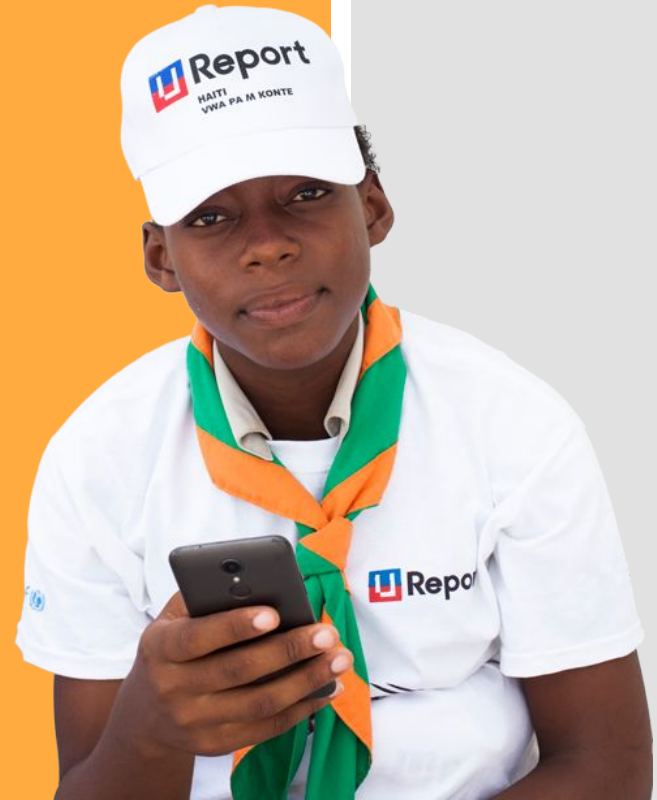


U-Report

Voice matters



U-Report in ESAR – what's the status

U-Reporters in ESAR on 25.01.2021									
	Country	U-Reporters	M %	F %	ADO 10-19 %	YP 20-24 %	Adults > 25 %	% increase from 2019	Avg Response Rate
1	Angola	3,386						100.00	
2	Botswana	22,318	43	57	12	28	60	3.20	76.10%
3	Burundi	72,363	75	25	1	16	83	22.80	36.60%
4	Eswatini	27,152	41	59	10	29	61	11.50	44.20%
5	Lesotho	3,651	39	61	43	36	21	99.70	91.40%
6	Malawi	229,715	65	35	14	42	43	21.40	64.70%
7	Mozambique	318,415	59	41	22	55	23	14.70	63.60%
8	South Africa	94,536	63	37	20	55	25	22.30	47.40%
9	Tanzania	225,230	64	36	3	47	50	11.60	35.00%
10	Uganda	489,936	67	33	6	22	72	17.70	10.80%
11	Zambia	199,913	64	36	6	26	60	1.30	25.20%
12	Zimbabwe	220,589	51	49	6	22	72	15.10	53.70%
	Total	1,907,204							

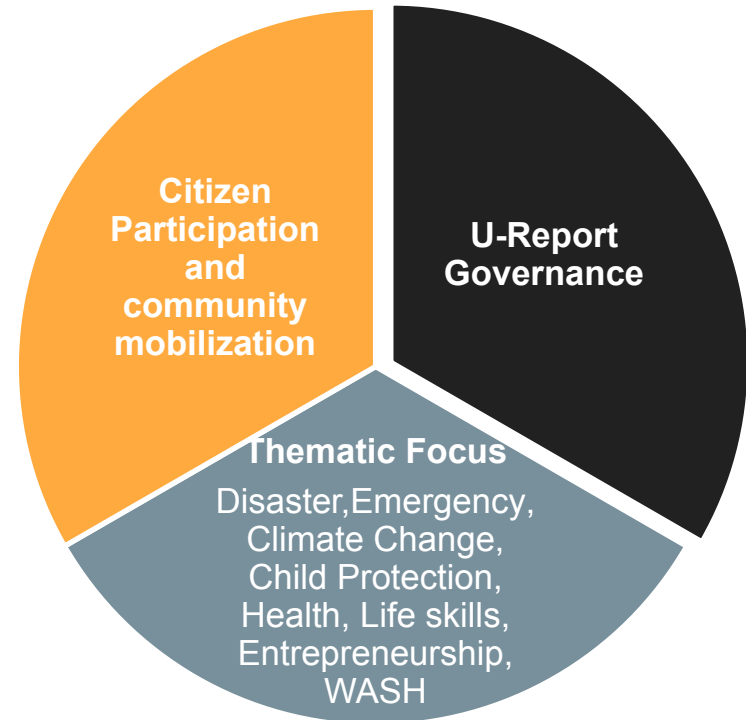
500,000 Scouts using U-Report in 20 countries to amplify their voices

U-Report and World Organization of the Scout Movement partnered in 2014 to strengthen communication and dialogue with communities around core development issues.

To date, 20 Countries and U-Report Global working as a scale up and engagement partner for U-Report



Key areas of partnership

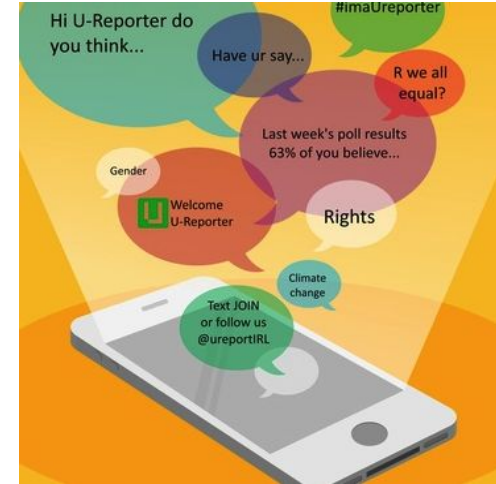
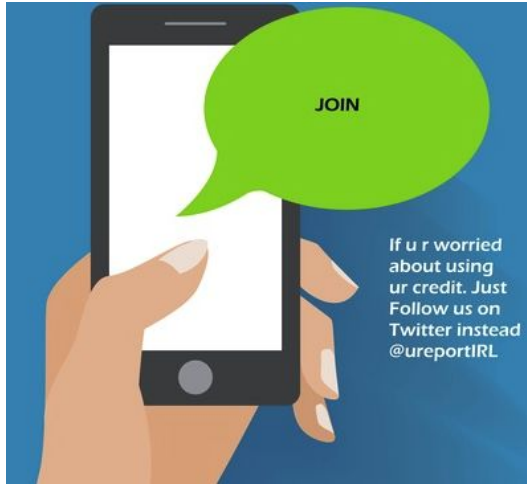


Vision

U-Report is a mobile empowerment programme that connects young people all over the world to information that will change their lives and influence decisions.



How U-Report works

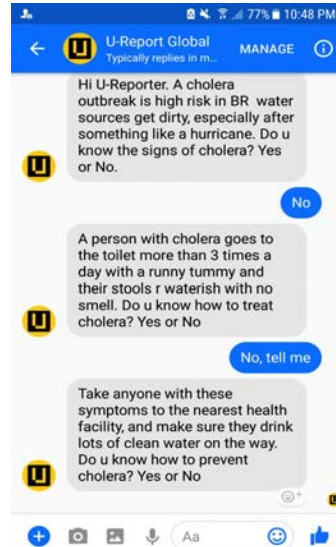


- U-Reporters opt-in and register answer to weekly polls.
- Data is displayed in real time in public websites
- Users can also received one-on-one advice in private via U-Partners
- Users are mapped by location, gender and age, and can be addressed by any of the fields at any time.
- U-Report is run by a committee of partners

What is U-Report

U-Report is a powerful real-time mobile data collection and communication platform

- For the people: owned & operated by NGOs & UNICEF. Partner with government
- Anonymous
- Accessed through SMS, Facebook Messenger & Viber
- Accountable & Transparent: www.ureport.in



U-Report being used to

- Measure Awareness - campaigns and attitudes
- Research
- Reducing the distance between constituents and government
- Disaster Preparedness
- Behavior Change
- Counseling
- Understanding Demand
- Responding and Providing services
- Empowerment



U-Report Global Presence

Global results to date

U-Report is one of UNICEF's scale success stories

One of the most extensive community engagement platforms

76

countries

30

seconds = new U-Reporter

350

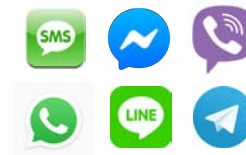
global partnerships

13M⁺

U-Reporters

80

actions each month



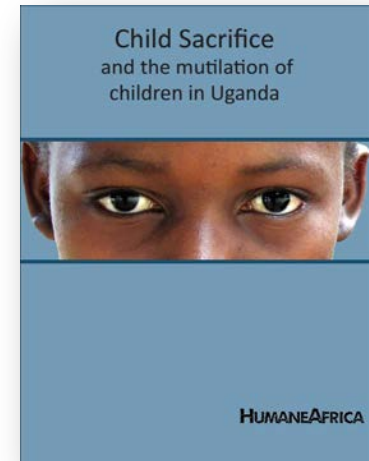
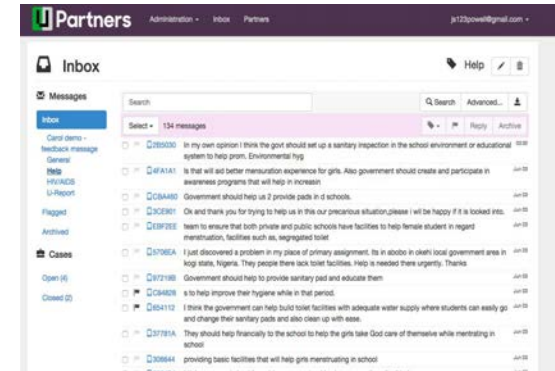
Many major messaging channels

How is U-Report being used globally?



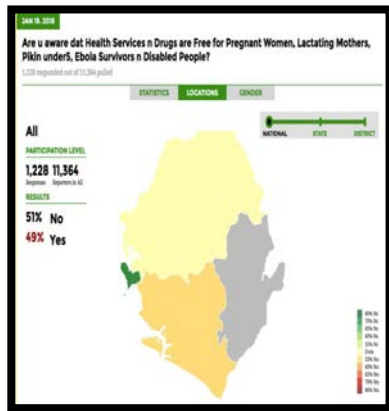
Over 13 million users in 76 countries

- Measure Awareness - campaigns and attitudes
- Research
- Reducing the distance between constituents and government
- Disaster Preparedness
- Behavior Change
- Counseling
- Understanding Demand
- Responding and Providing services
- Empowerment



Four Modes of Engagement following Registration

WEEKLY POLLS



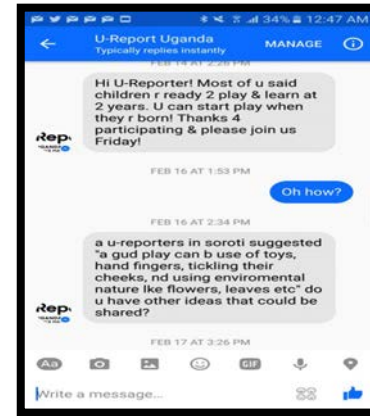
Template
Dashboard / website

LIVE CHATS



U-Partners
Partner case management
White label: CasePro

U-REPORT BOTS



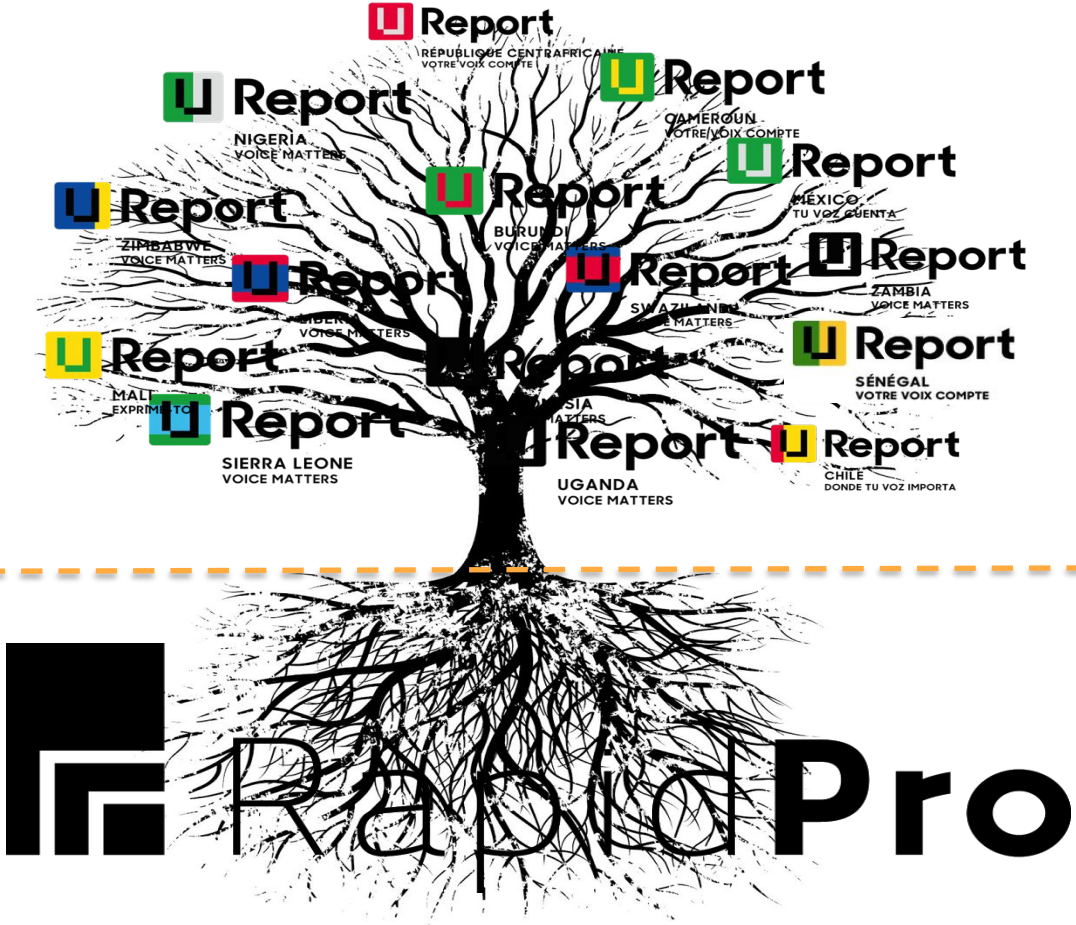
Rapid Pro
Machine automated responses

MOBILIZING YOUNG PEOPLE



Connecting young people
physically to take an Action

RapidPro & U-Report



Platform is used today to provide SRH, MHM, HIV/AIDS, Marburg and Malaria advice in various countries

The screenshot shows the U-Reporter web interface for Mozambique. The page title is 'Coalizao' and it lists various topics such as 'ALCOOL E DROGAS', 'PUREZA E FIDELIDADE', 'HIV - ESTIGMA / VIDA POSITIVA', 'AJUDA - QUE TIPO DE URGENTE?', 'SAUDE SEX REPR', 'BAMBUROS', 'MULTIPLS PARCEIROS', 'XXX OUTROS TEMAS', 'SMS INF', 'CANCELAR REGISTO', 'IGUALDADE DE GENERO', 'IT'S 4 DTS', 'CIRCUNCISAO', 'CAJOTE DE LIDO', 'ABORTO', 'INQUERENOS DUVIDAS E RESPOSTAS', 'FEEDBACK POSITIVO', 'HIV - TRANS - PREV - TRAT', 'DILOGUEIO DE URGENTES', 'VIOLENCIA, BOTOS E CASAMENTO', 'SOCIALIZAÇÃO', and 'PLANEJAMENTO - GRAVIDEZ'. The interface includes a navigation bar with 'Administration', 'Inbox', 'Organization', 'Partners', and 'Message Board'. The main content area shows a message thread with columns for 'On', 'User', 'Message', 'Delay', and 'Reply to'. The messages are from various users, including Antonio Male, flavia do ceu artur massingue, Ilza Luisa Salomao Matola, flavia do ceu artur massingue, Celestina Carlos Buque, and Custodio. The messages discuss topics related to sexual health, HIV prevention, and general health advice. A callout box points to the 'User' column, stating 'Name of the counselor.' Another callout box points to the 'Message' column, stating 'U-Reporter: What are the Sexual Transmission Diseases? Counselor: Hello friend, there are several sexual transmission diseases and among them there are syphilis, gonorrhea, trichomoniasis, genital herpes, candidiasis, hepatitis B, non-gonococcal urethritis and others. Visit a health center or SAAJ for more information. in the index before being replied.'

On	User	Message	Delay	Reply to
10:38	Antonio Male	Ola amiga, teu namorado estava distante pode ser por motivos como escola, trabalho, familia, etc, oque podes fazer e conversar com ele e perguntar o porque de ele ter estado distante contigo. Para te informares mais visita um SAAJ ou Centro de Saude.	2 weeks, 2 days	NAMBUROS Ultimamente meu namorado andava distante cheguei a pensar em terminar mais do nada ele voltou a ser atencioso mais eu ainda duvido da mudanca dele o que faco
10:37	flavia do ceu artur massingue	Ola amigo.nao percebemos a sua questao.por favor formule e volte a enviar.	1 day, 13 hours	IT'S 4 DTS O QUE HIV?
10:36	Ilza Luisa Salomao Matola	ola amigo, peço para mandar uma mensagem com a palavra JUNTAR para 92222 e seguir as instrucoes para fazer o registro correclamente. Mais informacoes visite um centro de saude ou SAAJ.	21 hours, 44 minutes	SEXUALIDADE Oque e a virgindade?
10:35	flavia do ceu artur massingue	Ola amiga o PTV significa Prevencao da Transmissao Vertical do HIV de uma mae seropositiva para o seu bebe. Neste caso, o PTV diminuta a probabilidade da mae passar o HIV para o seu bebe. Para mais informacoes visite um centro de saude ou SAAJ.	23 hours, 49 minutes	HIV - TRANS - PREV - TRAT O que pvt
10:35	Celestina Carlos Buque	Ola amigo, sao varias as doencas de transmissao sexual, dentre elas encontramos a sifis, a gonorreia, Tricomoniasis, herpes genital, candidiase, hepatis B, uretrites nao gonococicas, e outras. visite um centro de saude ou SAAJ, para mais informacoes	8 minutes	HIV - TRANS - PREV - TRAT QUAIS SAO AS DOENAS DE TRANSMISSAO SEXUAL?
10:35	Custodio	Ola amigo, peço para formular novamente a tua questao e volte a	21 minutes	VIOLENCIA, BOTOS E CASAMENTO

COVID-19 Information Chatbot

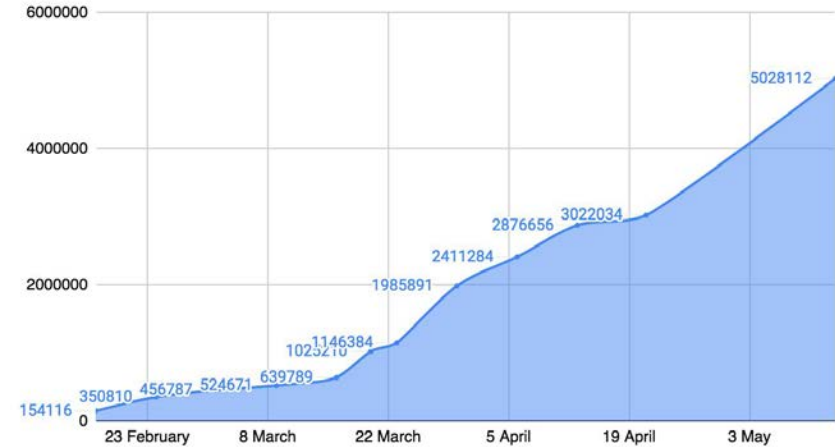
Reached over 6 million people with life-saving information

The U-Report in Humanitarian Action team in coordination with the COVID-19 Secretariat, are supporting emergency response activities, partnering with governments and U-Report countries with 10 million young people and communities.

The COVID-19 chatbot strengthens UNICEF's and partners ability to assess needs, tackle misinformation, and in partnership with governments share reliable information on where communities can seek assistance.

The chatbot has reached over 6 million young people and communities in 52 countries with 7 million bot interactions

COVID-19 chatbot and polls



Official source of government in Côte d'Ivoire : COVID 19

In an emergency context, people demanded information and U-Report has played a crucial role as an official source of information provided by the authorities. Between March 3 and May 3, more than 900,000 people joined the platform

CORONAVIRUS (COVID-19)
CÔTE D'IVOIRE

La Bonne Info N° 034
Date : 01 avril 2020
Heure : 20h00min

Point de situation de la maladie à Coronavirus (COVID-19) du 01 avril 2020

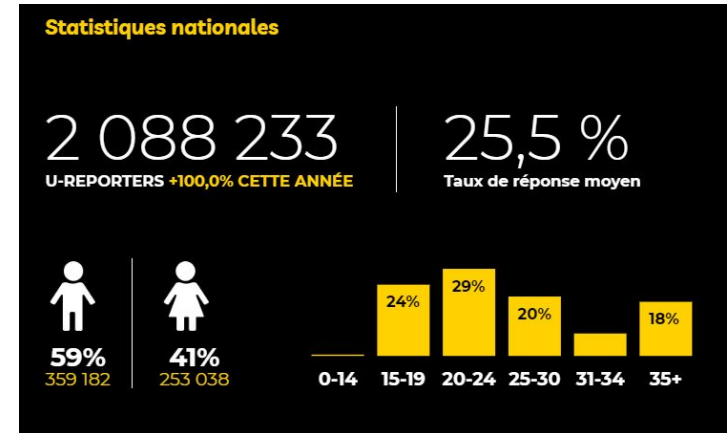
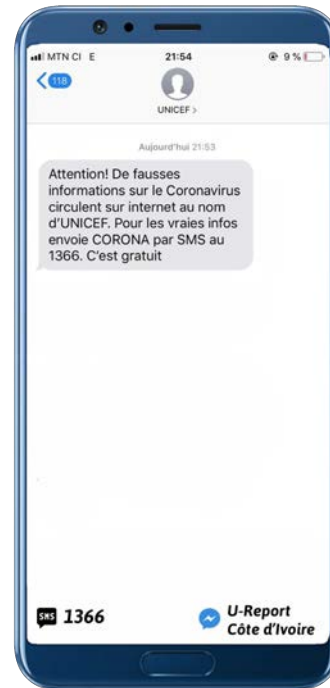
Au 1er avril 2020, onze (11) nouveaux cas confirmés de maladie à Coronavirus (COVID 19) ont été enregistrés à Abidjan, portant à cent quatre-vingt-dix (190) le nombre total de cas en Côte d'Ivoire, dont neuf (9) guéris et un (1) décès.

Le gouvernement rappelle que la maladie à Coronavirus (COVID-19) est très contagieuse et mortelle. Les populations sont invitées à réduire leurs déplacements et à respecter strictement les mesures de prévention.

Source : Ministère de la Santé et de l'Hygiène publique.

POUR TOUTE INFORMATION APPELER LE
143/101/125/119
OU ENVOYER PAR SMS CORONAVIRUS AU **1366**

CICG
CENTRE D'INFORMATION ET DE COMMUNICATION GOUVERNEMENTALE
CAMPAGNE DE PRÉVENTION CONTRE LE CORONAVIRUS



U-Report Goals



Paid Media

- Radio Ads
- Facebook media
- Content Shows
- Events

Partnerships

- Youth Orgs
- NGOs
- UN Agencies

Owned

- UNICEF websites
- UNICEF Facebook pages
- Other opportunities: e.g LINE Channel

Earned

- Word of Mouth
- Viral Video
- Utilizing Talent
- Personal networks

Programme Integration!

-
- Young People write the questions. U-Reporters can submit questions.
 - Always provide feedback
 - Provide one-on-one access to services and information about U-Report
 - Let people know how their data is being used and amplify on social channels
 - Let people know how to opt out
 - Solicit user feedback regular: *did our support help, have you put in practice any advice we gave you, what are we missing?*
 - Kids are smart. Don't kid a kidder: If you couldn't use the data be honest, if you were successful make sure you tell people what they contributed too!

Improving Mental health services in Thailand

Sep 5, 2018

Please ask directly. Did you ever think of hurting yourself or killing yourself?

2,246 responded out of 2,257 polled

STATISTICS

LOCATIONS

GENDER

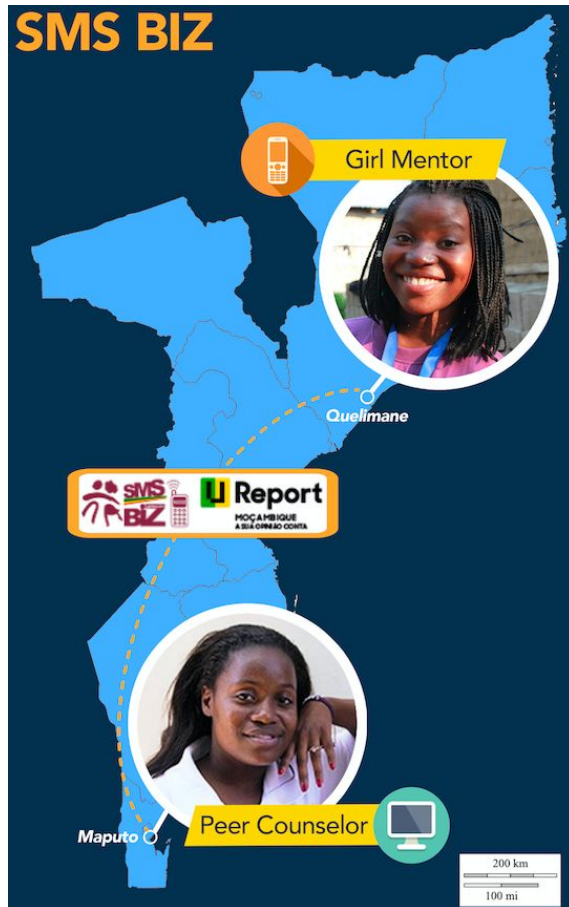
AGE



- 53% of U-Reporters reported feeling most stressed from studying
 - Young people cope with stress by listening to music or consulting friends.
 - 50% reported feeling depressed in the past 2 weeks. 1 in 4 have attempted to commit suicide.
 - **87% have never used a mental health service.**
- Department of Mental Health hotline 1323 shared with U-Reporters
 - Results shared with *Path2Health Foundation* and the *Department of Mental Health* to support initiatives to improve youth-friendly mental health services.
 - Advocating for a policy change to allow young people below the age of 18 to seek mental health services without parental consent



Providing Counseling in Mozambique



- Every day U-Report Mozambique team along work with it's partner **Youth Association Coalizão** and volunteers to responds to hundreds of text messages.
- Provides information on a **variety of issues**, such as HIV/AIDS prevention, sexual and reproductive health, early marriage or violence against children
- **Messages are categorized in labels** and counselors pick a label and respond to messages which fall within that particular label
- Incentives are given to counselors who respond to a monthly goal of **1,500 messages answered** or surpasses it.

More than **130,000**
U-Reporters counseled
and referred to health
providers in **4 provinces**
in **2018**

300,000 messages
replied 2019

Uganda

Over 250,000 young people registered to help UNICEF, Scouts and partners gather information on community services and issues. The feedback has informed decision making on social development programmes, support accountability, and monitor issues.

The information through U-Report is discussed with Parliament, government partners, fed back to the community via newspaper, radio, TV spots. Every member of Parliament and every district chief administrative officer is a U-Reporter in Uganda who regularly respond to community issues and pose questions to inform their advocacy and decision making at the parliament

As a partner Scouts:

- Ensured the impact and quality of the project on livelihoods
- Highlighted key issues identified through U-Report in the mainstream media and government.

Amplified voices:

- Post MDGs with UNDP Millennium Campaign. Working with UNDP Uganda.
- UNFPA: FGM, Day of Girl Child, Sex Education
- WHO: Nodding Disease, Ebola, Marburg
- UNEP: Rio+20, COP 18
- World Bank: research

Pakistan: Disaster Risk Reduction

Scouts and UNICEF Pakistan maximized its existing potential to reach children and youth to provide them access information, express their opinion on disaster and climate change and take action to improve lives and build resilience of communities.



Leveraged Disaster Risk activities at for education and advocacy

Youth Camps in partnership with Scouts, European Union



Disaster Risk Reduction Kits



Indonesia: Reaching 70,000 Scouts



Key partnership areas:

- Prevention of violence against children
- Improving the nutritional habits and practices of adolescents
- Ending open defecation,
- Disaster Risk Reduction: Scout members joined the training on Community Digital Story-Telling on Climate Change ([link to the video](#))



TEPUK PRAMUKA!



prok 13X
PROK PROK PROK
PROK PROK PROK
PROK PROK PROK PROK PROK PROK

 <http://www.indonesia.ureport.in/>
 @ureportindonesia @UReport_id

Pertanyaan utama dari hidup bukan "apa yang bisa saya dapatkan" tetapi "apa yang bisa saya berikan."



- Baden-Powell

 <http://www.indonesia.ureport.in/>
 @ureportindonesia @UReport_id



U-Report Indonesia turut mendukung Jambore Nasional X Gerakan Pramuka 2016

 <http://www.indonesia.ureport.in/>
 @ureportindonesia @UReport_id

MEMPERINGATI 56 TAHUN PRAMUKA



"BEKERJA UNTUK KAUM MUDA, MEWARISAN YANG TERBAIH BAGI BANGSA"

 <http://www.indonesia.ureport.in/>
 @ureportindonesia @UReport_id

ARTI LAMBANG GERAKAN PRAMUKA

LAMBANG GERAKAN PRAMUKA BERGAMBAR BUAH RELAPA ATAU NYIUR YANG BERMAKNA:



RELAPA TUMBUH LURUS KE ATAS ARTINYA, MEMPUNYAI CITA-CITA YANG TINGGI DAN LURUS

AKAR RELAPA TUMBUH KUAT DAN ERAJ ARTINYA, TEHAD DAN KEYARINAN TIAP PRAMUKA BERLANDASAH YANG BAIH, BENAR, KUAT DAN NYATA.

RELAPA ADALAH POKOK YANG SERBA-GUNA ARTINYA, PRAMUKA ADALAH MANUSIA BERGUNA, DAN MEMBANTUHKAN DIRI NEGUNAANYA KEPADA TANAH AIR

SUMBER: PRAMUKA.ORG.ID

 <http://www.indonesia.ureport.in/>
 @ureportindonesia @UReport_id

Burkina Faso: Empowering communities and connecting youth with policy makers

With the Ministry of Youth, UNICEF Burkina Faso partners with Scouts in 13 regions across the country, trained and recruited 520 scout volunteers, to understand and hear the concerns of young people and propose solutions that integrate intersectoral, generational and geographical dimensions for better realization of their rights.



A Safe Space to Express yourself

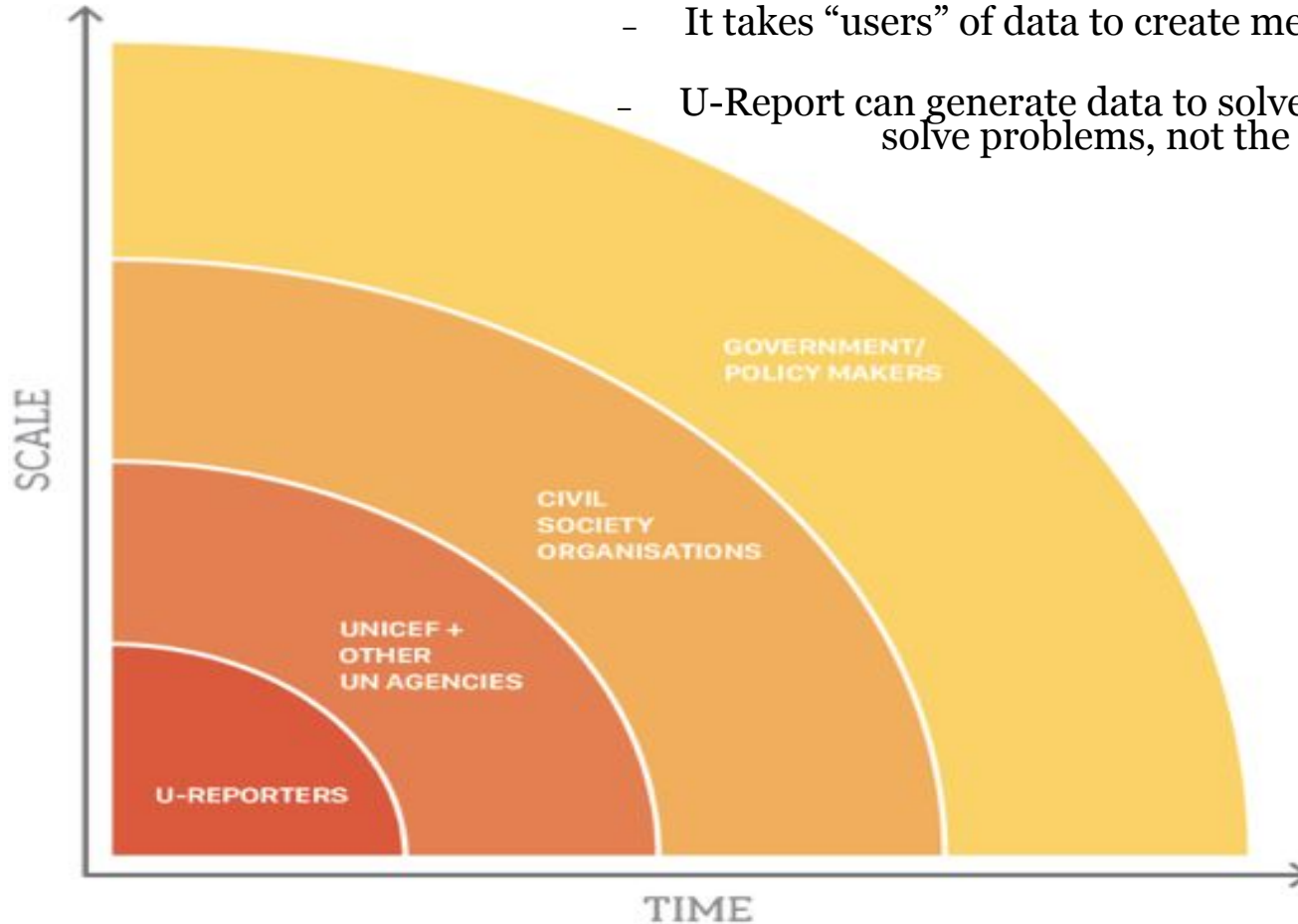
38% of people in Ukraine told nobody they were being bullied, until they told us.

**STOP
BULLYING**
STAND UP. SPEAK OUT.

89% think bullying is a problem in Ukraine. 76% encountered bullying because of the way they look, 38% told no one. 56% think that we should train teachers to end bullying.

UNICEF is now running an anti-bullying campaign in schools, including teachers training.

These results were also presented to Ombudsman for Child Rights.



- It takes “users” of data to create meaningful participation
- U-Report can generate data to solve problems, but people solve problems, not the existence of data itself

What are



waiting for?