

**UN UGANDA MULTI PARTNER TRUST FUND – EMERGENCY WINDOW  
FINAL NARRATIVE REPORT  
REPORTING PERIOD: 4 NOVEMBER 2021 – 31 AUGUST 2022**

<p><b>Programme Title &amp; Project Number</b></p> <ul style="list-style-type: none"> <li>• Programme Title: Support UN Coherence Efforts in Uganda for COVID-19 Response</li> <li>• Programme Number: 00129086</li> <li>• MPTF Office Project Reference Number:<sup>2</sup> 00129086</li> </ul>	<p><b>Country, Locality(s), Priority Area(s) / Strategic Results<sup>1</sup></b></p> <p><i>(if applicable)</i> <i>Country/Region</i></p>
<p><b>Participating Organization(s)</b></p> <ul style="list-style-type: none"> <li>• Organizations that have received direct funding from the MPTF Office under this programme</li> <li>• RCO/UNDP</li> </ul>	<p><b>Implementing Partners</b></p> <ul style="list-style-type: none"> <li>• National counterparts (government, private, NGOs &amp; others) and other International Organizations</li> </ul>
<p><b>Programme/Project Cost (US\$)</b></p> <p>Total approved budget as per project document: US\$18,758.00 MPTF /JP Contribution<sup>3</sup>:</p> <ul style="list-style-type: none"> <li>• <i>by Agency (if applicable)</i> Agency Contribution</li> <li>• <i>by Agency (if applicable)</i> Government Contribution <i>(if applicable)</i></li> <li>Other Contributions (donors) <i>(if applicable)</i></li> </ul> <p><b>TOTAL: US\$18,758.00</b></p>	<p><b>Programme Duration</b></p> <p>Overall Duration <i>(21 months)</i></p> <p>Start Date<sup>4</sup> <i>(04.11.2021)</i></p> <p>Original End Date<sup>5</sup> <i>(31.05.2022)</i></p> <p>Current End date<sup>6</sup> <i>(31. 8. 2022)</i></p>
<p><b>Programme Assessment/Review/Mid-Term Eval.</b></p> <p>Assessment/Review - if applicable <i>please attach</i>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i>          Mid-Term Evaluation Report – <i>if applicable please attach</i>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i></p>	<p><b>Report Submitted By</b></p> <ul style="list-style-type: none"> <li>○ Name: Rekha Shrestha</li> <li>○ Title: Partnership and Finance Development Officer, RCO</li> <li>○ Participating Organization (Lead): RCO</li> <li>○ Email: rekha.shrestha1@un.org</li> </ul>

<sup>1</sup> Strategic Results, as formulated in the Strategic UN Planning Framework (e.g. UNDAF) or project document;

<sup>2</sup> The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to as “Project ID” on the project’s factsheet page the [MPTF Office GATEWAY](#)

<sup>3</sup> The MPTF or JP Contribution, refers to the amount transferred to the Participating UN Organizations, which is available on the [MPTF Office GATEWAY](#)

<sup>4</sup> The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the [MPTF Office GATEWAY](#)

<sup>5</sup> As per approval of the original project document by the relevant decision-making body/Steering Committee.

<sup>6</sup> If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities.

## List of Acronyms/Abbreviation

AWP	Annual Work Plan
CDFU	Communication for Development Foundation Uganda
COVAX	COVID-19 Vaccines Global Access
IOM	International Organization for Migration
JP	Joint Programme
KCCA	Kampala Capital City Authority
MPTF	Multi-Partner Trust Fund
MPTFO	Multi-Partner Trust Fund Office
NGO	Non-Governmental Organisation
OHCHR	Office of the High Commissioner for Human Rights
PLK	Pulse Lab Kampala
RBM	Result Based Management
SC	Steering Committee
SBCA	Structural Building Components Association
UNCDF	United Nations Capital Development Fund
UNICEF	United Nations Children's Fund
UNDP	United Nations Development Programme
UNWomen	United Nations Entity for Gender Equality and the Empowerment of Women
UNODC	United Nations Office on Drugs and Crime
UNFPA	United Nations Population Fund
UNRCO	United Nations Resident Coordinator's Office
UNSDCF	United Nations Sustainable Development Cooperation Framework
USAID	United States Agency for International Development
WHO	World Health Organisation

# **NARRATIVE REPORT FORMAT**

## **EXECUTIVE SUMMARY**

The Resident Coordinator's Office provided core Secretariat support to the Steering Committee of the Uganda MPTF Emergency Window and central coordination support to the recipient UN entities implementing projects aimed at COVID-19 response and its impacts in Uganda. These projects were funded through the allocation of the Government of Norway – US\$2.1M. Through this allocation through the Uganda Multi Partner Trust Fund, the Government of Norway supported UN efforts in responding to the COVID-19 pandemic and its impacts in Uganda. IOM, OHCHR, UNCDF, UNDP, UNICEF, UNFPA, UNODC, UN Women, WHO and with UN Resident Coordinator's Office support have implemented this allocation in the areas of Health, Life-Saving Services, Multisectoral Cash & Social Protection, Natural Disasters and Displacement, Immediate Economic Support & Digital Innovation and Coordination. The project outcomes aimed at enhanced coordination support at the national and field level, improved joint planning and programming, and increased communications and advocacy capacities to respond to COVID-19 through radio content analysis tools.

The project component on Pulse Lab Kampala (PLK)'s support has been part of the risk communication and social mobilization pillar's subcommittee on social listening and evidence generation for the COVID-19 response in Uganda. The social listening and evidence generation subcommittee's aim was to uncover rumours, questions and misinformation that could deter people from getting vaccinated and adhering to non-pharmaceutical COVID-19 prevention measures at the time when Uganda was experiencing the 2<sup>nd</sup> wave of the DeltaCOVID-19 variant. see [annex 1](#) for detailed TORs

- On this subcommittees, PLK has since contributed by documenting/extracting rumours, misinformation, and misconceptions around COVID-19 from public radio discussions for 35 weeks (July 2021 – February 2022) from 26 FM radio stations. The target radio stations broadcast in Luganda received in Kampala but covering the central region.
- 
- Radio is one of the sources; others include SMS, Hotline, Facebook, Twitter, IVR and Real-time contributors. Radio has contributed an average of 25% of the weekly submissions.
- Ministry of Health leads the subcommittee; with membership from USAID/SBCA, WHO, CDFU, Red Cross, Pulse Lab Kampala, ULearn, UNICEF, KCCA Twaweza-Uganda, and Uganda Media Council.
- This work was contributed to a bigger project between UN Global Pulse (PLK is of the global pulse labs with others in the USA, Finland and Indonesia) and WHO Africa on infodemic Management.

## **I. Purpose**

To support UN coherence efforts in Uganda for COVID- 19 Response

### **Project Outcomes**

The achievement of the project's theory of change is enabled by sound technical, policy and secretariat support, results-based management, reporting and evaluation, as well as knowledge management, communications and innovations support to deliver UN COVID-19 response.

## **II. Results**

### **i) Narrative reporting on results:**

The project provided quality technical, advisory and Secretariat support to Uganda MPTF Steering Committee. RCO coordinated and organized a Steering Committee Meeting on 9<sup>th</sup> December 2021 to provide a strategic review of progress of projects implementation, key challenges and reflect on key recommendations. The meeting was chaired by Dr. Munir Safieldin, UN Resident Coordinator a.i., UNICEF Representative and

co-chaired by Mr. Geoffrey Sseremba, Acting Permanent Secretary at the Office of the Prime Minister of the Republic of Uganda and Mr. Arne Haug, Minister Counsellor, Embassy of Norway. The meeting commended the leadership of the Office of the Prime Minister in the very effective response to COVID-19 in Uganda and efforts to control the spread of the pandemic. Uganda is among few countries that ensured a considerable amount of vaccines supply amounting to almost 20 million doses including through COVAX and with generous support of the development partners. Additional 30 million doses have been attracted to support vaccinations of population in 2022. The Government of Norway allocation has been an early effort to respond when the pandemic hit, the Embassy of Norway discussed with the UN Resident Coordinator's Office to support coordinated response in Uganda through donating of 20 million Norwegian Kroner (US\$2.1M). This decision was also made with Norway as a big supporter of the UN reform agenda and Delivering as One.

Through this project led by RCO, RCO supported in ensuring effective coordination of 6 Thematic Working Groups that have been established following the launch of the UN Emergency Appeal for COVID-19 response and its impacts. RCO prepared selection criteria and facilitate prioritization of projects/joint programmes for approval by the Steering Committee. RCO organized a first SC on 1<sup>st</sup> December 2020 where all projects were presented and approved by the SC for the allocation. RCO drafted and circulated minutes of SC meetings, ensuring necessary follow-up on key decisions. Both SC meetings engaged participation of development partners, NGO partners and other implementing partners.

RCO coordinated and managed day-to-day activities necessary for the smooth running of the Fund. RCO drafted TORs for the expansion of the Uganda MPTF to align to the UN Sustainable Development Cooperation Framework (2021-2025). RCO organized deep dive session with UN Deputies Team and MPTF Office to present the scope of the country level pooled fund as a mechanism to support UN reform implementation, serving as one of the mechanisms to mobilize resources for the UNSDCF. RCO in consultation with MPTF Office ensured Fund's rules and procedures compliance. RCO liaised with the Administrative Agent's office in New York, submitted project documents, requests for transfer of funds on behalf of the SC.

RCO organized coordination meetings to review and monitor progresses on projects implementation. RCO consolidated Uganda MPTF annual reporting.

We were able to collaborate with USAID/SBCA, WHO, CDFU, Red Cross, UN Pulse, ULearn, UNICEF, KCCA, Twaweza-Uganda and Uganda Media Council to contribute to activities that informed the COVID-19 response team in managing information being accessed by the public about COVID-19 and shape their communication around issues that were arising.

The initially proposed indicator was the number of risk communication and/or campaign messages shaped by insights from infodemics mined from the radio content analysis. PLK could not monitor this indicator; being in a response mode with a clear division of labour for each partner in the response, PLK played the role of mining infodemics from radio and contributing a weekly report to the social listening and evidence subcommittee. PLK contributed 25% on average of all the weekly infodemics. There was no feedback loop to ascertain how many infodemics submitted translated into actual campaign messages to debunk the rumours. Our new proposed indicator would be the number of weeks radio as sources of infodemics contributed to over 30% of the rumours to the subcommittee.

- **Describe any delays in implementation, challenges, lessons learned & best practices:** If there were delays, explain the nature of the constraints and challenges, actions taken to mitigate future delays and lessons learned in the process. Provide an updated risk analysis (have any of the risks identified during the project design materialized or changed? Are there any new risks?). Were there any programmatic revisions undertaken during the reporting period? Please also include experiences of failure, which often are the richest source of lessons learned.

Challenge: The vocabulary around COVID-19 kept on changing as new names of vaccines, local remedies and variants, surfaced in the public radio discussions. However, unfortunately, the set of words recognised by the Automatic Speech Recognition (ASR), one of the Artificial Intelligence components of the radio content analysis tool (and responsible for transcribing speech into text), could not be updated during the exercise. Therefore, the new words do not help the search for relevant discussions around COVID-19 because they could not be transcribed correctly.

Lesson learnt: Flexibility was essential to fit and contribute to an existing structure for COVID-19 response. However, this meant changing the proposed means of delivery from the real-time dashboard to weekly reports using a template designed by the social listening and evidence generation subcommittee.

Recommendation: Only one donor contributed to the MPTF emergency window, while the need for socio-economic recovery continued. More funds are thus, required to 1) retrain the ASR to support the new vocabulary, and 2) continue the work since COVID-19 may still be with us for a more extended period or even in the event of another emergency response.

- **Qualitative assessment:** Provide a qualitative assessment of the level of the overall achievement of the Programme. Highlight key partnerships and explain how such relationships impacted on the achievement of results. Explain cross-cutting issues pertinent to the results being reported on. For Joint Programmes, highlight how UN coordination has been affected in support of the achievement of results.

Out of the six sources of infodemics (including SMS, Hotline, social media, IVR and real-time contributors), radio is the main source of information for most Ugandans and thus mining infodemics from the radio was critical in the response to COVID-19 in Uganda. Radio also has the ability to facilitate interactive dialogue between the host and people from the community through call-ins. This two-way communication enables us to harness the radio mining tool to better understand what is happening in the communities at the “grassroots”.

## ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP** - provide an update on the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why, as well as plans on how and when this data will be collected.

	<b><u>Achieved</u> Indicator Targets</b>	<b>Reasons for Variance with Planned Target (if any)</b>	<b>Source of Verification</b>
<b>Outcome 1<sup>7</sup></b> <b>Indicator:</b> <b>Baseline:</b> <b>Planned Target:</b>	% Result Framework targets met: Baseline: 0 Targets: (December 2021): At least 50% (December 2022): At least 50%		
<b>Output 1.1</b> <b>Indicator 1.1</b> % of Steering Committee and implementing agencies coordination meetings for which relevant documents have been circulated at least one week in advance <b>Baseline:</b> 0 <b>Planned Target:</b> 100%	100%		Minutes of the Steering Committee Presentations on progress of projects
<b>Output 1.2</b> The Secretariat promotes in its operations a culture of risk management, accountability and transparency  Availability of a SC approved Operations Manual: Baseline: N/A Planned Target: Yes  Periodicity of update of the risk management matrix Baseline: N/A			

<sup>7</sup> Note: Outcomes, outputs, indicators and targets should be **as outlined in the Project Document** so that you report on your **actual achievements against planned targets**. Add rows as required for Outcome 2, 3 etc.

<p>Target: at least once a year</p>		<p>The initial TORs for the expanded Uganda MPTF have been drafted and shared with MPTFO. The process also needs to be supported by the UNCT strategic buy-in and agreement, RC has proposed this is discussed in the second quarter of 2022 once UN flagship programmes are agreed that will potentially inform joint RM and bring under the country level pooled fund for potential funding</p>	<p>Draft TORs</p>
<p>Output 1.3. Results-based monitoring, reporting and reviews successfully contributes to achieving the programmes results</p> <p>Availability of a Results framework Baseline: NO Target: Yes</p> <p>Number of reviews/evaluations Baseline: 0 Target (December 2018): 3</p> <p>Number of results-based annual reports Baseline : 0 Target : 1</p>	<p>Yes</p> <p>2</p>		<p>RBM system</p> <p>Annual report</p>

<p>Output 1.4. Communications and Innovations: Public perception, myths and misconceptions on COVID-19 pandemic in Uganda, using the radio content analysis tool / Pulse Lab</p> <p><b>Indicator 1.4 Number of</b> risk communication and/or Campaign messages shaped by from insights from infodemics mined from the radio content analysis <b>Baseline: 0</b> <b>Planned Target: 15</b></p>	<p>28</p>		<p>Pulse Lab innovations component:</p> <p>A dashboard with near real time infomedics discussed in Kampala and the surrounding districts</p>
---	-----------	--	--



### iii) A Specific Story (Optional)

- This could be a success or human story. It does not have to be a success story – often the most interesting and useful lessons learned are from experiences that have not worked. The point is to highlight a concrete example with a story that has been important to your Programme in the reporting period.
- In ¼ to ½ a page, provide details on a specific achievement or lesson learned of the Programme. Attachment of supporting documents, including photos with captions, news items etc, is strongly encouraged. The MPTF Office will select stories and photos to feature in the Consolidated Annual Report, the GATEWAY and the MPTF Office Newsletter.

**Problem / Challenge faced:** Describe the specific problem or challenge faced by the subject of your story (this could be a problem experienced by an individual, community or government).

**Programme Interventions:** How was the problem or challenged addressed through the Programme interventions?

**Result (if applicable):** Describe the observable *change* that occurred so far as a result of the Programme interventions. For example, how did community live change or how was the government better able to deal with the initial problem?

**Lessons Learned:** What did you (and/or other partners) learn from this situation that has helped inform and/or improve Programme (or other) interventions?

### III. Other Assessments or Evaluations (if applicable)

From August to November 2022, external evaluation was conducted for the following purposes

- Make an overall independent assessment about the performance of the MPTF Uganda Emergency Window, paying particularly attention to the efficiency and effectiveness of the Window, and impact of the programmes/projects at the field level against its objectives
- Identify key lessons and to propose practical recommendations for follow-up actions for the UN System in Uganda, the Government of Uganda as well as the key contributing partner of the Emergency Window

*The final evaluation report is attached.*

### IV. Programmatic Revisions (if applicable)

N/A

### V. Resources (Optional)