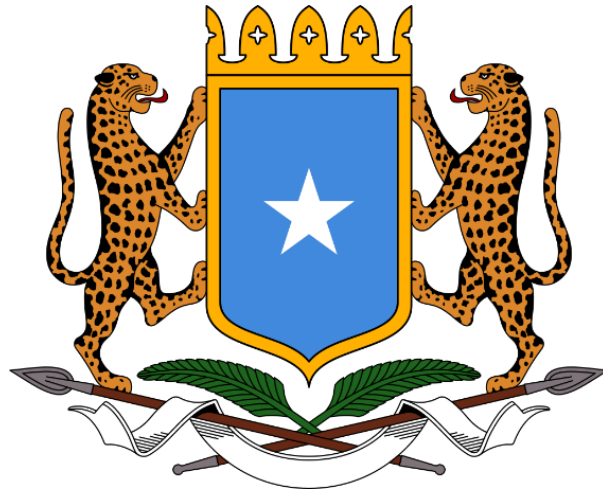**FEDERAL GOVERNMENT OF SOMALIA**

Ministry of Labor & Social Affairs (MoLSA)

PROJECT:

SOMALIA SHOCK-RESPONSIVE SAFETY NET FOR HUMAN CAPITAL PROJECT

UPDATED STAKEHOLDER ENGAGEMENT PLAN (SEP)

Updated in September 2023

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Acronyms and abbreviations

CEP		Community Engagement Plan
CLO	-	Community liaison officer
DFID	-	Department for International Development
EU	-	European Union
NGO	-	Non- Governmental Organization
GRM	-	Grievance Redress Mechanism
MPED	-	Ministry of Planning and Economic Development
MOLSA		-Ministry of Labour & Social Affairs
MoF		Ministry of Finance
BRA	-	Banadir Regional Administration
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PDO	-	Project Development Objectives
PIU	-	Project Implementation Unit
SEP		Stakeholder Engagement Plan
H&N CCT		Health and Nutrition Co-Responsibility Cash Transfer
SDM		Service Delivery Mechanism
USR		Unified Social Registry
MIS		Management Information System
EI	-	Economic Inclusion
USAID		United States Agency for International Development
UNICEF		United Nations Children's Fund
UN-FAO		United Nations Food and Agricultural Organization

1. INTRODUCTION

1.1 Project background

The Baxnaano program was launched in late 2019 and is administered by the Ministry of Labor and Social Affairs (MoLSA) on behalf of the FGS. Baxnaano provides support to poor and vulnerable beneficiaries though two windows: (i) Regular window – An unconditional cash transfer program which covers 200,000 chronically poor and vulnerable households (approximately 1.3 million individuals) with focus on households with children aged under five years, currently active in 25 districts across all Federal Member States (FMS) and Somaliland and (ii) Shock response window – The window is expected to support a total of 598,000 households (3.59 million individuals) with temporary emergency cash transfers, 338,000 drought affected households supported under SNHCP and 260,000 locust affected households supported under Shock Responsive Safety Net for Locust Response Project

A first AF approved on June 17, 2021, increased the duration of Baxnaano support for the same beneficiary cohort to ensure that efforts at improving human capital could be maintained. A second AF approved on June 22, 2022, supported a response to the urgent food security needs of poor and vulnerable populations affected by the prevailing drought crisis which began in late 2021. The Project comprises three components which finance (i) nutrition-linked unconditional cash transfers, (ii) delivery systems and institutional capacity building, and (iii) project management, monitoring and evaluation (M&E), and knowledge management. In this Af, component 4 will establish new pilot on service delivery mechanism (SDM) and health and nutrition co-responsibility cash transfer (H&N Cct).

The Federal Government of Somalia (FGS) has requested third additional financing that will serve two key purposes to respond to urgent crisis needs. First, the AF draws upon US$ 60 million in CRW "last resort financing" to provide emergency cash transfers to 145,000 drought affected poor and vulnerable households. SNHCP aims to provide support to a total of 338,000 drought affected households of which existing financing support was available for 193,000 households which have already received or are in process of receiving ECTs. This AF will provide support to the remaining 145,000 drought affected households and enable the project to achieve its target. Second, a restructuring will invest in key building blocks for resilience to future crises: expanding the Unified Social Registry (USR) nationwide and investing in health and nutrition as well as economic inclusion interventions in urban areas

1.2 Purpose of the SEP

This SEP will serve the following purposes:

   i.   Identifying and analyzing different stakeholders at different levels;
  ii.   Planning engagement modalities through effective communication, consultations and disclosure;
 iii.   Outlining platforms for stakeholders to influence decisions regarding the project;
  iv.   Defining roles and responsibilities for the implementation of the SEP;
   v.   Defining reporting and monitoring measures to ensure the effectiveness of the SEP and periodic reviews of the SEP based on monitoring findings;
  vi.   Defining roles and responsibilities of different actors in implementing the Plan;
 vii.   Elaborating the grievance redress mechanism (GM) for the project;
viii.   Outlining the dissemination of relevant project materials, including explanations of intended project benefits and, where appropriate, the setup of a project website; and

ix.   Documenting stakeholder consultations on proposed project design, environmental and social risks and impacts, mitigation measures, the proposed SEP, and draft environmental and social risk management instruments.

1.3 World Bank Requirements for Stakeholder Engagement

As per the Environmental and Social Standard ESS 10 Stakeholders Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. The ESS 10 defines the requirements for stakeholder engagement as follows:

i.   Establish a systematic approach to stakeholder engagement that helps Borrowers identify stakeholders and maintain a constructive relationship with them;
ii.   Assess stakeholder interests and support for the project and enable stakeholders' views to be taken into account in project design;
iii.   Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project lifecycle; and
iv.   Ensure that appropriate project information is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner.

2. PROJECT STAKEHOLDERS AND ENGAGEMENT PRINCIPLES

2.1 Project stakeholders

Project stakeholders are defined as individuals, groups or other entities with an interest in the project at different levels. Engagement with the project affected persons will be conducted during project planning, upon project effectiveness and sustained throughout project implementation and closure. For effective engagement, project stakeholders are categorized into three main groups, as described below.

i. **Affected Parties**: persons, groups and other entities within the Project Area of Influence (PAI) that are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project. Such stakeholders are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project and need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. For SNHCP this category include; *Benefiting community including Community leaders, Women in the 25 districts, Ministry of Labour & Social Affairs (MoLSA), Ministry of Planning, Investment and Economic Development (MOPIED), Baxnaano Ministry of Finance, MoH*

ii. **Other Interested Parties** (OIP): constitute individuals/groups/entities whose interests may be affected by the project and who have the potential to influence project outcomes. OIP may not experience direct impacts from the Project but they may consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. Such stakeholders include CSOs and NGOs who may become project partners. For SNHCP, this category include; *United Nations World Food Programme (WFP, United Nations Children's Fund (UNICEF, United Nations Food and Agricultural Organization (FAO) among others*

iii. **Vulnerable groups:** persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerability and that may require special efforts to ensure their equal representation in the project consultation and decision-making processes. *The vulnerable individuals and groups identified for this project include female Household Heads, Children Headed Households and people with disabilities among others*

2.2 Identification of stakeholders

Different categories of people and institutions with an interest in the Project at different levels will need to be consulted and engaged in the project activities, as summarized in **Table 2**.

Table 1: Stakeholder description and areas of interest

Stakeholder Level	Stakeholder Category	Stakeholder Description	Role of Stakeholder
International	International Agencies and NGOs	United Nations World Food Programme WFP, United Nations Children's Fund (UNICEF), United Nations Food and Agricultural Organization (FAO) and other	Implementation support in the Health and Nutrition (H&N) research and learning

		Agencies including other international NGOs	
Regional	BRA	Benadir Regional Administration.	Administrative, policy and implementation support
	Chambers of commerce and business groups	private sector business, employers	Key support in implementation especially on EI Pilot, job placements
International	World Bank	SP and Jobs team, health team, etc	Technical expertise, implementation Support, monitoring and evaluation
National	Ministry of Labour & Social Affairs (MoLSA)	MoLSA Management, TVET and Department of employment.	It is the main driver and lead of the process. Political support and leadership, technical expertise, policy and program expertise, and implementation support through existing programs
	Ministry of Planning, Investment and Economic Development (MOPIED)	MOPIED management	provide advice to the government on medium and long-term strategies for socio-economic development and sustainable economic growth
	Baxnaano	PIU	To deliver the objectives in close collaboration with Federal, FMS and District Health Authorities and other stakeholders.
	Ministry of Finance	Departments of IFMIS, ETC	Issues related in the funding for the project, Efficient use of the resource and accountability
	MoH	Department of Health, department of nutrition, projects such as Damal caafimaad and Marwo caafimaad	Support in the H&N CCT; communication, sensitization, delivery of service, etc
District Level	Local Government Authorities	Deyniile	Facilitate the project at district level, and support in implementation
Regional / National	Civil society/CBO's	CS/CBO's & Community leaders	Possibility to influence and support project components especially on mobilization of the community.
Regional / National	Financial service providers	Banks, Telecommunications on cash transfer (EVC, E-Dahab, Premier Wallet, etc)	Implementation and operational support
Local	Community leaders	Elected leaders, clan elders, religious leaders and opinion leaders from targeted communities	Provide required linkage between the project to the community lowest structures
	Women	Mothers or female caregiver of the children under 5 that reside in target and non target areas. Direct and non recipients of the transfer	
	Vulnerable Members of the community (widows, disabled, single women) including minorities	Community members that may meet the project target criteria and are comparatively unable to anticipate, cope with, resist and recover from the impacts	

WFP Contracted NGOs	Non-Governmental organizations and Community Based organization with a local presence and knowledge tasked with conducting project awareness, communication and engagements including community-based targeting	• Conflict and insecurity that can impede the delivery of the CT • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project • Security of project workers- as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring and supervision a key challenge
Male Community members	Male members of the community ranging from spouses of women beneficiaries to other male members of the non-beneficiary community	• Sustainability of the CT and risk of dependency to the CT • Access to pay points and the associated risks of gender based and other violence • Tension within households from disagreements on use of cash by intended recipients • Change in family dynamics when male view CTs as disempowering them hence a shift in power balance • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project

2.3 Stakeholder engagement principles

Stakeholder analysis generates information on the perceptions, interests, needs, and influence of actors on the project. Identifying the appropriate consultation approach for each stakeholder throughout the project lifecycle is necessary. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement.

i.   *Openness and life-cycle approach:* public consultations for the project will continue during the whole project lifecycle from preparation through implementation to closure. Stakeholder engagement will be free of manipulation, interference, coercion, and intimidation.

ii. *Informed participation and feedback:* information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and ensure that stakeholder feedback is taken into consideration during decision making.

iii. *Inclusivity and sensitivity:* stakeholder identification will be undertaken to support better communication and building effective relationships. The participation process for the project will be inclusive. All stakeholders will be encouraged to be involved in the consultation processes. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, particularly civil servants in low grades, female workers and those with disabilities.

3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1 Key institutional Stakeholder Meetings and Consultations

Engagements and consultation on the project design and the planned activities and implementation arrangements have been done with key institutional stakeholders including the relevant Government agencies, development partners and the implementing agencies (WFP and UNICEF). Engagements and consultations have been held with key stakeholders identified as presented in Table 3 below;

Table 3: Previous Stakeholder Engagements done for the Project

Stakeholder	Date	Participants	Key Points Raised
Ministry of Labour and Social Affairs	September 25, 2023	MoLSA • State Minister • DG • Head of Administration • Head Section of Social Protection • GRM Officer • Social Development Specialist • Director of Social Affairs • Deputy District – BRA • Commissioner-Deynile District	the meeting reiterated the importance of continued cooperation and coordination between MoLSA, BRA, and other stakeholders for the successful implementation of the Baxnano program.
United Nations World Food Programme (WFP)	March 2021	• World Bank Social Protection team • MoLSA PIU	• Increasing the payment delivery timelines of the project for the existing 200,000 households with the additional financing through the systems and modalities under the parent project. • Grievance Redress Mechanisms
Ministry of Finance	May 2019	• H.E Adirahman Duale Beileh (Minister)	• Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements
Ministry of Labour & Social Affairs (MoLSA)	May 2019	• H.E Sadik Hersi Warfa (Minister) • Fardosa Ahmed Abdullahi (Senior Policy Advisor/ National SP Coordinator) • Abullahi Jibril Ali, Interim Procurement Specialist	• Existing systems and structures for social protection • Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements • Targeting and enrollment processes • MoLSA capacity building and the PIU structure
Ministry of Planning and Economic Development	June 2019	• H.E Gamal Hassan	• Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements

			• Sustainability of the CTs program
United Nations World Food Programme (WFP)	May 2019	• Deputy Country Director • Ilara Dettori, Regional Program Advisor • Delphine Dechaux, Head of Programmes for WFP • Sara Karimbhoy, Emergency Manager • Tsedeye Girma, Emergency Specialist, NY.	• Existing systems and structures for social protection • Strengthening of social protection & its role in human capital accumulation • On-going WFP support and how this project can leverage on existing programs/expertise/systems • Technical design, planned activities, & implementation arrangements • Targeting and enrollment processes & beneficiary databases • Payment systems • Grievance Redress Mechanisms • Existing institutional systems and capacities at WFP, including for financial management, procurement, and safeguards
United Nations Children's Fund (UNICEF)	May 2019	• Jesper Moller, Deputy Representative • Jose Maria Bendito Prieto, Chief Social Protection, Equity & Gender • Peta Barns, Emergency Logistics Manager • Rachael Wamoto, Cash Officer.	• Existing systems and structures for social protection • On-going policy dialogue and governance arrangement support by UNICEF & how this project can leverage on existing programs/expertise/systems • Strengthening of social protection & its role in human capital accumulation • Technical design, planned activities, & implementation arrangements • Targeting and enrollment processes • Grievance Redress Mechanisms • Existing institutional systems and capacities at UNICEF, including for financial management, procurement, and safeguards
United Nations Food and Agricultural Organization (FAO)		• Etienne Peterschmitt, Deputy Representative • Johanna Erhardt, Head of Strategy Resource Mobilization • Simone Alzari, Head of IM Unit • Hiba Abou Swaid, Cash Expert • Ezana Kassa, Emergency Coordinator	• Strengthening of social protection & its role in human capital accumulation • Technical design, planned activities, & implementation arrangements
Development Partners	June 2019	European Union • Johan Heffinck, Head of Office, EC Somalia ECHO:	• Technical design, planned activities, & implementation arrangements

		• Quentin Le-Gallo, Technical Assistant Somalia/ Regional Drought Coordination, • Sapenzie Ojiambo • Hjordis Ogendo, EEAS DFID USAID Australia Italy Sweden Switzerland	• On-going support by donors & coordination/collaboration with this project to leverage on existing programs / expertise / systems • Strengthening of social protection & its role in human capital accumulation

3.2 Stakeholder Engagement Matrix

Table 4 presents the planned key stakeholder consultation matrix to be implemented during the project preparation stage through to implementation and closure.

Table 4: Stakeholder Consultation Matrix

Stakeholder	With whom	Channels of Engagement	Frequency	Engagement methods	Purpose
Ministry of Labour & Social Affairs (MoLSA)	WFP and UNICEF	Official internal and external communications Written requests via official letters and emails	Monthly	Project progress, budget and financing.	Sharing of information, reviews, clearance and seeking support.
	Project beneficiaries and communities including PAPs and other vulnerable populations such as orphans and IDPs.	Stakeholder awareness and consultations campaigns	Monthly	Public/community meetings, seminars, face-to-face meetings with all project stakeholders.	To keep informed about the project achievements and challenges To receive input from stakeholders and feedback loops to stakeholders Disclosure of project benefits, list of beneficiaries, documents and GRM process
WFP and UNICEF	All stakeholders	Stakeholder awareness and consultations campaigns, Meetings,	monthly, Bi-annually	Public/community meetings, seminars, Virtual meetings (face-to-face, where possible) meetings	To keep informed about the project achievements. Sharing information on the implementation

				with all project stakeholders.	and duration of the additional financing. Disclosure of project benefits, list of beneficiaries, documents and GRM process
	Federal and Regional Governments	Operational meetings	Monthly	Monitoring reports, Virtual (face-to-face, where possible) meetings with regional employment departments.	To implement the project components.
	Project beneficiaries and communities	SCOPE GRM, through contracted NGOs, Community Selection Committees (CSCs)	Monthly	SCOPE hotline, telephone, social media, posters, leaflets, project cards, hand-outs, Radio (if and when needed)	To ensure beneficiaries are informed about the project level GRM. Disclosure of project benefits, list of beneficiaries, documents and GRM process
WFP Contracted NGOs	WFP and NGOs	Operational meetings	Bi-monthly	Monitoring reports, Face-to-face meetings with ESCs and PAPs.	To implement the project components.
	All stakeholders including PAPs and other vulnerable populations such as orphans and IDPs.	PAPs consultations and outreach campaigns	Monthly	Public/community meetings, seminars, face-to-face meetings with PAPs.	To increase awareness, provide consultations and collect feedback. Disclosure of project benefits, list of beneficiaries, documents and GRM process
	Project beneficiaries	PAPs consultations and outreach campaigns	Monthly	Face-to-face meetings with clan elders, PAPs. Leaflets, Posters, brochures, hand-outs.	To increase awareness and provide consultations. Disclosure of project benefits, list of beneficiaries, documents and GRM process

3.3 Stakeholder Engagement Methods to be used

Communication materials
Written information will be disclosed to the public through the various of communication materials including brochures, flyers, posters, etc. Key project information such as the hotline number for grievances as well as project updates and reports on the project's performance both in Somali and English. Dedicated communication materials, specifically, WFP's hotline numbers is widely available through Posters and also printed on the backside of SCOPE cards.

Information Desks
Information Desks in each region and district will provide local residents and project beneficiaries with information on stakeholder engagement activities, project interventions, contact details of the focal points in the various NGOs working under WFP to implement the project. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

3.4 Verification and validation of list of proposed beneficiaries for the H&N CCT and EI Pilot.

A comprehensive beneficiary awareness and mobilization campaign will be implemented to sensitize and inform potential beneficiaries about SDM and H&N CCT. Standardized communication guidelines for beneficiary facilitation will also be prepared to apprise them of services and cash transfers.

The objective of beneficiary awareness and mobilization is to provide information about key features, service availability, H&N CCT objectives, eligibility criteria, etc. to potential beneficiaries, stakeholders, and the general public. The outreach strategy will particularly focus on mobilizing the potential beneficiaries (pregnant women and mothers with children up to 23 months of age) to motivate them to enroll. The enrolment plan for each village/area in a district will be prepared through consultation among Baxnaano and Health Authorities and local stakeholders based on the number of potential beneficiaries each enrolment site shall serve. The intervention shall utilize social mobilizers and LHW staff to invite beneficiaries to enroll at Baxnaano Facilitation Centers. In view of the project reach and requirements, a dedicated outreach and communication strategy would be separately prepared to expand on the following outreach and communication activities:

Mobilization of Potential Beneficiaries
The list of eligible households will be generated by Baxnaano based on USR data and provided to the Communications/Mobilization firm to motivate potential beneficiaries to participate in the enrolment process.

Information Dissemination through Information, Education and Communication (IEC) Material
Baxnaano and the Communications/Mobilization firm will design and print the IEC material, including posters, brochures, and flyers. The IEC material will have information in local languages supported by pictorial representation, a fact sheet detailing service availability, H&N CCT objective, target group, benefits, conditions, payment process, and grievances redressal mechanism. The IEC material will be made available at all FCs as well. Posters may be displayed in public places such as hospitals, schools, mosques etc. IEC material will be designed, printed, and disseminated a month before the actual launching of field operations.

Robo Calls and SMS to Eligible Households

Outreach through robocalls and SMS campaigns in local languages on the contact numbers of eligible households to inform about H&N CCT and invite them to participate in the enrolment process. These robo calls and SMS campaign shall be carried out a week before launch of the enrolment process.

Verbal Announcements through Mosques and Local Radio

The verbal announcements will be made through mosques and community structures/leaders/beneficiary committees and village organizations to inform potential beneficiaries about the intervention's salient features, service availability and H&N CCT eligibility criteria. Announcements will also be made through local radio. Verbal announcements will be made on a repetitive basis a week before the enrolment process and during the enrolment process. Baxnaano will develop messages for such announcements to avoid any confusion.

Other awareness activities

Following other awareness activities will be conducted for mobilization of beneficiaries:

- The Communication/Mobilization firm will be responsible for effective mobilization.
- Services of LHWs will be obtained for the mobilization of the beneficiaries.
- Training sessions will be arranged for health service providers.

Training, workshops

Training on a variety of social issues will be provided to staff at MoLSA, PIU, and the WFP contracted NGOs and possibly relevant regional state government. Issues covered will include sensitization to project targeting and enrollment processes, risks related to inclusion and exclusion, clan and cultural dynamics, security and gender-based violence.

3.5 Proposed strategy for information disclosure

The Government will ensure that information to be disclosed at the federal, regional and local/district levels:

i. Is accurate, up-to-date and easily accessible;
ii. Emphasizes shared values;
iii. Articulates the principle and rationale for the various strategies being used by the project at the different levels;
iv. Includes an indicative timeline and phasing of the project activities (more so where construction will be done);
v. Includes explanation of measures that will be used in the selection of contractors, workers on the sites and how the effects on the public and communities will be minimized; and
vi. Includes information on where people can go for more information, ask questions, channel their complaints and grievances, and provide feedback (and contact persons as appropriate).

Other key considerations will include:

i. Over time, based on feedback received through the GM and other channels, information disclosed should also answer frequently asked questions by the public and the different concerns raised by stakeholders;
ii. During implementation, the Communication Officer will monitor social media regularly for any misinformation about the project and craft responses to be disseminated by the Social Safeguards Specialist and Communication Officer; and

iii.   If the engagement of security or military personnel is considered for any aspect of the project, ensure that a communication strategy is in place to inform stakeholders of their involvement and the possibility of raising concerns and grievances on their conduct through the GM.

3.6 Proposed strategy to incorporate views of Single Women, Widows, the Vulnerable, and other Disadvantaged groups:

The project will carry out targeted stakeholder engagement with vulnerable and disadvantaged groups and individuals to understand their concerns/needs in terms of accessing information, services, and any other challenges they face at home, at workplaces and in public offices. Groups working with or those representing voices of minority and disadvantaged individuals, including CSOs, CBOs and activists will be consulted in the respective areas of operation. Special attention will be paid to engage with women as intermediaries. The details of strategies that will be adopted to effectively engage and communicate to vulnerable and disadvantaged individuals and groups will be considered during project implementation. The project will promote inclusion of disadvantaged and vulnerable groups and individuals by ensuring their involvement in consultations in the project

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to project benefits where they meet the targeting criteria, to access information, provide feedback, and submit grievances. A key approach being used by WFP is the adoption of community-based targeting. In this case, the target communities identify their most vulnerable members through a participatory process. The assumption is that communities have a better understanding of their own vulnerability than external actors and is most effective in such projects where administrative capacity is limited, and community empowerment and capacity-building align with the program's objectives. Processes in the community-based targeting, which entrench participatory engagements, help prevent elite capture and promote inclusion. This addition emphasizes the project's commitment to inclusivity and sensitivity, particularly in engaging with disadvantaged and vulnerable groups.

To help ensure that the process does not marginalize disadvantaged and vulnerable groups, representation for these groups will be required in the grievance committee (GC) tasked to resolve grievances/complaints at the local/district level

3.7 Reporting back to stakeholders

Stakeholders will be kept informed through regular meetings and dissemination of information through other means as the project develops, including reporting on project environmental and social performance and implementation of the SEP and grievance mechanism on bi-annual basis.

4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1 Resources

The senior social safeguard and communication specialists at the MoLSA will be in charge of stakeholder engagement activities, together with the communication officer. Table 5 presents a tentative budget for implementing the SEP.

Table 5: Estimated budget for implementing the SEP

Stakeholder Engagement Activities	Timeline	Q-ty/per years (months)	Unit Cost, USD per year	No. of years	Total cost (USD)
Training Programs (PIU, WFP, UNESCO, NGOs etc)	Before sub-project implementation	Per year	50,000	1 year	50,000
Community consultation and feedback meetings	Before sub-project implementation	Approx. 21 meetings	5,000	1 year	105,000
Key Decision makers consultation and feedback meetings	Before sub-project implementation	Approx. 21 meetings	5,000	1 year	105,000
FM radio press conferences and call ins (one per year at FGS and FMS levels)	Before sub-project implementation	Once a year	50,000	1 year	50,000
Communication materials (leaflets, posters on project and GM, GM forms, registers in Somali)	Before sub-project implementation	Per year	50,000	1 year1	50,000
Monitoring visits by FMS social officers	Once component activities start	Per quarter	10,000	1 years	30,000
Subtotal					390,000.00
Contingency 5%					19,500.00
Total					409,500

4.2 Implementation Arrangements

The Ministry of Labour & Social Affairs (MoLSA) through the Project Implementation Unit (PIU) will shoulder full responsibility for engaging with the stakeholders with support from WFP and UNICEF for project activities in Component 1 and 2 respectively. To further entrench the systems and capacity building initiative intended in Component 3, a Social Development Specialist based within the PIU will be tasked with the coordination of the stakeholder engagement activities for the project. WFP and UNICEF has already established communication and engagement structures which the project will tap into.

The WFP contracted NGOs that will be tasked with targeting, registration and community engagements will have a community liaison officer tasked with the planning, implementing and reporting on community engagements. Table 6 below presents roles and responsibilities with regards to implementation of SNHCP –Third Af.

Table 6: Roles and Responsibilities

Actor/Stakeholder	Responsibilities
Ministry of Labour & Social Affairs (MoLSA)and Project Implementation Unit	• Planning and implementation of the SEP; • Leading stakeholder engagement activities; • Management and resolution of grievances; • Coordination/supervision of contractors on SEP activities; • Monitoring of and reporting on social performance of WFP and UNICEF
Regional States Governments	• Inform PIU of any issues related to their engagement with stakeholders; • Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by PIU and by participating in the community meetings;
Project-affected parties	• Invited to engage and ask questions about the Project at Project Meetings and through discussions with Community Liaison Officers where it is of interest or of relevance to them; • Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section VIII. Grievance Redress Mechanism); • Help the Project to define mitigation measures;
Other project stakeholders	• Engage with PIU regarding project design; • Raise concerns to help the project to be inclusive.

5. GRIEVANCE REDRESS MECHANISM

To comply with ESS10, a project-specific grievance mechanism that is currently being used by WFP will be adopted the same grievances redressal mechanisms established under the parent project to handle complaints and grievances for the project. This mechanism will apply for grievances related to component 1; nutrition linked cash transfer. A separate GRM has been rolled out for project workers and will cover workers from WFP contracted NGOs, community and volunteer workers as well as payment merchants and their security.

Through WFP and UNICEF, the project will identify in advance community-level partners to provide GBV response services in project areas of influence. The project will also ensure grievance redress measures include mechanisms for safe and confidential reporting of cases of GBV, and partnership arrangements include measures to protect against incidence and to provide GBV services should cases of GBV/SEA arise during project implementation.

The project wide mechanism for Component 1 activities is detailed below

WFP Cash Transfer Complaints and Feedback Mechanism

To ensure that WFP can effectively reach key stakeholders and the most vulnerable members of the community, WFP has established a toll-free hot line to provide a direct channel for interface. In case issues with the selection process arise, people are be able to call the hotline and log in their complaint with WFP directly. The CFM not only aims at strengthening accountability to communities but also to identify a range of protection, fraud and diversion issues as well as other concerns related to delivery of WFP assistance. The toll-free hotline is managed by WFP through a call centre located in Somalia (Puntland), which is open from Sunday through Thursday from 8.30 am to 5 pm. The call centre hosts 14 WFP Somali national staff (Somali speakers) that can be reached through four different phones numbers from several operators i.e. Hormuud, Golis, SomTel and Nationlink. This allows accessibility by mobile phones from all over Somalia. The WFP Somalia hotline numbers are: Hormud: 0617 140164; Golis: 0907 053722; Telesom: 0633 228003; Somtel: 0627 795373. The entire country is covered by either of these mobile phone operating companies.

The information on WFP's hotline numbers is widely disseminated through posters that are displayed in the communities benefiting from the project. The hotline numbers are also printed on the backside of the SCOPE cards. Additionally, during community consultations, the grievance redressal system from logging of the complaints to their resolution is particularly highlighted by the cooperating partner NGOs. These measures have proven effective in familiarizing beneficiaries with the available channels for sharing feedback and registering grievances.

The Call Centre operators receive complaints through the CFM, whereby they are recorded and logeed in WFP's online case management system. All information related to a case is recorded in the online system, including: case description, complainant information (name, phone where the person can be called back, location, etc.), date, location, activity, CP. Operators classify the cases according to their risk level (high, medium, low and residual risk). Once a case/complaint is captured in the online case management software, it is referred to the relevant area office or technical unit for follow-up and action. Different risk levels have different process flows and time limits for action, with high risk cases (suspicion of fraud for instance having a shorter timeline for action). WFP's monitoring unit monitors case resolution closely, to ensure that cases are addressed within the defined timeframes. After an issue has been addressed, all information is updated and the case is reassigned back to the hotline operators for confirmation with the complainants. Cases can be closed in the system only after the complainant has confirmed the issue was actually solved

WFP also encourages its partners to have their own complaints and feedback mechanisms, particularly to handle minor on-site operational issues to allow for a smooth assistance process. It is in the interest of WFP and its beneficiaries that all issues are solved as quickly and thoroughly as possible, and sometimes the most effective way

is to address issues directly at the site by the implementing partner. Other mechanisms for complaints and grievance uptake include help desks manned by cooperating partners.

There exists a separate mechanism dedicated to reports of conflict of interest, abuse of power or harassment by WFP or WFP CP staff. Such cases are escalated through the Risk Management and Compliance officer. Reports of sexual exploitation and sexual harassment will be referred to WFP PSEA focal points and onward to WFP's investigation Office at Headquarters. Such sensitive cases, in line with the WFP's case management standard procedures, are treated with adherence to strict guidelines of beneficiary data protection and/or anonymity. The PIU will collate monthly grievance registers for monitoring and learning purposes and to inform areas of proactivity.

Grievance redress flow chart for cases of different risk levels
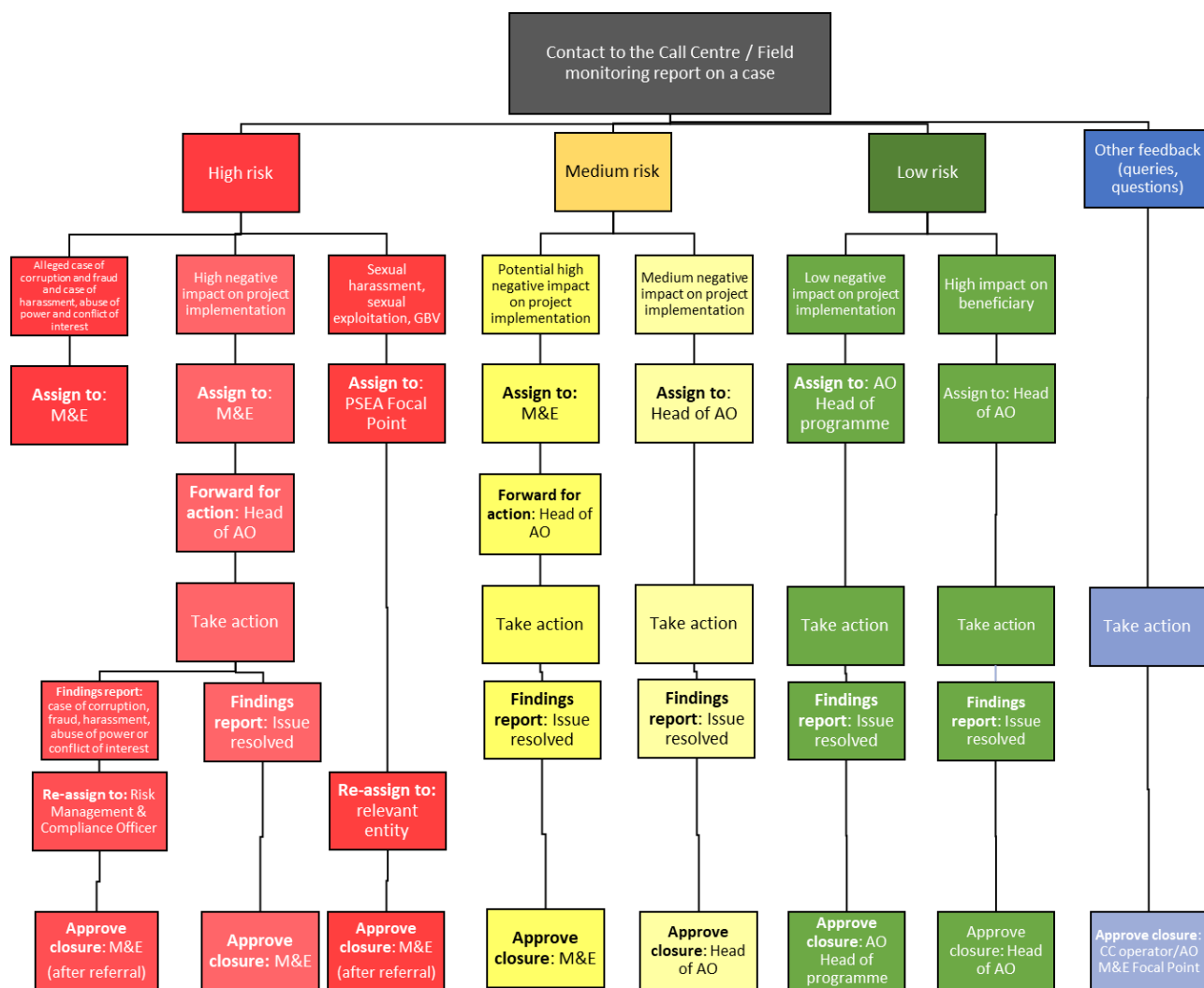
Risk level		Take action	Interim progress report	Closure timeline
High	Alleged cases of fraud and corruption and cases of collusion, harassment, and conflict of interest or Cases with high negative impact on programme implementation or Cases of sexual harassment, sexual exploitation or GBV	Within 48 hours	Within 1 week	Within 1 month
Medium	Cases of possible high negative impact on programme implementation or Cases with medium impact on programme implementation	Within 48 hours	Within 2 weeks	Within 1 month
Low	Cases with high impact on beneficiary	Within 1 week	Within 2 weeks	Within 1 month
	Cases with low impact on programme implementation	Within 1 week	Within 2 weeks	Within 2 months

Important Note: "Take action" and "interim progress report" refer to action/comments in the CRM online system. We currently do not report on those times.

The above timelines are based on WFP's standard guidelines for redressal of complaints, based on the level or risk. However, for the purpose of reporting, the project will consider an average timeframe of one month for all categories of complaints.

As WFP's CFM/GRM system is well established and caters to all WFP programmes in the country, there is a higher level of awareness among wider communities on the mechanism for recording feedback and grievances. Secondly, since mobile phone subscription is very high in Somalia and the fact that the coverage of hotline numbers extends to all major mobile network operators, no significant challenge has been reported by beneficiaries while accessing the hotlines. Additionally, due to prompt reporting and swift redressal procedures, the existing CFM/GRM has proven effective in timely redressal of complaints, especially those of a serious nature. While redressing such complaints, the learning is then applied across all projects and interventions to avert and mitigate risks.

4.3 Labour Grievance Redress Mechanism

Recently, MOLSA has established a Labour GRM call center and an Official Email which is intended to file grievances by all employees who are involved in the implementation of this project, in particular Cooperating Partners (CPs) staff, MNO staff, and PIU team to ensure that all grievance management handling process is performed in a transparency and accountable manner. For avoidance of doubt, all employees directly or indirectly involved in the project implementation have unrestricted access to the Grievance Redress Unit at the Ministry. This GRM is consistent with the requirements of the Somalia National Labour laws, Labour Management Procedure (LMP) of the World Bank's Environmental and Social Standards 2, and international best practice.

WFP contracted CPs and MNO employees may use their internal GRM, but that should not preclude them from referring the grievance to the GRM unit at the Ministry, if preferred and needed. The GRM under the Ministry shall investigate any grievances received objectively with a view to arriving at a just determination. Any employee, individual or service provider not satisfied with the decision of the GRM at the Ministry may resort to the National Judicial System for a resolution of the grievance

Direct and indirect contracted workers engaged by Cooperative Partners (CPs) and other Service Providers can raise labour related complaints and grievances with the GRM mechanism within MoLSA, which has been set up and is being equipped to handle complaints of this nature. GRM Secretariats and Officers domiciled within MoLSA are in place. Nevertheless, any grievances related to beneficiaries that MoLSA receive from beneficiaries will be referred to WFP CFM.

Measures are being put in place to ensure that the labour specific GRM:
a. Is easily accessible to all NGO and service provider workers by phone or walk in or through the project wide GRM. The project wide GRM will handle complaints from the beneficiaries and the wider community on project activities while any labor related complaints from project workers should be reffered to the Labor GRM established within MoLSA.
b. Is known to NGO and service provider workers
c. Contracts will also provide measures to protect them against reprisal for lodging a grievance
d. Addresses complaints promptly using a clear and transparent process that provides timely feedback in an appropriate language. Upon lodging a grievance, the system for its resolution will be provided to the complainant.
e. Will operate in an independent and objective manner.
f. Use of this GRM will not impede access to other judicial or administrative remedies that might are available under Somali law or through other existing arbitration procedures, and;
g. Doesn't substitute for grievance mechanisms provided through collective agreements

4.4 Process for Registration of Grievances

There would be a GRM log register where specific grievances, the progress of resolution of the grievance and the final outcome will be recorded. Acknowledgement of receipt of the grievance will be made within 5 working days and will include: outlining the grievance process; providing contact details of the contact person that is responsible for handling the grievance; give an indication of how long it is likely to take to resolve the grievance.

4.5 Process for Resolution of Grievances

Grievances that are straight forward or not very serious will be resolved by the immediate manager informally within the organization in which the employee works. Employees should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to the next most senior person within the same department. However, even if a grievance is resolved informally it must be recorded for information and record management purposes. If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with in accordance with a formal grievance procedure.

If an employee is not satisfied with the decision of the relevant managers within his/her organization with regards to his complaint, nothing precludes the employee from referring the matter to the GRM offices at the Ministry. The relevant GRM officer shall determine the grievance received and registered. At this level, the Labour GRM team is required to conduct a formal meeting to resolve the grievance. Before the meeting, a thorough investigation of the facts relating to any allegations must take place. Any requests for anonymity

and confidentiality should be taken seriously. The employee may, following a reasonable request, be accompanied by a colleague. The companion may not, however, answer questions on behalf of the employee. Following the meeting and investigation and without unreasonable delay, the GRM committee shall set out in writing the outcome of the hearing and any action they intend to take to resolve the grievance within Ten (10) working days. The committee shall also inform the employee of their right to appeal if they are not satisfied with the action taken. The appeal from this level would be to legal and national judicial system.

4.6 Reporting and Managing Incidents Of Sea And GBV

Sexual Exploitation and Abuse

WFP's policy for prevention of SEA applies to allegations of acts committed by WFP employees including consultants and interns, cooperating partners, contract workers, and external service providers. Reports of alleged cases of sexual exploitation and harassment can be received from anonymous letters, incident reports, emails, or through the call center and regular monitoring. In situations involving third party reporting of GBV or SEA, the balance between the survivor centre approach (where consent is mandatory) and the obligation to report presents a real challenge.   WFP will work with other protection actors over the course of the project to determine the most appropriate actions to take in such a scenario. Any acts of SEA constitute serious misconduct and is grounds for disciplinary measures, including summary dismissal for WFP staff and referral to enforcement authorities for criminal prosecution, where appropriate.

Referral Pathway

a) Staff who receive and/or report allegations who are not a designated SEA focal point (including call center operators) must:
   - Upon consent of the affected person, inform a designated WFP PSEA Focal Point at the field or country level as soon as possible.
   - Provide accurate information about where to receive assistance e.g. medical/clinical, legal, psychosocial support (address, phone number).

b) Upon receipt of a complaint or referral, the PSEA Focal Point will ensure that consent has been obtained before reporting the incident to OIGI- WFP's Office of Inspections and Investigations.
   All employees and SEA Focal Points/Alternates are bound to maintain confidentiality of all reported allegations, including the identity of complainant/s and subject/s. Personnel who report misconduct in good faith have the right to be protected against reprisals and retaliation. Procedures for this are found in the WFP "Whistle-blower" Protection Policy. OIGI will launch an independent assessment of the cases and conduct investigations as required. WFP will notify the World Bank of any project related GBV/SEA case occurring within 24 hours of being reported. During the investigation process, all efforts will be made to keep the identity of personnel and others involved in the investigation confidential. The requirement for confidentiality extends equally to all those involved in, or with knowledge of, the investigation.

   If requested, the staff/call operator that received the complaint can act as a liaison between the complainant (including his/her family) and those persons conducting any subsequent investigation, ensuring at all stages that the safety, health and legal needs of the complainant are taken into consideration and that he or she is not subject to intimidation as a result of lodging the complaint.

c) **If the complaint implicates a staff member of a different organisation** such as the cooperating partner, a copy of the incident report will be forwarded to the SEA Focal Point in the organisation

subject to an allegation, and the World Bank. WFP will discuss and agree with the Focal Point on the responsibilities for follow up on the safety, security, health and legal needs.

d) **If the complaint is a rumour or the alleged perpetrator (s) affliction is unknown**, a copy of the incident report will be forwarded to the RC/HC and the World Bank. The RC/HC will call for a meeting of the PSEA Taskforce that consists of designated PSEA Focal Points from UN agencies in the country, as well as the Red Cross/Red Crescent Movement and relevant International and local non-governmental organisations (NGOs). The PSEA Taskforce will be asked to develop a strategy for assessing the veracity of the rumours or allegations. The RC/HC will then pursue the issue through the appropriate channels. If an investigation is deemed to be warranted and WFP personnel are suspected to be involved, the RC/HC will inform the referring Focal Point and refer the matter to WFP's OIGI.

e) **Sanctions:** Any acts of SEA constitute serious misconduct and is grounds for disciplinary measures, including summary dismissal for WFP staff and referral to enforcement authorities for criminal prosecution, where appropriate. For cooperating partners and contractors, any failure to take preventive measures against sexual exploitation or abuse, to investigate allegations thereof or to take corrective action, constitutes grounds for termination of the Agreement or Contract with WFP.

4.7 World Bank Grievance Redress Service (GRS).

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the World Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of the World Bank non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

4.8 Proposed strategy to incorporate views of Single Women, Widows, the Vulnerable and other Disadvantaged groups

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to project benefits where they meet the targeting criteria, to access information, provide feedback, and submit grievances. A key approach being used by WFP is the adoption of community-based targeting. In this case, the target communities identify their most vulnerable members through a participatory process. The assumption is that communities have a better understanding of their own vulnerability than external actors and is most effective in such projects where administrative capacity is limited, and community empowerment and capacity-building align with the programme's objectives.

Processes in the community-based targeting which entrench participatory engagements help prevent elite capture and promote inclusion.

ANNEX 1: STAKEHOLDER ENGAGEMENT MEETINGS FOR THE H&N CCT AND EI PILOT DESIGN

Stakeholder	Date	Participants	Key points raised
Ministry of Labour & Social Affairs	September 25, 2023	Yusuf Mohamed(State Minister) Yusuf Hassan Isak(DG) Fatuha Abdullahi Isse (Head of Administration) Salah Moktar Mohamed (Head of social protection) Abdirahman Isak Husein(GRM officer) Ali Ibrahim Ali(Social Development Specialist) Alas Ibrahim Ali(Baxnaano BRA Focal Point)	USR system for enrollment and data management. urban expansion would be on conditional cash transfers, which will be implemented jointly by MoLSA and BRA The initial target area will be the Deynile district, known for its vulnerable population, including internally displaced persons (IDPs). Current Discussion on Service Delivery Mechanism (SDM), Health and Nutrition CoResponsibility Cash Transfer (CCT) and Economic Inclusion Pilot
Banadir Regional Administration (BRA)	September 25, 2023	Abdullahi Adan Muse (Director of Social Affairs) Mohamed Abukar Jacfar (Deputy District CommissionerDeynile)	collaboration and expressed readiness to fully support the program, including the establishment of the facilitation

STATEMENTS AND PRESENTATIONS

During the Stakeholder Engagement Meeting, Mr. Ali Ibrahim Ali, Social Development Specialist of the Baxnaano program, assumed the role of session moderator and welcomed the participants to the Stakeholder Engagement Meeting. Subsequently, he introduced Mr. Osman Libah, the Deputy Minister of the Ministry of Labor and Social Affairs, to deliver the official opening remarks.

Opening Remarks by Mr. Osman Libah, Deputy Minister of the Ministry of Labour and Social Affairs:

Mr. Libah expressed his sincere gratitude for the presence of the attendees, representing various government institutions, private, non-governmental organizations and community leaders. He emphasized the significance of the Baxnaano program in alleviating poverty and supporting vulnerable populations. He explained that Deynile district was chosen for urban expansion due to its large number of Internally Displaced Persons (IDPs) and vulnerable populations. Mr. Libah urged participants to provide valuable inputs for effective program implementation.

Statement by Mr. Abdiaziz Osman, Deputy Commissioner of Social Affairs of the Banadir Regional Administration:

Mr. Abdiaziz highlighted the collaboration between the Banadir Regional Administration and the Ministry of Labour and Social Affairs. He stressed the vital role of the Baxnaano program in decentralizing government services to local districts, including health and education. He acknowledged existing services provided by the Banadir Regional Administration and emphasized the need for economic inclusion to reduce youth unemployment and poverty. He expressed hope for the program's sustainability and expansion to other districts.

Presentation by Mr. Mohamed Farah, Senior Advisor Management Information System (MIS), Baxnaano Program:

Mr. Farah provided an overview of the ongoing Baxnaano Management Information System (MIS) and its imminent completion. He explained that Baxnaano MIS automates end-to-end operational processes of the National Safety Net Program [BAXNAANO]. Mr. Farah detailed the objectives, benefits, logical architecture, key design, and modules of Baxnaano MIS. He welcomed participants' questions and comments at the end of his presentation.

Presentation by Mr. Daud Mohamed Hassan, USR Infrastructure Administrator, Baxnaano Program:

Mr. Hassan discussed the objectives of the Unified Social Registry (USR), focusing on gathering and maintaining socioeconomic information on Somali citizens. He highlighted USR's role in coordinating multiple social programs and improving data quality and efficiency. Mr. Hassan explained the standardized data collection tool, the common registration form, developed through extensive consultations. He shared updates on the ongoing USR data collection phases, including the registration of 50,000 households in the Deynile district as part of the current urban expansion of the Baxnaano program, conducted by the USR team.

Presentation by Mr. Ali Ibrahim Ali, Social Development Specialist:

Mr. Ali provided a comprehensive overview of the Service Delivery Mechanism (SDM) for Health and Nutrition Co-Responsibility Cash Transfer (H&N CCT) and Economic Inclusion for youth. He emphasized program principles, including human rights, gender equality, sustainability, and accountability. Mr. Ali highlighted the eight standards of the project, such as climate change, community health, safety, and social and environmental management systems. He emphasized the program's components, targeting 16,000 individuals for health and nutrition benefits and providing job training to 1,000 young individuals aged 18 to 35. He underscored the importance of a sustainable facilitation center in Deynile district for effective service delivery.

Questions and Responses

To enable and develop an effective stakeholder consultation engagement, the team requested the key stakeholders to provide comments/responses with questions regarding to the implementation of the Service Delivery Mechanism (SDM), Health and Nutrition Co-Responsibility Cash Transfer (H&N CCT) and Economic Inclusion for youth.

Questions	Answers
1. How can we ensure that the health and nutrition co-responsibility cash transfer program effectively reaches and benefits the most vulnerable population?	✓ To ensure effective targeting. ✓ We have to establish rigorous eligibility criteria that prioritize individuals and families with demonstrated health and nutrition needs. ✓ To work closely with the local community organizations and health centers to identify and refer eligible beneficiaries.

2. What are the key health and nutrition challenges faced by Deynile district's vulnerable community, and how can we collectively address them?	✓ Limited access to nutritious food and inadequate healthcare services.
	
	✓ To address these challenges:
	  I. Is to work together FGS, BRA and International partners.
	  II. Is to improve access health services.

	III. Promote healthy lifestyles. IV. Advocate for policies that support better nutrition and healthcare outcomes.
3. What are the existing health centers and their facilities in Deynile district?	✓ The district have 19 public health centers which provides mother and child care like nutrition, vaccination, birth delivery and among other.
4. How can we promote economic inclusion for youth within the program? What strategies can be implemented to provide job training?	✓ We have to develop partnerships with local businesses for youth beneficiaries. ✓ We have to explore of creating apprenticeship programs and providing financial incentives for employers to hire and mentor young individuals.
5. How can we ensure that economic inclusion initiatives reach marginalized groups, such as women, persons with disabilities and ethnic minorities?	✓ It has to implement targeted outreach programs that are inclusive. ✓ Provide financial literacy training. ✓ Establish mentorship programs and create platforms for networking and collaboration to empower marginalized groups and facilitate their participation in economic activities.
6. What can we measure the impact of our economic inclusion initiatives and ensure their sustainability in the long run?	✓ Monitoring and evaluation are key to measuring the impact of economic inclusion initiatives. ✓ To establish performance indicators, conduct regular assessments, track employment and income outcomes, and seek feedback from program participants and stakeholders. ✓ Additionally, we can explore opportunities for partnerships, secure diversified funding sources, and promote policy advocacy to ensure the long-term sustainability of our economic inclusion efforts.

Closing Remarks

The program concluded with gratitude extended by Mr. Ali, Social Development Specialist, to all the participants. He expressed appreciation for their active engagement, valuable contributions, and openness in sharing their experiences, suggestions, and ideas with the stakeholders of the Service Delivery Mechanism (SDM), Health and Nutrition Co-Responsibility Cash Transfer (H&N CCT) and Economic Inclusion for youth.

Mr. Ali emphasized the enduring value of the relationships, solidarity, and networking opportunities cultivated during this engagement. He reaffirmed the collective commitment among all participants to continue working together tirelessly, ensuring the successful achievement of the

objectives set forth by the Service Delivery Mechanism (SDM), Health and Nutrition Co-Responsibility Cash Transfer (H&N CCT) and Economic Inclusion for youth.

NO.	Name	Gender	Institution
PARTICIPANTS			
1.	Ali Ibramim Ali	M	MoLSA (BAXNAANO)
2.	Siyaad Ali Ahmed	M	MoLSA
3.	Abdirahman Isak Husien	M	MoLSA (BAXNAANO GRM)
4.	Habiib Nur Sharif	M	MoLSA
5.	Alas Ibrahim Ali	M	BRA
6.	Zakaria Abdi Hashi	M	Employment and Job creation Dep. MoLSA
7.	Abdullahi Mohamed Dini	M	Social Affairs Dep. BRA
8.	Abdikadir Abdhir Abdulle	M	Telecommunication companies
9.	Nadir Abdirahman Qasim	M	Ministry of Health
10.	Abdullahi Abdi Mohamed	M	Chamber of Commerce
11.	Mohamed Abdikadir Ali	M	Deynile District
12.	Salah Moktar Mohamed	M	Social Affairs Dep. MoLSA
13.	Daud Hassan Mohamud	M	MoLSA (BAXNAANO USR)
14.	Yusuf Samokal	M	Deynile TVET Center
15.	Mohamed Abdulle Farah	M	MoLSA (BAXNAANO)
16.	Farah Mohamed Farah	M	Ministry of Commerce
17.	Feysal Mataan	M	Raagsan
18.	Idiris Hashi Adan	M	MoLSA
19.	Abdiweli Abdullahi Sidow	M	BRA-Health Department

20.	Abdikadir Mohamed Nur	M	Deynile Health Center
21.	Dr. Cabas Abdirahman	M	Ministry of Health
22.	Mariya Hasan Dhicisow	F	Civil Society Organization (SEDRA)
23.	Najma Ali Hassan	F	Deynile District Health Department
24.	Abdirahman Hassan Yusuf	M	Deynile District
25.	Yusuf Nur Hassan	M	BRA
26.	Hanad Abdikarin Mohamed	M	Deynile Social Affairs Department.
27.	Mohamed Hassan Adawe	M	Deynile District
28.	Hassan Dahir Mohamud	M	Telecommunication companies
29.	Ahmed Abdulle Mohamuud	M	Deynile District
30.	Mohamed Abukar Jacfar	M	Deputy District Commissioner-Deynile District
31.	Abdalla Mohamed	M	Civil society organization
32.	Sh. Mohamed Omar Ali	M	Local religious leader
33.	Khadija Hussien Ahmed	F	Local district level Women group association.
34.	Ahmed Omar Hasan	M	From local financial service providers
35.	Mohamed-Amiin Farah	M	District level of youth organization

ANNEX 2: THE DO NO HARM FRAMEWORK: A BRIEF DESCRIPTION OF SEVEN STEPS

Undertaking a Do No Harm analysis, mapping key stakeholders and the power dynamics between groups can help organizations better understand the mechanisms of disenfranchisement. An in-depth socio-political analysis can assist actors to navigate complex settings and devise outreach strategies to reach the most-vulnerable.

The DO NO HARM "Analytical Framework" was developed from the programming experience of many assistance workers. It provides a tool for mapping the interactions of assistance and conflict and can be used to plan, monitor and evaluate both humanitarian and development assistance programmes.

The Framework is NOT prescriptive. It is a descriptive tool that: 1) identifies the categories of information
that have been found through experience to be important for understanding how assistance affects conflict; 2) organizes these categories in a visual lay-out that highlights their actual and potential relationships; and 3) helps us predict the impacts of different programming decisions.

Step 1: Understanding the Context of Conflict
Step one involves identifying which conflicts are dangerous in terms of their destructiveness or violence. Every society has groups with different interests and identities that contend with other groups. However, many—even most—of these differences do not erupt into violence and, therefore, are not relevant for DO NO HARM analysis.
DO NO HARM is useful for understanding the impacts of assistance programmes on the socio/political schisms that cause, or have the potential to cause, destruction or violence between groups.

Step 2: Analyzing DIVIDERS and TENSIONS
Once the important schisms in society have been identified, the next step is to analyze what divides the groups. Some DIVIDERS or sources of TENSION between groups may be rooted in deep-seated, historical injustice (root causes) while others may be recent, short-lived or manipulated by subgroup leaders (proximate causes). They may arise from many sources including economic relations, geography, demography, politics or religion. Some may be entirely internal to a society; others may be promoted by outside powers. Understanding what divides people is critical to understanding, subsequently,
how our assistance programmes feed into, or lessen, these forces.

Step 3: Analyzing CONNECTORS and LOCAL CAPACITIES FOR PEACE
The third step is analysis of how people, although they are divided by conflict, remain also connected across sub-group lines. The DO NO HARM PROJECT (DNH) found that in every society in conflict, people who are divided by some things remain connected by others. Markets, infrastructure, common experiences, historical events, symbols, shared attitudes, formal and informal associations; all of these continue to provide continuity with non-war life and with former colleagues and coworkers now alienated through conflict. Similarly, DNH found that all societies have individuals and institutions whose task it is to maintain intergroup peace. These include justice systems (when they work!), police forces, elders groups, school teachers or clergy and other respected and trusted figures. In warfare, these "LOCAL CAPACITIES FOR PEACE" are not adequate to prevent violence. Yet, in conflict-prone, active conflict and post-conflict situations they continue to exist and offer one ave nue for rebuilding non-war relations. To assess the impacts of assistance programmes on conflict, it is important to identify and understand CONNECTORS and LCPs.

Step 4: Analyzing the Assistance Programme

Step four of the DO NO HARM Framework involves a thorough review of all aspects of the assistance programme. Where and why is assistance offered, who are the staff (external and internal),

how were they hired, who are the intended recipients of assistance, by what criteria are they included?

what is provided, who decides, how is assistance delivered, warehoused, distributed?

Step 5: Analyzing the Assistance Programme's Impact on DIVIDERS and CONNECTORS (using the concepts of RESOURCE TRANSFERS and IMPLICIT ETHICAL MESSAGES)

Step five is analysis of the interactions of each aspect of the assistance programme with the existing DIVIDERS/TENSIONS and CONNECTORS/LCPs.

We ask: Who gains and who loses (or who does not gain) from our assistance? Do these groups overlap with the DIVISIONS we identified as potentially or actually destructive? Are we supporting military activities or civilian structures? Are we missing or ignoring opportunities to reinforce CONNECTORS?

Are we inadvertently undermining or weakening LCPs?

We ask: Who gains and who loses (or who does not gain) from our assistance? Do these groups overlap with the DIVISIONS we identified as potentially or actually destructive? Are we supporting military activities or civilian structures? Are we missing or ignoring opportunities to reinforce CONNECTORS?

Are we inadvertently undermining or weakening LCPs?

We ask: What resources are we bringing into the conflict? What impact are our RESOURCE TRANSFERS

having?

We ask: What messages are we giving through the way in which we work? What impact are we having through our IMPLICIT ETHICAL MESSAGES?

Each aspect of programming should be reviewed for its actual and potential impacts on D/Ts and C/LCPs.

Step 6: Considering (and Generating) Programming Options

Finally, if our analysis of 1) the context of conflict; 2) DIVIDERS and TENSIONS; 3) CONNECTORS and

LOCAL CAPACITIES FOR PEACE; and 4) our assistance programme shows that our assistance exacerbates

intergroup DIVIDERS, then we must think about how to provide the same programme in a way

that eliminates its negative, conflict-worsening impacts. If we find that we have overlooked local

peace capacities or CONNECTORS, then we should redesign our programming not to miss this opportunity

to support peace.

Step 7: Test Programming Options and Redesign Project

Once we have selected a better programming option is crucially important to re-check the impacts

of our new approach on the DIVIDERS and CONNECTORS.

ANNEX 3: COMMUNITY ENGAGEMENT CHECKLIST

Checklist for Community Engagement
Project Overview
- Describe the process and results of the needs assessment;   - The overall purpose (drought relief, flood relief, livelihood protection, etc.);   - Nature of the project/type and duration (unconditional cash/voucher, cash-for-work, combination), total amount of the entitlement per location and for each recipient;   - Rationale for using this type of response and who made the decision;   - Why do we need to target in the first place? Broad description or targeting objective: (i) reaching those most in need of assistance; (ii) efficient use of scarce resources; (iii) conditionality for livelihood projects;   - Who is targeted; what are the selection criteria; who is involved in the selection and why? If using households (HH), describe what the organisation considers to be a HH (a group of individuals, usually related, who form an economic unit within which income, assets, food supplies, etc. are shared – 6 people per HH in Somalia);
- Stakeholders: The roles of CSC members. Role of field staff, organisations, local partners, money transfer agents, vendors, etc. in the project;   - Outline desired configuration of CSC (inclusion of women, inclusion of all groups/segments of the community, etc.);   - Organisation staff: who will be doing the work (e.g. what agency stands for, names of key staff member involved in project, etc.) and whom to contact in case more information is needed or if there are any issues to be raised;   - Scope (geographic coverage).
Complaints Response Mechanism
- Explain the communication channels available to communities;   - Right to give feedback and make a complaint;   - Organisation's procedures on handling corruption, fraud, abuse and exploitation of the targeted population and adherence to the principle of confidentiality;   - Engage community on CRM: explain different mechanisms and their advantages and disadvantages, (e.g. the hotline is toll-free and callers can talk to male/female Somali operators);   - How to make a complaint. Basic information required for complaint: who, why, what, when, where and how. Explain the duration it takes to receive feedback on the complaint (Maximum 10 days). Explain the role CSC in the CRM (if there is one);   - Provide examples of types of complaints which can be made: vendors, inclusion, exclusion, taxation, malfunctioning with delivery mechanism (e.g. benefit card failure), all forms of exploitation and abuse.

Annex 4: CSC Roles and Responsibilities Checklist

CSC Roles and Responsibilities Checklist
The Community Selection Committee should
- Ensure the fair representation of members from the community on the draft registration list;   - Identify most vulnerable people following the agreed upon selection criteria;   - Inform recipients after registration;   - Conduct verification and identification during distribution of benefit;   - Respect the intent and scope of the project;   - Mediate and resolve conflicts;   - Provide security information to project staff and act to resolve potential security incidents;   - Share all relevant information with the community;   - Facilitate coordination with the community, including relaying project information to the community;   - Ensure women and minority groups' participation.
Areas of Emphasis (1.0) for Staff with CSC members
- The CSC member is a facilitator, but ultimately the final decision regarding recipient selection lies with the organisation;   - The CSC member is responsible for identifying, inviting and facilitating participation of minority groups, new arrivals and creating space for women to participate and share their opinions;   - Being a CSC member means being an honest, persuasive and respected community member who does his/her best to support the success of the project. A person who puts the interest of the most vulnerable ahead of clan/tribe interest;   - CSC members will vouch for the eligibility of every recipient, affixing their name to the draft registration form. The CSC member will be answerable in the event that verification of beneficiary finds a person suggested by this member does not match eligibility criteria;   - The CSC member will sign their name to the MoU, agreeing to adhere to its agreements to the best of their ability.

Annex 5: <u>Discussion Guide/Checklist for the Community Consultations</u>

Discussion topics/areas	Target group
Overall objective of the project	All stakeholders
Rationale/design for the project including rationale for targeting women, children and other vulnerable groups	All stakeholders
Nature/ objective of the project, geographic scope, duration, total amount of the entitlement per location and for each recipient	All stakeholders
Targeting/selection criteria (regional, district, community/household level)	All stakeholders
Who was/will be involved in the targeting and why?	All stakeholders
Roles and expected code of conduct for each stakeholder: local authorities, WFP/Cooperating partners, retailers/Mobile money operators.	All stakeholders
Complaints and Feedback Mechanism (Right to information, right to feedback and complaints, what system is in place for this, how it works, how to make complaints or give/receive feedback)	All stakeholders
Possible environmental/social risks/protection issues related to the implementation of the project • Ask community members and other stakeholders to share any concerns, questions or issues that may arise from the design and proposed implementation of the project.	Men, women, minority clans, local authorities, cooperating partners
• Check to find out if all the social/environmental risk envisioned in the project design phase are valid (exclusion, selection, elite or clan capture, and gender-based violence and intra-house dynamics, remoteness, inward migration, etc.)	Men, women, minority clans, local authorities, cooperating partners
• Ask the community/stakeholders for available capacities/ services or measures that the community takes to deal with the issues raised.	Men, women, minority clans, local authorities, cooperating partners
• Share/discuss the safeguards/measures that have been put in place to mitigate against the identified risks and the outstanding gaps (in reference to the issues raised by the community/stakeholders)	All stakeholders

Annex 6: <u>Community Consultation Feedback Form</u>

Stakeholder group	Social risks/issues	Causes	Capacities within the community	Solutions proposed by the sub-groups	Most important issues to follow up	Urgent follow - up action

<table>
<tr><td colspan="5" style="background-color:#2e5c8a;color:white">ANNEX 7: GBV Service Providers in Somalia (this list will be routinely updated to reflect changes in service provision in the target locations.</td></tr>
</table>

Baxnaano Districts				
State	District	Services available	Nearest referral pathway	Contacts
Galmudug	Dhusamareb	Medical support, PSS, Post rape treatment, Legal Assistance	Elman	Fartun Abdisalan Cell: 0615936040 Email: fartun@elmanpeace.org
Galmudug	Hobyo	Clinic, PSS, Material and Safe house	Referral to Galkayo handled by TUOS.	Osman Abdullahi Cell: 0615684840 Email: towfiiq@towfiiqumbrella.org)
Galmudug	Cabudwaaq	Medical, PSS and referrals	Mercy USA, CISP and Somali Peaceline and others	
Hirshabelle	Bulo Burto/Maxaas	Medical support, PSS, Post rape treatment, Legal Assistance	HIWA	Salat Alas Daud, Cell: 0616210912, Email: hiwa.hiran@gmail.com
Hirshabelle	Belet Weyne/Matabaan	Medical support, PSS, Post rape treatment, Legal Assistance	HIWA	Salat Alas Daud, Cell: 0616210912, Email: hiwa.hiran@gmail.com; Aliya Adan Abdi, Tel. 0615209999 Email: Hiwa.Hiran@gmail.com
Hirshabelle	Balcad/Warsheikh	Provision of dignity kits	WOCCA	Zamzam Mohamed Adan, Email:childprotection@woccaorg.com Tel: 0615224511
Jubaland	Dollow	Medical support, PSS, Post rape treatment, Legal Assistance	CEDA at Dolow main MC	Mohamed Kosar Cell: 0617438448 Email: ceda.org@hotmail.com
Jubaland	Afmadow/Xagar	Medical support, PSS, Post rape treatment, Legal Assistance	Sedhuro	Mohamed Jama Email: m.jama@sedhuro.org
Jubaland	Luuq	Medical support, PSS, Post rape treatment, Legal Assistance	Sedhuro	Mohamed Jama Email: m.jama@sedhuro.org
Puntland	Laasqoray/**Badhan**	Safehouse (Accommodation, interim care, PSS , GBV service, IDTR and medical and legal referrals and reintegration)	Shilcon and MOWDAFA	MOWFADA-Ayan Mohamed Tel:0907779266 Email: mowdafasanaag@gmail.com

Puntland	Calula	NO but protection actor/focal point in the area identified	SHILCON - Iskushuban District GBV Stop Centre	Shilcon- Dek Abdi Tel: 0907740064 Email: dekhab@gmail.com
Puntland	Galdogob	NO but protection actor/focal point in the area identified	MOWDAFA - Galkacyo City GBV services	MOWDAFA-Kiin Gafaa Gesood. District GBV focal point Tel: 0907702959 Email: kiingaafaa9@hotmail.ocm
Disputed areas	Taleex	Medical care, PSS and legal aid	MOWDAFA	MOWDAFA-Xalima Cabdillahi, District GBV focal point Tel: 0907747735 Email:mowdafataleex@gamil.com
Disputed areas	Caynabo	Legal services, clinic and referral	MESAF	MESAF, GBV sub cluster focal person, Luul Aden Email: luul_adan@hotmail.com Tel: 0634466067
Disputed areas	Xudun	Legal services, Clinic and PSS	DRC, GBV sub cluster	
Southwest	Waajid	Psychosocial support, medical referrals and GBV services	KANAVA	Mohamed Black , Tel: 0617001865
Southwest	Xudur	Psychosocial support, medical referrals and GBV services	SCWRW	Adan Isack, Tel: 0615928661 Email: kanavabaidoa@yahoo.com
Southwest	Km 50	NO but referral services available	Refer to Elman	Fartun Abdisalan Tel: 0615936040 Email: fartun@elmanpeace.org
Somaliland	Zeylac	Shelter, Psychosocial Counseling, legal Clinical care, Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com
Somaliland	Lughaye	Psychosocial Counseling, Clinical care, legal and Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com
Somaliland	Gabiley	Clinical Care, Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com