



**World Health  
Organization**  
Cameroon



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Agency for Development  
and Cooperation SDC



**urbanlead**



Urban Governance for Health and Wellbeing

# Goal

Improve the health status and wellbeing of the population in Douala through participatory and multisectoral urban governance by 2028



**Good urban governance is key**

**Using a range of methods for continuous learning**

## City-to-city learning

The **urbanlead** program is a platform for leaders in cities to share innovations on the role of good urban governance in achieving better health outcomes.

As an accelerator for implementation of the Urban Governance for Health and Well-being Project, WHO - **urbanlead** focuses on participatory strategies, multi-sectoral engagement and intersectoral approaches to deliver results from motivated teams.

The speed of change brought about by rapid and unplanned urbanization has overwhelmed institutions in cities. Health inequity and unfair health opportunities arise from social determinants like housing, employment, youth conditions, water, transport. The COVID-19 pandemic has magnified and exacerbated these health inequities that have been ignored and neglected over time.

**urbanlead** gives teams of leaders in cities a platform to use their leadership skills to improve urban governance to achieve equity and improved health outcomes.



# Expected Outcomes

- Institutional and policy frameworks for good governance for health and wellbeing are developed at local, national, regional and global levels
- Capabilities and evidence for urban health governance are strengthened for local and national governments and for WHO
- Local leaders have addressed health and wellbeing needs through the implementation of policies and programs



# Project Implementation sites

By making cities healthier and more equitable, the project benefits an estimated 22 million people in five selected cities

**Mexico City, Mexico**



**Tunis City, Tunisia**



**Bogota City, Colombia**



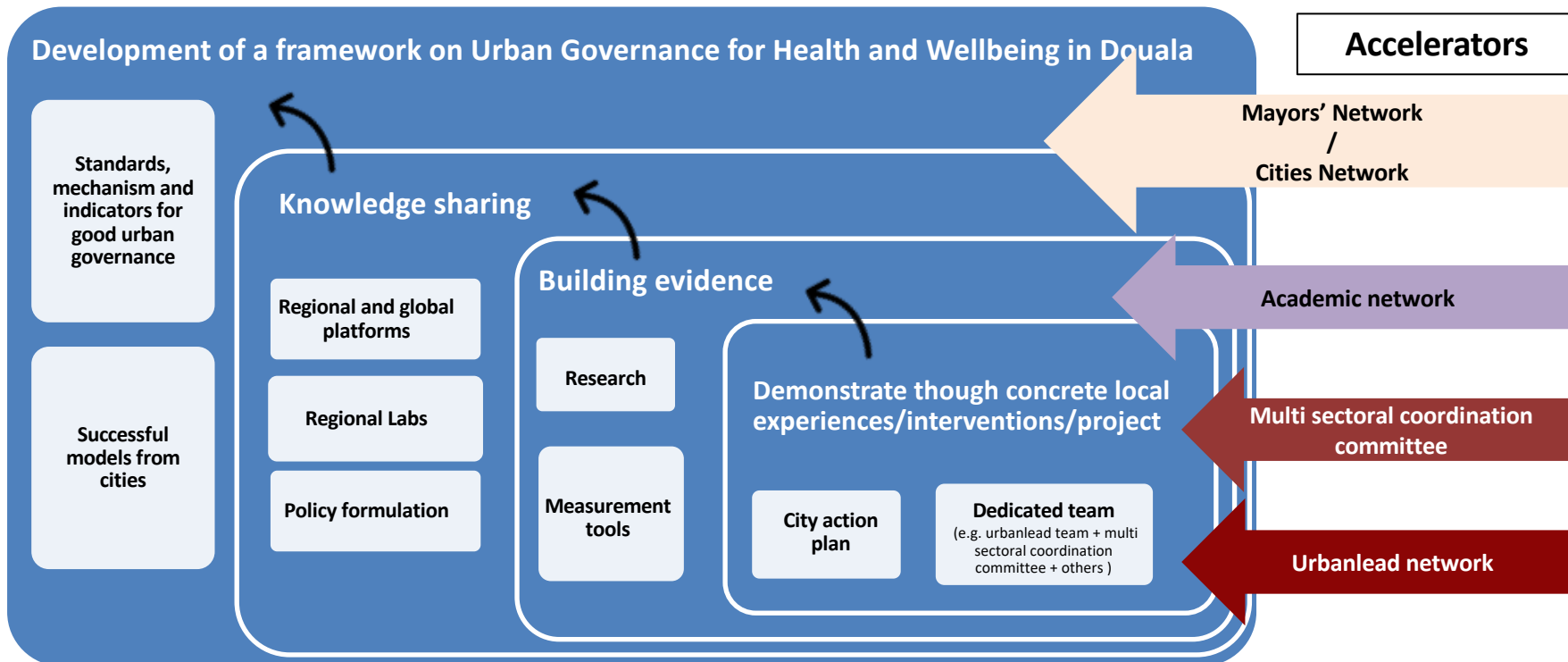
**Douala City, Cameroon**



**Khulna City, Bangladesh**

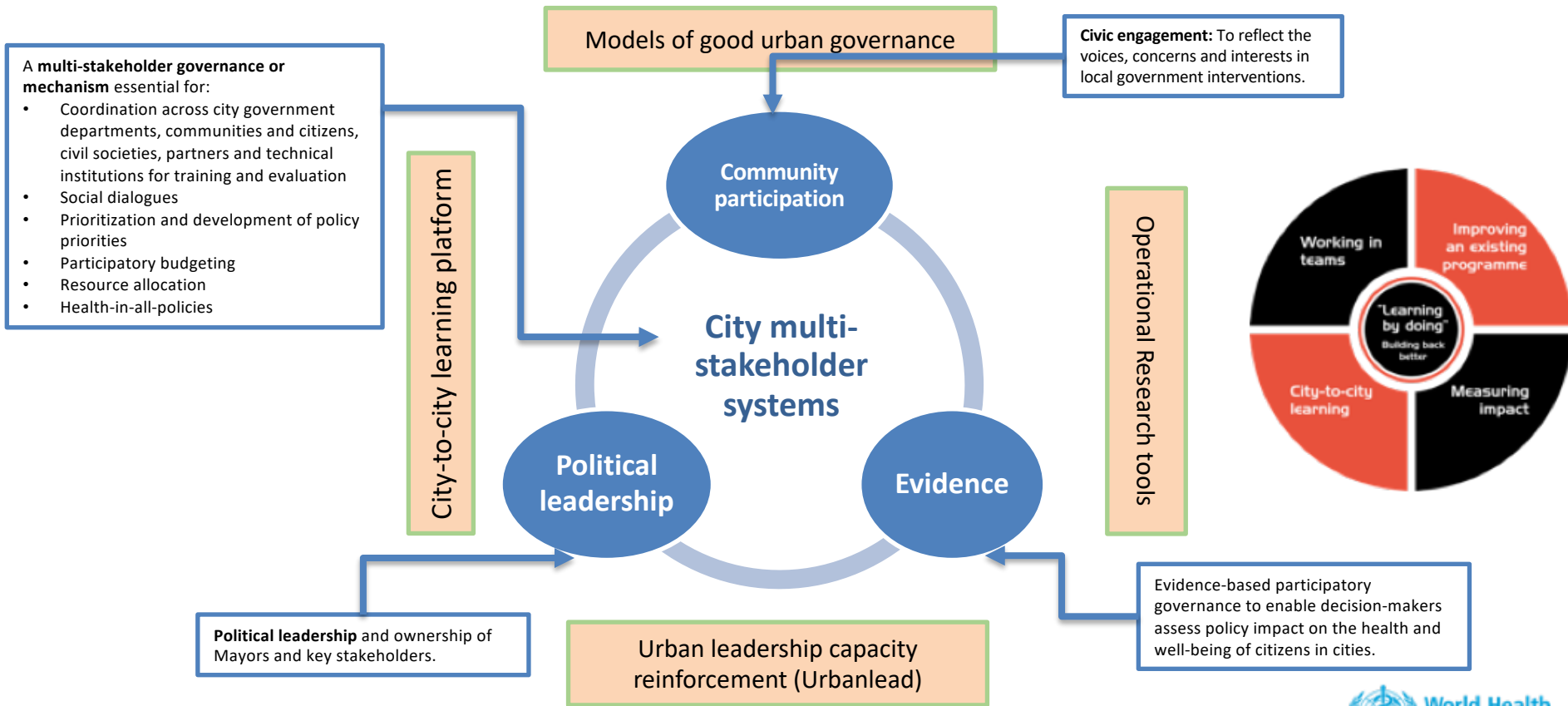


## Process of building a framework on Urban Governance for Health and Wellbeing



# Conceptual framework

\* Adapted from Thai Health the “Triangle that moves the mountain” approach



# Theory of Change

## KEY URBAN HEALTH CHALLENGES

### Access to basic services:

- Housing
- Transportation
- Water and sanitation
- Health care

### Informal settlements and peri-urban slums:

- Unemployment
- Migration
- Vulnerable groups e.g. older people, people living with disabilities
- Outbreaks (e.g. COVID-19)
- NCDs
- Food safety

### Social cohesion, community and civil society engagement

**GOAL: To improve the health status and wellbeing of the population in cities through participatory and multisectoral urban governance by 2028**

**Strategic action 1:** Re-orient institutions of governance through the leadership of mayors to increase participation and effectiveness

**Strategic action 2:** Integrate mechanisms at institutional level to promote policies and interventions with a participatory process from multiple sectors

**Strategic action 3:** Enhance technical competence to address social determinants of health and equity in cities through a health in all policies approach

**Strategic action 4:** Generate new evidence on urban governance for health and wellbeing

**Strategic action 5:** Advocate for participatory urban governance for health and wellbeing through global, regional and national city and mayors networks

## Outcomes

**Institutional and policy frameworks for good urban governance for health and wellbeing are developed at local, national, regional and global levels**

**Capabilities and evidence for urban health governance are strengthened for local and national governments and for the WHO**

**Local leaders and communities have jointly addressed health and wellbeing needs through participative processes and social innovation**

## WHO 13<sup>th</sup> General Programme of Work

- 1 billion more people enjoying better health and wellbeing
- 1 billion more people benefiting from UHC
- 1 billion more people supported during emergencies

**OUTCOME 3.3: Healthy settings and Health in All Policies**

**SDG Goal 3: Ensure healthy lives and promote wellbeing for all at all ages**

**SDG Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable**

**VISION**  
Urban Governance for Health and Wellbeing for All

**In partnership with** selected countries/ cities from AFR, AMR, EMR and SEAR and WHO HQ & regions; Swiss Agency for Development and Cooperation; UNOs; National Institutes for Public Health; Cities/ municipalities; Ministries; NGOs; others

# Introduction

Douala City Council joined in 2019 the partnership with WHO and the Swiss Development Corporation (SDC) to undertake a joint initiative on urban governance for health and wellbeing through civic engagement and multisectoral collaboration using health promotion tools and approaches. The six communes of Douala are involved in the project.



# Strategic Axes



Action 1: Develop new governance modalities to address health and wellbeing challenges in Douala

Action 2: Operationalize a territorial strategy for health promotion and well-being in the City of Douala

Action 3: Mobilize local resources for the implementation of the territorial strategy for health promotion and well-being

Action 4: Develop the stakeholders' leadership capacity of to deal with the social and economic determinants of health and well-being



# Priority Areas for the Douala City Action Plan



# Project Team



Composed by (based in Douala):

- Project Technical Assistant
- Academic Partner – Center for the Development of Good Practices on Health
- Documentation, Advocacy and Communication Expert

Supported by:

- WHO Cameroon Health Promotion team (based in Yaounde)
- WHO AFRO HPD Unit (based in Congo)



# Main results

- Project launched in November 30th, 2021 by the Mayor of Douala with the participation of 100 stakeholders





# Main results

- The Douala Process implemented:
  - Multi-stakeholder Forum convened
  - Participatory consultative process undertaken to identify the priorities on Urban Governance for Health and Wellbeing involving over 300 stakeholders



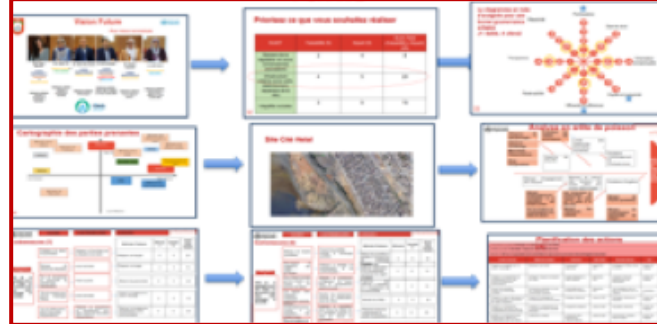


# Main results

- Douala City Action Plan elaborated (in validation)
  - 5 Priority areas with specific activities
  - Budget total incorporating DCC, 6 CAD and the gaps



# Main results



- 20 local champions trained on Urban Leadership through Urbanlead Training of Trainers delivery (4 Modules-2 years)

urbanlead

*The urbanlead programme* is a platform for leaders in cities to share innovations, apply principles of quality improvement to current initiatives, use a COVID19 lens for analysis of problems and underscore the important role of governance in achieving better health outcome





# Main results

- Douala 3<sup>rd</sup> Intersectoral Pilot Project implemented: Enhancing water access and management in Brazzaville community
  - Municipal Act published by the Mayor: Establishment of Community Intersectoral Committees for Water Management
  - Committee in Brazzaville community operationalized





# Main results

- Key Operational Research implemented:
  - Doula City Profile
  - Situational Analysis (in review)
  - Global research protocol adaptation
  - Covid-19 impact and response in Douala (in process)

Led by Bern University Institute of Social and Preventive Medicine at global level  
and the Center for the Development of Good Practices on Health in Cameroon





# Main results

- Project lessons learned shared at global level:
  - 10<sup>th</sup> Global Conference on Health Promotion, Geneva, Switzerland
  - WHO Mayor's Forum, virtual
  - African Mayors Dialogue on Urban Governance for Health and Wellbeing in the post COVID-19 era, Expo Dubai, UAE
  - 24<sup>th</sup> IUHPE World Conference on Health Promotion (poster), Montreal, Canada
  - Africities Summit 2022, Kisumu, Kenya
  - Meeting of Mayors on Urban Governance for Health and Wellbeing, Geneva, Switzerland



**URBAN GOVERNANCE FOR HEALTH AND WELLBEING: One year of fruitful collaboration between the city of Douala and WHO**



**Douala 3: The Mayor creates water management committees in the villages and districts of his council**

The Mayor of the Municipality of Douala 3 has created the committees for the management of water works in the districts and villages of his jurisdiction by a municipal decree. This decision establishes the collaboration between the community and the municipal executive in the management of this thorny issue.

"The Water Works Management Committee is made up of members elected by the community, under the supervision of the town hall, to represent it in discussions and during the decision-making process concerning the local management of their water supply system," the decree states. These committees will have virtually the onerous task of resolving all issues related to the management of the water supply system: hold meetings to discuss issues related to the operational status of the supply system; maintaining the supply system; raising public

Launched in May 2021, the Urbanlead project has been building a sustainable, inclusive and responsible city for over a year. The city of Douala, along with the other cities invested in the program (Mexico City, Timis, Bogotá, Khujina), is committed to integrating

# Communication materials



**Gouvernance urbaine pour la santé et le bien-être à Douala**  
**Urban Governance for Health & Wellbeing in Douala**

## urbanlead

Créer un environnement d'apprentissage pour des équipes de leaders engagés dans la santé et le bien-être en milieu urbain



**Gouvernance urbaine pour la santé et le bien-être à Douala**



Améliorer la gouvernance urbaine pour la santé et le bien-être à Douala

**OBJECTIF**

Améliorer l'état de santé et le bien-être de la population dans les villes, grâce à une gouvernance urbaine participative et multisectorielle d'ici à 2028.

**ACTIONS STRATEGIQUES**

- Réorienter les institutions de gouvernance et le leadership des exécutifs municipaux pour accroître la participation et l'efficacité
- Intégrer des mécanismes au niveau institutionnel pour promouvoir des politiques et des interventions avec un processus participatif multisectoriel
- Améliorer les compétences techniques pour aborder les déterminants de la santé et de l'équité dans les villes grâce à l'approche «santé dans toutes les politiques»
- Générer des données probantes sur la gouvernance urbaine pour la santé et le bien-être
- Plaider pour une gouvernance urbaine participative pour la santé et le bien-être à travers les réseaux mondiaux, régionaux et nationaux des villes et des maires.

**« Apprendre en faisant » reconstruire mieux**

Ville à ville / Travailler en équipe / Mesurer l'impact / Améliorer un programme existant

**La théorie du changement** du projet repose sur une analyse fine des défis et enjeux prioritaires de la santé et du bien-être à Douala. Elle exige de comprendre au préalable l'ampleur des phénomènes, de bien identifier les parties prenantes ainsi que les déterminants dans le but d'enclencher une nouvelle dynamique d'action municipale et communautaire. Avec pour finalité, infléchir la dégradation des indicateurs de santé et de bien-être des populations de Douala, en cohérence avec les Objectifs de Développement Durable (ODD 3 et 11) de l'Agenda 2030 des Nations-Unies et la Stratégie Nationale de Développement (SND30).

**3 BONNE SANTÉ ET BIEN-ÊTRE**

**11 VILLES ET COMMUNAUTÉS DURABLES**



### Gouvernance urbaine

# La ville de Douala s'implique dans un projet de santé urbaine et bien-être

Le projet vise, d'ici à 2028, à renforcer l'engagement des dirigeants urbains et l'engagement civique pour une meilleure santé et un meilleur bien-être dans des environnements sains.



**La santé et le bien-être.** Objectifs de développement durable (ODD) est tel à tous les autres ODD, plus particulièrement à l'ODD 11 sur les villes et les communautés durables. En 2018, un rapport d'UNE HABITAT a estimé que 70% des villes de la population mondiale vivent dans les villes, environ 1 personne sur 8 dans les mégapoles, et près de la moitié des habitants du monde dans ses agglomérations d'au moins 500 000 habitants. D'après l'OMS, la ville de Douala est classée comme agglomération déclassée. « L'urbanisation est rapide, pas facile à planifier. La ville fait face à des défis, agglomérations. Un accès aux services de base insuffisant pour la majorité de la population, et également au-delà des maladies transmissibles et non transmissibles.

Les communautés locales et les parties prenantes doivent avoir besoin en place une approche participative à tous les niveaux qui permet au village de bénéficier de façon cohérente dans un cadre permanent de partenariat à son développement durable efficace avec la santé et le bien-être au centre des exigences », déclare Dr Hmannu Hmannu, Représentant de l'OMS au Cameroun. Ce projet d'après le maire et la capitale douala, est une opportunité pour répondre à la problématique des problèmes

du 29/06/2022 | **Économiste** | **Actualités**

**Zones** | **Par Sébastien Mwaipo**

## DOUALA : les populations impliquées dans un projet d'accès à l'eau potable

Une équipe de l'Organisation Mondiale de la Santé (OMS) a entretenu les habitants du quartier Brazzaville dans l'arrondissement de Douala 3e dans le cadre d'un projet porté par la CID.

Une petite participante. C'est cette femme qui est entrée en scène, écoutée, dans le cadre du projet « Gouvernance urbaine pour la santé et le bien-être à Douala ». Un projet mis en œuvre par la Communauté Urbaine Douala (CID) en partenariat avec l'OMS et le soutien de l'Agence française pour le développement et la coopération. L'objectif de ce projet est de promouvoir une approche de développement à long terme de la commune de Douala 3e en renforçant le rôle du quartier Brazzaville, en des parties prenantes, dans les consultations, les projets, les comités de développement et des équipes de gestion citoyenne des infrastructures d'eau potable.

Résumé, ci-dessous par le quartier Brazzaville, dans les parties prenantes, dans les consultations, les projets, les comités de développement et des équipes de gestion citoyenne des infrastructures d'eau potable.

29/06/2022 | WHO Urban Governance for Health and Wellbeing

### Actualité

# Media coverage

The Guardian Post No 2373 | SOCIETY/ECONOMY's | Wednesday February 23, 2022 | Page 10

## WHO, Douala City Council: Urban development project to provide potable water to communities

An urban development project for the promotion of health and well-being, initiative by the World Health Organization, WHO, and the Douala City Council, has earmarked the provision of potable water as a key need of communities within Douala.

This phase of the project was brought into effect over the weekend by officials of WHO and their focal points at the Brazzaville neighbourhood in the Douala III subdivision.

The project seeks to promote the empowerment of urban leaders, by providing tools and information they need in working for the wellbeing of the population. It is said to be a product of the Mayors' summit which took place in South Africa in 2020. The city of Douala was selected alongside four other towns in the world (Mexico, Tunis, Bogota, Khulna city) as beneficiaries of the project.

The officials of WHO said they selected Brazzaville neighbourhood following feasibility studies, which revealed that the community and its dwellers lack drinkable water.

Maximum impact for project

According Dr Irine Yvanna Ehmah, head of family health programme at WHO, the selected neighbourhood will be used to "... replicate to others, thus



**WHO officials, local community leaders at chiefs place in Brazzaville**

Dr Irine Yvanna Ehmah, head of family health programme at WHO, said the lack of water is the root cause of so diseases, an opinion which was shared by the population of Brazzaville.

Gathered at the chief's palace same as those on the streets, the locals were in one accord with the fact that they had suffered several ailments due to the lack of potable water. They said they have been forced to drink water from the wells.

Seventy-four-year-old Nsgasa Jean Pierre has been an inhabitant of Brazzaville since 1961. A member of health and wellbeing water project as a light of deliverance from the deadlock of water crisis.

Nsgasa said the water supply company in Cameroon has failed to consistently provide them with potable water within three months. He said him and others in the locality are forced to buy bottled water to avoid drinking water from the wells, which is not healthy.

Unlike Nsgasa, 30-year-old Christelle Kom and her family do not have the means to purchase bottled water on a daily basis. Kom said they use local detergent to "purify" water before consumption. But she admitted the health hazards caused by the detergents.

The WHO officials, together with the team from the chief's palace in charge of the water project, went around the quarter to take first-hand information. A discovery of several abandoned water projects was made.

However, the chief of project for cooperation at the Douala III council, Mose Paul, said the council had planned to build a borehole to solve the issue of water crisis in Brazzaville. But the population remain hopeful that something having water won't be a cause for concern to them again.

The Guardian Post No 2311 | SOCIETY/EDUCATION | Friday December 03, 2021 | Page 10

## WHO, Douala City Council launch project to boost health of inhabitants



Roger Mbassa Ndine : Douala City Mayor

The first projects financed under the said initiative will be launched in 2022.

After Tuesday's launch, stakeholders have noted as priority, the involvement of the participatory and multi-sectoral dimensions of urban governance faces with the challenges of equitable access to basic services like potable water, public lighting, public transport, hygiene, sanitation, food safety, primary health care, gardens and sports and leisure spaces, cultural spaces, reception structures for refugees and displaced persons, on the one hand, and the consolidation of a congenial and friendly socio-community base, on the other hand.

They further raised the interconnections between the manifestations and consequences of urban disorder on the quality of life including noise and odour nuisances, proliferation of the informal sanitary formations, self-medication, air and water pollution, insecurity between actors and interventions, while taking into account their approach to health in all policies, and the lack of common understanding of the health and well-being of the population.

They also identified underlying factors of the deterioration of socio-community cohesion, health and well-being indicators, and proposes to create synergies between actors and interventions while taking into account their approach to health in all policies, and the lack of common understanding of the health and well-being of the population.

Last year, Douala was selected alongside four other cities in the world including Bogota, Mexico City, Khulna City and Tunis. In participating in the City Council in the Cities Summit which took place in 2018 in South Africa.

**Participants at the launch of the project**

the six representatives in Douala, a group of actors who understand and a development approach based on the principles of participatory and sectoral governance. official launch of the project in the city of Douala for the next two years.

## Vers une meilleure gouvernance urbaine à Douala

Le projet Gouvernance urbaine pour la santé et le bien-être à Douala qu'accompagne l'OMS vise à améliorer le cadre de vie des populations.

**Par Blaise Djoukpe**

La ville de Douala est lancée vers l'avenir dans le cadre de vie de ses populations. Un projet de développement urbain qui vise à améliorer le cadre de vie des populations.

Le projet Gouvernance urbaine pour la santé et le bien-être à Douala qu'accompagne l'OMS vise à améliorer le cadre de vie des populations.



Améliorer le cadre de vie des populations.

Le travail préparatoire au cours de ce projet a permis d'identifier les besoins des populations et de renforcer des capacités, dans la définition des priorités, des axes de recherches opérationnelles. Ce qui a abouti à un plan d'action et à la mise en œuvre à travers des actions de l'investissement, qui la politique de désinvolvement, entre autres, « note le Représentant de l'OMS Cameroun, Phasael Hmannu.

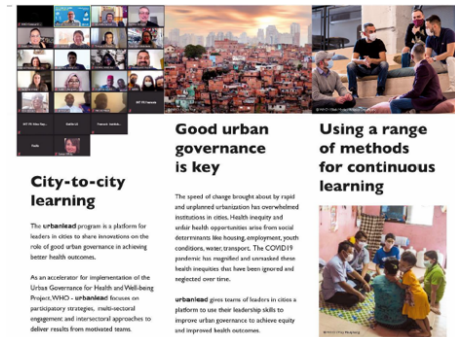
C'est dans un projet multiséctoriel dans tous les domaines, tout ce que vous pouvez faire contribue à la santé et au bien-être. Que ce soit dans la vente des déchets, dans l'assainissement. L'appui des actions qui seront menées contribuera au bien-être de la population ; à améliorer la santé des populations. Nous avons l'embarcadere de choix dans les projets à réaliser. Mais, les priorités ont été définies et le plan d'action arrêté », informe le maire de la ville de Douala. Une ville de Douala qui n'est pas la seule à avoir été choisie pour mettre en place cette gouvernance urbaine. Douala a été sélectionnée au même titre que quatre autres villes dans le monde, dont



Améliorer le cadre de vie des populations.

# Way forward

- Implementation of the City Action Plan led by the Douala City Council in collaboration with partners
- Implementation of Urbanlead Intersectoral Projects in other communities of Douala
- Expansion of the Project to other cities: Towards a Healthy Cities network in Cameroon



# Partners dialogue: better together

- What are your views about the potential of the Project?
- Are there any synergies with your current actions in Cameroon?
- What added value could you bring to the Project?
- Are you interested in City governance or any of these areas?
  1. Enhancing access to safe water
  2. Improving hygiene and sanitation
  3. Promoting quality health care
  4. Tackling urban disorganization
  5. Reinforcing access to sustainable energy



# THANK YOU!

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