

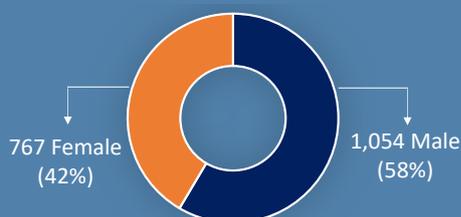


Training session on SGBV for female refugees in Panian RV Haripur, KPK



Meeting with community and outreach volunteers Muzaffarabad, Azad Kashmir

**1,821** Outreach volunteers identified



Since 1 January 2019

**1,031** Community visits and meetings conducted

**773** Individual referrals to services

**67** 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.

## HIGHLIGHTS

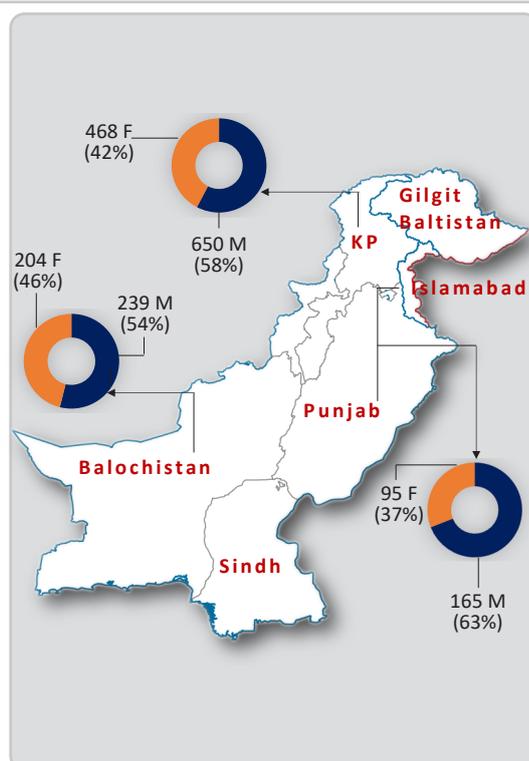


- ⇒ UNHCR and partners facilitated a total of 32 community visits with refugee communities (321 male and 312 female) in various clusters and Refugee villages in Quetta. The objective of these community visits were to sensitize, empower and mobilize the community on accessing public health & education services. Information on voluntary repatriation, PoR card modification, legal assistance, skills development, livelihood programmes, protection from sexual and gender based violence and child protection also disseminated.
- ⇒ UNHCR CBP and Field Outreach teams in Khyber Pakhtunkhwa visited 43 Refugee Villages and carried out mapping of existing water and sanitation facilities.

## OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach Volunteer groups, refugee community committees, and partner teams in Baluchistan identified 44 cases of persons with urgent medical needs, including those with disabilities and requiring psycho-social support services refugee clusters and Refugee villages in Quetta. Following their identification UNHCR and partner staff were able to refer all cases for relevant and timely services.
- ⇒ Male outreach volunteers in Surkhab, Saranan and Mohammad Khail Refugee Villages (RVs) in Balochistan facilitated a polio vaccination campaign in their area. The outreach volunteers supported the health workers in sensitizing the community on the importance of the vaccine, and accompanied the health workers to administer the vaccine to local children.



- ⇒ The OV's of Chagai and Surkhay RVs in Balochistan collected community funds to extend support to two vulnerable families within their community during the Eid festival.
- ⇒ OV's and the refugee community of Khawaja Abad cluster in Kohat district, Khyber Pakhtunkhwa reported to UNHCR about outbreak of tuberculosis and skin diseases. UNHCR's public health officer SO Peshawar is liaising with the District Health Unit in Kohat and its surrounding districts.

## COMMUNICATION WITH COMMUNITIES

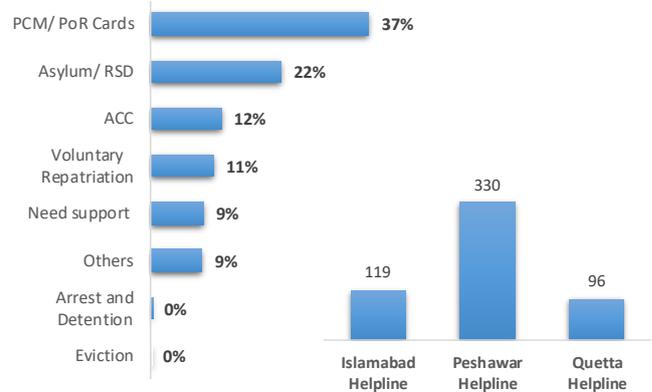


- ⇒ 19 monthly review meetings were held in Baluchistan with male and female OV's to provide continued guidance, discuss progress, challenges, and to follow-up of protection cases and upcoming activities.
- ⇒ A cricket match between two refugee teams was organized with the help of refugee youth and community elders in the I-12 Afghan settlement in Islamabad. The purpose of this event was to encourage youth participation in community activities. Around 150 spectators, including local Pakistanis, watched the event.
- ⇒ Three meetings with refugee communities in districts Muzaffarabad,

## PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Punjab and Khyber Pakhtunkhwa were in regards to Proof of Registration (PoR) Card modification procedures. In Baluchistan, the majority inquiries and calls were regarding the procedures to seek asylum in Pakistan. So far in 2019, 3857 call 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

Rawalakot and Bagh were held which were attended by 65 participants. The purpose of these meetings was to inform refugees about the upcoming NADRA Mobile Registration Van (MRV) service in their area. Through these meetings, information was also disseminated on voluntary reparation, PoR card modification, legal assistance, scholarships opportunities.

- ⇒ Two awareness sessions were held with refugee community in Peshawar to enhance school enrollment. 39 participants comprising of mothers and children attended the session.
- ⇒ UNHCR CBP and Field Outreach teams in Khyber Pakhtunkhwa visited four RVs and held meetings with refugee communities, elders and partner staff. The teams also visited Mother and Child Health (MCH) centers and schools in the RVs. Discussions focused on UNHCR Health and Education strategies as well as Voluntary Repatriation Program.

## LINKAGES WITH OTHER SECTORS



- ⇒ A multi-functional team from UNHCR, CAR Punjab and ALAC partner staff conducted joint assessment of flood affected areas, in district Gujranwala, Punjab. Fortunately, no casualties or life threatening injuries were discovered. UNHCR, CAR, and partners coordinated with local authorities to quickly remove the stagnant flood waters.
- ⇒ UNHCR SO Peshawar in collaboration with SHARP and Khyber Medical Centre (KMC) organized a free medical camp. A total of 120 refugees (majority females) accessed free treatment for various medical conditions during the medical camp.

## TRAINING AND CAPACITY BUILDING



- ⇒ Training session were facilitated for UNHCR and partner staff in Quetta and Peshawar on the new guidelines on Best Interest Proce-

-dure (BIP) for children. The training aimed at strengthening the capacity of protection and CBP staff on the child protection related issues including practical knowledge to effectively address protection concerns including handling child survivors of violence, abuse and neglect. The UNHCR Peshawar team in collaboration with the Gender Studies Department of Peshawar University conducted a two-days training workshop on Promotion of Gender Equality and SGBV Prevention, Mitigation and Response across RVs and Urban Settings. The workshop was attended by 25 participants from CAR, SHARP, IMC, Nur Education Trust Shelter and the Department of Social Welfare KP. 24 UNHCR staff from Islamabad, Peshawar and Quetta participated in a two-day workshop to plan for the 2019 Participatory Assessment. During the workshop, participants developed a draft questionnaire on the prioritized thematic areas. The proposed thematic areas for 2019 Participatory Assessment are Protection of Women & Children, Communication with Communities and General Protection.

- ⇒ UNHCR and SHARP CBP/Field team organized a training workshop for the newly identified Outreach Volunteers (male and female) in Juma Khan Kalay, Gul Abad, Faisal Town and Afghan Colony urban clusters in Peshawar district. A total of 66 OV's including 38 females participated in the training.

## 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)