

Section 4 Appendix A

CALLDOWN CONTRACT

Framework Agreement with: Oxford Policy Management Limited

Framework Agreement for: Independent Monitoring and Process Evaluation
 Regional Framework Agreement (IMPERFA)

Framework Agreement Purchase Order Number: PO 7930 Lot 10 Independent Monitoring South Asia

Call-down Contract For: Independent Feedback, Operational Reviews and Monitoring (I-FORM)

Contract Purchase Order Number: PO 10092

I refer to the following:

- 1. The above mentioned Framework Agreement dated 29th November 2019;
- 2. Your proposal of 21 October 2021

and I confirm that FCDO requires you to provide the Services (Annex A), under the Terms and Conditions of the Framework Agreement which shall apply to this Call-down Contract as if expressly incorporated herein.

1. **Commencement and Duration of the Services**

- 1.1 The Supplier shall start the Services no later than 21 April 2022 (“the Start Date”) and the Services shall be completed by 31 March 2024 (“the End Date”) unless the Call-down Contract is terminated earlier in accordance with the Terms and Conditions of the Framework Agreement.

2. **Recipient**

- 2.1 FCDO requires the Supplier to provide the Services to the **FCDO, UNICEF, UNFPA and British Council** (the “Recipient”).

3. **Financial Limit**

- 3.1 Payments under this Call-down Contract shall not, exceed one million, six hundred and fifteen thousand, one hundred and ninety-one pounds sterling (**£1,615,191**) (“the Financial Limit”) and is exclusive of any government tax if applicable as detailed in Annex B.

4. FCDO Officials

4.1 The Project Officer is:

[REDACTED]

4.1.1 The Contract Officer is:

[REDACTED]

5. Key Personnel

5.1 The following of the Supplier's Personnel cannot be substituted by the Supplier without FCDO's prior written consent:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

6. Reports

6.1 The Supplier shall submit project reports in accordance with the Terms of Reference/Scope of Work at Annex A.

7. Call-down Contract Signature

7.1 If the original Form of Call-down Contract is not returned to the Contract Officer (as identified at clause 4 above) duly completed, signed and dated on behalf of the Supplier within **15 working days** of the date of signature on behalf of FCDO, FCDO will be entitled, at its sole discretion, to declare this Call-down Contract void.

No payment will be made to the Supplier under this Call-down Contract until a copy of the Call-down Contract, signed on behalf of the Supplier, returned to the FCDO Contract Officer.

8. Insurance

8.1 Employers' Liability Insurance: [REDACTED]

8.2 Professional Indemnity Insurance: [REDACTED]

8.3 Public Liability Insurance: [REDACTED]



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Signed by an authorised signatory
for and on behalf of
**The Secretary of State for Foreign,
Commonwealth and Development Affairs**

Name: [REDACTED]
Position:
Signature:
Date:

Signed by an authorised signatory
for and on behalf of **Oxford Policy
Management Limited**

Name: [REDACTED]
Position:
Signature:
Date:



Terms of Reference

Procurement of Service Provider for Independent Feedback, Operational Reviews and Monitoring (I-FORM)

1. Context and Background

The UK's Foreign, Commonwealth & Development Office (FCDO) in Pakistan intends to procure a service provider for third-party monitoring, beneficiary feedback and operational reviews of Aawaz¹ II: Inclusion, Accountability, and Reducing Modern Slavery programme. The contract is expected to start April 2022 and end on 31 March 2024. A budget of up to £1.615 million (inclusive of any local government taxes but exclusive of VAT) is available for this purpose.

Aawaz II aims to support government and communities to promote and protect the rights of marginalised groups to strengthen their control over their own development. The rationale for this intervention recognises that Pakistan has witnessed high levels of violence and insecurity, poverty and conflict. The COVID-19 pandemic has exacerbated the secondary impacts on marginalised groups. Risks of economic and social exploitation and exclusion remain high and reinforces discrimination and harmful social practices. Children, youth, women and girls, religious minorities, transgendered and persons with disabilities face particularly severe disadvantages.

The thematic focus of Aawaz II is on child labour and child and forced marriages as forms of modern slavery, gender-based violence, and discrimination against minorities and marginalised groups. The programme is designed to operate at two implementation levels: institutional development delivered through the United Nations Joint Programme (UNJP), and community engagement delivered through British Council (BC). The institutional development component supports government institutions for improving laws, policies and strategies, and systems. UNICEF is the coordinating agency and works together with UNFPA. British Council complements UNJP's work with government institutions and focuses on building knowledge and coalitions for change, increasing citizen demand for action and services, and reducing community acceptance of harmful practices. Geographical focus is on Punjab and Khyber Pakhtunkhwa (KP) with some work at the Federal level. Community interventions will cover 45 districts in two phases; Phase 1 is already in progress in 22 districts. This is a six-year programme with a total budget of £39.5 million. See Annex I for more details.

The UNJP component started in September 2017 whereas the community engagement component commenced later in August 2019. The context and operational realities have changed substantially in last year. The onset of COVID-19 meant that some of the regular activities had to be paused and delivery strategy and activities adapted to focus on mitigating increased risks of harmful practices and secondary social impacts of COVID-19. At the same time, there are numerous monitoring challenges due to reduced ability of the programme teams for collection of data and field visits in the wake of mobility restrictions, remote working and enhanced use of virtual delivery platforms such as helplines and social media for engaging with communities and other stakeholders.

¹ Aawaz is Urdu word for voice.



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The current third-party monitoring arrangement exists in the form of an Alignment, Monitoring, Assessment and Reporting (AMAR) Unit led by a commercial supplier (DAI). The commercial supplier is contracted by UNICEF in its capacity as the coordinating agency for UNJP, but AMAR’s role is moderated by a Board which has representation from all implementing partners. The 2019 annual review of Aawaz II recommended that FCDO should procure and manage this function directly. The current arrangement ended in January 2022. The new service provider will assume the functions that AMAR was previously performing, reporting directly to FCDO.

2. Purpose

The purpose of this assignment is to carry out independent operational reviews and assessments of programme interventions, collect beneficiary feedback, and provide coordination and documentation support for quarterly technical reviews, aggregation of data on results and value for money from implementing partners, and facilitation of learning across Aawaz II programme.

3. Recipients

The primary recipients of the I-FORM deliverables will be FCDO, UNICEF, UNFPA and British Council. The data, analysis and recommendations from operational reviews and assessments and beneficiary feedback reports will also be shared, on need basis, with relevant government departments and downstream partners (NGOs or private sector firms) to improve intervention strategy and delivery, risk management, accountability and value for money.

4. Scope of Work and Tasks

The scope of this assignment covers all workstreams and implementing partners of Aawaz II programme at the Federal and provincial levels in Punjab and KP. The scope and tasks are categorised into the following three strands.

Strand 1: Operational Reviews and Assessments

The service provider will collect quantitative and qualitative data on selected interventions to assess their effectiveness using DAC or other suitable criteria. The operational reviews are expected to review end-to-end delivery chain and adherence with pre-agreed design or strategy for the selected intervention. This will entail activities including, but not limited, to the following:

- a) Conduct operational reviews of selected programme interventions each year to collect data that will give FCDO assurance about the extent to which implementing partners are delivering the intended results and taking all possible measures to mitigate fiduciary and other risks and maximise value for money.
- b) Conduct spot visits to monitor selected field activities to ascertain the quality of implementation and make recommendations for improvements; this can be a standalone activity or combined with data collection methodology for operational reviews.
- c) Assess or validate the quality of data submitted by partners to FCDO, using a sample-based approach, related to results, log-frame indicators and Value for Money (VfM) metrics and make recommendations for robustness of indicator definitions, means of verification and internal monitoring systems.



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Strand 2: Beneficiary feedback

Beneficiary feedback provides crucial information for continuous monitoring and validation and enhances transparency and accountability in operations. This will entail activities including, but not limited, to the following:

- a) Collect and analyse information directly from a cross-section of beneficiaries of selected programme interventions through focus group discussions, key informant interviews or household surveys. The beneficiaries include a wide range of groups: children, women and girls, youth, minorities, transgendered and persons with disabilities, and users of systems and services supported under the programme.
- b) Conduct assessments of mechanisms of beneficiary participation, accountability, grievance and safeguarding measures.

Strand 3: Technical review coordination and alignment

Aawaz II is a complex programme with a wide range of interventions and multiple implementing partners with different organizational cultures and reporting systems. The first-tier partners include UNICEF, UNFPA and British Council. The second-tier partners include a multitude of government departments, UN Agencies and civil society organizations. The programme has several governance structures in place to ensure smooth flow of information and management including quarterly and annual reviews and a Strategic Steering Committee (SSC). The service provider will provide coordination and documentation support to FCDO in the following areas:

- a) Coordinate with first tier implementing partners for successful execution of quarterly technical reviews. Key tasks will include collating information on progress against workplans and milestones, and managing administrative tasks such as agenda, meeting schedule and recording minutes.
- b) Aggregate implementing partners' data on results, milestones and VfM metrics and maintain/improve an online dashboard (developed by AMAR) for data entry, results tracking and management, and reporting progress.
- c) Aggregate/consolidate work plans of UNJP, British Council and the service provider's own work plan into an overarching Aawaz II work plan.
- d) Convene six-monthly Strategic Steering Committee (SSC) meetings with representatives from FCDO, UN and BC and act as Secretariat.
- e) Present findings of Strand 1 and 2 work at technical review meetings and prepare and track a Master Action Plan for recommendations that have been agreed with partners.
- f) Facilitate lesson-learning within FCDO and across programme's implementing partners through sharing materials in suitable format and learning events, etc.

For the purpose of this assignment, we estimate that the relative significance of each strand varies, with strand 1 requiring almost twice as much resources and effort as the other two strands. This can be expressed in terms of relative weightage as follows: strand 1 (50%), strand 2 (25%), and strand 3 (25%). However, the bidders have the flexibility to propose different weights, and it is important that decisions related to the team structure and cost allocations consider those weights.



5. Approach and methodology

The service provider is expected to demonstrate agility and flexibility in use of monitoring methods to suit any adaptations in scale and intervention strategy due to COVID-19 impacts or other contextual changes in Pakistan. Therefore, a menu of specific activities to be monitored and assessed cannot be prescribed at this stage. The service provider will be required to develop an annual work plan for the three strands in consultation with FCDO and implementing partners. The final decision for selection of activities and specific elements of the delivery chain to be monitored and assessed each year will rest with FCDO but the service provider will be required to duly consult implementing partners for operational viability, data collection, methodology and cooperation of downstream partners.

The technical bids should demonstrate service provider's expertise and skills in carrying out third-party monitoring, validation and beneficiary feedback exercises in Pakistan or similar country contexts. It is expected that the service provider will use a mix of quantitative and qualitative research methods for strands 1 and 2. Expertise in use of innovative data collection methods in contexts with restrictions on mobility and physical presence (e.g. lockdown due to COVID-19) is highly desirable. A list of key workstreams of implementing partners is provided in Annex 1 to highlight the nature of interventions in 2020-21. This information should be used for providing specific examples of relevant expertise and skills and for proposing broader principles and considerations for monitoring approach and methods.

The first work plan and methodology will have to be approved by FCDO as part of the inception report. Any proposals for improvements or subsequent adaptations will also be agreed with FCDO. The service provider must make available an appropriate management, quality control and backstopping mechanism, secretariat and any other support staff necessary to execute the scope of work.

6. Deliverables

The selected service provider will submit the following deliverables:

- Inception report within 3 months of the signing of contract. The inception report will include 2021-22 work plan, approach and methodology (including sampling strategy if applicable), field planning, an agreed time-bound milestones matrix and management structure.
- Annual costed work plans
- High quality reports of operational review, beneficiary feedback and assessments, presentations on key findings may also be required.
- Quarterly and annual progress reports.
- Project completion report.

7. Desired skills and expertise

The service provider must be registered and able to operate in Pakistan, must have access and ability to travel in Punjab and KP and have expertise in collecting qualitative and quantitative data in a low-profile and culturally sensitive way.

- Prior expertise of third-party monitoring and evaluation. Expertise of similar assignments in programme's thematic areas and operating ability in fragile and uncertain situations will be an advantage.
- Ability to work in gender-sensitive and difficult-to-reach locations.



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- Necessary statistical expertise, expertise and track record in design and implementation of quantitative and qualitative research methods.
- Data handling expertise and track record that includes the production, cleaning and design of data sets.
- Expertise and track record in assessing end-to-end delivery processes
- Excellent facilitation and communication skills.
- A core team skill set comprising of both statistical and social research expertise (including cross-cutting issues such as gender and social development). Staff assigned to the assignment should have local language skills, and relevant expertise and training in data collection.
- Selected service provider will be required to declare any conflicts of interest, both for the organisation as a whole as well as individuals assigned to carry out this work.
- Sufficient capability to undertake evaluation and surveys in Pakistan (not essential but desirable).

8. Gender, Safeguarding and Social Inclusion

The service provider will ensure that gender, safeguarding, social inclusion and the 'leave no-one behind' principles are considered in team composition, all monitoring, evaluation and learning deliverables. It will make suggestions for better integration of these issues in programme implementation such as through improving data disaggregation, refined indicators and adjustments in monitoring and evaluations systems being used along the entire delivery chain.

9. Likely impact on climate change and environment

The climate and environmental impact this this assignment is low. Where possible, issues of climate change and environmental degradation will be included in the results frameworks and value for money frameworks.

10. Governance arrangements

The service provider will report to FCDO on all management, programme and finance related issues. FCDO and the service provider will agree formal governance arrangements during the inception phase. The service provider will also be expected to report findings and recommendations to the technical team at FCDO, UN and BC to support the delivery of the programme.

11. Budgeting and contractual terms

The total budget for this contract is up to £1.615 million (inclusive of any local government taxes but exclusive of VAT) for the entire duration. The contract will be issued for up to 2 years (April 2022 to March 2024). There will be possibility to extend the contract by further 12 to 18 months for £700,000 to £1 million in case the overall Aawaz II programme has been extended beyond March 2024. In case of proceeding beyond March 2024, a decision will be made on cost / no-cost extension after assessing the financial status of the contract and satisfactory performance of the service provider. Detailed KPIs for assessing the performance will be developed by FCDO team in collaboration with the service provider first two weeks of the inception phase. However, there will be a quarterly online survey to collect feedback from FCDO and implementing partners (UNJP and British Council and their downstream partners). Moreover, monthly progress review meeting with service provider will be held to report against the targets set out in the logframe and annual work plans. The results of these quarterly feedback surveys and monthly progress reviews will contribute to performance assessment



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regularly. The KPIs will be agreed with the service provider, but some examples are given below:

- Quality and timeliness of deliverables (including financial reporting)
- Appropriate and effective identification and management of risks
- Robust cost control in line with contract
- Accurate and timely submission of forecasting and invoices
- Performance of team leader (including managing staff levels, staff performance and sub-contractors)
- Ability to problem solve and address issues with appropriate escalation channels
- Regularity of communication with FCDO and delivery of agreed action points
- Service provider proactively promotes innovation in programme
- Ability to maximise value for money for FCDO including flexibility to scale up or down as quickly as appropriate
- Service provider actively seeking opportunities to employ local contractors and/or utilise SMEs used within the supply chain to deliver the programme

FCDO reserves the rights to terminate the contract at any break point mentioned at point 13 of these TORs. The decision to terminate the contract will be based on performance of the service provider.

During the implementation phase, payments will be based on a hybrid model using a combination of input-based reimbursables and deliverable-linked payments. A payment mechanism should be proposed by the service provider for the implementation phase, but this will be finalized during the inception phase following approval by FCDO. The deliverables for inception phase will be discussed and agreed between the programme team and service provider during first week of the start of inception phase. Payments for the inception phase will be input based for both fees and expenses.

12. Timing

The contract for this work shall commence in April 2022. There will be an option to extend the contract if Aawaz II programme is extended beyond 31 March 2024 as indicated above. The decision whether this will be a no-cost or costed extension will depend on the need for additional work and spend trajectory of the service provider.

13. Break/Review Points

FCDO Pakistan will regularly review Aawaz II programme as part of its management processes. In the event that FCDO determines not to continue with the programme or redesign the programme for any reason or is not satisfied with the performance of I-FORM contract, FCDO will reserve the right to terminate the contract with the service provider in accordance with the FCDO Standard Terms and Conditions. The Contract Period is subject to the following formal review points:

- At the end of the inception period.
- At the end of the initial 12-month period.
- At the end of the 24-month period.



14. Scale-up/down

Tenderers' proposals should consider options for scaling up and scaling down delivery if required. Any change (up or down) required and agreed to by FCDO specifically in relation to the number of personnel shall be subject to a contract amendment and Contract Pricing Schedule change (as applicable).

15. Inception Phase

The service provider will have a three months inception. During this period, a work plan and specific deliverables will be agreed for the first year of the programme. An indicative list of activities during the inception phase will include the following:

- Develop and maintain a detailed risk register along with mitigation strategies. The risk register will be reviewed and updated on regular basis. Any risks that fall outside the office's risk appetite will need to be escalated to FCDO immediately.
- Review the overall Aawaz II theory of change, implementation strategies, partner's work plans, internal monitoring and evaluation arrangements, sources of data and stakeholders potentially relevant to this assignment.
- Review the work done and systems established already under AMAR contract to assess their use to the extent possible in future activities under this contract to ensure value for money of prior investment of FCDO funds.
- Prepare a work plan in consultation with FCDO and implementing partners along with robust approach and methodology for execution of monitoring interventions identified under strands 1-3. The methodology and implementation strategy must consider the opportunities and constraints posed by COVID-19 situation.
- Develop an inception report incorporating the above as well as details of team structure, governance and reporting.

16. Programme Closure (exit strategy)

At the end of the Aawaz II Programme or at an early termination of the contract, the following closure activities will be undertaken:

- All assets procured under this contract will be the property of FCDO and the service provider shall handover to FCDO or its nominee.
- All reports/material (written or digital whatsoever) produced by the service provider under this contract shall be handed over to FCDO or its nominee.
- An internal audit of the funds shall be carried out by the service provider and copy to be provided to FCDO.
- Any unutilized funds from this contract shall be returned to FCDO in a designated account. FCDO will share the account details at the time of closure/termination.

The service provider will prepare an exit strategy. The timeline for preparation of this strategy will be agreed with FCDO at the inception stage. The service provider is required to build in one-month time for closure activities and to implement exit strategy. FCDO will provide one-month notice to the service provider in case of forced termination.

17. Duty of Care

The service provider will be responsible for the safety and well-being of their personnel including third parties affected by their activities under this contract, and appropriate security



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arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property.

The service provider will be responsible for ensuring appropriate safety and security briefings for all their personnel working under the contract and ensuring that their personnel register and receive appropriate briefing. Travel advice is also available on the FCO website and the service provider must ensure they (and their personnel) are up to date with the latest position.

The service provider will be responsible for ensuring that appropriate arrangements, processes and procedures are in place for their Personnel, considering the environment they will be working in and the level of risk involved in delivery of the Contract (such as working in dangerous, fragile and hostile environments etc). The service provider must ensure their Personnel receive the required level of training prior to deployment.

Tenderers must develop their Tender on the basis of being fully responsible for Duty of Care in line with the details provided above and the initial risk assessment matrix prepared by FCDO (see below Annex 2). They must confirm in their Response that:

- They fully accept responsibility for Security and Duty of Care.
- They understand the potential risks and have the knowledge and expertise to develop an effective risk plan.
- They have the capability to manage their Duty of Care responsibilities throughout the life of the contract.

If you are unwilling or unable to accept responsibility for Security and Duty of Care as detailed above, your bid will be viewed as non-compliant and excluded from further evaluation.

Acceptance of responsibility must be supported with evidence of Duty of Care capability and FCDO reserves the right to clarify any aspect of this evidence. In providing evidence, interested service providers should respond in line with the Duty of Care section of the bid.

18. General Data Protection Regulations (GDPR) Schedule of Processing, Personal Data and Data Subjects

- This schedule must be completed by the Parties in collaboration with each-other before the processing of Personal Data under the Contract.
- The completed schedule must be agreed formally as part of the contract with FCDO and any changes to the content of this schedule must be agreed formally with FCDO under a Contract Variation.
- Neither Party shall have any right to use any of the other Party's names, logos or trademarks or any of its products or services without the other Party's prior written consent.
- Any Project Specific IPRs created under this Contract shall be owned by FCDO. FCDO grants the Service provider a licence to use any FCDO Background Intellectual Property Rights (IPR) and Project Specific IPRs for the purpose of fulfilling its obligations under this Contract during its Term.



19. Conflict of Interest (Col)

As part of their proposal, the service provider must provide a Col declaration to ensure it does not have any Col for performing this project.

20. Confidentiality

The service provider shall treat the findings from this assignment as confidential and safeguard the information accordingly. The service provider will not disclose information arising from this assignment to any other person without FCDO's written consent. The service provider shall not use any information gathered otherwise than for the purposes of this contract.

Under no circumstances should the service provider confirm publicly or deny the existence of this contract or that they are working on behalf of FCDO for this assignment. No statements will be made to the media regarding any matter associated with this engagement.

21. Adhering to the Principles for Digital Development

The [9 Digital Principles](#) are a set of guidelines that have been agreed as a result of consultation with donors and NGOs globally. The Principles are endorsed by many development organisations including USAID, World Food Programme, UNDP, UNICEF, Gates Foundation and World Bank. They are based on and closely match the UK Government's design principles.

In any new procurement, FCDO requires our partners and service providers to set out how they will adhere to the relevant principles. This will be clearly stated in the Invitation to Tender. There is practical information and advice on the [Digital Principles website](#).

The Principles are guidelines, not rules, and FCDO requires any spend propositions to show evidence on how each of the Principles has been considered.

22. Modern Slavery

FCDO is already taking action against modern slavery through current programming, and we are working to expand our reach and scale-up successful country office and centrally managed programmes. A large number of our programmes operating through country offices look at addressing the underlying vulnerabilities of people at risk of modern slavery, with a particular focus on those within indirect supply chains.

- Strengthening evidence base of effects of laws, policies, practices on workers in high risk industries including migrant garment and domestic workers
- Advocacy and common understanding of corrective legal, policy and procedural measures
- Information campaigns among employers
- Training and awareness programmes for direct employees and supply chain employees
- Organising workers to protect themselves and access services
- Sensitising labour recruiters on accountability for fair recruitment



FCDO
April 2022

**Appendix A: of Contract Section 3 (Terms of Reference)
Schedule of Processing, Personal Data and Data Subjects**

This schedule must be completed by the Parties in collaboration with each-other before the processing of Personal Data under the Contract.

The completed schedule must be agreed formally as part of the contract with FCDO and any changes to the content of this schedule must be agreed formally with FCDO under a Contract Variation.

Description	Details
Identity of the Controller and Processor for each Category of Data Subject	<p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the following status will apply to personal data under this contract:</p> <p>1) The Parties acknowledge that Clause 33.2 and 33.4 (Section 2 of the contract) shall not apply for the purposes of the Data Protection Legislation as the Parties are independent Controllers in accordance with Clause 33.3 in respect of the following Personal Data necessary for the administration and/or fulfilment of this contract.</p>

ANNEX I: PROGRAMME INFORMATION

Objective:	To support Pakistani society and government institutions that support increased voice, choice and control for marginalised groups, protect them from exploitation and prevent discrimination and intolerance at all levels.
Partners:	United Nations Children’s Fund (UNICEF), United Nations Population Fund (UNFPA), and British Council.
Intended reach:	7 million beneficiaries. Focus on children, women and girls, youth, minorities, transgendered, and persons with disabilities.
Budget:	£39.5 million
Duration:	6 years (September 2017 - March 2024)
Coverage:	Punjab and Khyber Pakhtunkhwa (KP) with some focus at Federal level. Community interventions are in 45 districts. See full list at end.

Aawaz II has two implementation levels: institutional development delivered through the United Nations Joint Programme (UNJP), and community engagement delivered through British Council.

The institutional development component aims to support government institutions for effective laws, policies and strategies, capacity, and data to protect, enable and promote the rights of children, women, youth, minorities and other excluded groups. UNICEF is the coordinating Agency and works together with UNFPA in implementing the UNJP programme: UNICEF leads on child protection and is working with government to strengthen civil registration and vital statistics (CRVS) system with a specific focus on birth registration; support for the National Child Labour Survey and Child Protection Case Management and Referral mechanisms. Key government stakeholders include Planning & Development, Local Government, Social Welfare, Labour Departments and Bureaus of Statistics. UNFPA leads on gender-based violence and is working with the provincial Commissions on the Status of Women in Punjab and KP and the provincial Bureaus of Statistics to strengthen monitoring and data collection on women and girls.

The British Council leads on community engagement component and complements UNJP’s work with government institutions and focuses on building knowledge and coalitions for change, increasing demand for action and services, and reducing community acceptance of harmful practices. British Council has approximately 19 civil society organisations as implementing partners to deliver work in 45 districts. The community engagement component will work with and train local youth as Aawaz Youth Volunteers, establish village forums, tehsil Aawaz Agahi Centres (including information and referral services) and district and provincial forums. These spaces will facilitate behaviour change and promote dialogue with government for actions to address abuse and exploitation.

The programme aims to benefit 7 million (direct 2 million and indirect 5 million) individuals by 2024. British Council started implementation in January 2020 and will start delivering results

this year. UNJP is already in implementation phase. Some key results it has achieved to date include:

- 17 million individuals reached through 110 radio programmes and 6,320 insertions
- Child Labour Survey completed in Punjab; in KP 97% of listing (marking of households for sampling)
- Programme-supported Birth Registration (BR) model being scaled up in Punjab. 11 BR units registered 568,999 children (46% girls)
- Amendments in the KP Child Protection Act 2010 under discussion with Social Welfare Department
- TA for drafting Punjab Child Protection Act; A high-level technical committee under the chairmanship of the Provincial Minister for Law and Social Welfare formed in Punjab to resolve child protection remit issues
- 66 Aawaz Agahi Centres and 582 Aawaz Village Forums established and actively providing information and avenues for dialogue on harmful practices, benefitting 0.2 million individuals
- 670 community conflicts pre-empted
- Over 14,000 volunteers and CSO staff trained to carry out social action projects on programme’s thematic areas.

Table: List of community engagement districts

	Phase 1 (January 2020-March 2022)	Phase II (April 2022-March 2024)	Total
Punjab	R.Y. Khan, Layyah, Jhang, Lodhran, Faisalabad, Nankana Sahib, Narowal, Bahawalpur, Kasur, Muzaffargarh, Khushab, Multan, Pakpattan (Total: 13)	D.G.Khan, Bhakkar, Bahwalnagar, Chiniot, Okara, Hafizabad, Mandi Bahauddin, Vehari, Rajanpur, Khanewal, Sargodha, Mianwali (Total: 12)	25 districts
Khyber Pakhtunkhwa	Kohat, Peshawar, Charsadda, Mardan, Mansehra, Battagram, Swabi, Swat and Haripur (Total: 9)	Shangla, Upper Dir, Hangu, Lower Dir, Buner, Lakki Marwat, Chitral, Dera Ismail Khan, Bannu, Malakand, Torgar (Total: 11)	20 districts
Total	22 districts	23 districts	45 districts

Further information

The Business Case, log-frame, annual reviews and other key documents related to the programme are published at <https://devtracker.FCDO.gov.uk/projects/GB-1-204605>.

ANNEX 2: Duty of care risk matrix

Theme	FCDO Risk Score	FCDO Risk Score	FCDO Risk Score	FCDO Risk Score	FCDO Risk Score	FCDO Risk Score
Province	Islamabad Capital Territory & Rawalpindi	Punjab (north) including Lahore	Punjab (south)	Khyber Pakhtunkhwa (south) including Peshawar	Khyber Pakhtunkhwa (north and east)	Karakorum Highway (KKH)
Overall Rating*	2	3	3	4	3	3
FCO Travel Advice	2	2	2	4	3	4
Host Nation Travel Advice	N/A	N/A	N/A	N/A	N/A	N/A
Transportation	3	3	4	4	4	4
Security	2	3	3	4	4	4
Civil Unrest	4	4	3	4	3	2
Violence/crime	3	3	4	4	3	3
Terrorism	3	3	3	5	3	3
Conflict (war)	2	2	2	3	2	2
Hurricane	2	2	2	2	2	2
Earthquake	3	3	3	4	4	4
Flood / Tsunami	2	4	4	2	2	2
Medical Services	1	2	3	3	3	4

Note:

The Aawaz II programme is spread across 45 districts of Khyber Pakhtunkhwa and Punjab. Islamabad Capital Territory & Rawalpindi is included since the programme interact with federal ministries and implementing partners are usually based in Islamabad. Karakorum Highway is used to access two Aawaz II programme districts (Haripur and Mansehra) in northern KP.

As per the FCDO advice mentioned in the above template, most of our intervention areas fall under low-risk category, except two which are high (mentioned above) and two Mardan and



Swabi districts and the whole of Malakand division is medium risk area. Therefore, on aggregate the overall risk category is low.