Standard Operating Procedure (SOP)

Uganda Refugee Response

Tracking the performance of the Uganda Country Refugee Response Plan (UCRRP)

Date of Issue	April 2023 (updated 05/04/2023)
Purpose of the SOP	An enhanced results framework has been established to track the performance of the UCRRP against indicators and to ensure progress against the targets set by partners at the start of the planning process. The ultimate goal of deploying a robust results framework is ensuring transparency and accountability, avoiding duplications and re-adjusting the response when inefficacies and gaps are identified. This SOP stipulates the roles and responsibilities of the main stakeholders in this process as well as the timeframes for reporting.

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A.   Application of this SOP

This SOP will apply to the tracking of the 2022-2023 UCRRP performance through ActivityInfo in the context of the Uganda Refugee Response.

B.   Context and risks

Uganda is the largest refugee-hosting country in Africa, with almost 1.5 million refugees as of February 2023 (source: OPM ProGres). Wars, violence and persecution in the Horn of Africa and Great Lakes Region are the main drivers of forced displacement into Uganda, led by South Sudan's conflict, insecurity and ethnic violence in the Democratic Republic of the Congo (DRC).

Thirteen of Uganda's 135 districts host the majority of refugees. About 93 percent live in settlements alongside the local communities, mainly in northern Uganda or West Nile with smaller numbers in central Uganda or Mid-West and southern Uganda or South West. Urban centers are home to seven percent of the refugee population, mainly Kampala, although there is a trend of refugees moving from settlements to urban centers that requires more attention.

The Government of Uganda, through the Department of Refugees in the Office of the Prime Minister (OPM), has the primary responsibility for the protection and security of asylum-seekers and refugees in Uganda. In line with the Refugee Coordination Model, UNHCR and OPM coordinate the refugee response in Uganda jointly with UN and NGO partners.

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Main risks associated with this SOP:

- Information required from sector leads or partners is either delayed or unavailable

- Turnover of staff resulting in lack of knowledge on the reporting procedures or platform

- Lack of buy-in due to competing reporting demands or level of detail required

- Difficult to carry out field-level validation of reported achievements

C.   Definitions

- ActivityInfo: open-source software for data collection and reporting which works both online and offline. It is optimised for reporting on activities that are geographically dispersed and implemented by multiple partner organisations. The software has been used to track activities implemented by humanitarian partners working in Uganda since April 2019 and is offered as a service by BeDataDriven. UNHCR will provide access to this software for all partners in the response.

- IM/IMO/IMU: this refers to Information Management, Information Management Officer and the Information Management Unit respectively. Note that the IMU is comprised of sector IMOs only, it is not to be confused with the Data Management Working Group (DMWG), which is a separate entity open to all IM colleagues.

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D.	Protection considerations

In case of reporting on protection-sensitive activities or indicators, care should be taken to avoid exposing people of concern. This adherence to beneficiary privacy can be achieved by for instance not mentioning personally identifiable information in the comments and/or by omitting location details such as village, cluster or zone.

E.	Roles and responsibilities

E.1 UNHCR Information Management Unit (IMU)

The IMU has the role of facilitating the optimum use of ActivityInfo by all stakeholders through providing training and support.

- Manage and customise the ActivityInfo system for the purpose of the Uganda Refugee Response.

- Coordinate the customisation and usage of ActivityInfo with all stakeholders of the refugee response, including the OPM refugee department, the CRRF Secretariat, sector co-leads, and UCRRP partners.

- Disseminating sector factsheets through e-mail and the Uganda Refugee Response Portal.

- Coordinating with the developers of the platform to ensure proper functioning of the database and to report/track any errors.

- Appointing a focal point for each sector (and region, if IM capacity is available), the IMO focal point distribution is listed in Annexes 1 and 2.

E.2 Information Management (IM) Focal Points

The IM Focal Points have the role of facilitating the optimum use of ActivityInfo by all stakeholders through providing quarterly training and day-to-day support.

This support consists of:

- Providing access to the ActivityInfo database for all relevant stakeholders. Partners will have access to the relevant databases for their sectors, containing the UCRRP indicators and activities that the sector leads would like them to report on.
    - *Note: users who have not accepted their invitation 1 month after it was sent or not logged in to the database for more than 6 months will be removed in order to manage the number of available slots.*

- Providing training on a quarterly basis at national and/or field level as required.

- Supporting sectors and partners with any matter regarding their databases, this includes setting up reporting locations for partners as needed.

- Extracting data and preparing products (such as factsheets) for relevant sectors and stakeholders (including CRRF Secretariat and Regional Office).

E.3 UCRRP partners

Sector Co-leads, UNHCR and OPM will regularly reach out to UCRRP partners to gather information and data for UCRRP progress reports, including through sector activity tracking.

Systematic progress reporting against the indicators from the UCRRP results framework selected by the sector leads will be a requirement for all UCRRP partners (including implementing partners of UN agencies).

In terms of reporting level, ideally one reporting focal point should be appointed per partner at national level, this person will be responsible for reporting on the country-wide achievements on behalf of their

agency. However, multiple focal points can be appointed if needed, for instance if a partner has a large geographical spread or activities across many sectors.

Reporting can be done on a monthly, quarterly, termly, bi-annual or annual basis, depending on the indicator or activity concerned. The indicator or activity value reported should be the total for a given period (i.e. non-cumulative) and be based on completed activities only. The required geographical disaggregation also depends on the indicator or activity, but is by settlement in most cases.

All UCRRP partners are:

- Responsible to report by the scheduled deadline on all indicators and completed activities for the previous quarter. The reporting deadlines are shown in the table below, a sector specific overview of reporting arrangements can be found in Annex 5. If sectors have asked for monthly reporting, the partner can decide to report every month or submit the monthly breakdown on a quarterly basis.

Month	Reporting Period	Start / Deadline
April	Q1 (January – March) / Term 1	5-14 April 2023
July	Q2 (April – June) / Term 2 / Bi-Annual	1-10 July 2023
October	Q3 (July – September)	1-10 October 2023
January	Q4 (October – December) / Term 3 / Bi-Annual / Annual	1-10 January 2024

- Accountable to report on indicators selected by the sector leads, based on the definition of each indicator that was agreed on within each sector.

- Accountable to report on all activities implemented, including those as implementing partner of UN agencies. UN agencies are responsible to report on activities implemented directly (not through implementing partners).

- Required to submit basic information about their project, which includes the implementation dates, name, description and donor. In case of implementing partner arrangements, both the funding UN agency and the implementing partner will be credited in information products.

- Available for correction of data or additional clarification if needed.

- Not to be requested to fill any other activity tracking matrix in parallel to reporting on ActivityInfo (this does not apply to government initiatives).

- Required to report on the amount of funding received against their projects from non-UN sources on a quarterly basis. UN agencies are also required to report on the amount of funding received through OCHA's FTS.

- Responsible to communicate any changes in terms of reporting focal points, such as in the event of termination of contracts, change of roles or transfer of service to another organisation.

E.4   Sector-leads and co-leads

The sector leads and co-leads are responsible for the content and the explanation of their relevant databases. An overview of sector leads is included in Annex 3.

Their role consists of:

- Determining the reporting frequency for both UCRRP indicators and activities.

- Indicating which UCRRP indicators can be reported on by partners, in general partners are only required to report on activities and UCRRP indicators directly linked to activities (meaning no additional data collection should be required). For high-level indicators that require assessments, the responsibility for reporting will rest with the sector lead.

- Reporting on UCRRP indicators not reported on directly by partners (or providing data from existing sector systems in a format that can be easily imported).

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- Providing narrative reporting on achievements, challenges, gaps and priorities in liaison with the Inter-Agency Coordination team.

- Reviewing, evaluating and analysing data reported by partners.

- Following up with field sector-leads, funding agencies or partners in case of doubts regarding the reported data.

- Disregarding reported data that has not been modified or clarified within 5 days of receiving the request for modification/clarification from the sector-lead or co-lead.

- Communicating any new reporting guideline or policy to all relevant field sector-leads.

- Validating reported sector data before the deadline (see table below).

Quarter	Start / Deadline
Q1 (January – March)	11 - 28 April 2023
Q2 (April – June)	12 – 21 July 2023
Q3 (July – September)	11 – 20 October 2023
Q4 (October – December)	11 - 20 January 2024

- Providing definitions of the indicators for reporting guidance.

- Receiving feedback and comments on the sector databases from partners.

- Deciding on modifications to the design of the sector databases (in case of urgent matters)

- Producing sector factsheets based on standard templates (in case the sector has its own IM capacity).

- Clearing sector factsheets for dissemination (in case the sector does not have its own IM capacity).

E.5 Sector focal points at field level

- Reviewing, evaluating and analysing data reported by partners.

- Follow up on clarification requests on partners achievements received from national sector-leads and co-leads.

- Ensure that no parallel system to ActivityInfo is being implemented in the field (this does not apply to government initiatives).

- Provide support to partners on ActivityInfo or channel help requests to the relevant IM focal point.

E.6 Leadership of the refugee response (OPM and UNHCR)

- Overseeing data analysis and monitoring compliance of all UCRRP partners.

- Sharing data with the districts.

- Sharing relevant data with the CRRF Secretariat and UNHCR Regional Refugee Coordinator's Offices.