

# INTEGRATED SAFEGUARDS DATA SHEET CONCEPT STAGE

**Report No.:** ISDSC1132

**Date ISDS Prepared/Updated:** 10-Dec-2014

**Date ISDS Approved/Disclosed:** 15-Dec-2014

## I. BASIC INFORMATION

### A. Basic Project Data

<b>Country:</b>	Cambodia	<b>Project ID:</b>	P146160
<b>Project Name:</b>	Voice and Action: Social Accountability for Improved Service Delivery (P146160)		
<b>Task Team Leader:</b>	Janelle Plummer		
<b>Estimated Appraisal Date:</b>	30-Jan-2015	<b>Estimated Board Date:</b>	09-Apr-2015
<b>Managing Unit:</b>	GSURR	<b>Lending Instrument:</b>	Investment Project Financing
<b>Sector(s):</b>	Sub-national government administration (40%), Primary education (30%), Health (30%)		
<b>Theme(s):</b>	Decentralization (20%), Other social development (20%), Education for all (20%), Health system performance (20%), Rural services and infrastructure (20%)		
<b>Financing (In USD Million)</b>			
<b>Total Project Cost:</b>	5.00	<b>Total Bank Financing:</b>	0.00
<b>Financing Gap:</b>	0.00		
<b>Financing Source</b>		<b>Amount</b>	
Borrower		0.00	
Japan Social Development Fund		5.00	
Total		5.00	
<b>Environmental Category:</b>	C - Not Required		
<b>Is this a Repeater project?</b>	No		

### B. Project Objectives

The PDO is to help support the improvement of service delivery in schools, health centers and communes, for rural households in selected districts. This will be achieved by local government and

service providers engaging with communities in the ISAF process (access to information, open budgets, citizen monitoring) to improve performance and responsiveness.

### **C. Project Description**

The proposed grant will support the development and implementation of an innovative approach to social accountability to improve local level services and functions in Cambodia. The Social Accountability Framework, which the proposed grant will implement and test, links together demand side activity (that will be carried out by civil society) and supply side activity (that will be carried out by national and local government) around three substantive strategies that have the possibility of transforming local governance processes:

- Access to information on rights, standards, targets and performance. Entirely new information flows to communities will be executed by government through “information for citizens” (I4C) packs generated nationally and locally. Public display materials on rights and standards, together with guidelines are all complete. The simplification of templates to post performance information is complete and the instructions for districts to generate data locally are in place. Then ISAF, rightly, allocates the task of information generation and display to government but the awareness building to civil society. The grant will finance all the I4C awareness building activities for citizens (men, women and youth) to access and use information. It will also finance local level capacity building facilitating joint state – non-state capacity development and dialogue.
- Open local budgets. The ISAF intends that budgets and expenditures in communes/districts, schools and health centers will be systematically published and posted by government. In 2014, the processes were developed and tested by government to start roll-out in 2015. The grant will facilitate the processes of budget literacy and strengthening inquiry of these budgets and expenditures with regards to service delivery needs.
- Citizen monitoring and action plans. Citizen monitoring builds on the previous stages that have informed and empowered citizens with information on service standards and rights, and introduces a facilitated citizen monitoring mechanism to obtain grass-roots feedback from women, children, youth as well as men and village leadership, in three areas –health centres, schools and communes. The citizen monitoring process in the ISAF is a community scorecard, which will result in a Joint Accountability Action Plan. The grant will finance local NGO partners to facilitate these processes including the development of a cadre of 4-6 community accountability facilitators in each commune (60% women).

The information and budget dissemination and awareness building have been programmed by government and civil society to take place January-April, and citizen monitoring from May-July, this ensures their completion prior to the commune/district planning/budgeting process.

Through Save the Children and local partners, working in different provinces, the activities will reach 2.094 million beneficiaries in 35 districts in the provinces of Preah Vihear, Prey Veng, Stung Treng, Kratie and Pursat (see Annex 2). Save the Children are already well established in these provinces through education, governance, nutrition and health programming. The footprint of Save the Children is focused at targeting the poorest in Cambodia. Save the Children will implement the activities defined by the ISAF with a particular focus of the role of children/youth in the SAF activities, and measure the impacts for all citizens and children/youth as citizens. Save the Children will carry out this grant within the context of their world-recognized Child Rights Governance programming. This will ensure integration in their organizational programming as well as longer

term sustainability. Through other selected NGOs, the Voice and Action Project will reach 1.49 million men, women, children/youth in the target provinces of Ratanakiri, Mondulakiri, Koh Kong, Kampong Cham and Kampong Chhnang (See Annex 1) which include those with the highest rates of poverty and disadvantage in Cambodia where a majority of citizens suffer from social and economic marginalization through gender, ethnicity, remoteness and lack of access to quality services. These problems are particularly acute in the northeast, in Ratanakiri and Mondulakiri where a substantial majority of the population are indigenous minorities and innovative approaches and additional efforts are required to include ethnic minorities and women. CARE's women's empowerment framework will be used to ensure accountability practices have a primary focus on the needs of women and girls. Indicators will specifically measure this impact.

The grants will support demand-side social accountability activities to engage with citizens and work in partnership with civil society for improved service delivery. The activities are not freestanding, they are a part of annual government processes to (shown in figure 1). Synchronized complementary government activity focused on enhanced transparency and the accountability actions that respond to citizens are to be financed through the annual work plan and budget of the coordinating arm of government for subnational democratic development. The largest area of grant support will be for the regularized community monitoring of commune, health center and school services and functions, for building awareness of information on standards/ entitlements, targets and performance and for the budget literacy activities needed to make "open local budgets" effective. Care and Save the Children will work with local NGO partners, and guide a process of capacity development of local NGOs, CBOs and community accountability facilitators.

## COMPONENT SUMMARY

### Component A: Access to Information and Budgets, and Citizen Monitoring

Component A of the proposed Voice and Action Project aims to provide support to local civil society to implement the defined information, budget and citizen monitoring activities in 65 districts in the ten target provinces.

The IAs will initiate the proposed grant with local CSO partners through community engagement and mobilization strategies that emphasize the roles of women, and children/youth. In the first year, twenty districts will be selected based on existing abilities and capacities of governments and partners to initiate and undertake the ISAF processes. The project will be extended to the remaining 45 districts over the following two years, will allow for incorporation of learning from implementation in previous years and further refining approaches and tools. Ongoing support for the cycle of activities will continue for each participating district/commune for the remaining duration of the project.

Activities will be carefully coordinated with all government I-SAF activities. As above, civil society will lead activities which support: (i) the awareness building of Information for Citizens (I4C) – promoting the understanding and use of local information sets to empower citizens, and promoting budget literacy; (ii) the citizen monitoring, a facilitated process of participatory monitoring on commune/district functions, health centers and schools, to be undertaken through a community scorecard process; and (iii) the processes of feedback to councilors, service providers and line ministry officials through the development and dissemination of results and joint accountability action plans (JAAPs) for community, service provider, commune and district department action. Underpinning these processes, all activities to build a cadre of local facilitators is planned in

Component B below. Implementation is an integral part of the commune/district calendar and service delivery planning and budgeting cycles.

Information, education and communication materials for the awareness activities will be developed, including in ethnic minority languages. Visual aids will be developed to engage and empower women and children/youth, and will be appropriate to populations with low levels of literacy. The IAs will use proven community engagement and mobilization strategies, with an explicit and monitored focus on the poor and vulnerable, and ensuring gender and disability inclusion.

#### Component B: Capacity Building and Facilitation

Component B aims to enhance the capacity and empowerment of the local level stakeholders (state and non-state) to implement the activities (outlined in para. 18). Specifically, it will: (i) create a cadre of trained local community facilitators; (ii) build the capacity of local civil society partners to mentor and coach the community facilitators to carry out the planned information, budget and community monitoring activities; (iii) provide a platform, model interventions and a toolkit for continuing dialogue between government service providers and citizens, mediated by commune councils and local CSOs.

Under component B, the proposed grant will provide capacity building and ongoing technical support for the anticipated district level partner CSOs in the target districts. Each local partner has on-the-ground experience and presence, understanding of their local communities and, importantly for the northeast of Cambodia, ability to engage with ethnic minority communities in their own languages.

Community facilitators (CAFs) and local CSO partners will be supported and trained to be “brokers” of social accountability tools, including the scorecard/JAAP, and ensure that the social accountability process continues to meet the needs of community members. The facilitators will be volunteers, are expected to have good literacy levels, and in ethnic minority areas, be able to communicate in local languages. As a result, many will be young women and men that will have finished elementary schooling. Master trainers in each province will deliver training using the materials and methods developed to date, but the mentoring approach will be critical to ongoing skills development. The IAs will incorporate specialized approaches to working with women and children. This includes developing customized gender modules that will maximize female participation and voice, involve community leaders and male relatives to examine and address the traditional roles of men and women in the community, and engage with local authorities and other stakeholders to ensure the inclusion of the voices of women and girls. The IAs will also pay particular attention to the governance of children and youth through approaches in working with communities, including local authorities and children and young people. These approaches will identify constraints to the participation of children/youth and consider power relations affecting participation in local decision making forums.

Of the community accountability facilitators, it is planned that 50-60% will be women in all districts. They will become certified as community facilitators increasing gender and youth inclusion in the processes of local governance and service delivery. CSOs and community accountability facilitators will be trained to use gender and child/youth sensitive approaches, and the SAF process will be adapted as required to ensure inclusion of the needs of marginalized ethnic minorities.

#### **D. Project location and salient physical characteristics relevant to the safeguard analysis (if known)**

The project is located in 10 provinces of Cambodia, and three of these provinces (Ratanakiri, Monduliri and Stoeung Treng) will involve the implementing agencies working to develop the capacity of indigenous peoples to engage as citizens in processes intended to improve local governance and local service delivery in communes, health centers and schools. These three provinces are home to indigenous minorities (Highland Peoples) among them Tampuan, Kuy, Jaria, Phnong, Kreung, Kavaet, Brou, Stieng, Lun and others with their own cultural uniqueness and non-Khmer languages. The program's objectives coincide with the IP policy (see section 22 , items c, d, and f) as it is inclusive, it addresses gender and intergenerational issues, including special needs of women, and strengthens the capacity of IP communities to prepare, implement, monitor, and evaluate development programs. To satisfy the requirements of OP 4.10, the Task Team will incorporate the elements of the IP policy in the project documents (PAD) by including a specific engagement protocol to be used in consultations and subsequent activities in indigenous communities which explicitly meets the key requirements of the IP policy.

#### **E. Borrowers Institutional Capacity for Safeguard Policies**

The capacity of the Borrower and IAs to implement and adhere to the bank safeguard policies is high. Save the Children and Care are implementing agencies with a sound reputation, and track record in working with indigenous groups. The PCN sets out the activities that will be undertaken to adapt the social accountability framework to local languages and build awareness among non-Khmer speaking groups.

#### **F. Environmental and Social Safeguards Specialists on the Team**

Satoshi Ishihara (GSURR)

## **II. SAFEGUARD POLICIES THAT MIGHT APPLY**

<b>Safeguard Policies</b>	<b>Triggered?</b>	<b>Explanation (Optional)</b>
Environmental Assessment OP/BP 4.01	No	
Natural Habitats OP/BP 4.04	No	
Forests OP/BP 4.36	No	
Pest Management OP 4.09	No	
Physical Cultural Resources OP/BP 4.11	No	
Indigenous Peoples OP/BP 4.10	Yes	Yes Three of the project target provinces (Ratanakiri, Monduliri and Stoeung Treng) are home to indigenous minorities (Highland Peoples), These groups, among them Tampuan, Kuy, Jaria, Phnong, Kreung, Kavaet, Brou, Stieng, Lun and others have their own cultural uniqueness and non-Khmer languages. The program's objectives coincide with the IP policy (see section 22 , items c, d, and f) as it is inclusive, it addresses gender and intergenerational issues, including special needs of

		women, and strengthens the capacity of IP communities to prepare, implement, monitor, and evaluate development programs. To satisfy the requirements of OP 4.10, the Task Team will incorporate the elements of the IP policy in the project documents (PAD) by including a specific engagement protocol to be used in consultations and subsequent activities in indigenous communities which explicitly meets the key requirements of the IP policy.
Involuntary Resettlement OP/ BP 4.12	No	
Safety of Dams OP/BP 4.37	No	
Projects on International Waterways OP/BP 7.50	No	
Projects in Disputed Areas OP/ BP 7.60	No	

### III. SAFEGUARD PREPARATION PLAN

**A. Tentative target date for preparing the PAD Stage ISDS:** 15-Jan-2015

**B. Time frame for launching and completing the safeguard-related studies that may be needed. The specific studies and their timing<sup>1</sup> should be specified in the PAD-stage ISDS:**

1/15/2015

### IV. APPROVALS

Task Team Leader:	Name: Janelle Plummer	
<b><i>Approved By:</i></b>		
Regional Safeguards Coordinator:	Name: Josefo Tuyor (RSA)	Date: 11-Dec-2014
Practice Manager/ Manager:	Name: Jan Weetjens (PMGR)	Date: 15-Dec-2014

<sup>1</sup> Reminder: The Bank's Disclosure Policy requires that safeguard-related documents be disclosed before appraisal (i) at the InfoShop and (ii) in country, at publicly accessible locations and in a form and language that are accessible to potentially affected persons.