

Key Figures

103,694	63.4%	36.6%	36.9%	47.8%
Total of persons of concern to UNHCR registered in urban areas	Are registered refugees.	Are registered asylum seekers	are registered children, including 19,128 boys and 19,113 girls	Are registered females

Source; Statistics from the Department for Refugees, Office of the Prime Minister & Uga <https://ugandarefugees.org/region/kampala/>

Operational Context

Uganda has adopted a relatively progressive approach towards refugees, and does not restrict movement away from designated settlements. The 2006 Refugee Act outlines the rights and responsibilities of refugees in Uganda, and guarantees freedom of movement. The 2010 Refugee Regulations reinforce this freedom. The policy of the Government of Uganda, overseen by the Refugees Department of the Office of the Prime Minister (OPM), allows refugees to self-settle in the place of their choosing in urban areas, provided they have means to support themselves. In urban areas, assistance is provided only on a case by case basis to protection, and other cases with diverse vulnerabilities. This assistance is on a one time basis and not open-ended. Those that are completely unable to cope on their own do have a choice to relocate to the settlements where assistance is available on an on-going basis. Freedom of movement and the right to work creates a very enabling policy environment towards refugee's self-reliance. However, given the high unemployment rates in Uganda generally, majority of refugees make their livelihoods in the informal sector where they have to compete and share the space with the urban poor. Formal employment though guaranteed in the law for refugees is very limited.

In December 2017, UNHCR, InterAid Uganda and OPM conducted a Participatory Assessment which applied the Age Gender and Diversity (AGD) techniques with the overall goal of ensuring equality and enjoyment of rights by all persons of concern, identifying their capacities as rights holders while ensuring that the duty bearers, IAU, UNHCR, OPM and other actors optimize beneficiary satisfaction and cause positive change.

The exercise reinforced the notions of rights, community based and participatory approaches - all of which aim at moving from a needs-based strategy to one that is focused on rights, community involvement and empowerment for community initiated and sustained protection where persons of concern are at the centre of decision making.

Partner multi-functional teams through focus group discussions, semi structured discussions and in – depth interviews met with key informants, women, men, girls and boys, of different nationalities, age groups and backgrounds were engaged during the exercise to enhance their protection at individual, family and community levels.

The objectives are to; ascertain the impact of the 2016 interventions and establish the most up-to-date emerging issues, to identify protection risks in the urban, to identify and prioritize programme activities, to also Identify the available capacities in refugee communities on which to build on to address the protection risks, develop a response plan based on the key findings for the 2018 Urban Refugee Programme.

Data collection was undertaken for a period of 03 days, a total of 612 respondents (320 Females, 292 Males) of which 44 focus group discussions with asylum seekers and refugees, host communities and service providers were held at 16 urban locations and neighbourhoods.

The findings further highlighted the dire need for livelihood interventions as a major protection concern, as well as the need for increased protection interventions, strategic and consistent health support and improvement in community participation in urban refugee programmes. Participants also emphasized the need for a feasible urban refugee programme that meets the needs of refugees and asylum seekers for safe and dignified living in urban areas.

Monthly Development

The UNHCR Representative paid a courtesy call to Kampala Capital City Authority's Executive Director at the KCCA Headquarters, Kampala. The Representative and KCCA team discussed Urban Migration and refugee support in areas including Education, Health among others.

The UNHCR Representative together with the Assistant Representative (Protection) convened a meeting with 13 Burundian community representatives at the Antonio Guterres Community centre, as urban refugees they expressed their unique and complex circumstances in the urban areas among their protection concerns and requests related to education, health, culture and sports, although they claim that the security situation has improved it is still a major concern. The Representative committed to following up on the issues they raised and provide feedback at an appropriate time.

The UNHCR urban protection team met with Kampala Capital City Authority (KCCA) focal person responsible for the urban refugees, migrants, and displacement in Kampala, together with a focal person for AGORA, among the issues discussed included; information management, assessment of needs using area based approaches (ABA) rather than sector approaches, host community needs and multisector assessment needs in Kampala and the team agreed to strengthen synergies on issues concerning urban refugees.

The verification exercise for the urban caseload was launched at Old Kampala Secondary School. The schedule for the exercise was communicated and mobilization has been intensified with the involvement of community leaders resulting in an increased turnout. The exercise is planned to be completed before the last week of October. Several donor visits have been organized to observe the verification process. The urban protection team provided support at the litigation desk to ensure that of cases during the on-going verification exercises.

A brainstorming Internal UNHCR meeting was convened to discuss aspects of Legal and policy framework, major protection issues and challenges, Strategic objectives, Partnerships and coordination and it was generally agreed that there is a need to identify the appropriate coordination forum for the urban response and to explore this further during the planned protection dialogue for urban refugees. The outlook would be a protection led interagency or inter-sector technical working group on urban refugees under the leadership of OPM, Local government and or KCCA. It was also suggested that the discussions and next steps will require the approval by OPM to hold a Protection Dialogue for the urban response

InterAid Uganda (IAU), Office of the Prime minister-Department of Refugees and UNHCR attended a coordination meeting hosted by the Kampala Capital City Authority (KCCA), the Town Clerk on behalf of the KCCA Law Enforcement Officers appreciated the existing coordination mechanisms, encouraged his team to interest themselves with refugee management, polices and laws that protect refugees. He also called upon synergies among responsible actors to provide an enabling environment for the urban refugees and for continuous capacity building of law enforcement officers in all the Kampala divisions to ensure that internal transfers don't create a gap and for sustainability purposes. Lubaga is a host to different nationalities such as Congolese, Burundians, Somalis, Ethiopians and other migrant populations.

A 2-day Sexual and Gender Based Violence (SGBV) capacity building training targeted 06 SGBV and 02 Child protection InterAid Uganda team members, it was conducted by 02 UNHCR SGBV technical staff. The training focussed on sharing experiences and knowledge on key concepts of SGBV, SGBV Prevention and Response, GBVIMS, SASA and cross-cutting linkage between SGBV and Child Protection. The understanding increased with this training statistically seems to be by 26%, among the action points agreed upon is for InterAid Uganda (IAU) to map out SGBV stakeholders in Kampala including Prevention and Response activities by the end of September 2018.



The Protection Section organized a 2-day training on individual case management for 25 caseworkers of InterAid, UNHCR's implementing partner. The sessions covered key definitions and guiding principles related to individual case management, steps in the case management process, management of cases internally and with multi-sectoral partners, profiles of beneficiaries of case management, interviewing and communicating and duty to care. The sessions were co-facilitated by UNHCR (protection and staff welfare) and InterAid. During the training, a number of areas requiring follow-up in order to strengthen the case management process were identified and discussed, and will be followed up in consultation with the partner.

Achievements: January-September 2018

Protection

Access to legal assistance and legal remedies

Over view

The provision of Legal Aid Services to indigent persons living in Uganda is primarily the responsibility of the State (Justice Law and Order Sector) which mandates sectors like Uganda Law Society, Federation of woman Lawyers, Justice Centres to provide pro-bono services. Persons of Concern (PoC) however do not to understand their roles and procedures to access services owing to limited knowledge on the institutional frameworks (regional and international) and systems in Uganda, Corruption, for those who have access bribery, bureaucratic tendencies within the police and judiciary, poor facilitation in the justice systems, have hampered access as revealed during the daily interactions with a total of 23,267 PoC in 2017, this is collaborated by the AGD findings with refugees, meetings with stakeholders and other urban partners. Consequently, a total of 127 approached IAU office desiring support to access legal assistance and they included; 16 human trafficking cases, 27 SGBV cases, 31 cases of arbitrary arrests including illegal entry cases, 21 cases in conflict with Trade Licensing Act (prosecuted by KCCA), 14 cases of missing files and exhibits at police posts, 22 reports of discrimination, 17 cases of being over charged and delayed in accessing public services.

Corruption, bribery, bureaucracy within the judiciary and police, mishandling of case files, poor facilitation in the justice systems, lack of co-operation from complaints and constant transfer of public servants (especially in the police and the Judiciary) resulted in delays in prosecution of cases or even non sanctioning of case files due to lack of vital evidence on file, for examples 05 out of 47 cases in Court have been handled, out of 391 cases reported to Police only 16 files were sanctioned and referred to Court for prosecution while the rest are yet pending investigations or fixing of hearing dates. Furthermore 14 reported missing files and exhibits, 17 reported being over charged and delayed in accessing public services. To combat this challenge we intend to implore government intervention to combat the aforementioned bottlenecks in accessing public services and access to justice through proactive engagements with other urban protection actors.

Limited knowledge and access to Alternative Dispute Resolution mechanisms (ADR) which is a quicker and cheaper legal procedure in settling civil cases and grievances further contributes to poor access to justice by PoC. Consequently 58 of 87 cases of petty grievances among refugees which would have been resolved amicably have ended up in the courts of law. 12 meetings with the LC chairpersons from the 4 divisions of high Refugee concentration (Makindye, Lubaga, Kampala and Wakiso divisions), daily interactions with PoC and information from the 2017 AGDM exercise also revealed that there is lack of awareness to engage and initiative to engage and/or initiate resolutions aimed at settling matters without involving the judicial and local administrative bodies.

In partnership with government institutions and line ministries Urban Refuge Programme plans to implement a comprehensive legal intervention to increase legal assistance for PoCs and host communities through by implementing the interventions within the legal regime of the country and the context of the UNHCR urban refugee policy and Comprehensive Refugee Response Framework.

Activities

Legal Assistance Conducted

A total of 1252 (734 female and 539 male) of which 21 were asylum seekers, benefited from sensitization and information empowerment at the program office. This was done during 19 sessions during the morning address sessions. Topics



handled during these session include vigilance of POC in following up of cases at police stations/posts, presentation of updated recent and relevant documents to support their cases, the role of a lawyer in a case reported at the Police Station, procedures to be followed while accessing medical care on referral, introduction of new staff to the POC and their various roles at the protection office. POC were educated on the mobile money transaction system which is now being used for all cash based interventions.

UNHCR Protection and Resettlement were part of the morning address sessions to provide information and respond to questions regarding protection and resettlement issues.

240 (84 from registration desk & 104 internal referrals) accessed the legal desk at the program office and benefitted from Individual Legal Counselling on various issues presented for guidance and out of these 11 Pocs had their cases referred to UNHCR for protection interventions.

A total of 254 benefitted from group and individual counselling/guidance outside the office during community outreach activities such as in the community sensitizations, legal aid clinics, community policing meetings, and at the litigation desk in the verification exercise at Old Kampala.

Advocacy

Advocacy was further promoted during the 06 follow up engagements done with the local authorities (police posts, police stations, LC1 offices, KCCA Rubaga and Makindye divisional offices.

36 KCCA Law Enforcement officers (9 female and 24 male) benefitted from a coordination meeting that was attended by representatives from UNHCR and OPM to discuss refugee issues and harmonise expectations of OPM, UNHCR, IAU visa vie those of KCCA Office of the Town Clerk.

Another separate 63 (05 female and 58 male) LC chairpersons from Lubaga division benefitted from a sensitization by OPM, UNHCR, KCCA and IAU. The sensitization focused on the multi-sectoral nature of services offered by the partners, especially IAU, OPM, UNHCR and KCCA, the meeting also briefly highlighted the relevant referral pathways. Copies of the refugee Act 2006 were distributed to the chairperson's majority of whom are newly elected members.



Activity	Reached Jan-Sept	2018 Target
Advocacy interventions made for access to national justice systems through coordination meetings and community dialogues with police officers, local council leaders, KCCA and other partners in areas of Kisenyi, Kansanga, Bukesa and Lugabga	07 sessions	07 sessions
Legal assistance provided through 02 legal aid clinics conducted	2493 individual cases identified and assisted	8000 persons of concern

Individual cases

Two individual high profile cases comprising of 16 individuals were relocated for safety pending further assessment of their protection needs.

SGBV

Over View:

The refugee populations in Uganda are highly vulnerable to sexual and gender-based violence, with significant numbers of women and children, including persons with specific needs (PSNs). Kampala hosts many urban refugees from different countries, including DRC, South Sudan, Somalia, Rwanda, Burundi, Ethiopia and Eritrea. Mainly in South Sudan and DRC, sexual violence has been used as a weapon of war, including rape. Many have experience sexual abuse, torture and separation from family members before or during flight. For SGBV incidents that occurred before or during flight, survivors have little or no chance to effectively pursue legal redress. Emotional and psychological trauma is common among refugees who have experienced violence or have witnessed violence perpetrated against family or community members.

Mainly SGBV has consequences on any or all of the four aspects of the survivors: health; psychosocial/mental health; legal and security; and, socio-economic. Therefore, comprehensive multi-sectoral response mechanism is essential to mitigate the consequences. However, lack of reporting and identification creates challenges in providing assistance to the survivors.

Statistics:

Several incidents of SGBV occurred in Kampala, affecting both new refugee arrivals and long-term refugees. In 2017, there were 142 reported cases of SGBV out of which 114 (80%) were perpetrated against women and 28 (20%) were perpetrated against men. The trend seems to remain the same in the first half of 2018 (January-June), 81 new cases of SGBV were reported in Kampala and provided with multi-sectoral response. Among the 81 SGBV survivors, 65 were females (80%) and 16 were males (20%).

From Jan-Sep 2018, 125 incidents (51 M & 74 F) were reported and documented in the GBVIMS. Among the incidents reported were rape (97), physical assault (23), sexual assault (4), and denial of resources (1). This includes the statistics of September 2018 in which 15 new SGBV cases were reported in Kampala. Among the reported cases were Rape (13), Sexual Assault (1) and Physical Assault (1). Among the survivors were 14 females and 1 male who received required multi-sectoral response based on their need and consent. Majority of the survivors that reported had multiple needs such as livelihood, safety and security concerns. They were supported with multi-sectoral response such as psychosocial, health, legal, safety and security 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. According to the SGBV inter-agency assessment conducted in July and August 2018, the prevalence of SGBV is high among the refugees but it is under reported due to survival complexities in urban setting. Home, water points, on the way from school or work at night (dark corners in slums and streets) are common places where SGBV occurs. Most survivors remain silent due to fear of reprimanding and/or mistrust on getting supported if reported.

The following progress has been achieved according to the Implementing Partner, InterAid Uganda.

Activity	Reached Jan-Sept	2018 Target
Increased refugee community participation in SGBV prevention	75%	85%
All reported SGBV survivors receive appropriate support.	100%	100%

Activities:

On 5 & 6 September 2018, a 2-day Sexual and Gender-Based Violence (SGBV) training was conducted for capacity building of UNHCR's Implementing Partner, InterAid Uganda. Among the participants (trainees) were all six SGBV team members and two Child Protection staff members of InterAid Uganda. The topics covered during the training were SGBV Prevention and Response, GBVIMS, SASA and cross-cutting linkage between SGBV and Child Protection.

On 13 September 2018, SGBV Protection staff participated in and supported the Community Outreach Program conducted by InterAid Uganda at Wakaliga of Rubaga Division in Kampala for raising awareness about SGBV for refugees and host communities. There were more than 100 participants from both refugees and host communities. They were informed about the guiding principles, SGBV consequences, and multi-sectoral response. The issue of Prevention of Sexual Exploitation and Abuse (PSEA) was also highlighted to the community. They were informed that all services provided by UNHCR and InterAid are free and any exchange of money, goods or sex is strictly prohibited. Such cases should be reported so that necessary action can be taken. They were also informed about the Helpline to register their concerns or complaints.



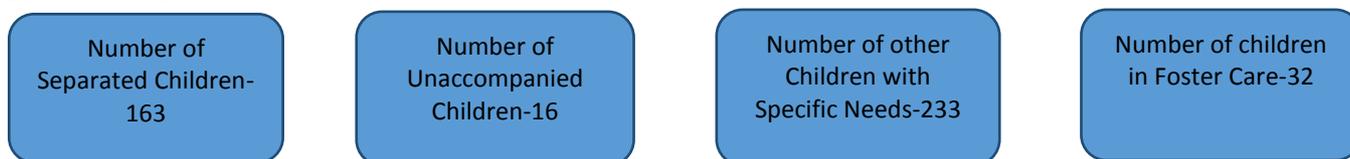
On 26 September 2018, a half-day session of SGBV training was given to the Community Extension Workers. This was a part of the four day training organized for the Community Extension Workers by InterAid Uganda. There were 30 Community Extension Workers of Rubaga Division in Kampala as participants of the training. They were trained in the concept of sex and gender, SGBV, consequences, multi-sectoral response, guiding principles, survivor-centred approach,

best interest principle, four guiding principles of the Convention on the Rights of the Child (CRC), and Comprehensive Refugee Response Framework (CRRF).

Strategy:

UNHCR and InterAid Uganda continue to contribute to SGBV prevention and response through a multi sectoral strategy, a systematic identification system to ensure that SGBV survivors are timely identified and provided with multi- sectorial support including medical, legal, security, and psychosocial support. Key approaches such as survivor centred approach, AGD sensitive approach, community-based protection approach and rights-based approach are used and also partners are encouraged to use these approaches for dealing with SGBV. A stronger collaboration is required with some organizations such as JRS, RLP, CEDOVIP, ACTV and ActionAid Uganda that provide services linked to SGBV in Kampala. Jesuit Refugee Service (JRS) offers Basic Needs Support (food, NFIs, medical, rental assistance), Psychosocial Support, Education Support (English teaching & scholarships) and Livelihood Support (Electronics and repair, catering, arts & crafts, computer training, soft skills and business loans) for refugees; Refugee Law Project (RLP) provides legal and psychosocial support to the refugees; Centre for Domestic Violence Prevention (CEDOVIP) offers referral support to survivors of SGBV including urban refugees; African Centre for Treatment and Rehabilitation of Torture Victims (ACTV) offers medical, psychosocial, mental health and legal support to victims of torture including urban refugees; and, ActionAid Uganda offers legal, psychosocial and women protection shelters for survivors including urban refugees. UNHCR will continue reinforcing synergies with other organizations that inter-phase with refugees in the course of their work, with the aim of improving coordination and reporting on SGBV interventions.

Child Protection



The 2017 participatory assessment exercise, reaffirmed that the major causes of protection risks faced by children are limited access to livelihood opportunities resulting from the lack of employment for parents/caregivers; unfavourable business environments; large family sizes etc. Child labour ranks high amongst the key protection risks that refugee children out of school (42% of the 33,938 school going age children (3 – 17 years) face while in Kampala. Other protection risks include SGBV including rape and defilement sometimes experienced during flight or in Kampala. Children are also prone to violence, physical, emotional, and sexual abuse, early/ or forced marriages. 196 Best Interest Assessments conducted in 2017 revealed discrimination and neglect against children especially Children with disabilities, trafficking, child neglect, corporal punishment, malnutrition and physical assaults, psychosocial distress.

To address the above, InterAid Uganda with her partners has continued to identify, assess, and enhance case management of children at risk including UASCs. To ensure this efforts has been made to establish and maintain strong collaboration and partnership with relevant national institutions including the National Council for Children, Ministry of Gender, Labour and Social Development (MoGLSD) and other Child Protection service providers to advocate for refugee children non-discriminatory access national child protection and social service. Best Interest Determination process have been implemented, with BID panel being held regularly to discuss critical cases of children. Capacities of Refugee community based Child Protection structures including Child protection committees, have been strengthened through training and mentorship to monitor, engage communities on child protection, and report on cases of abuse. Service providers including local councils and the Ugandan Police are constantly engaged

UASCs have been placed in Foster Care arrangements, foster carers trained and provided with IGA support to boost their livelihood. Both school going and out of -school adolescents and youths have been targeted for various support including provision of life skills and reproductive health facilities, and vocational trainings.

Activity	Reached Jan-Sept	2018 Target
Number of BIAs conducted	412	500
Number of children with specific needs receiving appropriate, timely support.	45%	75%
Number of adolescents participating in the targeted programs.	1225	1200

Resettlement

During the reporting period, UNHCR Uganda submitted 179 individuals located in Kampala for resettlement. The main nationalities of refugees submitted for resettlement are Somalis (105), Congolese (DRC-41) and South Sudanese (18). 62% of the refugees were submitted to Canada, while 27% were submitted to the USA. Other resettlement countries included Australia and Finland. 120 refugees were submitted under urgent and emergency priority including 39 individuals to the Italian Humanitarian programme. No refugee from Kampala departed for a resettlement country in September. Two resettlement country missions came to Kampala, one from USCIS which interviewed 718 individuals and one from Canada (150 individuals).

Community Mobilisation

Access to information in the urban areas remains a challenge to the urban refugees due to the limited number of community centres equipped with computers within the refugee concentrated areas in Kampala thus the misinformation and lack of information on the available services in the urban areas. The refugee volunteers expressed need for capacity building on leadership skills, national legislations, life skills to better serve and feedback their communities.

Currently there is no formal urban refugee leadership structure majorly due to the indifferences on the basis of religions, ethnicities, nationalities, political opinions and memberships of different groups. The community self-management structures have presented a number of challenges that undermine their sustainability and contribution to society mainly because of weak and non-representative leadership structures.

In 2018 InterAid continued to build the capacity of community based structures to effectively deliver protection and assistance through increasing refugee participation in their own activities, equip community centres with computers to increase access to information, equip community centres with relevant information materials to enhance livelihood opportunities, engage key stakeholders like Local Council Chairpersons, KCCA department heads, Ministry line departments in community mobilization and outreach activities.

Self-reliance and livelihoods

As of January, 2017, there were a total of 90,351 refugees in Kampala, an increase of 19% from 2016. Given the growing number of urban refugees, and the pressure on the donor community there is a diminishing trend of funding for urban refugees assistance programmes that agencies are not able to provide basic and essential needs of refugees. The concept of “refugees helping themselves” has become a more viable option for enhancing refugee protection and reducing dependency through promotion of self-reliance and sustainable livelihood. As the number and duration of forced displacement for urban refugees in Kampala continues to grow, it is increasingly becoming a challenge for local communities, government, and humanitarian agencies to respond adequately to their needs. Inadequate access to diversified livelihoods opportunities and livelihoods assets has pushed many refugees in Kampala to make a living in low paying formal and informal business sectors. Women are particularly vulnerable to exploitation and gender-based violence under these circumstances.

InterAid Uganda together with its partners therefore build up on existing experiences to supporting refugee’s self-reliance and livelihoods interventions in the areas of creating self-employment through business development training, market driven vocational training, MSME and IGAs including restaurants, fresh food and vegetable stalls, Saloon and Art Craft products, linkage to market and MFI, working with the private sector for apprenticeship arrangement and final employment.

In August 2018, the Livelihoods/CBI Unit in UNHCR some funds for Livelihood support to urban refugees in urban areas, together with IAU livelihood staff drafted SOPs to guide the cash-based support to identified refugees living in Kampala. IAU staff are currently finalising the profiles of individual refugees identified from among members of refuge enterprise groups. The draft list of beneficiaries will then be shared with UNHCR for onward processing, which will include supporting the refugees to open bank accounts with the financial service provider-Equity Bank, in preparation for the cash disbursements.

Objective: Administrative Institutions and practice developed or strengthened

The government of Uganda has not yet signed the 1961 convention on reduction and prevention of statelessness, as such there are currently no specific procedures in place for the government to determine the status of stateless persons. Equally lacking are approximate number of person who are stateless and those at risk. With the appointment of the government Focal points cases of stateless person have been identified and referred to UNHCR. Within the reporting period three cases of stateless persons were received and assessed. Discussion are on-going on regarding establishment of a coordination framework for stakeholders dealing with statelessness.

Needs and Gaps

- Need for continuous capacity building of the urban protection actors on Refugee protection and the roles of the stakeholders through coordination forums, workshops and trainings and also re-vitalize technical working groups.
- There is need to identify and profile service profile urban service providers and jointly assess actual resource gaps in the urban to inform planning and budgeting for the protection needs of the urban growing population of refugees and host communities.
- The meaningful participation of urban refugees in their own matters is an issue that needs to be fast tracked through re-establishing an urban formal refugee welfare council so that refugee's initiatives are locally identified and promoted through various funds and also to be the link between refugee communities and service providers.
- A specific urban protection working group needs to be established, the protection team is proactively making arrangements to conduct an urban protection dialogue next month.
- Prevention and response services are not adequate to effectively address the protection needs of a growing population, with many SGBV survivors relying on community structures that often re-victimized them instead of serving their interest. Delays in accessing justice and limited human and financial resources are huge challenges to the provision of quality and effective services.
- The need for clear SGBV referral pathways and knowledge about the service provisions rendered by different organizations has made it difficult for the urban refugees to report SGBV cases and access multi-sectoral support.

Partners

- The Office of the Prime Minister's (OPM), Directorate of Refugees, UNHCR 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

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