

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 #2 Date of issue: 26/08/2022	Timeframe covered by this update: From 27/07/2022 to 27/08/2022
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 8.2% 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.



Refugees being relocated from the border point to transit centre i Kisoro

A. SITUATION ANALYSIS

Description of the crisis

The situation in DRC remains unpredictable with reports of continued fighting between the rebels and the Government forces since 28 March 2022. This fighting happening in DRC northern Kivu area continues to displace people into Uganda through three border points of Kisoro, Bundibugyo, and Kasese with most of the crossings happening in the Kasoro and Bundibugyo districts. There are established refugee hosting/transit centres in the three districts designed to accommodate refugees for a few days before relocating them to settlement centres, however, four months into the fighting, thousands of refugees are still hosted in the transit centres. Particularly, the holding capacity at Nyakabande transit centre, Kisoro district, is overstretched by over 65 percent. Its initial capacity was 30,000 people but the center currently hosts 46,173 individuals while Bubukwanga transit centre, Bundibugyo district has 1,316 individuals (449 households).

Despite efforts by the office of the Uganda Prime Minister (OPM) and UNHCR to have refugees camping near the borders moved to transit centers and onward relocation to Nakivale settlement, this has not yielded much, therefore, leaving the host communities to compete with refugees over the limited essential and social services like water, health, food, and sanitation. The refugees want to camp near the border so that they can return to the Democratic Republic of Congo (DRC), to check on their homes, and farms and pick food. However, this is not only a security threat to the community members but also poses a health threat because many of them mix up with Ugandans without being screened for Ebola and Covid-19, among many other diseases. Ugandans in the border communities have also complained of theft of their valuables by suspected refugees. Traders have also complained that their businesses have been affected by the Congolese refugees who opted to camp at their shop verandas.

The border between Uganda and DRC in Kisoro at Bunagana remains closed and still under the control of the rebels. However, the refugees are allowed to cross to Congo to collect food items and look after their farms. By the time of this update, an ultimatum given by District Authorities, Security Organs, and OPM for 1 September 2022 for all the refugees in Bunagana town to be transferred to the holding center or to the settlement camp or return to DRC had taken effect and buses had started relocating them to the transit centres.

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.

With the confirmation of the Ebola case in northern Kivu, closer to Uganda's border to the West, the disease can easily spread to the districts neighboring DRC due to cross-border movements. The authorities have however called for screening of all persons crossing into Uganda from DRC. URCS will increase its surveillance and risk communication at the border points as they encourage community members to report any suspected case. URCS has commenced rumor tracking where all suspected cases are reported by the community members and recorded, and a notification mechanism to the established MoH medical team for follow-up and verification.

Summary of response

Overview of the host National Society and ongoing response

1. **Assessment and Coordination:** URCS deployed 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. Additional volunteers are expected to be deployed to enhance health preparedness and risk communication, especially in Kisoro and Kasese which is close to where the Ebola outbreak has been declared in Congo.

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 has expanded its operations to Nakivale settlement where 100 new arrivals in the settlement are being supported 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 7,937 HHs on daily basis in all the project areas. A cumulative number of 21,111 PoCs were reached.
 - 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.

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
 - c) URCS is planning to train volunteers and VHT on Community Base Health Surveillance to increase their preparedness for the outbreak of Ebola and any other on-time alert together with the Ministry of Health.

6. **Protection, Gender, and Inclusion:** To address protection, gender, and inclusion concerns we need to provide practical ways to engage all members of the community and to also respond to their differing needs and draw on their capacities in the most non-discriminatory and effective way. During the field assessments done in Kasese and Bundibugyo, the volunteers on the ground needed a PGI refresher awareness session and this is because we identified a gap in lack of understanding of how to mainstream PGI, this was followed by a practical session at the holding centers for the asylum seekers, where we identified gaps that we were able to give recommendations for immediate action. The volunteers were also taken through the PSEA policy, and this was to ensure that they are well informed when it comes to offering services to beneficiaries and the PSEA risk factor was also shared. PSEA reporting mechanisms were shared and the volunteers are to disseminate the same to the community members. This is to ensure that the staff and volunteers deliver, irrespective of their area of expertise (WASH, SHELTER, AND HEALTH) need to understand the distinct needs and safety risks that persons of all gender identities, ages, disabilities, and backgrounds face in emergency settings as well as what measures and approaches can be implemented to address needs and mitigate safety.



Figure 1: PGI assessment with volunteers and project staff in Kasese



Figure 2: PGI assessment with volunteers and project staff in Bundibugyo

7. **Community Engagement and Accountability:** URCS focal person for CEA with the support of the IFRC Africa regional CEA team conducted a CEA training targeting 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. 2 trainings have been conducted so far in Kasese reaching **30 volunteers (22m - 08f)** and Kisoro reaching **31 volunteers (10f - 21m)**. The CEA training in Bundibugyo will commence early next week.



Figure 3: CEA training to volunteers deployed to the operation

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. A 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, and digital transformation 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. 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 the URCS operations team does consultations within terms of planning and execution of activities.

9. **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.

10. **Security:** Security orientation and briefing for all teams prior to deployment is undertaken to help ensure the safety and security of response teams. The minimum-security requirements are strictly maintained. All National Society and IFRC personnel actively involved in the operations are 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.

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 46,173 individuals of 23,812 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 27 August 2022, was estimated at 12,140 individuals of which 2,294 were at the transit center and 9,846 were at the holding center.

MTI and save the children continue with the screening of the new arrivals on malnutrition 72 Children (36 males and 36 females) under 5 years and 18 pregnant and lactating women (PLW) (11 pregnant and 7 Lactating women) were screened today for malnutrition. There was one Sever Acute malnutrition (SAM) but there were four moderate Acute Malnutrition (MAM) cases were identified among the new arrivals. All the malnourished cases have been enrolled in respective programs for further management. The total cumulative number currently in the programme was 400.

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 32,000 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 on 18 – 21 August 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. Ebola outbreak was officially announced by the Ministry of Health in Uganda and Ebola National Task Force was activated on 24 August 2022 with Bundibugyo and Kasese among the high-risk Districts in Uganda
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 settlements 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. Activities planned for risk communication on disease outbreaks will be strengthened especially for Ebola after case confirmation. This includes increased surveillance, screening, and risk communication. If the cases into Uganda, this strategy will be revised to include a robust EVD response plan.

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	3,433	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 the 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 targeted 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.

The communal shelters have not been established due to the large number of refugees that keeps increasing. This activity has been further put on hold as there is no space to put up the communal shelters. The national society did the assessment and space identified but has been severally reconsidered for settling the increased number of

refugees. The response is prioritizing on saving lives and provision of basic commodities, given the level of funding so far (8.2%)



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

(Mental Health and psychosocial support / Community Health / Medical Services)

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*

Key indicators:	Indicator	Actual	Target
	Number of people reached with community health activities (Note: the same people can be counted multiple times)	17,627	50,000
	Number of people reached with integrated emergency health services	17,627	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	10%	50%

	Number of missing persons reunited with their families	9,737	5,000
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URCS has conducted more than 30 health promotion sessions reaching 17,627 persons in Kisoro, Kasese, and Bundibugyo districts. The messaging was Malaria, cholera, Ebola, 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 9,737 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>		
Key indicators:	Indicator	Actual	Target
	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	7,937	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)
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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 7,937 HHs 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	60	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	1	1

PGI activities implementation by URCS started late since the beginning of the operation because of the absence of an available focal person from the NS. Deployment of PGI surge in mid-August supported in fast-tracking and providing 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 in Kisoro – Transit center.

PGI, PSEA and code of conduct training were conducted for 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 the integration of PGI into WASH, Health, and 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:			
	Indicator	Actual	Target
Key indicators:	% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation	30%	50%
	Number of complaints received through feedback mechanisms	69	100

Number of engagement and involvement sessions conducted (with stakeholders)	4	6
Number of feedback mechanisms/systems established	1	1

69 categorized feedback /concerns were received and acted upon. WASH concerns across the 3 sites, appreciation feedback from a handful on the recent MHM kits that were distributed in Kisoro, Actions on how to manage open defecation in Bundibgyo, From Kasese and Mpondwe, the concerns acted on were the need for best hygiene practices.

URCS focal person for CEA with the support of the IFRC Africa regional CEA team conducted a CEA training targeting 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. 2 trainings have been conducted so far in Kasese reaching **30 volunteers (22m – 08f)**, and Kisoro reaching **31 volunteers (10f – 21m)**. The CEA training in Bundibugyo recorded **30 volunteers (10F and 20M)**

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. A 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, and digital transformation but through the CEA officer. The RCATS will also disseminate the URCS TOLL-FREE LINE 08002110888 for reporting: Road Traffic Accidents, Feedback, complaints, and PSEA. 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 the URCS operations team does consultations within terms of planning and execution of activities

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	90	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 boost the existing Branch capacities in response.

PGI and PSEA training targeted 60 Operational volunteers, 20 per location in the three locations of Kisoro, Kasese, and Bundibugyo. The training targeted volunteers, however Operational staff, and NDRTs also benefited. This indicator was overachieved because, during the training, more volunteers were allowed to attend increasing the target to 120 of 40 per location

Community Engagement and Accountability training was conducted for 90 Volunteers 30 per location to enhance their skills as well as introduce them to tools that will enable them to collect community complaints and provide feedback.



Coordination and Partnerships

Objective:			
Key indicators:	Indicator	Actual	Target
	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 a focus on the emergency response. These meetings involve the in-country PNS (Netherlands, Austria, and Belgian Flanders), the IFRC, and ICRC. The URCS shares updates and discussions on areas of support are the deliverables.

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



Secretariat Services

Objective:			
Key indicators:	Indicator	Actual	Target
	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.

IFRC deployed Surge Operations Manager for Four Months from April – August 2022 and consequently deployed PGI Surge to support the Operation alongside the NS

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. The tools were designed and deployed to the field through the NS PMER

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

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For IFRC Resource Mobilization and Pledges support:

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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](#)
- [Operational Strategy \(OS\)](#)

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.