

### Management Response – Country Office Evaluation, Thailand

<b>Evaluation Title</b>	Country Office Evaluation - Thailand
<b>Commissioning Unit</b>	WHO Evaluation Office
<b>Link to the evaluation</b>	<a href="http://www.who.int/about/evaluation/thailand_country_office_evaluation_report.pdf?ua=1">http://www.who.int/about/evaluation/thailand_country_office_evaluation_report.pdf?ua=1</a>
<b>Evaluation Plan</b>	Organization-wide evaluation workplan 2016-2017
<b>Unit Responsible for response</b>	WHO Country Office, Thailand
<b>Overall Management Response:</b> The Country Office evaluation has provided important insights for the WHO-Thailand CCS 2017-2021. The WHO Country Office (WCO) has accepted all of the recommendations from the evaluation; some have been completely implemented already, all are in progress. Broad stakeholder engagement, especially by the Royal Thai Government in the planning and conduct of the evaluation makes it a powerful tool for improving the WCO performance over the next five years. We sincerely hope that all levels of the Secretariat read the evaluation carefully and support the WCO in the implementation of these recommendations.	
<b>Management Response Status</b>	Recommendations from the evaluation have been completely implemented.
<b>Date</b>	March 2019

### Recommendations and Action Plan

<b>Recommendation A</b>	<b>The Head of the WHO Country Office and the WHO Country Office team to contribute actively to Country Cooperation Strategy governance activities and to engage with other national partners to support implementation of Country Cooperation Strategy priorities and activities, in particular in the area of programme management and monitoring.</b>					
<b>Management response</b>	Accepted <ul style="list-style-type: none"> <li>- WR will co-chair the Coordinating Subcommittee (CS) which oversees the monitoring and evaluation of the CCS – CS to meet in early 2018;</li> <li>- WCO will provide technical support to the CS and leverage expertise on M&amp;E as appropriate from all levels of the Organization;</li> <li>- WCO has completed a structured M&amp;E framework to guide implementation of the CCS (see below);</li> </ul> All CCS program sub-committees have representation by senior level WHO technical staff to monitor implementation of CCS workplans.					
<b>Status</b>	Implemented					
<b>Key actions</b>	<b>Responsible</b>	<b>Timeline</b>	<b>Status March 2018</b>	<b>Comments March 2018</b>	<b>Status March 2019</b>	<b>Comments March 2019</b>
M&E framework development for CCS 2017-2021 Priority Programmes	Liviu Vedrasco Sara López (intern)	September 2017 – January 2018	Implemented	The framework has to be agreed on by all the Priority Programmes (PP) stakeholders, especially by the Programme Managers. It includes specific indicators for each PP as well as report templates and a timeline regarding evaluation processes and meetings of the Executive Committee and Sub-committees.		
WCO will provide technical support to the CS and leverage expertise on M&E	Liviu Vedrasco	throughout the CCS period	In progress	WCO will assist the CS with the implementation of the M&E framework.	Implemented	WCO provided technical support to the CS. WR co-chaired several CS meetings in 2018. CS will meet at least twice a year moving forward,

Assign senior level WHO technical staff to each of the CCS program sub-committees	WR	August 2017	Implemented	P5 level technical staff participate in all Program Subcommittees, except Migrant Health which is represented by a NPO experienced in this area.		
<b>Recommendation B</b>	<b>The WHO Secretariat to ensure that the WHO Country Office has the capacity to implement its workplans beyond the Country Cooperation Strategy priorities and activities, including through appropriate funding mechanisms and staffing of the Office</b>					
<b>Management response</b>	<p>Accepted</p> <ul style="list-style-type: none"> <li>- Currently sufficient HR at WCO to cover some CCS priorities: NCD, GHD</li> <li>- AMR: NPO to be recruited in 2018 to support work on this priority, using voluntary contributions</li> <li>- Road Safety: NPO for Road Safety has resigned as of 31 December, recruitment is underway to staff this post</li> <li>- Migrant Health: currently the responsibility of a senior NPO with experience in this area</li> <li>- International Trade and Health: No WCO expertise exists in this area, though we expect to leverage support from HQ and SEARO as needed. Senior WCO staff plan to increase their understanding of this area through SDL activities</li> <li>- In its 18-19 biennial workplan, WCO has proposed the recruitment of a translator/interpreter at the NPO level to be funded with voluntary contributions; until this recruitment can occur, a full time interpreter has been recruited under a consultancy contract and is currently working for us</li> <li>- Agreement was reached by senior management in WHO (DGO/RDO) on a pooled funding mechanism for the CCS 2017-2021; the principles of this mechanism were outlined in a Letter of Understanding signed by the WR in April, 2017. Since funding for CCS can only be “un-earmarked”, WCO can only use flexible funding for to support its CCS programs. This will require collaboration between and flexibility from Regional and Country offices as we ensure that sufficient flexible funding is available in a timely manner to support CCS activities</li> </ul> <p>Achievement indicators have been incorporated into the M&amp;E framework developed by the WCO for the CCS.</p>					
<b>Status</b>	Implemented					
<b>Key actions</b>	<b>Responsible</b>	<b>Timeline</b>	<b>Status March 2018</b>	<b>Comments March 2018</b>	<b>Status March 2019</b>	<b>Comments March 2019</b>
Recruit interpreter and NPOs to support programs	WR/HR/ Senior Officers	November 2017 – March 2018	In progress	Recruitments are ongoing but delayed due to the large number of recruitments at the start of the biennium	Implemented	Recruitment of all NPOs has been completed. Recruitment for the interpreter was completed in 2018 and the post was filled, however the selected

						staff member resigned shortly afterwards. The interpreter position remains in the HR workplan and we are currently exploring options for ensuring this function at WCO.
Senior staff to develop competencies in ITH	WR/ Liviu Vedrasco	2018-2019	In progress	A variety of methods will be uses including on-line courses and potentially training by an outside consultant	Implemented	Responsible officer, Liviu Vedrasco and WR developed necessary competencies to support the ITH priority programme and continue to develop their expertise in this area and explore the cross-programmatic links in this multisectoral domain.
Ensure flexible funding is available to the CCS in a timely way, according to budget limitations	WR/ Liviu Vedrasco	2018-2019	In progress	There is ongoing collaboration between WCO and SEARO on ensuring sufficient flexible funding to support CCS activities. Senior SEARO planning staff and DPM, who are new, will need to fully understand our unique funding mechanism	Implemented	Sufficient flexible funding was secured to adequately support the CCS activities through unearmarked funding using the Grant LOA mechanism.
<b>Recommendation C</b>	<b>The WHO Country Office to build on a Theory of Change for the period 2017-2021 to better link the Country Cooperation Strategy 2017-2021 with the entire planned country-level results and deliverables and with the Country Office staff and activity workplans during operational planning for Programme budgets 2018-2019 and 2020-2021</b>					
<b>Management response</b>	Accepted - Theory of change has been developed and embedded in the M&E framework of the CCS A comprehensive M&E framework has been developed which WHO will use to measure such progress.					
<b>Status</b>	Implemented					
<b>Key actions</b>	<b>Responsible</b>	<b>Timeline</b>	<b>Status March 2018</b>	<b>Comments March 2018</b>	<b>Status March 2019</b>	<b>Comments March 2019</b>

Development of a Theory of Change for the CCS 2017-2021	Liviu Vedrasco Sara López (intern)	September 2017 - January 2018	Implemented	The Theory of Change has been embedded in the M&E framework that is currently being developed and is attached to this document.		
Agreement on the M&E framework by all CCS stakeholders and its approval by the CCS Executive Committee	WR Liviu Vedrasco	November 2017 - February 2018	In progress	WHO consulted CCS stakeholders on the M&E framework and is planning to present the same for approval at the next Executive Committee planned for February 2018	Implemented	WHO presented the M&E framework at the Executive Committee in January 2019 and the Executive Committee approved the framework.
<b>Recommendation D</b>	<b>The WHO Country Office and the Royal Thai Government to strengthen inclusion of the gender and other social determinants of health dimension(s), as relevant, in the implementation of the Country Cooperation Strategy and other Country Office activities.</b>					
<b>Management response</b>	Accepted <ul style="list-style-type: none"> <li>- M&amp;E framework has been developed with a specific section highlighting the need to focus on gender issues. This has been discussed at meetings with RTG</li> <li>- WCO developed specific guidance on gender integration for each of the priority programmes and is working with Programme Managers to develop specific indicators</li> </ul> Country office sensitized on the need for considering gender and SDH in implementation of CCS priorities					
<b>Status</b>	Implemented					
<b>Key actions</b>	<b>Responsible</b>	<b>Timeline</b>	<b>Status March 2018</b>	<b>Comments March 2018</b>	<b>Status March 2019</b>	<b>Comments March 2019</b>
Mainstreaming of Gender, Equity and Human Rights (GER) indicators in the M&E framework	Liviu Vedrasco Sara López (intern)	Implementation starts January 2018	In progress	The M&E framework contains a specific section on mainstreaming of GER indicators in each Priority Programme's indicator table.	Implemented	The M&E framework contains a specific section on mainstreaming of GER. The Executive Committee approved the M&E Framework in January 2019.
Handbook on gender mainstreaming	Liviu Vedrasco Sara López (intern)	October - December 2017	Implemented	The handbook includes both general guidelines on gender mainstreaming and a contextualized overlook of the gender situation in Thailand		

Develop specific guidance on gender integration for each of the priority programmes	Liviu Vedrasco Sara López (intern)	January 2018	Implemented			
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