

UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) December 2019



UNHCR
The UN Refugee Agency

Key Figures

147,887

Identified Persons with
specific needs

36%	Children at risk (including Unaccompanied or separated children)
18%	Older persons at risk
13%	Disability
13%	Single parents
10%	Women at risk
8%	Serious medical condition
2%	Other

Achievements in 2019

17,410

Number of members of
community leadership
and self-management
structures (source:
Activity Info Q3)

124,321

Number of POCs with
psychosocial needs
receiving psychological
support in Q1-4 (source:
Activity Info)

3,928

Number of people trained
on community leadership



Refugee Youth entertain guests during the graduation of trainees at Sweswe Vocational Center, Kyaka II

Community Mobilisation and Women and Youth Empowerment

- On 10 December, Youth Initiative for Development in Africa (YIDA), a youth group supported by UNHCR, facilitated graduation of 83 children (80 refugees and 3 nationals) in Sweswe Youth Initiative Early Childhood center, Kyaka II. The children were provided certificates as this will qualify them for entry into primary education in 2020.
- In Rwamwanja, Adjumani and Bidibidi settlements, Refugee Welfare Committee members (RWC) received support in the form of mobile phones, bicycles, tables and chairs to help them in coordination of activities, mobilization of the community and collaboration of activities across the settlements.
- The refugee community in Bidibidi identified the rehabilitation of information support centre 5 in village 6 as a priority activity within their community safety action plan. The community was supported with raw materials (8 carpets, 23kgs of nails, 35 poles) to allow the refurbishment to take place.
- 131(F64/M67) RWC members attended a protection monitoring meeting that focused on the RWC III executives and vice chairpersons across all the zones of Bidibidi to discuss major protection concerns and for them to prepare for the festive season. The need to sensitize the community on personal safety and security, environmental protection, and having a good relationship with the host community members were the major issues discussed.
- A community debate was conducted between youths of zone 1 and 3 in Bidibidi on the motion "the patriarchal system has done more harm than good to women and girls" and was recorded by Arua 1 FM for broadcast to the community on the radio.
- By-elections for RWC zonal and village level members were concluded in Imvepi on 9-10 December. The protection team held planning meetings and coordinated with relevant stakeholders to support the upcoming swearing in and training for newly elected leaders.
- In Kiryandongo, the inauguration of newly elected RWC leaders and official handover of office from outgoing leaders was conducted. All incoming leaders were sworn in by the Grade I Magistrate of Kiryandongo. The magistrate explained to the incoming leaders what their duties are under the law before they took the oath of office, emphasizing principles of non-discrimination, fairness, transparency and confidentiality. All RWCs were sensitized about the FRRM helpline.
- The 5th Refugee Engagement Forum (REF) was held in Kampala on 3-4 December, bringing together 25 refugee leaders from all settlements and Kampala. The REF is the national platform to represent the refugee voice in Uganda and to ensure refugees play a vital role in the refugee response. The REF members brainstormed on talking points to be presented at the Global Refugee Forum (GRF) in Geneva on 16-18 December 2019

- A training workshop was held in Kampala on 11-12 December for Gender/LGBTI+ focal points from UNHCR Kampala and Sub-Offices. Sessions were facilitated by UNHCR staff, UN and NGO partners, and LGBTI+ support groups. The training aimed to equip focal points with necessary skills and knowledge to provide technical support on gender equality, including gender mainstreaming and targeted actions to UNHCR staff and partners in respective offices. Action plans were drafted and will be discussed and finalized in 2020.

Persons with Specific Needs (PSN)

- In Kisoro, 116 individual PSNs (78F/38M) were identified, documented and supported at Nyakabande transit centre. At Matanda transit centre, 13 PSNs (10F/3M) were identified, documented and supported.
- Commemoration of the International Day of Persons with Disability took place in several locations. Several activities were undertaken including football matches and dialogues.
- 164(92F/72M) PSN caretakers were trained on best care practices in Bidibidi settlement. Participants appreciated the training and requested to be supported in provision of soap and revamping dilapidated shelters.
- 842 (513F/329M) PSNs in Bidibidi were supported with NFIs including mobility aid devices, clothes, jerrycans and mats, soap, blankets, basins, and solar lights in Bidibidi.
- 23 (16F/7M) PSNs were supported with cash to address their immediate needs across zone 1 to 5 in Bidibidi. Most of these individuals were identified as suffering from deteriorating conditions and having a poor diet.
- 3 PSN in Zone 4 Bidibidi received targeted shelter assistance for PSNs through IRC to restore roofs blown away in the heavy rains in the settlement.
- 122 (546F/675M) PSNs were supported at various food distribution points across the five zones of Bidibidi to collect their food in a timely manner and ensure that those with transport challenges had community support arranged for transport and security of their food.

Psychosocial Support

- Needs for psychosocial support continues to be identified amongst refugees in all communities. Whilst implementing partners engage in mental health and psychosocial support (MHPSS) activities in refugee settlements, the need for MHPSS is immense and major gaps and challenges persist. By way of example, during the multi-sector needs assessment, 40% of households reported that their family member in psychological distress was unable to access psychosocial care.
- Limited availability/access to MHPSS services creates risks of individuals with needs for mental health and psychosocial support engaging in negative coping mechanisms such as alcohol and drug abuse, violence including SGBV, suicidal and other self-destructive behaviour, self-neglect, school drop-out, worsening mental health conditions including depression and

psychosis amongst others. A lack of access to MHPSS services can also pose risks to peaceful coexistence as incidents of conflict and tensions between communities can increase if mental health issues are not addressed.

- In Kyangwali, individual counselling was provided to 61 (26M/35F) individuals, including 6 cases of depression, 8 cases of PTSD, 1 case of HIV/AIDs, 3 cases with psychotic symptoms, 38 cases with chronic medical conditions, 1 case of grief and loss, 1 case of epilepsy and 3 cases with acute stress. Assessments were done and all clients received individual psychosocial support. In addition, 19 couple counselling sessions were provided. The individuals presented issues like denial of conjugal rights, male dominance and patriarchy, where husbands undermine wives and make them feel inferior in their families, extra marital relationships, wastage of family resources on alcohol among other issues. Individual assessments were done to enable each client to express their concerns individually and appropriate follow-up will be ensured.

Accountability to Affected Populations

- 1,896 queries were received by the FRRM call centre in December 2019, a 10% increase in call volume from November. 67% of calls received in December were from males and 33% from females. Most callers were aged between 26-35 years. A total of 895 queries were handled at helpline level and 1,001 referrals forwarded to UNHCR and partner focal persons for follow-up.
- In terms of sectors, the most common subjects of queries logged during the reporting period were in relation to Community Based Protection (248), Food Assistance (242), Registration (203), Health and Nutrition (197) and Durable Solutions (191).
- Most calls received in December originated from Kyaka II (382), Nakivale (373), Kyangwali (299), Palorinya (260) and Bidibidi (170). These trends highlight that usage in the Southwest continues to be high though a considerable spike was observed in the West Nile as well, notably in Palorinya all of which is attributed to the ongoing sensitization and awareness raising by UNHCR and partners on the FRRM.
- Activities were undertaken in settlements in Arua to raise awareness of the FRRM amongst the refugee community, including distribution of FRRM information, education and communication materials.
- UNHCR in collaboration with partners and OPM conducted a community meeting in Byabakora & Kaborogota Zones in Kyaka II with attendance of over 280 persons. Information on FRRM, services provided by partners was shared and the community noted challenges for follow up including inadequate drug stocks, limited livelihood projects, inadequate food rations and challenges in accessing addition of new-borns on registration documents as community members alleged that they were being requested to pay money in order for this to be done.
- 130 (80F/50M) POCs attended a community meeting held in Ombechi, zone 5 in Bidibidi on the activities of the police in the zone. The meeting was attended by police, WVI and IRC staff. Key issues that emerged from

the community were; blocking SIM cards which belong to refugees affecting their communication and allegations that refugees were being charged money for police letters to replace lost attestation documents.

- 1 community dialogue meeting was conducted in zone 5, Bidibidi. This was attended by 239 (126F/113M) community members. Major concerns raised included ongoing threats in the settlement following a shooting that happened in zone 3, rape and defilement. The community was also advised to report any suspicious activity to leaders.
- A coordination meeting with community leaders and partners was held at Kasonga youth centre, Kyangwali. The objective was to improve stakeholders' response in coordination and advocacy, as well as to strengthen feedback mechanisms with leaders. The questions raised included the following: why 30% of humanitarian assistance was being provided to the host community; the need to liaise with leaders during mobilization conducted by community workers in the villages for general distribution of soap and sanitary materials to minimize the number of people who miss out the distribution due to the lack of adequate information. The leaders also requested that all organizations should always attend the coordination meetings, so that leaders can ask the questions directly and responses can be provided timely.
- UNHCR, IOM and UN Women jointly organized and facilitated a training workshop on a PSEA Community Based Complaints Mechanism (CBCM) Training for UNHCR and partner staff in Adjumani and Palabek. The training is part of capacity building efforts by IASC to offer technical assistance to support the strengthening of CBCMs and establishment of country based PSEA networks to strengthen collective prevention and response to SEA. 20 participants from partners, OPM, UNHCR and UN agencies attended the training.

Peaceful Co-existence

- A dialogue was held between host and refugee communities in Nyumanzi settlement following conflict triggered by an incident where a Ugandan man was found dead in the vicinity of the settlement on 10 December. The violence resulted in 4 deaths (two refugees and two Ugandans). The host community members who were displaced as a result of the conflict returned to their villages. Ugandan government authorities, UNHCR and the Office of the Prime Minister (OPM) continue to monitor the situation and are in regular communication with representatives of the refugee community and local leaders to advocate for peaceful coexistence between the refugees and their hosts, as security measures remain reinforced.
- A refresher training was conducted for 50 peace promoters (32M/18F) by LWF in Kyangwali.

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 to their homes, requiring further community support.
- Inadequate facilitation (transport, airtime, protective gears, stationery and communication) of RWCs which has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Limited psychosocial support and mental health services that are insufficient to address psychosocial needs of PoCs. An increase in suicide rates in settlements in the West Nile are indicative of such unaddressed needs.
- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Limited number of infrastructure such as community centres / youth centres for diverse groups to undertake community-led activities and initiatives.
- Many Protection desks / Information and Support Centres (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 existing efforts to effectively mainstream age, gender and diversity considerations
- Strengthen complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with attention to marginalized and 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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