

Stakeholder Engagement Plan

GY-L1031 - “Adequate Housing and Urban Accessibility Program”

Reformulation of the 2012 “Road Network Upgrade and Expansion Program”

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Stakeholder Engagement Plan

Introduction

In May 2017, the Government of the Cooperative Republic of Guyana (GOG) officially requested for the Inter-American Development Bank (IDB) to reformulate the 2012 loan operation “Road Network Upgrade and Expansion Program” (GY-L1031) to include a component addressing housing and basic infrastructure needs of low-income populations in social housing schemes in the greater Georgetown area. For approval, the reformulated program, labeled the “Adequate Housing and Urban Accessibility Program,” necessitates an Environmental and Social Analysis (ESA).

Stakeholder engagement is an essential part of the ESA and project development process. It ensures that stakeholders, including Project-affected communities, are provided with timely and transparent information regarding the Project, and also allows stakeholders to provide input on potential issues of concern relating to the Project.

This stakeholder engagement plan (SEP) outlines the program of engagement for the communities which will be included as beneficiary communities for the reformulated loan. These include in region 4: (1) the area to the eastern edge of Georgetown comprising several plantations commonly referred to as ‘Sophia Squatting Area’, (2) the East Bank Demerara, specifically the Housing areas from Eccles to Grove, and (3) the La Parfait Housing Development, situated in Region 3.

Development, update and implementation of this SEP are the responsibility of the Central Housing and Planning Authority (CH&PA).

This SEP conforms to international good practice and has also been developed to align with the IDB’s *Guidelines for Meaningful Stakeholder Consultation*, and the CH&PA’s *Approach to Enabling Positive Community Change through Community Participation*.

Approach

A successful public involvement program engages stakeholders in honest, open, and meaningful dialogue early and often throughout the course of a project. Key elements to this approach include:

- Identifying all stakeholders who could have an interest in the Project.
- Identifying priority issues with community members.
- Engaging community leaders early to build understanding of the Project’s purpose, need, and benefits, and provide updates as the Project progresses.

- Meeting with Project-affected communities in appropriate forums and using suitable methods to better understand local, context-specific issues and demonstrate a commitment to public involvement.
- Providing stakeholders with clear, accurate, and comprehensible information materials in advance of, and during consultation events.
- Providing adequate notice of all public meetings and other such public outreach efforts.
- Providing stakeholders with a mechanism to seek remedy if the Project causes harm to them or the environment.
- Gathering and documenting input from stakeholders, and considering this input in the ESA and overall Project development process.

Stakeholder Identification

A database of stakeholders has been developed and will continue to be updated as additional stakeholders are identified. The list includes the following stakeholder categories:

Public Administration: Government and regulatory agencies, elected officials, and public service providers that may be at the local, state, national or international levels. Examples include Ministry of Communities, Ministry of Social Protection, Ministry of Public Infrastructure, and the local NDC.

International Organizations: Organizations operating in Guyana that may be involved in community projects and initiatives, such as the UNDP, UNICEF, PAHO.

NGOs: NGOs operating in Guyana and that may have interest in the Project area, such as Habitat for Humanity, YMCA/YWCA, and Guyana Red Cross Society.

Private Sector: Businesses of any scale that could be affected positively or negatively by the Project. Examples include commercial enterprises within and adjacent to the Project areas that could be affected positively or negatively during the construction and operations phases; and prospective suppliers of goods and services to the Project.

Media: News media outlets that may range from local to international in distribution.

Community Groups: This includes faith-based organizations, community and social groups, and service clubs such as the Rotary Club and Lions Club.

General Population of the Beneficiary Community: The beneficiary community is located in the eastern edge of Georgetown and comprises 9 plantations commonly lumped together and collectively referred to as 'Sophia'. Specifically, the plantations or sections are: Block XLiliendaal (a.k.a. Section A), Pattensen (a.k.a. Section B), Turkeyen, Section C, Turkeyen Section D, Cummings Lodge (a.k.a. Cummings Park), Section C, Block E Sophia (a.k.a. Farmers' Group), and Block AA & BB Sophia (Plum Park). These sections consist of 4,634 lots. There are also over 400 people living in unallocated areas, on the drainage reserves. The total population of the area is

estimated at 32,000.

All stakeholders identified to date are compiled in a Stakeholder Register (Attachment A to this document). The stakeholder register will be continually updated over the course of the Project.

Informational Materials

Clear, accurate, and comprehensive informational materials for use with stakeholders during consultation events will be produced. These materials will be updated as the Project evolves and supplemented with additional materials to include:

- Project fact sheet;
- Frequently Asked Questions;
- Advertisements for public meetings; and
- Project maps.

Project Contact Vehicles

To give stakeholders easy and convenient access to the Project, the following contact vehicles will be put in place:

- Dedicated Telephone Line (592-225-3640)
- General email address: chpaprd@gmail.com
- Mailing address: 41 Brickdam and United Nations Place
- Website: chpa.gov.gy (*currently being upgraded to improve effectiveness*)
- Facebook: Central Housing & Planning Authority (CH&PA) Guyana

The contact vehicles will be monitored regularly and response protocols have been developed to ensure all inquiries are tracked for reporting purposes and that responses are provided.

Stakeholder Point of Contact

CH&PA has identified a point of contact for stakeholders:

Ms. Iva Wharton
Public Relations Officer
Central Housing and Planning Authority
E-mail: chpaprd@gmail.com
Phone: 592-225-3640

Stakeholder Outreach

CH&PA's staff will lead the process of conducting outreach with stakeholders, including community leaders, residents of Sophia, community groups, NGOs and government representatives. The primary purpose of these meetings is to share information, answer questions and obtain stakeholders input on issues and concerns to be addressed in the ESA and in Project development, planning and implementation. These meetings will also help CH&PA to identify new stakeholders to include in future outreach activities.

Public Consultation Meetings

CH&PA has thus far held one meeting with Sophia community leaders. This was held on Friday, June 23 at 4:00 pm. A total of 26 external stakeholders attended, representing the following organizations and groups:

- Sophia Community Action Group
- Sophia Community Development Association
- Citizen Security Strengthening Programme
- Farmers Field Community Group
- North Sophia Community Group
- Pattensen Youth in Action Club
- Sophia Development Group
- Hope for the Nation Group
- Area R&L Work Group
- Cummings Park Group
- CDC Patterson South
- CDC Secretariat
- National Community Development Council
- Patterson Youth in Action Club
- Youth Civil Society Action Group
- Cummings Lodge Community Group
- Mayor and City Council of Georgetown

The primary purpose of the meeting was two-fold: to introduce the Project to community leaders, and to obtain information on the characteristics and concerns of the community in

order to appropriately plan the next phases of consultation.



CH&PA and ERM meeting with Sophia community leaders, June 23 2017

Based on the feedback received from the community leaders, it was determined that a meeting should be conducted in each of the seven fields, and that Sunday afternoon is the ideal time of week to hold such meetings. Community leaders did not identify any marginalized or disenfranchised subpopulations that they felt would not be adequately represented at community-wide meetings. However, we would ensure that subpopulations such as women, youth and elderly are invited and included in these general meetings.

Immediately, a series of nine community meetings is proposed over the following weeks - July 30 to August 12, 2017 (see attached Schedule). These will be similar in format and content, with the main objectives of presenting information about the Project and the ESA process, and obtaining feedback from the community to inform the ESA and other Project planning activities. Advertisement of the events will be done in coordination with community leaders; CH&PA will develop a pamphlet with basic Project information as well as the meeting details, and distribute these to community leaders for further distribution within the community. Community leaders also mentioned that if provided with the meeting details in advance, a PA announcement can be made in the community.

In addition to the affected communities, other key stakeholders would be invited to attend the public meetings. High priority stakeholders identified in the stakeholder register should be invited to attend, including:

- Ministry of Public Infrastructure
- Guyana Water Incorporated

These stakeholders can be invited by telephone (in the case of stakeholders with whom the

CH&PA is in regular contact) or by formal invitation letter.

Ongoing Stakeholder Outreach

After the ESA-specific consultation events have been completed, CH&PA will continue to engage with the community regularly to provide updates on Project progress and activities. Engagements will include press releases, and the use of other informational materials such as brochures, maps, and posters as more specific information on the Project becomes available.

CH&PA would also continue to actively monitor contact vehicles as the Project progresses, to ensure that stakeholder concerns continue to be identified, addressed, and actioned as necessary.

Documentation

CH&PA has established a stakeholder register that will be continually updated as additional stakeholders are identified, or as new information regarding stakeholders becomes known. CH&PA will also complete attendance records at every meeting, and will have designated note-takers at each meeting to document issues, concerns, suggestions and questions raised by attendees for consideration in the ESA and other Project planning processes.

STAKEHOLDER ENGAGEMENT SCHEDULE FOR SOPHIA

Community	Date of Engagement	Venue	Time	Team
Block S Sophia Block F Sophia	Sunday July 30, 2017	Block F Sophia Play ground	16:00 hrs	G. Charles D. Bascom (Facilitator) S. Lachish (Rapporteur) A. Bennett (Support) K. Noel PA system
Block E: Farmers' Group Plum Park	Sunday July 30, 2017	Sophia Practical Institutional Centre	16:00 hrs.	F. Azore (Facilitator) L. Tucker (Rapporteur) J. Sookram (Support) Amanda (Support) CHPA PA System
Section A: Block X Liliendaal	Sunday August 6, 2017	Sophia Primary School	16:00 hrs	G. Charles D. Bascom (Facilitator) S. Lachish (Rapporteur) A. Bennett (Support) K. Noel PA system
Section B: Pattenson/Turkeyen	Sunday August 6. 2017			F. Azore (Facilitator) L. Tucker (Rapporteur) J. Sookram (Support) Amanda (Support) CHPA PA System
Section C: Turkeyen	Sunday August 13, 2017	Area identified for Market	16:00 hrs	G. Charles D. Bascom (Facilitator) S. Lachish (Rapporteur) A. Bennett (Support) K. Noel PA system
Section D: Turkeyen Cummings Park: Section C Cummings Lodge	Sunday August 13,	Cummings Park Multipurpose Building	16:00 hrs	F. Azore (Facilitator) L. Tucker (Rapporteur) J. Sookram (Support) Amanda (Support) CHPA PA System

SOPHIA STAKEHOLDER REGISTER

No.	Stakeholder entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of contact	Priority level
1	Ministry of Public Infrastructure	Ron Rahaman, Chief Roads and Bridges Officer Jerome Braithwaite, Senior Engineer, Sea and River Defense	Fort Street, Kingston, Georgetown rrahamanpublicinfrastructure.gov.gy 592 226-5860 ext 335 jbraithwaite@publicinfrastructure.gov.gy 592 226 5860	Public administration	CH&PA works with the Ministry of Public Infrastructure to develop and pave roads in the housing schemes under the Miscellaneous Roads Program and other programs.	weekly	High
2	Ministry of Social Protection	Suresh Jaigobin, Mickesha Williams	sureshjaigobin@yahoo.com cooperativesdepartment@yahoo.com	Public administration	Monitors, regulates and assists in the expansion of Cooperatives Provides programs and facilities for youth	Occasionally	Medium
3	Ministry of Public Health	Collette Adama PS	ps@health.gov.gy-2256785	Public administration	Responsible for health surveillance and health promotion/protection	Occasionally	Medium
4	Ministry of Education	Vibert Welch PS	psoffice@moe.gov.gy-2263891	Public administration	Responsible for education surveillance and education promotion/protection	Occasionally	Medium
5	Ministry of Public Security	Donielle McCalmon PS	ps@moha.gov.gy-2256221		Involved in the Citizen Security Strengthening Program which is underway in Sophia, Mocha/Arcadia and other communities across the country	Monthly	Medium
6	Ministry of Business and Investment	Rajdai Jagarnauth PS	r_jagarnauth@yahoo.com-2256710	Public administration		Rare	Medium
7	Department of Culture, Youth & Sports	Melissa Tucker PS	psdcys@gmail.com	Public administration	Provides funding for parks, assists in special events including health outreach events, provides long-term training for youth	Quarterly	Medium
8	Guyana Lands and Surveys Commission	Jewel Cheong	jcheong@glsc.gov.gy	Public administration		Rare	
9	Guyana Water Incorporated	Aubrey Roberts, Executive Director	Vlissengen Road & Church Street Aubreyr@gwi.gy 592 225 0471 ext 260; 592 691-0760	Public administration	GWl is responsible for providing water service to the housing schemes.	Occasionally	High

10	Guyana Police Force	Assistant Commissioner Marlon Chapman	2261389/6429116	Public administration	The national police provide policing services in the social housing schemes.	Monthly	High
11	Citizen Security Strengthening Program	Colin Marks, Community Action Officer	1074 Pattersen Sophia niloc113@yahoo.com 614-8034/219-1657	Community groups	The Citizen Security Program is an IDB-funded, multi-pronged approach to reduce youth violence and crime through youth empowerment and engagement as well as improvement of policing capacity. Sophia is one of 20 communities in Guyana participating in the program.	Monthly	High
12	Sophia Community Action Council	Claude Apple, Chairman	571 Block 'X' Liliendaal 622/0675/219-1013	Community groups	Supports the implementation of the Citizen's Security Strengthening Program in Sophia	Monthly	High
13	Farmers Field Community Group (Block E)	Norma Hamilton	96 Block 'E' South Sophia Normah200696@yahoo.com 692-8574	Community groups		Monthly	High
14	Sophia Development Group	Judy Edwards, Secretary	55 Block 'E' South Sophia 623-1937/219-2142	Community groups	Help to improve the development of the Community for both the young and old	Monthly	High
15	Patterson Youth in Action Club (PYIAC)	Jerron McKenzie, Member Anastacia Ince, Chairperson	928' B' Field Pattersen 219-2431 595 'A' Field Sophia 695-2848	Community groups		Monthly	High
16	CDC Pattersen South	Merlyn David	1039 Pattersen South 219-2185	Community groups		Monthly	High
17	Block X Liliendaal Community Group (Section A)	Fiona Hohenkirk		Community groups		Monthly	High
18	North Sophia Community Group	Lisa Hamilton, Chairperson	82 Block 'S' North Sophia 667-6037	Community groups	Help to improve the development of the Community	Monthly	High
19	Sophia Community Development Association	Leroy Adolphus	108 'C' Field, Sophia 603-2881	Community groups	Association focused on youth literacy, and are pursuing development of community buildings	Monthly	High
20	Area R&L Work Group	Edward Harding, Chairman	70 Patterson, Turkeyen 670-4743	Community groups		Monthly	High

21	Cummings Park multi purpose Community Group	Eugene Lewis, Chairperson	1246 Cummings Park 668-8524	Community groups	See the development of Roads, Health and Community Centers in the Community	Monthly	High
22	Section D Turkeyen Community Group	Floyd Jackson		Community groups		Monthly	High
23	National Community Development Council	Eugene Gilbert, National Director Colin Edmondson	274 Meadow Brook, 623-8095	Public administration	Unit within the Ministry of Communities providing support to CDCs in institutional strengthening and income generation	Monthly	High
24	Mayor and City Council of Georgetown	Andriea Marks, Councillor (Constituency 6) Akeem Peters, Councillor (constituency 5)	742 Section 'D' Turkeyen 697-7773 153 Block 'F' North Sophia awcp@live.com 601-2127	Public administration	Provide services such as drainage and irrigation, solid waste collection, and disposal, sanitation maintenance of infrastructure, market operation and management of child welfare. They also level and collect taxes for areas within the Grove and diamond place boundaries	Weekly	High
25	Pattensen Group	Oswald Ellis, Chairman	219-2185	Community groups		Monthly	High
26	Sydney Field	Sydney Field	46 Dadanawa St, C/ville	Private citizen	Attended community leaders meeting in Sophia	Monthly	High
27	CDC Secretariat	Michael Scotland, Officer	17 Electra H/S Nismes WBD 690-6967/628-9765	Community groups		Monthly	High
28	CDC Pattersen	Carol Anthony, Secretary	1314 Section 'B' Pattersen 642-6651	Community groups	Concentrate efforts in the development of drainane, roads and lights in the Community	Monthly	High
29	Youth Civil Society Action Group & CAC	Jefrianna McCalmon, Secretary Kiwana Baker, Youth Rep	595 'A' Field Sophia 695-2848 553 'A' Field South Sophia 678-8438	Community groups	Recently established community group with a strong focus young women's empowerment	Monthly	High
30	Mr. Paul	Mr. Paul	123 Section 'D' Turkeyen 667-3861	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High

31	Kierron Peters	Kierron Peters	153 Block 'F' North Sophia 684-2244	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
32	Treshia Gale	Treshia Gale	1166 Section 'B' Field 13 219-0493	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
33	Latoya Bake	Latoya Bake	1030 Section 'B' Field 13 219-2005	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
34	Hope for the Nation Group	Otillo Peraire, Secretary	225 South Turkeyen Whiteeagle1677@gmail.com 682-6747	Community groups		occasionally	High
35	UNICEF	Country Rep. Sylvie Fouet	sy@unicef.org	International organizations		Occasionally	Medium
36	IDB	Derise Williams	derisew@iadb.org	International organizations	Project financier	Daily	High
37	PAHO	PAHO Rep William Adu-Krow	22330721	International organizations		Occasionally	Low
38	Guyana Red Cross Society	Secretary Gen. Dorothy Fraser	223-8287	Non-governmental organizations		Occasionally	Medium
39	Habitat for Humanity	Jennifer Welch	euphafiawelch@gmail.com	Non-governmental organizations	Admin and Finance Coordinator	Occasionally	Medium
40	YMCA/YWCA Guyana	Gregory Camacho &		Non-governmental organizations		Occasionally	Medium
41	Rotary Club of Georgetown			Community groups		Occasionally	Medium
42	Lions Club of Georgetown			Community groups		Occasionally	Medium
43	Love & Faith Ministries – Upper Denis Street, Sophia 227-3111	Pastor Claude Brooks	227-3111	Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium

44	Deliverance Assembly of Go -197 'C' Field Sophia	Pastor William Harris		Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
45	Sophia 7 th Day Adventist 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
46	House of Israel, 'B' Field Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
47	Kingsway Community Church Centre 'B' Field Sophia	Pastor James		Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
48	Open Bible Standard Church, 'B' Field, Sophia	Pastor Leon Bishop	693-7310	Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
49	Kingston Ambassador World Outreach, 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
50	Baptist Church, 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
51	Masjid, Section D Turkeyen			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
52	Private Citizens/Residents of Sophia			Primary Beneficiaries	Direct or indirect beneficiaries of the project's intervention	Monthly	High

