



UNHCR
The UN Refugee Agency

Key Figures

132,839

Identified Persons with specific needs

35%	Children at risk (including Unaccompanied or separated children)
19%	Older persons at risk
13%	Serious medical condition
13%	Disability
11%	Single parents
8%	Women at risk
2%	Other

17,410

Number of members of community leadership and self-management structures

Achievements in 2019

21,631

Number of POCs with psychosocial needs receiving psychological support in Q1-2 (source: Activity Info)

3,293

Number of people trained on community leadership and decision making

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Final Award of trophies to the Champions of the football and netball tournament at Adrumaga P/S – Lobule Settlement (Picture@Kamoyo-unhcr)

Community Mobilization and Women and Youth Empowerment

- Elections for the new Refugee Welfare Council (RWC) in Adjumani concluded in July, achieving 50.6% female representation in the RWC leadership. OPM jointly with UNHCR and partners organized a 2-day induction training for 744 (377F/367M) elected representatives drawn from 19 settlements across Adjumani. The training focused on the role of RWCs in community engagement initiatives, good leadership practices, basics of alternative dispute resolution mechanisms (ADR), referral pathways for persons with specific needs (PSN), code of conduct, PSEA, and basic principles of the criminal justice system in Uganda. Subsequently, the leaders were sworn in in a ceremony hosted by OPM.
- The RWC conducted a general meeting in Rhino Camp chaired by the RWCIII chairperson and attended by 27 leaders (01F/26M), OPM and UNHCR, to discuss gaps and challenges and consolidate their inputs for presentation during the Settlement coordination meeting. Among the key gaps raised were the poor roads due to heavy rains, low staffing at health centres, insufficient operation of

outreach health posts, poor temporary structures for certain health outreach posts, inadequate livelihood opportunities, and inadequate PSN shelter support coupled with inability to renovate poor PSN shelters.

- An executive meeting for all RWCs in cluster 1, zone 1 of Bidibidi was conducted by OPM, CTEN, UNHCR and IRC, and attended by over 40 RWCs. The meeting was called due to increase in theft of goats, chicken and household items in the cluster. UNHCR and OPM encouraged leaders to hold village meetings, coordinate with neighbourhood watch teams as well as police for quick response. Leaders blamed theft on lack of activities engaging youth and alcohol consumption. Leaders also recommended for gap filling for inactive local leaders.
- In Bidibidi, IRC conducted a one-day training on leadership skills, attended by 51 women. The training aimed at preparing women for upcoming RWC elections, focusing on communication skills and public speaking, building self-esteem, record keeping and effective leadership among others.
- In Imvepi settlement, the need for fresh election of refugee leaders remains a contentious issue among the community and leaders. The delay has resulted into poor mobilisation of some communities whose leaders are not willing to continue serving given that their tenure of 2 years has expired. OPM has indicated lack of funds to implement the elections in accordance with the revised guidelines adopted in 2018.

- OPM, UNHCR, and Partners jointly conducted a one day training for the newly elected RWC III and II leadership structures in Kyangwali. The training aimed to furnish the RWC with the basics of the roles in the community, what each partner does within the settlement, and the basics of community-based protection as a cornerstone for the leaders' activities. HIJRA also conducted a training on the legal framework and systems for 142 (95M/47F) RWC members.
 - In Kyaka II, UNHCR conducted a general rapid assessment of the RWCs structure to determine vacant positions especially for women leaders. Currently there are 54 female RWC members compared to 173 male members. In Oruchinga, a joint quarterly feedback meetings with RWC members was conducted, attended by 111(30F/81M) RWCs.
 - UNHCR/OPM conducted a meeting with 12 Community Based Organizations operating in Rhino camp settlement, including, CEPAD, YWAM, CDC, RWYA, YSAT, ERA, EYE, and Platform Africa, aimed at empowering and enhancing coordination while delivering services. Majority of the CBOs are refugee led and working for the welfare of their communities (poverty mitigation and to address urgent needs), strengthening their Community Links for peace building and promoting community social cohesion. Among the key gaps raised were limited funding, lack of stationary, computers and transportation among. There is need to support the CBO in proposal writing and marketing of their projects.
 - In Rhino Camp, 1,425 children / adolescents (501F/924M / 1,176 refugees and 247 nationals) aged 3-18 years attended Edutainment at the Refugee Information Centre (RIC) established by CTEN in Eden zone. Edutainment are video lessons conducted on Saturdays or holidays for children/adolescents to acquire life skill knowledge for self-protection and development. 1,026 (79F/949M / 990 refugees and 36 nationals), persons had access to free wireless internet services at the RIC, aimed at improving communication and access to information by the refugees and the host community.
 - In Imvepi, 58 (15F/43M) refugee leaders participated in 3 meetings aimed at strategizing on prevention and response to witchcraft allegations. Leaders welcomed the initiative which draws on their experiences and developed the action plan for community awareness campaign. The strategy brings together refugee leaders, community religious and opinion leaders to devise ways of addressing such concerns.
 - Youth leaders 58 (2F/56M) in Imvepi participated in a consultative meeting on youth tournaments. Key issues raised included formation of football management committees in each Zone, need for stationary, football nets, appreciation for best players and to train referees.
- Persons with Specific Needs (PSN)**
- Identification of PSNs through various channels including at reception and registration, verification, continuous registration, protection activities and community outreach is an ongoing activity. Case follow-up and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, second-hand clothes, domestic items, assistive mobility devices, etc.), shelter-related support, construction of latrines, livelihoods support, and support to access food distribution points.
 - UNHCR and partners encourage and mobilize community support to PSN. However, despite mobilization of the community to support PSNs, challenges still exist with transportation of food to homes of PSNs in settlements in Arua. However, it is hoped that tricycles will support addressing this challenge. In Lobule, damaged shelters unattended due to lack of dedicated partner for shelter repairs remained a challenge, which was further challenged by low community support/cohesion.
 - In Nakivale, a feedback session was conducted with 37 (18M/19F) persons living with albinism was conducted to create awareness on available services and procedures to access services. The meeting indicated an improvement on response to needs and positive attitudes at service points. With Support from Stitching Afrikaans Albinos Foundation from the Netherlands, 28(16M/12F) people living with Albinism were supported with sunscreen lotion in collaboration with OPM. The cumulative number of PoCs supported are 38 (16M/22F) in Nakivale.

- Verification of PSNs was conducted across Adjumani and Lamwo settlements, jointly with the Shelter and NFIs Working Groups, to verify a proGres generated master list of PSNs to assess individual needs for targeted shelter and NFI support ahead of implementing a shelter for PSN intervention project. 10 individuals were identified across Adjumani and Lamwo settlements for targeted support.
- ZOA conducted functionality assessment for children with disability in 8 primary schools in Rhino Camp. 373 children (205F/168M) with disability were assessed with various impairments (physical, hearing, visual, mental, epilepsy and multiple).
- In Bidibidi, 4,440 (3163F/1277M) PSNs were supported at various food distribution points across the settlement, through accompanying, assessing and referring protection concern and ensuring safety at the distribution point. 552(295F/257M) PSNs were assessed for PSN shelter support in zones 1-5 and will benefit from the planned shelter construction.
- 5 trainings were conducted for 230 (146F/84M) PSN caregivers in Bidibidi. The training focussed on understanding what constitute care taking, qualities of a good care giver, vulnerability, how to deal with difficult vulnerable individuals being cared for and challenges facing carers and the individuals being cared for. Majority of the care takers appreciated the initiative and promised to put the information to use.
- In a bid to improve household incomes and promote self- reliance among persons of concerns, DRC Kiryandongo protection team conducted an assessment of PSNs engaged in small scale businesses to benefit from a UGX 250,000 cash grant that will be advanced to each household/business owner. 13 PSNs were assessed and will be trained in business management prior to receiving the grants.
- 06 Youth groups and 56 PSNs in Kiryandongo were identified and assessed for cash grant/support. All will be trained in business skills and financial management after which the grants will be given to them.
- In Oruchinga, a focus group discussion with 30(25F/5M) PSNs was conducted, and issues raised included the need for slabs for toilets, PSN

shelter repair and need for replacement of plastic sheeting. Cumulatively, 4 focus group discussion have been conducted with 77 PSN (49F/28M). 04 awareness session on community support to PSNs were conducted reaching 124 (38M/86F) individuals.

Psychosocial Support

- In Rwamwanja, LWF trained 33 members (20M/13F) of 5 CBOs on identification and management of mentally ill persons, supported 27(9M/18F) persons with severe mental distress and SGBV survivors with assorted items, held group sessions with 40 distressed women to improve their emotional and social wellbeing. Worked with 48 community elders to promote social well-being in Base camp zone.
- 01 Mental health outreach was conducted in zone 4, village 8 of Bidibidi reaching 23 (10M/13F). The most prevalent mental illnesses presented were depression, psychosis, intellectual disability, epilepsy and PTSD. New clients were provided with psychotropic medicine, counselling and educated on different side effects of the drugs and how to manage them including where to refer them in case side effects persists.
- Tutapona offered psychosocial support to 123 (72F/51M) individuals through one on one sessions in Rwamwanja, of which 55 (37F/18M) were new and 68 (35F/33M) were old cases. Psychoeducation was also provided to enable them to understand their emotional reactions. Common symptoms identified among our clients were symptoms of PTSD, depression and anxiety. The assessment also identified relationship issues among families, addiction and subsistence abuse among the clients.

Feedback and Resolution Referral Mechanism

(FRRM): 1,810 cases (735F/1,075M) were recorded through the helpline of the Inter-Agency Feedback, Referral, and Resolution Mechanism (FRRM). 852 cases were handled at helpline level and 958 case referrals to partners and UNHCR focal points for follow-up. The largest number of cases were from Nakivale settlement (867) followed by Kyangwali (324) then Kampala (288), with the largest number of cases related to general queries (330) durable solutions (329), health and nutrition (230), community-based protection

(212), and others (709). The least number of cases were from Mungula 1 (01) and Lobule (01) refugee settlements in Adjumani and Koboko

- In July, 981 cases (Rhino 625 and Imvepi 356) were received at 10 static ISCs and 10 mobile centers in Imvepi and Rhino camp, of which 822 (488 Rhino camp, 334 Imvepi) were referred to partners for response, and 159 cases (137 for Rhino camp, 22 for Imvepi) were resolved. Major complaints presented included shelter, health, registration, WASH, NFIs and child protection.
- 80 broad cast sessions were conducted in Bidibidi with messages on continuous verification exercise, Ebola awareness, teenage pregnancy and early marriage through Boda Boda Talk Talk.
- In Bidibidi, 150 (58F/92M) individuals in Zone 5 attended a session where partners responded to issues related to health services, water supply, livelihood and accessing food during food distribution. The meeting provided an avenue for the community to interact with partners and get first hand feedback on implementation progress.
- DRC Kiryandongo conducted weekly protection desks on Wednesdays, aimed at reaching out to the community, listening to refugees' concerns, and addressing issues together. Among the main issues raised were: unregistered individuals, inadequate water supply and shelter for PSNs. In addition, two Inter-agency dialogues were held, aimed at getting feedback from the community and provision of information on different activities implemented by various partners as well as addressing issues raised by the community. The key issues raised included: poor shelters for PSNs, inadequate water in certain clusters, unregistered children, land conflicts among refugees, lack of NFIs, inadequate medicines at the health centres, and high school fees. Issues were forwarded to relevant agencies for action.
- In Kiryandongo, the Magamaga phone charging kiosk committee members were trained on business skills and financial management. This was aimed at enhancing their knowledge, skills and capacities to run and manage the planned phone charging kiosk. They were also given a savings box donated by a UNHCR staff member.
- In Nakivale, OPM, UNHCR and partners held 8 community meetings reaching 982(539M/443F) PoCs. The issues presented were constant water shortages, increasing SGBV cases, shelter

challenges, negative attitude of health workers towards patients, poor road network, NFI support to PSNs, lack of treated logs and need for seedlings. The cumulative number of village meetings conducted in Nakivale are 61, reaching a total of 7,247(3918M/731F) PoCs.

Peaceful Co-existence

- As part of a peaceful co-existence project, 08 football matches were held in Bidibidi with participation by 108 (48F/60M) players. The match was meant to crown the semi- final and final games for Bidibidi Youth football tournament. Zone 2 boys and girls team emerged as the champion after the finals. On 13th July, the community, partners and UNHCR attended a football match at the district football field organised by IRC aimed at providing a platform and encouraging participation of both boys and girls in activities and promoting peaceful coexistence within the settlement.
- In July, refugees and host community reached with information on peaceful co-existence included: Imvepi 121 (74F/47M) and Rhino Camp with 400 (257F/143M). The activities intended to address issues that could affect peaceful co-existence and identification of solutions. In Rhino Camp, CEPAD conducted an assessment on peaceful co-existence with 10 refugee leaders (3F/7M) to obtain an understanding of the existing efforts on peaceful co-existence.
- Dinka Agok and Dinka Agar had some conflicts attributed to ethnic clashes in Tika 4 in Rhino Camp. The conflict is believed to have started between two refugees and escalated to include clan members. Police responded timely to calm the situation. In a bid to resolve the matter, UNHCR, OPM and DRC held two meetings which were attended by 156 (101F/55M) community members.

Gaps / Challenges

- Limited shelter support to PSNs in urgent need of shelter construction and/or repair and need for more mobilization of community support.
- PSNs continue to experience challenges associated with transportation of their food from the distant food distribution points (FDPs) to their homes, requiring further community support.

- Inadequate facilitation (transport, airtime, protective gears, stationary and communication) of RWCs has hindered effective engagement in community mobilization and participation in the settlement activities.
- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs who suffered from multiple displacement and experienced/witnessed grave human rights violations.
- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Limited community meeting places like community centres continued to hamper community meetings both during the dry season when tree shades are non-existent and in rainy seasons.
- Some Protection desks / ISCs are operating in deplorable conditions and require urgent repairs / upgrade to semi-permanent structures for quality services, confidentiality, prevention of vandalism and welfare of staff manning them. In Lobule, there is no static premise for conducting ISC activities.
- Limited incentives/support for community structures which affects their commitment to conduct outreach activities and other interventions in the community.
- Low level of women's participation in leadership.

Priorities / Interventions

- Enhance community-based protection mechanisms including community mobilization and empowerment, clear referral pathways, as well as individual outreach and case management.
- Build on the capacities of the community and support empowerment of women, youth and other diverse groups for their active engagement in community self-management and leadership structures.
- Strengthen complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with particular attention to at-risk groups.
- Strengthen peaceful co-existence among and between refugees and host communities and promote resilience.

UNHCR Implementing partners for community-based protection:

AAH, AIRD, ARC, CAFOMI, CTEN, District Local Governments, DRC, HIJRA, IAU, IRC, LWF, MTI, NRC, OPM, TUTAPONA, TPO

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