

Standard Operating Procedure (SOP)

Uganda Refugee Response

Tracking the performance of the Refugee Response Plan (RRP)

Date of Issue	January 2020
Purpose of the SOP	<p>An enhanced results framework has been established to track the performance of the RRP against indicators and to ensure progress against the targets set by partners at the start of the planning process.</p> <p>The ultimate goal of deploying a robust results framework is ensuring transparency and accountability, avoiding duplications and re-adjusting the response when inefficiencies and gaps are identified.</p> <p>This SOP stipulates the roles and responsibilities of the main stakeholders in this process as well as the timeframes for reporting.</p>

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SOP: Tracking the performance of the Refugee Response Plan (RRP)

A. Application of this SOP

This SOP will apply to the tracking of the 2019-2020 RRP 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 1.2 million refugees as of January 2019 (source: OPM ProGres). Wars, violence and persecution in the Horn of Africa and Great Lakes Region were 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) and political instability and human rights violations in Burundi.

Twelve of Uganda's 121 districts host the majority of refugees. About 95 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 less than five 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.

An enhanced results framework has been established to track the performance of the RRP 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 tracking framework is ensuring transparency and accountability, avoiding duplications and re-adjusting the response when inefficiencies 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.

Main risks associated with this SOP:

- Information required from sector leads or partners is either delayed or unavailable
- Implementation of ActivityInfo requires building capacity and buy-in from all partners, if this is not the case the reliability of data can be influenced
- Turnover of staff resulting in lack of knowledge on the reporting procedures or platform
- Lack of buy-in due to initial burden of setting up reporting locations on the platform (partners need to add locations for each activity type and settlement they work in) or due to heavy reporting demands (high frequency or high level of disaggregation 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.

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- 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.

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 removing personally identifiable information and/or by reporting at a higher geographical level (e.g. district instead of settlement).

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 RRP 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 RRP indicators and activities that the sector leads would like them to report on.
- Providing training on a quarterly basis at national and/or field level as required.
- Supporting sectors and partners for any matter regarding their databases. Including with setting up reporting locations for partners based on previous 5W reporting.
- Extracting data and preparing products (such as factsheets) for relevant sectors and stakeholders (including CRRF Secretariat and Regional Office).

E.3 RRP partners

Sector Co-leads, UNHCR and OPM will regularly reach out to RRP partners to gather information and data for RRP progress reports, including through sector activity tracking. Systematic progress reporting against the indicators from the RRP results framework selected by the sector leads will be a requirement for all RRP partners (including implementing partners of UN agencies).

In cases where there is a direct and non-overlapping link between activities and RRP indicators, partners will only be asked to report on the activities in order to avoid duplication.

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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 or annual basis, depending on the indicator or activity. The indicator or activity value reported should be the total for a given period (i.e. non-cumulative). The required geographical disaggregation also depends on the indicator or activity, but is by settlement in most cases.

All RRP partners are:

- Responsible to report by the scheduled deadline on all indicators and activities for the previous quarter. The reporting deadlines for 2019 are shown in the table below, a sector specific overview of reporting arrangements can be found in Annex 5. If sectors have previously asked for monthly reporting, the partner can decide to report monthly or quarterly.

Month	Quarter / Term	Deadline
April	Q1 (January – March)	10 April 2019
July	Q2 (April – June)	5 July 2019
October	Q3 (July – September)	8 October 2019
January	Q4 (October – December)	31 January 2020

- Requested to report on planned activities when asked to by the sector lead, planned activities will be gathered once per year for coordination purposes and can be validated every quarter.
- 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 report the funding source per activity (this does not apply to RRP indicators) in order to clarify whether they are implemented with funding from UN agencies (as implementing partners) or other donors (as operational partners). If both a UN agency and another donor are selected as the funding source, the reporting will need to be split between activities implemented with UN funding and activities implemented with funding from other sources. In information products both the funding agency and the implementing partner will be credited.
- Available for correction of data or additional clarification if needed.
- Not 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 from non-UN sources through KoBo on a monthly basis, as per existing guidance. UN agencies are required to report on the amount of funding received through OCHA FTS on a monthly basis.

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 RRP indicators and activities.
- Indicating which RRP indicators can be reported on by partners, in general partners are only required to report on activities and RRP 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.

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- Reporting on RRP indicators not reported on directly by partners (or providing data from existing sector systems in a format that can be easily imported).
- Providing narrative reporting on achievements in liaison with the 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.
- Approving reported sector data before the approval deadline (see table below).

Quarter	Deadline
Q1 (January – March)	26 April 2019
Q2 (April – June)	19 July 2019
Q3 (July – September)	28 October 2019
Q4 (October – December)	14 February 2020

- 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), if existing data collection methods are established ActivityInfo will (gradually) replace these.
- 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 RRP partners.
- Sharing data with the districts.
- Sharing relevant data with the CRRF Secretariat and UNHCR Regional Refugee Coordinator's Offices.

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F. Annexes

F.1 Sector IM focal points

No	Sector/TWG	IM Focal Point	Contact details
1	Protection (incl. Child Protection & SGBV)	Bo Hurkmans (UNHCR)	hurkmans@unhcr.org +256 783 590 374
2	Livelihoods and Resilience	Xabier Goiria (FAO)	Xabier.GoiriaCortajarena@fao.org +256 751 891 885
3	Education	Hillary Mumbere (UNHCR)	mumbere@unhcr.org +256 780 139 115
4	Shelter, Settlement and NFIs	Bo Hurkmans (UNHCR)	hurkmans@unhcr.org +256 783 590 374
5	WASH	Charles Matovu (UNHCR)	matovuc@unhcr.org +256 789 483 714
6	Food Security	Charles Matovu (a.i.)	matovuc@unhcr.org +256 789 483 714
7	Health and Nutrition	Emmanuel Omwony (UNHCR)	omwonyi@unhcr.org +256 783 354 172
8	Environment & Energy	Hillary Mumbere (UNHCR)	mumbere@unhcr.org +256 780 139 115
9	CBI	Stephen Adeun (UNHCR)	adeun@unhcr.org +256 771 898 932

F.2 Regional IM focal points

No	Region	IM Focal Point	Contact details
1	Northern	Michael Abusa (UNHCR)	abusa@unhcr.org +256 780 143 878
2	Western	Moreen Ninsiima (UNHCR)	ninsiimm@unhcr.org +256 772 710 059

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F.3 Sector leads and co-leads

No	Sector/TWG	Sector lead & co-lead	Contact details
1	Protection	Douglas Asiimwe (OPM) Margaret Atieno (UNHCR)	asiimwedw@yahoo.com atienom@unhcr.org
1.1	Child Protection	Mohaned Kaddam (UNHCR) Lisa Zimmermann (UNICEF)	kaddamm@unhcr.org lzimmermann@unicef.org
1.2	SGBV	Mildred Ouma (UNHCR) Rosemary Kindyomunda (UNFPA)	oumam@unhcr.org kindyomunda@unfpa.org
2	Livelihoods and Resilience	Thierry Prouteau (UNDP) Simon Manning (WVI) Kathryn Clark (FAO)	thierry.prouteau@undp.org Simon_Manning@wvi.org kathryn.clark@fao.org
3	Education	Joseph Kajumba (MoES) Anais Marquette (FCA) Vick Ikobwa (UNHCR)	jbkajumba@yahoo.co.uk anais.marquette@kua.fi ikobwa@unhcr.org
4	Shelter, Settlement and NFIs	Musa Timbitwire (UNHCR) Sarah Gilbert (CRS) Innocent Ndahiriwe (OPM)	timbitwi@unhcr.org sarah.gilbert@crs.org indahiriwe7@gmail.com
5	WASH	Robert Mutiibwa (MWE) Shivanarain Singh (UNICEF) David Githiri Njoroge (UNHCR)	mutiibwarobertkirya@gmail.com ssingh@unicef.org NJOROGDA@unhcr.org
6	Food Security	Beatrice Nabuzale (WFP)	beatrice.nabuzale@wfp.org
7	Health and Nutrition	Dr Driwale Alfred (MoH) Julius Kasozi (UNHCR)	driwalealfred@yahoo.co.uk kasozi@unhcr.org
8	Environment & Energy	Ranya Sherif (UNHCR) John Paul Magezi (OPM) Onesimus Muhwezi (UNDP)	sherifr@unhcr.org johnpaulmagezi@gmail.com onesimus.muhwezi@undp.org
9	CBI	Helene Smith (UNHCR) Meron Dori (WFP)	smithh@unhcr.org meron.dori@wfp.org

F.4 Reporting arrangements per sector

No	Sector/TWG	Reporting format	Who reports on RRP indicators	Who reports on activities
1	Protection (incl. Child Protection & SGBV)	Monthly	Sector leads and partners	Partners
2	Livelihoods and Resilience	Quarterly	Sector leads and partners	Partners
3	Education	Termly	Sector leads and partners	Partners
4	Shelter, Settlement and NFIs	Monthly	Sector leads and partners	Partners
5	WASH	Monthly	Sector leads only	Partners
6	Food Assistance	Quarterly	Sector leads only	N/A
7	Health and Nutrition	Quarterly	Sector leads only	N/A
8	Environment & Energy	Monthly	Sector leads and partners	Partners
9	CBI	Monthly	Sector leads and partners	Partners