

**FEDERAL GOVERNMENT OF SOMALIA**



**Ministry of Labor & Social Affairs**

**PROJECT:  
SHOCK RESPONSIVE SAFETY NET FOR LOCUST RESPONSE  
PROJECT  
UNDER THE  
EMERGENCY LOCUSTS RESPONSE PROGRAM (ELRP)  
STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**May 2020**

# Contents

Acronyms and abbreviations.....	3
1. INTRODUCTION .....	4
a) Project background.....	4
b) Project Development Objectives .....	5
c) Project Components .....	5
d) Project Context and Target Population.....	6
e) Purpose of the Stakeholder Engagement Plan (SEP) .....	6
2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES .....	8
Key institutional stakeholder meetings and consultations.....	8
3. STAKEHOLDER IDENTIFICATION, MAPPING AND ANALYSIS .....	11
Stakeholder Mapping and Analysis.....	11
i. Project Affected Parties .....	12
ii. Other Interested Parties .....	14
4. STAKEHOLDER ENGAGEMENT PLAN .....	16
Planned stakeholder engagement activities.....	16
Schematic visualization of stakeholder engagement process. ....	16
Planned stakeholder engagement activities.....	18
5. IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT.....	21
Implementation Arrangements .....	21
Roles and Responsibilities.....	21
Stakeholder Engagement Methods to be used .....	22
i. Communication materials.....	22
ii. Information Desks.....	22
iii. Training, workshops.....	22
iv. Grievance redress mechanism.....	22
v. World Bank Grievance Redress Service (GRS). ....	23
Proposed strategy to incorporate views of Single Women, Widows, the Vulnerable and other Disadvantaged groups .....	24
Stakeholder Engagement Plan – Estimated Budget .....	25
ANNEX 1: COMMUNITY ENGAGEMENT CHECKLIST.....	27
Annex 2: CSC Roles and Responsibilities Checklist.....	28

## Acronyms and abbreviations

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
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PDO	-	Project Development Objectives
PIU	-	Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
USAID	-	United States Agency for International Development
UNICEF	-	United Nations Children's Fund
UN-FAO	-	United Nations Food and Agricultural Organization

## 1. INTRODUCTION

### a) Project background

The worst desert locust plague in decades is threatening the food security and livelihoods of tens of millions across East Africa, the Middle East, and South Asia. As of mid-April 2020, 23 countries from Pakistan to Tanzania have been affected. Since early 2020, swarms have spread across the wider East Africa region—ranging from Djibouti to as far south as Tanzania and as far west as the Democratic Republic of Congo (DRC), where swarms were last seen in 1944. They have since also affected every country on the Arabian Peninsula. The extent to which the locusts can travel during a plague—known as the invasion area—includes an area of some 32 million km<sup>2</sup>. The desert locust (*Schistocerca gregaria* Forskål) is the most dangerous migratory pest in the world. It is a voracious eater and highly mobile when traveling in swarms, traits that make it a formidable threat to livelihoods and food security and a uniquely difficult and costly pest to combat, with challenges and costs that will be severely amplified by the overlapping COVID-19 pandemic that is spreading across the regions. Each insect can consume its body mass each day (2 g), and when swarming, can travel up to 150 km or more in a day. A small swarm (1 km<sup>2</sup>) can comprise as many as 80 million locusts and can consume the same amount of food in one day as 35,000 people. Larger swarms, like the one covering 2,400 km<sup>2</sup> spotted in Kenya in late January 2020, can consume as much as 1.8 million metric tons of green vegetation every day, according to the United Nations (UN), equivalent to enough food to feed 81 million people

Resilience of countries and populations in the desert locust affected regions to shocks of this magnitude has been steadily weakened by climate change, fragility and conflict, and now suddenly and overwhelmingly by COVID-19. Fragility, conflict, and violence (FCV) exacerbate the present crisis. In East Africa and parts of the Arabian Peninsula, locusts are impacting some of the most vulnerable populations. For example, the Greater Horn of Africa before the current locust invasion had already experienced the forced displacement of over 12 million people (including 4.2 million refugees) and had just over 22 million severely food insecure people (IPC3+<sup>1</sup> or worse) by December 2019. Anticipated food shortages and tightening food markets will likely amplify food insecurity and fragility in hard-hit areas and could further exacerbate population displacement and localized conflict. In the Horn of Africa, the potential of severe localized losses of food, fodder and forage, could result in over three million farmers and half a million pastoralists being added to the existing population already classified as severely food insecure (IPC3+).

The poor are particularly vulnerable to crisis-induced livelihood loss and income shocks from locust damage (doubled with COVID-19 shock), as they have the least ability to save and smooth consumption in the face of crisis. At times of crisis, vulnerable households adopt negative coping mechanisms involving poorer nutrition and taking children out of school to them to work, resulting in adverse long-term effects and deepening the challenge of breaking the intergenerational cycle of poverty. Increasing food prices will debilitate food consumption in poorer households, known to be net purchasers of food. With calorie intake that is already inadequate, higher food prices will push them towards less nutritious foods. It will also push affected households to eat next season's seed, sell off productive assets, withdraw children from

---

<sup>1</sup> IPC refers to the Integrated Food Security Phase Classification, which is a tool for improving food security analysis and decision making across a standardized five-phase scale with 1 being minimal and 5 being famine. It is intended to help governments and other humanitarian actors quickly understand a crisis (or potential crisis) and take action. For more details, see <http://fews.net/sectores-t%C3%B3picos/abordagem/classifica%C3%A7%C3%A3o-integrada-de-fases>.

school, and other negative coping mechanisms to meet short-term needs. Studies of past locust plagues found a notable decrease in school enrollment in boys and girls in areas affected by locusts as well as evidence of stunting in infants and children

In response to the crisis, the Emergency Desert Locust Response Program using the Multiphase Programmatic Approach (DLRP MPA), currently under preparation, provides an operational framework for participating countries to respond through three pillars. First pillar is “control”, to help affected countries monitor and assess looming locust dangers, control locust population growth, and curb the spread of swarms, while mitigating the risks associated with control measures. Second is “protect and restore,” to move immediately to improve access to food and basic needs for the vulnerable in the short-term, but also to secure the means to generate livelihoods and enhance human capital assets in the future. This pillar requires social protection and technical interventions in agriculture and livestock to prevent further food insecurity and permanent loss of human capital and productive assets. Productive assets such as livestock and other forms of household working capital are often sacrificed when households have no other way to cope with shocks. Third is “preparedness,” for the need to deal with the fact that the current outbreaks are climate-related and are likely to re-occur more frequently under climate change.

It is expected that forty-three of Somalia’s ninety districts will be affected by the locust infestation, impacting over 2.6 million people currently located in these areas. Of those, 246,000 people are already considered to be in acute food insecurity (IPC 3+), with food security of households which were previously only in “Stressed” category (IPC2) rapidly worsening. Overall, it is estimated that over half a million people will be in “Stressed” or worse food insecurity levels (IPC2+) by September 2020

## **b) Project Development Objectives**

The Project objective of the proposed SNLR is aligned to the results chain of the multi-regional Emergency Locust Response Program under the Multiphase Programmatic Approach. The MPA Program Development Objective (PrDO) is to “respond to the threat posed by the locust outbreak and strengthen systems for preparedness while the SNLR Project Development Objective (PDO) is to “protect food security and livelihoods of poor and vulnerable households affected by the locust outbreak.

## **c) Project Components**

The project will include two components

- Component 1: Emergency Cash Transfers;
- Component 2: Project Management, Monitoring and Evaluation, and Learning

Component 1 will respond to the threat of the locust outbreak by providing emergency cash transfers to approximately 100,000 poor and vulnerable rural locust-affected households, equivalent to around 600,000 persons. The transfers will be delivered using the delivery system and procedures of the FGS’ Baxnaano program (supported by the SNHCP). Consistent with the Baxnaano delivery modality. MoLSA will strategically partner with WFP to support the implementation of Component 1, governed by a Standard Output Agreement.

Component 2 will support the overall management and administration, monitoring of the project implementation, and learning from the experience of the locust response.

#### **d) Project Context and Target Population**

Beneficiaries of the ECT will be selected among the poor and vulnerable households residing in locust impacted districts. The SNLR will target the 43 locust-affected districts, as determined by the Food Security and Nutrition Analysis Unit (FSNAU). Households that are registered under Baxnaano for cash transfer and reside in severely locust-affected districts (14 districts) will automatically become eligible for the ECT. Households that are not part of Baxnaano and reside in severely locust-affected districts (29 districts) will have to meet eligibility criteria, namely those whose livelihoods depend on activities related to agriculture (small crop) or livestock either as subsistence farmers or as farm laborers, and those assessed to be at risk of food insecurity. These new households will be selected through the Baxnaano's participatory and transparent community-based targeting (CBT) process. In an effort to address the gender gap, particularly in terms of access to income, in eligible households, the direct beneficiary of the SNLR transfer will be females, with the exception of cases when adult females are not present

As a result of the COVID-19 pandemic, the SNLR includes measures to minimize the risk of spreading the virus during beneficiary targeting, registration, and payment distribution. The project will adopt simplified community targeting and ensure compliance with social distancing and sanitation protocols for community targeting and registration events, including sanitation of surfaces of biometric scanners. Additionally, the project will use mobile money payments which reduces the risk of contagion by significantly limiting the extent of physical contact necessary for payment transfers and allows flexibility to beneficiaries to cash money anytime they need to. Monitoring activities under the project will include a regular review and discuss on the COVID-19 situation and any potential impact on project implementation, adjustment to implementation processes will be explored and agreed upon, as needed.

Community-based-targeting (CBT) is guided by a detailed manual that specifies the parameters and procedures for identification of eligible households. CBT procedures ensure that household selection process is fair and transparent. WFP works with cooperation partners (CPs) to conduct community based targeting exercises. CPs undergo vetting by WFP.

#### **e) Purpose of the Stakeholder Engagement Plan (SEP)**

The SEP seeks to define a structured, purposeful and culturally appropriate approach to consultation and disclosure. The FGS recognises the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making.

Overall, this SEP will serve the following purposes:

- i. stakeholder identification and analysis;
- ii. planning engagement modalities through effective communication, consultations and disclosure;
- iii. enabling platforms for influencing decisions;
- iv. define roles and responsibilities for the implementation of the SEP;

- v. define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.
- vi. defining role and responsibilities of different actors in implementing the Plan; and
- vii. elaborating the role of grievance redress mechanism (GRM).

## 2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

### 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 agency (WFP). Engagements and consultations have been held with key stakeholders identified as presented below.

Stakeholder	Date	Participants	Key points raised
Ministry of Finance	April 2020	<ul style="list-style-type: none"> <li>H.E Adirahman Duale Beileh (Minister)</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening of social protection &amp; its role in human capital signing grant agreements with donors</li> </ul>
Ministry of Labour & Social Affairs (MoLSA)	March-April 2020	<ul style="list-style-type: none"> <li>H.E Sadik Hersi Warfa (Minister)</li> <li>Mohamed Adde Mukhtar (DG )MOLSA</li> <li>Fardosa Ahmed Abdullahi (Project Manager and Social Protection Coordinator)</li> <li>Project Implementation Unit of BAXNAANO</li> <li>Omar Aliyo, DG Planning</li> <li>AMINA Mohamed SDG Coordinator. (MoLSA)</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks.</li> <li>Planned activities, implementation arrangements</li> <li>Existing systems and structures for social protection</li> <li>Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks.</li> <li>Planned activities, implementation arrangements &amp; how this project can leverage on Baxnaano</li> <li>Geographical selection &amp; beneficiary targeting and enrollment processes</li> <li>ECT amount, duration, delivery model</li> <li>MoLSA capacity building and the PIU structure</li> <li>Partnership with WFP to support implementation of Cash Transfer</li> <li>Coordination with humanitarian interventions</li> </ul>
Office of the Prime Minister	March-April 2020	<ul style="list-style-type: none"> <li>Muhumed Hussein</li> <li>Director of Aid Coordination Unit.</li> <li>Senior Advisor: Sharmarke M.Farah</li> <li>Dr Mohamed Hassan, Socail Road Map</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks.</li> <li>Planned activities, implementation arrangements</li> <li>Sustainability of the CTs program</li> </ul>



Ministry Of Humanitarian Affairs	March-April	Mukhtar Jimale Director General	<ul style="list-style-type: none"> <li>Support and actively participate how all humanitarian Cash Transfer to be uniform and operate under MOLSA through Baxnaano Project which is National Program</li> </ul>
World Food Programme (WFP)	March-April 2020	<ul style="list-style-type: none"> <li>Ilaria DETTORI- Deputy Country Director</li> <li>Delphine DECHAUX - Head of Programmes</li> <li>Raul CUMBA – Head of VAM, Monitoring &amp; Evaluation</li> <li>Social Protection Team</li> <li>Transfer Management Team</li> <li>Protection Unit</li> <li>WFP Area offices</li> </ul>	<ul style="list-style-type: none"> <li>Existing systems and structures for social protection</li> <li>Supporting informed decision making on vertical and horizontal expansion options through a systematic situational analysis</li> <li>Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks.</li> <li>On-going WFP support and how this project can leverage on Baxnaano &amp; existing programs/expertise/systems&amp; Baxnaano</li> <li>WFP technical unit of Vulnerability and Assessment Mapping (VAM) is responsible for regular data collection and mapping of the locust impact on food security. Similarly VAM also closely monitors markets for essential food commodities. This data feeds into the WFP response mapping and interventions.</li> <li>Technical design, planned activities, &amp; implementation arrangements</li> <li>Targeting and enrollment processes &amp; beneficiary databases</li> <li>Payment systems</li> <li>Community based Grievance Redress Mechanisms</li> <li>Existing institutional systems and capacities at WFP, including for financial management, procurement, and safeguards</li> </ul>
United Nations Children's Fund (UNICEF)	March - April 2020		<ul style="list-style-type: none"> <li>Existing systems and structures for social protection</li> <li>On-going policy dialogue and governance arrangement support by UNICEF &amp; how this project can leverage on Baxnaano &amp; existing programs/expertise/systems and contribute to the development of the shock-responsiveness feature of Baxnaano</li> </ul>

			<ul style="list-style-type: none"> <li>• Technical design, planned activities, &amp; implementation arrangements</li> <li>• Linkages between the project and the unified social registry supported by UNICEF under SNCHP</li> </ul>
Ministry of Agricultural			<ul style="list-style-type: none"> <li>• Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks.</li> <li>• Technical design, planned activities, &amp; implementation arrangements</li> <li>• Geographical targeting and mapping of locust affected districts</li> </ul>
Development Partners	April 2020		<ul style="list-style-type: none"> <li>• Technical design, planned activities, &amp; implementation arrangements</li> <li>• On-going support by donors &amp; coordination/collaboration with this project to leverage on existing programs/expertise/systems</li> <li>• Strengthening of social protection &amp; its role in human capital accumulation and building households resilience during shocks</li> </ul>

The emergency nature of the project and challenges related to access due to security and remoteness combine significant challenges in the effective consultation of the beneficiary communities and affected parties. With the engagement of WFP, who have significant experience and well-established systems and procedures for the delivery of component 1, particularly through the consultations that were carried out in preparation of the delivery of cash transfers under the Baxnaano, this project attains a good understanding of the different sub-categories within the stakeholder groups and build on these engagements for effective stakeholder techniques.

Once WFP has been brought on board, additional engagements will be conducted with the beneficiary communities with a focus on locust affected communities and minority groups within the communities (widows, single mothers and the disabled etc.). These will be done before cash transfers commence and the SEP will be revised accordingly. Concerns arising from project implementation activities will be documented and addressed in a Social Management Plan (SMP).

While ensuring compliance with Somalia government COVID-19 social distancing and related requirements, project stakeholder consultation and engagement activities will be designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs.

The Project will take a precautionary approach for consultations and other stakeholder engagement to prevent infection and/or contagion, given the highly infectious nature of COVID-19. The following are some considerations the project will employ for selecting channels of communication, in light of the current COVID-19 situation, and in light of government requirements:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops and community meetings;

- If and when the government permits smaller meetings, conduct consultations in small-group sessions taking into account cultural and accessibility sensitivities, such as focus group meetings. If not permitted or advised, make all reasonable efforts to conduct meetings through online channels;
- Diversify means of communication and rely more on traditional channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement will need to clearly specify how feedback and suggestions can be provided by stakeholders.

### 3. STAKEHOLDER IDENTIFICATION, MAPPING AND ANALYSIS

#### Stakeholder Mapping and Analysis

Stakeholder engagement is the interaction with, and influence of project stakeholders to the overall benefit of the project and its advocates. Environmental and Social Standards (ESS) 10 recognizes two broad categories of stakeholders; those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods (project affected parties) and other interested parties.

Stakeholder analysis will help to know the perceptions, interests, need, and influence of actors on the project. Identifying the appropriate consultation methodology 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:

- **Openness and life-cycle approach:** public consultations for the project will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;
- **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 assure that stakeholder feedback is taken into consideration during decision making;
- **Inclusiveness and sensitivity:** stakeholder identification will be undertaken to support better communications and building effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, particularly women headed households, youth, elderly and the cultural sensitivities of diverse ethnic groups.

Stakeholders of the proposed project can be affected parties, interested parties and vulnerable groups and discussed below.

The project proponents, MoLSA and WFP, will roll-out effective stakeholder engagements to obtain social license to operate, build mutual trust and foster transparent communication with both the project beneficiaries and other stakeholders. This will be done once the implementing agencies and in particular WFP has been engaged and before full project effectiveness. Full impact and risk assessment on stakeholders will be conducted as necessary and this interim SEP updated accordingly, and especially when the SMP is complete to reflect any additional requirements.

Building on the Baxnaano project districts and communities which are impacted by the Locust will be contacted and build on the stakeholders existing good will and support. The districts that have not been covered by the Baxnaano project and will be reached through the WFP extensive Area office coverage and ground presence to identify and reach the required stakeholders to ensure that their approval and support is provided to the project.

**i. Project Affected Parties**

Effective engagements with the project affected communities will be conducted once the implementing agencies have been engaged and before project effectiveness. However, engagements with WFP, who are implementing Locust Emergency Response through Baxnaano and have implemented similar interventions in Somalia before, help profile the community level stakeholders and the potential issues of concern for each.

Stakeholder	Description	Potential issues of concern
Beneficiary household (Locust Affected Communities)	Household members of a household selected for the cash transfer	<ul style="list-style-type: none"> <li>• Risk of dependency to the CT</li> <li>• Tension within households from disagreements on use of cash by intended recipients</li> <li>• Capture of cash by spouses, family, community leaders or armed groups</li> <li>• 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</li> </ul>
Non-beneficiary communities	Communities that do not meet the criteria for selection and therefore does not benefit from the CT	<ul style="list-style-type: none"> <li>• Exclusion from project benefits in the face of widespread need</li> <li>• Increased purchasing power from CT beneficiaries that destabilize local market dynamics</li> </ul>

		<ul style="list-style-type: none"> <li>• Locust and by extension the CT may exacerbate competition for scarce resources and trigger interclan conflicts</li> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> </ul>
<p>Vulnerable Members of the community (widows, disabled, single women etc.) including minorities</p>	<p>Community members that may meet the project target criteria and are comparatively unable to anticipate, cope with, resist and recover from the impacts of disasters such as droughts and wars</p>	<ul style="list-style-type: none"> <li>• Risk of dependency to the CT</li> <li>• Locust and by extension the CT may exacerbate competition for scarce resources and trigger interclan conflicts</li> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> <li>• Capture of cash by spouses, family, community leaders or armed groups</li> <li>• Elite and clan capture</li> </ul>

ii. Other Interested Parties

Stakeholder	Description	Potential issues of concern
Community leaders	Elected leaders, clan elders, religious leaders and opinion leaders from targeted communities	<ul style="list-style-type: none"> <li>• Risk of dependency to the CT</li> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> <li>• 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</li> <li>• 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</li> </ul>
Government officials and Local Administration	Officials from administrative structures responsible target beneficiary communities and non-beneficiary communities	<ul style="list-style-type: none"> <li>• Availability of robust systems to take over delivery of emergency interventions in the future at the end of the project</li> <li>• Risk of dependency to the CT</li> <li>• Conflict and insecurity that can impede the delivery of the CT</li> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> <li>• Security and remoteness of the operations combine to provide a significant challenge for monitoring and supervising project implementation</li> <li>• Inward migration as the project only operated in one district per region in Somalia there remains a possibility,</li> </ul>

		<p>that people from neighboring districts will seek to migrate to the project areas to benefit from the project</p> <ul style="list-style-type: none"> <li>• 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</li> </ul>
WFP	UN agency with established systems and ground presence tasked with the delivery of Component 1	<ul style="list-style-type: none"> <li>• Conflict and insecurity that can impede the delivery of the CT</li> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> <li>• Security and remoteness of the operations combine to provide a significant challenge for monitoring and supervising project implementation</li> <li>• 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</li> <li>• 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</li> <li>• Mobile money transfers though mitigate against the physical distribution risks related to cash, however not all beneficiaries may have mobile hand sets.</li> </ul>
WFP Contracted NGOs	Non-Governmental organizations and Community Based organization with a local presence and knowledge tasked	<ul style="list-style-type: none"> <li>• Conflict and insecurity that can impede the delivery of the CT</li> </ul>

	with conducting project awareness, communication and engagements including community-based targeting	<ul style="list-style-type: none"> <li>• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.</li> <li>• 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</li> <li>• 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</li> </ul>
--	--	---

#### 4. STAKEHOLDER ENGAGEMENT PLAN

##### Planned stakeholder engagement activities

Project activities will be implemented countrywide with a focus on rural areas that are traditionally hard to serve but with relatively better security and accessibility. The project will target existing Baxnaano beneficiaries residing in locust affected districts and communities, as well as non-Baxnaano poor and vulnerable households residing in districts impacted by the locus infestation whose livelihoods depend on activities related to agriculture (small crop) or livestock, either as subsistence farmers or as farm laborers, and are assessed to be at risk of food insecurity. Stakeholders identified by the Baxnaano project will be engaged to build on the existing good relationship to undertake the vertical expansion. Districts which are outside the existing Baxnaano target area will require identification of key stakeholders at to ensure that the project objective and implementation receives support at every level. As the project will adopt the available systems and capacities with WFP and MoLSA for the delivery of component 1 and 2 respectively, adequate engagements need to be conducted for effective mapping and coordination of activities.

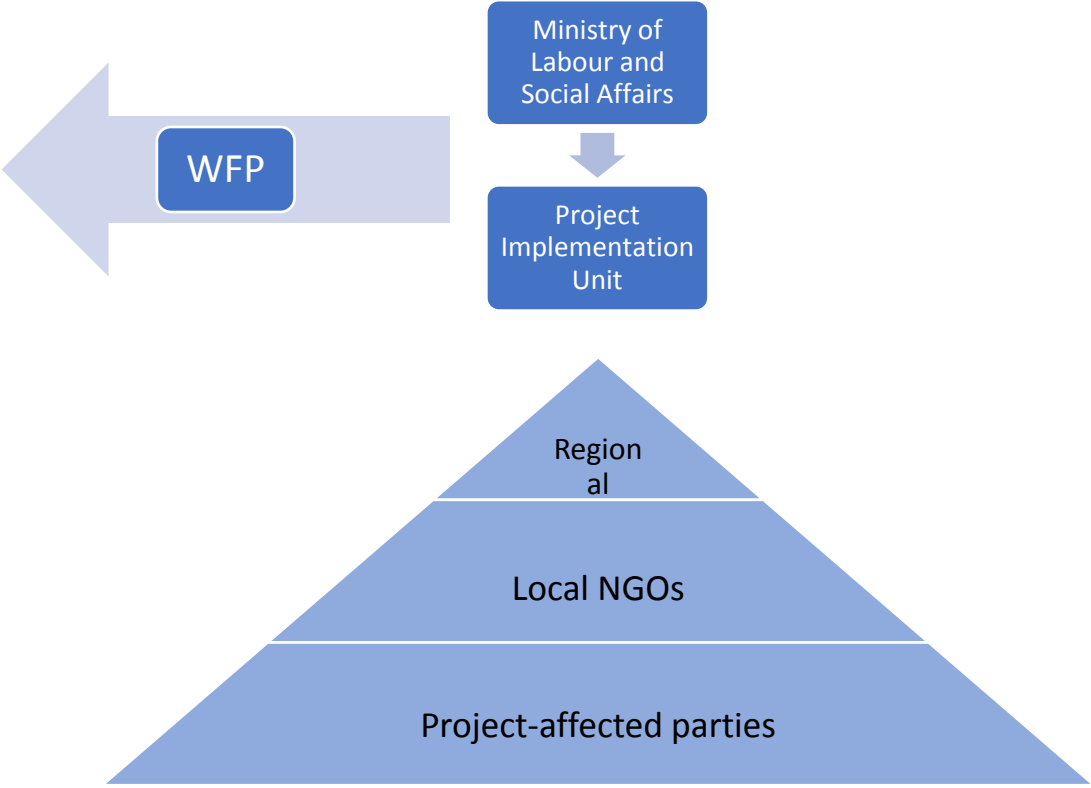
##### Schematic visualization of stakeholder engagement process.

Activities on the horizontal level are assumed to improve awareness and coordination of efforts for the delivery of shock responsive safety net system in Somalia.

The vertical stream implies the application of cascading mode which will allow the project to establish communication with project-affected parties. Furthermore, the cascading approach will be applicable for capacity building at each project engagement level. Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views regarding project activities.



Details of the stakeholder engagement activities, channels and methods of engagement as well as the responsibilities are included in the table below.



## Planned stakeholder engagement activities

Responsible Party	Stakeholders	Channels of Engagement	Frequency	Engagement methods	Purpose
Ministry of Labor & Social Affairs (MoLSA)	WFP	Official internal and external communications  Written requests via official letters and emails	At least Monthly	Project progress, budget and financing.	Sharing of information, reviews, clearance and seeking support.
	Project beneficiaries and communities	Stakeholder awareness and consultations campaigns	At least Monthly	Radios, community leaders, vehicles mounted with speakers, social media and online platforms, as well as TV, newspapers, dedicated phone-lines, public announcements.	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	All stakeholders	Stakeholder awareness and consultations campaigns	At least Bi-monthly	Radios, community leaders, vehicles mounted with speakers, social media and online platforms, as well as TV, newspapers, dedicated phone-lines, public announcements	With support of MoLSA Federal clearly communicate the rationale of the project horizontal and vertical expansion to state, district, local authorities and identified stakeholders in communities . To keep informed

					about the project achievements.  Disclosure of project benefits, list of beneficiaries, documents and GRM process
	Federal and Regional Governments	Operational meetings	At least Monthly	Monitoring reports, face-to-face meetings with regional employment departments.	To implement the project components.
	Project beneficiaries and communities	SCOPE GRM	At least Bi-monthly	SCOPE hotline, telephone, social media, leaflets, project cards, hand-outs.	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	Operational meetings	At least Bi-monthly	Monitoring reports, Face-to-face meetings with ESCs and PAPs.	To implement the project components.
	All stakeholders including PAPs	PAPs consultations and outreach campaigns	At least Monthly	Radios, community leaders, vehicles mounted with speakers, social media and online platforms, as well as TV, newspapers, dedicated phone-lines, public announcements	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	At least Monthly	Radios, community leaders, vehicles mounted with speakers, social media and online platforms, as well as TV, newspapers, dedicated phone-lines, public announcements	To increase awareness and provide consultations.  Disclosure of project benefits, list of beneficiaries, documents and GRM process

--	--	--	--	--	--

## 5. IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

### Implementation Arrangements

The Ministry of Labor & Social Affairs through the Project Implementation Unit (PIU) will shoulder full responsibility for engaging with the stakeholders with support from WFP. To project will rely on *Baxnaano* which has a fully developed PIU and two Social Development Specialists based within the PIU will be tasked with the coordination of the stakeholder engagement activities for the project and labor related grievance redress. WFP 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 and will have a community liaison officer tasked with the planning, implementing and reporting on community engagements.

### Roles and Responsibilities

Actor/Stakeholder	Responsibilities
Ministry of Labor & Social Affairs (MoLSA) and Project Implementation Unit	<ul style="list-style-type: none"> <li>• Planning and implementation of the SEP;</li> <li>• Leading stakeholder engagement activities;</li> <li>• Management and resolution of grievances;</li> <li>• Coordination/supervision of contractors on SEP activities;</li> <li>• Monitoring of and reporting on social performance of WFP.</li> <li>• Effective coordination and collaboration with key stakeholders</li> </ul>
Federal Member States	<ul style="list-style-type: none"> <li>• Inform PIU of any issues related to their engagement with stakeholders;</li> <li>• 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;</li> </ul>
Project-affected parties	<ul style="list-style-type: none"> <li>• 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;</li> <li>• Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section VIII. Grievance Redress Mechanism);</li> <li>• Help the Project to define mitigation measures;</li> </ul>
Other project stakeholders	<ul style="list-style-type: none"> <li>• Engage with PIU regarding project design;</li> <li>• Raise concerns to help the project to be inclusive.</li> </ul>
WFP	<ul style="list-style-type: none"> <li>• Reporting on social performance Implementation of the cash transfers through selected Counterparts.</li> <li>• Effective coordination and collaboration with CPs and MOLSA Emergency response expertise incorporated into the Locust response.</li> <li>• Effective coordination and collaboration with key stakeholders.</li> <li>• Handle complaints and feedback through WFP's established Complaint Feedback Mechanism (CFM)</li> </ul>

## **Stakeholder Engagement Methods to be used**

### **i. 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 are widely available through Posters and also printed on the backside of SCOPE cards as well as MOLSA hotline Number.

### **ii. 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. This will happen in compliance with Covid-19 guidelines or when the social distancing restrictions are relaxed.

### **iii. 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 FMS Liaison Officer. 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

### **iv. Grievance redress mechanism**

To comply with ESS10, a project-specific grievance mechanism that is currently being used by WFP will be adopted to handle complaints and grievances for the project. This mechanism will apply for grievances related to component 1; emergency cash transfer. The Baxnaano Labor GRM will also berolled out for project workers and will cover workers from WFP contracted NGOs, community and volunteer workers as well as payment merchants and their security.

The project will identify in advance, community-level partners to provide GBV response services in project areas of influence. When required, WFP through its referral protocol will reach out to GBV service providers, including UNICEF for specialized services to victims. 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***

Dedicated communication materials, specifically, WFP's hotline numbers are widely available through posters and printed on the backside of SCOPE cards. This will help project beneficiaries become familiar with the grievance redress channels from uptake to resolution and communication with potential users. The complaints received will be classified according to their risk level (high, medium, low and residual risk) and are captured in a WFP online case management software. Similarly, issues identified from partner organizations' programmes (i.e. UNICEF's programme using SCOPE platform) follow the same classification protocol.

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 timeline limits for action; the M&E unit monitors more closely to ensure that all 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 being solved.

While information on WFP's hotline numbers is widely available through Posters and also printed on the backside of SCOPE cards, WFP 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

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. The PIU will collate monthly grievance registers for monitoring and learning purposes and to inform areas of proactivity.

### **v. 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](http://www.inspectionpanel.org).

### **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.

#### **Step-By Step Community Based Targeting**

##### **1. First Public Meeting**

- i. During stakeholder mapping, triangulate information provided by powerholders amongst multiple key informants at various levels to identify all groups in the community/settlement and strategies for their participation in the project (Annex 1: Do No Harm Analysis);
- ii. Develop context specific/sensitive communication strategies to ensure information concerning the project reaches all segments of community. Maintain key contacts with representatives from silent and less powerful groups;
- iii. Meet local administration, explain the proposed project, and request public meeting to share outline of programme. Cross-check to ensure proposed location is accessible to all segments of the community;
- iv. Hold public meeting, bringing together all segments of community (including both eligible and non-eligible for assistance), and present programme information and other important messages (Annex 2: Community Engagement Checklist);
- v. Establish and/or validate existing CSC. Highlight roles and responsibilities and desired characteristics of CSC members to community. Communities elect chair and secretary. Read proposed committee member names publicly. Organisation to wait until public validation of CSC members before engaging with them;
- vi. Communicate CFM and ensure its details are posted in a public place in format(s) accessible to community (pictorial, written, word-of-mouth, etc.);

##### **2. Formation of CSC**



- i. Ensure CSC is gender and age-balanced and has representation from all relevant groups. Advocate/negotiate for inclusion of all vulnerable segments of community. Remain mindful of context and do not expose marginalised groups/individuals to further discrimination;
- ii. Sign MoU with CSC detailing: (i) role in identification of HH who meet eligibility criteria; (ii) expected roles in CRM and conflict resolution; (iii) responsibilities in project implementation and monitoring; (iv) organisation/partners' project deliverables. Post MoU and read aloud terms at 2nd community meeting;
- iii. Build capacity of CSC members.

**3. Validation of Criteria**

- i. Consider community constraints and perceptions of targeting and build understanding of differential vulnerability (identifying the most vulnerable amongst similarly vulnerable HH)
- ii. Allow CSC members to review eligibility criteria and introduce context-specific vulnerability criteria. Engage other levels of government if consensus cannot be reached;
- iii. Hold 2nd public meeting to ensure all segments of community are aware of eligibility criteria and validate them;

**4. Develop Registration List & Verification**

- i. CSC takes lead in identifying names of HHs who meet the eligibility criteria. Ensure CSC clearly understands that registration will be done in partnership, but organisation reserves the right to undertake independent verification to remove people who do not meet eligibility criteria;
- ii. Organisation's field staff member monitor the work of CSC members, including review meetings of draft registration list;
- iii. CSC members sign-off on draft registration list, affirming proposed HHs meet eligibility criteria;
- iv. Organisation's field staff verify proposed registration list by:
  - a. Reaching out to key informants, including civil society organisations, religious leaders, etc. to see if they meet criteria;
  - b. Organisation staff visit proposed HHs to affirm they meet eligibility criteria. A sample of HHs is also sufficient if there are time/logistical constraints;
  - c. Careful review of proposed HH names, telephone numbers and other unique identifiers to remove duplicates;

*Adopted from 'Food Security Cluster Community Based Targeting Guidelines for Somalia' WFP*

**Stakeholder Engagement Plan – Estimated Budget**

Stakeholder Engagement Activities	Q-ty/pe	Unit Cost, USD	of years	Total cost (USD)
-----------------------------------	---------	----------------	----------	------------------

	<b>r years</b>			
GRM officers(Already hired and paid for in the PIU by the Baxnaano)	2	0	2	0
SCOPE MIS/GRM, M&E case management process, data base (including running of hotline, record keeping etc.)			0.5	200,000
Travel expenses of staff (for 3 staff per year)- Trips	2	2,000	1	12,000
Communications Officers ((Already hired and paid for in the PIU by the Baxnaano)	1	0	2	0
Communication materials (leaflets, posters,)	150	30	1	4,500
Project press conferences	1	2,500	2	5,000
Trainings (Social issues, outreach, GRM, etc.) for PIU, WFP, local NGOs -> building on Baxnaano		35,000	1	35,000
Monitoring (Third Party Monitoring covered under Baxnaano)- Rounds	2	100,000	1	200,000
<b>Total</b>				<b>456,500</b>

## ANNEX 1: COMMUNITY ENGAGEMENT CHECKLIST

Checklist for Community Engagement
<p><b>Project Overview</b></p> <ul style="list-style-type: none"> <li>• Describe the process and results of the needs assessment;</li> <li>• The overall purpose (drought relief, flood relief, livelihood protection, etc.);</li> <li>• 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;</li> <li>• Rationale for using this type of response and who made the decision;</li> <li>• 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;</li> <li>• 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);</li> </ul>
<ul style="list-style-type: none"> <li>• Stakeholders: The roles of CSC members. Role of field staff, organisations, local partners, money transfer agents, vendors, etc. in the project;</li> <li>• Outline desired configuration of CSC (inclusion of women, inclusion of all groups/segments of the community, etc.);</li> <li>• 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;</li> <li>• Scope (geographic coverage).</li> </ul>
<p><b>Complaints Response Mechanism</b></p>
<ul style="list-style-type: none"> <li>• Explain the communication channels available to communities;</li> <li>• Right to give feedback and make a complaint;</li> <li>• Organisation’s procedures on handling corruption, fraud, abuse and exploitation of the targeted population and adherence to the principle of confidentiality;</li> <li>• 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);</li> <li>• 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);</li> <li>• 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.</li> </ul>

## Annex 2: CSC Roles and Responsibilities Checklist

<b>CSC Roles and Responsibilities Checklist</b>
<b>The Community Selection Committee should</b>
<ul style="list-style-type: none"><li>• Ensure the fair representation of members from the community on the draft registration list;</li><li>• Identify most vulnerable people following the agreed upon selection criteria;</li><li>• Inform recipients after registration;</li><li>• Conduct verification and identification during distribution of benefit;</li><li>• Respect the intent and scope of the project;</li><li>• Mediate and resolve conflicts;</li><li>• Provide security information to project staff and act to resolve potential security incidents;</li><li>• Share all relevant information with the community;</li><li>• Facilitate coordination with the community, including relaying project information to the community;</li><li>• Ensure women and minority groups' participation.</li></ul>
<b>Areas of Emphasis (1.0) for Staff with CSC members</b>
<ul style="list-style-type: none"><li>• The CSC member is a facilitator, but ultimately the final decision regarding recipient selection lies with the organisation;</li><li>• 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;</li><li>• 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;</li><li>• 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;</li><li>• The CSC member will sign their name to the MoU, agreeing to adhere to its agreements to the best of their ability.</li></ul>