

REFUGEE ENGAGEMENT FORUM (REF)

The 15th REF Meeting Report: Held from 27th – 29th September 2022 at Silver Springs Hotel in Bugolobi, Kampala-Uganda.



Group photo taken on 29th.09.2022 after the 15th REF meeting

Day 1: 27th September 2022

Session I title: Self-introduction

and Opening remarks

Session time: 09:00am – 10:25am

Session Objective: To officially welcome all participants and open the meeting.

Presenter name and organization: Ms. Milly Lagu- REF member / Mr. Brian Matsiko-U-learn / Mr. Jerry ANYOLI-UNHCR

- The REF members in their various capacities introduced themselves, and shared their likes which included amongst others holding discussions, sharing ideas with others, feedback sessions, talking with youths, being the voice of the voiceless, fashions, talking to men so that to get ideas to empower the women, unity, debating on issues that matters in the community, learning new ideas, Pan-Africanism (promoting Africanism), listening, freedom of expressions, observing things, singing/dancing, and doing protection works amongst others.

Opening remarks from OPM representative- Ms. Peggy Ayesiga

Key points presented:

- Recognized and thanked all the REF members and partner representatives for turning up for the meeting.

- Thanked and welcomed all the new REF members and encouraged them to always ensure that they present the voices of the refugees.
- Gave a brief background of the REF that it serves as a forum for engaging the refugees to promote accountability.
- Stated that because of the endearing support of the partners, the various services to refugees have been possible.
- Stated that the Government of Uganda is committed to ensure continuous support to the refugees in the spirit of Panafricanism, and leaving no one behind,
- Officially declared the meeting opened.

Presenter name and organization: - Ms. Nyanjagi Ally -UNHCR Assistant Representative (Protection)

- Thanked OPM for the continuous support to the refugees.
- Expressed her delight to be in Uganda. She noted that though she is new in Uganda, she is not new to the REF
- Thanked the Government of Uganda for its open-door policy for refugees.
- Thanked the various partners for the continuous support to the REF, and entire refugee operations in Uganda,
- Also thanked the donor representative for funding the refugee operations in Uganda, and elsewhere,
- Expressed that today, it is right to say the over 1.5 million refugees are meeting here and now since the REF members represent them entirely,
- Appreciated the efforts of the REF members for putting into practice the lessons they have learnt during the 14th REF meeting.
- Because of the generosity of the government of Uganda, refugees can side-by-side relate with the host community members. She urged the refugees to use this opportunity to positively contribute to the development of the country.
- On the ongoing refugee verification and registration, she urged the REF members to encourage the various community members to ensure they are verified since the data will help to properly plan for the refugees,
- Reminded the community leaders of the importance of adhering to the measures put in place to prevent the spread of Ebola virus as put in place by the Government of Uganda to protect oneself, families, and friends.
- Urged the REF members just as they have been doing before to share their experiences, and insights in sharing the voices of the refugees to the CRRF

Election of the Meeting President, presided by Jerry Anyoli- UNHCR

- The two new REF members from Imvepi & Rwamwanja respectively were introduced (Mr. Yusto Lasuba- from Imvepi, & Mr. Patrick Hitimana-from Rwamwanja).
- Presided over the election of new meeting President. By voting either "yes" or "No", the REF members voted Madam **Milly Lagu** as the newly elected President for the 15th REF meeting,
- The REF members then suggested the ground rules to guide during the 15th REF meeting

Session II title: Action points and key decisions from previous CRRF S.G meeting

Session time: 10:59am-12:06pm

Session Objective: To review progress against action points from the 16th CRRF SG meeting

Presenter name and organization: Ms. Hellen Acibo – OPM CRRF

Key points presented:

- Confirmed that the 1st issue raised was on the increasing number of the refugees coupled with the reduction of resource envelope and reduced rations and the decision was that the Government of Uganda to spear head peace engagements across the region to put an end to conflicts.
- That the Government of Uganda was tasked to call upon all other countries across the region to contribute to the Uganda Refugee Response.
- On Transit districts: These are districts of entry of refugees like Bundibugyo, Kisoro, Kasese, Amuru. the decision was that they are considered as hosting districts because they go through the same impact as the refugee hosting districts. This was mostly as result of the DRDIP project calling for inclusion of transit districts.
 - OPM was charged to assess the impact of the refugees on transit with proposed plan of action
 - Define criteria of the transit districts
 - Agree on the mechanisms of admitting the transit district into the District Engagement Forum (DEF).
- On the need for impactful commemoration of the World Refugee Day (WRD) 2022: There was a call for DOR and UNHCR to spearhead the tree planting campaign in commemoration of WRD. The tree planting in Refugee hosting districts will be an ongoing process once the weather conditions improve.
- The SG to monitor the national response at implementation level to enhance informed decision making in the SG meeting. The 17th SG was initially planned to be in the settlement though it was later rescheduled to Kampala, but the subsequent meetings will be hosted at Implementation level.
- The DEF ToR were officially adopted.

Actions.

- Adoption of the CRRF external evaluation results and Recommendations. CRRF was tasked to create a taskforce to implement these recommendations.
- Financial tracking to ease reporting by the donors' interface. MOFPED includes a CRRF tag to the aid management platform. MOFPED undertake continued engagements with the development partners to harmonies financial management. Urgent need to mobilize resources for the refugee influx in Kisoro. A fact-finding mission was led by the Minister of Refugees that led to a meeting of donors though there were no documented commitments.
- There is limited awareness of the settlement transformative agenda (STA).
- A need to have transition procedures for facilities and services initiated in settlements by partners. A comprehensive framework to guide the transition is already initiated.
- A need to register ownership of the land where facilities are established in the settlement. The Ministry of the Lands was charged with facilitating the process of the transfer of these facilities to the government.
- Slow implementation progress of the jobs and livelihoods Response plan. MGLSD and relevant stakeholders to spearhead implementation of this plan.

Feedback from the REF members

- From Lobule, the transition is already taking shape but the services that have been transitioned to the district are not functioning properly.

"Lobule was the role model for transition, we have to say it's hard -for example, our school going children are charged highly in schools; they are told the UNHCR contribution is very little".

- The representatives from Lobule Settlement highlighted that when the water system breaks down in Lobule, it takes long for it to be repaired by the local authorities compared to other partner managed systems in other settlements
- In Imvepi there are some health centers that have been transited to the Government, refugees are facing a lot of challenges accessing some services since they are tagged to nationals.
- Many complains on DRDIP were presented by the leaders and no clear response from the Secretariat. There is need to provide appropriate responses to these complaints- More discussions on DRDIP will be during the session by a representative of DRDIP – *DRDIP representative was absent with apologies.*
- Commended the CRRF secretariat for the job well done.
- Some of the recommendations eg issues on the food cuts be responded to in time.
- DEF TF was established, and are operating like REF. REF members wanted to understand how the REF members can engage with the DEF
- REF members requested for engagement of Refugees during regional discussions.

Responses- from Jerry-UNHCR/Hellen-CRRF Secretariat

- There is ongoing engagement and discussions on linking up the DEF with the REF. With subsequent DEF meetings, a way will be worked out to ensure the REF members can have an interface with the DEF, and likewise for some of the DEF representatives to interface with the REF
- On the involvement of refugees during regional discussions on issues concerning the lasting solution to the crises of refugees, he confirmed that the President of Uganda is actively engaged in holding discussions with the regional leaders. CRRF had planned a symposium in Oct 2022, but due to some circumstances, it has been rescheduled and refugee representatives will participate in the same.

Session III title: Key take aways and action points from the 13th & 14th REF meeting

Session time: 10:59am-12:06pm

Session Objective: To review progress against action points from the 13th & 14th REF meeting

Presenter name and organization: Raphael Okoropot-U-learn

Key Points presented

- REF members together with OPM/UNHCR REF focal persons to jointly plan for the feedback meetings. The REF members provided response that this is working well in some settlements but in others challenges still exist. REF members requested the Taskforce to invite some OPM representatives for the REF meetings.
- On the attitudes of the health staff, there is no marked improvement on how they handle patients especially in Adjumani. UNHCR to continue monitoring the health partners on the attitudes of their staff. This also has negatively affected the attitudes of the refugees towards some of the partners.
- REF members to ensure OPM commandants are informed and invited for the feedback/consultative meetings.
- UNHCR REF Focal persons to support in the mobilization of other partners to participate in the Feedback/consultative meetings.
- REF TF co-chairs to streamline communication within the TF, REF members and partners.

Response from the OPM-Peggy

- Recommended the need of keeping the safe space that the REF provides and expressed her thoughts that it would not be good to have the OPM settlement commandant or Ast Settlement commandants attend all the REF consultative/feedback meetings.
- Emphasized the need to create more awareness on the REF at the settlement levels.

Responses from the UNHCR-Jerry

- Acknowledged that the REF members have shown remarkable improvements on how to present issues and advocate for refugees.
- The participation of partners in the REF consultative/feedback meetings have improved. The settlement commandants & UNHCR Focal persons have been supporting.
- On the funding for the REF meetings, this is continuous, and partners have been funding the REF activities. The partner TF has done a wonderful job to ensure the success of the REF activities.

Session IV title: Presentation of 17th SG agenda & Group discussion

Session time: 2:42pm-4:00pm

Session Objective: To orient the REF members with the 17th CRRF SG meeting Agenda

Presenter name and organization: **Hellen Acibo- CRRF Secretariat**

Key Points presented

Highlighted on the 17th SG Agenda with the following Agenda items.

- Welcome remarks, and statements: communication from the co-chairs (Ministries OPM & MoLG), UNHCR representative.
- Adoption of documents: minutes of the 16th SG meeting, progress reports on CRRF implementation April-Sept 2022, Education response plan II
 - Burden and responsibility sharing of the national refugee response: development partners' contribution to CRRF implementation in Uganda, Development of transitional planning and management framework under the national refugee response
 - Strengthening the humanitarian, development, and peace nexus: tackling climate change and environmental degradation in refugee response, key highlights on the implementation of sector response plans

Education response plan II.

- Goal of the plan: Learning outcomes for refugees and host community children and youths improved
- Outcomes of ERP II: Improved access to inclusive learning and training opportunities, improved delivery of quality education and training, strengthened systems for effective and resilient service delivery.
- Differences between ERP I & ERP II: the process was more participatory starting with consultative sub county meetings, emphasizes improvement of learning and outcomes and resilience of education system, places teachers at the center of improving learning outcomes. it addresses their availability, capacity, and well-being, increased emphasis on Primary and TVET, recognizes the need for increased transparency, coordination, harmonization of efforts in the refugee response, highlights the need to disaggregate data by disability, age, and comprehensive inclusiveness, considers promotion of sciences.

Development partners contribution to refugee response

- Partners have spent a tune of 530 million USD in refugee response.
- Next step in enhancing mapping: continuous updates and additional details, provide overview of the core activities per district, sharing information within districts

Transitional Framework

- What does effective transition require: Refugee transition plans should be integrated into the DDPs and NDPs, all transition plans need to be approved by the line Ministries and District Councils, and the transitional agenda/interventions need to be adopted in the strategic plans for the line MDAs, refugees' population needs to be factored into the population statistics used for allocation of the resources within the LGs since the form part of the LG population.
- Objectives of the transitional framework: guide integrated planning between partners and Governments, Transitional management does not shift the burden of refugee management to the disadvantage of the nationals, Guide matters of ownership and transfer of infrastructure, equipment and relevant human resource established by partners, Guide on the plans for sustainable operation and maintenance of the transferred infrastructure,
- Way forward on preparing a transitional planning and management Framework requires wide consultative approach and study to understand the current country's position on transition, the missing links or gaps, the prevailing laws, or guidelines. Proposal for consultant to study and develop the transitional framework. Terms of References to be developed by the Task team, NPA, MoFPED, MoLG, OPM DoR, MWE, DRDIP, MoH, MoLGSD, World Bank, UNHCR, EU, UNICEF, JICA, KfW, GIZ, USAID, UNDP, KOICA, and WFP

Tackling Climate Change and Environmental Degradation

- Issues to be addressed by CRRF SG for a long time,
- Has been included in the WESRRP,
- Generally, the emphasis is on environmental component in implementation has not been so strong,
- Are refugee sector response plans working in your settlements/districts?
- which challenges regarding environment are experienced in the settlements/districts?

Group presentation: The REF members were grouped into 3 groups.

Gp 3: Tackling Climate change and environmental degradation

Discussed the causes of the Climate change and environmental degradation as

- Deforestation
- Disturbance of the wetlands, and
- Unlawful use of the environment.

Recommendations:

- OPM to allocate land in every settlement for the community to plant trees with support from the partners. The community members will also be facilitated to take care of the planted trees.
- District together with the settlement authorities to allocate land for woodlots. The district and OPM& partners to facilitate the community members to maintain the woodlots.
- DLGs to strengthen the laws regulating the use of wetlands in the districts and various settlements.
- Promoting of use alternative energy for cooking. This will in a way preserve the environment
- Encourage the planting of trees that refugees can harvest for firewood.

Gp2: Development partners contribution to CRRF implementation

- Improve on the livelihood of the refugees for instance by involving refugees in the Cash for work activities. Most partners involve the host community members and leave out the refugees,
- support the refugees to access land for agricultural activities
- Involvement of refugee youths in skills training eg vocational skills training.
- Establish vocational schools within the settlements.
- Encourage the partners to be transparent at all the phases of the operations. Not only involve the refugee leaders at the beginning.
- Empower the Community-based organizations.
- Encourage the development partners to employ refugees with required skills as staff but not only as volunteers.
- An inquiry on why some partners have moved to 50:50 policy and not 70:30 for refugees and host respectively.

GP1: Education response Plan II

- Government to continue to advocate with institutions especially universities on review of their admissions criteria.
- Gov't to continue to lobby for partners to support education sector.
- Gov't to continue to engage and empower private schools operating in the settlements.
- Educational institutions to review their admission criteria and include refugees. Try to understand the educational systems of the various countries of origins for refugees.
- Partners to continue supporting the refugees to equate their academic documents. Create opportunities for internship for refugees and exchange programs.
- Partners to partner with employers to provide the refugees who have completed some trainings access to the job markets.
- More classrooms be extended in the primary schools to accommodate the large number of pupils and to avoid the double shift system.

GP4: Transitioning

- .
- The services to be transitioned are those services within refugee rights like WASH, health, Education, Security.
- The question is, will the transition lead to more effective service delivery or Not?
- Health: it is a good idea for the health services to be transitioned to government, but the question is, will the refugee have access to quality services? Fear that the medicine & equipment can easily be misused.
- Education: Transitioning education to gov't is not a bad idea but the quality of education may drop due to inability of gov't to manage the increased number of teachers, fear that there may be high rate of school dropouts, fear that the refugee children may have limited access to scholastic materials, gov't bursaries may not be available for refugees since they are already overstretched.
- Water: It's not a bad idea for gov't to regulate the resources of the country. But the gov't systems are very bureaucratic that delays the service delivery process. Services will be commercialized in the settlement. Politicizing the services to areas that are the voting.
- Jobs & Livelihoods. will recruitment processes and procedures favor people from other countries?

REF members request that as part of the transition process, the key stakeholders should first listen to the community members and leaders before any process goes ahead. Should organize feedback session meetings before any process.

GP5: Key highlights on the implementation of Sector Response Plan.

- **Livelihood:** there are a lot of trainings that have been conducted though they are very short and don't have sufficient impact on the skills of refugees. There are a lot of resources spent though this has not had great impact on the lives of refugees. Innovation & creativity of the project implementation plans with partners implementing basing on their specialty and no need based that has led to duplication of services. limited opportunity to job opportunities for the refugees.

Election of the REF representative to the CRRF SG

Three members were nominated (Maarifa Debaba, Peter Gift and Rev Datiro Emmanuel)

- using secret ballots, a REF Rep to the CRRF SG was elected with the following votes
 - 1- Maarifa Junior – 7 votes
 - 2- Datiro Emmanuel- 3 Votes
 - 3- Peter Gift- 20 votes,There was one invalid vote.

Peter Gift was then declared at the REF representative to the CRRF SG and Maarifa as the alternate.

Day 2: 28th September 2022

Session I: Presentation on Mastercard

Foundation Scholars Program

Session time: 8:40am -10:00am

Session Objective: To give an overview on the how the Mastercard Foundation Scholars program works.

Presenter name and organization: Prof Justine Namaalwa-Program Coordinator MCF-Makerere University.

Key points presented:

Overview of the Mastercard Foundation Scholars Program Phase 1

- The goal of the MCF was to educate the next generation of leaders in Africa.
- The first phase started in 2013 and will end in Jan 2023.
- Target categories, by gender, 80% are girls.
- The program undergoes 4 stages: recruitment, education, preparation (mentorship and psychosocial support), and transition.
- Transition has 3 pathways: formal employment, entrepreneurship, and further studies.
- The impact - 1032 young Africans have been reached (76% girls and 24% males)
- The scholars are given a chance to choose the degree program they want to do. And they are evenly distributed among colleges at Makerere University.

Phase 2 of the Scholars Program. (Main Focus)

It starts in January 2023, and it will take 10 years. Phase 2 has a slot for the refugee community and MCF is still at a proposal writing stage. The target is 2000 scholarships of which 80% will be females. And of this, the refugee community will be given 25%. The focus is inclusivity for both young men and women.

Specific categories for program

- **25%** refugees, **15%** youth with disabilities, **7%** international students, **3%** graduate students, **30%** students transitioning from schools based in highly ranked poor sub regions, and **20%** other vulnerable youth.
- The MCF invited leaders from different refugee camps, OPM and UNHCR to see the way forward on how refugees will take part in studies at Makerere University under the MCF scholars Program.
- For one to qualify, they must qualify for the private admission list of Makerere University, Main Campus.
- The first recruitment for phase 2 will be in June/July 2023.
- The MCF is working with the OPM to access the refugee community in their various settlements.

Role of the refugees in phase 2

- The leaders should spread the news in their communities. They should also encourage the students to work harder and qualify for education at Makerere.
- The leaders are supposed to be ambassadors for this program.

Comprehensive support of the program.

- Tuition and functional fees
- Travel expenses
- Scholastic materials including a laptop
- Accommodation
- Meals and stipend
- Medical insurance
- Other academic support (internship and research facilitation)
- Psychosocial support
- Mentorship support
- Leadership development
- Transition support (career education, SEF)

Who qualifies for the scholarship?

Must be verified by OPM as a refugee, must have applied to Makerere University, Main campus, one undergoes an interview at Makerere University, the MCF team carries out a thorough background check to ascertain that the most deserving refugee gets the opportunity.

Reactions from the REF members

- What age will be considered during the recruitment? The members request that even refugees who are no longer youth should be eligible for the program.
- The selection criteria are not fair because refugees are limited by inadequate funds to go through secondary education. The most vulnerable will therefore not be helped. The admission fee at Makerere University is also high. The refugees also ask that MCF lobbies for their admission instead
- Some of the refugee children who go for secondary education in Kampala schools are denied admission by Makerere University
- What happens if a refugee doesn't fall under the 25% but the 15% (youth with disabilities)? Can he/she be admitted as a youth with disabilities?

Responses from the Program Coordinator MCF-Makerere University- Prof Justine Namaalwa

- The age barrier is dependent on Makerere University. It has 3 different admission categories: direct entry, diploma holders and mature age entry.

- MCF urged Makerere to create a window for refugees into their admission system and it is being implemented. The MCF is going to meet the cost of admission fees needed at the University.
- The MCF will discuss and give the refugees feedback.
- Yes, the refugee can be admitted only if the slots for refugees are all taken up. However, if the refugee has a disability, he/she will have a higher score sheet. It should also be noted that refugees are not supposed to compete for slots that are designated to the nationals.

Action Point.

- ✓ The leaders should spread the news of the Mastercard and Makerere University scholarship program in their communities.

Key take away.

- ✓ Mastercard partnership with Makerere University to support academically talent youth from vulnerable communities. Leaders should also encourage the students to work harder and qualify for this scholar program.

Session II: Updates on Ebola Outbreak in Uganda

Session time: 10:01am – 10:51am

Session Objective: To give an overview on the Ebola Outbreak in Uganda

Presenter name and organization: Dr Ronald NYAKOOJO- UNHCR

Key points presented

- Key facts about Ebola Virus disease, and what the REF members should know.
- 20th Sept 2022, MoH declared outbreak of EVD, Mubende district following samples tested from 24yr old male who later died.
- By 26th Sept 2022, 43 cases, (24 confirmed, 19 probable), cumulative suspected EVD deaths 23, (only 5 confirmed, 18 probable) 53% CFR.
- 7th Ebola outbreak in the country.
- Risk mapping of the surrounding districts, packages of interventions in those districts.
- UNHCR technical teams are part of the National and District level TF that are responsible for the outbreak response.
- Existing National Ebola Preparedness and Response Plan to be reviewed and costed to guide the current response.

The NTF has activated the response pillars that include:

- coordination,
- surveillance, laboratory, and points of entry,
- case management, burial, and PSS,
- Logistics, amongst others.
- highlighted on the case summaries by location with majority in Mubende, followed by Kyegegwa.

District risk classification with very high risk (Mubende & Kyegegwa (including Kyaaka II)), High risk (Kakumiro, Mityana, Mpigi, Kampala, Kyangwali and others)

- Highlighted on what Ebola is? the causes, the incubation period (2-21 days), the signs and symptoms of Ebola

- Ebola is highly infectious but can be prevented, if necessary, precautions are taken. No cure for the disease but when put on treatment, one can recover
- Highlighted on how Ebola spreads and the ways of preventing it.

Recommended actions:

- Activation of the EPREPs through increased coordination for the outbreak response-National and district level taskforce meetings,
- Initiation of all operation response to the Ebola preparedness through improved risk communication-RWCs, Access centres, community dialogues, and meetings. Strengthen infection prevention and control- Hand washing facilities, sanitizers, Temperature screening, distancing. Supervised burials in Kampala

Roles of the community

- Community sensitization (signs, symptoms, where to seek help) at for a (places of worship, markets)
- Community case definition (illness with onset of fever and no response to treatment with one of the following signs (bleeding from the nose, any other part of the body, bloody diarrhea, bloody urine, or sudden death)
- community based surveillance and alert notifications including deaths,
- Be in regular contact with VHTs
- Participate in the settlement TF meetings,

Confirmed that UNHCR is currently mobilizing resources and planning to organize trainings on Ebola.

Responses from the REF members

- sometimes, the VHTs are very engaged, establish contacts with the leaders to support in creating awareness on Ebola in their community.
- Sometimes Ambulances take long to respond. In this case what should the leaders do?
- More information on the Ebola VD (Sudan variant)
- How does one get the disease?
- Has it got vaccine?
- Few VHTs due to budget challenges and hence they are challenged when it comes to reaching a bigger community population. Is there some special package for the VHTs to support them in supporting the community members
- How does UNHCR plan to handle food distribution?
- Are there more partners coming up to support in creating awareness on Ebola in the settlement?
- Need for the VHTs to be supported with protective gears.
- Need to involve the LCs to create awareness in the host communities,
- challenges of getting soap for the community members since washing hands with soap and clean water is a preventive measure,
- Between COVID-19 & EVD, which one is more dangerous
- Are the health teams working in the various settlements prepared?
- what is the Government of Uganda planning? will there be lockdown like it was done during the COVID-19 pandemic?
- Are there some kind of support for public places like churches & markets for the prevention of EVD
- Will the partner staff not run away from the settlements like they did during the COVID-19 Pandemic?
- Need to make provisions for isolation centres in the health facilities in the settlements. How will they care for those in isolation?

Responses from Dr. Ronald (UNHCR)

- The VHTs are supposed to be serving on voluntary basis according to the gov't system. For UNHCR and partners, the VHTs are given stipend at a minimum of 50K USH.
- Hands washing facilities (soap/water/sanitizer)
- Because of limited resources, the level of interventions will depend on the risks level in a particular area,
- The responsibility of treatment is only for MoH and WHO, and the treatment centers are in Mubende, Kyegegwa, and Kampala.
- The MoH with the roadmap planned, has trainings for VHTs, health workers, and others according to the level of care.
- Ambulances and response time: this depends on the risk perception of the case. It is important to specify this when calling for ambulance. The MoH also has appropriate plan for the same,
- On whether there will be lockdown, there will be presidential address on the evening of 28th Sept 2022, and the leaders are advised to tune in and watch. It is probable there will be no lockdown.
- Anybody who is a suspect MUST be isolated for better management, and to avoid spreading the EVD to others,
- Monkeys do not suffer from EVD, but they carry it and can transmit it either when you eat their meat or when you play with them.
- Currently, there is no effective vaccine for EVD (the Sudan variant). Previously the WHO had developed a trial vaccine for the Congo variant (EVD). Prevention must be emphasized at all stages.

Action Points.

- ✓ Community sensitization (signs, symptoms, where to seek help) at for a (places of worship, markets)
- ✓ Community case definition (illness with onset of fever and no response to treatment with one of the following signs (bleeding from the nose, any other part of the body, bloody diarrhea, bloody urine or sudden death)
- ✓ community based surveillance and alert notifications including deaths,
- ✓ Regular contact with your VHTs
- ✓ Participate in the settlement TF meetings.

Session III: Stakeholder engagement and coordination

Session time: 11:01am –12:06 am

Session Objective: To introduce members to CCM and elect a representative from the Refugees.

Presenter name and organization: Vincent – The Uganda Country Coordinating Mechanism-Global Fund.

Key points presented.

- Presented principles of effective engagement including.
 - Active participation
 - Preparation. Members receiving key information in advance
 - Participation. Active engagement in dialogues.
 - Communication. Systematic communication and information sharing with members
 - Budgeting. The Members prepares their budgets that are reviewed and funded by the CCM. If there are already procurement arrangements, the process is conducted and CCM reimburses the procurement entity.
- CCM is the Country Coordinating Mechanism for global fund with a role to solicit for money from global fund and ensuring that the money is put to proper use. It's made up of 17 constituencies that refugees are part of.
- The roles of the CCM refugee members are: -

- Attend all board meetings.
- Deliver feedback to the members.
- Organize constituency meetings.

The elected member will be charged to organize meetings with support from UNHCR.

The member will be oriented on the roles of CCM before directly engaging in the process.

There are no specific considerations for a specific member but any elected member that can represent the constituency effectively.

The voting can be done by nominating the member with one secondment. After nominations we proceed with the voting.

The member will be supported to organize meetings in a central place inviting all members to one place and they organize consultations.

There will be secret ballot voting.

Nominations for the CCM refugee representative. Two candidates were nominated as below:

1. Rev Emmanuel Datiro – nominated by Moses Nyang and seconded by Joyce Jaguru.
2. Neima Bazungu- nominated by by Serge Gai, and seconded by Joyce Wilaru

Dramudu Anthony then moved the motion to close the nomination which was seconded by Betty Joana

The election was presided over by Samson Okwi – GIZ.

Voting results: The voting was by secret ballot, and the results were as follows: -

1. Datiro Emmanuel polled 16 Votes
2. Neema Bazungu polled 13 Votes.

Total number of votes cast was 29 with 29 valid votes and no invalid vote.

Rev Emmanuel Datiro who obtained the highest number of votes was declared the winner and the new CCM member representative of the Refugees constituency.

Action Points.

- ✓ The CCM elected member to coordinate and organize meetings for the refugee Constituency. Popularize and sensitize communities about the activities of the CCM.

Session IV: U-Learn REF survey

Session time: 12:10am –1:06 am

Session Objective: To generate feedback from the REF members on ULEARN’s activities.

Presenter name and organization: Raphael – U-Learn.

This was to support the REF member access and administer a REF engagement survey with U-LEARN looking at their awareness of the U-LEARN support to the REF, Feedback channels in place to contact U-LEARN and any feedback they would like to share with U-LEARN.

Action Point.

- ✓ U-LEARN to share the results of the survey.

Session V: Presentation from Northern Umbrella of Water and Sanitation (NUWS)

Session time: 12:10am –1:06 am

Session Objective: To familiarize the REF members with the operation and maintenance of piped water system.

Presenter name and organization: – Water Umbrella

Key points presented.

- Who are we: the Umbrella of water and sanitation are regionally based agencies established by the ministry of Water & Environment to support the operation and maintenance of piped water systems in small towns and rural areas.
- The NUWS Is operating in 29 districts (Lango, Acholi and west Nile sub-region) with over 150 piped water supply and sanitation systems of different technologies, capacities, and sizes.
- Currently NUWS is directly managing 86 water supply systems in the region and over 64 water supply systems are to be under the NUWS direct management soon.
- **Seven** of the above 86 water supply systems are in the refugee and host communities – Adjumani, Terego, Yumbe and Madi – Okollo District Local Governments but there is a gazette of three settlements that have come up.

Feedback on questions Raised in the last meeting.

- Efficiency of NUWS to respond to field community emergencies: - NUWS has recruited community extension workers, pump attendants, scheme operators and plumbers.
- Refugee participation and inclusion: - Recruited refugees in some systems e.g Rhino camp 70% refugee employment.
- Water tariffs reflect the POCs needs: - Tariff is determined with full participation of POCs through stakeholders' meeting to discuss this at all levels.
- Full engagement of Refugee leaders in planning processes. They have been engaged in different platforms like REF.
- Good water points. There is ongoing rehabilitation of the water points
- Good committees to run the water systems.
- Security lights at water points. UNHCR has installed these at most water points though they have continuously been stolen and vandalized by unknown people.
- PSN needs to be accommodated. This is a collective effort and not NUWS responsibility alone. There is reduced tariff support to PSNs in Rwamwanja and this can be adopted across other settlements.
- Intervention should be extended to urban areas. This is NWSC's responsibility.
- Increased number of water sources. There is ongoing rehabilitations to address this.
- Field visits: - These has been planned for next phase.
- Education on the transition: - ongoing activity
- Different billing rates: - Guidelines for tariff models were finalized, and discussions are at OPM and UNHCR levels on who will fill the gaps.
- Water Quality/ Hardness. Surveys are regularly conducted by NUWS scheme operators who report feedback. Community members and leaders to use the existing Toll-free lines to timely report any water quality issue.

Comic meeting feedback. Graphics designs are used to sensitize refuges communities on the utility transition. Changes made. Comic translated to local language, change of wording, inclusion of community participation, gender balance, NUWS inclusion on taps and Workers to wear overalls with logos.

Feedback on Utility.

- In Imvepi refugee settlement, there is no engagement of leaders.
- On the tariff who will keep the money.
- Train two Congolese pump mechanics.
- Consider expanding to Palabek refugee settlement too.

Day 3: 29th September 2022

Session I: Feedback from the REF

Representatives to the SG

Session time: 10:00am- 10:46am

Session Objective: To share feedback with REF members

Presenter name and organization: Peter Gift, And Noella Kabale (REF representatives to the CRRF SG)

Key point presented.

- The CRRF SG went on well though they arrived late for the meeting due to transport challenge.

ERP II & Climate Crisis environmental conservation

- Government to establish and equip more schools in the settlement and recruit enough teachers for those schools. This was also raised by the DLG. The MoES informed the meeting that this is being worked upon and it is continuous,
- TVET that needs to be improved, planned to increase secondary schools in the settlement,
- Equating refugee documents- MoES is working with Windle International to equate the academic documents. They also urged parents to support their children to take up voluntary services to gain skills,
- MoES presented an update on financial tracking. Called for more funding to ensure the implementation of ERP II
- There were discussions on the Environment protection and climate crisis.
- Presented deforestation as a major cause of degradation of the environment, poor management of the plastic waste, the mismanagement of wetlands (which was already presented by the LG).
- In response to Deforestation, and poor management of plastic waste- The Ministers called for more trees planting. Emphasize environmental conservation in all activities,
- The Hon State Minister for Environment also emphasize the need to promote alternative fuel for cooking like the use of briquets,
- Hold massive sensitization on the use of briquettes, more projects that focusses on recycling the plastic wastes,
- Requested Local Government to avail more land for trees planting.
- The refugees to work together with the LG in conserving the environment.
- Ministry of Water and Environment presented several programs & project though she called for more fundings to ensure the success of the projects

Transition process

- Ministry of Finance presented the road map for the transition,
- The Transition plans to be integrated into the NDP & DDPs
- Expressed the need for real time data collection
- Need to have wide consultations during the transition
- Ministry of Finance will hire a consultant to manage the transition,
- Transition plan to be approved by the line ministries,
- CRRF to fund the consultancy for the transition,

- the REF members expressed the fears of the refugees in relation to transition. The fears were in the areas of the quality of services, and the ability of the government to fund the services.
- Urged that the Development partners and refugees be integrated in the management of the transition,
- Transition should be in phased manner,
- the refugee's leadership to be involved at all phases of the transition.
- There was also an issue of how to support the refugees' new arrivals who need much resources to support
- LG raised fears of sustainability of the services majorly in areas of education and health. they urged for continuous funding of all these sectors,

Contribution of the Development partners

- A representative from the Development partners presented the financial breakdown including funds allocated to districts. She emphasized on the impact of these projects on the final beneficiaries
- In summary, a total of 530 million USD was spent
- Coordination must be strengthened with the active involvement of the district actors

Confirmed that ERP II, DEF were adopted.

Additional feedback from Paul Dime (UNHCR)

- The emphasis was also on self-reliance. The refugees called upon to engage in self-sustaining activities. "self-reliance is the most dignified thing to be inserted into the lives of the refugees", Said the Hon State Minister for Water & Environment
- Emphasized the importance of Environmental conservation and preservation

Responses from the REF members

- Thanked the REF representatives to the CRRF SG, and urged that next time they should go early so that they do not miss out
- The REF members to encourage the community members to engage in self-reliance activities, and embrace the transition of social services from Partners to local government
- The REF members requested partners to support the 2 REF representatives to the CRRF SG with Laptops for improved documentation. UNHCR promised to have further discussions with partners on the possibility of supporting the REF with two laptops.

Action Points.

- ✓ Call for continuous tree planting trees and supporting environmental conservation activities ie the need to promote alternative fuel for cooking like the use of briquets,
- ✓ The Ministry of Finance to recruit a consultant to manage the transition process facilitated by the CRRF.
- ✓ Effective coordination of the Refugee Programming with the Involvement of district leaders.

Key Take away.

- ✓ The emphasis was also on self-reliant. The refugees to engage in self-sustaining activities. "self-reliant is the most dignified thing to be inserted into the lives of the refugees"
- ✓ The Transition plans to be integrated into the NDP & DDPs and the need to have wider consultations during the transition.
- ✓ Call for continuous tree planting trees and supporting environmental conservation activities ie the need to promote alternative fuel for cooking like the use of briquets.
- ✓ Government to establish and equip more schools in the settlement and recruit enough teachers for those schools. It's also planned to increase secondary schools in the settlement.

Session II: Training on Prevention of Sexual Exploitation and abuse (PSEA)

Session time: 11:10am- 1:20pm

Session Objective: To increase REF members knowledge on PSEA

Presenter name and organization: Zbigniew Paul DIME– UNHCR

Key points:

- “The Very nature of our work, in providing protection and aid to our beneficiaries, puts us in a position of power over them. We have strong obligation not to abuse that power”
- The perception of the community members is different from the reality on the ground. Leaders are always perceived by the community members to have power and access to resources,
- Defined Sexual Exploitation as “any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including but not limited to profiting monetarily, socially or politically from sexual exploitation of another”.
- “Defined Sexual Abuse as the actual or threatened physical intrusion of a sexual nature whether by force, under unequal conditions or under coercive conditions”
- Key Policies: The secretary General Bulletin,
- Discussed the core principles of SGB [Sexual exploitation and abuse by staff and related personnel constitutes acts of serious misconduct and are grounds for disciplinary measures, including summary dismissal, Sexual activity with children is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of the child is not a defense, Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes any exchange of assistance that is due to beneficiaries, Sexual relationships between staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of the United Nations and are strongly discouraged, Where a United Nations staff or staff of partner agency develops concerns or suspicions regarding sexual exploitation or abuse by fellow worker, whether in the same agency or not, she/he must report such concerns via established reporting mechanisms, Staff and related personnel are obliged to create and maintain an environment that prevents sexual exploitation and abuse]
- A refugee who is employed by a humanitarian organization must abide by the same standards of sexual behavior, - The leaders agreed to the above statement.
- The Survivor of PSEA should never be blamed.
- Discussed the consequences of SEA for the survivor, the perpetrator, the children born as result, for community, and organization.

What to do when you become aware of an allegation of SEA and reporting options?

- Inter-agency FRRM helpline (0800323232)
- Inspector General’s Office (IGO)- inspector@unhcr.org
- OPM Focal Point
- Head of office/Head of Agency/Area manager
- UNHCR PSEA Focal point at National and Regional levels

Open Discussion

How do refugee leaders see themselves when it comes to Preventing PSEA? Do you think you can be a victim or a perpetrator?

- A refugee leader can be both a victim and a perpetrator at the same time,

- The Leader can, through misuse of the power (power imbalance), a leader can be a perpetrator of PSEA through attaching services and support to sex.
- The Community leaders need to create awareness in the community by clearly stating their roles and responsibilities.
- The Community leaders are obligated to report cases or allegations of any PSEA but are not supposed to investigate,
- Can the refugee leader follow-up the case when he/she has all the evidence and facts? – The responsibility of the leader is only to report
- REF members shared feedback that there is Low level of community confidence on the reporting lines because of the delayed feedback on the cases reported. UNHCR however confirmed that the UN refugee Agency works to ensure that there is a high level of confidentiality when responding to SEA.
- There is also delay in taking actions especially if the perpetrator is not a refugee
- Ensure that the partners have the code of conducts that prohibits SEA
- REF members shared feedback that the presence of dark spots across settlements (some water points have no lighting) exposes the women and girls to SEA. UNHCR confirmed that there is an ongoing assessment of solar security lights across the settlements, but findings show that solar lights are prone to theft. UNHCR called upon Community members to play their role of protecting the infrastructures installed in the community.
- Both the host & refugee community members to be sensitized on the importance of the solar security lights,
- UNHCR and partners to work with refugee leaders Identifying strategic points for solar security lights in the community. This will promote community ownership and protect the lights from theft and vandalization
- OPM/Government to increase the number of Police in the settlements. The Police also need to be supported with transport & accommodations/

Action Points.

- ✓ REF members sensitization of communities on SEA case identification and reporting channels available for case management.

Key take aways.

- ✓ UNHCR is assessing the solar security lights across the settlements, but they are prone to theft cases. Community must play their roles of protecting the infrastructures installed.

Session III title: Presentation on FRRM

Session time: 2:30pm-4:30pm

Session Objective: To create awareness on what FRRM/Reporting/CwC mechanisms are, the preferred mechanisms and discuss areas of improvement for each mechanism.

Presenter name and organization: Abigail Achika - UNHCR

Key points presented.

The REF members were divided into four groups

- 1) what do you remember from the last FRRM awareness raising session in the 14th REF?
- 2) what are the key areas of clarification on the FRRM do you need addressed in this session?
- 3)What FRRM/Reporting/CwC mechanisms are known to you? What do you prefer? And why?
- 4)The good /areas of improvement for each mechanism.

- FRRM- Feedback referral and response mechanisms eg the protection desks, the tollfree help line, the suggestion boxes,
- One interagency helpline for referrals and response. this also helped to avoid PoCs getting confused with so many organizational helplines,
- 68 partner agencies currently use the tool to receive and respond to referrals,
- 940 individual focal point working across 30 settlements and Urban Kampala,
- 120,133 referrals received to date out of 221,105 interactions,
- 1.5% of all calls relate to allegations of fraud, misconduct
- Over 35 staff working at the helplines who receive calls from the PoCs in the major languages spoken by the refugees
- The FRRM started in 2018 and is available for use across the country,
- Reviewed the areas on FRRM that were discussed during the 14th REF meeting.

When to use the helpline

- When providing general feedback to UNHCR, partners and OPM,
- When you need information regarding what services are available and how to access them
- Request for support and assistance from UNHCR, Partners, and OPM

Gaps/Challenges where support is needed

- Need for in-depth analysis of the FRRM call trends. Focus is mainly on the quantitative and not qualitative,
- Delay in response rates by some staff
- Low calls from West Nile. Hopefully, the integration of the protection desks in the FRRM will come along way in engaging them.
- Information from various offices at times reach the helpline team late when the PoCs have it, and clarification takes some time. We need to institutionalize communication to FRRM on key activities and events before they happen.

Looking forward

- Increased visibility and usage of the FRRM data. The helpline is open for all the 7 Days of the week.
- Integration of protection desks, complaints, and suggestion boxes into the FRRM portal

Key issue raised by the REF members

- Victimization and Harassment of PoCs who call the helpline by partner staff. partner staff need to be sensitized on how to support PoCs who register their complaints through the helpline,
- Some community abuse the helpline
- There are other languages that are not known by the agents at the helpline,
- Calling the helpline seems to bring more security concern to the PoC,

Responses from the presenter -Abigail UNHCR

- For victimization and harassment by partner staff, it becomes a misconduct issue. Refugee leaders were advised to call the helpline and feedback on the same.
- UNHCR is conducting continuous training of staff including OPM & partner staff on the use of FRRM

Presentations

1)- Awareness creation on issues, it's free of charge, all languages are available, tollfree, confidentiality principle based on consent

- 2) Feedback, bouncing back, problem with face-face reporting
- 3) Easy to access, it free. However, they need immediate feedback, more community /suggestion boxes, leadership from the refugees to be part of the team when opening the suggestion boxes. Toll free line is most preferred for GP. sometimes the line is busy, provide public pay phone for those without phones to use, areas of confidentiality still need to be improved

Session IV title: Presentation of Key Takeaways and Action Points

Session time: 4:30pm-5:00pm

Session Objective: To confirm meeting key takeaways and action points

Presenter name and organization: Brian Matsiko, U-learn

Key takeaways form the 15th REF meeting.

- ✓ Mastercard partnership with Makerere University to support academically talented youth from vulnerable communities. Leaders should also encourage the students to work harder and qualify for this scholar program.
- ✓ Call for continuous tree planting and supporting environmental conservation activities ie the need to promote alternative fuel for cooking like the use of briquets.
- ✓ The emphasis on self-reliance. The refugees are encouraged to engage in self-sustaining activities. "self-reliance is the most dignified thing to be inserted into the life of the refugees"
- ✓ The Transition plans to be integrated into the NDP & DDPs and the need to have wider consultations during the transition.
- ✓ Government to establish and equip more schools in the settlement and recruit enough teachers for those schools. It also planned to increase secondary schools in the settlement.
- ✓ UNHCR is assessing the solar security lighting across the settlements, although they are prone to theft cases. Community has to play their roles of protecting the infrastructures installed.
- ✓ Engaging with the WASH partners to come up with sustainable way of managing the waste.

Action points from the 15th REF Meeting.

NO	Action Point	Responsibility
1	Follow up on the linkage between the REF to the DEF	<u>UNHCR</u>
2	Continue creating awareness of the REF at the community level	REF Members/REF TF
3	UNHCR REF Focal persons to support in the mobilization of other partners to participate in the Feedback/consultative meetings	UNHCR
4	REF TF co-chairs to streamline communication within the TF, partners, REF members and partners	<u>REF TF-Co-chairs</u>
5	Community sensitization and awareness campaigns (signs, symptoms, where to seek help) at (places of worship, markets), community case definition (illness with the onset of fever and no response to treatment with one of the following signs (bleeding from the nose, any other part of the body, bloody diarrhea, bloody urine or sudden death) <ul style="list-style-type: none"> - Community-based surveillance and alert notifications including deaths, 	<u>REF Members</u>

	<ul style="list-style-type: none"> - regular contact with your VHTs - participate in the settlement TF meetings 	
6	The Global fund - CCM elected a representative to coordinate and organize meetings for the refugee Constituency. The role of the representative is to Popularize and sensitize communities about the activities of the Global Fund - CCM.	The CCM refugee representative
8	The Refugee leaders should spread the news of the Mastercard and Makerere University scholarship program in their communities.	REF members (Maarifa to follow up with the Master Card Foundation team)
9	REF members should sensitize communities on SEA case identification and reporting channels available for case management.	REF members
10	Community leaders to support in the popularizing the FRRM in their respective settlement.	REF members

Session V title: Presentation of Key Takeaways and Action Points

Session time: 5:00pm-5:30pm

Session Objective: To listen to closing remarks

Presenter name & Organization: Peter Gift- REF representative to the SG

- Appreciated all participants in the REF, Partners, and all Taskforce members for the successful organization of the REF meeting. Requested partners to always pay the Daily Subsistence allowance on time.
- He however noted that there has been a challenge of delayed processing of the facilitation on the day of travel to Kampala
- Requested for an explanation to the suspension of one REF member from Imvepi

Presenter: Milly Nancy Lagu- Class President

- Thanking all participants for the interest expressed in the 15th REF meeting. Requested REF members to keep standing together in the work they are doing.
- Leaders must be tolerant and accommodating to serve with faith.
- Thanking all partners for the sacrifices they are making to ensure the REF meeting engagements are a success.
- Requesting RT members to attend the settlement consultative and feedback meetings.

Presenter: Jerry Anyoli- UNHCR

- Appreciated the leaders for their sacrifice, tireless efforts and willingness to work with the REF Taskforce.
- He recognized improvements in the activeness and participation of REF members in the meetings.
- Confirmed that the REF Taskforce worked tirelessly to address most of the issues raised in the last meeting mostly relating to transportation from their respective settlements
- Clarified that Settlements Arua sub-office made special arrangements for the REF members to spend a night in Arua before travel to Kampala given the distance between the settlements in Arua. There are also engagements with the Yumbe Sub Office to support REF members to have a night in Arua before proceeding to Kampala.
- He committed to continue with field visits in different settlement to strengthen the REF at the settlement level.

Presenter: Collin OTEE-UNHCR

- Appreciated the REF for the way the group articulates and represents their community.
- Requested leaders to take advantage of all opportunities of inclusion and proper representation at the Global Fund platform. Echoed to the REF members that it's their responsibility to hold the partners accountable.
- Called upon all REF members to take Ebola issue seriously.

Presenter: Peggy Ayesiga -OPM

- She was very happy to be associated with the REF because it plays a critical role in generating issues and ideas for the Refugee Response.
- Promised to continue ensuring REF as a safe space for the REF member to raise their views. They will organize to see their engagements with the DEF.
- Called for more engagement with OPM commandants to ensure OPM staff are aware of the REF structure and its activities.
- On land in Southwest, she noted that the land is owned by govt and has the right of use but in Northern Uganda, the land is owned by individuals, but these are engaged through OPM, and they remain responsible and for refugees to access and use this land.
- Finally declared the meeting adjourned.

Appendix

The Power Point Presentations for the various areas.

<https://unhcr365->

[my.sharepoint.com/:u:/g/personal/anyoli_unhcr_org/EUi8J0X8o1JMuhkvFNdRqsAB4cwJlRqg_y5EqZwPAip8jA?email=Raphael%40ulearn-uganda.org&e=4%3a0sZzPH&at=9](https://unhcr365-my.sharepoint.com/:u:/g/personal/anyoli_unhcr_org/EUi8J0X8o1JMuhkvFNdRqsAB4cwJlRqg_y5EqZwPAip8jA?email=Raphael%40ulearn-uganda.org&e=4%3a0sZzPH&at=9)