

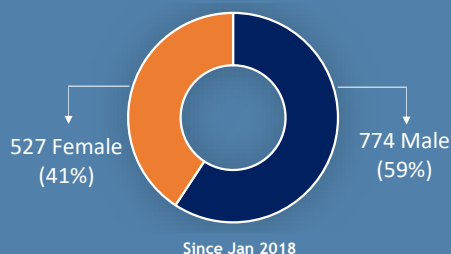


Head of sub-office Peshawar at a post office in Peshawar, Khyber Pakhtunkhwa



Phase II orientation session in Kot Chandna RV, Punjab

## 1,301 Outreach volunteers identified



### Since 1 January 2020

**491** Community visits and meetings conducted

**891** Individual referrals to services

**30** Community-led interventions

### BACKGROUND



The aim of UNHCR Pakistan's Community-based Protection (CBP) strategy is to empower Persons of Concern (POCs) to have an effective role as protection actors and meaningfully participate in the design, planning and implementation of activities that are most needed within their communities. CBP seeks to restore positive roles within a community and rebuild community-based support mechanisms and protection structures. UNHCR, in collaboration with its partners; International Catholic Migration Committee (ICMC), Society for Human Rights and Prisoners Aid (SHARP), DANESH, Water, Environment and Sanitation Society (WESS) and Commissioner for Afghan Refugees (CAR), continue its efforts to implement CBP interventions throughout the country.

The four key priorities of the strategy covers:

1. Enhance outreach and communication
2. Ensure access to needed services
3. Promote empowerment leading to self-reliance
4. Strengthen partnership and coordination

### HIGHLIGHTS

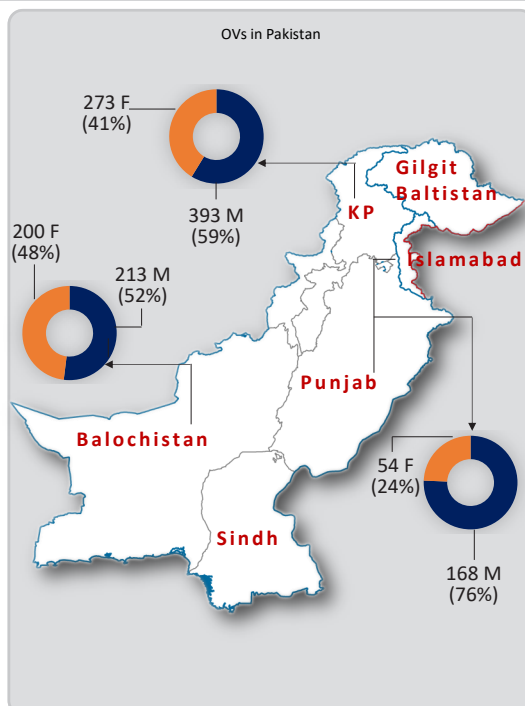


- ⇒ 32,837 households' data in the round of five tranches have been submitted to Pakistan Post office in response to UNHCR's Cash Based Intervention programme for most vulnerable families across Pakistan.
- ⇒ 4564 individual refugees (with a focus on vulnerable/high risk populations) were provided with information on COVID-19 prevention and referral mechanisms through 1990 calls made through UNHCR's helplines.
- ⇒ 2943 outreach volunteers, community committees and community leaders were reached with information on UNHCR's cash assistance program through in-person visits, WhatsApp, and telephonic counselling.

### OUTREACH VOLUNTEER ACTIVITIES



- ⇒ 2,979 active outreach volunteers and community committees' members countrywide facilitated UNHCR and its partners in rollout of the second phase of Cash Based Intervention. These OVs and community committees' members are playing vital role in spreading key messages on COVID-19 through tele-outreach within their communities.



## COMMUNICATION WITH COMMUNITIES



- ⇒ Data collection for CBI phase II commenced from July covering all RVs and urban areas across Pakistan. UNHCR, Commissionerate of Afghan Refugees and implementing partners including SHARP, ICMC, DANESH, WESS, and the Refugee leaders worked closely to identify beneficiaries in line with the revised eligibility criteria.
- ⇒ The Community Based Protection team in Islamabad visited eight urban settlements in districts Chakwal and Rawalpindi organizing orientation sessions for male community focal points (FPs). During the visits, printed copies of the revised vulnerability criteria and data collection tools were distributed among all the FPs, who were requested to complete the forms and send them back to UNHCR.
- ⇒ Community Based Protection team in Quetta conducted Six bimonthly meetings with 21 males and 24 female outreach volunteers. The team also discussed the UNHCR cash-based assistance and its second phase.

## LINKAGES WITH OTHER SECTORS

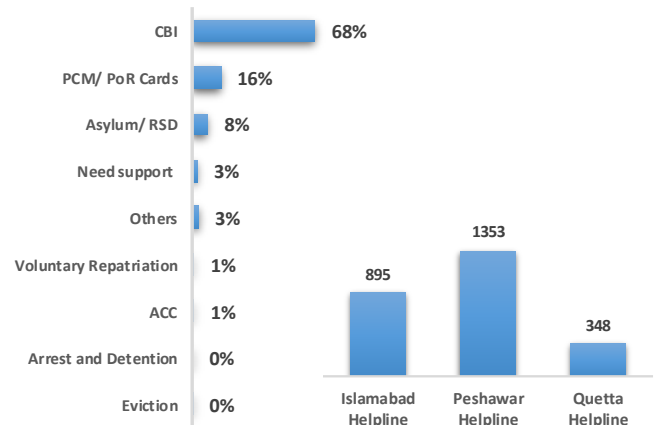


- ⇒ The Community Based Protection team in Quetta, together with partner

## PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Khyber Pakhtunkhwa were in regards to CBI. Other call received throughout Pakistan were related to PCM, PoR cards, Asylum and RSD throughout Pakistan. So far in 2020, 8,031 calls have been attended through the protection helpline.



## COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

(WESS and DANESH) drafted a SGBV remote case management guidance note during COVID-19 Outbreak. The note provides guidance to UNHCR and partner case workers on how to adopt remote SGBV case management services in line with the interagency SGBV minimum standards for prevention, mitigation and response to SGBV in emergency.

- ⇒ The Community Based Protection team in Kohat, accompanied the consultants working on clean energy project to Gamkol RV. In a visit to the District Administrator's (DA) office, face to face interviews with selected refugees were held to understand their energy needs and alternative energy options currently being used by refugees.
- ⇒ Community Based Protection Associate in Islamabad held a meeting the Director General (DG) of Child Protection Welfare Bureau (CPWB), Lahore on collaboration between the two offices for accepting referrals of refugee children at risk to the Bureau run govt. shelters which was agreed. UNHCR was requested to organize a training of trainers (TOT) for the shelter including Child Protection officers and Psychologists in the coming months.

## TRAINING AND CAPACITY BUILDING



- ⇒ Assistant Protection Officer and Protection Associate (CB) organized three remote training sessions for seventeen (17) male outreach volunteers (OVs) from Islamabad and Rawalpindi. During the training session the OVs were briefed on general COVID prevention messages and basic Do's and Don'ts of COVID response. The training also covered the component of Psychological First Aid (PFA) and OVs response while interacting with persons in need of support. A remote training for three newly arrived staff on protection helpline and counselling guidelines was also organized.

- ⇒ Community Based Protection partner in Quetta (DANESH) conducted a training on Protection from Sexual Exploitation and Abuse (PSEA) for their 6 male and 4 female staff members. The training was aimed refreshing the understanding of staff on the obligations of the partner and in reporting on occurrence of sexual exploitation and abuse.

## UNHCR'S COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



International Catholic Migration Commission (ICMC)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)