

Key Figures

75,350

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

56,403

Are registered refugees

18,947

Are registered asylum seekers

SGBV INCIDENTS
(July 2019)

Incident	Number
Rape	28
Physical Assault	3
Sexual assault	1
Forced marriage	1
Total	33



Burundian refugees participate in a Town Hall meeting held at Antonio Guterres URCC – Kabusu

Key highlights

- **Launch of the “Girls empowering Girls” programme:** On 18th November, UNHCR Community-Based Protection staff attended the official launch of the first urban social protection programme for adolescent girls at the Kampala Capital City Authority (KCCA) Employment Services Bureau.
- UNHCR in coordination with OPM and InterAid Uganda (IAU) met with the Burundian community to discuss and identify protection challenges, issues and concerns as well as solutions. Some of the notable concerns raised by the community include; access to mobile phone sim-cards with the refugee identification documents, difficulty in obtaining Conventional Travel Documents (CTDs) as well as non-recognition of CTD’s by some countries and authorities which impedes travel, education and limited livelihood opportunities among others.
- During the reporting period, the 2019 Urban Participatory Assessment was finalized. In total, 12 focus group discussions across the 5 divisions of Kampala were conducted targeting all diverse groups of women, men, boys and girls (Youth and Children) within the urban refugee community. Key informant interviews were also conducted with 43 key stakeholders including OPM, Partner staff, Urban service providers, education institutions, health institutions, refugee leaders, judiciary and refugee leaders among others to gain insights on different thematic areas.
- UNHCR concluded the third training and planning workshop organized by UNHCR, UNHCR DIP, the Global Youth Advisory, and Women refugee council for the youth in Kampala titled Youth leadership and Engagement. The workshop is part of a series of workshops that were also conducted in Arua and Mbarara. The training included sessions with urban youth and humanitarian actors to map resources and existing opportunities. A joint session was conducted to exchange thoughts as well as agree on recommendations from youth and humanitarian actors.
- On 4th November, an ECHO mission visited NRC/ Information, counselling and legal assistance (ICLA) projects in Kisenyi and Makindye. The mission met with a group of Congolese and Somali refugees who outlined the assistance/support they have received following their visits to the ICLA Centre. NRC is planning to open two more centres in Mukono and Nakawa to reach out to other urban refugees. The mission was happy to note improved coordination between UNHCR and NRC.
- IAU with support from UNHCR organized the refugee launch of 16 Days of Activism on 28 Nov 2019. The launch started with a Justice Run from IAU offices in Mengo and concluded at Old Kampala Secondary School playground with some dance, drama and exhibitions from different partners in Kampala. Several members from Kampala Level SGBV Working Group were present to express their solidarity to the program. Among the participants were from IAU, Jesuit Refugee Service (JRS), Refugee Law Project (RLP), Centre for Women in Governance (CEWIGO), Men’s Forum Against Domestic Violence Uganda (MFADVU), International Rescue Committee (IRC), Action Aid Uganda, Ministry of Gender, Labour and Social Development (MGLSD), Care and Assistance for Forced Migrants (CAFOMI), Norwegian Refugee Council (NRC), Office of the Prime Minister (OPM), UNHCR, among others.

Sexual and Gender Based Violence:

- 33 New SGBV incidents (32F/1M) were reported and documented in the GBVIMS. Among the incidents reported were rape (28), sexual assault (01), physical assault (03) and forced marriage (01). There were no reported cases of denial of resources and psychological/emotional abuse. The survivors, based on their need and consent, were supported with multi-sectoral responses such as psychosocial support (33), health (14), legal (04), and safety/security (02) assistance.
- Underreporting of SGBV cases remains a major concern, due to a variety of factors including fear of stigma, shame, family reaction and dissolution, perception of SGBV as a private matter, or lack of confidence in reporting channels. Most survivors remain silent due to fear of reprimanding and/or mistrust on getting supported if reported.

Child Protection:

- 39 (19 Boys/20Girls) Best Interest Assessments (BIA) were conducted for children at risk. The identified children at risk presented various concerns including living with disabilities, medical complications, defilement among others. Cases that required specialized assistance were referred to the respective service providers. Follow-ups are ongoing to ensure that identified children access the necessary support.
- 46 (20 girls/26 boys) referrals of unaccompanied and separated children as well as children at risk were followed up and assisted by hospitals for medical attention, police stations for defilement cases others benefitted from counselling among other assistance and needs identified.
- 20 (12 girls/8 boys) adolescents participated in peer to peer sessions at Nansana Community and adolescent clubs. The peer to peer sessions are being used to mobilize adolescents to participate in project activities. However, the community centre lacks materials such as balls, shoes, jerseys, arts and crafts among other instruments.

Education:

- Early childhood education:** IAU Education Unit collected and analysed data from 16 ECD schools on enrolment. An increase in the number of learners was observed in the schools that were visited however continuous mobilization of parents is ongoing.

Access to Legal Assistance and Remedies:

- 249 (101F/148M) POCs received legal assistance on issues concerning threatening violence, GBV related cases, evidence tempering, RSD appeals, civil marriage procedures, access to financial institutions, birth certificates, bail application procedures, custody rights, and landlord vs tenant rights among others.
- Court monitoring and follow was conducted for 02 cases handled at Buganda Road and Makindye Chief Magistrates Court. As a result, bail was successfully obtained for 1 POC.

- Alternative Dispute Resolution (ADR) sessions were conducted for 4 cases which included domestic violence and child custody. Mediation sessions were conducted by Legal Aid Service Provider-Justice Centres. Accordingly, cases related to domestic violence were amicably settled while parties to the child custody cases were guided to seek remedies from the Courts of Law.
- 16 cases benefited from legal interventions during routine follow up at various police stations including Old Kampala, Makerere -Kikoni, Kawala, Kasato, Nakulabye Police Posts, Old Kampala Police Division and Kirinya Police stations. Cases involved house break in, child neglect and abuse, employment disputes, affray, rape, threatening violence, indecent assault and defilement, among others. The police emphasised the need to strengthen coordination and linkages among authorities for effective response.
- Following detention monitoring conducted at Luzira Upper, Women's Wing and Murchison Bay, Kigo and Ssentema prisons, 47 PoC inmates in 8 prisons in and around Kampala were visited. The PoC inmates were provided with material assistance and information on their rights and duties, legal procedures. Accordingly, Results from detention monitoring highlighted the continuous need for material assistance and legal representation to POCs in detention particularly for cases in need of appeal.

Community Mobilization and Youth empowerment:

- 2,991 (1,839F/1,152M) POCs accessed the Antonio Guterres community centre in Kabusu 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 children whose parents were unable to provide adult supervision. This is a community initiative by the refugee women. Additionally, 249 (149F/100M) POCs attended English language training at the community centres.

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

- 151 (66F/85M) queries were logged during the reporting period. 92 queries were handled at helpline level while 59 were referred to UNHCR and partner focal persons for follow-up. 137 queries were received from refugees, 04 from asylum seekers and 10 from other caller categories. By age-group, most queries (54) were received from PoCs between the ages of 26-35 years, while 06 queries were from callers below 18 years, and 01 query received from callers above 60 years of age. The largest number of queries received were in relation to Durable solutions (78), Health and Nutrition (17), Community based protection (16), Legal and Physical Protection (12). Other sectors (General Queries, Registration, Shelter Sites and NFI's, Child Protection, Psycho-social Support, Food Assistance, Education and SGBV) cumulatively received 28 queries.

Health

- **Primary health care:** 815 outpatient consultations were conducted. 134 referrals were received from refugee settlements to access tertiary care services from national referral Hospitals in Kampala.
- **Mental health services:** 81 psychiatric reviews were conducted. Psychosocial and psychological support was also extended to 43 PoCs, 04 new admission cases referred to Butabika National referral hospital for tertiary care: (02 Urban, 01 from Oruchinga and 01 Rwamwanja settlements respectively).
- **Reproductive Health and HIV Services:** 51 pregnant mothers were followed up in ANC, 11 were under 1st ANC within the 1st trimester, 21 had 1st ANC but above 1st trimester and 19 received 4 or more ANC visit. 01 was below 18 years and 50 were above 18 years. 16 received 2nd dose of TT during ANC, 13 received IPT3 and more for malaria, 27 received Mosquito nets during their visits. All clients were tested for HIV and 02 turned positive and were later enrolled in care. 05 high risk pregnancies were detected with no cases of abortion reported in the month of November. All mothers tested STI Negative, 01 was below 18 years and 50 were above 18 years.
- **Nutrition services:** 47 refugee children below 5 years were assessed for malnutrition. SAM-00 and MAM-00.
- **Referrals:** 242 referrals from settlements (134 patients, 106 care takers and 02 dependents) were received. This brings the total number of referrals since January to 1765. There has been an average of 160 patients per month with Kyaka II and Rwamwanja settlements recording the highest referral rates.

Persons with Specific Needs (PSNs):

- 668 (388F/280M) PSNs in Kampala sought and accessed services. They included 38 children at risk, 146 SGBV Survivors, 86 older persons, 28 persons living with disability, 50 single parents and 320 medical cases. The services provided included counselling, legal assistance and medical support.
- 86 (53F/33M) older persons in Kampala and surrounding areas accessed services. 13 received counselling, 08 accessed legal services and 65 accessed medical support.
- 28 (17F/11M) out of 276 Refugees living with disabilities in the urban accessed services. 20 accessed medical support as result 06 were supported with assistive devices (02 Auxiliary crutches, 02 Elbow crutches, 01 walk frame and 01 corset) and 08 were counselled toward self-reliance which enhanced their capacity to cope in the urban was enhanced.
- 12 Persons of protection concerns (LGBTI) accessed services including counselling and Medical support.
- 50 Single parents (6M/44F) received counselling while 12 were referred to the IAU Health Department and 10 accessed Legal services.

- 320 (134 M/186 F) PoCs with serious medical conditions were supported with prescribed drugs and recommended for medical investigation.
- 51 women of reproductive age received 102 packets of sanitary materials towards better hygiene (each receiving 2 packets).
- 01 Home visit conducted to provide home based psychosocial counselling. This enabled counsellors to clearly understand the PoC issues and environment for better management.

Needs and Gaps

- There are inadequate and inappropriate 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 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.
- 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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