



Female community session Posti refugee village @ UNHCR/ Quetta / Baluchistan



Meeting with male OVs and focal points at Miani Bazar Buchal Khurd @ UNHCR/ Chakwal/ COI

**1,267** Outreach volunteers identified



Numbers of OVs are cumulative total from 1 Jan–30 Dec 2018

Since 1 January 2019

**148** Community visits and meetings conducted

**82** Individual referrals to services

**24** Community-led interventions

### BACKGROUND



The Community-Based Protection and Urban Outreach Strategy (2017-2019) for Refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure to protection risks and improve their overall protection environment, with a special focus on the most vulnerable.

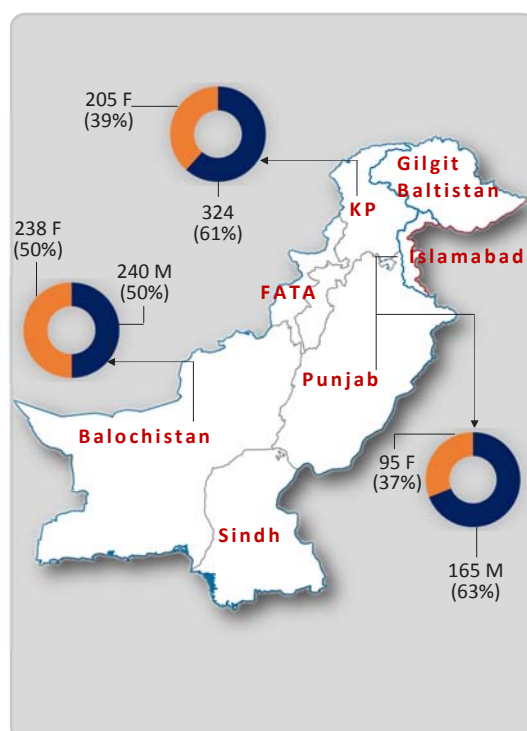
The four key priorities of the strategy covers:

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 behaviour change to reduce incidence of harmful social practices.

### OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach volunteers in Peshawar, Nowshera, Kohat and Haripur held information sessions on the DAFI Plus project by Inspire Pakistan and GIZ. This project aims to support livelihoods and access to employment for registered Afghans through skills training. The aim of the outreach was to mobilize young refugees, especially young women, to apply for the project.
- ⇒ Outreach volunteers in Balochistan identified 31 vulnerable Afghan refugees for targeted assistance including GBV, medical, legal, and psychosocial support. 11 EVIs were facilitated with assistive devices including hearing aids, wheelchairs and crutches.
- ⇒ Under a community initiative, a primary school was established in I-12 Afghan settlement that will provide 400 refugee children access to education in two shifts.
- ⇒ A female outreach volunteer in Ghouseabad, Baluchistan conducted six awareness raising sessions on health and hygiene. A total of 198 women and girls attended the sessions.
- ⇒ In Peshawar, Khyber Pakhtunkhwa 8 communal places were established in



urban clusters. These communal places are safe and easily accessible for all members of community including women and girls. The purpose of establishing these places is to enhance community participation and social interactions.

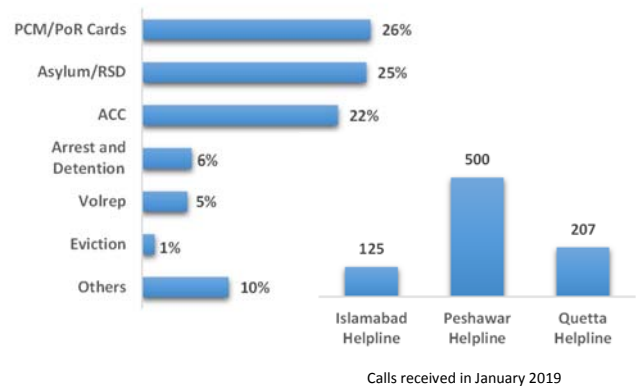
- ⇒ A Refugee elder in Gamkol Refugee village in Kohat, Khyber Pakhtunkhwa province organized a cricket tournament with refugee youth and outreach volunteers. 15 Refugee cricket teams from district Kohat participated in the event.

## COMMUNICATION WITH COMMUNITIES

- ⇒ UNHCR's CBP team in Balochistan, along with CBP partners DANESH (Drugs and Narcotics Educational Services for Humanity) and WESS (Water, Environment and Sanitation Society), reached out to 1,065 individuals through 57 community visits in 10 RVs and 10 urban locations near Quetta. The communities were briefed about general protection, gender based violence, child protection, access to basic services, specific needs, referral mechanism and services e.g. ALAC, ISF, and PCM.

## PROTECTION HELPLINE

- ⇒ The majority of calls in Khyber Pakhtunkhwa were regarding Proof of Registration (POR) Cards, Modification Centers (PCM), and the Afghan Citizen Card (ACC). In Punjab, the majority of calls were in regards to ACC. In Baluchistan, the majority of calls were in regards to Refugee Status Determination (RSD) and Resettlement.



## 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

- ⇒ As part of a community development initiative, UNHCR CBP team in Peshawar promoted health and hygiene in an urban refugee community in Nishat Mill. The initiative resulted in the establishment of a child friendly space, the removal of waste, placement of waste bins, pavement of sanitation lines, and the installation of a water pump. In addition, community sensitization on hygiene was also undertaken for the community members.

- ⇒ UNHCR's CBP team in Islamabad team conducted seven community visits in various Afghan settlements in district Chakwal, Attock, Rawalpindi, Lahore, and Islamabad. A total of 118 Afghan community members including 40 Outreach Volunteers were informed of updates to the CBP program, including the validation of OV's training records and contact information. Community groups were also sensitized on the importance of collecting of pending PoR cards at PCM centers.

- ⇒ In Khyber Pakhtunkhwa, the CBP team met with Refugee Shuras and Outreach Volunteers, both male and female. These meetings took place in Refugee villages of districts Peshawar, Nowshera, Kohat and Haripur. During the meetings, information was provided on UNHCR's education and health strategies and facilities for maternal and child health in the Refugee Villages.

- ⇒ Two urban clusters in districts Haripur (100 families) and Abbottabad (600 families) were identified for the expansion of CBP interventions in 2019. The team held meetings with both clusters and was able to mobilize the communities. UNHCR's CBP team will soon work with the communities to devise a plan for the formation of community structures and selection of outreach volunteers.

## LINKAGES WITH OTHER SECTORS

- ⇒ UNHCR's CBP team in Peshawar held several coordination meetings with service providers in order to establish links and referral pathways. These organizations are providing health care for Thalassemia patients (Hamza Foundation in Peshawar), vocational skills for person with disabilities (Association for Rehabilitation of the Physically Disable-APDR) and Mother and Child services (Humanitarian Medical Relief Body-HMRB).

- ⇒ Three Memorandums of Understanding have been signed with shelter partners working in Punjab (Star Welfare Organization, Dastak Charitable Trust and Mukhtar Mai Women Organization) providing five emergency shelter homes to vulnerable refugees through UNHCR referral.

- ⇒ UNHCR's CBP team in Islamabad met with the Union Counsel Office in Khayaban-e-Sir Syed, Rawalpindi to discuss refugee issues and get support of the local government to better assist refugees in their local areas.

## TRAINING AND CAPACITY BUILDING

- ⇒ A session on Protection from Sexual Exploitation and Abuse (PSEA) Code of Conduct were delivered to 22 UNHCR Peshawar staff.

- ⇒ UNHCR's CBP team in Islamabad team revised Outreach volunteers training modules in order to make them inclusive for Non-Afghan refugees. The team also developed a training module for Psychological First Aid (PFA) for outreach volunteers based on the WHO-Global PFA module.