



Meeting in Bashir Chowk Quetta, Balochistan.



Meeting with community and outreach volunteers Attock, Punjab

1,785 Outreach volunteers identified



Since 1 January 2019

913 Community visits and meetings conducted

680 Individual referrals to services

178 Community-led interventions

BACKGROUND



The Community-Based Protection (CBP) 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. A Network of outreach volunteers (OVs) 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.

HIGHLIGHTS

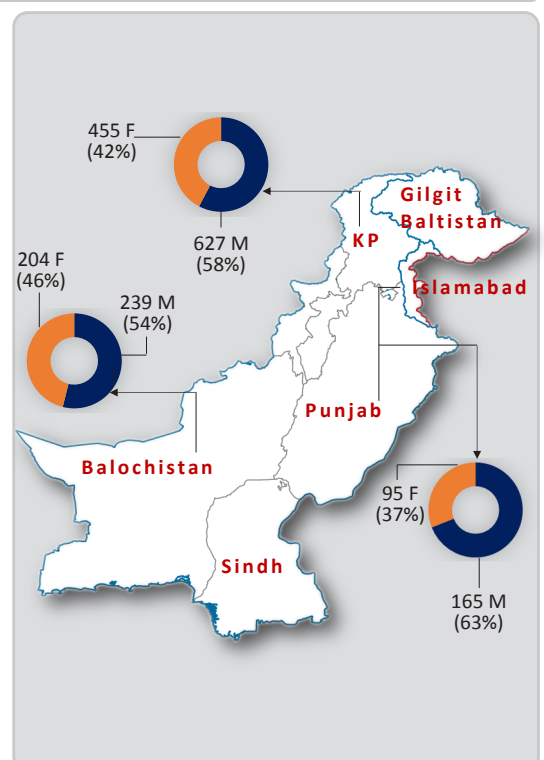


- ⇒ During the month a total of 227 community visits to refugee settlements were held by UNHCR and Partners. The objective of these community visits were to sensitize, empower and mobilize community on mainstreaming of health & education, voluntary repatriation, PoR card modification, legal assistance, skills development and livelihood programmes.
- ⇒ As part of the advocacy for refugees CBP continues to establish links with government and non-government service providers. Meetings with local government bodies, institutes working for child protection, health and livelihoods.

OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach Volunteers (OVs) of Saranan Refugee Village (RV) in Baluchistan facilitated logistic arrangements for the visit of a Federal Minister of SAFRON to the area. A meeting between Outreach volunteers and the Minister was also held to share a good practices and gaps. To provide clean drinking water to the community, repair of water pipeline in Malgagai RV was completed by the OVs and the technical team from CBP partner.
- ⇒ Outreach Volunteer groups / community committees and partner teams in Baluchistan identified 53 cases of people with different medical needs, including drug addicts, disability, psycho-social support and gender based violence in various refugee clusters in Quetta urban and Refugee villages. All identified cases were referred for relevant services.
- ⇒ Outreach Volunteers in KP identified and referred 64 vulnerable individuals from Refugee



villages and urban clusters of UNHCR, partners and other specialized service providers. OVs in Peshawar were instrumental in the dissemination of information and identification of 13 prospective candidates for Culinary Art Diploma/Training which has been announced for Afghan refugees and will be implemented by HASHOO Foundation.

COMMUNICATION WITH COMMUNITIES



- ⇒ 26 monthly review meetings were held in Baluchistan with OVs (both male and female) to provide continuous guidance covering a refugee village and urban settings. Similarly, 34 OVs visited Advice and the legal Aid Center (ALAC) as part of the exposure visit, which will enhance their understanding of services provided by ALAC.
- ⇒ Community Based Protection staff and Education partner, INSPIRE Pakistan jointly had a session in Golra, Islamabad on recent DAFI scholarships for 22 community members. Information including eligibility criteria, an application process and the deadline for the application was also shared with the participants.

LINKAGES WITH OTHER SECTORS

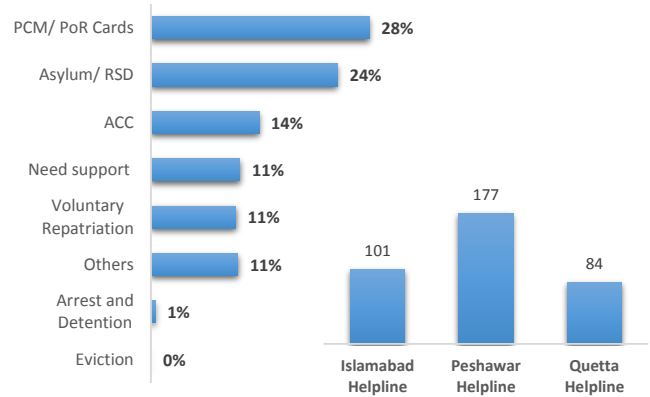


- ⇒ Community Based Protection team together with CBP partner Peshawar

PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Punjab and Khyber Pakhtunkhwa were in regards to Proof of Registration (PoR) Card modification procedures. In Baluchistan, the majority inquiries and calls were regarding the procedures to seek asylum in Pakistan. So far in 2019, 3857 calls have been attended through the protection helpline.



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

-war met with the Project Manager and Project Director of the Muslim Hands Peshawar office and requested for the installation of Water Hand Pumps in seven CBP interventional areas of in the Peshawar district. The proposal was welcomed and a visit to the areas was assured by the organization staff.

- ⇒ Community Based Protection staff had a meeting with Medical Superintendent (MS) of Fatima Jinnah Chest hospital in Quetta for expanding the referral network for refugees. The management was positively interested in continuing coordination and indicated readiness to enhance cooperation.
- ⇒ As a collaborative response to support children who are mostly engaged in garbage picking, UNHCR collaborated with the National Child Protection Commission (NCPC) and developed the pilot project incorporating a various protection mechanism for the children enrolled in the centre. The major component of the project will be to build the capacity of NCPC for the catering needs of children referred in the centre. As such UNHCR will conduct various trainings in line with child protection with the NCPC staff. Furthermore, children in the centre will be provided with non-formal education, embedding the course of personal hygiene which enables them to get enrolled in the main education system. Sexual & Gender-Based Violence Working Group meeting held at UNHCR office where 14 participants from 10 organizations participated. The meeting ended with sharing of organizational updates and staff training needs.

TRAINING AND CAPACITY BUILDING



- ⇒ One day training for 25 female outreach volunteers was held at District Kohat on "SBGV and its Psychological Impact".
- ⇒ Interviewing Learning Program (ILP) workshop held in Dadaab, Kenya was co-facilitated by COI-Community Based Protection staff.

- ⇒ 68 Outreach Volunteers (31 female and 37 male) received training on their roles, responsibilities, basic approaches to CBP and Code of Conduct by UNHCR and Partner.

- ⇒ 48 UNHCR and partner (ICMC, SHARP, WESS, TF, TKF, DANESH, SWD, NRB, SEHER) staff were trained on Best Interest Procedures (BIP) recently introduced. The training was held in Islamabad and Quetta simultaneously for two days in both locations.

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)



International Catholic Migration Commission (ICMC)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)