

AAP Task Team – Minutes of Meeting on 31/1/2022

Participants: CAFOMI, CECI, GTS, HFU, ICRC, IRC / U-Learn, LWF, MTI, OPM, UNFPA, UNHCR, War Child Holland, Windle International

Main Points of Discussion	Action Points
Agenda <ol style="list-style-type: none"> 1. Review of draft minutes of previous meeting 2. FRRM updates – trends for December 2021 3. Presentation on final COVID-19 rumour tracking bulletin 4. Partner updates 5. AOB 	
1. Review of draft minutes of previous meeting <ul style="list-style-type: none"> • Task Team members to share any comments to the draft document with co-chairs (lydia.bakumpe@lutheranworld.org, iwasa@unhcr.org) by Friday, 21 January. (No comments received, therefore document considered as final) • GTS / U-Learn will provide an update on the last bulletin of the COVID-19 rumour tracking and the AAP training in upcoming meetings (Update on rumour tracking bulletin provided in the meeting of 31 Jan, update on AAP training to be provided in the following meeting) • UNHCR to follow up with Information Management Team to upload the compendium of key AAP indicators on refugee response portal (Done, available at this link here) • Task Team to develop its Workplan for 2022 in one of its upcoming meetings (Pending, planned for next meeting) 	
2. FRRM updates – trends for December 2021 (UNHCR FRRM team) Please refer to presentation for details <ul style="list-style-type: none"> • Total 28,969 calls to toll-free helpline during December 2021, out of which 12,046 calls were 	

<p>received during office hours. 9,244 calls handled by helpline agents and 4,058 calls abandoned due to busy queues. 42</p> <ul style="list-style-type: none"> • Total 4,831 entries captured in the FRRM system during the month (2,686 new queries, 2,142 follow up entries), with 42% decrease from November. 1,749 queries resolved at helpline level, 941 referrals sent to UNHCR and partners. 376 referrals received in the month remained unopened at close of month. • Locations with highest number of calls were Kampala (777), Nakivale (389), Kyaka (351) and Kyangwali (223) • Of the new queries, Category 2 calls (i.e. queries resolved at helpline level based on FAQs) accounted for the majority of calls, at 65%, while Category 3 (i.e. queries or requests for assistance referred to UNHCR or partner focal points) comprised 34%. • Outbound activities by FRRM call centre in 2021: South Sudanese intention to return survey, participatory assessment data collection, support to CBI, quarterly post-distribution monitoring of soap and menstrual hygiene management kits <p>Discussions</p> <ul style="list-style-type: none"> • Request for partner monthly reports to be shared in the first half of the following month. • High number of calls from Kampala – since COVID-19 lockdown and cash assistance to urban refugees in 2020. Reason may be higher mobile phone possession and more stable phone network in Kampala • Need for more community sensitization particularly in regions where uptake is low (i.e. West Nile region). Settlement level FRRM coordination groups have also been useful in dissemination. 	<ul style="list-style-type: none"> • FRRM team to consider possibility of sharing FRRM updates at the AAP Task Team and the individual partner monthly reports with partners in the first half of the following month.
<p>3. Presentation on final Inter-agency COVID-19 rumour tracking bulletin 7 (GTS)</p> <p>Please refer to presentation for details</p> <ul style="list-style-type: none"> • Final of a series of quarterly rumour-tracking bulletins from various locations. Interactive dashboard available to filter the data by various markers such as location, gender, age. This will no longer be collecting rumours in 2022 but will still be publicly available at this link. 	<ul style="list-style-type: none"> • For any questions on the presentation or the bulletin, members can reach out to Kai /

<ul style="list-style-type: none"> • Overview of rumours (April – December 2021): <ul style="list-style-type: none"> - Downplaying risk of COVID19: 37% - Questioning origins of COVID-19: 13% - Fears over vaccine: 12% - Cure: 10% - Exaggeration: 9% • Latest rumours (Sept – December 2021): over half were vaccine related rumours <ul style="list-style-type: none"> - Fears over vaccine: 52% - Downplaying risk of COVID-19: 30% - Origins of COVID-19: 6% • Final COVID-19 rumour tracking bulletin is available at on the U-Learn webpage at this link 	<p>GTS (kai.kamei@groundtruthsolutions.org)</p> <ul style="list-style-type: none"> • UNHCR to upload final rumour tracking bulletin on Uganda refugee response portal.
<p>4. Partner Updates</p> <ul style="list-style-type: none"> • Due to limited time, partner updates to be shared at next meeting or by email 	
<p>5. AOB</p> <ul style="list-style-type: none"> • LWF co-chair will be handed over from Lydia Bakumpe to Peter Manza. Much appreciation to Lydia for serving as co-chair and welcome to Peter. • Meeting time to be extended to 1.5 hours, particularly when there are presentations. 	

AAP Task Team TOR, endorsed meeting minutes, inter-agency rumour tracking bulletin, resources for COVID-19 risk communication, and other key documents from the AAP Task Team can be accessed on the Uganda refugee response portal at: <https://ugandarefugees.org/en/working-group/253?sv=0&geo=220>