

U-REPORT UGANDA

Issue No 04

June 2022

Progress Update Bulletin



SMS JOIN to 8500

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 U-Report Uganda

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U-Report Uganda brings you the 4th issue of our progress bulletin. This bulletin highlights activities and achievements between March to June 2022. The bulletin reports on U-Report engagement polls, partners activities, and new innovative tools.

ABOUT U-REPORT

What is U-Report?

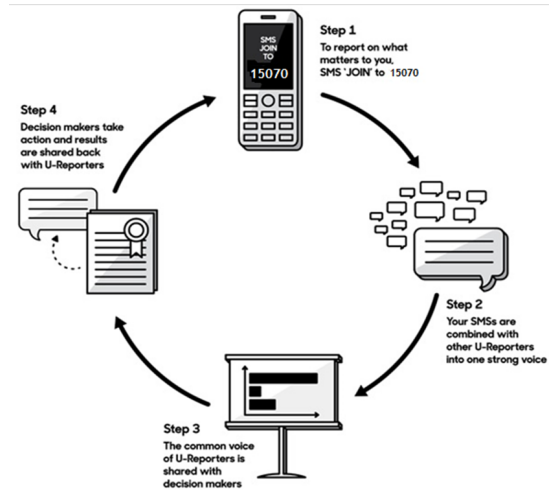
U-Report is a messaging platform that allows Ugandans to report on issues affecting them and their communities. Users also get real-time information and feedback on new initiatives or campaigns.

- ◆ U-Report offers young Ugandans and the public a chance to voice out their opinions on pertinent issues such as health, education, youth unemployment among others.
- ◆ It is a platform where young people can access life saving information on critical issues such as COVID-19 vaccine, violence against children (VAC), online child sexual exploitation and abuse, HIV/AIDS etc .
- ◆ It allows citizens to speak-out on what is happening in their communities and provides a forum to amplify their voices through media, alerts to key stakeholders and feeds back useful information to the U-Reporters.



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 **development, humanitarian and advocacy** priorities

WEEKLY POLLS	LIVE CHATS	U-REPORT BOTS	MOBILIZING PEOPLE
Template Dashboard / website	U-Partners Partner case management White label: CasePro	Rapid Pro Machine automated responses	Connecting young people physically to take an Action

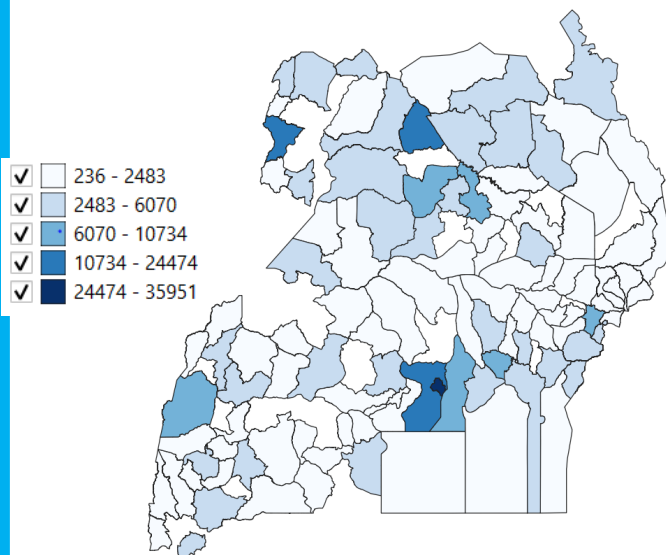
U-Reporters in Uganda

559,000 U-Reporters in Uganda

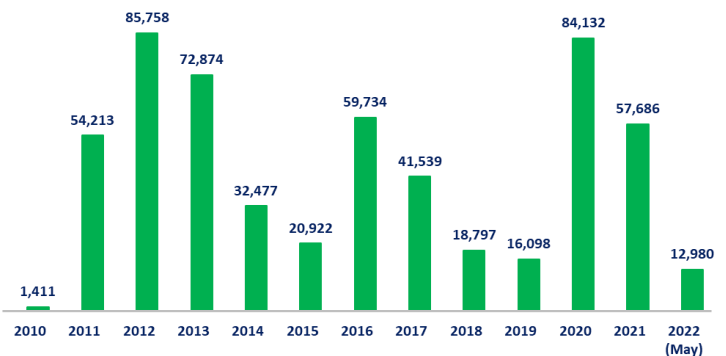
PARTNERING WITH **22,380,549** U-REPORTERS

IN **93** COUNTRIES WORLDWIDE

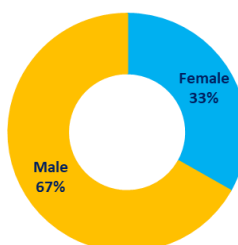
U-Reporters By District



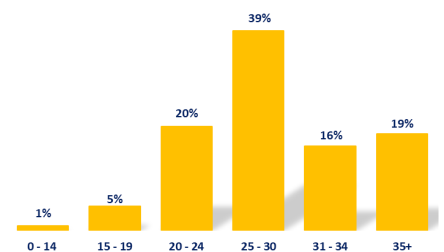
U-Reporters enrollment since 2010 to date



By Gender



Age Groups



PROGRAMME HIGHLIGHTS

Risk Communication and Community Engagement (RCCE)

U-REPORT FOR RISK COMMUNICATION AND COMMUNITY ENGAGEMENT—INTEGRATED CHILD HEALTH DAYS (ICHDs) APRIL 2022 CAMPAIGN



Background

In Uganda, April and October are months dedicated to reaching out to every child and woman with critical health care services such as catch-up vaccinations, deworming and vitamin A supplementation – in addition to family planning services and general health education.

These special days are commonly known as Integrated Child Health Days. As part of UNICEF and MOH efforts to raise community awareness about these services, U-Report has been adopted as a communication tool to mobilize and disseminate key informational messages U-Reporters countrywide.

Objectives of the campaign

1. To mobilize U-reporters to rally their respective communities to participate in the ICHDs exercise
2. To create/increase awareness amongst the community and young people about the existence of these free services
3. To build confidence and prepare the public with the basic knowledge about the ICHDs campaign.

Interventions:

UNICEF together with MOH developed a set of awareness messages ranging from the services provided, target groups, and timeframes among others. These messages were packaged and disseminated to all U-Reporters nationally on different dates throughout April.

Target: A total of 329,597 U-Reporters of 18 years and above across Uganda.

Reach: A total of 553,043 U-Reporters were reached informing them about the ICHD exercise and over 35,426 were interested in receiving more information about the exercise.

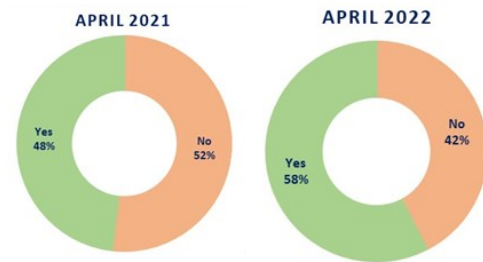
Feedback: A set of evaluation polls was sent out to U-Reporters at the end of the campaign to gauge feedback on how the entire campaign.

The feedback generated from the entire campaign will be used by UNICEF and MOH ICHDs steering team to plan for better and improved services in the upcoming campaign of October 2022.

Final Report compilation: A comparative analysis was conducted to assess if there are improvements in the implementation of this exercise between April 2021 and April 2022.

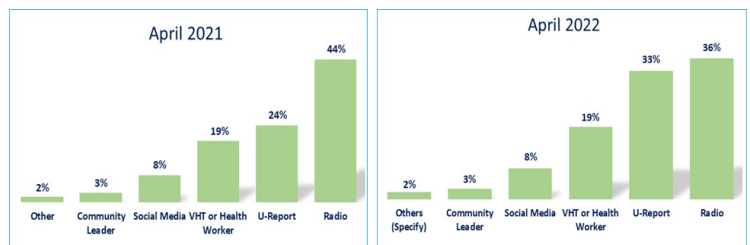
Outcomes of the feedback/evaluation polls

Did you hear about Integrated Child Health Days During the month of April 2022? Reply Yes or No.

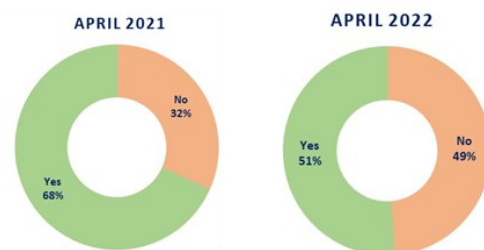


The majority (58%) of U-Reporters heard about ICHDs during April 2022. This indicates a great improvement in awareness levels of U-Reporters about ICHD campaigns by 10% as compared to same time period last year

When asked how they heard about the ICHDs exercise, 36% indicated that they heard it through “Radio” and 33% through U-Report. This indicates a decline in the Radio campaign by 8% and a significant improvement in U-Report as an awareness and risk communication tool by 9% during April 2022 compared to April 2021.



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



51% of U-Reporters participated/at least knew someone who received the ICHD services in April 2022. Compared to April 2021, there has been a significant decline in participation during ICHDs by 17% in April 2022. This could be due to the fact that massive awareness campaigns were not fully conducted in the April 2022 campaign.

For the detailed comparative analysis report of the ICHDs April 2022 campaign, please follow the link : [Integrated Child Health Days \(ICHDs\) Campaign - April 2022.pdf](#)

Violence Against Children (VAC) and the Child Welfare System

CHILD PROTECTION—R-REPORT SAFEGUARDING AND CHILD PROTECTION RELATED INFORMATIONAL CHATBOTS



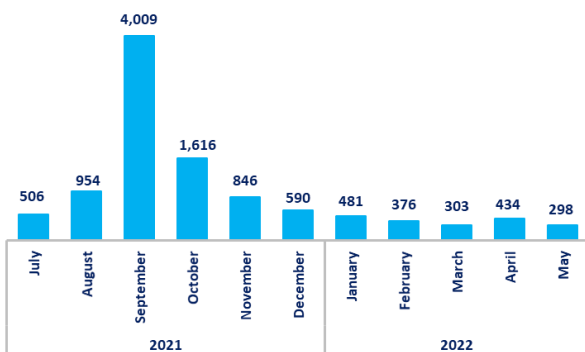
Launched in Mid-July 2021, U-Report has continued to support UNICEF with the implementation of the Child Protection related chatbot initiatives to date. This initiative has greatly improved automated detection, response & providing referrals to users who are seeking GBV/VAC-related help via U-Report. Users have been empowered to reach out to appropriate organizations to seek help. This further has reduced the waiting time for users to receive a response for their unsolicited concerns via U-Partners

Progress/Current status

A total of 18,056 U-Reporters who might have been at risk and attempted to disclose their situation have received life key saving information through the protection related chatbots including the safeguarding and VAC related chatbots (Safeguarding, VAC, and OCSEA) combined

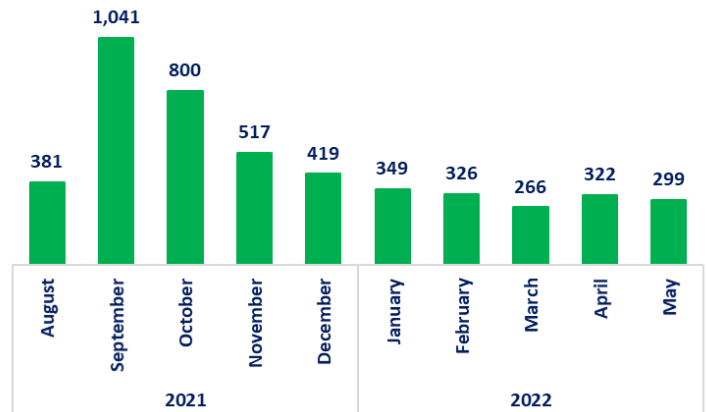
A). Safeguarding

A total of 10,414 U-Reporters have successfully accessed the safeguarding chatbot alone since its launch in mid-July 2021 to May 2022. September 2021 registered the highest number of U-Reporters accessing the chatbot. The decline in other months is attributed to the less promotional activity of the chatbots as compared to September 2021 when U-Report broadcast message was sent out to registered users informing them about the new service.



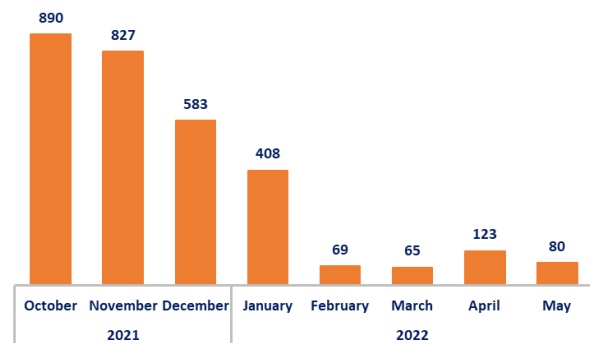
B). Violence Against Children and Women (VAWC)

A total of 4,720 U-Reporters have successfully accessed the Violence Against Children and Women chatbot alone since its launch in August 2021 to May 2022. The decline in other months is attributed to the less promotional activity of the chatbots as compared to September 2021 when U-Report broadcast message was sent out to registered users informing them about the new service.



B). Online Child Sexual Exploitation and Abuse (OCSEA)

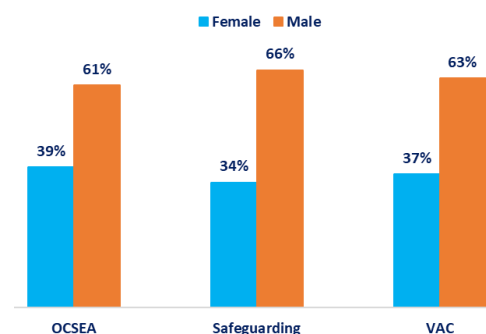
A total of 3,045 U-Reporters have successfully accessed the online child sexual exploitation and abuse chatbot alone since its launch in October 2021 to May 2022. The decline in other months is attributed to the less promotional activity of the chatbots as compared to October and November 2021 when U-Report broadcast message was sent out to registered users informing them about the new service.



Accessibility of the protection-related chatbots by Gender versus chatbot type.

Access by Chatbot type and Gender: Interest in the life-saving information in the U-Report protection-related is higher in men as compared to the females. This is mainly because U-Reporters who actively engaged on U-Report are males and compared to females, they are the ones who are mostly not shy about expressing their views and opinions as females may be less outspoken.

Comparison by Chatbot type: The majority of the females (39%) are most interested in online child sexual exploitation and abuse related information while the males (66%) are more interested in the safeguarding information.



Recommendation: There is need to continue promoting the chatbots by embedding promotional messages to the weekly polls, UNICEF and U-Report social media platforms and through U-Report implementing partner organizations. This will greatly increase the reach and accessibility to these initiatives

Adolescent Development and Participation

BACK TO SCHOOL CAMPAIGNS FEB-MARCH 2022— ASSESSING PERCEPTIONS OF LEARNERS, PARENTS, AND CAREGIVERS ON THE SCHOOLS REOPENING IN UGANDA.



Interventions:

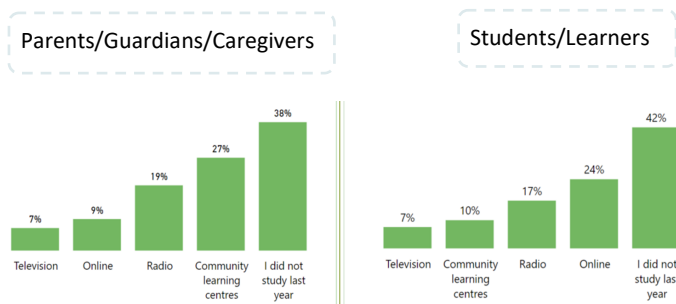
In preparation for the reopening of schools post the COVID-19 lockdown, UNICEF together with the Ministry of Education and Sports developed a series of poll questions to assess the perceptions and views of learners, parents, and caregivers about the schools reopening in Uganda.

Poll questions were developed based on three areas including questions directed to the Students/Learners, Parents/Caregivers/Guardians, and one section targeting both Parents and Learners.

Reach: About 296,000 U-Reporters were in the 29 focus districts were reached with these poll questions, and 27,183 were interested in participating and receiving the subsequent polls and messages.

U-Report as an evidence generation tool: The feedback received from the polls was analyzed and the findings were used as evidence to create a dialogue with the Ministry of Education and Sports on the importance of the return back to school.

Sample poll question; *“How were your studies conducted last year?”*



Results indicated that the majority (42%) of the students did not study last year during the COVID-19 lockdown despite the introduction of the online modalities of study. This outcome clearly shows why it was very important for children to return back to study from class.

Complimentary tool: Data generated from U-Report was used to compare with other sources such as Kobo. The findings from the same survey conducted using Kobo toolbox were in affirmation with the U-Report outcomes, UNICEF hence used this to present a strong case for the dialogues with the government in advocating for back to school after COVID-19 lockdown

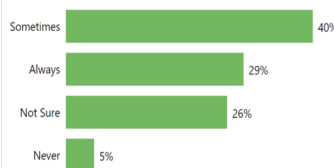
Outcomes of the polls

Participation: 13 poll questions were administered to each of the categories including ie Parents/Guardians/Caregivers, Students/Learners, and a questionnaire for both Parents and Students respectively

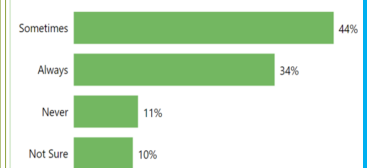
Target Group: Polls were sent out to all registered U-Reporters of the 29 UNICEF focus districts.

QN “Do you think your school offers safe spaces to talk about your feelings?”

Parents/Guardians/Caregivers

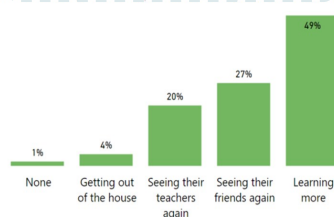


Students/Learners

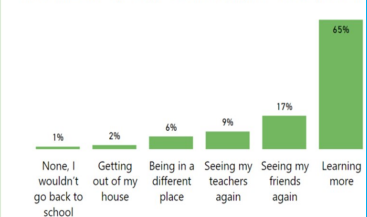


QN on safe spaces at school: “What is it that makes you happier about returning to school?”

Parents/Guardians/Caregivers

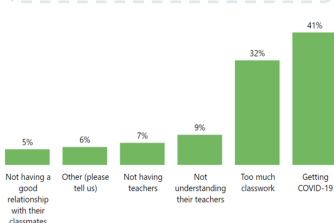


Students/Learners

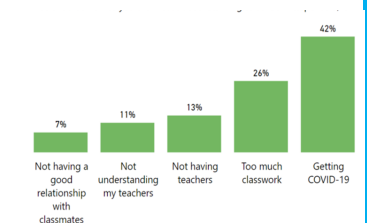


QN on worries about returning to school: “What is it that worries you the most about returning to school?”

Parents/Guardians/Caregivers

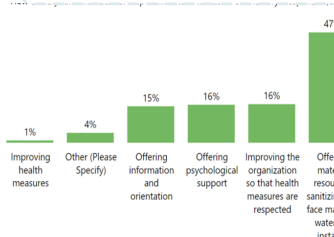


Students/Learners



QN on satisfactory return to school: “How could your school help make return to classes satisfactory?”

Parents/Guardians/Caregivers



Students/Learners



For the detailed analysis report of the back to school poll results report, please follow the link : [School Re-opening Poll February-2022 \(2\).pptx](#)

EMERGENCY PREPAREDNESS & RESPONSE INITIATIVE —AAP U-REPORT HUMANITARIAN POLL APRIL 2022



Background

Under the Accountability to Affected Populations (AAP) initiative, U-Report supports UNICEF and partners emergency coordination teams to engage U-Reporters in refugee hosting districts and flood-prone areas on various issues that affect them.

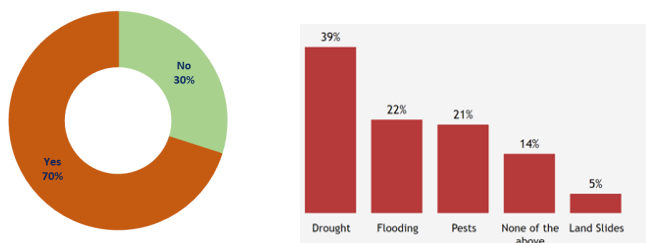
Polls are developed on a monthly basis on different themes and sent out to gauge the feedback, views, and opinions from U-Reporters in the affected populations including Refugees/Migrants and flood-prone districts.

Interventions/Key Highlights

Reach: A total of 267, 679 U-Reporters in the refugee hosting and flood-prone communities in Uganda were reached with questions to find out how natural hazards were impacting them in their communities. 17,249 U-Reporters consented to participate and answer the questions asked.

Use of the U-Report Data: Feedback received from the polls was analyzed and data used by UNICEF and partners for planning purposes in their programming and to determine the next possible intervention.

The first two initial questions were asking U-Reporters if they had experienced disasters in the last 3 months and which kind of disasters were they were:



The majority (70%) of the U-Reporters polled responded affirmatively to having experienced natural disasters in the last 3 months. When asked about the kind of disaster they faced, the majority (39%) mentioned drought

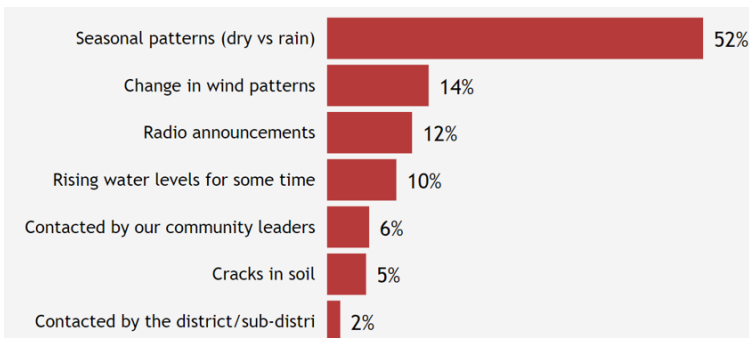
From these results, it is evident that the majority of the population had experienced drought in the past 3 months and this enabled the response team to determine the next possible cause of action.

Poll Results/Findings

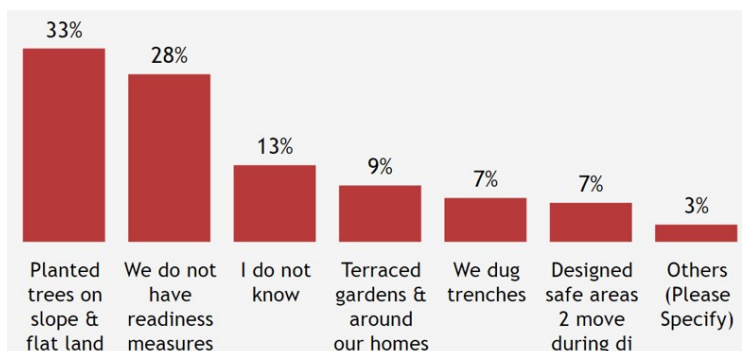
Target: 112 Refugee hosting and flood-prone districts of Uganda

Participation: 17,249 U-Reporters consented to participate and receive the preceding poll questions

QN: "How did your community know the disaster was going to take place?"



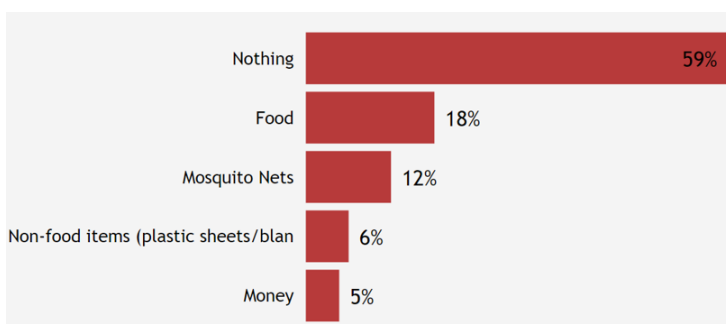
QN: "What readiness measures were put in place within your community?"



Other readiness measures mentioned by U-Reporters include;

1. People were resettled
2. Cleared the water channels
3. Practised irrigation farming but its too expensive
4. Planting drought-resistant crops
5. Stored enough food in case of famine

QN: What support did you receive when you were faced by this disaster?



For the detailed analysis report of the AAP Humanitarian poll results, please follow the link : [Emergency AAP- Humanitarian Poll April 2022.pptx](#)

U-REPORT PARTNERS' SPOTLIGHT



The collaboration

U-Report works with and grows through partnerships ranging from Civil Society Organizations, government, and other UN agencies. The team collaborates with partner organizations to determine topics for discussion, act upon the recommendations made and use the information for development, emergency, and advocacy priorities. Partners further play a pivotal role in providing responses to the unsolicited issues arising from U-Reporters including providing counseling and advice.

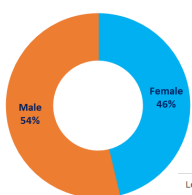
In this bulletin, we feature three partners including TMF the MOH call center and The Child Helpline Sauti 116 who have been actively engaged in providing guidance and counseling advise to U-Reporter's unsolicited concerns through the U-Partners dashboard.

A) The Ministry of Health Call Centre

U-Report works closely with the Ministry of Health call center team to provide one on one counseling to U-Reporters' general health-related unsolicited concerns. This partnership was established in 2021 in response to the COVID-19 outbreak in Uganda and since then over 27,800 U-Reporters have benefited from this service and had a one-on-one interaction with the counselors.

Besides responding to unsolicited messages from U-Reporters, this partnership has also seen the counselors participate in addressing issues coming out of the immunization campaigns such as ICHDs, Polio vaccination, COVID-19 vaccination, and many more health-related campaigns conducted by UNICEF. In the last three months alone, a total of 3,505 U-Reporters have benefited from this service by having their health-related concerns answered by trained counsellors.

U-Reporters who benefited from one on one counselling information by Gender



U-Reporters interact with the MOH call center counsellors through the U-Partners dashboard

Less than 5 times depending on the condition.	2 days, 12 hours	STI Wise & Responsible P2P (Peer-to-Peer) (menstrual pain) How many times does a pregnant woman supposed to visit the hospital in nine months
Put in practice what you heard about advising youth on pregnancy.	2 days, 2 hours	STI I heard how to advise adolescents from getting early pregnancy
During your menstrual period, your uterus contracts to help expel its lining. Hormone-like substances (prostaglandins) involved in pain and inflammation trigger the uterine muscle contractions. Higher levels of prostaglandins are associated with more-severe menstrual cramps	1 day, 21 hours	STI What makes someone feel pain during her periods?
During sexual intercourse, when ejaculate enters the vagina, these prostaglandins are deposited near the cervix and can help ripen (soften) it to prepare for dilation and may even cause the uterus to contract. Beyond that, the uterine contractions produced by the female orgasm may also bring about labor	1 day, 19 hours	STI Safe pregnancy plan ok sorry but how to birth

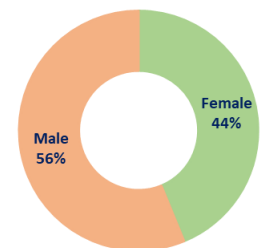
B) The Uganda Child Helpline (Sauti 116)



This collaboration has seen a total of up to 15,000 U-Reporters receive a one on one counseling from the child helpline team of counselors on protection-related issues including GBV, VAC and OCSEA.

In the last three months alone, a total of 463 U-Reporters benefited from this service by having their protection-related concerns answered by trained Sauti counselors. Compared to the previous months, this has greatly declined due to the implementation of the Safeguarding, OCSEA, and GBV chatbots that have provided automated responses to questions that would be answered by the counselors

U-Reporters who benefited from one on one protection related counselling information by Gender



More males (56%) interacted with the Child Helpline team than females (44%). This is probably because the males are more active on U-Report.

C) Trailblazers Mentoring Foundation (TMF)

TMF provides holistic programs that address the critical needs of adolescents, especially girls and young women while putting greater emphasis on ending teenage pregnancy, and child marriages and empowering girls to complete school and rise to their full potential. UNICEF works with TMF under the PCA agreement to support the rollout of U-Report programs such as recruitment of the adolescents, mentoring U-Reporters among others

TMF P2P + GBS campaign and U-Report

Currently, TMF is spearheading the implementation of the Peer to Peer, Go back, Stay in School campaign. They have been involved in the message development for adolescents, health workers, teachers, community leaders, and other stakeholders involved in this campaign. Additionally, TMF is actively involved in the dissemination of these messages and reaching out to the adolescents in the various community. U-Report will be used in three key ways including;

1. TMF will identify and recruit peer advocates onto U-Report
2. Mentor them adolescents on the use of U-Report and how it works
3. Using U-Report to generate feedback and reporting of the campaign including an M&E Tool

Reach: To date a total of 659 adolescents have been recruited onto U-Report by TMF and this number keeps growing on a daily basis

U-REPORTERS SPEAK OUT

Reports on emergency and natural hazards occurrences

"Naweyo subcounty, especially kachekere, nambale parishes experienced adiserster of heavy rainfall with strong wind and snoon stones which destroyed avariety of plants and broked people's buildings so i requested the ministry of health as per government to provide us with food.people are suffering." **U-Reporter, M, Butaleja**

"I thank you also,but what is happening here katakwi especially ongongoja is that karamojong insurgency people are now stuck no where to go security is not responding well." **U-Reporter,M Katakwi**

Positive feedback on ICHDs Campaign

"I also thank for your government programes you put in our community to protect our children so thanks alot". **U-Reporter, F, Iganga**

"Thank for your enlightenment and never will I keep quiet with any problem in my community. Can you imagine that my eyes opened now by the last statement". **U-Reporter, F, Lira**

"We are dealing with young mothers in Ngora district.In my meetings with the mothers I will be informing them under YOMOTHERS' HELP INNITIAVE founded in NGORA". **U-Reporter, M, Ngora**

Protection/GBV related issues

"Am U-reporter in Amuria d and achid is burnt inside ahouse by certain woman with the claim of struggling of an husband leading to death of this young kid." **U-Reporter, F, Amuria**

My father refus to take me back to school when am still in senior one what can i do as a child i need help 4rom u 116 . **U-Reporter,M,16,Pader**

Health care service delivery

"I wish government should put more effort to healthy workers of iganga regional hospital nakavule,if u luck money da doctor just pass on u,and where the mothers give birth the nurses just abuse people any how For us we have remained with GOD Last month they operated my wife pregnancy 8month and the baby was taken to incubator but i spent like 2millions in hospital,after they were defeated they asked me to pay 60000ushs for government ambulance to deliver me to jinja i just stole my baby i brought him to church now is alive through prayers .i wish u just try iganga hospital and see by ur naked eyes ". **U-Reporter, M, Iganga**

"Outcry of VHT/Health workers who work for the round 1 polio vaccintion there refund for work was not paid am from koboko district (2) even for second round of corona vaccintion was not paid ,help us to report this outcry of people of koboko, to MOH OF Uganda". **U-Reporter, F, Koboko**

SRHH

Whenever i play sex wz my husband i get wounds in the walls of my vigena and i feel pain when he is pushing the penis,whats is the problem? **U-Reporter, 30, F, Amuru**

"Iam in magoro health center three. So we have ashoutage of condoms please help as the youth!!!" . **U-Reporter, 27, Katakwi**

"Good morning, For how long can awoman or agirl take to have sex after her menastration period to avoid pregnancy? Iwant you to guide me and anser me Thank you!"

WASH

"I see many safe water points everywhere i move,for generations over generations we 've remained minus this service,advise me as to how this can be addressed." **U-Reporter, 31, F, Arua**

"Community leaders of rukiga is serious maxima bcz some village have a gd water other village dn't have like buzooba cell in rukiga district so help me village! ". **U-Reporter, F, Rukiga**

COVID-19 and Vaccination

"Covid 19 is still in uganda or because am not seeing any person who wears mask these days why? " **U-Reporters, M, Arua**

"Incase of any new program about COVID-19 prevention measures, ICHDs and others we need yo updates 2 sentitize our community coz ur services are free and so much educative. Am your agent since 2016 up todote " **U-Reporter, Gulu**

"Dear U-reporter we have aproblem concerning points of enteries in hoima we worked but we were not paid for almost a year during the pandemic of covid19 " **U-Reporter, Hoima, 28, F**

NEXT ISSUE:

1. Teenage Pregnancy U-Report Campaigns
2. P2P + GBS campaigns
3. U-Report and Prospects Partnership
4. Girls Empowering Girls (GEG) initiative
5. AAP Health and HIV thematic polls

