

# U-Report Uganda

Issue no. 01

## Quarterly Progress Bulletin

unicef  for every child



U-Report Uganda



[www.ureport.ug](http://www.ureport.ug)



[www.unicef.org/uganda](http://www.unicef.org/uganda)





# About U-Report

## What is U-Report

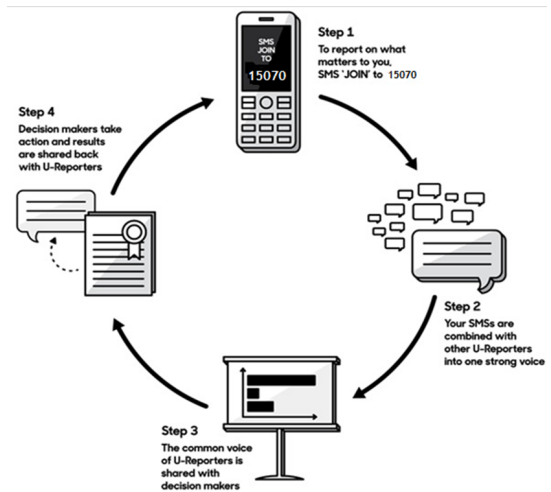
**U-Report** is a free SMS-based platform that allows Ugandans to report on issues affecting them and their communities as well as to get real-time information and feedback on new initiatives or campaigns.

- ◆ U-report offers young Ugandans and the public at large a chance to voice their opinions on pertinent issues like health, education, water, sanitation and hygiene, youth unemployment, HIV/AIDS, disease outbreaks like Ebola and COVID-19 and natural disasters like drought, floods and landslides .
- ◆ Allows citizens to speak-out on what is happening in their communities, provides a forum to amplify their voices through local and national media, sends alerts to key stakeholders about the issues their constituents are facing, and feeds back useful information to the U-Reporters, so they are empowered to work for change and improvements



## How it works

SMS polls and alerts are sent out to U-Reporters and real-time response information is collected. Results and ideas are shared back with the community



U-Report can be used in different ways to deliver on **programme**, **humanitarian** and **advocacy** priorities

### WEEKLY POLLS



Template Dashboard / website

### LIVE CHATS



U-Partners Partner case management White label: CasePro

### U-REPORT BOTS



Rapid Pro Machine automated responses

### MOBILIZING PEOPLE



Connecting young people physically to take an Action

## U-Reporters in Uganda

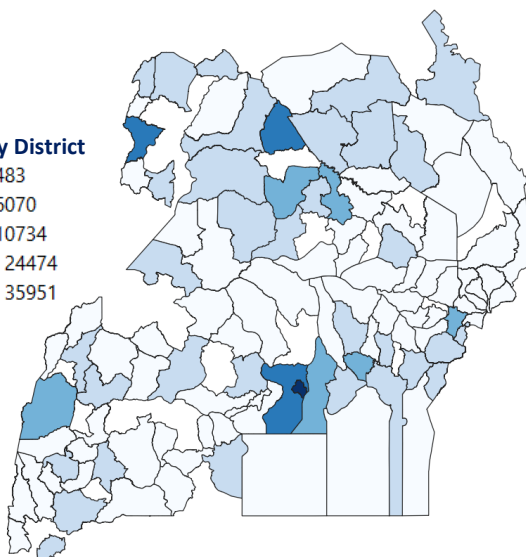
**523,167** U-Reporters in Uganda

PARTNERING WITH **15,877,046** U-REPORTERS

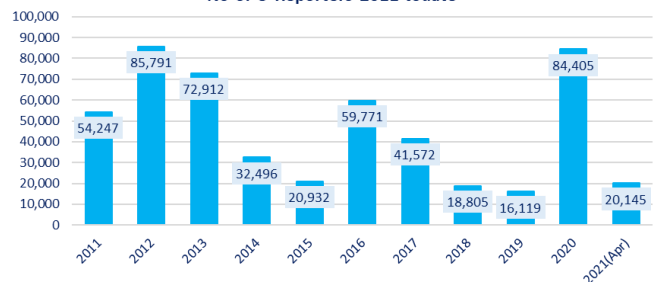
IN **86** COUNTRIES WORLDWIDE

### U-Reporters By District

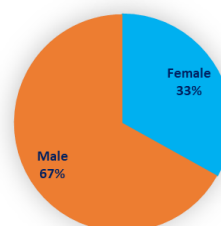
- ✓ 236 - 2483
- ✓ 2483 - 6070
- ✓ 6070 - 10734
- ✓ 10734 - 24474
- ✓ 24474 - 35951



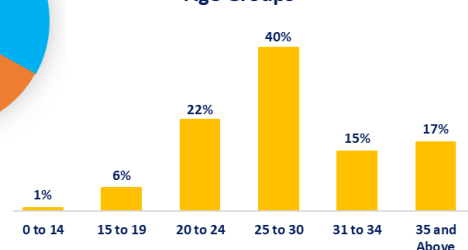
No of U-Reporters 2011 to date



### Gender Composition



### Age Groups





# Your Voice Matters!

In May 2021 U-Report made 10 years since its launch in Uganda in 2011. To commemorate this anniversary, U-Report Uganda conducted a series of activities at country office level amongst them is the U-Report@10 anniversary poll evaluation poll aimed at getting feedback from the U-Reporters on the what they feel, topics they want discussed, challenges and recommendations.

**QN 1:** “We would like to hear from you on the journey so far, please tell us, has U-Report benefited you in any way? Yes or No”

Response	Percentage
Yes	74%
No	26%

A bar chart comparing the responses of Female and Male respondents to the question 'Do you have a good relationship with your partner?'. The Y-axis represents the percentage, ranging from 0% to 80% in 10% increments. The X-axis shows two categories: Female and Male. For each category, there are two bars: an orange bar for 'Yes' and a blue bar for 'No'. The values are explicitly labeled on each bar.

Gender	Yes (%)	No (%)
Female	75%	25%
Male	74%	26%

Age Group	No (%)	Yes (%)
0 to 14	33%	67%
15 to 19	29%	71%
20 to 24	28%	72%
25 to 30	26%	74%
31 to 34	23%	77%
35 and Above	22%	78%

Region	No (%)	Yes (%)
Western	27%	73%
Northern	25%	75%
Southern	25%	75%
Eastern	27%	73%
Central	24%	76%

A follow up question was sent to those who responded affirmatively to have benefited from U-Report.



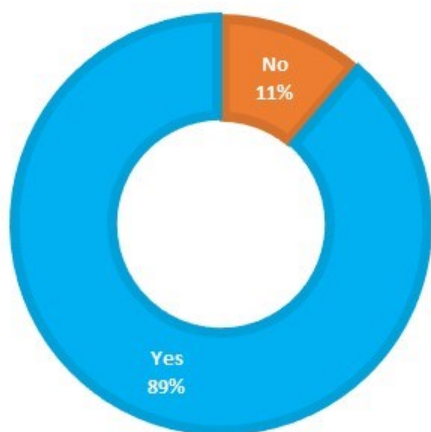
*"I'm able to air out freely about certain issues in my community like sex abuse, reproductive health, violence among others". U-Reporter, 18, M, Kampala*



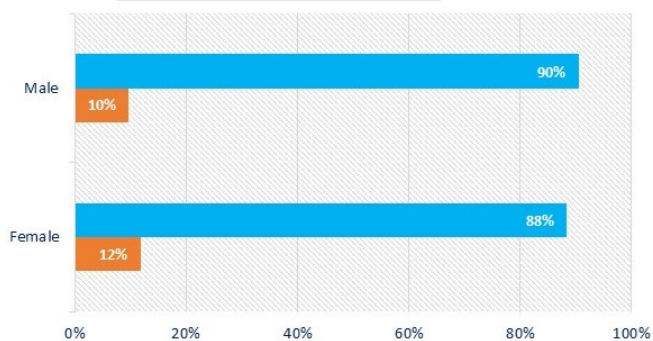
# U-Report @10 Special

QN 2: Have you been able to put into practice the information shared on U-Report? Reply YES or NO

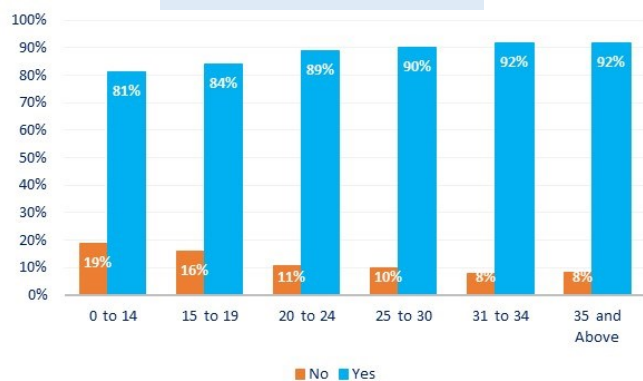
## Gender Perspective



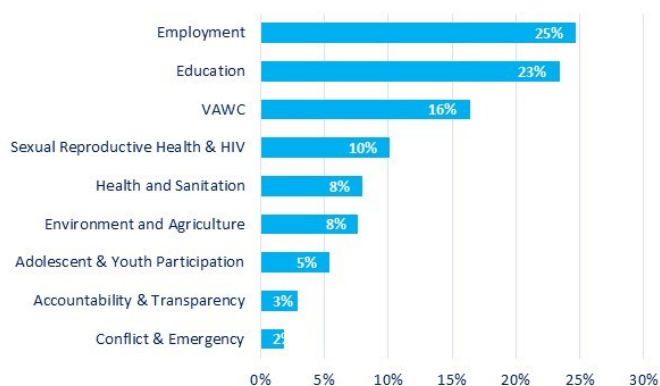
## Gender Perspective



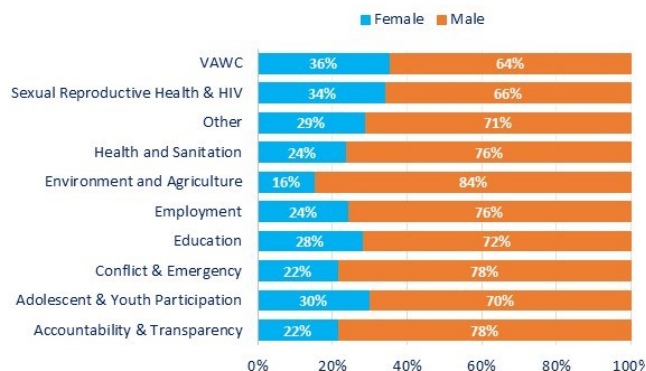
## Breakdown by Age groups



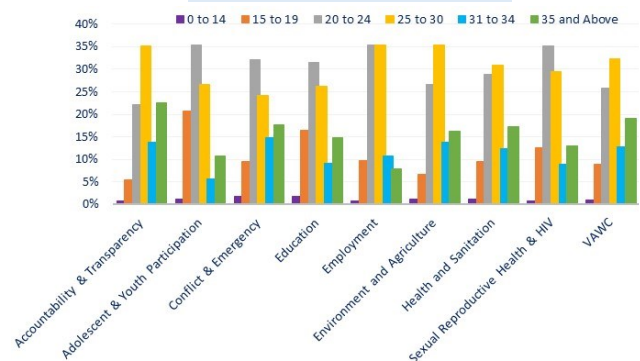
QN 3: What topics would you like to be discussed on U-Report this year? Select one that you are most interested in.



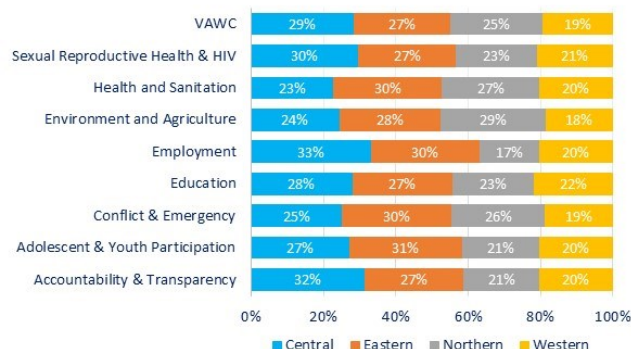
## Gender Perspective



## Breakdown by Age groups



## Regional Breakdown



"By knowing the need and pains of people, then see how to improve and support those who have taken steps from word to action or practical like" **U-Reporter, M**

"To answer all questions that are asked by u-reporters because we also ask on behalf of others." **U-Reporter, 20, M**

"Giving incentives to active members of the platform and this will help in increasing on other community members." **U-Reporter, F, 20, Bugiri**

I think everything is currently going well with me here, maybe appreciating you to keep up the good work. **U-Reporter, M, 17, Kampala**

"Sofar its at a good stand but may be you can on the mass communication, sensitization and awareness about how good this platform was, is and will be." **U-Reporter**

Create a WhatsApp group because we are in Computer generation so that detailed information can be shared to the community including audios, photos, and videos. **U-Reporter, F, 31, Soroti**



# Programme Spotlights

## A). Risk Communication and Community Engagement (RCCE)

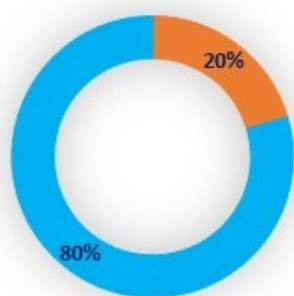
### 1. COVID-19 Vaccination: Messages for the General Public

U-Report supported C4D together with the MOH in the dissemination of messages in an effort to build trust in the COVID-19 vaccines and fight against misinformation. The messages were sent out nationally to all registered U-Reporters (over 500,000) prior to arrival of the first batch of the COVID-19 vaccine.

A followup question was sent to U-Reporters to gauge feedback on people's perception about COVID-19 Vaccine and below is how they responded to:

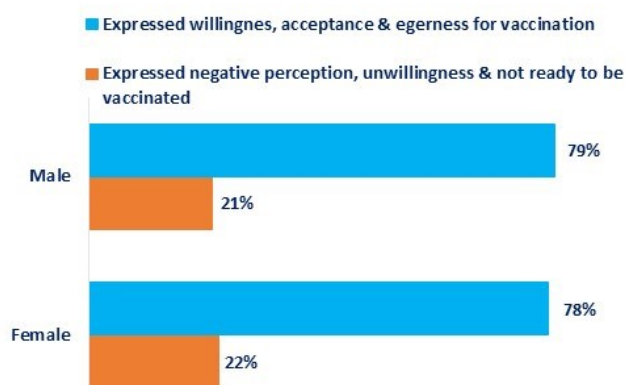
*QN: Now we would like to hear from you, tell us what you think or what people in your community are saying about the COVID-19 vaccine?*

General Perspective

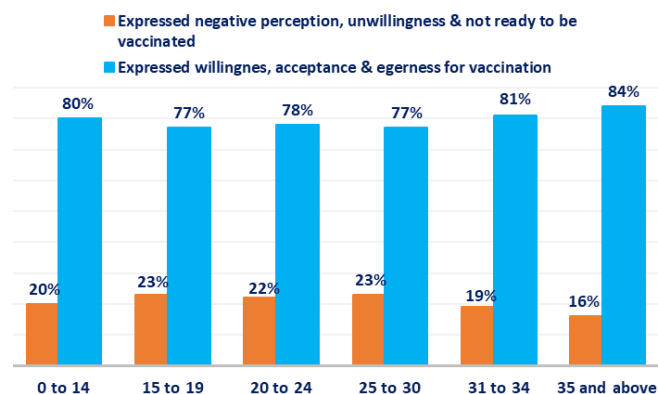


■ Expressed negative perception, unwillingness & not ready to be vaccinated  
■ Expressed willingness, acceptance & eagerness for vaccination

Gender Perspective



Age Groups Perspective

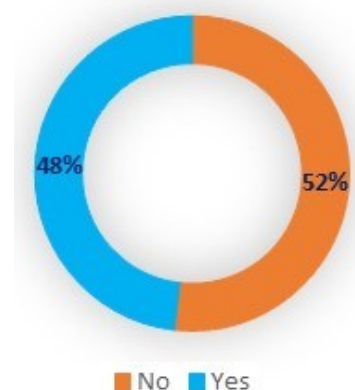


### 2. Integrated Child Health Days (ICHDs) Campaign April 2021

As part of UNICEF and MOH efforts to raise community awareness about ICHD services, key informational messages were developed and sent out to registered U-Reporters throughout the month of April. This was followed by the feedback poll which was sent out on 1st May closing the ICHD month..

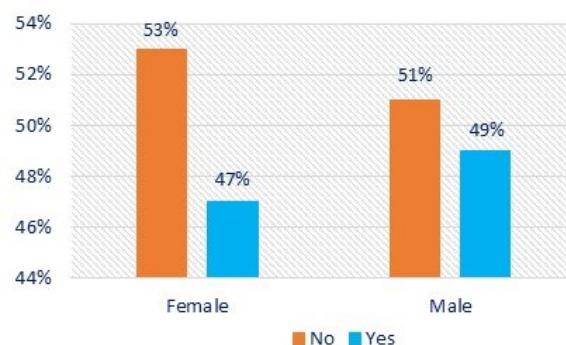
*QN 1: Did you hear about Integrated Child Health Days this April 2021? Reply Yes or No*

General Perspective



■ No ■ Yes

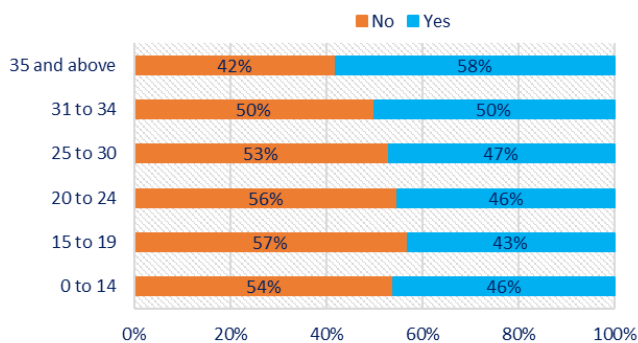
Gender Perspective





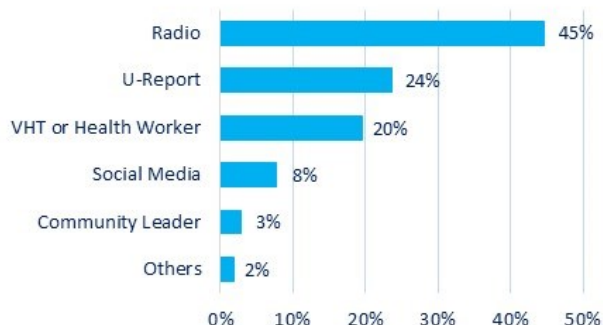
# Programme Spotlights

## Age Groups Perspective

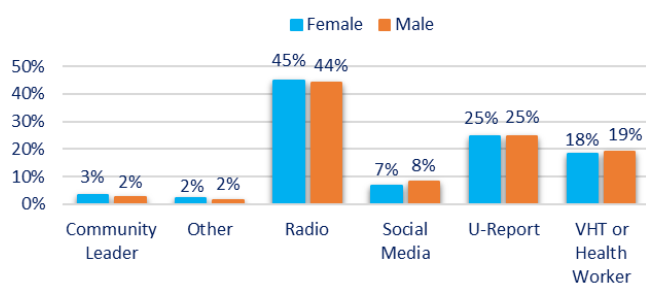


**QN 2: How did u hear about it? A) Radio B) VHT or Health worker C) Social media D) U-Report E) Community leader**

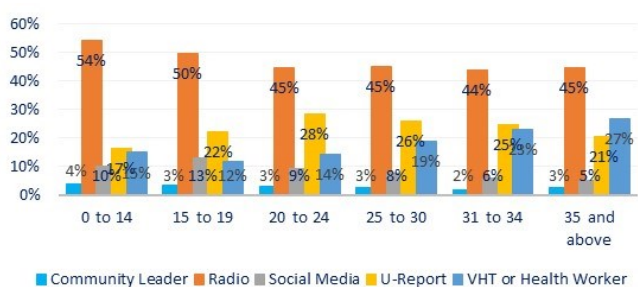
## General Perspective



## Gender Breakdown

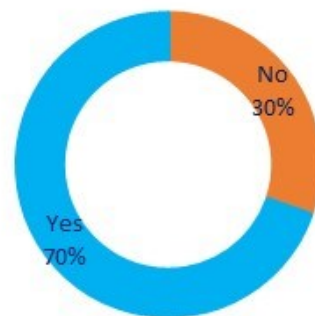


## Breakdown by Agegroups

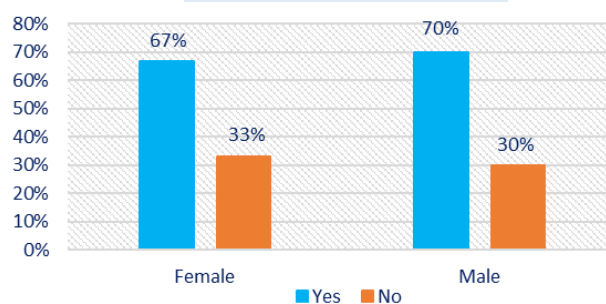


**QN 3: Did you or anyone u know go to receive ICHD services during the month of April? Reply Yes or NO**

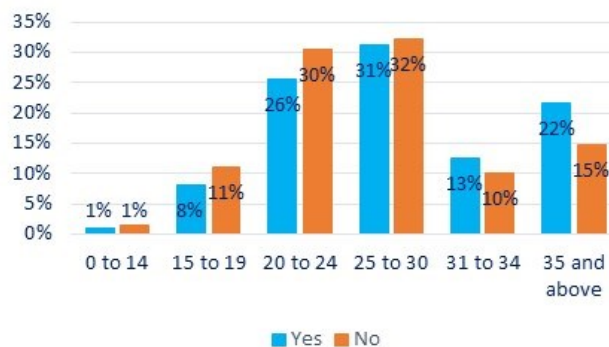
## General Perspective



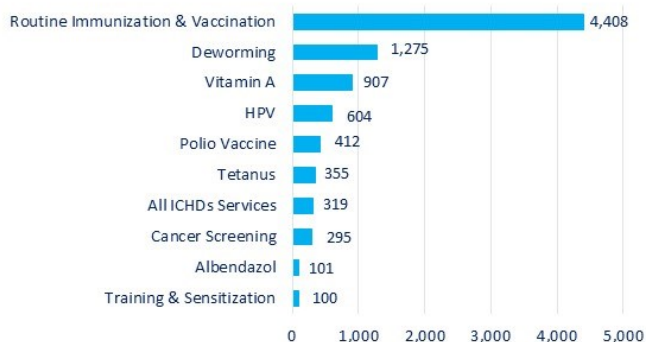
## Gender Breakdown



## Breakdown by Agegroups



A follow up question was sent to those who indicated to have participated or atleast knew someone who recieved the ICHD services about the kind of services that were offered. the majority of the responders indicate **routine immunization, followed by deworming, Vitamin A, HPV and Polio vaccine** as the top 5 services offered





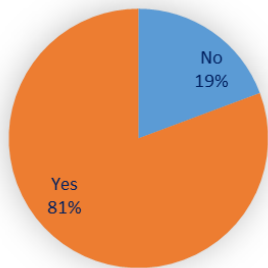
# Programme Spotlights

## B). VAC & Child Welfare Systems

### - Female Genital Mutilation Poll Series (FGM Practising Districts) – April 2021

U-Report supported CP together with the HQ Evaluation unit to poll U-Reporters in the 6 FGM practising districts about their views on FGM. 10 questions were sent out and below are the general results:

**QN 1: Please tell us, Do you know what Female Genital Mutilation (FGM) is? Reply YES or NO**



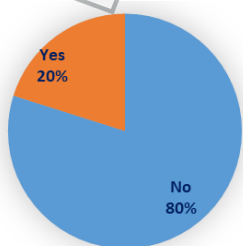
"FGM is a deadly and violent practice of partially cutting or removing the external female genitalia"

**849** Responses . The majority **81%** answered affirmatively .

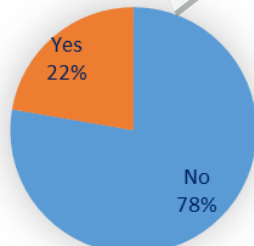
**Gender comparison:** Both men and women **83%** were equally knowledgeable about FGM

**Age groups:** The adults **35+** , the majority **91%** were knowledgeable as compared to the younger population b/n 15 to 24 years old

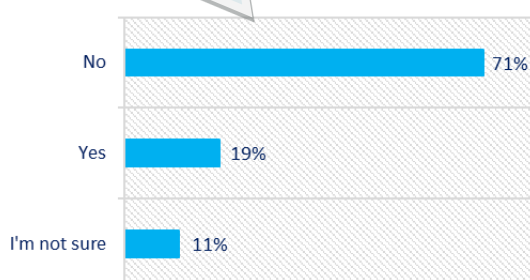
**QN 2: Do you think that FGM is safe and necessary for girls? Reply YES or NO**



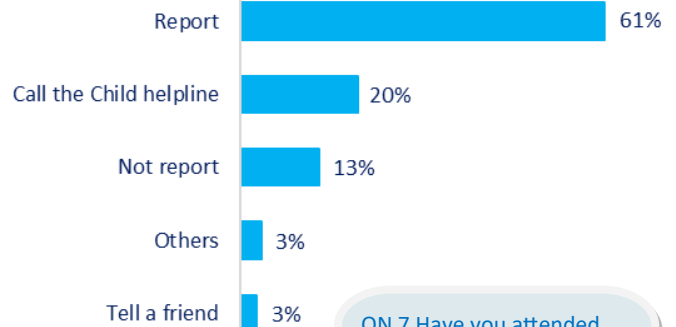
**QN 3 Do you think there are any benefits to having FGM? YES or NO**



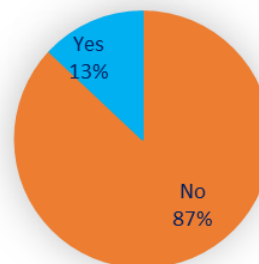
**QN 4: is the FGM practice legal? Reply: A. Yes B. No or C. I'm not sure**



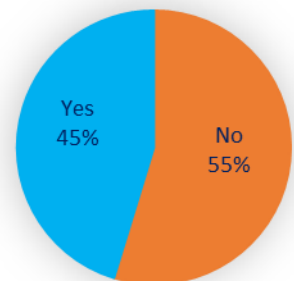
**QN 5: What will you do if you hear or witness a case or cases of FGM?**



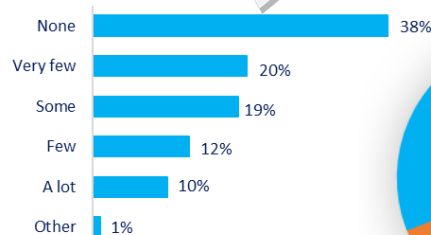
**QN 6: Are you planning to cut your current / future daughters or sisters?**



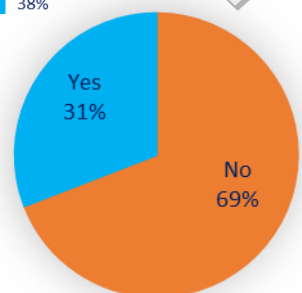
**QN 7 Have you attended any community dialogue or public event on FGM, before the COVID-19 gathering restrictions?**



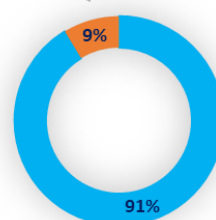
**QN 8: How many people do you think practice FGM in your community?**



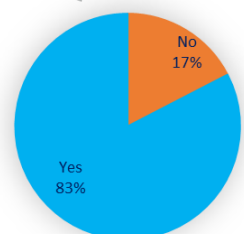
**QN 9: If you decide not to cut your daughter / future daughters, do you think that others in your community would judge you negatively?**



**QN 10: Are you in favor of the abandonment of FGM?**



**QN 10: As a male, would you marry an uncut girl?**



■ I'm in favor of abandonment  
■ I'm not in favor of the abandonment

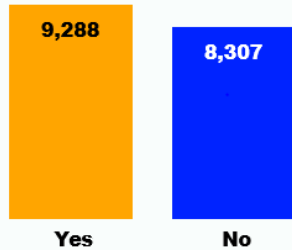


# Programme Spotlights

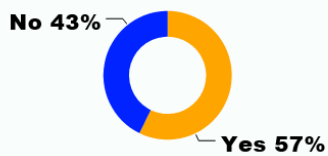
## C). Humanitarian Action

### Humanitarian WASH Thematic Poll - April 2021

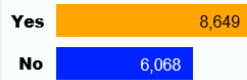
Apart from your current water sources, are there any other alternative sources of water nearby in your community?



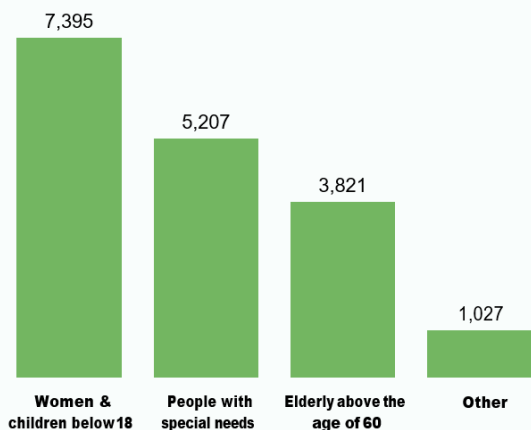
Do you think there is equal access for all people to the existing facilities in your community?



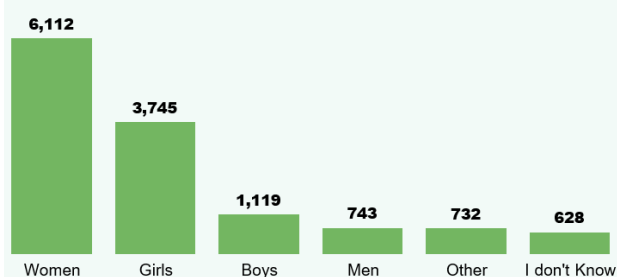
Are you exposed to any security risks in your community?



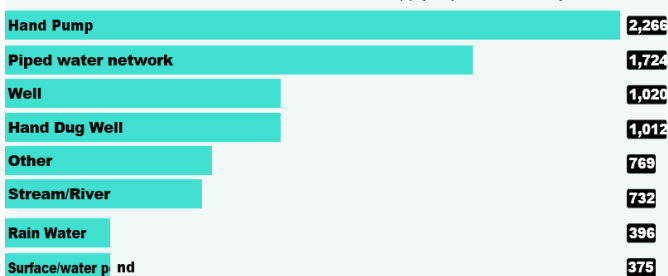
Who are the most vulnerable people in your community?



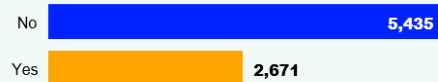
Who mainly collects water in your community?



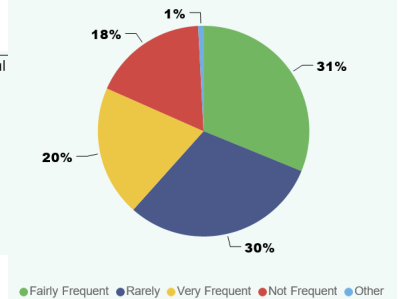
What is the current source of water supply in your community?



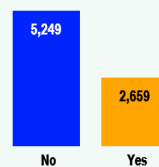
Do you think the water available at your source will be able to sustain all groups in your community in the short and long term?



How frequently are the pit latrines in your community cleaned/emptied?



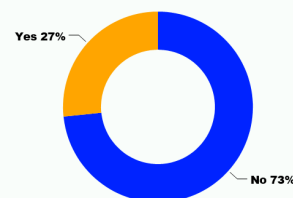
Do you think the water collection points are safe and easily accessible by all people living in your community?



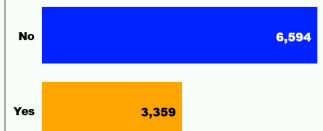
Would people in your community move to another area if the water supply sources in your community are lacking?



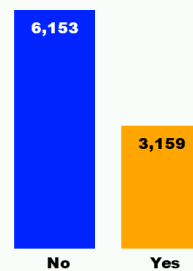
Did you receive any disinfection supplies?



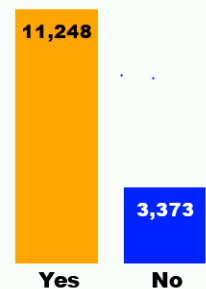
Were you consulted on the type of supplies provided to you?



Are you satisfied with the quality and quantity of given to you?



Are you aware of the connection between poor hygiene practices and the spread of diseases?

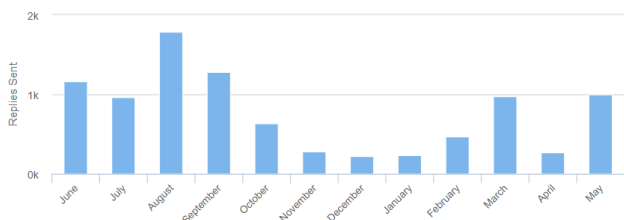




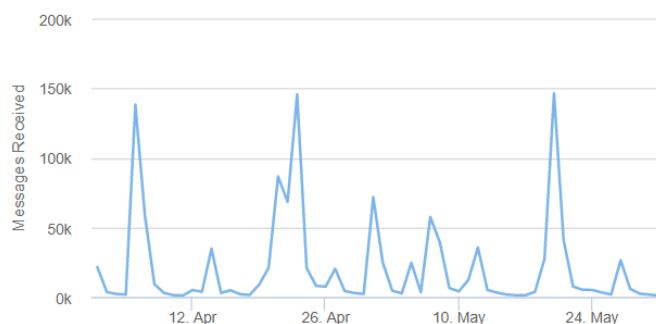
# U-Partners Engagement

- In the last 12 months, a total of **12,408,297** messages were captured under the U-Partners dashboard
- **95,541** total replies have been provided sofar by U-Report implementing partners
- **4,575** were treated as serious cases that needed follow up
- A total of **6,046** cases were followed upto their conclusions and closed

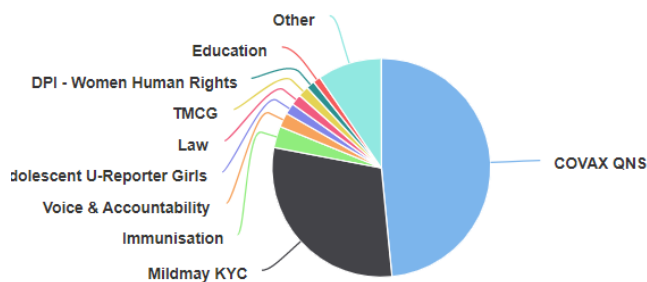
## Total nTotal number Replies provided



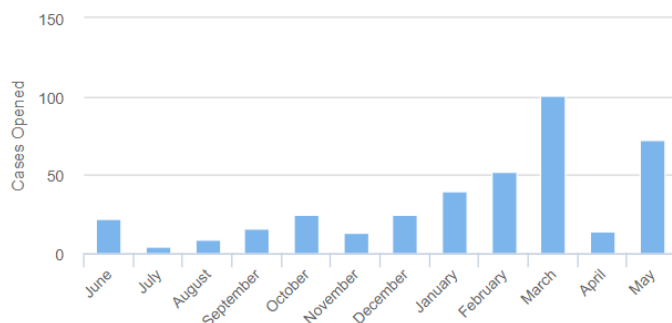
## Messages recieved in the last Four months



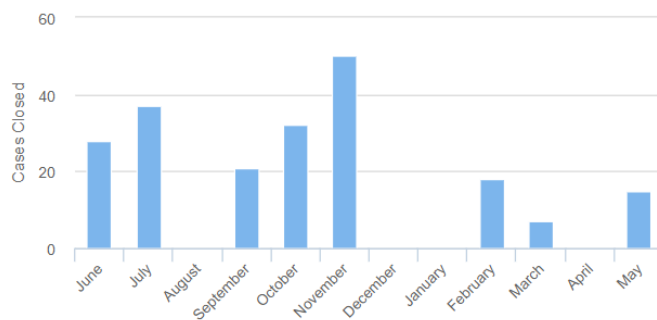
## Message labels in last 30 days



## Total number of messages treated as serious and were handled as open cases



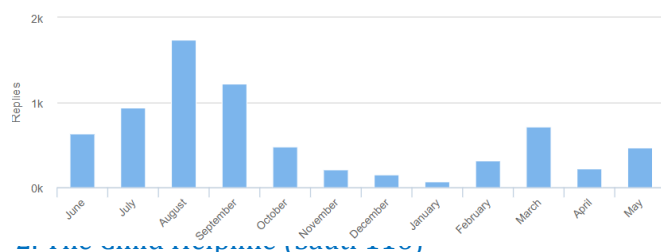
## Total number closed cases



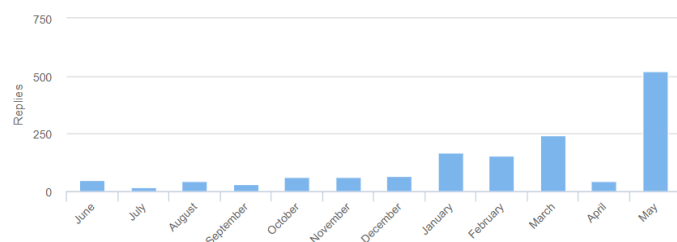
## Top Two active partners on thye U-Partners Dashboard

### 1. Ministry of Health Call Centre

- Over **13,000** total responses provided by the ministry of health and the majority is COVID-19 related and Immunization



- **11,296** total responses sofar provided since the partnership was established, **1,109** open cases and **919** were closes





# U-Reporters Speak Out

## Quotes on Intergrated Child Health Days

*"Why do you immunise people when they are not sick and do you predict that a certain disease is about to affect people?"*

*"What if I want to be circumcised? Which circumciser centres numbers can I contact in Kyenjojo?"*

*"If my son was recently immunised for example he was given a vaccine for 3 months, will he be immunised on child health days again?"*

*"Ok but in Kyotera, Kyakonda health centre 2 you didn't give us health workers because they come at 10:00am and they go at 2:00pm until they next day help us"*

*"I take this opportunity to thank the gov't for the mosquito nets which were given to people in my district (Mukono)"*

*"Please I have a six month child, and the other day I took him for immunization and she said I should wait after 6 months should I start counting from that?"*

## Quotes on FGM

*"The Sabiny cultural values which were attached to it were very good but the real mutilation in this current world does not have value"*

*"No, it's the elders who are taking FGM as a cultural initiation for girls and women only."*

*"Everything there's the negative and positive part therefore on a negative not it causes complications of ova bleeding when it's not done safely not only"*

*"I have to report with immediate effect the good thing I from that place where they normally practice that"*

*if a person accepts to go through it then I can't report but if someone is forced to go through it I will report*

*It depends on situation around me because when you are realized you can face the mob just and lose your life where the culture is strong*

## Quotes on how U-Reporters have benefited from the platform

*"I have got knowledge of many aspects of Health prevention and managed to inform and educate the community"*

*"It has given me the platform to have a say in everything around me such as immunization, COVID-19 and other health related issues, so thank you so much."*

*"During COVID-19 lockdown, I got all prevention guide lines on U-report hence has saved my life."*

*"I know more about human rights, child abuse, health facilities, sanitation, most especially during the corona pandemic and many more beneficiaries"*

*"IT HAS REMINDED ME OF THE CHILD DAYS PLUS AND I HAD FEARED TO BE IMMUNISED AGAINST COVID-19, I WAS ABLE BECAUSE OF SENSITIZATION MADE BY UREPORT, THANK U."*

## NEXT ISSUE:

1. Schools Reopening during the COVID-19 Pandemic
2. Spotlight Initiative: GBV/VAWC Awareness and Access to services
3. U-Report AI Chatbots
4. Know our partners
5. Food Systems Summit Dialogue—UNRCO, OPM and other UN Agencies



### For more information, contact:

**Mandi Chikombero**

[mchikombero@unicef.org](mailto:mchikombero@unicef.org)

**Fatuma Namukose**

[fnamukose@unicef.org](mailto:fnamukose@unicef.org)

**Abraham Okiror**

[aokiror@unicef.org](mailto:aokiror@unicef.org)