



# FAQ

## WCARO Delivery Agenda

### What is a Delivery Unit?

The Science of Delivery, or deliverology has been popular since the U.K Prime Minister's Delivery Unit (PMDU) was created in 2001 under Tony Blair's administration. Delivery units are usually centers of government institutions that monitor progress and strengthen ministries, departments and agencies' capacity to deliver on key policy priorities. UNFPA 2011 Business Plan's execution was inspired by UK's PMDU. For UNFPA WCARO, it is more of a management approach and can be adapted by country offices.

### What is the rationale behind the WCARO Delivery Unit Agenda?

The West and Central Africa Region (WCAR) is the most left behind when it comes certain socio-economic indicators. This makes it hard to deliver on the 3 transformative results. There is a need to put in place innovative mechanisms for anticipating, preventing, and quickly addressing bottlenecks and risks the achievement of results.

### What is the purpose of the Delivery Unit?

The main objectives of the unit are to strengthen WCARO's oversight functions and help managers deliver. It is an approach and the main goal is to help achieve UNFPA's transformative results set in the Strategic Plan.

### What are the areas of focus?

To achieve its objectives, the Delivery Unit will focus on 6 interconnected pillars: Measurements and Monitoring; Empowerment and Accompaniment; reward, communication, partnership, and learning. The detailed on how these pillars will work is in the Delivery's Unit Concept Note.

### What is the institutional framework and how many staff are working in the unit?

It is under the Regional Director's Office. There is a Senior Advisor and a Consultant. Additional support is provided from other WCARO colleagues as and when needed.

## **Does the Delivery Unit replace the Programme Coordination Unit and/or M&E Unit of WCARO? If not, how do they both interrelate?**

No it does not, and should not. The Delivers Unit works closely with all sections of WCARO on programme and operational issues. It mainly focuses on bottlenecks to delivery that could not be resolved by managers. These discussions take place in the Regional Delivery Group (RDG) meetings and with country office representatives. The main purpose is to provide strategic and proactive oversight in order to identify and resolve issues that could affect the delivery of results.

## **How does the unit intend identifying and addressing the bottlenecks that impede delivery in County Offices?**

The continuous identification of bottlenecks and solutions is an important area that is evolving. The unit is using UNFPA's existing monitoring systems such as myDashbord to track progress against management indicators and milestones. In addition, WCARO is in touch with country offices via field missions, webinars and bi-lateral discussions. Before setting up the delivery unit, regional advisors and representatives shared some bottlenecks to delivery based on their experience. These are reflected in the concept note.

## **Work overload and high demand in reporting requirements is a challenge in country offices. How will this initiative not add to the burden and make matters worse?**

Country offices will not be asked to track additional indicators. Rather, we are using UNFPA existing systems such as my myDashbord to prepare analytical reports on performance indicators that are useful to country offices and to the regional office.

## **How will the unit help expedite WCARO's responses to country offices queries?**

Country offices' queries are sent to the respective advisors. WCARO is currently trying to improve its response rate to country offices. And if a needed, the current process will be revised accordingly to better serve country offices.

## **How will success be measured?**

When we have seen improvement in our performance indicators especially in our top priority countries and in our flagship interventions.

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