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**Expanding the opportunities of the Mangystau region
in achieving sustainable development and socio-economic modernization
MPTF OFFICE ANNUAL PROGRAMME NARRATIVE PROGRESS REPORT
REPORTING PERIOD: 1 JANUARY – 31 DECEMBER 2014**

<p align="center">Programme Title & Project Number</p> <ul style="list-style-type: none"> • Programme Title: “Expanding the opportunities of the Mangystau region in achieving sustainable development and socio-economic modernization” • Programme Number • MPTF Office Project Reference Number 	<p align="center">Country, Locality(s), Priority Area(s) / Strategic Results</p> <p>Kazakhstan, Mangystau region</p> <p><i>Priority area/ strategic results</i></p> <ul style="list-style-type: none"> • Reduction of inequities and disparities in social well-being for the vulnerable populations, increase of employment, improving key health indicators • Enhancement of the capacities of local government to plan for diversified and balanced local economic growth and expansion of income generation opportunities and local self-governance development • Formation and use of sustainable development practices in response to the current problems caused by climate change, natural and man-made aspects of development
<p align="center">Participating Organization(s)</p> <p>UNDP, UNESCO, UNFPA, UNHCR, UNICEF, UN Women, and WHO</p>	<p align="center">Implementing Partners</p> <ul style="list-style-type: none"> • The Ministry of National Economy of the Republic of Kazakhstan and the Akimat of Mangystau Region
<p align="center">Programme/Project Cost (US\$)</p> <p>Total approved budget as per project document: \$8,259,333</p> <p>JP Contribution</p> <p>Agency Contribution: UNDP (\$700,000); UNICEF (\$306,500); WHO (\$250,000); UNHCR (\$90,000); UNFPA (\$70,000); UN WOMEN \$40,000; UNESCO (\$33,000)</p> <p>Government Contribution: \$6,769,833</p> <p>Other Contributions (donors): <i>n/a</i></p> <p>TOTAL: \$8,259,333</p>	<p align="center">Programme Duration</p> <p>Overall Duration <i>30 months</i></p> <p>Start Date <i>8 July 2014</i></p> <p>Original End Date <i>31 December 2016</i></p> <p>Current End date) <i>31 December 2016</i></p>
<p>Programme Assessment/Review/Mid-Term Eval.</p> <p>Assessment/Review - if applicable <i>please attach</i></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i></p> <p>Mid-Term Evaluation Report – if applicable <i>please attach</i></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i></p>	<p align="center">Report Submitted By</p> <ul style="list-style-type: none"> ○ Name: Stephen Tull ○ Title: UN Resident Coordinator and UNDP Resident Representative in Kazakhstan ○ Participating Organization (Lead): UNDP ○ Email address: stephen.tull@undp.org

NARRATIVE REPORT

EXECUTIVE SUMMARY

The subject of regional development in Kazakhstan is currently receiving significant attention as the country moves towards sustainable and regionally balanced growth. This approach was once again stressed in a new national economic policy “Nurly Zhol” introduced by the President of Kazakhstan in the end of 2014.

The UNCT in Kazakhstan is in the process of formulation of its next 5-year programming cycle. Analysis preceding to that process revealed that regional disparities continue to be a development challenge for Kazakhstan. In comparison with other countries in the region, Kazakhstan has been more successful in its social development: not least in terms of achieving (and going well beyond) most MDGs. However, major challenges remain, especially in terms of making development truly inclusive, not least across gender, regional and social disparities. This local development programme was developed at the request of the Government of Kazakhstan to address widening social and regional disparities using the Mangystau oblast as a pilot.

The programme brings the best UN can offer in economic, social and environmental sectors such as ensuring equitable access to public goods and services; piloting innovative approaches in health and social services provision; strengthening self-governance, and application of sustainable environmental practices.

The present report outlines what has been accomplished and learned and what challenges have been encountered in 2014. Some major results can be summarized as follows:

- Development and implementation of local self-government projects in several rayons.
- 6 inclusive projects supported by UN ensured new jobs for local people including disabled.
- Supported 9 projects of rural entrepreneurs with interest free loans and provision of technical advice
- Development of a Concept for the Housing Management Center – a single web-portal for the information on management of the apartment buildings and a call center serving a one-stop-shop for dealing with any residents’ enquiries.
- Developed and adjusted for the region a Concept for the development of a unified web-portal for managing multi-family dwellings and Center for housing and communal enquiries processing as a one-stop-shop.
- Established and launched the free call-center to provide consultations for undocumented and stateless persons.
- Investigation of the role of local authorities in the implementation of measures of social protection of children and families within the local programs, which are administered and / or funded by local authorities.
- Conducted a study to assess the needs of social workers and specialists who perform functions of social work in social protection, health and education, in training as part of an integrated child protection mechanism at the local level;
- The experience of juvenile courts was documented, the findings and recommendations presented.
- Training for representatives of the Mangystau region akimat and consultations with children under the national initiative "Cities friendly to children"
- Assessed the health service delivery model in Mangystau and developed a model for capacity building of 4 essential elements: governance for health, quality and efficiency of health management, quality of health service delivery and patient participation and empowerment.

I. Purpose

The Joint Programme is based on the 2010-2015 UNDAF, aimed at supporting the Government of Kazakhstan in addressing priorities for social-economic modernization in the oil rich region which is exposed to severe climatic conditions. Considering the development challenges identified in the economic, social and environmental dimensions, the programme pursues the following objectives, each corresponding to the identified problem phenomenon in the respective sector:

Objective 1: By the end of 2016, inequities and disparities in social well-being for the vulnerable populations are reduced, employment is increased, key health indicators are improved

- 1.1 Support to formulation of policies stimulating productive employment
- 1.2 Innovative approaches to providing health and special social services to women, children, youth, elderly, PWDs, repatriates, etc. are piloted in rural areas
- 1.3 Regional health policies development, responsive to the needs of the population at the primary health care level
- 1.4 Increased capacity of local decision makers on application of "Health in all policies" approach in regional development strategy
- 1.5 Capacities of local government and local service providers to plan, budget, implement programmes for protection of the most vulnerable groups of society, including youth and children their families are strengthened
- 1.6 Awareness of the local population on best practices of child care and new participatory mechanisms are enhanced
- 1.7 Principles of sustainable development, including the protection natural and cultural heritage, are mainstreamed into local government programmes and plans

Objective 2: By the end of 2016, the capacities of local government to plan for diversified and balanced local economic growth are enhanced and income generation opportunities are expanded and local self-governance developed

- 2.1 Support to formulation of policies diversified economic growth, support the development of small and medium-sized enterprises (SMEs) in key non-extractive sectors and income generation.
- 2.2 Increasing the quality of local public administration and local self-governance in rural areas

Objective 3: By the end of 2016, sustainable development practices in response to the current problems caused by climate change, natural and man-made aspects of development, including energy efficiency in the housing sector and sustainable environmental management are established and used.

- 3.1 Sustainable environmental and disaster risk reduction practices are modelled for its potential wider replication
- 3.2 Principles of sustainable development are mainstreamed into local government programmes and plans.

II. Results

i) Narrative reporting on results:

Objective 1: By the end of 2016, inequities and disparities in social well-being for the vulnerable populations are reduced, employment is increased, key health indicators are improved

Output 1.1. Support to formulation of policies stimulating productive employment

Research was undertaken to study the labour of the region. The research revealed structural imbalances in the labor market, such as high salaries in the oil sector on the one hand and a high poverty rate on the other. The unemployment rate is close to the national average (5.3%). The highest unemployment rate is observed among women and in rural areas. There is also an issue of lack of qualified labour among farmers. There is no unified regional internet database of job openings.

Ethnic Kazakh repatriates (oralmans) represent one of the most vulnerable category of citizens in the region. More than 120 thousand of oralmans, mostly former citizens of Uzbekistan, Turkmenistan and Iran, have found home in the Mangystau region. The level of social and economic integration of this population remains low with dependency behaviour being observed. UNDP identifies this category of citizens as beneficiaries and works closely with the Centre for Rehabilitation and Integration of Repatriates in Aktau. Immediately after the launch of the Joint Programme the UNDP expert working with oralmans of the East Kazakhstan region provided legal consultations to 22 oralmans, the majority of which were unemployed. The main areas of interest were as follows: employment opportunities, how to get housing and land from the government, and doing business.



Business training for repatriates called "Economic integration of returnees: Doing Business in Mangystau region" was held on 24-25 November with 15 participants. The training was provided in the Kazakh language and was specifically adapted to the needs of the Mangystau region. An invited business trainer taught basics of doing business, and representatives of the National Chamber of Entrepreneurs of the Mangystau region shared insights of doing business in the region, covering funding and taxation issues. As a result 4 participants started their own businesses, and two participants got employed with private companies.



From November 2014 to January 2015, 10 young persons with disabilities received online training in such specialties as site administrator, translator, accountant, and designer. Six of them completed the courses. That initiative has been introduced in Mangystau, Kyzylorda and South Kazakhstan regions. As a result three young men got employed, and one has received a job offer from the One-stop-shop public service center in Aktau.

In March 2014, UNHCR signed a Memorandum of Understanding with the Migration Police Department of the Ministry of Internal Affairs of the Republic of Kazakhstan. The purpose of the MoU is to address existing statelessness cases in Kazakhstan as well as reduce and prevent statelessness in the country. According to the MoU, the Migration Police committed to refrain from using administrative sanctions in the form of fines, detention and deportation of identified undocumented persons in the course of the information campaign. The MoU envisages three phases of the campaign: identification, registration and documentation.

Within the framework of the Memorandum of Understanding between UNHCR and the Migration Police, UNHCR launched and conducted a country-wide information campaign aimed at identifying of persons with undetermined nationality during the period from July to December 2014. As a second component of the campaign, UNHCR established a national wide call-center through its legal partner, the Kazakh International

Bureau for Human Rights and Rule of Law (BHR), to provide persons with undetermined nationality with free legal consultations. In preparation for the identification campaign, in April 2014, the Office jointly with the Migration Police Department organized two training activities for Migration Police officials from each region of Kazakhstan and for three lawyers identified to work in the call-center.

During a period of 6 months, 2,236 persons contacted the call-center. Among them, 1,164 were subsequently identified as persons with undetermined nationality, representing 56% of men and 44% of women. Around 60% of them were born in Kazakhstan or the Kazakh SSR and around 40% were born out of Kazakhstan. Majority of persons with undetermined nationality were calling from Karaganda, East-Kazakhstan, South-Kazakhstan, Almaty and Akmola regions (oblasts) of the country. Undocumented persons were mainly represented by Russian, Kazakh and Ukrainian ethnicities. There were also few Germans, Belarusians, Koreans, Uzbeks, Tatars, Azerbaijanis, Tajiks, Udmurts, Chechens, Bashkirs, Moldovans, Armenians, Avars, Uigurs, Ingush, etc. According to the call-center reports, around 81% of the called undocumented persons might be possible nationals of Kazakhstan, 13% of them might be potential stateless persons and 6 % might become nationals of other countries. The reasons of being in the situation of undetermined nationality are different: most of PoCs noted as a reason – lack of time and negligence, some noted as a reason - loss of documents, long bureaucratic procedures of documentation and financial inability to travel and/or to provide required documents. Around 20% of callers indicated lack of financial means to pay embassy fees and to travel to the embassies. Among identified persons, 23 persons called from the Mangystau region with the following breakdown: July – 10, August - 3, September - 3, October - 5, November - 0, December - 2.

Results of the identification campaign and detailed analysis with the profiles of identified persons with undetermined nationality were shared with the Migration Police Department. Information obtained during identification campaign will be followed by activities aimed at provision of individual financial assistance of identified persons with undermined nationality in 2015. UNHCR will provide persons with undetermined nationality lacking financial means, with individual assistance by sharing a burden of paying embassy fees for the documents required by legislation as well as travel expenses to/from the relevant embassy and accommodation expenses, if required

Output 1.2. Innovative approaches to providing health and special social services to women, children, youth, elderly, PWDs, repatriates etc. are piloted in rural areas

The number of non-governmental organizations in the region remains relatively low¹, with only 50 being active out of the total 299². NGO representatives on a number of occasions stressed the need for continuous training of employees. Therefore, one of the first activities undertaken by UNDP within the JP was a master class "Social Projects under the Grant Programme of UNDP" held on August 5, 2014. The UNDP project managers from the East Kazakhstan region were invited to speak about opportunities within the UNDP grant programme for a non-governmental sector, and share experience of successful projects implemented by other NGOs with support of UNDP.

Human rights and the rule of law are key areas of UNDP's work in the region. On October 13-14 training on human rights and human rights mechanisms for civil society was conducted in Aktau. Representatives of local executive bodies, and the Office of the UN High Commissioner for Human Rights also attended the training. A president of the PF "International Legal Initiative" Ainash Ormambaeva, a well-known human rights activist and expert Amangeldi Shormanbaev, and a human rights expert Kyzgaldak Baizhanova served as trainers for the event. The training was first in its kind conducted in the Kazakh language and attracted over 30 participants.

¹ Research of "Eco Mangystau" non-governmental institution. «Assessment of the capacity of NGOs in Mangystau region and the level of interaction with public authorities», 2013.

² The results of the socio-economic development of the Mangystau region, «Ogni Mangystau», dd February 9, 2015 www.ogni.kz

UNDP is actively assisting the Supreme Court of the Republic of Kazakhstan with introduction of an institute of mediation in the country. A seminar "The Role of Mediation in the Prevention of Social and Labor Conflicts" was held on November 28, 2014 in Aktau with over 20 participants. The participants were represented by staff of trade unions, employees of departments of labour and employment under rayon akimats, the department of economy and budget planning of the region and NGOs. The event was conducted in the Kazakhs language by the Centre for Training, Research and Conflict Resolution of the Federation of Trade Unions of the Republic of Kazakhstan.

Implementation of projects aimed at solving the problems of beneficiaries is one of critical areas where many NGOs lack capacity. In this regard, UNDP launched a grant programme to implement inclusive projects in the Mangystau region. The selection committee consisting of representatives of the regional akimat, the Ministry of Health and Social Development and UNDP selected 5 projects.

The PF "Health for Children" implemented a project for rehabilitation of disabled children from poor families. Simulators for training upper and lower extremities «MotoMed» and apparatus for electroplating and electrophoresis "POTOK" were procured for the project. Currently both devices are the only ones in the region. The project allowed 30 children to get a full course of rehabilitation programmes free of charge. Apart from hardware treatment, children worked with a psychologist, received massage and hippotherapy. An important component of the project was training for parents of children with disabilities to ensure conflict-free interaction with their children³.

The NGO "Women's Leadership School" implemented a project on teaching computer literacy to 10 young people (15-24 years) with disabilities. By the end of the course all the students were awarded certificates and laptops for further work. The trainees mastered MS Office, learned how to make presentations in Power Point search for information in the Internet, and make electronic business cards and postcards. That was the first project in the Mangystau region on integration of adolescents with disabilities in society. Some of the students left their homes for the first time in many years. As a result of socialization, after the course some of the participants started writing poems, doing crafts, but most importantly they started communicating with each other on a regular basis. The students and their parents shared their sincere words of gratitude to the project and the coaches. One of the course participants despite of his young age is already planning to start a business.



The NGO "Rada- Aktau" implemented a project which allowed a small center for children with disabilities to grow into a new center with a wide range of services, including massage services, art therapy, an animator, and a speech therapist. Equipment for massage and physical training and relaxation was procured. Fifteen neediest children were granted a full month of rehabilitation with specially invited experts. Other 42 children, constantly visiting the center, are also excited about the new game room, wall bars and equipment for painting. An important result of the project was creation of the volunteer centre "Arman (Hope) and I". It was established by the initiative of 6th grade students of the school #20 in Aktau who interacted with visitors of the centre on a regular basis. As a result socialized children with disabilities have become better prepared for life in society, and children with no disability have learned to respect and accept disability. Parents of disabled children also received skills to care for children with special needs, and one mother in the course of the project got employed

³ Additional information can be found: Lada, issue#50 (871), December 14, 2014

as a masseur in the center. The popularity of the centre in the city is growing; and assistance is being provided by the city administration.



To support sustainable development of the region by enhancing the entrepreneurial potential of women and youth in rural areas in the field of eco-tourism, the non-profit institution "Eco Mangystau" created the first-ever guest house in the Mangystau region designed to serve ecotourists. A guest room in a traditional style was opened in a house of a pensioner Rakhya Kulsariyeva from Shetpe village. First requests for accommodation were received in spring 2015. Special equipment for team building and diving was also acquired to attract tourists. Additionally, training sessions for women and youth on small

business development were conducted in two rayons -Shetpe village (Mangystau rayon) and Fort-Shevchenko (Tupkaragay rayon)⁴.

Seven people from vulnerable groups in the Kyzylozen village of the Tupkaragay rayon received training and assistance in establishing workplaces in their village with support from the PF "Hazret". There are 2 own barbers, sewing masters, carpenters and a baker-pastrycook in the village now. With support of local authorities and volunteers of the NGO "Hazret" an empty building was renovated to create a centre where the work is performed by trained specialists. (For more information see the success story below).

The Centre of Mediation in Kazakhstan implemented a project on training mediators for vulnerable citizens. A group of 15 NGOs, social workers and the unemployed were trained in conflict and dispute resolution and acting as a neutral intermediary (mediator). All those trained received certificates allowing them to carry mediation both in courts and in pre-trial disputes.

The second stage of the project was training in basic skills of mediation and negotiation process. Workshops were held in the city of Fort Shevchenko in the Tupkaragan district, and the city of Zhanaozen. People with disabilities, psychologists, social workers working with children in difficult circumstances, representatives of youth organizations, judges attended the seminar. 37 people were trained: 12 in the city of Zhanaozen, 25 in Fort Shevchenko. The workshop participants noted that training was helpful, since it enabled the participants to solve many family and domestic conflicts without bringing them to court⁵.

An important prerequisite for improving the livelihoods of persons with disabilities and the elderly is the quality of services provided by social workers. At the same time, due to lack of incentives and low salaries, capacity of social workers remains being low. In this regard, from 8 to 10 December in Aktau 19 most active social workers with sufficient experience were trained in the format of "training of trainers". The representatives of the Association of German public associations «Vidergeburt» were invited as trainers since they use European standards in social health and psychological care in their work for many years. In 2015 UNDP will support the activities of the Social Protection Department of the Mangystau region, including the training of social workers by those who were trained this seminar.⁶

⁴ Additional information can be found at <http://tumba.kz/component/content/article/11-zhizn-regiona/5613-gostevie-doma.html>; http://www.mangystau.info/novosti_regiona/42981; <http://inform.kz/rus/article/2741203>; http://tumba.kz/zhizn-regiona/11-zhizn-regiona/6284-ekoturizm_shetpe.html

⁵ Additional information can be found at http://www.tupkaragan.mangystau.gov.kz/ru/news/novosti_goroda/?title=seminar-trening_%C2%ABbazovyye_navyiki_mediatsii_i_peregovornogo_protsesta%C2%BB_322

https://www.facebook.com/groups/312752005486325/745115795583275/?notif_t=group_activity

⁶ "Ogni Mangystau" #204-205 dd December 9, 2014

Under **Output 1.2** with a view to improve provision of social protection to vulnerable children and their families **UNICEF examined the effectiveness of social transfers for children and their families** in Kazakhstan, drawing on quantitative and qualitative data from regions, including Mangystau oblast. The study assessed the extent to which the existing social cash transfers support poor and vulnerable children and their families and discussed policy options for improving social assistance to address their needs more effectively. The findings of the research showed that the majority of the extreme poor (i.e. individuals below 40% of the subsistence minimum) do not receive minimum income support to address their basic needs, even though they are eligible for it based on their household income. Social transfers appear to have various effects on poverty, with state social allowances having the biggest effect but with targeted social transfers and housing assistance - which are mainly aimed at tackling poverty - having fairly small effects. With a view to further look into social protection system and services at the local level, a follow up study was undertaken to assess the role of local authorities in regulating, financing and administration of social protection measures to children and their families in Mangystau region. The results of the study and recommendations for improvement of the social protection system are planned to be presented in 2015.

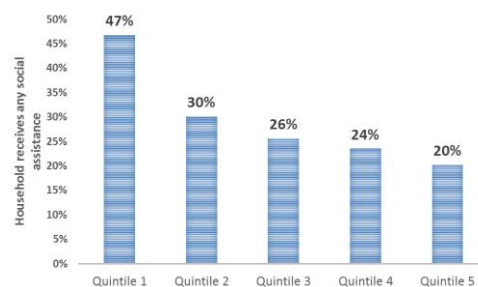


Figure 1: Analysis of social transfers for children and their families, UNICEF 2014

To introduce a new approach to protecting children in contact with the law, including victims and witnesses of the crime in Mangystau region, in July UNICEF experts met with children’s court, police, prosecutor, local administration, specialized school for children with deviant behaviours, center for adaptation of minors and NGOs to review the situation of children in this group and discuss joint plans. The findings from the interviews with law enforcement bodies in the region contributed to the UNICEF report on the assessment of children’s courts in Kazakhstan. The study revealed that a considerable amount of children’s court time is spent on administrative cases, and many of the minor administrative cases could be generally regarded as issues relating to parenting, child care and behaviour management. Therefore, they could be better dealt with by child protection agencies than through judicial proceedings. Most crimes committed by children appeared to be property offences, therefore it was recommended that the system would benefit from an expansion of community-based pre-trial diversions programmes and schemes that address offending behaviour, and mediation. The study also found that most stakeholders in juvenile system had received little training on child issues and would benefit from the provision of compulsory pre-service and in-service specialist training. The representative of the children’s court in Mangystau region took part in high-level conference in Astana in October where he was introduced to the detailed results of the review of the juvenile system in the country and recommendations on how to improve the work of children’s courts. UNICEF professional photographer made a photo-documenting of children and families vulnerable to crime, violence or poverty, as well as children living in residential institutions and children with disabilities. He visited the specialized infant home for 0–3 year olds, children’s court, a children’s section at a police station, and the children’s adaptation centre in Mangystau region to take high quality pictures of children, with permission from their parents or guardians, for better communication and visibility of joint programme in the region.



Figure 2: Children’s court in Aktau

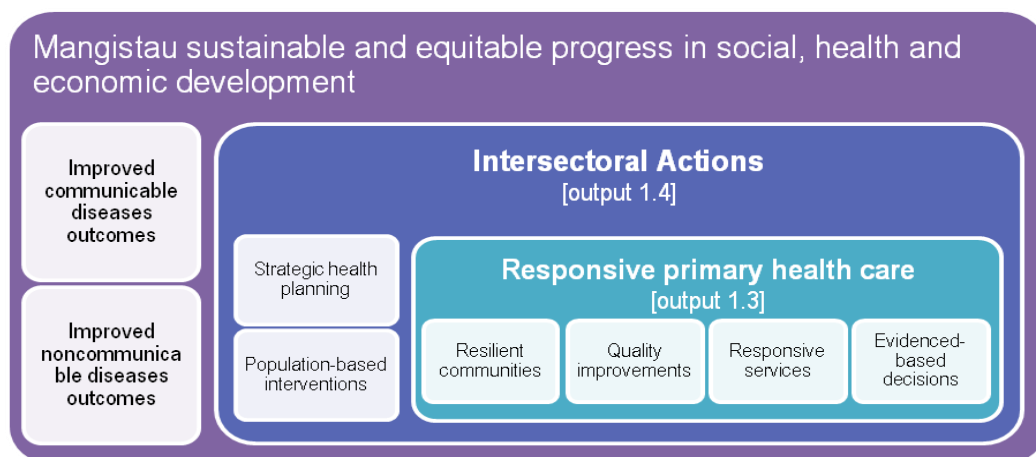
In order to achieve results for outputs 1.3 [Regional health policies, development, responsive to the needs of the population at the primary health care level] and 1.4 [Increased capacity of local decision makers on application of "Health in all policies" approach in regional development strategy, WHO developed a comprehensive plan for implementation based on integrated actions as shown in figure 1 below.

Under the **Output 1.2 UNFPA** conducted the meeting with the Akimat of Mangystau oblast and reached agreement on planned for 2015-2016 activities on building capacity of regional health system to implement comprehensive safe motherhood programme and improving capacities of service providers to ensure universal access to sexual and reproductive health (including family planning) with special focus on most vulnerable women and young people. The special efforts will be put to provide better access for young people to high quality sexual and reproductive health education through its integration into formal school curriculum and coverage with peer training. The planned activities envisage also the technical assistance to be provided to strengthen capacities of local government specialists on Population and Development interlinkages and effective socio-economic planning and monitoring of regional development programs, taking into account needs of vulnerable population groups. The work plan developed for 2015-2016 is signed by the Akimat authorities and implementation is initiated.

The selection process among the local youth NGOs to define the partner implementing UNFPA’s activities on improving access for adolescents and young people to quality sexual and reproductive health services and related information/education took place and resulted in selection of the local youth NGO “Urpak Next” based on its experience in the region. The Memorandum of Understanding with NGO “Urpak Next” on implementation of UNFPA’s work plan is under the signing process.

Output 1.3 Regional health policies development, responsive to the needs of the population at the primary health care level

Figure 1: WHO integrated actions in Mangystau



Source: WHO developed, 2014

In the period June – November, expecting the official launch and arrival of funds enabling full scale implementation of the first year of the project WHO carried out a set of preparatory and capacity building activities.

1.3.1. Optimization of PHC services and adaptation for provision of integrated, people centred health services, using analysis of socio-economic determinants, to identify most vulnerable populations, strengthening ambulatory care including antenatal care, care for NCDs, Mental Health care at PHC level, provision of care for IDUs and persons with HIV and for improving health of workers etc.

WHO carried out introductory meetings with local health authorities and managers of key health institutions in the oblast and agreed on modalities of implementation. Key priority areas and target populations were defined.

In December 2014 in Astana WHO carried out a 2-day workshop to discuss similarities between Kyzylorda and Mangystau projects. Mangystau health authorities and health services were presented by nine local experts, key representatives of the local health authorities, key local health institutions and representatives of the Committee

for consumer rights protection. The meeting was used to introduce the key packages of interventions available for improving quality and access to health services and to reduce the burden of non-communicable diseases, burden of child mortality due to trauma and for improvement of services for tuberculosis outcomes.

1.3.2. Improved management capacity to apply quality assurance mechanisms at primary health care facilities including supportive supervision, mentoring, monitoring of quality of care indicators for better outcomes of diseases with highest burden on public health such as: maternal and child conditions treatable at PHC, non-communicable diseases and TB care in PHC

In order to improve health services and target vulnerable populations, WHO started the activities with capacity building for quality health information in particular coding of deaths by using the WHO International Classification of Diseases – 10th revision. Appropriate quality coding of causes of death, such as maternal and infant deaths enables authorities and experts to have a realistic picture of the health status, to plan adequate measures and monitor their impact. This capacity building is planned to be carried out as cascade system of training including central and regional levels.

In July 2014, WHO carried out the first, five day training for improvement of quality of health statistics: Special attention was given to ensure that participants from the regional level gain a good understanding and become proficient in use of ICD-10. The representative from Mangystau, Dr. Nursaula Mukhambetova, chief paediatrician from the Department for coordination of health services of the Mangystau health care department, successfully completed the course. She has developed a plan for further training of health staff who are coding causes of death in Mangystau region. She will have the task to organize a regional level training in which both WHO experts and national experts will carry out a wide training for all “coders” in Mangystau. Mangystau representatives further participated in the combined international and national training and consultation for improvement of maternal mortality estimates where WHO methodology. Was presented and national data sets were reviewed.



Application of ICD-10 for coding of causes of death enables authorities to have an accurate analysis of the health situation. Based on it appropriate policy decisions can be made. WHO carried out training for trainers to use ICD-10 in a better way, and improve reporting on maternal and child deaths. In addition training on methodology for maternal mortality estimates was carried out in November. In follow up a review of all causes of death at oblast level is carried out. It will identify problems and eventual under-reporting.

WHO training on ICD-10 use for local health authorities, July 2014

As a result of these activities the National Statistics Office is reviewing the mortality statistics. A specific report is being prepared for Mangystau oblast, to identify areas for improvement and further training needs of gynaecologists and paediatricians for accurate registration of causes of maternal and infant death. This will enable local and central politicians and health authorities to have an accurate picture of mortality in Mangystau, to identify eventual under-reporting of maternal deaths and to plan necessary interventions. In Mangystau a relatively high percentage of ill-defined causes of death were observed, and review of this group of codes (11 % currently) will be useful to provide an accurate picture.

Following the consultation meeting in December 2014, when WHO received additional detailed data on health service structure and reorganization in Mangystau a rapid assessment of health service organization in Mangystau (December 2014) to identify key priority problems, districts and facilities to be included in the pilot

phase and full intervention, target audiences, and key activities that will be implemented in 2015. In December 2014, a rapid assessment methodology and SWOT analysis were developed and presented to the health services in Mangystau with a set of specific questions to enable a follow up assessment. A detailed plan for revitalizing of primary health services has been developed under the title: “Responsive primary health care for sustainable and equitable health outcomes”.

In the first six months of 2015 planned the following activities:

- Participation of representatives of the oblast Health Department and health providers in the WHO flagship course on health system strengthening for: “Transforming health services towards 21 century goals”. (Almaty: 10-14 February 2015). This course provides training for analysis of performance of health services, from the aspect of: integration and continuity of health care, and patient centred health, starting from primary health care levels through specialized and hospital care.
- Assessment of ante-natal care in PHC – in one urban and one rural primary care institution; Assessment of mental health services at primary health care (April, 2015).
- Assessment of conditions for delivering TB services at primary health care level; (August 2015)
- Assessment of integrated services for injecting drug users and validation of services for prevention of mother to child transmission of HIV(April – September 2015).

In order to improve quality of services WHO will carry out a patients’ satisfaction and preferences survey in the period April – June 2015. The objective of this survey is to provide independent qualitative information on patient satisfaction with health services and their preferences for service organization. This will complement information obtained through monthly satisfaction surveys carried out by health services. Findings of the patient satisfaction surveys should be used by health managers to adjust performance and tailor plans health facility plans for service provision. Innovative services can be offered including: provision of “patient navigation” service enabling each patient to easier move through the health system, better communication by health providers with the aim to improve participation of patients in plan of treatment, reorganization of working hours and outreach services making them people-centred – i.e. that the “system moves around the patient and not patient around the system”. The survey will also inform policy makers at oblast health departments, and at the Ministry of Health and Social development level. This information will enable review and adaptation of quality and performance indicators

1.3.3. Improved disease-case management of selected most actual diseases (cardio-vascular diseases, diabetes) through reinforcement of national guidelines and integration of primary and specialized services

Activities under this output have been fully reprogrammed for 2015 as follows:

- Assessment and analysis of the use of diagnostic and treatment protocols and guidelines; the result will be specific recommendations for designing “patient paths in the health service”.
- Training of health providers for better use and local adaptation of protocols and their wider use at primary and specialized health care services.
- Ongoing assistance for fine-tuning of the health service performance assessment methodology and for wider use of the model of peer-review of cases, in order to improve quality of care for the four diseases: hypertension, stroke, diabetes and asthma.

Output 1.4. Increased capacity of local decision makers on application of "Health in all policies" approach in regional development strategy

1.4.1 Facilitate setting up an integrated system of non-communicable diseases surveillance in line with the national surveillance framework, support its operation and use of information for local action plans adaptation and strengthening;

Health statistics shows that the new cases of 4 main non-communicable diseases are growing in all oblasts in Kazakhstan, including Mangystau. There is ample evidence that these diseases are linked with several common risk factors: tobacco smoking, alcohol, high BMI, lack of physical activity and low consumption of fruit and vegetables, hypertension, high sugar in blood and high cholesterol. Understanding these risk factors and starting prevention at early ages is the most effective way of preventing the epidemic of non-communicable diseases. In order to identify the potential for concrete action and reverting the epidemic at local level, WHO included Mangystau in the implementation of several health surveys that will provide information on the prevalence of tobacco smoking, other risk behaviours and obesity among adolescents.

In order to achieve these results, WHO carried out preparatory activities in 2014, consisting of training of national and local experts for the survey methodology, and preparatory actions such as survey design, sample size calculation and sample selection. The three surveys are: Global Youth Tobacco Survey (GYTS), Child Obesity Surveillance Initiative (COSI) and Health Behaviour in school children study (HBSCS).

Training on GYTS was carried out in September 2014, and the GYTS field work was carried out in Mangystau in December 2014. Global Youth Tobacco Survey included 4 schools, 17 classes, 305 adolescents aged 13 – 15 years. Survey results will have a specific report for the Mangystau oblast use for further oblast-specific planning, implementation and monitoring of impact. The report is scheduled to be finalized in May, 2015.

Based on the survey results that will be available in early 2015 WHO will, organize information seminars for Oblast authorities, health facility and school directors, business managers and civil society. These seminars will include information on the possible actions based on the Health 2020 principles, and will be part of the advocacy for Kazakhstan's fight against NCDs through an "all society approach". In Mangystau the seminars will contain specific information and modelling of the current and future burden of NCDs based on the prevalence of risk factors among youth. Further on, WHO will support development of specific oblast health plans of action, responding to the new state health programme 2016 – 2020 and developing specific actions relevant to the oblast context.

In 2015 WHO will carry out an assessment of screening programmes effectiveness in Mangystau region with specific focus on cancer and CVD screenings. The results will be shared with local health managers, local health authorities and central health authorities to enable adaptation of the national screening programme to the local context and to ensure adequate coverage of population,

1.4.2 Increased awareness of local decision makers and professionals on the issues of violence, injury prevention through series of WHO Violence Injury Prevention workshops

In November 2014 WHO/EURO and WHO/CO together with the national partners: Republican Medical Holding represented by the Department for Child Trauma of the Centre for Maternal and Child Health in Astana, Republican Centre for Electronic Health Care and the NGO "Our joint road" carried out a national consultation on prevention of child mortality due to traumatism. A specific study has been commissioned to identify causes of trauma and mortality from trauma and accidents in children aged 0 – 14 in the Mangystau region. Data for mortality of children aged 0 – 14 who died from external causes such as traffic injuries, drowning, poisoning etc. show a worrying trend. As child deaths from external causes are preventable, however require inter-sectoral approach, WHO commissioned an in-depth analysis of causes of death of children 0-14 and up of young people up to 19 years of age. This analysis will be the basis for further interventions, including training of local authorities for inter-sectorial plans, training of NGOs for parental training, training of health services for appropriate assessment of risks at homes and advice to parents on effective measures for trauma prevention.



Figure 3: The results of children's survey in Aktau, 2014

Based on the detailed analysis commissioned by WHO, a central workshop will be held in Mangystau to present the findings, and create a working group in the Oblast for development of an Oblast inter-sectoral plan for prevention of child trauma. WHO will provide specific training for assessment of risks of child trauma and development of necessary plans. In addition specific training on intervention packages will be developed for NGOs and for health providers for education of parents, teachers and other responsible persons. WHO will work closely with UNDP and UNICEF including use of training of patronage-nurses and training in kindergartens to enhance information on the plan for reduction of child trauma, and to ensure that out-reach services through health and social services deliver necessary interventions.

1.4.3 School health services assessment to improve standards of care, including conducting of a Health Behaviour survey among school-age children as a pilot for a nation-wide follow up and informing the public health services for strengthening health promotion activities among youth

Training on implementation of Child Obesity Surveillance Initiative, COSI: 19 - 23 August 2014.

WHO carried out a central and local training for national experts from the Republican Centre for Healthy Lifestyle and for representatives from local branch offices for healthy lifestyles. The training include: design and organization of Child Obesity Prevalence survey, and Health Behaviour Survey for School Aged Children. The trainers were Dr Joao Breda, WHO Regional office for Europe and Dr Iveta Poodule, WHO external expert, senior policy analyst from Latvia. The training built the capacity for planning, organization, implementation of field work and data analysis. The methodologies are standardized and in line with WHO methodology and international best practice. Specific training was carried out for supervisors and interviewers to ensure high-quality and standardization of data collection in particular anthropometric measurements, application of questionnaires for identification of socio-economic determinants of health. The surveys were piloted in Mangystau in autumn 2014. A total of 3 local experts from Mangystau were involved in all levels of training.

Output 1.5. Capacities of local government and local service providers to plan, budget, implement programmes for protection of the most vulnerable groups of society, including youth and children their families are strengthened

Under **Output 1.5** as a result of UNICEF advocacy, Aktau city joined the international Child Friendly City (CFC) initiative dedicated to full realization of the Convention on the Rights of the Child at the local level. The representatives of the city administration improved their knowledge and skills in planning, implementation and monitoring local programs and policies in the best interests of children in line with international standards. UNICEF international expert familiarized them with best examples of actively engaging children, especially from vulnerable groups, in local decision making and monitoring children's situation in the city and responding in a timely and effective manner. As an example of engaging children in discussions about their life experiences in the city, the consultant conducted a small-scale survey of 47 school children aged 8-17 years and their

parents with the help of school teachers and local volunteers. The survey provided information about the child's experience of play, recreation and other activities in their city, safety and cleanliness, the child friendliness of their school, and issues to do with their own view of the quality of their life. The results of the research revealed that more than half of the surveyed children have concerns about the lack of places for play that can be used by children with disabilities as well as places where they can be contact with nature. The majority of children also expressed concern about lack of opportunities for participation in community decision making. Younger children also raised issue of safety from abuse and violence.

Home visiting system was assessed in Mangystau and other regions of the country based on the review of statistical and qualitative data to better understand how the patronage services for families with children are functioning and how to make it better – more efficient, sustainable and equitable. The research showed that the patronage services are highly demanded and valuable with well-developed primary healthcare network and available social workers who are the frontline workers dealing with families with children. Therefore, the role of community nurses are important in prevention of under 5 age children's mortality through consultation of parents on how to take care of children and identify signs of preventable diseases. The study also revealed that the system cannot provide high quality services to families with children mostly due to absence of professional standards, clear operation procedures and job aids, incentives for quality and efficiency; inefficient work process organization, and lack of access to patient information system. The representatives of healthcare department in Mangystau region took part in the technical meeting of specialists in Astana where they were introduced to detailed results of the research and participated in discussions about further development of the system in the country in line with international standards.

UN Women selected and contracted NGO Crisis Center “Podrugi” in order to ensure implementation of activities planned in 2015 and achievement of the outlined results related to increasing the capacity of local government to implement the Law on Domestic Violence for protection of vulnerable women and girls. The NGO has extensive expertise in advocacy on Ending Violence against Women issues, including conducting policy dialogues and promotion of legislation enforcement.

In November 2014, UN Women concluded the preparatory stage of the project implementation, which included developing detailed budget and implementation plan, and signature of a Project Document in addition to Joint Programme ProDoc. The capacity assessment conducted by UN Women also aimed at ensuring sustainability of the organization and results.

To facilitate implementation of the Project and foster cooperation between local government, Responsible Party and Civil Society Sector, and to achieve the Agency related results, UN Women MCO sent an introductory letter to the Akimat of Mangystau region requesting for cooperation with the Crisis Center “Podrugi” within the RP modality.

During 2014 UN Women within its core activities jointly with the Crisis Center “Podrugi” developed a curriculum and guidance for capacity building of prosecutors and judges on application of CEDAW with a focus on domestic violence in Kazakhstan, which would be utilized in capacity building activities aimed at district judges and prosecutors in Mangystau region.

In line with the 2014 work plan, Responsible Party developed needs assessment methodology with a plan to present it and utilize in focus group discussions in January 2015. These tools aim to identify gaps in current protection mechanism and will provide recommendations for further improvement of inter-sectoral cooperation of various Akimat departments. Moreover, results of the needs assessment will allow tailoring existing work plan to address the most critical areas.

Output 1.7. Principles of sustainable development, including the protection natural and cultural heritage, are mainstreamed into local government programmes and plans

1. Preparation of Nomination of Underground Mosques of Mangystau to the UNESCO World Heritage List:

the nomination process and preparation of the nomination file was discussed within the National Committee on the World Heritage under the National Commission of Kazakhstan for UNESCO and ISESCO and the Archaeological Expertise Scientific Research Organization had been chosen as the reliable and competent partner for this activity.

2. Support of local Crafts Resource Center to be established on the basis of the Historical Museum of the Mangystau Oblast and strengthening national capacities for safeguarding of intangible cultural heritage: the Public Foundation "Our Heritage" has already started their discussions with the Historical Museum of the Mangystau Oblast on the matter of support of the Crafts Resource Center for Mangystau Oblast and conduction of series of master-classes.

3. Support of the Aktau Center of Federation of UNESCO Clubs of Kazakhstan: the agreement was achieved, that the Kazakhstan National Federation of UNESCO Clubs as the main coordinating organization to all of the UNESCO Clubs in Kazakhstan will especially support all ongoing and future activities of the Aktau Center of Federation of UNESCO Clubs of Kazakhstan.

Objective 2: By the end of 2016, the capacities of local government to plan for diversified and balanced local economic growth are enhanced and income generation opportunities are expanded and local self-governance developed

Output 2.1 Support to formulation of policies diversified economic growth, support the development of small and medium-sized enterprises (SMEs) in key non-extractive sectors and income generation.



UNDP pays special attention to rural areas, because rural businesses are often in a worse situation due to lack of mortgage, limited access to information, remoteness from major markets and suppliers. To improve the work of the Joint Programme it was decided to focus on supporting 6 villages identified by the akimat of Mangystau region as core settlements and coordinated with the Ministry of Regional Development of the Republic of Kazakhstan. In this regard, it was decided to establish online centers supporting rural entrepreneurship and to provide residents access to the Internet. The appropriate equipment for the villages Akshukur in Tupkaragay rayon and

Zhetybay in Karakiya rayon was purchased in 2014. The first online centres began their work in the spring 2015 at the premises of rural libraries. The Karakiya rayon akimat provided access to the Internet in the library, specifically for the operation of the online centre. UNDP plans to provide ongoing training of the library staff involved in online centres' operation. The first training was scheduled for March 2015.

To support business in the region, especially in rural areas, the "Mangystau Industrial Chamber" NGO (hereinafter- "MIC") was selected to administer a programme of support to entrepreneurs through interest-free loans of Tenge 1.5 million for financing specific projects. The "MIC" experts also provided free advice to new and experienced entrepreneurs on how to translate project ideas into proper business plans. 9 projects were financed, all implemented in the rural area, the results are expected by the end of 2015. The funds returned will be re-used by the "MIC" for financing other business projects under the same conditions.



Another project supporting income generation for rural women, was training on felting for 13 rural craftswomen from all parts of the Mangystau region in the «AigulLine» LLP from Almaty. Ms. A. Zhanserikova, a Creator of the famous felting brand took part in the training, which was done in two stages. From September 29 to October 3, 2014 13 housewives received training. 7 best were chosen for the second phase that took place from 17 to 21 November. On December 26, there was a meeting with the trainees of both trainings in the UNDP office in Aktau. The women presented their articles of felt, and shared their plans for the future⁷. In 2015 UNDP will continue supporting both rural entrepreneurship and development of handicrafts as part of support to vulnerable groups including unemployed rural women.

Output 2.2. Increasing the quality of local public administration and local self-governance in rural areas

One of the important tasks for UNDP is to improve the quality of public servants' work. An effective tool for the improvement of the performance and quality of work at all levels is the Assessment of the effectiveness of the government agencies' work, conducted by the Centre for Assessment of the Effectiveness of the Activities of State Bodies of the Economic Research Institute of the Ministry of National Economy of the Republic of Kazakhstan. The Center's specialists were invited to cover the following areas: strategic planning, budgeting, use of information technology and public services delivery. The areas were chosen as those with biggest changes in methodology in 2014. The 2-day training conducted on 6-7 November was attended by 53 persons: representatives of seven district administrations, Aktau city administration, regional departments of Economics and Finance, the Office of Akim.⁸

The development of local public administration and local self-government is one of the most important prerequisites for economic development in the region. UNDP's work on the development of local self-government corresponds to the second part of the direction#5 within the Territorial Development Programme of the Mangystau region for 2011-2015.

In October representatives of 5 districts of the region took part in a trip to Abay and Ayagoz districts of the East-Kazakhstan Oblast (EKO) and Semey city. The goal was to study experience of the East Kazakhstan region on the development of local self-government and on the use of energy-efficient and water-saving technologies for the solution of local problems. During the trip, participants were given insights of the work of local executive bodies and district maslikhats, as well as UNDP, and forged partnership with colleagues from EKO.

In agreement with the regional akimat, Karakiya district was selected as a pilot area for the implementation of measures for the development of local self-government. Special meetings were held and materials were presented revealing mechanisms of local government implementation, explaining the need for community participation in decision-making on important socio-economic issues. The heads of district departments, deputies of maslikhats, active citizens, NGOs and the media were present at the meeting. 8 public gatherings in 7 rural districts and village Kuryk were held resulting in clarification of local self-government issues and determination of the list of priority issues of local importance. Akimats of aul districts provided full assistance

⁷ Additional information can be found at: <http://ogni.kz/rubrika/obshchestvo/priobshchenie-k-natsionalnym-remeslam.html>

⁸ Additional information can be found at: <http://www.matritca.kz/news/16062-v-aktau-proshel-seminar-po-sovershenstvovaniyu-deyatelnosti-gosudarstvennyh-organov.html>

in organizing gatherings. Based on the proposals from local communities', an initiative group developed social projects aimed at solving problems specific to the area. A local NGO «Board of Trustees "Rakhym-Shapagat"» was selected for the implementation of these projects.

In the framework of the project and in accordance with the decision of district's residents the following activities were implemented:

1. Installation of energy efficient street lighting on the perimeter of school, provides better illumination and energy savings of about 510 kWh per month, which is 61% of the consumed earlier;
2. Installation of greenhouses with drip irrigation in school yards ensuing healthy food for schoolchildren. First harvest of tomatoes, cucumbers and eggplants is expected in May 2015.
3. Installation of sewage purification plant in a local school resulted in weekly water savings of 55 m³ or annual budget savings of 240 thousand tenge per year, reducing the impact on the environment, and providing cleaned water for irrigation of trees and vegetables in greenhouses.

Objective 3: By the end of 2016, sustainable development practices in response to the current problems caused by climate change, natural and man-made aspects of development, including energy efficiency in the housing sector and sustainable environmental management are established and used.

Output 3.1 Sustainable environmental and disaster risk reduction practices are modelled for its potential wider replication

Energy conservation policy is one of Kazakhstan's main instruments for economic modernization and innovative development and for implementation of the state programme "Energy 2020". Proper lighting in educational institutions is one of key factors for effectiveness of the learning process, and health of children and adolescents. Lighting accounts for a significant share of energy consumption in educational institutions and modernization of lighting systems can bring substantial economic benefits.

In 2014 the lighting system in the school #3 in Aktau city was upgraded with old lighting equipment being replaced with LED lamps and electronic ballasts. The school administration and students have already noted positive results: more comfortable environment for learning, open lessons on energy conservation, development of new types of behaviour of future consumers, savings (projected saving is calculated at 26 thousand tenge per classroom per year).

Also research on energy audit conducted in that school served as a basis for development of a new project to introduce an automated system for commercial registration, regulation and control of energy consumption (with online management via remote access), scheduled for implementation in September 2015. It is expected to save about 25-30% of energy, reducing greenhouse gas emissions of about 80-100 tons per year, and reducing costs of resource consumption (energy, water) by about 20-25%.

Additionally, an express energy audit was conducted (energy scanning) for schools # 12 and 24 in Aktau to develop recommendations on energy saving measures during a capital repair of school buildings.

Street lighting accounts for a large part of energy costs (up to 70%) in settlements. Use of high-quality energy-efficient lighting will ensure fiscal savings, more pleasant and safe environment for the population. Therefore, a pilot project for modernization of street lighting in the city of Fort-Shevchenko is planned for 2015. An agreement has been reached with the regional akimat and the akimat of Tupkaragay district.

On November 27, 2014 a roundtable "Improving transparency, efficiency, reliability of the facilities of housing and communal services, as well as new financial and organizational schemes promoting energy efficiency in apartment buildings" was held jointly with the regional akimat. The discussed concept of the Centre for Housing Management (hereinafter - CHM) presumes creating a single web portal for the disclosure of

information about the activities in the field of management of apartment buildings and Call Center utilities that allow them to serve residents of the housing sector in a "one-stop-shop" format. The event was attended by the management of energy and utilities division, chairmen of cooperatives of apartment owners (CAO) and public associations⁹.

The concept of CHM creation taking into consideration specifics of the Mangystau region was discussed with various stakeholders during thematic meetings. The concept was presented to participants represented by local executive bodies, suppliers of energy and water, heads of apartment owners' cooperatives, and non-governmental organizations. In general, with some reservations, the participants supported the CHM establishment. This project, aiming at improving the transparency and efficiency of housing and communal services, required a lot of preparatory work carried out in 2014.

UNDP prepared a report "Assessment of the potential, identification of needs, the required action plan for different target groups for the introduction of green technologies, including energy efficiency in schools and apartment buildings in Mangystau region" in 2014. The paper concluded that the potential for CAO/management companies is very low. Largely for this reason, in 2015 it was decided to implement the training programme "The reforms in the housing sector: empowering homeowners associations". The project aims to strengthen the capacity of CAO executives and owners of apartments. It will include seminars and a study-tour to Germany to learn the experience in problem solving in housing and communal areas.

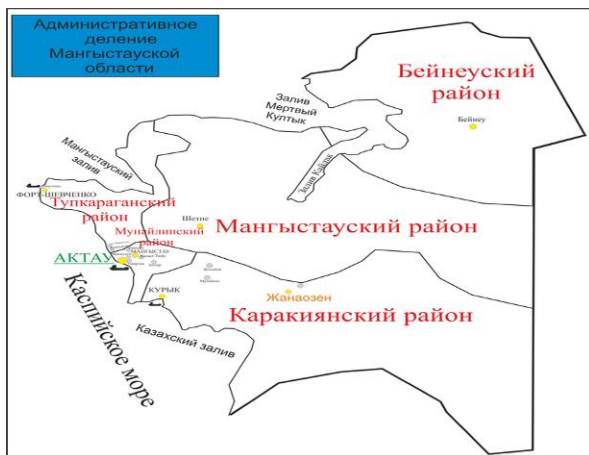
In 2014, an agreement was reached with the region's administration for the implementation of a pilot project on disposal of mercury-containing lamps. Containers for waste of mercury-containing lamps, compact fluorescent lamps and batteries will be purchased and appropriate information campaign will be held.

With a view to support educational institutions to ensure their readiness to environmental disasters, UNICEF experts introduced to local authorities the programme on disaster risk reduction, including blocks on safety of school buildings, system and procedures for preparedness to such disasters, and training modules for school teachers and children. The emergency department of Mangystau region identified districts in the region subject to water-floods due to strong rains. These areas include Mangystau (Ushtagan, Shetpe settlements), Karakiya (Zhetibay settlement), Tupkaragan (Kyzyl Ozen settlement, Fort Shevchenko town) districts and Zhanaozen city. The education department proposed 7 schools and 3 pre-schools in these areas for piloting the programme. The implementation of the pilot is planned in 2015.

Output 3.2 Principles of sustainable development are mainstreamed into local government programmes and plans.



⁹ <http://www.ogni.kz/rubrika/dela-kommunalnye/novaya-model-raboty-ksk.html>



Agriculture of Mangystau region is represented mainly by year-round livestock on pastures. Crop production is weak due to bad climatic conditions, lack of natural water bodies and lack of vegetation. Therefore, a comprehensive work on the development of agriculture potential in Mangystau region is needed. The current state of agricultural activities in Mangystau region was assessed and criteria for the selection of pilot-sites for the demonstration of sustainable agricultural practices were developed. To ensure synergy in working with the Akimat and improve effectiveness, the akimat and UNDP staff in August identified key areas of cooperation for the implementation and demonstration of "green" technologies in agriculture.

To demonstrate "green" technologies, a project "Establishment of green oasis in the desert area "Bakdaulet" (Karakiya rayon), has been started together with the Akimat of Mangystau region. The project is being implemented jointly by UNDP, the Department of Agriculture, and the "Bakdaulet" farm. Major project activities include repair and construction of watering plants, planting of 10 hectares of perennial grass, and installation of alternative energy sources.

Experts of the Institute of Geography visited the Mangystau region to develop recommendations to combat desertification in remote areas. That has resulted in assessment of the current state of motion sands in Senec (Karakiya rayon), Ushtagan and Tushukudyk villages (Mangystau region). A publication on best agricultural practices was distributed among local farmers of the Mangystau region.



A project in Karakiya rayon on application of drip irrigation methods using the example of "Beket Ata" museum-reserve was launched. In 2015 it is planned to introduce a system of drip irrigation for landscaping and beautification of the museum's territory in desert areas.

Lessons learned:

- UN is well suited to serve as knowledge/management/best practices depository and programme management excellence center
- Frequent updates and contacts with the Akimat departments and national stakeholders are critical
- Greater cooperation with civil society and private sector is needed to ensure public outreach
- Working with communities to develop knowledge and awareness on issues related to the JP is critical for its success
- Joint planning, implementation and monitoring is critical

Qualitative assessment:

In 2014, having in mind the very limited time for implementation an appropriate sensitization and familiarization of the local partners with the Project details were made, including adjustment to emerging needs. While it is early to assess the implementation it can be said that there is a good overall achievement, capacity improvement and preparations are all in place, and it is expected that the preparations and the partnership approach will enable delivering of results planned initially for two years in a much shorter time frame, without compromising quality and sustainability.

ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP** - provide an update on the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why, as well as plans on how and when this data will be collected.

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Social-economic Development of the Region and Employment Increase			
Outcome 1: By the end of 2016, inequities and disparities in social well-being for the vulnerable populations are reduced, employment is increased, , key health indicators are improved			
<p><u>Output 1.1</u> Support to formulation of policies stimulating productive employment</p> <p>Indicator 1.1.1: Quality labor market research and recommendations on employment increase Baseline: 0 Target: 1 research</p> <p>Indicator 1.1.2: Quantity and quality of adaptation services of Center of Adaptation and Integration of Oralman in Aktau Baseline: TBD Target: Increase of the quality and quantity of adaptation services of the Center</p> <p>Indicator 1.1.3: Number of jobs created including for PWD Baseline: 0 Target: 2014 - 10 and 5 for PWD, 2015 – 15 and 7, 2016 – 20 and 10.</p> <p>Indicator 1.1.4: Number of implemented inclusive projects solving problems of those most vulnerable; Target: 2014 – 5, 2015 –7, 2016 – 10 Baseline: 0</p> <p>Indicator 1.1.5: Number of social</p>	<p>1 research produced by Public Fund “Zhastar Zhetistektery”, has not been finalized yet, but major results presented to the public</p> <p>On track. The Center currently does not provide any services except for shelter. Consultations provided and 1 training for Oralman’s business start-ups</p> <p>Achieved. 14 persons including 8 PWD</p> <p>Achieved. 6 projects.</p> <p>Partially achieved. 2 Centers</p>		<p>Minutes from the Programme Board, February 12, 2015</p> <p>Newspaper “Tumba”, # 49 (1040) of December 4, 2014 ; http://www.aktau-business.com/2014/11/26/v-mangystauskoy-oblasti-oralmanov-nauchat-upravlyat-biznesom.html</p> <p>This report and Mangystau JP Facebook Page.</p> <p>This report and Mangystau JP Facebook Page.</p> <p>Newspaper Lada #50 (871), December 14, 2014, Mangystau</p>

<p>objects that benefited from the implementation of inclusive projects; Baseline: 0 Target: 2014 – 3, 2015 –5, 2016 - 6.</p> <p>Indicator 1.1.6: Number of activities for stateless and availability of its correct number identified, categorization of their registration and documentation problems. Baseline: Little or no knowledge of or advocacy for stateless persons and their legal and social rights.</p>	<p>working with disabled kids. Additionally one public school benefited from local self-government projects.</p> <p>The current political situation of the Government towards persons of concern is quite favourable. It needs to be noted that the Government has an interest in reducing the number of persons with undetermined nationality, mainly governed by the national security concerns. The statelessness issues were actively discussed between UNHCR and the Government over the last years.</p> <p>However, despite the fact the willingness of the Government to address statelessness issues within the next few years, there is an assumption that the government officials who UNHCR deals with and with who UNHCR have built good relations might be re-assigned to other positions. The constraint is that due to constant turn-over in government positions, the office has to constantly re-build the rapport with the new officials assigned, and this sometimes means starting again from scratch. Changes in the political situation and possible reshuffles also might have an effect on UNHCR activities.</p>		<p>JP Facebook Page</p>
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<p>Output 1.2 Innovative approaches to providing health and special social services to women, children, youth, elderly, PWDs, repatriates etc. are piloted in rural areas</p> <p>Indicator 1.2.1: NGOs' capacity to provide quality service and advocacy Baseline: Low capacity of NGO's according to the survey conducted Target: At least 30 quality projects implemented by NGOs within the Joint Programme</p> <p>Indicator 1.2.2: Creation of a center for social workers Baseline: No special center for social workers exists Target: Creation of 1 center for social workers</p> <p>Indicator 1.2.3: Number of social workers that increased their potential Baseline: 0 Target: 30 people</p> <p>Indicator 1.2.4: Number of stateless persons, as well as undocumented persons of Kazakh nationality or third countries, process of registration and documentation of whom, was initiated with local authorities. Baseline: No data available.</p>	<p>On track. 8 successful projects implemented (2 inclusive, 1 business support and 1 local self-government). 2 trainings for NGO's conducted.</p> <p>Under question. In 2014 only training for trainers has been conducted.</p> <p>On track. 19 persons</p> <p>The current political situation of the Government towards persons of concern is quite favourable. It needs to be noted that the Government has an interest in reducing the number of persons with undetermined nationality, mainly governed by the national security concerns. The statelessness issues were actively discussed between UNHCR and the Government over the last years.</p> <p>However, despite the fact the willingness of the Government to</p>		<p>This report and Mangystau JP Facebook Page.</p> <p>“Ogni Mangystau” #204-205 of December 9, 2014</p> <p>“Ogni Mangystau” #204-205 of December 9, 2014</p>
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<p>Indicator 1.2.5: Support center for victims of domestic violence created and functions Baseline: No support center for victims of domestic violence</p> <p>Indicator 1.2.6: Unmet women needs to contraceptives. Baseline: TBD</p> <p>Indicator 1.2.7: Number of NGOs' representatives trained on ensuring universal access to sexual and reproductive health (including family planning) with special focus on most vulnerable women and young people. Baseline: 0</p> <p>Indicator 1.2.8: Number of staff of regional health system trained on EPT, Confidential Maternal Audit and critical incident Baseline: TBD</p>	<p>address statelessness issues within the next few years, there is an assumption that the government officials who UNHCR deals with and with who UNHCR have built good relations might be re-assigned to other positions. The constraint is that due to constant turn-over in government positions, the office has to constantly re-build the rapport with the new officials assigned, and this sometimes means starting again from scratch. Changes in the political situation and possible reshuffles also might have an effect on UNHCR activities.</p> <p>n/a</p> <p>Not yet achieved, on track</p> <p>Not yet achieved, on track</p> <p>Not yet achieved, on track</p>	<p>No data is available so far, expected in 2016</p> <p>The Work Plan for 2015-2016 with planned activities to reach the indicator is signed by Akimat in March 2015</p> <p>The Work Plan with planned activities to reach the indicator is signed by Akimat in March 2015</p>	<p>Multiple Indicator Cluster Survey 2015-2016</p> <p>Project reports</p> <p>Project reports</p>
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<p>Indicator 1.2.9: Y-Peer Network on increasing awareness of young people on Sexual and Reproductive Health established in Mangystau. Baseline: TBD</p>	<p>Not yet achieved, on track</p>	<p>The Work Plan with planned activities to reach the indicator is signed by Akimat in March 2015</p>	<p>Project reports</p>
<p>Indicator 1.2.10: Rate of accordance of student's education on the issues of Sexual and Reproductive Health including STI/HIV to the standards of UNESCO. Baseline: TBD</p>	<p>Not yet achieved, on track</p>	<p>The Work Plan with planned activities to reach the indicator is signed by Akimat in March 2015</p>	<p>Project reports</p>
<p>Indicator 1.2.11: # of local government specialists trained on Population and Development interlinkages and effective socio-economic planning and monitoring of regional development programs, taking into account needs of vulnerable groups of the population Baseline: TBD</p>		<p>The training is planned for the June 2015</p>	<p>Project reports</p>
<p>Indicator 1.2.12: Share of local budget allocated to social protection for children Baseline: TBD</p>			
<p>Indicator 1.2.13: Suicide prevention programme introduced to decrease suicidal behaviour among adolescents. Baseline: 0 programme</p>	<p>Not established</p>		<p>Project report. Decree of the local government on introduction of the suicide prevention programme. Special questionnaires to measure the level of suicide ideation</p>
<p>Indicator 1.2.14: Ratio of children in residential institutions with accommodation and children in alternative forms of devices in the home / community Baseline: 28/72</p>	<p>22/78 (2014)</p>		<p>Data of Children's rights protection committee of the Ministry of education</p>
<p>Indicator 1.2.15: Ratio of juveniles diverted to alternative services at the pre-trial stage</p>			

<p>to the number of committed crimes in pilot sites Baseline: 0 children diverted to alternative services</p> <p>Indicator 1.2.16: % of child closed and residential facilities monitored by independent bodies Baseline: 0 institutions</p>	<p>43% (3 out of total 7)</p>		<p>Ombudsman annual and monitoring reports including under National Preventive mechanism</p>
<p>Output 1.3 Regional health policies development, responsive to the needs of the population at the primary health care level</p> <p>Indicator 1.3.1: % of PHC facilities in Mangystau develop institutional action plans based on assessment of local population needs (epidemiological assessment; preferences of population; specific socio-economic profile of the sub-area) Base-line: 0 Target: 30 % of PHC facilities in the oblast, out of which 50 % in rural areas. Process indicator: % of PHC facilities (management /responsible staff) covered by WHO trainings; Baseline: 0. Target: 2014 (20 %); 2015 (20 %); 2016 (10%)</p> <p>Indicator 1.3.2: Inter-sectoral plan for reducing child injury and mortality developed in line with WHO “Violence and Injury prevention” – reduced number of serious child injuries and mortality due to accidents at home and in traffic. Baseline: no plan. Target: 2 2-year plans developed (15-16 developed by December 2014); (17-18 plan – developed by September 2016)</p>	<p>5%</p> <p>0</p>	<p>Due to late launch the trainings covered only key PHCs as pilot facilities in 1st stage of implementation.</p> <p>Inter-sectoral plan will be developed in synchronization with development of national health plan (end of 2015)</p> <p>Mortality of children due to accident at home and in traffic reduction is expected by the end of the Project period.</p>	

<p>Indicator 1.3.3: Mortality of children under 5 in Mangystau due to accidents at home and in traffic reduced by 10 %. Baseline: TBD</p>			
<p>Output 1.4 Increased capacity of local decision makers on application of "Health in all policies" approach in regional development strategy</p> <p>Indicator 1.4.1: Mangystau regional health development policy includes objectives and targets on reduction of burden of non-communicable diseases and related risk factors – linked to the overall national NCD monitoring structure enabling monitoring inequities. Baseline: 0 indicators on NCD included in any plan. Target: at least 3 objectives included with relevant number of indicators. Process indicator: number of workshops held for training staff of: branch offices of Republican Centre for Health Care development, branch offices of healthy lifestyles institutes and of the Mangystau Health care department on the NCD global action plan and 9 objectives and 25 voluntary indicators.</p>	4 trainings	<p>Limiting factor: due to change of structure of republican centre for health care development there are no more branches. Therefore training was conducted for staff of health care department.</p> <p>The programme will developed in 2015, due to national programming cycle.</p>	
<p>Output 1.5 Capacities of local government and local service providers to plan, budget, implement programmes for protection of the most vulnerable groups of society, including youth and children their families are strengthened</p> <p>Indicator 1.5.1: CFC Coordination group is established within the city Akimat Baseline: not established</p> <p>Indicator 1.5.2: Number of child well-being indicators disaggregated by sex, location and age Baseline: not established</p>	Not established		<p>CFC portfolio of city Akimat</p> <p>Approved by decision of the Steering Committee</p>

<p>Indicator 1.5.3: % of patronage nursing/home-visiting services provided to mothers and children in rural settlements Baseline: TBD</p> <p>Indicator 1.5.4: Number of approaches introduced and proven as effective in the framework of rural youth centers. Baseline: 0</p> <p>Indicator 1.5.5: Local public allocation for implementation of Law on prevention of domestic violence in relation to support to survivors of domestic violence increased by 15% by 2016 Baseline: 0</p>	0		<p>Assessment of the Home visiting service</p> <p>Project reports and monitoring framework for rural youth centers</p>
<p>Output 1.6 Awareness of the local population on best practices of child care and new participatory mechanisms are enhanced</p> <p>Indicator 1.6.1: Population are equipped with knowledge on good practices of child care Baseline: Poor knowledge on child care</p> <p>Indicator 1.6.2: Capacity of partners in C4D raised Baseline: Poor knowledge and understanding of C4D principles</p> <p>Indicator 1.6.3: Number of child-focused local initiatives promoted Baseline: 0</p>			<p>Media content analysis, reports, media articles</p> <p>Quality of C4D materials</p> <p>Partnership agreements, acceptance of child-focused CSR by the corporate sector</p>
<p>Output 1.7 Principles of sustainable development, including the protection natural and cultural heritage, are mainstreamed into local government programmes and plans</p>	<p>2015 activities negotiated with local partners; TORs drafted and agreed; One mission of the Culture Programme Specialist conducted.</p>	<p>The delays in project implementation were caused because installation of the project in the UNESCO HQ took a longer time.</p>	<p>Mission report; draft TORs; Link to the Fund in Trust (FIT) n°9613: Expanding the opportunities of the Mangystau region in achieving sustainable development and socio-economic modernization... in the System of Information on Strategies, Tasks and the Evaluation of Results for the 37 C/5: http://sister37c5.hq.int.unesco.org/ActivityForm.aspx?id=9613</p>

<p>Indicator 1.7.1: Implementation of ratified conventions, notably the 1972 (World Heritage) and 2003 (Intangible Cultural Heritage). Baseline: Ratified conventions are not implemented or partially implemented.</p> <p>Indicator 1.7.2: Operating environment for artisans improved, production and distribution capacities enhanced; Baseline: poor quality and marketing of craft products compare to other regions of Kazakhstan, limited access to international market.</p> <p>Indicator 1.7.3: Sustainable local framework for safeguarding intangible heritage established. Baseline: 2003 Convention (Intangible Cultural Heritage) recently ratified, no local implementation mechanisms elaborated.</p>			
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Economic Development and Effective Governance

Outcome 2: By the end of 2016, the capacities of local government to plan for diversified and balanced local economic growth are enhanced and income generation opportunities are expanded and local self-governance developed.

<p>Output 2.1 Support to formulation of policies diversified economic growth, support the development of small and medium-sized enterprises (SMEs) in key non-extractive sectors and income generation.</p> <p>Indicator 2.1.1: The number of successful business projects implemented aimed at diversifying the economy Baseline: 0 Target: 2014 – 5, 2015 – 10, 2016 – 10.</p> <p>Indicator 2.1.2: Number of beneficiaries, served by business consultants/ on-line centers Baseline: 0 Target: 2014 – 40/40, 2015 – 1000/1000, 2015 - 1000/1000.</p>	<p>Achieved partially. 9 have been supported but the results to be seen in 2015</p> <p>Not achieved. It was decided not to form the network of business consultant since the project was implemented by fund “Damu” and later by NCE.</p>	<p>Late start of the Programme</p> <p>Late start of the Programme</p>	<p>http://www.mipaktau.kz/our_measures/22-pobediteli-konkursa-proekta-razvivaya-biznes.html</p> <p>This report</p>
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<p>Indicator 2.1.3: Number of successfully operating on-line centers Baseline: 0 Target: 2014- 2, 2015 – 6, 2016 -10.</p>	<p>Achieved partially. Equipment for 2 centers was purchased in 2014, but the centers were opened in 2015 only</p>	<p>Late start of the Programme</p>	
<p>Output 2.2 Increasing the quality of local public administration and local self-governance in rural areas</p> <p>Indicator 2.2.1: Awareness of rural population on the possibilities provided by local self-government Target: high (over 80% of respondents) Baseline: low (less than 20% of respondents;</p> <p>Indicator 2.2.2: The number of conducted community gathering and number of local citizens – member of initiative groups participated in the self-governance pilots Baseline: 0</p> <p>Indicator 2.2.3: Number of successful projects implemented within self-governance scheme Target: 2014 – min 3, 2015 – min 6, 2016 – min 6</p> <p>Indicator 2.2.4: Number of districts covered by information complain on the local self-government projects Target: 2014- 1, 2015 – 2, 2016 – 1 Baseline: 0</p> <p>Indicator 2.2.5: Rating of the Regional Akimat in the achievement of strategic goals and tasks Target: 20% improvement by 2016 Baseline: 7th place (2013)</p>	<p>On track. About 30% of respondents</p> <p>Achieved for 2014. 3 projects</p> <p>Achieved for 2014. 1 district (Karakiya)</p> <p>No data available yet, will be available in May 2015</p>		<p>Survey conducted in March 2015, 30 respondents</p> <p>This report and Mangystau JP Facebook Page.</p> <p>This report and Mangystau JP Facebook Page.</p>

<p>Indicator 2.2.6: Number of activities for stateless and number identified. Number of activities for local authorities on statelessness issues.</p> <p>Baseline: Little or no knowledge of or advocacy for stateless persons and their legal and social rights among stateless persons, general population and local authorities.</p>	<p>The current political situation of the Government towards persons of concern is quite favourable. It needs to be noted that the Government has an interest in reducing the number of persons with undetermined nationality, mainly governed by the national security concerns. The statelessness issues were actively discussed between UNHCR and the Government over the last years.</p> <p>However, despite the fact the willingness of the Government to address statelessness issues within the next few years, there is an assumption that the government officials who UNHCR deals with and with who UNHCR have built good relations might be re-assigned to other positions. The constraint is that due to constant turn-over in government positions, the office has to constantly re-build the rapport with the new officials assigned, and this sometimes means starting again from scratch. Changes in the political situation and possible reshuffles also might have an effect on UNHCR activities.</p>		
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Environmental Sustainability, Energy Efficiency and Housing and Communal Sphere

Outcome 3: By the end of 2016, sustainable development practices in response to the current problems caused by climate change, natural and man-made aspects of development, including energy efficiency in the housing sector and sustainable environmental management are established and used.

<p>Output 3.1 Sustainable environmental and disaster risk reduction practices are modelled for its potential wider replication</p> <p>Indicator 3.1.1: Number of “green solutions” proposed and tested. Baseline: Local stakeholders are not well informed on the opportunities to improve their livelihoods though using “green solutions” and do not have access to such information.</p> <p>Indicator 3.1.2: Number of workshops and trainings and number of people and represented target groups participated in the workshops and trainings equipped with the knowledge of “green solutions”. Baseline: Regional planning process is very centralized and does not allow for engagement of broader public.</p> <p>Indicator 3.1.3: Number of schools practicing emergency plans updated with DRR components; Baseline: 0</p>	<p>On track, 1</p> <p>3</p> <p>7 schools and 3 pre—schools identified for DRR programme</p>		<p>Programme board minutes</p> <p>Reports</p> <p>Data of education and emergency departments, training reports of the in-service teachers’ training institute, schools reports, consultants’ reports, project evaluation report</p>
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<p>Output 3.2 Principles of sustainable development are mainstreamed into local government programmes and plans. [Includes Project management for Output 3]</p> <p>Indicator 3.2.1: Local stakeholders are well informed on the opportunities to improve their livelihoods through using “green solutions”, including energy efficiency Baseline: Local stakeholders are not informed on the opportunities to improve their livelihoods by using “green solutions” and have no access to such information.</p> <p>Indicator 3.2.2: Regional planning process is decentralized and allows engagement of broader public. Baseline: Regional planning process is very centralized and does not allow for engagement of broader public.</p> <p>Indicator 3.2.3: Establishment of the system of regional planning providing integrated development targets in economic, social, and environmental dimensions. Baseline: The existing system of planning does not ensure integrated development targets in these three equally important dimensions.</p> <p>Indicator 3.2.4: Environmental targets consider impacts and benefits can be gained from using new approaches and tools of resource management and techniques. Baseline: Absence of economic tools integrated into regional planning.</p>	<p>2 (50), achieved</p> <p>n/a</p> <p>n/a</p> <p>n/a</p>	<p></p> <p>To be determined by external evaluation</p> <p>To be determined by external evaluation</p> <p>To be determined by external evaluation</p>	<p>List of participants, agendas of the events</p>
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iii) A Specific Story

Story 1

Problem / Challenge faced: Describe the specific problem or challenge faced by the subject of your story (this could be a problem experienced by an individual, community or government).

The village Kyzylozen in Tupkaragay rayon located 110 km from the regional centre is a home to about 1,105 people with 47 disabled adults and 5 disabled children. Their lives are monotonous and the only entertainment is to participation at the annual event dedicated to the Day of Persons with Disabilities. Another category of citizens requiring special attention is the socially vulnerable segment of the population, unemployed persons and those who do not have a steady income. Until recently, there was not a hairdresser or a sewing workshop, even bakeries in the village. However, even the PWDs in the village can and want to work, especially women. Complex procedures for filing documents did not allow them to participate in the employment and get some specialization. Therefore, the head of the local PF "Hazret" Medeuova Kuren came up with the idea to support PWDs in their village through what she calls "labour rehabilitation", i.e. training and providing jobs.

Programme Interventions: How was the problem or challenged addressed through the Programme interventions?

As part of the grant programme of UNDP PF "Hazret" organized training of 7 people who received a specialty of seamstress, carpenter, barber, baker, confectioner. 5 inhabitants with disabilities and 2 former unemployed passed monthly and bi-monthly courses at training centers in Aktau. Also, equipment was purchased for the sewing workshop; multifunctional machine for carpenters; tools and equipment needed for hairdressers; oven, mixer, baking tins and mixer for the bakery. With the support of the rayon akimat and akim personally, local entrepreneurs and volunteers of PF "Hazret" have renovated an abandoned building where they opened a small center to provide services to the population.

Result (if applicable): Describe the observable *change* that occurred so far as a result of the Programme interventions. For example, how did community lives change or how was the government better able to deal with the initial problem?

7 people demonstrated successful example of how it is possible to change your life, get trained and start own business. The population of the village was also activated; the Fair of garments and master classes in hairdressing was organized. New jobs, opening of the centre brought village Kyzylozen to a new level. Pastry baker bakes about 30 loaves of bread a day and takes orders for the preparation of cakes from the villagers. Seamstresses sew only for their friends so far, but even that brings profit. Villagers get trimmed now exclusively by their masters. This project is a successful example of how government, population and business can interact but most importantly, the villagers were inspired and ready for new challenges. Ms. Medueuova plans to continue supporting work of the new business centre, advice and assist the project in doing business. The villagers expressed their gratitude to Ms. Medeuova for positive changes in the village Kyzylozen after project implementation.

Lessons Learned: What did you (and/or other partners) learn from this situation that has helped inform and/or improve Programme (or other) interventions?

The project has demonstrated the following: cooperation with local authorities in the implementation of even large projects successfully affects their results and provides stability; vulnerable people, including PWD can

be an important element in solving many social problems; the involvement of the population is of great importance for the success of the project, especially in a small village.

Story 2

Problem / Challenge faced: Describe the specific problem or challenge faced by the subject of your story (this could be a problem experienced by an individual, community or government).

Persons with undetermined nationality have the full range of problems both economic and legal. As a fact, all of them lack valid identity documents and registration, which prevents them from enjoyment of basic human rights. They are straggling in finding any sources of income, which is mainly illegal, because this category of people does not have access to any of the socio-economic rights of human beings. There is no direct social assistance provided to this category of people in Kazakhstan. Participatory assessment exercises conducted by UNHCR last year clearly showed that there is a great number of those among persons with undetermined nationality who are in the real destitute situations. People with undetermined nationality in Kazakhstan are prevented from all types of assistance, including medical emergency assistance, assistance in child delivery, vaccination of new born kids, etc. Lack of nationality and documentation of parents generates the same problems for their children, when they cannot even get birth registration, access to schools, etc.

Programme Interventions: How was the problem or challenged addressed through the Programme interventions?

To solve the existing situation of persons with undetermined nationality, UNHCR has been conducting advocacy for this category of people both with the Government and civil society. The identification campaign carried out in 2014, the Memorandum of understanding signed between UNHCR and the Migration Police Department, which paved way for further joint steps in addressing issues, provision of legal and individual financial assistance with the aim of reduction of statelessness in the country - all these are activities of the part of UNHCR overall comprehensive strategy in elimination of statelessness and addressing the protracted situations of persons with undetermined nationality.

Result (if applicable): Describe the observable *change* that occurred so far as a result of the Programme interventions. For example, how did community lives change or how was the government better able to deal with the initial problem?

One of the main components of UNHCR strategy is advocacy for the law revision of the national legislation. Despite the fact that currently there is no political will by the Government to revise the legislation, it needs to be noted that the Government, particularly, the Ministry of Internal Affairs, is committed to resolving problem of existing statelessness situations. Thus, in 2014, the Migration Police registered and issued nationality documentation to over 9 483 persons of undetermined nationality, while for the last five years, the total number is 66 447

Lessons Learned: What did you (and/or other partners) learn from this situation that has helped inform and/or improve Programme (or other) interventions?

One of the lessons learned from 2014 is that there is a great need to invest in efforts to raise awareness of the society on statelessness issues. Most of the Government staff, NGOs, institutions are not aware on the existence of persons of undetermined nationality, and problems faced by this category of persons. Therefore, UNHCR plans to conduct number of activities aimed at awareness raising and building capacity of local government staff and relevant NGOs, starting from Mangystau region.