

ESSENTIAL HEALTH SERVICES ACCESS PROJECT

Additional Financing



Community Engagement Planning Framework
summary of proposed approach

Ministry of Health & Sports

Introduction

- World Bank is providing and will continue to provide technical and financial support to Ministry of Health and Sport (MOHS)
- World Bank has basic policies for managing social risks and impacts in programs it supports
- Based on these policies, a *Community Engagement Planning Framework (CEPF)* is prepared
- CEPF outlines processes and mechanisms to manage social risks and impacts in MOHS programs supported by the Bank
- Full text of the CEPF can be found at [\[INSERT WEBLINK\]](#)

Health Programs Benefiting from World Bank Support

- **Strengthening service delivery at primary health care level.**
 - Allocation of financing for maintenance and repair of health facilities and equipment
 - Operational expenses for primary health services
 - Mobile health services to remote and vulnerable populations
 - Community engagement activities by basic health staff
 - inclusive Township Investment Plans
- **System Strengthening, Capacity-building**
 - Training, communication and dissemination activities, monitoring and evaluation

Applicable World Bank Policies

- **Operational Policy 4.01 on Environmental Assessment:** To ensure activities are environmentally sustainable and human health and safety concerns are addressed
- **Operational Policy 4.10 on Ethnic Communities:** To ensure that all activities are inclusive of and accessible to all communities; to ensure that there is broad community support for activities through consultations

Potential Social Risks of Programs

- **During health center repairs and construction:** Risks related to land acquisition / voluntary land donation, risks to worker health and safety, risks to community health and safety
- **During decision making for township health plans or for prioritization of investments:** Risks of unequal participation in committees, risks of exclusion of vulnerable households, including ethnic groups
- Also, risks associated with **conflict**

MOHS Community Engagement Approach

December 2018

- MOHS has already issued a *Manual for Basic Health Staff on Community Engagement Approach* in December 2018
- This manual provides detailed guidelines for basic health staff for community engagement
- Describes principles, approaches and processes for community participation in decision making
- Provides tools and methods for planning community engagement
- Provides guidance on ensuring community engagement is inclusive and conflict sensitive
- Describes needed facilitation skills for basic health staff
- Provides guidance and formats for integrating community engagement results into Township Health Plans
- **The CEPF for World Bank support closely follows the MOHS Community Engagement Approach**

Proposed CEPF Measures – Summary

- Objective is to ensure **informed and inclusive consultations** with communities to obtain broad community support for activities and township planning
- Consultations will ensure **non-discrimination and conflict sensitivity**
- Basic health staff will identify vulnerable and hard-to-reach households, develop plans for outreach and ensuring participation in planning through **local vulnerability/social assessment**
- Selection criteria and prioritization of investments in **inclusive Township Investment Plans will be informed by consultations**
- MOHS and World Bank will **monitor** processes

Consultation Principles

The consultation principles provides are to ensure:

- Inclusive consultation with, and informed participation of, the affected peoples throughout project implementation,
- Including arrangements for participation in monitoring and evaluation.
- Broad community support from ethnic minorities.
- Inclusive and informed consultations will be undertaken during project implementation.
- Efforts to identify ethnic minorities, vulnerable households and hard-to-reach households for each township.
- Integration of the consultation principles into existing processes of the MOHS system, which will be enhanced and modified through support from the project.

inclusive Township Investment Plan

The inclusive Township Investment Plan will ensure that ethnic minorities, vulnerable groups and hard-to-reach households benefiting from the project will receive project benefits that are:

- Culturally appropriate, including, if necessary, measures to enhance the capacity of the institutions with responsibilities for addressing ethnic minority issues.
- Measures should be agreed upon with relevant grassroots organizations and implementing agencies during the free, prior and informed consultations.
- Where potential adverse impacts on ethnic minorities are identified, appropriate actions to avoid, minimize and mitigate or to compensate for adverse effects on them should be developed.
- The development of preventative measures over mitigation or compensatory measures whenever feasible is recommended.

inclusive Township Investment Plan, continued

The plan sets out its implementation measures and arrangements :

- Increasing the inclusion and participation of vulnerable groups such as ethnic minorities, migrant populations, urban poor, remote households, single mothers, orphans, families with disabled children / family members and households identified as being at risk from gender-based violence.

This requires:

- Promoting participatory approaches by basic health staff and ways to address barriers of economic and geographical character as well as language and cultural barriers.
- Linkages to other health care services, such as those provided by ethnic organizations, NGOs and the private sector.

Grievance Mechanism

MOHS will strengthen its current grievance mechanism through the following principles and procedures (throughout the implementation of the project):

- Broad dissemination of information, in key ethnic languages, posted at health centers, as well as social media
- Increased number of channels for submitting grievances (in person, in writing, by phone, by social media)
- More systematic recording and handling of complaints, with agreed procedures for sorting, verification, follow-up, mediation and resolution
- Public disclosure of a summary of grievances received and resolved through annual reports

Implementation Arrangements

- Implementation arrangements are organized at Union, State/Region, township and community level.
 - **Communities:** Basic health staff will help identify, reach out to and encourage participation of vulnerable groups, remote communities, ethnic minorities.
 - **Townships:** Feedback from basic health staff community engagement contributes to inclusive Township Health Plans.
 - **State/region:** State and region will be responsible for overseeing program implementation, including that Township Health Plans are inclusive.
 - **Union:** The project management unit at MOHS at Union level will regularly review implementation progress and identify issues of non-compliance or potential negative impacts of programs requiring additional mitigation measures.

Monitoring Arrangements

World Bank and MOHS will monitor the program to ensure implementation of the CEPF, through the following mechanisms (throughout the implementation of the project):

- Regular site visits to all communities and health centers by basic health staff and township staff
- Joint monitoring visits to a sample of communities and health centers twice a year
- Beneficiary assessments and satisfaction surveys carried out through call and text messages
- World Bank supervision visits

Consultations

- In preparation with World Bank support to MOHS programs, many consultations have been organized with the following stakeholders, across all states and regions:
 - Program beneficiaries,
 - Basic health staff
 - Union, state/region and township level MOHS staff
 - Civil society organizations
 - Donors and development partners

Feedback from these consultations and the current consultations on the CEPF are being/will be integrated into program design.

Questions? Comments? Suggestions?