PANCAP

Regional Coordinating Mechanism for The Global Fund

Communication Plan

2016 – 2019

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Contents

Abbreviations

AIDS	Acquired Immune Deficiency Syndrome
CCM	Country Coordinating Mechanism
LFA	Local Fund Agent
OECS	Organisation of Eastern Caribbean States
PANCAP	Pan Caribbean Partnership against HIV and AIDS
PLHIV	People Living with HIV
PR	Principal Recipient
PRCM	PANCAP Regional Coordinating Mechanism
RCM	Regional Coordinating Mechanism
SOP	Standard Operating Procedure
SR	Sub-Recipient

1. Introduction

The Global Fund to Fight AIDS, Tuberculosis and Malaria (The Global Fund) has an established partnership with PANCAP Regional Coordinating Mechanism (PRCM). The PRCM is a regional multisectoral body with a mandate to provide oversight to the PANCAP Global Fund. The Global Fund allocates funding to the PANCAP Regional Coordinating Mechanism (PRCM) to enable utilization for priorities consistent to that of the fund. This process is facilitated through a structured communication channel that is coordinated by the PRCM as a core function.

The Global Fund encourages all Regional Coordinating Mechanisms (RCMs) to uphold the principle of sectoral representativeness. As such, RCMs should maintain a public record of all their decisions and actions and ensure that all stakeholders' views, including non-RCM members, are solicited and considered. Each PRCM member must therefore be provided with adequate information to allow him/her to communicate timely and effectively with their constituents and relevant audiences on matters related to the PRCM functions and the Global Fund grant.

The Global Fund's financing is performance-based, and continued funding is dependent on how successfully the grant is implemented and how well the Principal Recipient (PR) manages and accounts for the funds received. Accurate, timely and effective communication, including stakeholder feedback, among the PRCM, PR, Local Fund Agent (LFA), the Global Fund Secretariat and wider stakeholders is crucial for ensuring transparency and accountability in relation to the utilisation of the funds**.**

The PRCM requires a Communication Plan which should facilitate its members to communicate and resolve problems early. It serves to:

- Inform PRCM constituencies of all important issues concerning the grants in a timely manner;
- Structure communication between the PRCM and all audiences so that it is transparent without compromising PRCM's operations;
- Enable PRCM to perform its functions effectively;
- Increase PRCM and the Global Fund grants visibility in the region.

2. Objective of the Communication Plan

The objective of this PRCM communication plan is to effectively engage constituencies and ensure transparency in all PRCM operations. This can be achieved by promptly recording and sharing accurate information or feedback that supports and improves grant performance and PRCM operations.

3. Situational Analysis

The PRCM shares information with and is seeking to continuously improve internal communication with its members who in turn are expected to share information with their respective constituencies. Currently information is being sent through emails from the PANCAP Coordinating Unit (PCU) to members of the PRCM, Country Coordinating Mechanisms (CCMs) in the Caribbean and the Organisation of Eastern Caribbean States (OECS) RCM, the PR, the Global Fund as well as with countries and civil society. However, there are several areas of communication that still require improvement to ensure adequate information sharing and effective operations of the PRCM. These areas include:

(i) Internal communication
- Communication with PRCM members: Information sharing with the PR and RCM is currently done twice annually. The PR does not maintain a dashboard on the progress of the grant to keep members updated between the semester RCM meetings.

- Communication between the PRCM and constituencies: All communication is generic and is not tailored to the needs of the various constituencies represented on the PRCM. None of the non-government constituencies have developed communication plans.

- Induction package and other documents: The PRCM has not developed an orientation package which includes all relevant documentation which should be given to members. The PRCM Secretariat should synthesise the information to make it easy for PRCM members to review.

- Information sent to the PRCM members from the Global Fund: The Global Fund sends information to the PRCM members. There is lack of clarity on how members should respond to this information. Members, in most cases, do not respond to the information as they see this as the role of the Chair or PRCM Secretariat. However, members should provide their feedback or input into PRCM responses to the Global Fund to the PRCM Secretariat.

ii) External communication
- Constituency feedback: There is no mechanism in place to monitor information sharing and feedback between PRCM members and their constituencies. Guidelines have now been developed for constituency engagement to ensure non-CCM members are involved in other activities such as oversight.

- Communication tools: The PRCM relies on the traditional communication tools – e-mails, printed documents and virtual or face-to-face meetings. There is a need to establish communication tools that would enhance constituency participation in the RCM meetings and oversight functions.

- Sharing of oversight reports with the Global Fund: This is a minimum standard for CCMs and the PRCM so far has not been providing oversight reports to the Global Fund Secretariat. An oversight plan was recently developed and the RCM agreed that it will perform the oversight function and to prepare reports for submission to the Global Fund.

- External stakeholder and media relations: The PRCM will establish a website and other interactive channels such as Facebook, twitter for the purpose of disseminating information to the public and the media. Press releases will also be uploaded and shared with the media on the outcome of the PRCM meetings and on relevant updates from the Global Fund.

4. Communication Strategies

In response to the above information and communication needs, the following broad strategies will contribute to strengthening the PRCM's internal and external communication.

4.1 Build PRCM and constituency capacity to communicate and continuously share information. The PRCM Secretariat will identify long-term front and back office Information and Communication Technology support (helpdesk and website maintenance). The PRCM Secretariat will also communicate through public service announcements and press releases, mobile, fixed telephone lines and courier.

4.2 Ensure wide access to PRCM governance and operational information to promote constituency representativeness. The PRCM Secretariat will archive all governance and operational documents on the website for wide access by constituencies represented by PRCM members. These will include the PRCM Governance Document, PRCM Oversight Plan, Conflicts of Interest Policy, Communication Plan, PRCM Terms of Reference, PRCM staff job descriptions, membership registers for PRCM, and Standard Operating Procedures (SOPs). Minutes of PRCM meetings will also be archived online.

4.3 Improve communication between the PRCM and the PR. The PRCM Secretariat will establish the information flow process between the PR and PRCM. This will include agreeing on the type of reports to be submitted by the PR, the structure or format of the reports as well as the frequency of reporting.

4.4 Strengthen documentation and information sharing related to the Global Fund Funding Model. This will involve strengthening the documentation and archiving of the entire Concept Note development process. The process will include the Call for Expression of Interest, PR and SR roles and selection criteria and the Global Fund responses among others. The archives will also cover grant signing, consolidation and disbursement processes.

4.5 Strengthen the documentation, archiving and dissemination of grant oversight reports. This will include archiving and disseminating the Global Fund guidelines for oversight; PRCM Oversight Plan and annexes; Grant Performance Report and Disbursement Requests; Grant Dashboards, oversight visit calendar and reports, and oversight meeting minutes; as well as regularly sharing of updated Dashboards.

4.6 Strengthen the capacity of PRCM focal persons and mass media to report accurately on the Global Fund issues in the Caribbean. This will involve engaging with media professionals and key PRCM resource persons on matters related to the Global Fund, new developments and accurate reporting, developing timely press releases with accurate information and the use of the communication plan.

4.7Support non-government constituencies to develop individual communication plans. Each non-government constituency will be required to consult with their constituencies to develop a communication plan to enable them to share information in a structured and consistent manner and to garner feedback for strengthened engagement in PRCM affairs.

5. Implementation Plan

Activity	Key Audience	Responsibility	Tools	Timeframe
1. Strengthen capacity of RCM to communicate effectively				
Establish, maintain and update website	All stakeholders	RCM Secretariat	Website	Monthly
Establish and maintain Facebook and twitter	All stakeholders	RCM Secretariat	Website	Daily
Support RCM Secretariat communication: telephone, internet, stationery and courier	The Global Fund	RCM Secretariat	RCM funding	Monthly
Establish structured information flow process between the PR and the RCM to improve communication between them	PR and RCM	RCM Secretariat	PR reporting format	Quarterly
Coordinate the RCM members' input or response to the Global Fund's enquires and correspondence	RCM members	RCM Secretariat	Email and skype or Go-to-Meeting	On a needs basis
2. Disseminate and archive key RCM governance and operational documents				
Disseminate and archive RCM governance documents (Governance Manual, Oversight Plan, Conflicts of Interest Policy, Secretariat's job descriptions, work plans.	RCM Secretariat, the Global Fund, LFA, Public	RCM Secretariat	Website update and dissemination of electronic versions of documents	Annually
Disseminate and archive key RCM information including membership, committees, membership renewal documents, and meeting attendance register and minutes (version of minutes will be created for the public in the event that some information is confidential)	RCM members, the Global Fund, LFA, Public	RCM Secretariat	Email, website, Letters to the Global Fund and RCM constituencies	Periodically
Develop and update operational documents with RCM membership, SOPs, Communication Plan	RCM members, the Global Fund, LFA, PR	RCM Secretariat	Email, website section with restricted access	Annually
3. Provide communication support for the development of concept note and PR selection				
Establish guidelines for regional dialogue at all stages of the Concept Note development and grant making under the Funding Model	RCM constituencies, PR and public	RCM Secretariat	Website, regional dialogue schedule and agenda circulated to all RCM constituencies and PR	Periodically during the concept note development and grant making
Establish mechanisms for soliciting feedback from non-RCM members and key population groups including People Living with HIV (PLHIV) during the Concept Note development	Non –RCM members and Key populations	RCM Secretariat	Website, surveys, emails	Periodically during the concept note development

Activity	Key Audience	Responsibility	Tools	Timeframe
				and grant making
4. Provide communication support for RCM Oversight				
Disseminate RCM oversight plan and calendar of oversight activities to RCM members and non-members	RCM members and constituencies	RCM Secretariat	Emails and website	Annually
Disseminate and archive Grant Dashboards	RCM members	RCM Secretariat	Emails	Quarterly
Inform relevant organisations, project sites and stakeholders	Organisations and key informants in selected project sites	RCM Secretariat	Emails and skype and telephone	Periodically
Submit oversight reports to the Global Fund Secretariat annually	The Global Fund	RCM Secretariat	Formal correspondence	Annually
Communicate oversight findings and recommendations to stakeholders at least twice a year	Non RCM members	RCM Secretariat	Email, press releases, website	Bi-annually
5. Implement RCM communication activities				
Update the RCM website/archive with relevant information	All stakeholders	RCM Secretariat	Website and RCM members information package	Quarterly
Monitor website (e.g. number of hits)	Public	RCM Secretariat	Newsletter	Quarterly
Develop and distribute annual newsletter to disseminate information on Global Fund grant activities	All stakeholders	RCM Secretariat	Website	Quarterly
Prepare and disseminate press releases	Public	RCM Secretariat	Press releases	Needs basis
Monitor reporting in national electronic media	Media	RCM Secretariat	Media reports	Daily
6. Support implementation of constituency communication plans for non-government constituencies				
Support non-government constituencies of the RCM to develop constituency communication plans	Non-government constituencies	RCM Secretariat	Constituency communication plans	Annually
Prepare information packages and support RCM members in facilitating constituency feedback sessions	Non-government constituencies	RCM Secretariat	Constituency meeting minutes	Quarterly
Collect and disseminate constituency feedback meeting minutes through RCM website	RCM and constituency members	RCM Secretariat	RCM website	Quarterly
Monitor implementation of constituency communication plans	Non-government constituencies	RCM Secretariat	Monitoring reports	Bi-annually