Multi-sectoral and collaborative learning and uptake for humanitarian system change in Uganda

The Uganda Refugee Response Learning Hub 2020-2024

The Learning Hub (LH) is the first platform dedicated to response-wide facilitation of access to evidence and learning across themes. It supports adaptations in policies and practice for refugees and host communities in Uganda. The LH is an initiative of the Uganda Response Innovation Lab

1 Bring evidence together, make it accessible, fill learning gaps and reflect

2 Use and share existing evidence and practice

3 Increase uptake of evidence and insights

4 Support evidence-based decisions

5 Adaptation of policy and practice

6 Improved livelihoods and lives for refugees and host communities

The LH Theory of Change.

Partners have generated evidence and insights on how to improve livelihoods and resilience for the almost 1.6 million refugees that live in Uganda. However, accessing, sharing and applying this evidence in a protracted crisis remains challenging.

The LH operates as a public good. It provides demand-driven learning services that are accessible to all refugee response stakeholders.

Any response actor may request for support, at no cost: https://ulearn-uganda.org/tels-request/

Once a learning gap is identified consultatively, the LH deploys creative learning services to make relevant evidence accessible and actionable.
For instance, the LH brings together government and non-governmental humanitarian actors, local, refugee-led and private sector actors in inclusive reflection spaces to connect and share experiences.

Over four years of experience have enabled the LH to find effective and inclusive ways to respond to the challenge of accessing and applying learning. The LH successfully supported adaptations of practices and policies in the response and has so far brokered connections between refugee response actors through 24 conveners, 6 mappings and digital solutions and over 90 publications on topics ranging from sustainable livelihoods, financial inclusion, localisation, energy, private sector engagement and more.

Partners report that "the [written resources] serve as the best available and most up to date and useful information."

The LH services are implemented under four multi-sectoral themes contributing to "self-reliance and nexus programming in protracted crisis:"

Self-Reliance | Participation | Climate & Environment | Humanitarian Development Nexus

The LH flagship learning services are

Curate resources /collate evidence   Document

Synthesise and summarise   Convene

Map and visualise

The LH is implemented by the Uganda Response Innovation Lab (U-RIL) and hosted by Save the Children. It started in 2020. As of 2024, it is funded both by UKaid under the Uganda Learning Evidence Accountability and Research Network (U-Learn), and the USAID Bureau of Humanitarian Affairs as a part of the Uthability Activity.

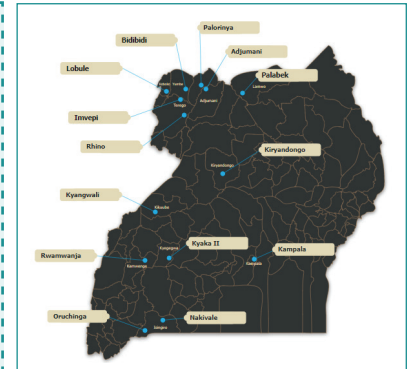## Highlighting Success: Learning fosters financial inclusion

In 2021, in collaboration with the Uganda Interagency Cash Working Group (CWG), the LH initiated a learning review on Financial Literacy Training in the refugee response; its findings and recommendations were summarised in a Learning Brief and showed the need for harmonisation. The LH then supported the CWG and the Bank of Uganda in a harmonisation process that eventually led to the Bank of Uganda adopting **new standards for Financial Literacy Training** that apply to all refugee response actors in 2024. At least 3 NGOs and 3 financial service providers reported using them even before their official launch. These updated standards create consistency in content and delivery of trainings, driving quality, and contributing to better opportunities for the financial inclusion of refugees and host communities.

BANK OF UGANDA   CWG
Launch
Financial Literacy Training Minimum Standards

The Bank of Uganda, the Uganda Cash Working Group, with support from U-Learn, are inviting you to the launch of the Financial Literacy Training Minimum Standards.

Join us for breakfast to discover more about this new important resource and how it can contribute to advancing financial inclusion of refugees by enhancing reach and quality of financial literacy interventions.

22 Wednesday NOV 2023   8:30 – 11:30 AM GOLDEN TULIP   For more information

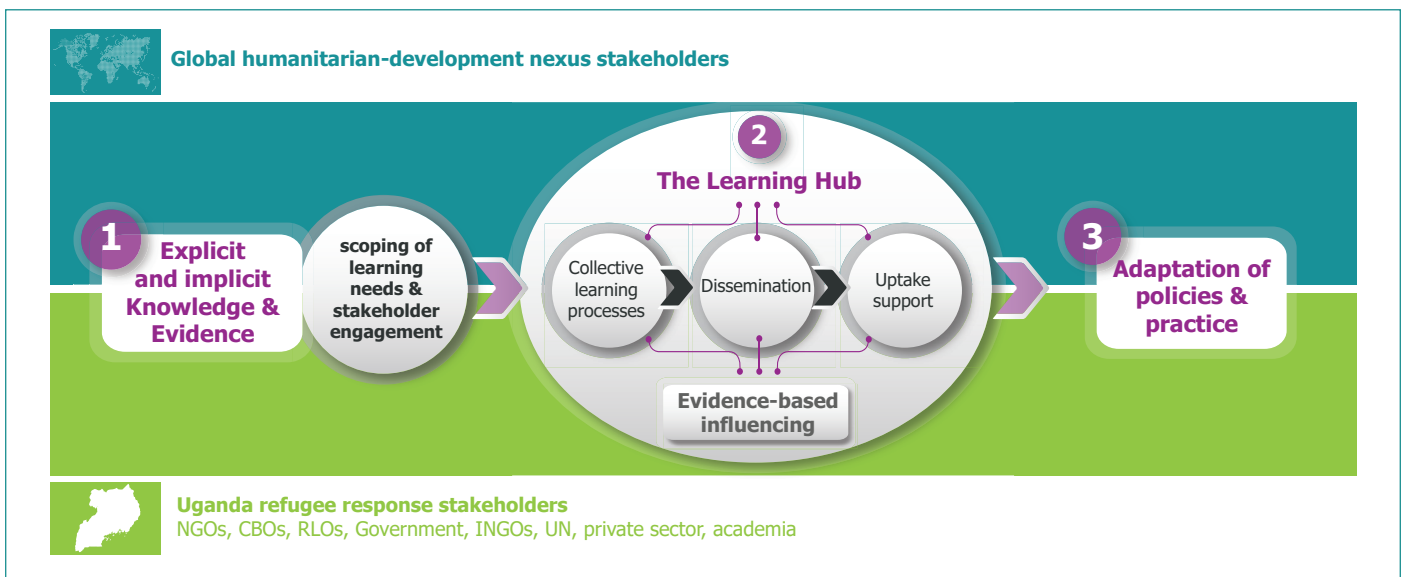## Highlighting Success: Visualisation of over 400 settlement-level actors to support connections and diversity

The Settlement-Level Actor Mapping (SLAM) developed with RELON and Charter4Change is a digital visualisation that compiles information on local Private Sector Actors, Refugee-Led Organisations, Community-Based Organisations, and Non-Governmental Organisations in the refugee response. Through SLAM, local actors have increased their visibility, formed new partnerships and benefited from opportunities that are shared on a regular basis. A collaboration with the Office of the Prime Minister Department of Refugees is under way to visualise Government refugee response actors. Over 800 people have visited SLAM since its launch in 2022.

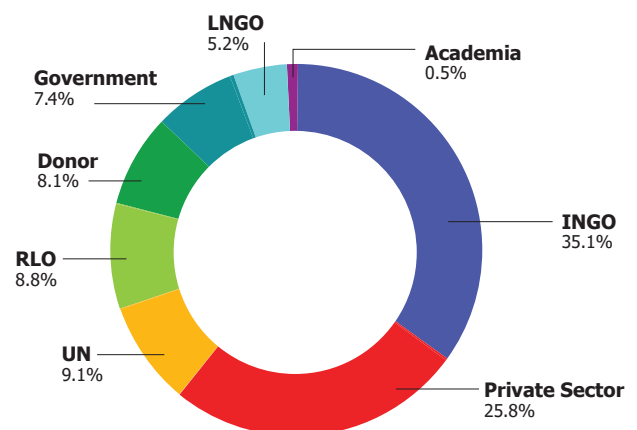## The LH evidence-based influencing model and its flagship services

To deliver its mission of learning and uptake for adaptation of the refugee response in Uganda, the LH developed a unique model of **evidence-based influencing.** The model consists of developing a widely accepted evidence base through collective learning processes across the 4 themes. The LH then supports the dissemination of the evidence and its practical uptake into the programmes and policies of refugee response actors.

The evidence base is used to make decisions and influence the direction of strategic thinking and policy in the refugee response. Rather than promoting its own agenda, the LH amplifies the findings and recommendations that the expert stakeholders have identified through the collective learning process.

Global humanitarian-development nexus stakeholders

The Learning Hub

1 **Explicit and implicit Knowledge & Evidence**

scoping of learning needs & stakeholder engagement

Collective learning processes

2 Dissemination

Uptake support

Evidence-based influencing

3 **Adaptation of policies & practice**

Uganda refugee response stakeholders
NGOs, CBOs, RLOs, Government, INGOs, UN, private sector, academia

Collaboration is key: The LH engages diverse stakeholders, ensuring that learning work is collectively shaped and reflective of the broad needs of the refugee response community. All services are implemented in partnership with refugee response actors, accessing wide-ranging expertise and generating engagement for learning uptake and response adaptations.

Focus on dissemination: Resources become irrelevant if they are not made public, too long or convoluted and not supplied to actors proactively. The LH has developed a number of dissemination approaches that help ensure their use and uptake. The value of the LH in the refugee response comes from **"providing the right information to the right people at the right time"** and in the right format.

LNGO 5.2%
Academia 0.5%
Government 7.4%
Donor 8.1%
RLO 8.8%
UN 9.1%
INGO 35.1%
Private Sector 25.8%

Participation in LH-conveners by organisation type (data 2022 to March 2024)

Interested in finding out more about the unique model of the Uganda Refugee Response Learning Hub?
Contact us on Learning.hub@ulearn-uganda.org

For more information
Visit: https://ulearn-uganda.org/learning-hub/
Contact: info@ulearn-uganda.org