

PROTECTION COUNSELLING

NOVEMBER 2022

As of 30 October 2022, UNHCR Egypt conducted protection counselling for a total of **9,895 persons** – out of **29,420 counselling requests** screened and prioritised. UNHCR **receives Persons we Serve (PwS) without appointment** at the gates of the Zamalek and 6th of October offices in Cairo and the Alexandria Office. The PwS are then referred to further phone-based/physical (if preferred) **simplified protection counselling** within two weeks. If needed, then further **in-depth protection counselling**, consisting of an interview and assessment, is conducted for urgent and high-risk protection cases.

Highlighted protection issues include physical aggression (37%), threats (19%), robberies/thefts (13%), harassment (11%), custody disputes (6%) and kidnapping (5%).



UNHCR Egypt has started to carry out a **Joint Reception** with partners. The objective of the one-stop shop 'Joint Reception' is to receive **PwS without appointment jointly with all implementing partner NGOs in one premise closer to where PwS reside** —to listen to their queries on a wide range of protection and assistance needs, explain available services and refer to appropriate service providers. It is

envisaged that the Joint Reception will not only result in improved access for PwS to reception and counselling services—but will also allow for **effective and well-coordinated protection case management** among partner NGOs and different UNHCR functional units.

UNHCR Egypt has so far conducted joint reception events twice — targeting PwS living in Nasr City/New Cairo and in Giza City. In total, 38 Staff of 8 implementing partner NGOs — **Caritas, PSTIC, Save the Children, Care International, United Lawyers, EFRR, Refugee Egypt and CRS** participated in the event as well as 20 UNHCR Staff from Protection Counselling, CBP, Field Security, CBI, Legal, GBV, and CP Units. Consequently, **461 PwS** were received during these two events, leading to **690 instances of follow-up recommendations and appointments**, mainly in the domains of cash-based assistance, medical follow-up, in-depth protection counselling and emergency housing and legal assistance.

Protection housing assistance is provided to prioritised POCs facing various types of protection risks including those **facing heightened protection risks in need of relocation, facing homeless situations or staying with a host family, which expose POCs to higher risks of protection incidents** such as robberies/thefts, physical violence and gender-based violence either by opportunistic perpetrators on the streets or by host family members and flatmates.

Challenges and Unmet Needs

Challenges in reception and counselling include increased number of counselling requests (3,000 – 6,000 per month), management of crowds, high number of protests and disruptive behaviour in light of reduced resources and pronounced pull factors in protection case management mainly for resettlement and cash-based assistance. **Significant budget cuts on housing, health and cash-based assistance combined with the worsening economic crisis are expected to lead to further challenges in reception and counselling in 2023.**

KEY FIGURES



9,895 persons received protection counselling



29,420 counselling requests screened



9,478 inquiries attended to



6,136 non-Syrians & **402** Syrians received Housing Assistance from January to October 2022v