

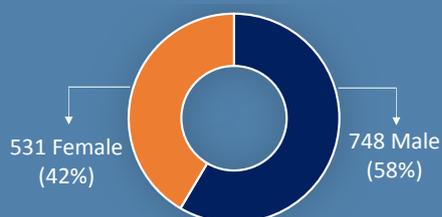


Afghan refugee girl is providing training to refugee women at her home @ Quetta / Baluchistan



Meeting with Outreach Volunteer @ Attock / Punjab

1,279 Outreach volunteers identified



Since 1 January 2019

357 Community visits and meetings conducted

263 Individual referrals to services

21 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.

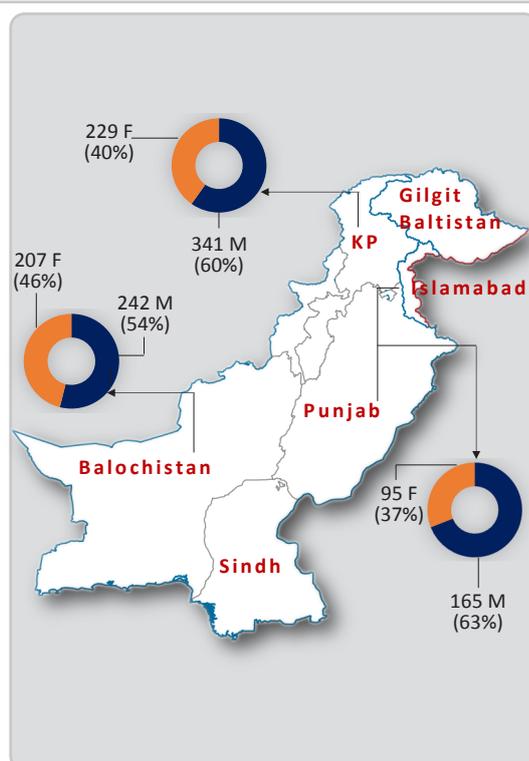
The four key priorities of the strategy covers:

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.

OUTREACH VOLUNTEER ACTIVITIES



- ⇒ The CBP team in Khyber Pakhtunkhwa visited 14 Refugee Villages (RV) and urban clusters. Discussions were held with the outreach volunteers in urban clusters about the concept of community pooled funds. Outreach Volunteers are playing an active role in disseminating information on the registration of new-born babies at the Proof of Registration Card Modification (PCM) centers, the resumption of voluntary repatriation, and reporting cases of arrest and detention. In RVs, the team also visited Mother and Child Health (MCH) centers and schools. Discussions were held on UNHCR's Health and Education strategies. The damage after the torrential rains was also assessed in Ghamkol, Oblan and Chichana RVs. CRIs/tents were distributed to the most affected families.
- ⇒ Outreach volunteers in Chaghi, in collaboration with the forest department, organized a tree planting activity. The water committee initiated drilling a borehole as community initiative and the community is working to procure a submersible pump and solar panels to ensure sufficient water supply.
- ⇒ The computer and tailoring centre initiated by the community in district Posti and Chaghi in Baluchistan continues to operate successfully. 48 individuals are currently enrolled. The outreach volunteers of Posti Refugee Village collected 2,000 PKR from elders and refugee community members that will be used to purchase notebooks for the most vulnerable refugee students.



COMMUNICATION WITH COMMUNITIES

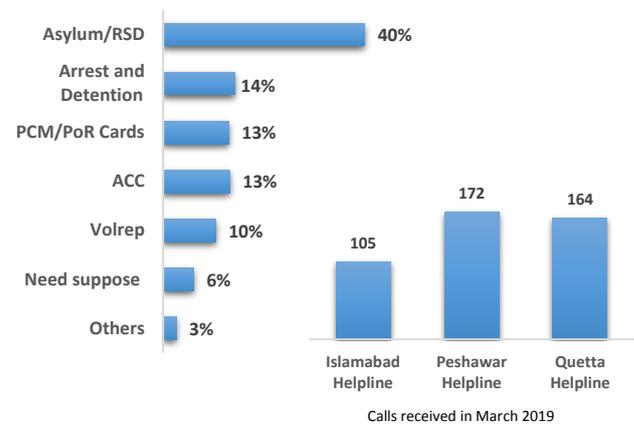


- ⇒ In Baluchistan, CBP teams conducted 34 community sessions attended by 693 refugee community members (341 male and 352 female) in various urban settlements and refugee villages. These sessions discussed issues around child protection, access to basic services, education, gender-based violence, referral systems, voluntary repatriation, and PCM. Furthermore, 10 meetings were held with 23 outreach volunteer groups of Katwai RV, Nawa Killi, Karez, Lijay and Pashtoon Bagh. The purpose was to assess the damages and needs after heavy rains. Outreach volunteers collected and shared initial details on 470 houses in Pishin, Loralai and Qilla Saifullah refugee villages.
- ⇒ UNHCR's CBP partner in Baluchistan conducted seven refresher sessions for 87 male and 77 female outreach volunteers. The training sessions focused on the roles and responsibilities of OVs, confidentiality and informed consent, effective communication, protection monitoring, referral pathways, and the identification of Persons with Specific Needs (PWSN).
- ⇒ The CBP team and Outreach volunteers in Islamabad and Khyber Pakhtunkhwa worked closely in organizing different activities to mark International Women's Day. The activities include discussions, drawing

PROTECTION HELPLINE



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



COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

competitions, role plays, fashion shows, and awareness sessions on women's rights. Such activities provided opportunities to women to express their views and showcase their achievements.

- ⇒ The CBP team in Islamabad conducted six community visits in districts Attock and Mianwali including Kot Chandna RV. Around 51 community members and Outreach Volunteers participated. The team emphasized on the participation of female outreach volunteers and community elders showed interest to be included in next CBP trainings organized for the OVs.

LINKAGES WITH OTHER SECTORS



- ⇒ The CBP team held a meeting with the International Rescue Committee (IRC) in Peshawar. IRC informed UNHCR that six Basic Health Units (BHUs) were established by IRC and services are provided to all individuals irrespective of nationalities. Information on these BHUs will be disseminated with refugee communities in future visits further expanding their access to health services.
- ⇒ UNHCR's CBP team arranged a coordination meeting with Pakistan Red Crescent Society (PRCS) in Kohat district to explore possibilities for strengthening referral pathways between UNHCR and PRCS.
- ⇒ The CBP team in Quetta held a meeting with the Secretary of the Baluchistan Blood Transfusion Authority (BBTA). The Regional Blood Center (RBC) is part of the CBP referral partner network in Baluchistan and the meeting was meant to strengthen coordination and collaboration and ensure continued access for refugee patients.
- ⇒ The CBP team in Islamabad met with the management of an International School Chain, City School, following their interest in supporting Afghan refugee communities by implementing small projects and activities for refugee students. Ideas for possible interventions were discussed such as the provision of school supplies, training of teach-

-er, and establishing libraries in I-12 community run school.

- ⇒ The CBP team in Islamabad met with a consultant from the World Health Organization (WHO) to learn about their on-going project which aims to support older people with disabilities and how UNHCR can provide support. UNHCR provincial offices will also be linked to the initiative to provide support at the field level.

TRAINING AND CAPACITY BUILDING



- ⇒ In continuation with Phase I & II trainings conducted for OVs in 2018, SHARP and UNHCR CBP teams conducted phase III & IV training sessions for both male and female OVs from district Peshawar (Arbab Arif Quarters, Taj Abad, and Danish Abad), Nowshera, and Haripur. The main topics covered in the trainings included age, gender, and diversity mainstreaming, protection monitoring, confidentiality, informed consent, and Supervision.
- ⇒ UNHCR's CBP team conducted an SGBV session for the trainees of the "Safe from the Start" (SFS) project. A total of 36 participants attended the session. The main theme of the session was economic abuse. The session took an interactive approach and allowed the refugee women to share their personal and general experiences. The participants appreciated UNHCR and partner's efforts in raising their awareness on the issues that are common in the community yet they did not know that it was considered abuse.
- ⇒ An orientation session on UNHCR Mandate and refugee rights & Obligations was conducted at City School E/11 campus Islamabad in order to provide more information to children who are interested to work with refugee communities. More than 150 students and teachers attended the session.