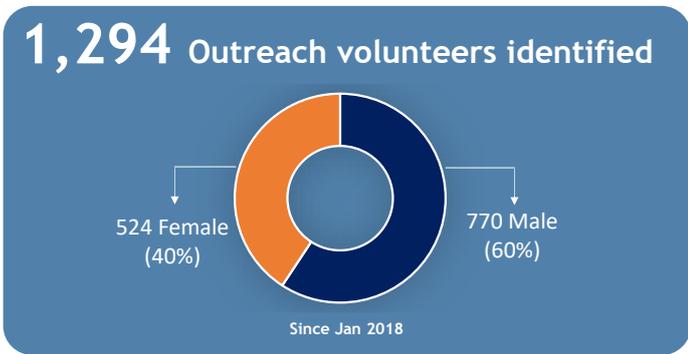




Distribution of Core relief Items to rain affected in Islamabad



Meeting with health partner in Hajizai camp, charsadda/ Khyber Pakhtunkhwa



**Since 1 January 2020**

- 353** Community visits and meetings conducted
- 128** Individual referrals to services
- 11** Community-led interventions

### BACKGROUND

The aim of UNHCR Pakistan’s Community-based Protection (CBP) strategy is to empower Persons of Concern (POCs) to have an effective role as protection actors and meaningfully participate in the design, planning and implementation of activities that are most needed within their communities. CBP seeks to restore positive roles within a community and rebuild community-based support mechanisms and protection structures. UNHCR, in collaboration with its partners; International Catholic Migration Committee (ICMC), Society for Human Rights and Prisoners Aid (SHARP), DANESH, Water, Environment and Sanitation Society (WESS) and Commissioner for Afghan Refugees (CAR), continue its efforts to implement CBP interventions throughout the country.

The four key priorities of the strategy covers:

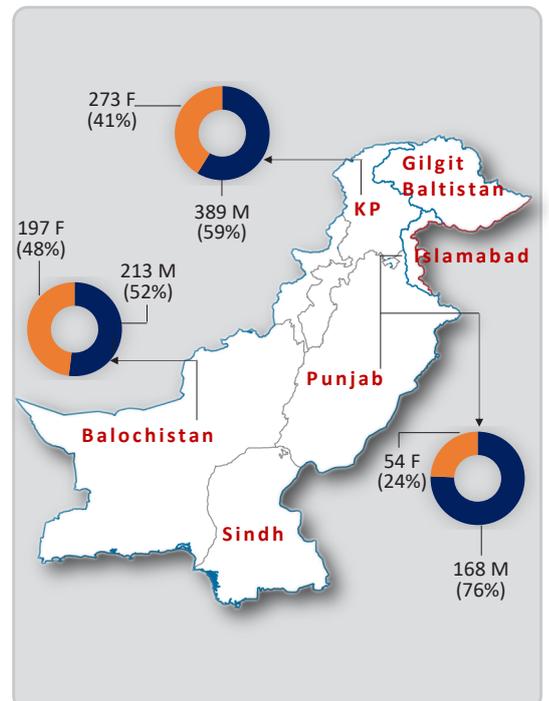
1. Enhance outreach and communication
2. Ensure access to needed services
3. Promote empowerment leading to self-reliance
4. Strengthen partnership and coordination

### HIGHLIGHTS

- ⇒ Given the COVID crises, webinars on SGBV remote case management, child protection and PSEA were organized by Bureau. Discussions during the webinars included case management and risk of increased child and gender issues.
- ⇒ In the wake of COVID-19, UNHCR developed WhatsApp messages in different refugee languages for the Outreach Volunteers (OVs) and refugee Focal Points (FPs) and were shared across Punjab and Khyber-Pakhtunkhwa. The OVs and FP continued playing a proactive role by sharing the information with their respective communities.

### OUTREACH VOLUNTEER ACTIVITIES

- ⇒ One of the female outreach volunteers in Peshawar, distributed 3 sewing machines and tool kits to vulnerable female headed households in an urban cluster to support them in dealing with psychosocial problems associated with the current lockdown and to earn a living (livelihood) from making clothes.
- ⇒ Refugee outreach volunteers, committee members and refugee focal points in ICT/ Punjab, Khyber-Pakhtunkhwa and Baluchistan are disseminating information regarding the safety measures against COVID-19 among their communities.
- ⇒ CBP team in Quetta remotely oriented 447 Outreach Volunteers (OVs) and Community Committees/Refugee Leaders (CCs) on the criteria and data collection tools both in



refugee villages and urban areas. These orientations were conducted via telephone, and in person while maintaining the precautionary measures of social distancing. To support the data collection exercise and information dissemination, PPE items were distributed amongst all the OV's and CC members. Outreach volunteers in Quetta identified and referral two (02) cases including one medical and one legal case.

## COMMUNICATION WITH COMMUNITIES

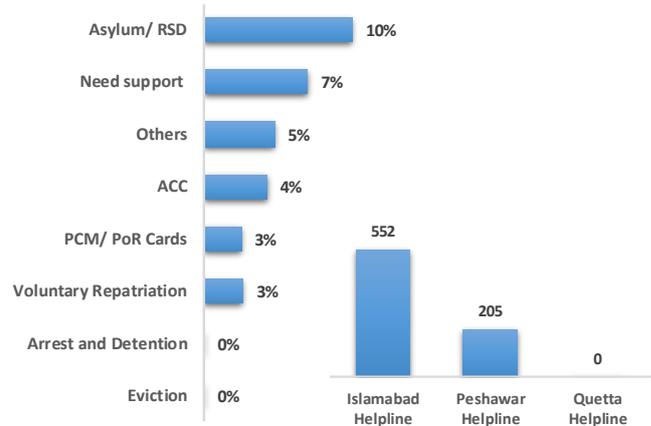


- ⇒ The UNHCR COI and partner staff continued to share key messages developed by GoP in relation to precautionary measures for COVID-19 with refugee communities. In addition, the outreach volunteers also shared key messages through Mosques in refugee populated areas. The government helpline number (1166) were also provided. In Mianwali Refugee Village, the refugee community was sensitized by the CAR-Punjab (Medical Officer and Community Mobilizers).
- ⇒ CBP team in Khyber Pakhtunkhwa, Baluchistan and Islamabad remained in contact with refugee communities remotely which included a two-way communication to/from UNHCR. Communication included receiving messages from communities as well as responding to their queries with regards to COVID crises and CBI exercise.

## PROTECTION HELPLINE



⇒ During the reporting month, the majority of calls received in Islamabad / Punjab were in regards to Asylum, RSD and Need Support. So far in 2020, 2,709 calls have been attended through the protection helpline.



## 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

## LINKAGES WITH OTHER SECTORS



- ⇒ The CBP partner in Peshawar identified eight cases of child at risk Best Interest Assessments were initiated for all the children.
- ⇒ The CBP team in Islamabad distributed four (04) Core Relief Item kits among the rain affected Afghan families in Drek Mori.

## TRAINING AND CAPACITY BUILDING



- ⇒ The protection unit in Peshawar conducted a virtual training workshop on the emergency referral pathway and guideline for remote SGBV case management for 14 partner staff from CAR/CDU, SHARP and UNCHR working on and providing specialized services to child protection cases, SGBV survivors and persons with specific needs. Plans are underway to organize similar training for the provincial government actors including women police and staff of the department of social welfare since they form part of the updated referral pathway.

## UNHCR's COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



International Catholic Migration Commission (ICMC)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)