

Key Figures

68,318

Total number of persons of concern to UNHCR registered in urban areas

50,584

Are registered refugees

17,734

Are registered asylum seekers

SGBV INCIDENTS
(July 2019)

Incident	Number
Rape	7
Physical Assault	3
Psychological/emotional abuse	1
Total	11



UNHCR staff conducting a training of refugees on SGBV at Jesuit Refugee Services (JRS)

Key highlights

- On 8th October 2019, UNHCR attended the Justice, Law and Order Sector (JLOS) Local Development Partners Group meeting at the EU Delegation office in Kampala. The meeting discussed the performance of JLOS against the work plan for the period of 1st July 2018 - 30th June 2019. An annual implementation report submitted by JLOS was reviewed by members of the working group and comments provided on areas for improvement. UNHCR particularly highlighted that the need to improve the application of community service sentencing in the settlements, continuous backlog of cases resulting in prison congestion, irregular mobile court sessions in the settlements, limited access to birth registration services among others.
- The internal protection retreat was held from 15-17th October in Entebbe bringing together 50 protection staff from across the operation as well colleagues from CRRF/Solutions, Donor relations and information management. The overarching objective of the retreat was to review the protection strategy and work plans aimed at efficient and targeted use of dwindling resources. In particular, the retreat sought to enhance coordinated and harmonized approaches to protection and protection information management across the operation; review procedures and implementation per thematic areas against standards; and strengthen synergies between offices and sectors/units through team-building activities. Discussions focused on developments and challenges as expressed by the

- different sub-offices and by thematic area, introduction on the Global Compact on Refugees/Working with Development Partners (World Bank) and what it means for protection work, Protection Information Management, monitoring and Protection workforce planning and capacity building. The discussions provided further insights for the development of a harmonized protection management and implementation plan for Uganda operation. A full report on the retreat will be shared shortly.
- Two staff from the Uganda operation attended a five-day SGBV Global Workshop in Geneva that took place in early October 2019 and contributed to sharing experiences and expertise on the various SGBV interventions. A key highlight of the workshop was a detailed discussion on the draft SGBV policy whose release is imminent. The discussions centred on how the policy will apply to SGBV Prevention, mitigation and response as well as Coordination and monitoring.
- Meeting with SGBV Community Extension Workers (CEWs): UNHCR SGBV staff attended the monthly meeting with SGBV CEWs at InterAid Uganda (IAU). Out of 25 SGBV CEWs, 17 SGBV CEWs attended. During the meeting, a short briefing on SASA tool was shared by the IAU SGBV Prevention Officer. Two different posters related to SASA were distributed to each CEW so that they could use these posters for initiating fruitful discussions during community awareness sessions. Also emphasized adherence to the code of conduct particularly non tolerance of fraud/extortion for money for services.
- In addition, case management was done, and cases identified and assisted were also captured using proGres V4 SGBV module, UNHCR to continue supporting IAU in using proGres V4 SGBV module.

Primary School, Mirembe primary school and St Paul Nsambya, 374 children (girls 214, 160 boys) were counselled on life skills and behavior change, IAU Integrated approach to community services that covers the thematic areas of SGBV, Education, Psychosocial, Child protection both in their community outreaches and at IAU services.

- An integrated community outreach was conducted at Bukasa area for all nationalities 53 (32 F, 21 M) and key issues discussed included; access to government aided school for free education, enrolling, support to children in school and IAU education services and referrals.

Access to Legal Assistance and Remedies

- IAU legal section provided legal assistance to 119 (51 female & 69 male) with legal related challenges presented largely concerning threatening violence, procedures of reporting defilement cases, RSD appeals queries, business registration legal requirements, procedures of accessing financial institutions, process of obtaining birth certificates, bail application, custody rights, moneylenders dynamics and obligations of the moneylender vs borrower, landlord vs tenant rights and obligations in relation to property taxes, rights and powers of Local Council Chairpersons and LDUs among others.
- **Conducted** Court monitoring and follow up of 6 cases at LDC Court and Kajansi Magistrates Court, as a result of follow up by IAU legal officers, 02 PoC were granted bail.
- **Alternative Dispute Resolution (ADR):** IAU supported 04 cases which included Domestic violence and child custody. Mediation sessions were conducted by Legal Aid Service Provider-Justice Centres. Consequently, cases related to domestic violence were amicably settled while the child custody Case, parties were guided to seek remedy from Courts of Law.
- **Protection desk;** 344(195 female & 149 male) PoC presented concerns related to SIM card registration in the wake of the recent UCC announcement, threatening violence, resettlement queries, medical challenges, Refugee status determination inquiries, tenancy eviction notices, domestic disputes in the community, livelihood needs, asylum registration processes, voluntary repatriation, family reunification, among others. All individuals were provided with relevant information including services available in urban and the role of IAU.
- **Detention monitoring/case follow up** was conducted at 17 Police Stations/posts in; Kirinya Police Division, Namugongo Bukasa Police station, Buziga Police post, Salama Road Police post, Makindye and Katwe Police stations, Old Kampala, Jinja Road, Bugolobi Police station, Kireka and Kyambogo Police stations and Lungujja Police station). The purpose was to establish any new cases or legal challenges affecting

POCs and provide timely legal assistance as deemed appropriate.

- As a result of the legal interventions, 06 cases involving PoCs (aggravated robbery, assault, obtaining money under false pretences, among others) were identified and provided legal assistance. The police emphasised the need to strengthen coordination and linkages among authorities for effective response.

Community Mobilization and Youth empowerment

- A total of 2,879 PoC (1,732 females, 1,147 males) PoCs accessed the Antonio Guterres community centre in Kabuusu and the new community centre in Nsambya to utilize the internet, receive counselling, attend livelihood group meetings as well as receive training on tailoring, hair dressing and English language. The Kabuusu Community centre also provided temporary day care services to 9 children (02- female, 07 male) whose parents were unable to provide adult supervision, a community initiative by the refugee women.
- 147 PoC (99 females, 48 males) attended English language training at both refugee community centers to facilitate their communication with the host community and as well enhance their integration.
- 200 host community and Refugee youth participated in the **International Peace Day** commemoration spearheaded by African Peace and Rehabilitation Centre, the youth were engaged in several activities including; entertainment, sports, athletics and a football match.

Inter-agency Feedback, Referral and Resolution Mechanism (FRRM):

- A total of 238 queries were logged during the reporting period, with 114 from females and 122 from males and 02 from others. 151 queries were handled at helpline level while 87 were referred to UNHCR and partner focal persons for follow-up. By caller category, 224 queries were received from refugees, 13 from asylum seekers and 01 from other caller categories while by age-group, a majority of queries (90) were from PoCs between the ages of 26-35 years, while no queries were received from callers below 18 years, and a total of 03 queries received from callers beyond 60 years of age. By sector, queries logged were in relation to Durable solutions (72), General queries (55), Health and Nutrition (30), Legal and Physical Protection (27) and 54 queries from other sectors, namely; Community Based Protection, Registration, Education, Livelihoods, Child Protection, SGBV, Psycho-social Support, Shelter Sites and NFI's, and RSD.

Health

Primary health care:

- A total of 950 outpatient consultations were made. 187 patients referrals were received from refugee settlements to access tertiary care services at the

national referral hospitals in Kampala. Kyaka II and Rwamwanja settlements had the highest referral rates versus population of the settlement

- **Mental health services:** 58 psychiatric reviews were conducted at IAU and psychosocial and psychological support extended to 35 PoCs. 06 new admissions were referred to the Butabika National referral hospital for tertiary care :(03 Urban, 01 kyaka II, 01 Oruchinga and 01 Kiryadongo settlements).
- **Reproductive Health and HIV Care:** RH and HIV prevention for sex workers supported. 75 pregnant mothers visited ANC, 03 under 1st ANC within the 1st trimester, 37 had 1st ANC but above 1st trimester and 35 received 4 or more ANC visit, all above 18 years, tested for HIV and 01 turned positive enrolled in care. 04 high risk pregnancies detected with no cases of abortion reported in the month of October. All mothers tested for STI Negative, 29 received 2nd dose of TT during ANC, 33 received IPT3 and more for malaria and 33 received Mosquito nets during their visits. Under Postnatal care 29 Mothers were followed-up. 01 below 18 years, 27 above 18 years. 08 mothers accessed abdominal scan, 40 expectant mothers received mama kits, 03 Nutrition kits, drugs 77 mothers at ANC and PNC. HIV Unit stock out of test strips, 22 Intensive adherences counselling.
- **Nutrition Services:** A total of 29 children below 5 years were assessed for malnutrition and 03 identified with severe acute malnutrition (SAM) and linked to KCCA facilities for care.

Persons with Specific Needs (PSNs)

During the reporting period, IAU PSN Unit attended to the following category of PSNs;

- 66 (43F, 23M) out 649, Older persons accessed; 16 counseling, 10 legal services, 40 medical assistance.
- 31(12F,13M) out of 276, Refugees living with disabilities accessed medical and counselling services as a result 04 were supported with assistive devices (Auxiliary crutch, Elbow Crutches, knee Brace) and 11 counseled toward self-reliance to enhance their capacity to cope in the urban.
- 10 Persons with protection concerns linked to their sexual orientation received counselling and medical support.
- 30 Single parents (02 M, 28F); 21 received counseling, 15 referred to IAU health unit, 1 legal assistance and 01 food and shelter support provided
- 220 (82 M, 138 F) PoC with serious medical condition were supported with prescribed medications and medical investigations.
- 11 women of reproductive age were supported with sanitary towels.
- PSN participated at 03 inter-grated community outreaches; Bukasa, Ntinda and Nsambya URCC to extend services closer to the PoC in the Urban and as

a result 65 PSNs were identified and supported with prescribed medications, guidance and counseling.

- 560 PSNs received psych-social counselling to enable them cope with their individual situations.
- 04 Home visits were conducted to provide home based psychosocial counselling. This enabled the counsellors to clearly understand the PoC issues and environment for better management.

Needs and Gaps

- There are inadequate and appropriate individual case management infrastructure at IAU for appropriate interviewing and counselling spaces including child friendly spaces
- Lack of a sign language interpreter for persons with hearing impairments especially children.
- Limited resources to support effective and comprehensive response to FRRM cases and those identified from the communities.
- Absence of a streamlined mechanism to support refugees in the Court of Appeal.
- Lack of child friendly interview rooms and play areas for children and facilities to cater for persons with disabilities at IAU
- The two-urban community centres serving refugees and nationals are not well equipped and in need of additional and well facilitated trainers, functional and well-maintained sewing machines and computers with internet connection.
- Limited livelihoods opportunities for the urban persons of concern. Although some refugees have expressed interest in marketable skills' training for immediate employment, the available resources at the community centres are inadequate to meet the growing demand for the different categories of refugees and host communities.
- Underreporting of SGBV cases is a major concern and a challenge in programming.
- Need for a working group on rule of law/access to justice to strengthen coordination and legal response.
- Need to install Suggestion boxes at the refugee community centers.

PARTNERS

The Office of the Prime Minister's (OPM) - Directorate of Refugees, UNHCR's Government counterpart.

InterAid Uganda (IAU). A local Non-Governmental Organization, International Office for Migration (IOM), Refugee Law Project (RLP), Centre for Domestic Violence Prevention (CEDOVIP), African Centre for Treatment and Rehabilitation of Torture Victims (ACTV), ActionAid Uganda, Ministry of Education and Sports (MoES), Windle International Uganda (WIU), Finn Church Aid (FCA), Jesuit Relief Services (JRS) and Ministry of Gender, labour and Social development (MGLSD), Norwegian Refugee Council (NRC), Centre for Women in Governance (CEWIGO), Care and Assistance for Forced Migrants (CAFOMI), Reproductive Health Uganda (RHU).

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