

# **Sixth Meeting of the Country Support Unit Network**

***Bangkok, Thailand  
3 - 5 June 2007***



**World Health  
Organization**

**WHO Country Office – Thailand  
WHO Regional Office for South-East Asia  
Department of Country Focus**

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## 1. Summary of key agreements and key action points

Country Focus Policy			
<b>Key agreements</b>		<ul style="list-style-type: none"> <li>The Country Focus Road Map was reviewed several times and is currently being finalized. The six components of the Country Focus Policy explicitly outline the priority actions and challenges for strengthening the capacity of the WHO country teams for improving WHO's performance at country level.</li> <li>The need to emphasize and further strengthen the “WHO Country Support Function” was seen as being critical and fundamental to achieving the objectives of the Country Focus Policy. This function is defined as the support provided by the regional office and Headquarters to the country teams for effective delivery of the work of the entire Secretariat.</li> <li>The “<b>WHO Country Support Function</b>” has four dimensions (see the matrix in Annex 3 for details): <ul style="list-style-type: none"> <li>— political and strategic backstopping;</li> <li>— technical backstopping;</li> <li>— administrative and managerial backstopping; and</li> </ul> </li> </ul> <p>response to resource requirements and management.<sup>1</sup></p>	
Key action points		Responsibility	Deadline
1. The executive management to advance the implementation of the Country Focus Policy.		Country Support Unit (CSU) Network to follow up	Continuous
2. The Network to urge the executive management to: <ul style="list-style-type: none"> <li>recognize the “<b>Country Support Function</b>” as one of the means to implement the Country Focus Policy; and</li> <li>provide adequate resources in the Programme Budget for effective operation of this function at the regional and Headquarters levels.</li> </ul>		CSU Network	Continuous – using all opportunities such as meetings of Senior Executive Officers and Directors of Programme Management
3. The concept of Country Support Function, including the matrix (especially issues raised under “what needs to be strengthened” and the mechanisms for carrying these out) to be incorporated into the final Country Focus Road Map.		WHO Department of Country Focus (CCO)	Continuous
4. The two regional CSUs to provide their targets and milestones for consolidation so as to fully reflect regional targets and milestones in the Country Focus Road Map.		CCO to communicate individually	End-June 2007

<sup>1</sup> Some participants felt that the response to resource requirements and management dimension is part of the administrative and managerial backstopping dimension.

<b>Country Cooperation Strategy (CCS)</b>			
<b>Key agreements</b>	<ul style="list-style-type: none"> <li>• The CSU Network welcomes the development of the CCS Monitoring system, e-guide and the framework for regional and global analyses.</li> <li>• The CCS monitoring framework will include the names of participating CCS teams and the timeframe for editing and printing of CCS documents.</li> <li>• The draft CCS documents will be shared with technical units at regional offices and Headquarters for review and feedback prior to finalization, but these documents will not be used before their approval by the Regional Directors.</li> <li>• The final CCS will be made available in WHO internet sites (Headquarters, regional office and country offices, when available).</li> <li>• The country office will consider the request for CCS endorsement/co-signature by the Government in consultation with the regional office.</li> <li>• CSU will need to share lessons learned and good practices, including regional CCS guidelines.</li> <li>• The CCS analytical framework as an Organization-wide reference for future CCS analyses has been adopted. The analytical framework will be used for providing input to operational planning during 2008–2009, including in 2009 the discussion of the proposed programme budget for 2010–2011 and the review of the Medium-Term Strategic Plan in 2010.</li> </ul>		
<b>Key action points</b>	<b>Responsibility</b>	<b>Deadline</b>	
1. Regional Directors to formally forward the approved CCSs to the Director-General.	Regional CSUs	Continuous	
2. The Director-General to communicate the CCS formally to the ADGs as an Organization-wide reference for that particular country.	CCO to follow up	Continuous	
3. The ADGs to communicate the CCS formally to the Directors at Headquarters as an organization-wide reference for interacting with that particular country.	CCO to follow up	Continuous	
4. Facilitation of greater involvement of technical units in the CCS process and increased use of the CCS in the dialogue and interaction for developing work plans.	CSUs, CCO, technical programmes	Continuous	
5. To organize a workshop of a smaller group for finalizing Modules 2 and 3 of the CCS e-guide before submitting them to the reference group. CSUs to submit comments on the process of development of the CCS e-guide, if any, by 17 June 2007.	CCO, together with CSUs	August/ September 2007	

6. The WHO Regional Office for the Eastern Mediterranean (EMRO) to take into consideration comments and suggestions made during the meeting, revise and finalize the CCS analytical framework, and provide support to other regions, as appropriate.	EMRO to finalize the framework (October 2007); other regions to confirm their interest in its use; and CCO to provide support	Continuous
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<b>Country intelligence and communication</b>			
<b>Key agreements</b>	The CSU Network proposes to officially launch the portal during the Fourth Global Meeting of Heads of WHO Country Offices with the Director-General and Regional Directors, for which the necessary preparations will have to be made.		
<b>Key action points</b>	<b>Responsibility</b>	<b>Deadline</b>	
1. CSU Network portal focal points to meet in EMRO to discuss and finalize the preparations for the launch of the portal in November 2007.	EMRO and CCO	August 2007	
2. CCO to ensure resources for information technology (IT) support for the CSU Network portal until the end of 2007. As agreed by the Network in Manila last year, the cost of sustained maintenance of the portal will be equally shared by the CSU Network members including CCO from 2008.	CSUs	January 2008	

<b>Guidelines for working with country offices</b>			
<b>Key agreements</b>	The official dissemination of the “ <i>Guidelines for working with country offices</i> ” is an important step in improving communication across the three levels of the Organization. It has helped to reduce the number of missions to countries without advance notice being given to the Heads of WHO Country Offices. It was however reiterated that, for instance, some invitations for meetings are still being sent to the nationals without prior notice being given to the Heads of WHO Country Offices, and the outcomes of such meetings and others are not shared with them for subsequent follow-up.		
<b>Key action points</b>	<b>Responsibility</b>	<b>Deadline</b>	
1. The CSU Network to report incidents to CCO for immediate enquiry and results to be communicated to CSUs and the appropriate WHO country office.	CSUs and CCO	Continuous	

2. All staff to be briefed to fully adhere to and comply with the guidelines; the guidelines to be made available and posted on the WHO Headquarters Intranet, regional office Intranets and the WHO e-manual to ensure full access.	CSUs and CCO	Continuous
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<b>Compliance with Minimum Operating Security System (MOSS)</b>		
<b>Key agreements</b>	Ensuring compliance with MOSS is of the utmost importance for the safety of staff, particularly those who work in very difficult conditions. It is the Organization's responsibility to provide adequate resources to equip country offices with the MOSS.	
<b>Key action points</b>	<b>Responsibility</b>	<b>Deadline</b>
1. Compliance by WHO offices with MOSS to be the priority for the Organization; accordingly resources to be secured for this purpose.	GMG, CSUs to follow up	Continuous

<b>United Nations (UN) reform and alignment and harmonization</b>		
<b>Key agreements</b>	<p>The complexity of the issues to be addressed and the challenges ahead in regard to UN reform (both in pilot and non-pilot countries) has been recognized. It is important that WHO play a positive role in the UN reform process and aid effectiveness at country level, with particular attention to the following:</p> <ul style="list-style-type: none"> <li>• WHO has to provide the appropriate support to ministries of health and governments regarding the implementation of the aid effectiveness principles, and for their involvement, as appropriate, in the UN reform process at country level.</li> <li>• WHO has to make sure that the health component is adequately reflected in the United Nations Development Assistance Framework (UNDAF) and other relevant aid platforms operating in the country.</li> </ul>	
<b>Key action points</b>	<b>Responsibility</b>	<b>Deadline</b>
1. To improve the communication across the Secretariat regarding UN reform issues and to ensure the support and the guidance needed by the Heads of WHO Country Offices.	Support team	Continuous

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Impact of the UN reform on WHO's work at the country level for policy purposes. Technical support from within and outside the country.	Partnerships and UN reform (PUN), CCO and CSUs	Continuous
Select the pilot countries and include all those concerned with or effectiveness processes at country level.	Executive management and support team	Continuous
Following the principle of subsidiarity, and Headquarters to regional support teams and country offices on request.	CSUs and support team	Next meeting of the Executive Management
Develop a discussion paper on the CCS and UNDAF and contribute to preparing clear and practical guidelines.	CSUs	End-June 2007
Support from CSUs to use the opportunity offered by new CCSs (led by CCO) to improve WHO's way of working within the health issues and health-related interventions are well served aid platforms.	CSUs, CCO and WRs	Continuous
Implementation of the training in alignment and harmonization to	CSUs and CCO	Continuous
Plans for success as listed in the report of the Senior Executive Board for all eight pilot countries, including ensuring that sufficient resources are available at the country level.	CSUs and CCO	End-July 2007
Work together with the eight "one UN" pilot Heads of WHO form during the Fourth Global Meeting of Heads of WHO so far made in WHO's contribution to the eight pilot countries at country level.	CSUs and CCO	End-September 2007

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