

Uganda, Africa | Population Movement

Emergency appeal №: MDRUG045 Emergency appeal launched: 24/06/2022 Operational Strategy published: 27/07/2022	Glide №: CE-2022-000195-UGA
Operation update #1 Date of issue: 18/08/2022	Timeframe covered by this update: From 27/07/2022 to 10/08/2022
Operation timeframe: 12 months (12/04/2022 - 30/06/2023)	Number of people being assisted: 100,000
Funding requirements (CHF): CHF 3 million through the IFRC Emergency Appeal CHF 5 million Federation-wide	DREF amount initially allocated: CHF 409,283

To date, this Emergency Appeal, which seeks CHF 3,000,000, is 8 percent funded. Further funding contributions are needed to enable the Uganda Red Cross Society in the region, with the support of the IFRC, to continue responding and provide humanitarian assistance and protection to people on the move.



Kasese reception center as the URCS volunteers providing RFL Services to the refugees



Bunagana border point (host community) closer to Nyakabande holding centre in Kisoro

A. SITUATION ANALYSIS

Description of the crisis

Kisoro District

Fighting in Northern Kivu and Ituri in DRC on March 28, 2022, forced people to flee to Uganda through the Bunagana border and settled in Kisoro district. These are mainly children, women, and young people.

A day after the fighting erupted on the 29th of July 2022, an estimate of 41,027 individuals (21,154 Households) were received at both the holding and transit centers. Although most of the asylum seekers still live in the host community, the current estimate is at 17,781 individuals of which 2,196 were at the transit center and 15,585 at the holding center.

Despite the efforts by the office of the Prime Minister and UNHCR to have the asylum seekers move to the centers and onward relocation, this has not yielded much, therefore, leaving the host communities to compete with refugees with limited essential and social services like water, health, food, and sanitation.

Kasese District

Asylum seekers from the Eastern DRC-North-Kivu crossed into Uganda through Kitholhu, Karambi, and Mpondwe sub-counties in Kasese District on Sunday 3 April 2022. About 3,220 individuals/asylum seekers crossed to Uganda through various porous borders and temporarily resettled in the villages of Kisololo, Busigha, Kasinga, Kisebere, Kiraro, etc. in Kasese district.

Out of 3,220 refugees, 1,233 of them were officially registered at Bwera Holding Centre which was established on 5 April 2022. The rest remained in host communities for fear of being relocated to refugee settlements. Emergency response services were offered to those refugees at Bwera Holding Center by responding agencies including UNHCR, UNWFP, Office of the Prime Minister (OPM), CAFOMI, Medical Teams International (MTI), ALIGHT, Uganda Red Cross Society, ICRC, AIRD, GEDA-Uganda, Kasese Scouts, Uganda Peoples Defense Force (UPDF) and Norwegian Refugee Council (NRC) among others.

The situation in DRC remains unpredictable, 2 weeks back from 26 July 2022 in North Kivu, attacks were made by Mai Mai rebels in Luma town in North Kivu and burnt down Luma Hospital killing over 7 people. This forced asylum seekers to cross to Uganda in the villages of Kasinga, Kahuhu Kanyatsi, and Kiraro in the Kitholu sub-county in Bwera where they were hosted before relocation to Nakivale and Rwamwanja settlements.

On the 26th of July, three killings were also reported across Lhubiriha in DRC putting Kasese District on high alert of receiving more refugees as witnessed in April 2022.

Bundibugyo District

In March 2022 there was an ADF rebel attack on the people of Nobili, Njiapande, Kamango, and Ituri in DRC that gradually spread to areas of Bugando town, Gogo, Kitendera, Kikura, Kayanje, Kitemba in Butalinga border communities in DRC which border Bundibugyo district in Uganda. Since then, there have been on and off attacks on the people of DRC characterized by Killings, burning houses, and looting of properties, among others forcing people to flee to Uganda through the 21 nearest porous border points mainly of Busunga, Bundingoma, Sindla, Kisuba, and Nyahuka in Bundibugyo District.

Bundibugyo is currently hosting refugees who came in and refused to be evacuated to the transit center and opted to stay with the host communities citing various reasons that are not favorable for them at the holding and settlement camps. From the latest assessments conducted by URCS and DDMC (District Disaster Management Committee), there are 29,243 refugees recorded to be living within Busunga, Bundingoma, Sindila, Kisuba, and Nyahuka sub-counties inside Bundibugyo District.

This has resulted in poor health, hygiene, and sanitation practices characterized by open defecation, poor waste disposal, poor water source management, lack of food leading to malnutrition among refugee children, safety/security issues, negative effects on the environment, Gender, and Protection.

Summary of response

Overview of the host National Society and ongoing response

1. **Assessment and Coordination:** URCS has deployed a total of 70 volunteers (35 in Kisoro, 20 In Bundibugyo, and 15 in Kasese) that are providing WASH services, RFL, Health promotions, and Shelter. The volunteers have been in operation since 29 March 2022. The number of Volunteers is anticipated to increase with the inclusion of the Nakivale settlement camp as well as the expansion of the services to the Host communities.

Four (4) National Disaster Response Team (NDRT) have been deployed to provide technical support to the operations. The NDRTs are all WASH specialists, and 3 are deployed in Kisoro and 1 in Bundibugyo.

URCS provides daily situation reports from all the project sites that are compiled and shared with Partners on a weekly basis since the onset of the response.

URCS has a weekly Coordination meeting with Branches online to update on the operations and challenges that are also shared with partners.

In Kisoro, URCS participates in a daily coordination meeting that is chaired by the Office of the Prime Minister (OPM) and UNHCR with all the 19 partners operating in the Holding and Transit Centres in addition to participating in the District Disaster Management Committee meeting that is held on an occasional basis. In Bundibugyo, URCS attends the District Disaster Management Meeting that is chaired by the DDMC chairperson on weekly basis. URCS is the only partner that is actively responding to the refugees in the host communities.

2. **Shelter and Household items:** URCS at the onset of the refugee influx in Kisoro responded with the DG ECHO-funded crisis modifier distributing 400 NFI that was later replenished by the DREF Operation. DREF in addition procured 500 NFI kits and has so far distributed 165 Kits to the most vulnerable refugees who were set to be transferred to the Nakivale settlement.

URCS deployed 6 volunteers to Nyakabande Holding center to conduct shelter hygiene promotion and monitor Waste bins that were installed at different points in the shelter.

URCS plans to expand operations to Nakivale settlement where they will procure and support 100 new arrivals in the settlement with shelter kits.

In consultation with other partners on the ground like Nsamize National Organization, URCS will support the new arrivals with 1,000 energy-saving stoves that are locally constructed at the households in the refugee settlement. An assessment has been conducted and plans are underway for the month of September 2022.

3. **Livelihood:** URCS had plans to support the livelihood component of the refugees by providing fodder and vaccination services for the animals at the holding and transit centers. From 30 June – 16 July 2022, URCS conducted a rapid assessment in Bundibugyo, Kasese, Kisoro, and Nakivale. This further did not happen as the refugees were not allowed to go to any of the centres with their livestock.

4. **Water Sanitation and Hygiene (WASH):** URCS is a leading cluster member in WASH provision in Kisoro, Kasese, and Bundibugyo in this response together with CAFOMI. Since 28 August 2022, URCS has been able to provide the following WASH services

- Hygiene campaign, water supply, water treatment, and hygiene promotion at the water supply points reaching 19,033 on daily basis in all the project areas
- Constructed 95 temporary latrines in Kisoro, Kasese, and Bundibugyo
- Installation of 2 (two) T95 tanks in tanks in Kisoro at Nyakabande holding center and plans to install one bladder in Bunagana in the host community
- Installed 10 (ten) T10 tanks; 6 in Nyakabande – Kisoro and 3 in Bundibugyo and 1 in Kasese to increase the water supply to the refugees.
- URCS has deployed a water bowser that is supporting the tracking of water in Kisoro and specifically targeting the host communities
- Procured and installed 60 handwashing facilities (15 in Kisoro at Nyakabande holding center, 15 in Bundibugyo and 30 in Kasese)
- Procured and installed 25 waste bins at the shelters in Nyakabande.



Ongoing construction of a temporary latrine in Bundibugyo

5. **Health:** URCS has been providing basic health services to the refugees in the project sites of Kisoro, Kasese, and Bundibugyo. The services had so much been integrated into the WASH services. Most notably, the services provided include
- a) Emergency First Aid services reaching 750 individuals with basic first aid services as well as doing referrals
 - b) Health promotion campaigns have been organized reaching 6,580 refugees in Kisoro, Kasese, and Bundibugyo. The messages were on COVID-19 prevention, Ebola, Cholera, referrals, and malaria prevention among others

Performance under health and care was not as expected and as such, there has been a meeting organized to streamline and harmonize the strategy of health and care in the refugee emergency response

6. **Protection, Gender, and Inclusion:** Mainstreaming of the PGI into the refugee response has been at a very slow pace, hence beginning of August 2022, URCS had to request the IFRC for a surge capacity to support mainstreaming the PGI into the Intervention. The surge is expected to be in the country towards the end of August and will work with the PGI focal person of the NS to expedite the implementation of the PGI mainstreaming. URCS focal person conducted training to a total of 120 participants in three locations of Bundibugyo, Kisoro, and Kasese on Code of conduct, PGI and PSEA. The target for the training was Volunteers, NDRTs, and Branch Managers who are engaged in the population movement operation. The main objective of the training was to mainstream or integrate PGI into the WASH, Health, Shelter ongoing intervention and this was successfully achieved,
7. **Community Engagement and Accountability:** URCS focal person for CEA with the support of the IFRC Africa regional CEA team has planned to conduct CEA training for all the Volunteers, NDRTs, and volunteers who are responding in Kisoro, Kasese, and Bundibugyo. This will enable the operations team to ensure that refugees and communities are at the center of intervention. Reaching out to 30 RCATS per branch, the training will cover key issues in PSEA, SAF and PGI. These training courses are scheduled for 20-26 August 2022. To increase our visibility, we will procure Pull up banners detailing a centric point for feedback and complaints as well lifesaving information for First aid, PSS and emergency health tips. All the Kiosks and help desks will be equipped with a formatted logbook to record all forms of feedback received and action taken. We will employ tool 15.1.
8. CEA kiosks and help desks will be installed to ensure that community members and refugees are given the opportunity to forward their complaints and feedback. Timely response will be prioritized, meanwhile unresolved issues will be forwarded for further management guided by the URCS reporting protocols. Sensitive feedback will be channeled to Director HR but through the CEA officer. The RCATS will also disseminate the URCS TOLL FREE LINE 08002110888 for reporting: Road Traffic Accidents, Feedback and complaints and PSEA. complain and able to get feedback and recommendation regarding the services being offered.
9. URCS has been engaging with the Community leaders of the refugees in the host communities in planning for the intervention, for example in Bundibugyo the construction of the latrines is done jointly by the community members and the URCS volunteers. The transit, holding and host communities all have community leaders with whom URCS operations team does consultations within terms of planning and execution of activities.

10. **Planning, Monitoring, Evaluation, and Reporting/Information Management:** URCS received support from the IFRC regional office in developing the M&E framework, ITT, Workplan, and financial performance tools as well as in reviewing the existing institutional tools to be utilized during the implementation of the appeal. Further, through the IFRC Africa Regional IM team, interactive visualization dashboards are being developed for the ITT and the financial performance tool for real-time programmatic and financial performance monitoring. The tools were developed in a participatory manner and will be reviewed on a need basis with quarterly monitoring visits to the project sites.
11. **Security:** Security orientation and briefing for all teams prior to deployment is undertaken to help ensure safety and security of response teams. The minimum-security requirements are strictly maintained. All National Society and IFRC personnel actively involved in the operations encouraged to complete prior to deployment the respective IFRC security e-learning courses (i.e., Level 1 Fundamentals, Level 2 Personal and Volunteer Security and Level 3 Security for Managers). IFRC security plans apply to all IFRC personnel throughout the operation. The Regional Security Unit (RSU) has been extending security support to the Cluster Delegation and maintaining close monitoring of the developments in Uganda.

Overview of in-country Movement Partners

Regarding this operation, the following movement partners in the country have played a very key role, providing financial and technical support as below:

- **ICRC:** Providing URCS with financial and technical support in the protection, especially with RFL services in the camps. providing URCS with technical and financial support to extend water supply to the host communities in Bunagana, Kisoro
- **ECHO HIP project consortium members (Netherland RC, Austrian RC, and IFRC):** Activated the crisis modifier which enabled URCS to quickly respond to the very urgent needs of the first 400 refugee households. This was activated when the district triggers for population movement were reached. The triggers are well defined in the multi-hazard contingency plan for the Kisoro district.
- **The Netherland RC with support of the ECHO project:** Allocating 5,000 EURO to support transportation of WASH prepositioned items to Kisoro to support URCS response.
- **The Belgian RC Flanders:** Mobilized a total of 46,000 Euros as bilateral support to URCS intervention in the WASH sector through the Austrian RC. This support from Belgian Flanders was discussed with IFRC to ensure no overlap with activities supported by the DREF. The Austrian RC is providing technical support to the National Society as well as WASH.

The Austrian RC: Providing technical support to the emergency appeal and URCS by providing a WASH delegate that will be based in the field initially for three months and will be extended based on the needs and requests from the NS. Providing technical capacity building for Volunteers and staff in Kisoro and Bundibugyo on Menstrual Hygiene Management and distribution of MHM kits will also provide support for food security intervention in Nakivale.

To note, the ECHO DG-Funded Pilot Programmatic Partnership (PPP) project is in the planning phase and is considering the component of People on the move to complement the Emergency Appeal operations in the refugees' camps mainly Nakivale and Kisoro. The project will ensure continuity at the end of the Appeal operations in June 2023, as an exit strategy.

Throughout the operational period, the IFRC Disaster Management (DM) Delegate based in Juba provides technical support together with two IFRC in-country delegates (health and finance) under the leadership of the Head of Delegation, Juba Country Cluster. Three monitoring missions have already been done with one monitoring mission by the DM Delegate accompanied by a Senior Wash officer from the MENA region.

A movement-wide monitoring visit was conducted in June to Kisoro that included the IFRC Head of Delegation, Juba Country cluster, URCS Secretary General, ICRC Head of Delegation, and members of the Senior Management of URCS. The aim of the visit was to understand the situation on the ground in Kisoro and meet the URCS operations team as well as the local government. The visit was well appreciated as it was crucial for advocacy.



Joint assessment being conducted in Nakivale. URCS, IFRC, and Austrian Red Cross involved.

Needs analysis

Needs analysis

The situation in the DRC remains tense with some fighting reported in several locations in Rutchuru. Bunagana border remained calm with few new arrivals coming. Other border entry points kept receiving individuals through Nteko and Busanza respectively. Matanda transit center was opened and to date has 36 individuals.

Cumulatively, an estimated 41,733 individuals of 21,582 Households received at both the holding and transit center since 28 March 2022. The total population at both the holding and transit center as of 5 August 2022, was estimated at 17,167 individuals of which 1,582 were at the transit center and 15,585 were at the holding center.

In the last week of July 2022, the UNHCR country representative visited Kisoro and had a meeting with the partners at the holding center. He was unable to visit Matanda and the host community as the threats of the angry population against partners were seemingly high.

The Response team leader visited Kanungu at Matanda and had a meeting with the Regional District Officer (RDO) for Mbarara Region together with the staff at Matanda. During the visit, a joint progressive assessment was conducted at Matanda to identify the gaps and challenges as well as the challenges in the host community to understand the needs of the refugees living in the host communities and how they can be supported through the district.

At Nyakabande, several coordination meetings were conducted and attended by the response team leader in a routine review and planning for the response at Nyakabande and the host community. The district had a meeting in which the district chairman declared a plan for a demonstration against partners (OPM and UNHCR) for failing to manage refugee affairs in the district including the refugees in the host communities.

In Kasese, the situation remains calm with approximately 100 refugees in the host communities whereas the rest who were at the reception center were all transferred to the Rwamanja settlement.

In Bundibugyo, the number of refugees continues to fluctuate as they keep on crossing to and from DRC to collect food items. Approximately 29,000 refugees are trapped in the host communities living in Clusters in open places, like churches and schools whereas others stay in the Cocoa plantation. Most of the refugees are recyclers who have been already registered at the settlement camp in Uganda and have left the camp and opted to stay in the host communities because of various reasons.

The rainy season has started in Uganda, and this poses a great risk as there are high chances of outbreaks of diseases due to poor hygiene and sanitation in Kisoro and Bundibugyo, especially in the host communities where there are limited hygiene and sanitation facilities. The refugees staying in the host communities put pressure on resources like water sources, among others which are already limited.

The needs are high compared to the available resources, and it is challenging to provide to and support refugees in the host communities hence making the operations overstretched.

Operational risk assessment

The situation in DR Congo remains unpredictable and hence it is hard to anticipate when the refugees will be going back to their Country. Operational risk assessment was carried out in July 2022 visiting all the project sites of Bundibugyo, Kisoro, Kasese, and Nakivale in Isingiro District, the following are the anticipated risks

1. There was reported fighting that is on and off between the different rebel groups that are fighting the DRC Government. This makes it difficult for the refugees to go back to Congo, hence the likelihood of the refugee situation in Uganda being prolonged beyond the expected days of the project. URCS will continue to have Operations updates as it monitors the situation as it evolves
2. Heavy rains lead to floods in the operational areas making the response difficult since the operational areas are also flood-prone, especially Kisoro and Bundibugyo
3. Disease outbreak is a likely scenario, especially with the rainy season approaching coupled with the poor state of hygiene and sanitation, especially in the host communities

4. Uganda is prone to flooding situation on yearly basis, and in the event of flooding in the Country, this is likely to draw the attention of the NS from the current operation to respond to another disaster.
5. Refugees continue to leave the settlement like Nakivale and Rwamanja due to insufficient support by the Partners and hence ending up in the host communities that will put pressure on the social services hence leading to tension between refugees and host communities. This is already being observed in Bundibugyo and Bunagana in Kisoro where the refugees who are transferred to the settlement camp return to the host communities.

B. OPERATIONAL STRATEGY

Update on the strategy

URCS seeks to meet the basic needs of the 100,000 refugees in the Districts of Kisoro, Kasese, Bundibugyo, and Isingiro through an integrated approach with services of Shelter, Livelihood, Cash, Health, and WASH in the holding centers, transit Centers, and host communities as well. The refugees and host communities are being reached out with health and hygiene awareness messages on cholera and COVID-19 which is on the rise currently in Kisoro. Considering the rainy season, URCS is integrating prevention messages to reduce the risks of disease outbreaks in the Communities.

As of now, the strategy should remain as it is with no changes based on the needs assessment done and Implementation on the ground.

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION

At this point, the team was not able to gather SADDD, but detailed data collection tools have finally been developed and this will be implemented and reported in the next operations update.

	Shelter, Housing, and Settlements	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
Objective:		<i>Communities in disaster and crisis-affected areas restore and strengthen their safety, well-being, and longer-term recovery through shelter and settlement solutions</i>	

Key indicators:	Indicator	Actual	Target
	Number of Households supported with EHIs	113	10,000
	% of target population living in transitional shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity	172%	20%
	Number of communal shelters established	0	2

Shelter intervention now is being supported only in Kisoro, Nyakabande holding Center where the refugees are in the holding Center. The plan is to scale up the Shelter, Housing, and Settlement response to the other locations of Nakivale refugee settlement, and in the host, communities based on the need assessment conducted. Out of the 10,000 HHs targeted by the appeal, the operation was further targeting to support 20% (2,000) of them with transitional shelter that is safe and adequately enables essential household and livelihood activities to be undertaken with dignity. The operation managed to support 3,433 HHs translating to an overachievement of 172%. This was mainly due to the large influx of refugees that continue to get into Uganda.

 Livelihoods	Female > 18: 0	Female < 18: 0
	Male > 18: 0	Male < 18: 0

Objective: *Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods*

Key indicators:	Indicator	Actual	Target
	Number of households supported with fodder for livestock	0	500

As per the need assessment report, refugees are not allowed in the camps with animals, hence the plan is to refocus this indicator to support multi-purpose cash intervention to support the livelihood

 Health & Care <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	Female > 18:	Female < 18:
	Male > 18:	Male < 18:

Objective: *Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening*

Indicator	Actual	Target
-----------	--------	--------

Key indicators:	Number of people reached with community health activities (Note: the same people can be counted multiple times)	6,580	50,000
	Number of people reached with integrated emergency health services	750	50,000
	# of Red Cross volunteers trained on epidemic and pandemic preparedness (EPIC and CBS packages)	0	20
	# of CBS-trained Red Cross volunteers who routinely submit timely CBS reports	0	20
	% of CBS alerts verified as 'true' alerts (correctly match the Community Case Definition)	0	50%
	% of CBS alert reports investigated by MOH/MOA within 48 hours	0	50%
	Number of missing persons reunited with their families	7,760	5,000

URCS has conducted 30 health promotion sessions reaching 6580 persons in Kisoro. The messaging was Malaria, cholera, and COVID-19 prevention and hygiene promotion, among others. URCS has been implementing Emergency Health services like First Aid and has so far supported 750 persons in Kisoro. With the publishing of the Emergency Appeal operations updates, the plans are being adjusted to include CBS with a focus on Epidemics and pandemics. Through the ICRC, the URCS has managed to unite 7,760 persons (this includes the unaccompanied minors, and elderly) back with their families mainly in Bundibugyo and Kisoro. This has been through the RFL Focal point's efforts through phone calls and physical tracing including cross-border tracing.

	Water, Sanitation and Hygiene	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
Objective:	<i>Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions</i>		
	Indicator	Actual	Target

Key indicators:	Number of safe, accessible, and private bathing facilities that are culturally appropriate	23	309
	Number of households with access to clean and safe drinking water	3,806	10,000
	% of communal toilets that have handwashing stations with evidence of use in the response period	12%	100%
	% of target population who, during the response phase, state they are satisfied with their access to water and sanitation facilities	0	50%
	Number of girls, female adolescents, and women reached by information dissemination sessions on menstrual hygiene management (MHM)	300	800
	Number of people (and households) provided household items that support the restoration and maintenance of health, dignity, safety, and the undertaking of daily domestic activities in and around the home	569	50,000
	Number of constructed sanitation facilities that are adapted for use by the frail elderly and those with physical disabilities (older people and people with disabilities have safe and dignified access to sanitation facilities)	118 (95 toilets and 23 bath booths)	819 (510 toilets and 309 bath booths)

WASH intervention is ongoing in all the operational areas including the host communities in Bundibugyo and Bunagana in Kisoro. URCS plans to scale up the intervention in Nakivale and do more in the host communities.

However, the community surveys have not been conducted to ascertain the community's level of satisfaction with the access to water and sanitation facilities that have been supported through the operation.

Of the 95 toilets constructed in Kisoro, Kasese, and Bundibugyo through the appeal, 60 (63%) have communal handwashing facilities translating to 12% of the total target. Nonetheless, the procurement process is ongoing to ensure ALL the 95 have installed handwashing facilities as well as plans to construct the remaining 415 communal toilets fully fitted with handwashing facilities.

Hygiene campaign, water supply, water treatment, and hygiene promotion at the water supply points reaching 19,033 on daily basis was conducted by URCS in all the project areas. Further, to support the 19,033-access clean and safe drinking water, during the period under review, there was Installation of 2 (two) T95 tanks in tanks in Kisoro at Nyakabande holding center and plans to install one bladder in Bunagana in the host community and installation of 10 (ten) T10 tanks (6 in Nyakabande – Kisoro and 3 in Bundibugyo and 1 in Kasese) to increase the

water supply to the refugees. Additionally, URCS has deployed a water bowser that is supporting the tracking of water in Kisoro and specifically targets the host communities, procured, and installed 60 handwashing facilities (15 in Kisoro at Nyakabande holding center, 15 in Bundibugyo, and 30 in Kasese) and as well procured and installed 25 waste bins at the shelters in Nyakabande to enhance waste management and hygiene.

URCS also distributed 300 MHM kits to 300 Girls and Women of Adolescent age in Kisoro to ensure the girls live in a dignified way.

 Protection, Gender, and Inclusion		Female > 18: 0	Female < 18: 0
		Male > 18: 0	Male < 18: 0
Objective:	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination, and other non-respect of their human rights and address their distinct needs</i>		
Key indicators:	Indicator	Actual	Target
	Number of Red Cross Red Crescent staff and volunteers who can demonstrate sufficient skills to refer, or skills and equipment to provide services for, SGBV survivors	0	60
	Number of people (and households) offered protection assistance specifically related to displacement and migration	0	5,000
	Number of volunteers trained on minimum standards for protection, gender, and inclusion (PGI)	120	60
	Number of volunteers and staff trained on basic SGBV awareness and survivor-centered response	0	60
	Number of girls and women of reproductive age reached with dignity kits	300	800

	Number of PGI assessments conducted on the specific needs of the affected population	0	1
--	--	---	---

Not many PGI activities have not been implemented by the URCS since the beginning of the operation because of the absence of an available focal person from the NS. A request was shared with the IFRC for a PGI surge who is to be deployed in mid-August to fast track and provide technical support to the URCS and Branch operations teams. However, dignity kits containing 1 packet of reusable sanitary towels, 1 bar of soap, 3 panties, 1 small bucket, 100m of gauze wire for drying clothes (underwear), a 60m wrapper (kitenge), and a packet of pegs were distributed to 300 adolescent girls and women of reproductive age.

PGI, PSEA and code of conduct training was conducted to the operations team members in the 3 locations of Kisoro (40 participants), Bundibugyo (40 participants) and Kasese (40 participants). The main objective of this training was to ensure integration of PGI into WASH, Health, shelter intervention. The training was facilitated by the PGI focal person for URCS supported by the HR Officer, and the Organization Development Manager. Branch Managers of the three Branches of Bundibugyo, Kasese, and Kisoro were engaged in the training as well to ensure adherence and application to the Code of Conduct and PSEA policy.



Community Engagement and Accountability

Objective:			
Key indicators:	Indicator	Actual	Target
	% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation	20%	50%
	Number of complaints received through feedback mechanisms	45	100
	Number of engagement and involvement sessions conducted (with stakeholders)	3	6
	Number of feedback mechanisms/systems established	1	1

Community Engagement and Accountability activities formally start after training of the Staff, Volunteers, and NDRTs at the operational level. The training has been scheduled to take place towards the end of August 2022. After the training, the CEA kiosk will be installed hence a complaint and feedback mechanism installed. The concentration of feedback collection has been at the holding and transit center and Bunagana but the host communities not yet reached. Feedback was shared with NDRT WASH and RFL Teams.

RFL teams have been at the fore-front of feedback collection. The other deployed RCATS have received feedback while supporting emergency wash activities though not systematic. The feedback received has been captured in activity reports and hence informed decisions including the need for a formal CEA training, social cohesion and coexistence with refugees and host communities.

Aspects of visibility have been noted, and knowledge on PSEA, PGI and PSS have been crucial concerns.

During the SAF orientation, feedback was collected and response was provided in the aspects of access, safety and perception

A toll free line was already established as a means of collecting feedback for the different services being provided by the URCS. Concentration of feedback collection has been at the holding and transit centre and Bunagana, host communities have not yet been reached. Feedback was shared with NDRT WASH and RFL Teams. URCS has been collecting complaints on the quality of services provided at the holding centers. These complaints are shared with the operations manager during briefings who then shares it with the partners during the daily partners' coordination meeting. Complaints are managed at different levels depending on nature and complaints and feedback is provided instantly.

Engagement sessions conducted with District leaders, Sub-county and Village leaders

Enabling approaches



National Society Strengthening

Objective:			
	Indicator	Actual	Target
Key indicators:	Number of National Society preparedness, readiness and response plans developed	0	1
	Number of strategically located branches in conflict-affected regions offered capacity building	4	3
	Number of volunteers mobilized and trained on PGI Minimum Standards	120	60
	Number of volunteers and staff involved in the operation who received briefings on PSEA	120	60

	Number of volunteers and staff deployed on minimum CEA actions	0	60
--	--	---	----

Four URCS Branches are strategically located and responding to the population movement in the West and Southwestern parts of Uganda namely Kisoro, Kasese, Bundibugyo, and Mbarara covering the Isingiro – Nakivale refugee settlement. Vehicles to support the movement of staff and volunteers in the response have been deployed to support the branches in responding. Further, some portions of operational costs utilized in the response in these branches are being supported in the appeal just to ensure the branches are not strained of resources. Some project staff and NDRTs were also deployed to these branches to support the response.

PGI and PSEA training targeted 60 Operational volunteers, 20 per location in the three locations, however during the training, more volunteers were included to make 20 per location in all the location together with Branch staff and members of NDRT to meet the need on ground and have options for Volunteer rotation equipped with knowledge.



Coordination and Partnerships

Objective:			
	Indicator	Actual	Target
Key indicators:	Number of Movement coordination meetings organized, with updates provided to Movement partners	4	12
	Strategic Partnerships Communication and humanitarian diplomacy conducted	2	6
	Number of sessions conducted on Strengthening Movement Cooperation and Membership Coordination	0	6

URCS established a weekly coordination meeting with Partners and Branches for update sharing with focus on the emergency response. These meetings involve the in-country PNS (Netherlands, Austria, Belgium Flanders), the IFRC and ICRC. The URCS shares updates and discussions on areas of support are the deliverables.

On Strategic partnerships, the URCS have met with the UNHCR, OPM and local government representatives in the spirit of collaborating and complementing the response efforts.



Objective:

	Indicator	Actual	Target
Key indicators:	Number of IFRC monitoring and support missions	3	6
	Number of personnel deployed to support the National Society in the response	2	6
	Number of strategic partnerships and coordination sessions conducted	0	3

The IFRC, through the URCS, has conducted monitoring missions to Kisoro jointly with ICRS and the URCS SMT where they met the head of operations in Kisoro for UNHCR. The purpose was to have a joint partner advocacy call to support the population movement response.

Further, the IFRC deployed technical officers in PMER and IM to support the development of PMER tools and visualizations of the appeal performance. This was in light to enhance accountability and real-time performance updates from the appeal.

D. FUNDING

The financial report will be reported in the 6 months Ops Update.

Contact information

Reference documents

Click here for:

For further information, specifically related to this operation please contact:

In the Uganda Red Cross Society

- Secretary-General, Robert KWESIGA, sgurcs@redcrossug.org +256772 638890
- Director DRM, Dr Brian K. Mwebaze, Director, Disaster Risk Management, +256782926851, bkanaahe@redcrossug.org

In IFRC Country Cluster Support Team:

- Pape Moussa TALL, Head of Country Office, **Juba Cluster Delegation**, phone: +211 91 217 9511; email: papemoussa.tall@ifrc.org
- Daniel Mutinda, Delegate, Disaster management: Office Mobile +211 918924507 Email: Daniel.MUTINDA@ifrc.org

IFRC Africa Region:

- Rui Alberto OLIVEIRA, Regional Operations Manager, IFRC Africa Regional Office. T +254 780 422276 Email rui.oliveira@ifrc.org

In IFRC Geneva

- Nicolas Boyrie, Operations Coordination, Senior Operations Coordinator, DCPRR; email: nicolas.boyrie@ifrc.org
- Eszter Matyeka, Senior Officer, Disaster Relief Emergency Fund (DREF), email: eszter.matyeka@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- Louise DAINTREY-HALL, Head of Partnership and Resource Development, phone: +254 110 843 978; email: louise.daintrey@ifrc.org

For In-Kind donations and Mobilization table support:

- IFRC Africa Regional Office for Logistics Unit: RISHI Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org phone: +254 733 888 022

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- IFRC Africa Regional Office: Philip Komo Kahuho, Regional Head PMER and Quality Assurance, Email: Philip.kahuho@ifrc.org

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.