



# URBAN REFUGEE PROGRAMME

September 2019 Report

## BRIEF

For the month of September, 4112 (2151F, 1961M) clients accessed the protection office, Medical Hostel and the two Community Centers for specific services. They included 594 who accessed Protection and Legal Services, 439 accessed Community Services, 482 accessed Health Services and 3020 who accessed the Community Centers for trainings, meetings and recreational events. Their participation in program activities has greatly contributed to their protection and broadened their knowledge scope hence independency and integration.

Samuel Muiri Wangalwa – Executive Director



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## Access to legal assistance and legal remedies improved.

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The legal team received 594 (275 female and 319 male) for legal support. They included 247 who registered for legal assistance, 329 internal referrals and 18 from the FRRM. They received the following:

- 138(50 female & 88 male) PoC received legal assistance and guidance on issues related to threatening violence thru calls & messages, registration of associations, attacks from unknown persons, Mediation, conflict resolutions, attempted kidnaps, theft, custody applications in court, robbery, civil marriage requirements, court bail, rights of a suspect on remand, rights of a landlord vis a vis those of a tenant, powers of an LC Chairperson under the local council act and KCCA Bylaws related to trespass
- Conducted Court Monitoring and follow ups for 05 cases in Kajansi Magistrates Court, Makindye Chief Magistrates Court, Mwanga II and Buganda Road Chief Magistrates court. As a result, 03 PoC had access to State prosecutors representation while 01 who had no representation, a court bail application was tendered in by our legal officer.
- 02 Cases (01 assault of a minor and 01 suspected defilement case) were supported to undergo medical examination by a police surgeon.
- Conducted Alternative Dispute Resolution sessions for 04 cases for mediation which included Domestic dispute over custody,

Custody dispute before the CFPU Old Kampala Police station, Domestic disturbance in the community which had a nuisance notice served on a PoC by Lubaga KCCA Sanitation and Health Authorities, and Domestic Violence in a marital case with Justice Centers Uganda which is still ongoing.

- 13 Police<sup>1</sup> and Cell visits were conducted for identification of PoC in detention, feedback and strengthening communication and linkages with authorities. Identified 06 cases involving PoC and in need of legal interventions, 02 land disputes, 01 aggravated robbery, assault, obtaining money under false pretenses, theft and alleged Kidnap and ransom.
- 456(222 female & 234 male) PoC presented general protection and other concerns related to general insecurity, threatening violence resettlement claims, medical challenges, status determination inquiries, threatening prank calls, tenancy agreements, asylum seeker registration processes, voluntary repatriation, family reunification, hawking in and around Kampala, academic certificate equation, kidnap and ransom, land disputes and discrimination
- Protection Appointment screening was conducted and 04 cases were shared with the UNHCR Protection Team for further protection interventions.

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## To reduce the risk of SGBV and improve quality of response;

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For the month of September, the SGBV Team received and served 185 (164F, 21M) SGBV incidents. They included 24 new and 161 known survivors. They were offered appropriate support as sought which included Individual counselling for all (185), psychosocial support for 16, health support for 67, legal interventions for 21, and safety and security for 19, Education assistance for 05, group counseling for 45, couple counseling for 04, livelihood referrals for 05, mother kits to 08 and sanitary towels to 06 survivors

The SGBV team together with the Community Extension Workers identified 24 new SGBV incidents

(21F, 03M). They included 21 rape cases, 02 sexual assault, and 01 psychological / emotional abuse. Among the survivors were 21 females and 03 Males who received required multi – sectoral response based on their need and consent. All the 24 new survivors were supported with individual counselling, 11 with Psychosocial support, and 14 were supported with Health related interventions, 03 with Legal intervention while 10 were provided with Safety and Security Assistance. **Note: these services for repeated for some survivors.**

Participated in 03 integrated community outreaches with 581 persons of concern reached at

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<sup>1</sup> Old Kampala, Kawempe, Wandegaya Mulago, Kira Road, Kabalagala, Nabutiti, Nabisalu Nsambya

Gogonya, Katwe, Makindye Lunguja, Lugoba and Makerere.

the Congolese Refugee Center in Nsambya, Ndejje and Namugoona. Services offered included health, child protection services, SGBV assessment and basic counseling as required by the community members.



A UNHCR Protection Staff addressing PoC during an Outreach at the Congolese Community in Nsambya

- 10 SGBV awareness campaigns were held and organized by community Activists (SGBV Extension Workers) and on – sight mentorship was provided by the SGBV InterAid staff who monitored the implementation of their community activities.
- 38 (29F, 9M) cases were referred by community extension workers from the community and the cases had health concerns and Internal referrals were made to the health unit for further interventions.
- 22 SGBV specific IEC materials were disseminated to Community Extension Workers to support them during the community sensitizations.

### To strengthen the Protection of children;

- The team conducted 54 BIAs of 29Boys and 25 Girls identified to be at risk. The assessment revealed the following;
  - 05 (01 girls and 04 boys) were living with different abilities and 01 boy with mental health challenges.
  - 04 (02girls and 02 boy) were with serious medical conditions (one of these children is a male with a kidney illness
  - 14 (08 girls and 06 boys) UASC who are undergoing psycho – social counselling through regular home visits.
  - 02girls were survivors of SGBV who were referred for psycho social counselling.
  - 06 (02 girls and 04 boys) with behavioral issues were connected to a peer to peer club for rehabilitation.
  - 06 (05 girls and 01 boy) with family tracing and reunification needs were referred to Uganda Red Cross for further Management.
  - 04(01girl and 03 boys) living under kinship care arrangement are receiving regular home Visits.
  - 04(03girls and 01 boy) living in a child headed house hold.
  - 05 (girls) children at risk who are facing domestic violence, psychosocial counseling is ongoing.
  - Updated 54 BIAs in progress V4.
- **Conducted Prevention and response services for children at risk as detailed below;**
  - 02 engagement meetings with the Child Protection Extension Workers were conducted to improve the quality of service delivery in terms of case identification and reporting.
  - Oriented partners on how to use Progress V4. The partners included War Child Holland, AVIS, Child Fund, UNICEF, World Vision, Plan International, Hijra, and UWESO.
  - Closed 05 FRRM Cases with appropriate response
  - Followed up on the 44 (20girls and 24 boys) children at risk in Kisenyi, Nankulabye, Nsambya, Nansana Police Station, Medical Hostel and IAU Office.
  - Supported 02 children at risk with scholastic materials (ream of papers, books, geometry set and pens) and supplementary foods.
  - Held one engagement meeting with Children in the Congolese community where 43 (17girls and 26boys) were given information on where to report child abuse cases and created awareness on children rights.
  - Visited 09 (05boys, 04 girls) UASCs and children in foster homes to establish their wellbeing.
  - Referred 03 (02 girls and 01 boy) Separated children under Kinship care with tracing needs to Red Cross'.
  - The Child Protection Extension Workers identified 62 Child Protection cases which included 04 children living with different abilities, 05 with behavioural issues, 06 with Medical complications, 06 children were neglected, 31 school drop outs, 01 who is facing corporal punishment, 05 unregistered children, 03 were child headed households, and 01 with psychosocial challenges. They have been referred to the respective service providers for further management.

- 38 Referrals were made, where 27 to the medical unit, 9 with Behavioural issues for psycho social counselling, 01 survivor the SGBV team, 01 for skills development and 03 for legal assistance.
- The Child Protection Sector in partnership with Uganda police (family and Child Protection Unit), Ugafode and UNHCR participated in Morning address where 367 Male and 327 Female attended and information on Child protection structures and services, financial services and resettlement Criteria was shared and Assistant Superintendent of Police Kiwanuka from Kasubi Police Station shared information on where to report child abuse case, PoC were cautioned on the fabricating of stories and forging letters and also cautioned them on not following up on child abuse cases.



- **Prevention and Response Services for Adolescents**

- Conducted 02 group consultative meetings with 56 (25 girls and 31 boys) adolescents from the Sudanese community to deliberate on how best they can protect themselves from harm as well as preparing a conducive environment for academics and talent development.
- The sector has so far participated in 2 preparation meetings at the Ministry of Gender Labour and Social Development for the celebrations of the International Day of the Girl Child under the Theme; Girl Force: Unscripted Unstoppable and InterAid is on the committee of Child Participation and exhibition.
- Held one peer to peer session with the adolescents in Nansana where 12(6boys and 6girls) highlighted that their parents neglect them in houses, don't support them with school needs and requested a leadership training for their structure (children leadership structure).

ASP Kiwanuka from Kasubi Police Station sharing information on Reporting Child

## Population has optimal access to Education

The team disseminated information during the morning address and reached out to 370 (220F, 150M) PoC with emphasis on timely enrolment, retention and completion of school and the importance of provision of mid-day meals to children in school. PoC were also requested to refer school going children in both candidate and non-candidate classes from their communities for translation and equating of documents for continuity.

### In a bid to promote access and retention to primary education;

- The team participated in a FENU Thematic meeting on Refugee Children's Education where members resolved to advocate for a fair teacher – learner ratio in host communities.
- The team also participated in an engagement meeting with youth – in – school among Sudanese and Congolese communities during which the youth were advised on how to stay safe during school holidays.
- Participated in an integrated community outreach at Namungoona where 61(41F, 20M)

were given feedback on education services and 11(8F, 3M) PoC were identified for education support services.

- Conducted 02 group counseling for the most vulnerable families; one for parents/caretakers of children supported with school fees where 19 (11F, 8M) parents and 19(10F, 9M) children were counseled on key parenting roles and another with parents/caretakers and children with disabilities supported with school fees.10 (8F, 2M) parents were provided with Psycho-social support.
- Additionally, an integrated group counselling was conducted with refugee children at St. Peters Primary School, Nsambya where a total of 105(62F, 43M) children were counseled on life skills and good behavior. Topics discussed included the importance of education, sexual harassment, and services provided by IAU, challenges faced by girl children and emphasis on discipline.



### To support the provision of Secondary Education:

- Successfully translated 04(3F,1M) academic documents for Burundian students from French to English at the College of Languages, Makerere University
- Participated in a Kolibri Programme implementation planning meeting with partners at UNHCR Head office.
- Monitored the progress of refugee initiative language Centre at Kabuusu Community Centre where trainers were empowered to use success stories to motivate learners
- Participated in the champion teachers training on Kolibri Programme where participants resolved to expand it to more schools and Community Centers.
- Participated in an Education in Emergencies meeting for stakeholders at UNHCR Head office.
- Conducted a follow up visit at Kabuusu Community Centre to assess the methodology for textbook use at the library where it was established that 09 POC had accessed the textbooks in the library during the week of the visit.
- Participated in a feedback meeting with Burundian community where several educational related issues emerged such as PoC requesting to be briefed on the selection criteria and budget for school fees beneficiaries by IAU.
- Participated in the International Urban Youth Day celebrations at Nsambya Gogonya Community Centre held on 23<sup>rd</sup> August 2019 on the theme "*Transforming education for responsible citizenship and job creation*".
- Participated in the community outreach held at Hope for women and children office at Ndeje – Namasuba with South Sudanese and Congolese community. A total of 53 (32f, 21m) POCs were sensitized on the importance of enrolling and supporting children in school.

## Services for Persons with Specific Needs strengthened

- During the month, 56 (34F, 22M) out 649), Older persons accessed the following services;
  - 16 received counselling, 06 accessed legal services and 34 accessed medical support. This has contributed to their improved quality of life.
- 25 (12F, 13M) out of 276 refugees living with disabilities were facilitated to access the following services from the office;
  - 15 accessed medical support in form of assistive devices to 07 (02 Auxiliary crutches, 01 Elbow Crutches, 01 Ankle foot Brace and 03 corsets) and 10 were counselled toward self-reliance which enhanced their capacity to cope in the urban was enhanced.
- 1,341 (734 F and 607M) out of 44,036 Persons with Specific Needs sought and accessed specific services which ranged from health, protection and community services. Of these, 20 were supported with food cash grants while, 05 were supported with shelter cash grants to enable them cope in the urban.
- Supported 15 Persons of protection concern (gender minorities); 08 accessed counselling services, 07 accessed medical support.
- A community visit was made to Rainbow Heritage Initiative (a gender minority group) with a revolving fund that lends to members worth and trains them in different skills including soap and craft making, to enable them gain skills and be independent.
- 26 Single parents (03 M, 23F) were supported;
  - 15 accessed counselling, 17 accessed health care, and 05 accessed legal support while 02 were supported with food and shelter cash grants.
- 205 (75 M, 130 F) PSN with serious medical condition were supported with prescribed drugs and recommend investigations.
- 04 Home visits were conducted to provide home based psychosocial counselling. This enabled the counsellors to clearly understand the PoC issues and environment for better management.
- 50 women in reproductive age received 100 packets of sanitary towels to enable them maintain hygiene (each receiving 2 packets).
- Counselors provided Psycho social counseling to 10 PoC at the medical hostel in a bid to support the medical referrals cope with their medical conditions.



*Children in a group counselling session on the left as their parents are in another session on the right.*

- Counselors conducted group psycho – social counseling to 24 Parents / Guardians of children living with disabilities (CWDs) to enable them cope with the challenges they

face when parenting the children with special needs.

- 439 PoC received counselling where 73 were referred psych-social counselling handled in 219 sessions as a result PoC were empowered with coping skilling in their current situation.
- In collaboration with Raising Gabdho Foundation 209 PSN were trained in making Cook in bags. 75 Cook in bags and energy saving stoves were distributed to 75 PSN thereafter. Also 03 shops containing Cook in bags and energy saving stoves and briquettes, were opened (02 in Makindye and 01 Kibuye), where PSNs will pick items whenever they need for a period of 03 months effective 1<sup>st</sup> October to 31 December 2019.

## Community mobilization strengthened and expanded

- 1,092 PoC (576 females and 516 males) accessed the Urban Refugee Program Office totaling for services ranging from Information and guidance, Health, food, shelter, psychosocial counseling, education, legal and other services for their protection while in Kampala and surrounding areas.
- A total of 3,020 PoC (1,575 females, 1,445 males) accessed the 02 Urban Refugee Community Centers in Kabuusu and Nsambya. Amongst them;
  - 264 users (26 females and 238 males) accessed the internet services within in both centers for information needs such as; employment opportunities; businesses, livelihoods, education, social network with relatives and friends both in country of asylum and Diaspora.
  - 215 PoC (130 females, 85 males) accessed space for meetings and social interactions from Kabuusu and Nsambya.
  - 13 (11 females, 02 males) trainees are enrolled in tailoring skills training at community center workshop to empower them in hands on skills acquisition for self-reliance.
  - 20 females' trainees are undergoing hair dressing (Hair Braiding and weaving) training in September 2019 so as to empower them in hands on skills for their self-reliance acquisition at Antonio Gutierrez Urban Refugee Community Center (URCC) – Kabuusu.
  - English language training - 126 PoC (82 females, 44 males) persons of concern in September 2019 have undergone language training in both centers to facilitate their communication with the host community and enhance their integration. In addition, 05 (04 females and 01 male) are undergoing French classes at Nsambya Community Center.
  - Day Care Services are temporary provided at the Kabuusu Community Centre where 10 children (06-females, 04 – males) accessed the Day Care Services from Kabuusu Community Centre when their parents are engaging in livelihood activities.
- Conducted 02 courtesy visits; at Old Kampala Police and had a discussion with the Community Liaison Officer in regards to how best to serve Persons of Concern.
- Conducted 03 meeting; Banyamulenge community and had a feedback session with them on resettlement and also discussions on their upcoming events where they need our involvement.

- Conducted a coordination meeting with 52 (38 Females and 14 males) Community Extension Workers from different sections where we discussed reporting timelines,

working together during integrated community based outreaches and also introduced the different Division Liaison Supervisors.

### To contribute to improved Health Status of the Population;

- 642 outpatient consultations were made with 160 referrals from refugee settlements to access tertiary care services from national referral Hospitals in Kampala.
- 68 psychiatric reviews were done at IAU. Psychosocial and psychological support was extended to 80 PoC. 06 New admission were referred to the Butabika National referral hospital for tertiary care: (02 Nakivale and 04 urban). 01 Discharge from Butabika (01 Kyaka II).
- 78 pregnant mothers were followed up in ANC, 02 was under 1st ANC within the 1st trimester, 62 had 1st ANC but above 1st trimester and 14 received 04 or more ANC visit. All were above 18 years. All tested for HIV and non-turned out positive. 10 high risk pregnancy were detected and number of Abortion 00. All tested for STI Negative, 52 received 2nd dose of TT during ANC, 14 received IPT3 and more for malaria and 69 received Mosquito nets during the visits. Under Postnatal care 24 Mothers were followed-up. 02 were below 18 yrs and 22 were above 18 years.
- Under HIV Services no one was tested due to stock out strips. 21 persons got Intensive adherence counselling.
- 41 PoC below 5 years assessed for malnutrition. SAM-01 and MAM-00 and Linked to care.
- 317 persons came from settlement (160 patients, 145 care takers and 12 dependents) Kyakka 11 and Rwamwanja settlements had the highest the referral rates verses population of the settlement.

### General Observations, Result and Conclusions

Over all community engagements have created more demand for community based responses to which InterAid has been responding to, in addition to confidence building, networking and partnerships with established structures. As a result, identification of extremely vulnerable persons is ongoing and greatly though hindered by the inability to provide a comprehensive response due to unavailability of resources. There is fore a need to comprehensively support the community based protection mechanisms to address the generated demand for services and self-sustainability.

### Challenges

1. Limited resources to support effective and comprehensive response to FRRM cases and those identified from the communities.
2. Absence of a streamlined mechanism to support refugees in the Court of Appeal.
3. Delayed funds that have made planned activities not being implemented.
4. Increasing number of defilement forged cases and Child neglect.

**Thank You.**

