# U-Learn

**Generating and encouraging uptake of evidence and amplifying refugee voice and choice for the Uganda refugee response.**

Uganda Learning, Evidence, Accountability, and Research Network

## U-LEARN 2020-2024 an overview

### What is U-Learn?

U-Learn is a public good designed to promote improved outcomes for refugees and host communities in Uganda. In collaboration with the Government and a wide range of stakeholders, U-Learn focuses on facilitating learning, conducting assessments, and amplifying refugee voices and priorities. U-Learn specializes in Accountability to Affected Populations (AAP), Research and Learning.

**LEARNING HUB**
Facilitating cross-sectoral learning and encouraging uptake of key evidence amongst refugee response actors.

**RESEARCH**
Conducting in-depth assessments to fill critical knowledge gaps in the refugee response

**AAP**
Empowering refugees and host communities to make their voices count at all levels of refugee response planning.

### Why U-Learn?

U-Learn supports response-strengthening by responding to three humanitarian challenges that limit quality and effectiveness of self-reliance and humanitarian-development nexus programmes and policies in the Uganda refugee response:

- Lack of accurate, reliable, and unbiased evidence on needs and on programme effectiveness,
- Untapped opportunities to learn from and apply evidence when it is available, and
- Gaps in existing approaches for engaging affected populations.

## Sample of work under the 4 thematic areas of U-Learn

### Self-Reliance

- **U-Learn Financial Inclusion Resources Overview**
- U-Learn Sustainable Livelihoods Resources Overview
- In-depth assessment: Financial Services in the Uganda Refugee Response - An Assessment of User Perspectives (2022)

- In-depth assessment: The Realities of Self-reliance Within the Ugandan Refugee Context (2023)
- Support to the Jobs and Livelihoods Integrated Response Plan and the preparation of the Uganda participation to the 2023 Global Refugee Forum
- Desk reviews on Value Chain Assessments and Labour Market Assessments Case Study: Mobile TVET programming in the Uganda refugee response
- Webinar: Digital Financial literacy training in Uganda's refugee response

### Participation

- Training of settlement-based partners on AAP & technical support to translate AAP theoretical knowledge into practice and mainstream it in the response: AAP in Action
- Good Practice Study: Refugee Engagement Forum (REF) to highlight this innovative participation mechanism
- Support to the REF to ensure refugee voices are heard

- Facilitation of to 2-way communication through support to community feedback meetings at the settlements
- Case Study: Localising Humanitarian Action – Case Studies from Uganda, Kenya, the Philippines, and India and regional workshops with Charter4Change
- Settlement-Level Actor Mapping (SLAM) to support connectedness and diversity in the response
- In-depth assessment: COVID-19 Risk Communication and Community Engagement (RCCE) Assessment (2021)

### Climate & Environment

- **U-Learn Energy Resources Overview**
- In-depth assessment: Knowledge, Attitudes, and Practices on Energy, Environment, and Climate Change in the Ugandan Settlements (2024)
- Desk reviews on Productive Use of Energy and on Household Use of Energy: Productive Use of Energy in Uganda's Refugee Response
- Desk review: Energy for household uses in refugee settlements in Uganda
- Mapping: Energy Products Providers

### Humanitarian Development Nexus

- **Overview of U-Learn entrepreneurship and private sector engagement resources**
- Evidence Brief: Exploring the challenges faced by formal refugee-owned businesses in Uganda
- Mapping: Agriculture and private sector actors
- Desk Review: Private Sector Engagement in the Uganda Refugee Response
- Entrepreneurship Support in Uganda's Refugee Response Desk Review and Learning Brief

And much more - visit https://ulearn-uganda.org/ and find out.

# U-LEARN in figures 2020-2024

## PEOPLE

**24** Conveners

**90%** of participants surveyed find conveners of a high quality

**30-50** in-person participants per convener (+ several hundreds online)

**13** REF meetings supported

**27** Community feedback sessions facilitated across the 13 settlements on a quarterly basis for the last 3 years

**350** Staff trained on AAP

**27** Organisations received practical support through AAP in Action (AAPA)

## DIGITAL

**Over 19K** Unique visitors browsed the ULearn website; over 1000 visits a month

**1100** Followers on LinkedIn

**400** Followers on Twitter/X

**400** Followers on Facebook

**3405** Actors Subscribed to the U-Learn Newsletter

**2** Digital Solutions & 4 actor mappings

A multi-sectoral resource center

## REPORTS

**4** in-depth assessments (5th upcoming)

**90** publications in total including the in-depths assessments and over 25 core written learning resource

**75 - 90%** of the users surveyed find the quality of reports high or very high.

> **U-Learn is an enabler of the refugee response**

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### Advancing AAP in the Uganda Refugee Response

U-Learn's support to the REF has led to increased meaningful participation of refugees and their ability to influence decisions that impact them. Contributions from REF members has allowed issues from refugees to be raised to the national level, examples include issues around access to medicines and lack of ambulances, and the overcrowding of schools. Partners responded by providing more ambulances and construction of new classrooms.

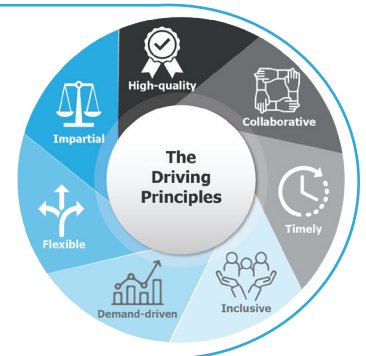### Generating new evidence to fill information gaps highlighted by response actors

Response actors reportedly adjusted their programming based on evidence from the in-depth assessments. Notably, these assessments have influenced the choice of mechanisms for cash assistance delivery for at least three actors. Additionally, one in five perception survey respondents reported using the livelihood assessment to modify their programming.

### Creating critical and inclusive reflection spaces for sharing and learning

Through curation and synthesis of evidence, and interactive and inclusive conveners, the learning work has led to over 10 connections and adaptations of practices and policies per year since 2022. For instance, following a learning process, the Bank of Uganda recently adopted new harmonised standards for training on Financial Literacy that apply to all refugee response actors. At least 3 NGOs and 3 financial service providers reported using them even before their official launch. These updated standards improve the way people receive trainings, driving quality, and thus contributing to better opportunities for the financial inclusion of refugees and host communities.

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## How U-Learn works

U-Learn provides services in response to demand from humanitarian stakeholders. Consultative stakeholder engagement and collaborations are foundational: such as for the selection of the 4 themes of work, the design of in-depth assessments, co-facilitation of AAP trainings, or co-hosting conveners. All activities are open to and inclusive of government and non-governmental humanitarian actors, local, refugee led and private sector actors, and academia.

**The Driving Principles**

- High-quality
- Collaborative
- Timely
- Inclusive
- Demand-driven
- Flexible
- Impartial

## What next?

U-Learn continues to respond to refugee response actors support needs for evidence, learning and AAP. Upcoming work includes topics of climate change and market system development and a focus on sustainability and amplification of the achievements to date through partnerships.

**For more Information:**

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