



**THE DEMOCRATIC REPUBLIC
OF THE CONGO**

**REGIONAL REFUGEE
RESPONSE PLAN**

January - December 2018

2018
END OF YEAR
REPORT

UGANDA

CREDITS

UNHCR wishes to acknowledge the contributions of partners and staff in the region and at Headquarters who have participated in the preparation of the narrative, financial and graphic components of this document.

CONCEPT DESIGN

UNHCR, Office of the Regional Refugee Coordinator for the DRC Situation, in Kinshasa, DRC, with the support of Information Management Unit at UNHCR, Regional Representation in Kinshasa, DRC.

The maps in this publication do not imply the expression of any opinion on the part of UNHCR concerning the legal status of any country or territory or area, of its authorities, or the delimitation of borders or boundaries.

The population figures in this report were updated to reflect the results of continuous biometric registration and verification exercises in countries of asylum. Except where indicated otherwise, all population figures provided in this report are as of December 31, 2018.

WEB PORTAL For more information on the DRC situation go to: [UNHCR operational portal - DRC situation](#)

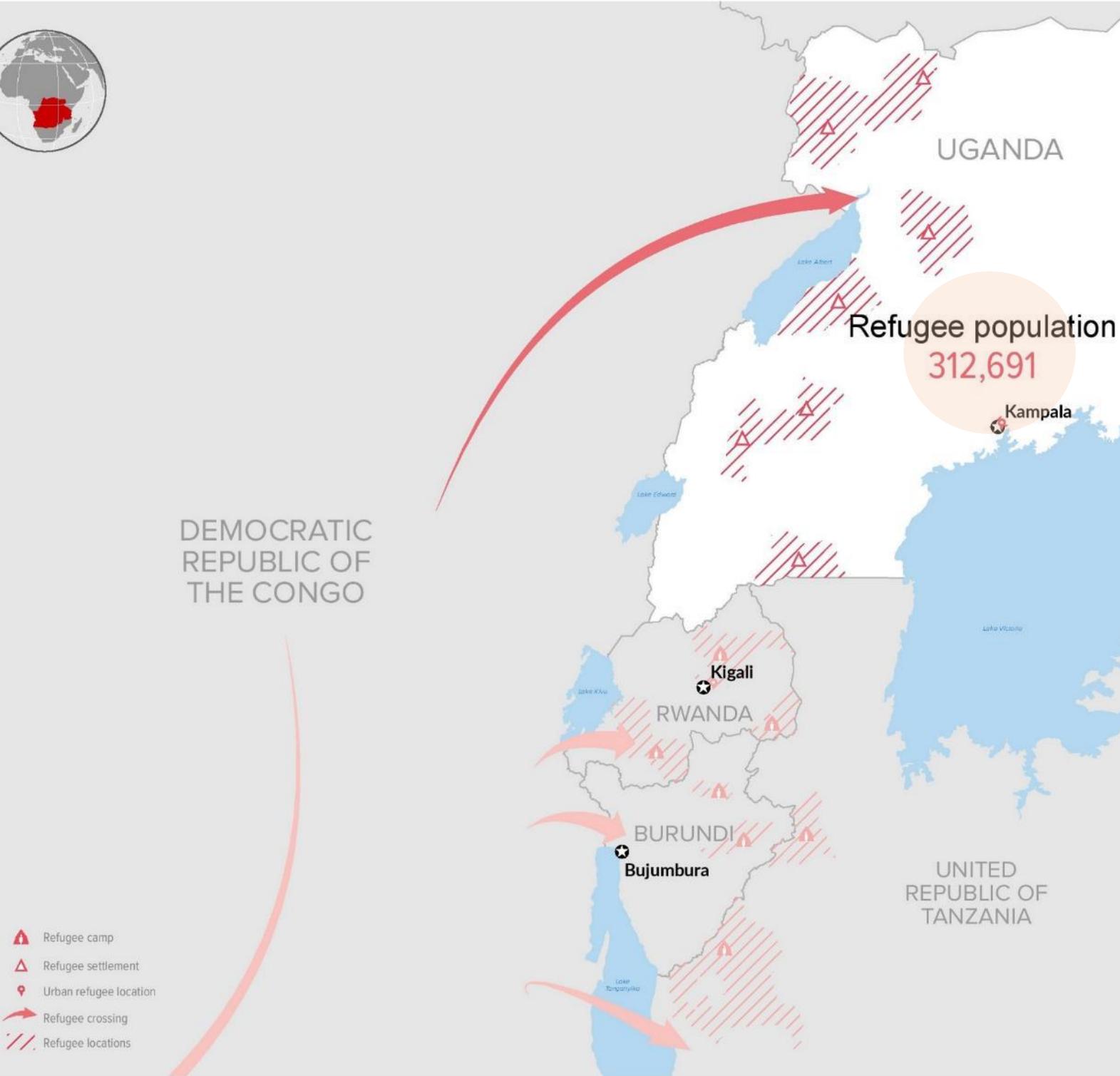
COVER PHOTOGRAPH

Tanzania. A young Congolese refugee girl outside one of the shelter blocks of Nyarugusu refugee camp. ©UNHCR/Georgina Goodwin

INFORMATION

For further information, please contact:

Joel Boutroue, Representative to Uganda, boutroue@unhcr.org; Jens Hesemann, Snr Field Coordinator, hesemann@unhcr.org; Rocco Nuri, Reporting Officer (Inter-Agency Coordination), nuri@unhcr.org;



-  Refugee camp
-  Refugee settlement
-  Urban refugee location
-  Refugee crossing
-  Refugee locations

UGANDA Response in 2018

312,691

TOTAL REFUGEE POPULATION AS AT DECEMBER 2018

119,919

NEW ARRIVALS IN 2018

US\$ **219** M

TOTAL FINANCIAL REQUIREMENTS

US\$ **86** M

FUNDING RECEIVED REPRESENTING **39%** OF THE REQUIREMENTS

32

PARTNERS INVOLVED

Situation Overview

In 2018, 119,919 new refugees from the DRC sought safety in Uganda. In order to address growing concerns about the accuracy and reliability of refugee data used for programming and assistance, as well as fundraising, the Government of Uganda and UNHCR, the UN Refugee Agency jointly launched in March 2018 a biometric verification of all refugees, including for Congolese, with 1.15 million refugees identified as present in the country by October 2018.

As of 31 December 2018, there were 312,691 biometrically registered as refugees and asylum seekers refugees from the DRC. About 88 per cent continued to live in settlements in western and southwestern Uganda, namely in Kyangwali (27 per cent), Kyaka II (24 per cent), Rwamwanja (20 per cent) and Nakivale (16 per cent), with smaller numbers in Kampala (6 per cent) and Uganda's northern settlements of Lobule (1.6 per cent) and Rhino camp (1.2 per cent).

The Government of Uganda continued to grant refugee status to Congolese on a prima facie basis. In line with the 2006 Refugee Act, refugees enjoyed freedom of movement, the right to work and establish businesses, the right to documentation and equal access to national services.

Response partners continued to provide all new arrivals with reception assistance at entry points and collection centres, as well as relocation to settlements. The Office of the Prime Minister (OPM) continued to undertake registration and documentation of refugees.

In the settlements, refugees continued to receive monthly food rations, household items and access to health care, education, water and sanitation, and

protection services. New arrivals were allocated a plot of land for housing and farming gazetted by the Government for refugee use. In urban areas, the most vulnerable received targeted assistance from partners.

In October 2018 partners launched an inter-agency Feedback, Referral and Resolution Mechanism (FRRM) to improve two-way communication with refugees and enhance accountability to affected populations. The development of the Uganda National Integrated Health Response Plan for Refugees and Host Communities (2019-2024), began in 2018 to bridge humanitarian and development programming, based on the Uganda Health Sector's medium term strategic directions.

An inter-agency multi-sector needs assessment of refugee and host communities was carried out from March to July 2018 in 12 refugee-hosting districts and 30 refugee settlements. The findings, reviewed by a joint analysis taskforce, were extensively used to inform the 2019-2020 RRP.

With only 38 per cent of funding received in 2018, partners continued to face enormous challenges in stabilizing existing programmes and meeting minimum standards of service provision, let alone investing in long-term and more sustainable interventions. Notably, severe underfunding compromised the quality of child protection, education and water and sanitation services and limited the capacity to fully support prevention and response to sexual and gender-based violence (SGBV), environmental protection, support resilience of host communities, and permanent community infrastructure.

Key facts and figures



312,691

REFUGEES
BIOMETRICALLY
REGISTERED



2,012

REFUGEES USED
THE FEEDBACK,
REFERRAL AND
RESOLUTION
MECHANISM (FRRM)



**LIMITED
LONG-TERM AND
MORE
SUSTAINABLE
INTERVENTIONS**



Protection



119,919

new refugee arrivals had access to the territory



100%

of children with specific needs received individual case management



up to **100:1**

the child-to-caseworker ratio, above the 25:1 standard

Key Achievements

Congolese asylum seekers continued to be granted refugee status on a *prima facie* basis. Protection monitoring along the DRC-Uganda borders ensured that 119,919 new refugee arrivals in 2018 were provided with reception assistance and transferred to settlements. Unaccompanied and separated children in foster care were provided with direct support and follow-up services. In settlements hosting Congolese refugees, partners continued to manage child friendly spaces, providing psychosocial support for children with specific needs.

Though protection desks, community structures such as SGBV activists, and women's centres, partners identified 2,115 SGBV survivors between January and December 2018, with most incidents occurring in the country of origin in the context of the DRC conflict. Rape was the most reported incident, followed by physical assault and emotional abuse. All survivors were provided with psychosocial counseling, along with other multi-sectoral support based on needs and survivors' consent, such as legal aid, livelihoods support and medical assistance, security and safe shelter.

By the end of the year, some 2,012 Congolese called the Feedback, Referral and Resolution Mechanism (FRRM) helpline, with most seeking assistance and information on protection issues, health and nutrition and resettlement. Most of the calls came from Congolese refugees in Nakivale, Kyaka II and Kampala.

Remaining Gaps

Limited funding and the constant need to reprioritize activities continued to undermine the ability of partners to adequately support prevention and response to SGBV as well as the quality of child protection services. The number of protection staff in the settlement remained insufficient, with the child-to-caseworker ratio as high as 100:1 – far beyond the international standard of 25:1. In 2018, partners were able to support only a limited number of foster parents, increasing the risk of neglect, abuse and exploitation for children in unassisted foster care. Initiatives for adolescent and youth remained very limited in 2018, exposing these groups to risks of abuse and exploitation, and potentially leading them to petty criminality and dangerous behaviour.

Refugees continued to face significant challenges in accessing justice, especially in remote areas where the presence of the judiciary and police is limited or non-existent. Of the 8,200 refugees in need of legal assistance and legal remedies, only 5,550 individuals could be supported in 2018. Resources were not available to construct additional safe houses for refugees facing security threats, including SGBV survivors.

In most settlements, the capacity and number of police officers continued to remain inadequate to effectively respond to the physical security needs of refugee and host communities. The small number of female police officers represented a barrier for female refugees to come forward and report SGBV incidents. Mental Health and Psychosocial Support for refugees remained largely under-resourced.

% of persons of concern in need of legal assistance and legal remedies supported

67%

% of known SGBV survivors who received support

100%



Education



51%

of primary school children enrolled in primary education



32

permanent and semi-permanent classrooms constructed



only **9%**

of secondary school aged children were enrolled in secondary education

Key Achievements

In Uganda, refugee children continued to have access to universal primary education, pre-primary and secondary education, vocational skills and tertiary institutions. In September 2018, the Ministry of Education and Sports (MoES) and key education partners jointly launched the Education Response Plan for Refugees and Host Communities in Uganda (ERP), a four-year plan (2018-2021) aiming at providing access to and quality of education for refugee and host community children.

Partners supported teaching and learning in 83 primary and secondary schools, including through the construction of 32 classrooms, provision of scholastic materials and remuneration for primary and secondary school teachers, a high proportion of whom are refugee teachers working as Classroom Assistants. In coordination with the MoES, partners developed guidelines for the roll out of Accelerated Education, ensuring overage and out-of-school children from the refugee and host communities have the opportunity to reconnect to learning and ultimately sit for the Primary Leaving Examination (PLE).

The cooperation with the MoES and the Ministry of Works & Transport was key in finalizing the design of high-quality, wheelchair accessible semi-permanent classrooms, ensuring that more children can access education in safety and with dignity.

% of primary school-aged refugee children attending school / temporary learning spaces

51%

% of secondary school-aged young people enrolled in secondary education

9%



Food security



192,414

refugees received monthly in-kind food assistance



90,894

refugees received monthly cash-based food assistance



vast majority of refugees remained unable to produce their own food

Key Achievements

The vast majority of Congolese refugees continued to remain heavily dependent on food and nutrition assistance, with few being able to provide for themselves using the land given by the Ugandan Government or the host communities. In 2018, some 283,308 refugees received food assistance through in-kind distributions and cash transfers.

In conjunction with the verification exercise, new food assistance collection procedures were developed in 2018 to improve accountability and service delivery to

Remaining Gaps

While delivery of general food assistance remained relatively consistent in 2018, programmes aimed at ensuring sustainable self-reliance and food security among refugees remained underfunded. Therefore, the majority of refugees continued to depend on general food assistance to meet their daily food and nutrition needs.

refugees, using newly gathered refugee biometric biodata to carry out food distributions to individual households. Under these new procedures, which entailed the use of biometrics to verify the identity of beneficiaries at food distribution points, all verified refugees received a 100 per cent ration regardless of their length of stay in the settlement, including new arrivals. An end-to-end review of the new food assistance collection procedures and related Standard Operating Procedures, planned for early 2019 to help institute a food assistance distribution system that is accountable, efficient and cost-effective.

% of food ratio received by verified refugees

100%



Health & Nutrition



8,390

refugee mothers and children reached with mother-and-child nutrition programme



1,398

persons of concern on antiretroviral therapy



43%

the anemia rates in settlements hosting Congolese refugees

Key Achievements

About 11 health facilities received assistance from response partners, including through the provision of medicines and payment of salary for 385 health workers and eight doctors. This contributed to equal access to primary health care and referrals to tertiary institutions, with 571,746 consultations between January and December 2018, of which 12 per cent benefitted the host community. The crude mortality rate and under-five mortality rate remained at 0.1 death every 1,000 people per month, below the non-emergency standard of one death every 1,000 people per month. Partners constructed a new maternity ward and a separate male ward at Rwamwanja health centre, and a new theatre for Bujubuli health centre in Kyaka II.

Due to cholera and Ebola outbreaks in the DRC in 2018, partners deployed resources to strengthen screening measures at entry points and expand traditional and community-based disease surveillance systems. Partners set up isolation units in all transit and reception centres to manage suspected Ebola cases and joined the National and District-level Task Force on Ebola, helping ten refugee-hosting districts to develop Ebola preparedness plans.

Comprehensive HIV/AIDS prevention, care and treatment services continued in 2018, with some 1,398 refugees with HIV/AIDS receiving antiretroviral therapy by the end of the year.

% of birth deliveries attended by trained health workers

93%

Remaining Gaps

Period stock outs of medicines and medical equipment affected the delivery of health services in settlements hosting Congolese refugees, leading to a high numbers of costly referrals to Kampala. This also caused insufficient access to emergency obstetric care for pregnant mothers, resulting in a high ratio of maternal deaths in Kyangwali settlement, equal to 197 every 100,000 live births.

The prevalence of Global Acute Malnutrition (GAM) remained within the acceptable standard of below 5 per cent in settlements hosting refugees from the DRC. However, a nutrition screening of Congolese new arrivals in 2018 through Mid-Upper Arm Circumference (MUAC) measurements showed that both GAM and Severe Acute Malnutrition (SAM) were above emergency thresholds, at 11.2 percent and 2.5 percent respectively.

Anemia among children aged six to 59 months and non-pregnant women aged 15 to 49 years was reported as “medium” at 25 per cent and 30 per cent respectively, according to WHO classification.



Livelihoods & Environment



4,084
refugees received
start-up assistance for
business development



skill trainings for
construction of
energy-saving stoves
and briquette
production offered



only **44%** of
refugees were
categorized as in need
in livelihoods

Key Achievements

RRP partners continued to provide emergency livelihoods to new refugee arrivals whilst seeking to transition to recovery livelihoods interventions.

In coordination with the Government of Uganda, partners helped refugee access land for agricultural production, including through rental from the host communities. The capitalization of the Moral Brotherhood and Neighbourhood (MOBAN) SACCO contributed to inject more liquidity into the refugee community, enabling the establishment of small-scale enterprises. In April 2018, Grameen Credit Agricole Foundation in partnership with UNHCR and the Swedish Development Agency carried out an assessment of financial needs of refugees in Uganda and the business case for serving them.

Partners continued to address environmental restoration by supporting environmental awareness campaigns, tree-marking for protection, tree nursery development, tree planting and maintenance, and green livelihoods such as apiary among other activities. Efforts were also made to increase access to sustainable energy, especially through skill training for construction of energy-saving stoves and briquette production. In its annual Joint Sector Review in October 2018, the Ministry of Energy and Mineral Development undertook to develop a comprehensive Energy Response Plan for the refugee response in the near future.

% of persons of concern with access to energy saving stones

Remaining Gaps

Overall, livelihood interventions remained largely focused on agricultural production, with limited opportunities for business development, micro-credit and vocational skills training.

Due to underfunding, investments in refugee livelihood and environmental protection remained inadequate to address the increasing needs in this sector. With little livelihood assets or other means of income generation, refugees continued to face enormous challenges in meeting their basic household needs, with no safety nets real opportunities to transition from dependence on humanitarian assistance to self-reliance.

Forest resource management and water catchment restoration remained largely unfunded. At least 20 replacement trees per refugee are needed every year to contribute to afforestation and reforestation. Access to energy-saving technologies, training in sustainable construction and agroforestry practices need to be scaled out to reduce ongoing rates of degradation. Without adequate and sustained funding, interventions will continue to have little impact to meet the demands and the landscape will continue to degrade, setting the scene for depleted water resources, ongoing exposure to SGBV, scarcity and conflict within refugee and host communities.

30%



Shelter & NFIs



2,135
emergency shelters
were built for new
refugee arrivals with
specific needs

NFI

119,919
new refugees received
non-food items



91% of refugees
with specific needs
lacked semi-permanent
shelter support

Key Achievements

In 2018, all the 119,919 new arrivals were provided with communal temporary shelter in transit and reception centres and, after relocation to settlements, were given a plot of land for housing and cultivation by the Government of Uganda and host communities, in

Remaining Gaps

Although new arrivals of refugees were supported, however, 10 per cent of the entire refugee population still did not have access to adequate NFIs as of December 2018. The joint inter-agency MSNA revealed that an average of 41 percent of Congolese

addition to household items and emergency shelter items.

Several transit sites were built or expanded between January and December to reduce congestion, better organize the provision of humanitarian assistance and to scale up emergency preparedness measures. This included the construction of permanent latrines and the installation of energy-saving stoves, a rainwater harvesting system and a new gate at Nyakabande transit centre (Kisoro district). The construction of permanent latrines and bath shelters also began at Matanda transit centre (Kanungu district), while four new communal accommodation shelters were built at Kabazana Reception Centre in Nakivale. Refurbishments and repairs were completed at Bubukwanga transit centre (Bundibugyo district), while Kyaka II and Kyangwali reception centres were expanded. Furthermore, six new settlement areas were opened in Kyangwali (four) and Kyaka II (two) to provide land and shelter for new refugee arrivals from the DRC.

Partners opened 95 km of new roads in Kyaka II and Kyangwali in order to ensure newly settled arrivals had access to communal services. A total of 73 km of existing roads were rehabilitated, of which 22 km was to ensure safer relocation of new refugee arrivals from Nyakabande Transit Centre to receiving settlements.

refugee households reported to lack any possession of tarpaulins, jerry cans, buckets, cooking pots, sleeping mats and torches.

In 2018, partners built 2,135 emergency shelters for new refugee arrivals with specific needs. However, out of an estimated 5,555 persons with specific needs (PSNs), in 2018 only 558 households benefitted from the construction of a semi-permanent shelter. Partners endeavoured to maximise refugee and host community labour in these projects, employing over 700 refugees and host community members across Kyangwali, Rwamwanja, Kyaka II and Nakivale.

The consequences of underfunding for the sector meant that not all extremely vulnerable newly arrived PSNs were able to receive construction support for their initial shelters on settlement plots. Underfunding continued to compromise the plan to transition from temporary to semi-permanent and permanent structures. Also, some of the transit and reception centres for new refugee arrivals could not be upgraded from temporal structures to more durable materials in 2018 despite continued need to cater for ongoing refugee influxes.

Lack of resources also continued to force partners to use spot gravelling for the urgent construction and repair of roads in and around Nakivale settlement, which means the areas left without gravel become impassable during the wet season and villages are at risk of being cut off.

% of persons of concern with access to adequate NFIs

90%

of km of road constructed or rehabilitated

168



WASH



89%

of water supplied through sustainable water supply schemes



731

hygiene promoters were engaged



30%

of refugee families lacked access to household latrines

Key Achievements

In 2018, partners continued to invest in water infrastructure in settlements hosting Congolese refugees, including the construction of a motorized water scheme and the installation of 56 hand pumps. Supply of water through water trucking increased from four to 11 per cent in settlements hosting refugees from the DRC.

With the support of the University of Neuchatel, a new methodology was developed for identifying potential drilling points for production boreholes which helped increase the average yield of successful boreholes by over 400 per cent (from 4.5 m³/hr to 19 m³/hr). In southwestern and western Uganda, 11 high yielding production boreholes were successfully drilled in

Remaining Gaps

Although some progress was made, however, access to water decreased on average from 22.9 liters per person per day (l/p/d) to 19 l/p/d due the large number of new refugee arrivals from the DRC.

Critical funding gaps continued to undermine the stabilization and optimization of existing water schemes and the plan to phase out water trucking. Notably, the water supply master plan for Nakivale could not be fully implemented, in particular the establishment of pumping and distribution infrastructure. Costly water trucking continued to ensure that the refugees received a minimum of 15 litres per person per day.

Kyangwali (5) and Nakivale (6). Furthermore, a detailed hydraulic design for a water supply distribution masterplan was completed, covering two major sub-zones of Nakivale settlement.

Considerable progress was made in 2018 towards integration of WASH interventions with the services and approaches of the Ministry of Water and Environment (MoWE).

In 2018, access to family latrines remained at 70 per cent, despite the construction of additional 10,653 family latrines. The new refugee influx from the DRC caused access to family latrines in Kywangwali and Kyaka II settlement to drop from 84 and 66 per cent to 39 and 51 percent, respectively. Despite improvements in sanitation coverage, the lack of adequate resources negatively impacted on the ability of partners to reach the desired household latrine coverage standard of above 80 percent.

average # of litres of portable water available per person per day (20L standard)

19

Funding

ORGANIZATION	REQUIREMENTS (USD) JAN-DEC 2018 *	TOTAL RECEIVED (USD)	% FUNDED
1. ACF	\$224,941	\$360,000	100%
2. ACTED	\$550,000	\$190,000	35%
3. ADRA	\$250,000	\$310,884	100%
4. ARC	\$1,934,620	\$807,489	42%
5. BRAC	\$100,000		0%
6. CARE Int.	\$1,395,066	\$1,549,158	100%
7. DRC	\$4,709,011	\$1,176,405	30%
8. FCA	\$950,000	\$573,000	60%
9. HAI	\$19,561		0%
10. HI	\$600,000		0%
11. HOT	\$362,222	\$18,000	5%
12. IAS	\$222,222	\$339,317	100%
13. Johanniter	\$93,000	\$67,000	72%
14. KRC	\$418,302	\$79,678	19%
15. LWF	\$2,151,079	\$1,471,759	68%
16. MDM	\$1,250,000		0%
17. MTI	\$1,727,957	\$2,430,074	100%
18. NRC	\$1,603,645	\$585,366	37%
19. OXFAM	\$2,440,729	\$821,428	37%
20. PI	\$520,475	\$150,000	29%
21. SCI	\$2,703,693	\$2,004,561	74%
22. Tutapona	\$195,619	\$250,000	100%
23. UN-FAO	\$1,885,702		0%
24. UN-IOM	\$6,300,000	\$1,599,729	25%
25. UN-UNDP	\$2,812,000		0%
26. UN-UNFPA	\$2,777,051	\$499,830	18%
27. UN-UNHCR	\$118,322,138	\$56,210,198	48%
28. UN-UNICEF	\$10,621,526	\$1,619,986	15%
29. UN-WFP	\$48,071,175	\$12,727,170	26%
30. UN-WHO	\$1,187,120	\$199,173	17%
31. URCS	\$2,578,497		0%
32. WV	\$514,400		0%
Total	\$219,491,751	\$86,040,204	39%

* This refers to the budget for the 2018 response to the Congolese refugee population only. However, within the framework of the 2018 RRRP for the DRC situation, the response at country level included some "other refugee" populations as well, with additional financial requirements. That brought the total budget at US \$246,338,514 and the funding received at US \$93,373,956 for the DRC situation and "other refugees". For more information check [Uganda's RRP funding snapshot for year-end 2018](#).

Uganda. Congolese refugee woman (23) was assisted to set-up a salon under a livelihood programme that supports refugees to become economically self-sustained. Her husband, a Congolese refugee man (23), is a former fisherman who now runs a small carpentry shop next to his wife's salon in Kyangwali refugee camp. The couple lost three of their four children when their village in the DRC was attacked by armed men. © UNHCR/Duniya Aslam Khan



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