



# **Alight Uganda** **Transit Centre Response**

**The first signs of safety, relief, and the chance to begin again.**

## Situation.

Hosting 1.6M+ refugees from 13 countries, most arriving today from eastern DRC and South Sudan.

- Uganda is the largest refugee-hosting country in Africa, sheltering more than **1.6 million refugees and asylum seekers**.
- **Over 70% are women and children** — the most vulnerable in displacement contexts.
- Alight leads at four main transit centres:
  - **Nyakabande:** capacity 1600 persons
  - **Matanda:** 900
  - **Bubukwanga:** 650
  - **Sebagoro:** 300

## Support.

**Conflict-driven arrivals exceeded 2025 annual forecasts by April, forcing families into unsafe, overcrowded conditions:**

- In 2025, regional conflict has driven influxes of new arrivals and returnees far beyond projections and operating budgets
- Overcrowding intensifies WASH concerns:
  - Latrines overused, requiring frequent desludging.
  - Limited clean water supply leads to environmental and health risks.
- Families risk beginning displacement without dignity, safety, or health security.

**Yet even in these strained conditions, Alight ensures that new arrivals are not met with despair, but with the first signs of **care, community, and hope**.**



# Alight's Leading Role.

As lead partner alongside Uganda's Office of the Prime Minister and UNHCR, Alight delivers **integrated, holistic services** and co-creates solutions with displaced people.

Working closely with implementing partners to ensure comprehensive care, Alight provides:

- **Medical and nutrition screening** – every child assessed, thousands vaccinated.
- **Hot meals and shelter** – three hot meals a day, hygiene kits, safe spaces.
- **Protection and psychosocial support** – trauma counseling, child protection, GBV prevention.
- **Family reunification and foster care** – ensuring unaccompanied children are never left alone.
- **Registration and onward transport** – managing arrival and resettlement flow.
- **Refugee fellows group partnership** – weekly meetings embody Alight's pillar of co-creation, keeping feedback and community voice centered.

**Alight knows that families arriving at Transit Centres should not be met with **indifference**, but with the support to take their first steps toward **healing**.**



# Meeting urgent needs. Shaping better systems.

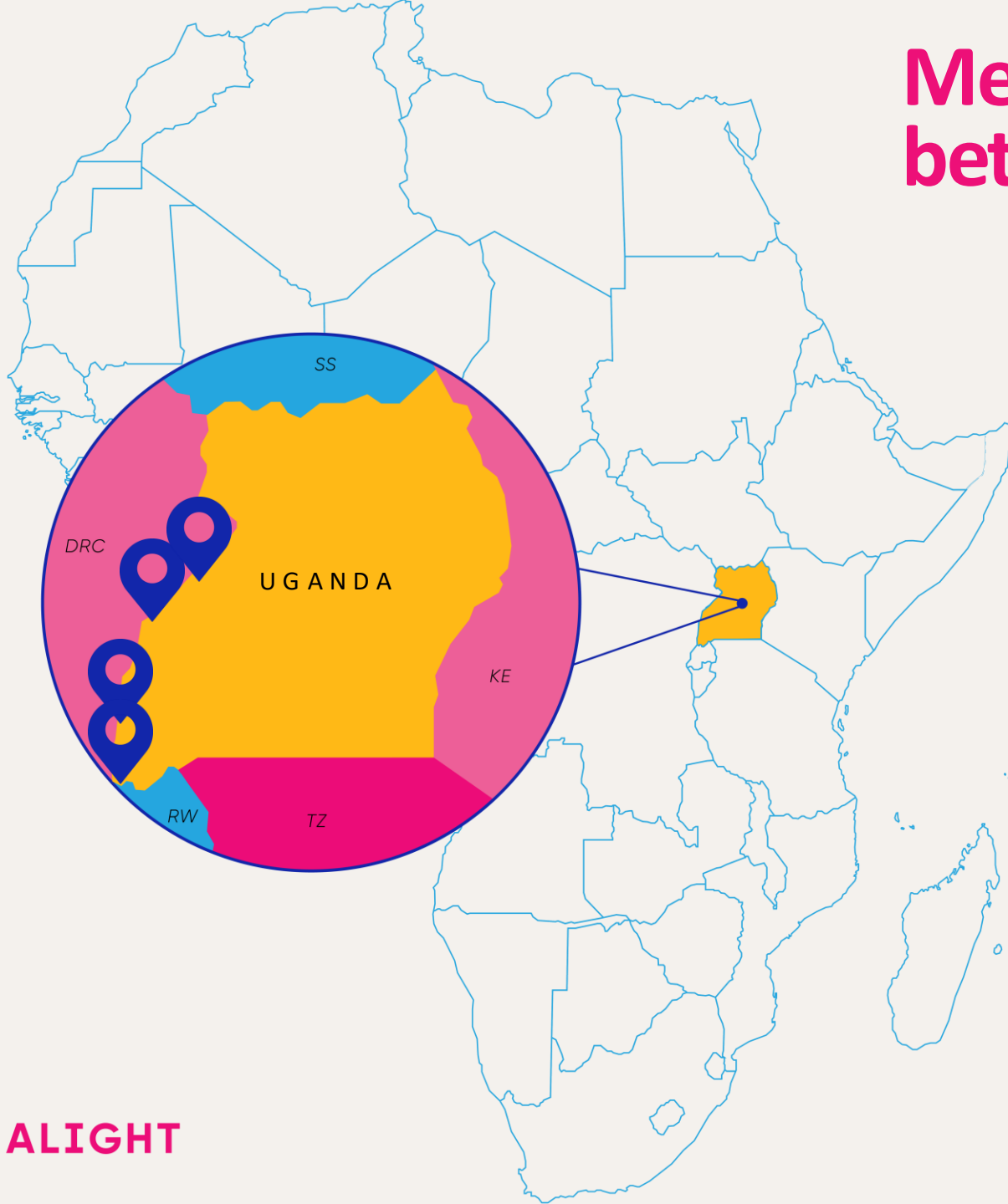
**100,000+ people supported annually** — with hot meals, reunification, digital registration, and an "ask anyone" culture transforming the response in Transit Centres.

**Alight led the switch from analog to digital (non-biometric) registration**, revolutionizing first response:

- Families can **rest, share a hot meal, wash, and finally pause their flight much sooner.**
- Implementing partners and government gain **accurate, real-time data.**
- Service providers can **plan proactively** for WASH, Protection, MHPSS, and shelter.
- Overcrowding solutions become **anticipatory, not reactive.** Alight reinforces

**"Ask Anyone" Access & Accountability Culture**

- Refugee customers are **encouraged to approach any Alight staff member** for help or referral.
- This reinforces **accessibility and open communication** at every level.
- Continuous feedback from displaced people leads to **co-created solutions.**
- Operations are strengthened, services improved, and **trust deepened** between communities and humanitarians.





# Durable Solutions. Lasting Impact.

## Expand Shelter Solutions

Semi-permanent structures to reduce dangerous overcrowding and create dignified living space.

## Strengthen Clean Water Supply & Storage

Boreholes, tap stands, and water storage tanks to keep pace with demand.

## Enhance Latrine Systems & Desludging Capacity

Durable latrines, desludging services, and environmentally safe waste management.

## Scale Protection & Psychosocial Services

Child protection, foster care support, GBV prevention, and trauma counseling.







# Let's Connect.

Your investment in durable systems now reduces long-term costs and prevents expensive, reactive emergency measures later.

