



MINUTES: 4th National Refugee Protection Working Group Meeting

27th September 2018

1. The Uganda National Refugee Protection Working Group (NRPWG) held its fourth meeting on **27th September 2018** at the UNHCR Head Office - Kampala. The meeting was chaired by Ms. Margaret Atieno, UNHCR Ass. Representative (Protection) and co-chaired by Ms. Oyella Vivian from OPM in absence of the usual chair. In attendance were representatives from OPM, UNDP, HIJRA, DRC, UNHCR, IRC, UNICEF, OXFAM, UN Women, NRC, SCI, ADRA (U), MGLSD, CAFOMI, WFP, PLT, CRRF secretariat, LWF and Playing to Live.

Note Takers: Zainab Jafri and Duncan Mato (UNHCR)

2. The agenda of the meeting focused on:
 - I. Introductions
 - II. Review/adoption of previous minutes
 - III. Presentation on “Care for the Caregiver proposal and model” by Playing to Live and TPO-Uganda.
 - IV. Update on Comprehensive Feedback, Referral and Resolution Mechanism
 - V. All Sub WGs and Task Teams to provide strategic updates
 - VI. AOB

Summary of key issues discussed and recommendations

Discussion point I: Introductions

3. Welcome remarks by Vivian Oyella, OPM
4. Introduction by UNHCR of Protection (coordination and advocacy) staff to facilitate and support NRPWG, sub working groups, task forces and inter agency coordination.

Discussion point II: Review/adoption of the third NRPWG’s minutes and matters arising

5. The group reviewed the minutes and action points from the third NRPWG meeting
 - Urban Refugee Response Dialogue: concept note and dates was still to be shared therefore still pending
 - Joint Inter-agency assessment on SGBV: The assessment report is in draft form therefore still pending.
 - Advocacy Strategy: still pending

Update on Verification Exercise:

6. Verification Updates revealed that verification hit 1 million. Teams in 6 different locations; 2 completed exercise and 3rd to finish the next day. Overall verification is going smoothly, however with some minor challenges with the urban case load. Different mediums are being used to reach out to the persons of concern. ProGres V4 model rolled out in south-west, mid-west and some locations in the North and staff was also trained on using V4. InterAid, RLP, UNHCR, OPM and others are on site to support the PSN identification and verification but the challenge being that

some needs are not immediately identifiable for example PTSD and medical which will require further assessments following the verification exercise .

7. On query from the partners about PSN referrals being handled on the spot, it was shared that a coordination working group will be initiated for urban refugees to strengthen existing mechanisms. WFP expressed that there is a lack of knowledge on verification exercises and that there is a need to strengthen the dissemination of information. It was agreed to circulate announcements amongst the partners and also look into other mediums of communication. For those that are home bound, InterAid is providing transport. In light of Ebola threat, cautionary guidelines were being followed and UNHCR's public health unit are training and sensitizing the persons of concern

Discussion point III: Presentation on "Care for the Caregiver proposal and model" by Playing to Live and TPO-Uganda

8. UNHCR highlighted high levels of trauma among POC's from South Sudanese and the DRC. For example, in Bididi, 10 cases of suicide were reported since the beginning of the year. UNHCR noted that there were few partners in this area of response and expressed the need for collaborative support in addressing Mental Health and Psychosocial Support.
9. **Presentation on Care for the caregivers, by Playing to Live.**
 - It was noted the presentation was focused on the caregivers as opposed to MHPSS for PoCs which would be a subject for another discussion.
 - The pilot programme seeks to support the psychological wellbeing of frontline humanitarian staff working in refugee settlements in West Nile. The project will start in January, 2019. TPO will be facilitating the first 6 months. Partners that take it up will have to fund the project.
 - **Recommendation** – There is a need to have separate discussion on MHPSS of POC's. It was suggested for TPO to give a presentation on different sectors on psycho social support in the refugee settlement.

Discussion point IV. Update on Comprehensive Feedback, Referral and Resolution Mechanism (FRRM)

10. UNHCR gave presentation on Comprehensive feedback, referral and resolution mechanism which is to provide a reliable, accessible and affordable means of communication with PoCs. The system will enable UNHCR, OPM and partners to effectively manage feedback, queries and complaints from PoCs in Uganda and to provide timely responses to their concerns. The mechanism will provide a safe, confidential system for reporting sensitive complaints and to also increase accountability to PoCs through an inter-agency common feedback and referral mechanism. The mechanism comprises a helpline (which is the new element), an email address, suggestions/complaints boxes, protection desks, outreach teams and community structures.
11. It was informed that sensitization on FRRM is ongoing and information has been disseminated through meetings with the communities. Furthermore information will be shared at key service points like churches, mosques, schools etc. Once operational, support and capacity building will be initiated for partners. UNHCR expressed awareness about multiplicity of helplines and other communication channels and highlighted that the way forward, as most partners have recognized, was to have one comprehensive feedback mechanism.

Action point: UNHCR to share the dates of the FRRM pilot in Kiryandongo and Nakivale

Discussion point V: All Sub WGs and Task Teams to provide strategic updates

12. SGBV Sub-Working group (UNHCR)

- Sector lead informed that although the joint Inter-Agency SGBV Assessment is behind schedule, the consultants will share the draft on 3rd October for stakeholders to review with feedback and comments to the consultant expected by 10th October. This will lead to a validation workshop on 17th October. Once the report is finalized a presentation will be given to donors and key stakeholders on the 25th October.
- SGBV working group is internally working on modalities to roll-out the SGBV Module of ProGres v4. Currently, there is no centralized case management tool and partners are using GBVIMS which is anonymized for data and information sharing and has no capability for case management, while the use of GBV IMS will continue, the use of ProGres V 4 which is an online tool, accessible to partners will greatly improve case management between the various partners.

13. Child Protection sub-working group (UNICEF)

- UNICEF co-chair shared that the mapping of stipends/incentives for the community volunteers working on CP and key messages for child protection have been completed but internal discussions are ongoing. The sub-working group is also developing a briefing sheet for unaccompanied children and in search for adequate places for children/ fosters care arrangements however, challenges still exist.
- In line with progresv4 there is a child protection module, child protection case management forms and excel sheets. The SOPs were shared with the Ministry of Labor Gender and Social Development for their consideration. It was also informed that a meeting is going to be held between UNHCR, UNICEF and the Ministry on 17th October on the SOPs. UNHCR noted conflict with SGBV workshop and it was suggested to develop a calendar for the groups so there is no conflict/overlap.
- On query about birth registration, it was shared by UNICEF that there is no update but presentation can be given on the same by NIRA at CP sub working group next meeting.
- On local coordination, the RCM is also changing. MLGSD was selected to co-lead the Child Protection Working group.

14. Peaceful coexistence task force (UNHCR)

- UNHCR shared that the ToR's have been finalized and the task force is in the process of receiving nominations from partners for chair and co-chair positions which will be on a 6 month rotational basis.
- 3W's for the taskforce have been compiled. Meetings will be held on the 3rd Thursday each month at 3 'o' clock.

Discussion point VI: AOB

- UN Women shared that they have finalized the gender assessment on South Sudanese refugee response which cuts across all sectors. Assessment was led by UN Women and IRC. UN women will share the draft for inputs from the NRPWG.
- OPM CRRF shared that considering Congo situation, response is not coordinated in settlements. Partners should work on a united front as a team and not as Organizations.

NRPWG should think this through and come up with a way forward. Need to add Ebola and movements as a standing item in the next NRPWG meeting agenda.

- CRRF secretariat gave their support to the NRPWG and also shared that the next secretariat steering group meeting is on 17th October. CRRF also acknowledged the fact that the PoCs are being empowered with the support of all the working groups.

Action Points:

- Next meeting on 25th October at OPM office from 10:30 to 12:00.
- UNHCR to share updated schedule of verification exercise with all the members of Protection Working Group.
- UNHCR to make a calendar for the groups so there is no conflict between the meetings of sub-working groups.
- Presentation on “birth registration” by NIRA at Child protection sub working group next meeting and invitation will be extended to all members of NRPWG.
- UN Women to share the draft of Gender assessment on South Sudanese with the NRPWG for inputs.
- UNHCR to update information about the groups and sub-working groups on the Uganda refugees’ portal.
- TPO to give a presentation on MHPSS in the next NRPWG meeting.
- UNHCR to provide update on the Protection situation in the next NRPWG meeting.