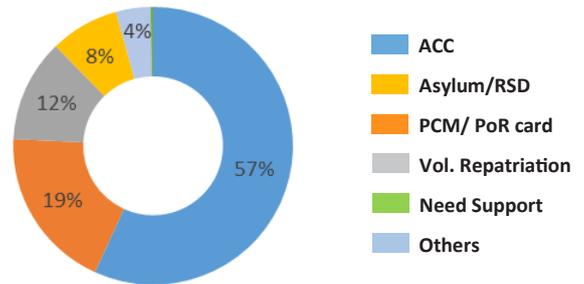


COMMUNICATION WITH COMMUNITIES



- ⇒ A contact list of all outreach volunteers is maintained by provincial officers. In addition, a detailed list of community focal persons is maintained in areas that currently do not have outreach volunteer networks.
- ⇒ An increase in calls related to Afghan Citizen Cards (ACC) were received in April. The majority of callers were enquiring if their card was ready to pick-up from the Proof of Registration Card Modification Centre.
- ⇒ No calls related to eviction, police harassment, arrest and detention were received on the UNHCR Protection Helpline in Peshawar or Islamabad during April.

PROTECTION HELPLINE



COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio & 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

LINKAGES WITH OTHER SECTORS (SGBV, CP, LIVELIHOOD)



- ⇒ To increase community understanding of gender-based violence and child protection, community sensitisation sessions were held with female refugees in Utmanzai refugee village and Swat. Topics covered include child marriage, domestic violence, and gender discrimination to education.
- ⇒ To promote enrolment of girls in school, uniforms and scarfs were distributed to home-based schools for girls in Tajabad. Thus far, 102 uniforms and 100 scarfs have been distributed to seven home-based schools for girls.
- ⇒ Selection is complete for 25 youth to participate in the UNHCR Global Youth Initiative Fund project, which will provide computer/digital training for youth in Peshawar.
- ⇒ Visit to Nothia village in Khyber Pakhtunkhwa province identified that female refugee youth require vocational training to enable them to support their families. Courses related to tailoring, stitching and embroidery were requested and UNHCR's partner is currently looking into possibilities to offer such courses.

TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR held an orientation session with UNHCR's community-based protection partners in Peshawar

view reporting requirements for activities, including referral and community-led initiatives.

- ⇒ Training sessions on protection monitoring and identification of vulnerable individuals was provided to outreach volunteers in Sarnana, Chaghi, and Malgagai refugee village, by UNHCR's partner WESS.
- ⇒ Three social mobilization and awareness sessions were provided to refugee community members in Kuchlak cluster of Quetta, by UNHCR's partner DANESH.
- ⇒ Training on community-based protection and outreach was provided to all staff in sub-office Peshawar.

UNHCR'S COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



Rural Empowerment and Institutional Development (REPID)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)