

CFHD BULLETIN



INTRODUCTION



The Civic Forum on Human Development (CFHD) is a human development organization established in 1995. The vision, mission and values of the CFHD are as follows:

Vision

Inclusive and just societies where the rights of citizens are recognized and local institutions are empowered to drive their own development

Mission

To transform all systems and processes that contribute positively to human development based on respect for people's participation, human development aspirations, empowerment, service delivery and responsible policies

Values

F-fairness
A-accountability
I-innovation and quality oriented
R-responsiveness and timely action
N-network driven
E-environmentally sensitive
S-socially responsible
S-sustainability focused

CFHD has worked directly with over 40 local Community Based Organizations (CBOs) and Civil Society Organizations (CSOs) to deliver demand driven programmes that empower citizens, local organizations and other interested stakeholders to deliver effective, efficient and relevant services to poor, marginalized and difficult to reach communities in Zimbabwe.

For the past 22 years, the CFHD has been working with research and academic institutions, technical, policy and regulatory agencies, community based and civil society organizations and the private sector to develop models for improved citizen participation, local governance, local economic development, service delivery and social accountability in urban and rural areas of Zimbabwe.

CFHD has now developed a solid portfolio of demand driven programmes in the areas of local governance and citizen participation, human development support services, women, youths and girls empowerment and information, communication and advocacy. We have several cross-cutting issues that we mainstream in all our work and these are social inclusion, gender, climate change, environment and sustainability. Figure 1, overleaf shows how the different components of our work come together in our programming process.

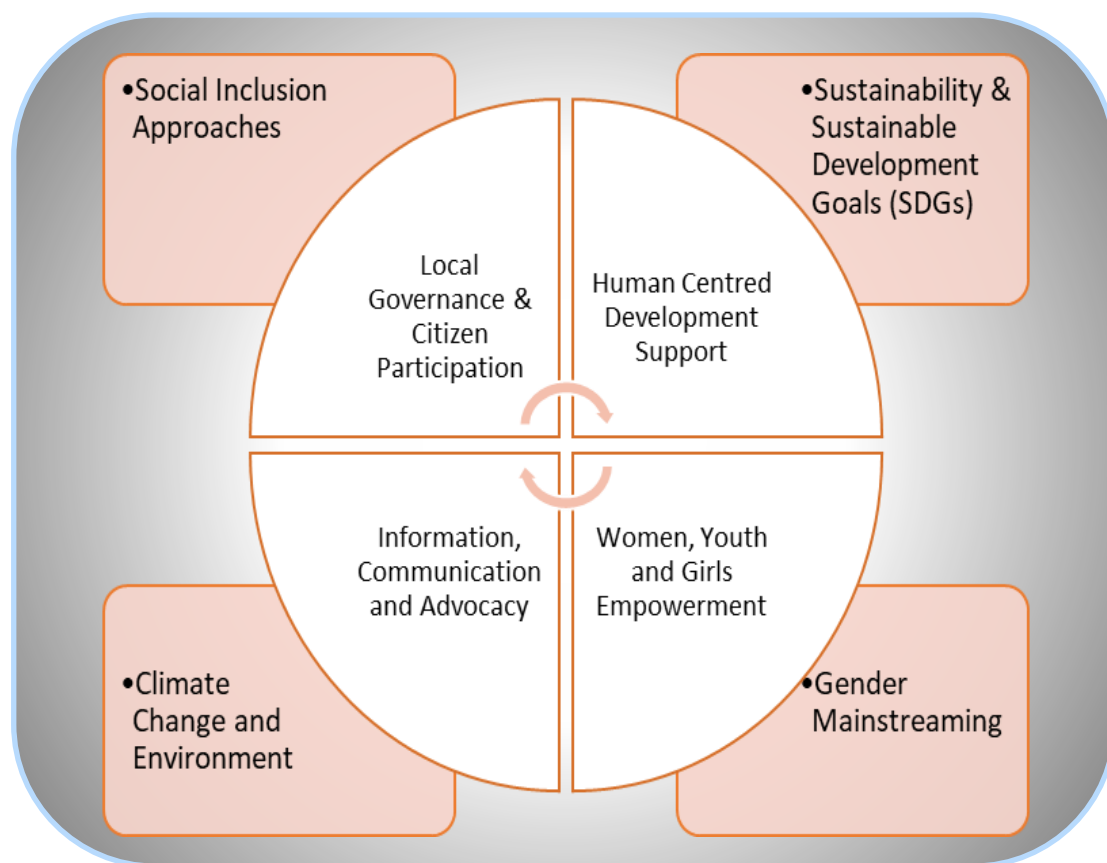


Figure 1: CFHD Focal Areas of Work

Our portfolio of funded work includes work on Strengthening Inclusive Service Delivery in Rural Local Authorities of Zimbabwe (EU funded), Human Rights Protection and Monitoring in Zimbabwe (IOM funded), EQUINET, Youth Well-Being Project and Cassabanana Human Settlements ((Training and Research Support Centre).

WHERE WE WORK IN ZIMBABWE

CFHD is now actively working in 25 districts in partnership with local Community Based Organizations, Civil Society Organizations (CSOs), local and international NGOs. These areas of reach are shown in Figure 2, overleaf which has plotted our footprint areas. Our rapid geographical growth has been triggered by the use of the peer to peer learning approach through Civic Forum Human Development Partners Network which is spearheading work on human centred development and capacitating local CBOs and CSOs to plan, implement, monitor and progressively review human centred approaches to development.

We continue to build models of excellence in local governance, citizen participation, inclusive service delivery and social accountability in six districts of Mutoko, Mudzi, Wedza, Hurungwe, Sanyati and Nyaminyami. We have gone further in building a network of community based and civil society organizations to champion a human centred approach in addressing priority human rights and development issues at the community level.

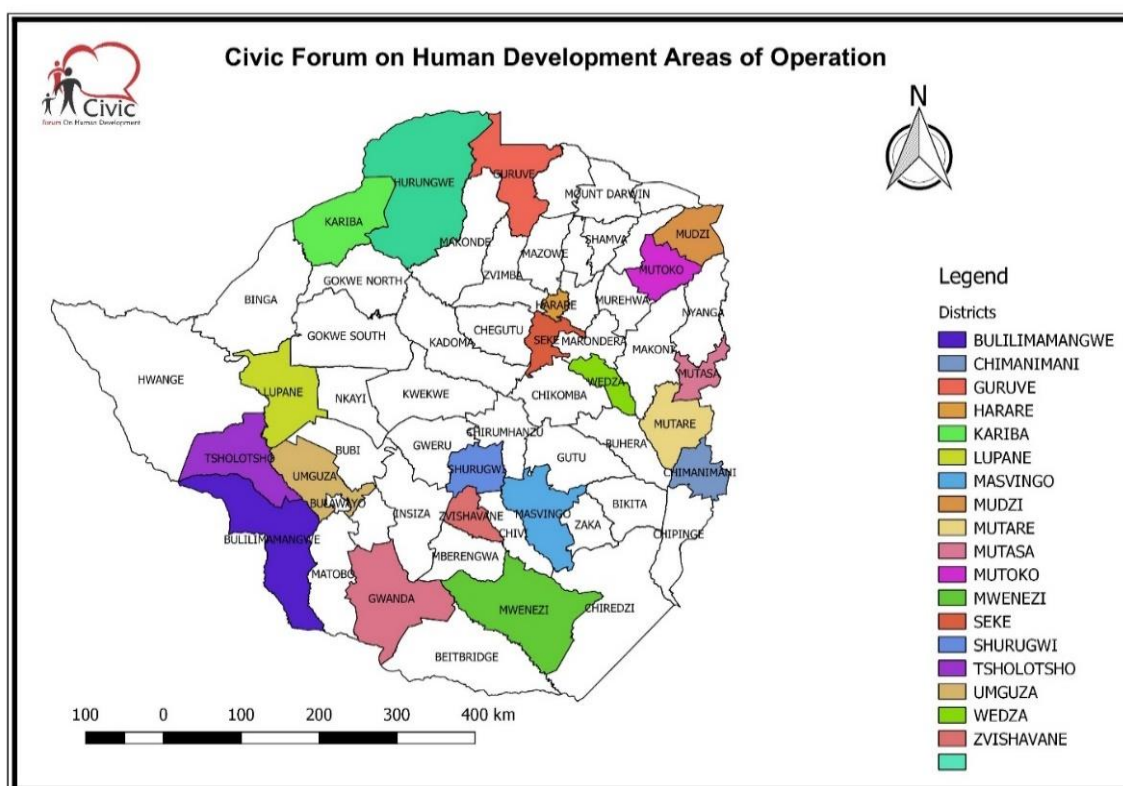


Figure 2: Map Showing CFHD Operational Districts

Working through CBOs has enabled the CFHD to increasingly apply the human centred approach in programming around human rights, access to essential services (water, sanitation, energy, food, waste management) and address the rights of women, youths and girls using integrated and holistic approaches that are community based. We have now seen a shift from focusing on processes of dialogue to helping delivering of tangible services through demonstration interventions, creative partnerships and promoting community based and gender transformative interventions which all rely on our credible and proven processes of community based planning, training for transformation, promoting leadership growth and development and light touch facilitation.



A chicken run for the one of the chicken projects in Mutoko ward



One of the women in Tsholotsho chicken project in ward 17 explaining their project to evaluators during a field visit

We have forged Strategic Partnerships with local, national and regional organizations to help the Forum leverage its transformative work. We work with Association of Rural District Councils of Zimbabwe (ARDCZ) on local governance, citizen participation, service delivery and social accountability work. We have also worked well with the Centre for Community Development Solutions (CCDS) as a technical and knowledge management support partner in all our local governance interventions. We have worked with the Training and Research Support Centre (TARSC) in EQUINET project and in exploring avenues for the empowerment of women, youths and girls in Zimbabwe. We have forged cooperation agreements with all the target rural district councils to ensure all our operations are regularised.



Some of the piglets in the Mutoko RDC piggery project where the Mberi group banked their pigs



DAT members explaining the piggery project to consultants

CFHD MAJOR HIGHLIGHTS FOR 2016

1. SOCIAL ACCOUNTABILITY PROJECT

The CFHD initiated the implementation of a 3 year funded project titled Strengthening Social Accountability in Rural Local Governance Systems of Zimbabwe. In the implementation of the project the CFHD has used a social accountability approach that is based on the Public Social Accountability Monitor (PSAM) model as a result of CFHD long-term collaboration with the PSAM Regional Programme being hosted by the Rhodes University in South Africa. The approach seeks to capacitate targeted actors and institutions with skills and tools that will enable the implementation of budgets, legislations and plans for the progressive realization of basic needs and rights.

The overall objective is to enhance supply side effectiveness, efficiency and good operational management for service provision through a better understanding of the public resource management framework in Zimbabwe. The specific objective is to enhance interaction amongst civic actors, oversight and local government that promotes sustainable accountable governance in the management of public resources for the progressive realization of basic needs and demand-driven services. The project is being implemented in two (2) Provinces of Mashonaland West (Nyaminyami, Hurungwe and Sanyati Rural District Councils (RDCs)) and in Mashonaland East (Mutoko, Hwedza and Mudzi RDCs)

a) Social accountability model

The project is underpinned by an inclusive service delivery and social accountability process is guided by the legal frameworks which include the Public Finance Management Framework (PFMA), National Constitution, and Rural District Council Act. The Social Accountability process involves 5 stages as shown below:



Fig 3: The Social Accountability Process, Adopted from CSA Booklet, June 2015

The project will incorporate the CFHD working approaches as detailed below:



Figure 4: CFHD Working Models

b) Project Launch

The Social Accountability project was launched on 31 May 2016 through a one-day workshop that was held in Mudzi with the aim of introducing the Inclusive Service Delivery and Social Accountability Project to the project beneficiaries and main stakeholders. Each of the targeted district was represented by an official from Local Authority, District Administrator (DA), Civil Society Organisation (CSO) and Community Based Organisations (CBOs). The workshop saw the project being endorsed for implementation at national level by the then Mr. Ndarukwa, Mashonaland East Provincial Administrator giving the key note address and the EU representative, Ms. Linda Kalenga who officially launched the project on behalf of the EU Ambassador. The official launch of the project also captured the eye of the media whose coverage of the event can be accessed on <https://www.newsday.co.zw/2016/05/31/eu-injects-e650-000-rural-councils/>. The publicity of the project launch by the media also resulted in increased demands for collaboration and partnerships by other civil society organizations. For instance having read the newspaper the Election Resource Centre was able to engage CFHD for collaboration and the two organizations are currently mapping areas of engagement especially in the area of strengthening the capacity of traditional leaders.



EU Task Manager Linda Kalenga Officially Launching the Social Accountability Project in Mudzi

c) Baseline Survey

The project baseline survey was conducted after the launch of the project in the Mudzi District. The consultant used a facilitation model that involved group processes of interactive engagement of self-situational analysis and benchmarking and validation of the project objective and implementation strategies. The participatory baseline processes were facilitated between August 4 and September 22, 2016 in Mashonaland East districts of Mutoko, Mudzi and Hwedza. A validation workshop was held on the 28th of November 2016 for Mashonaland West districts to validate issues that emerged from the baseline processes in Mashonaland East province. Stakeholders that attended the workshop included chiefs, District Administrators, local authority members of staff, and representatives of Civil Society Organizations (CSOs), Faith Based Organizations (FBOs), ministries and government departments that are resident in the districts.

The objectives for the baseline survey were meant provide relevant baseline information for key project initiatives as highlighted in the project logical framework and, assess validity and relevance of proposed implementation strategies at community, district and national levels. Thus validating the social accountability framework by identifying any constraints that may hinder successful implementation of the project and perceptions and understanding of key stakeholders and civil society organizations on key issues relating to inclusive service delivery and social accountability.



The consultant facilitating over Baseline Focus Groups in Mudzi

Some of the emerging issues from the baseline survey report include:

- The baseline benchmarks and gap change improvements in the areas of provision of service delivery, social accountability, stakeholder engagement and interaction, evidence based planning, budgeting, implementation and reporting, community based planning are on average between 30% and 50%.
- All the districts confirmed that there is an existence of strategic and annual plans that reflect the needs and priorities of their citizens. The CFHD is in the process of validating the existence of these documents through the community based planning process.
- Access to information remains a challenge since some of the information that is meant for public consumption is not in simple format that citizens may find easy to understand in relation to their low levels of financial literacy, hence citizens are very challenged and frustrated to engage factually on matters of budgets, forecast, expenditure and accountability.
- The majority of the targeted stakeholders are aware of the existence and role of the constitution, RDC Act and the Public Finance Act in promoting local level planning and inclusive service delivery. The gap issue is that, these policy and legislative documents are owned and controlled by influential officials to the extent that citizens lack the ownership and confidence to exercise their rights.

d) Partner Capacity Building

The Civic Forum on Human Development (CFHD) conducted a 3 day workshop at ARDCZ offices from the 27th to the 29th of July 2016. The theme of the workshop was: *“Empowering the Team in Making a Difference in the Planning and Implementation of Collaborative and Social Accountability Projects in Zimbabwe”*. The meeting was attended by 15 participants drawn from the employees of the CFHD as well as two partner organizations working with the CFHD under the Social Accountability Project which are the Centre for Community Development Solutions (CCDS) and Association of Rural District Councils of Zimbabwe (ARDCZ). Mr. Masendeke, the Chief Technical Director of the CFHD, facilitated the 3 day training workshop. The workshop was aimed at building institutional and individual capacity in project management, fundraising, networking and basic principles of social accountability and inclusive service delivery.



Group work during the partner capacity building workshop

The outcome of the capacity building workshop was that partner organizations were able to learn and share innovative good practices and behaviours as well as project planning and management at individual, team and organizational levels and to map out future collaboration opportunities and priorities for action. Team work was a major component of the training several approaches to team work such as the geese model and eagle model were highly emphasized.

e) Community Based Planning



A representative of a Hurungwe CBO expressing some of the needs of his constituency during the CBP processes



A representative from a Mutoko CBO articulating some of the priorities that she wants to see included in the ward plans

Community based planning (CBP) is a process that empowers local communities to voice their opinions and strengthen skills and confidence to participate in development interventions. Chiefs, provincial administrator, district administrators and CEOs were trained on CBP which is one of the core pillars of the social accountability project. The training gave an opportunity for the traditional leaders to be acquainted with CBP before the roll-out phase of CBP process at community level. The CBP trainings generated the following results:

- Consensus on social accountability gaps in the areas of communication of district strategic plans to all citizens so that RDC and stakeholders playing a part in the implementation process can be held accountable, institutionalization of an integrated and inclusive planning system, development and implementation of social service charters binding for RDCs and all stakeholders through local legislative by-law reviews and reforms and the building of political will and stakeholder commitment towards an inclusive service delivery and social accountability culture in local governance.
- The need for the RDC and its strategic partners (government sector agencies, NGOs etc) to map out all key stakeholders on the supply and demand side to develop an integrated service delivery action plan that is informed CBP priorities from the community action planning process at ward level. This process should also consider the role of private public partnerships in the delivery of citizen prioritized services.

- The integrated service delivery approach will lead to better coordination and multiple leveraging of resources and efficient use of resources to meet prioritized needs of citizens it will also ensure equitable resource allocation and effective monitoring of service delivery projects. To achieve this high quality collaboration, an electronic database of all key service providers and their areas of coverage and activities would be a good starting point for building harmonious working relationships towards addressing community prioritized needs from the ward to the district level. This could be the beginning of e-governance service charters in Zimbabwe where residents are informed of quarterly progress through their cell-phones.



Sanyati local leaders listening attentively during one of the sessions on CBP that were held in District

Community needs that were captured through the CBP process will be monitored by CBOs on whether the council strategic plan, service charter and budgeting process is incorporating those, including women, youths and other marginalised groups' priorities. This will facilitate the effort of the local authority and other service providers to deliver services that respond to people's priorities and realisation of basic human needs.

f) CBOs and CSOs Engagement with Local Authority and other Service providers

CBO and CSO capacity to engage and hold duty bearers to account was varied across the districts depending on the level of organization and membership, history of interaction with RDCs quality of leadership and knowledge of issues affecting their relationship with the RDC and other stakeholders. Participation in the community based planning process, enabled CBOs and CSOs to begin to interact on local governance issues and services and to learn more about their rights and entitlements. This process has increased their level of confidence in playing an effective in improving social accountability through the service delivery charters, well-crafted petitions, dialogue meetings and issue papers for dialogue and through individual and joint advocacy initiatives as well as regular ward meetings with councillors and service providers at the ward level for regular feedback and oversight. The CBOs and CSOs also expressed interest in tools such as score cards, citizen juries and public expenditure tracking to ensure evidence based monitoring and accountability. CBOs and CSOs also want to be agents of communication on strategic plans, budgets and other public information that residents should know – hence an opportunity for increased e-communication between the RDCs and Citizens.



The Social Service committee members discussing with councillors to adopt the institutionalisation of CBP, Service Charter, PETS, LGB and Participatory Budgeting as social accountability monitoring tools in Hwedza District.



Mr Chingosho (Ministry of Youth) DAT Member facilitating in Zana Ward at Dendende Village, facilitating on the participatory budgeting cycle –during the responsive mentoring training on the strategic use of evidence gathered for advocacy and lobbying.

2. HUMAN RIGHTS MONITORING AND PROTECTION PROJECT

The Civic Forum on Human Development is part of an International Organisation for Migration (IOM) led consortium that it is implementing a Human Rights Monitoring and Protection project. The goal of the project is to improve human rights monitoring and protection in Zimbabwe through support to evidence based mechanisms for creating dialogue, communication, collaboration and coordination with multiple stakeholders working in the human rights sector in Zimbabwe.

The project was officially launched in December 2016 at the IOM offices. Major areas of focus for the action includes enhancing information management, referral pathways and victims of human rights violations to relevant authorities. This will be done through developing and disseminating simplified information to citizens on human rights issues affecting them and, monitoring and validation of reported issues. The CFHD is implementing this project in 25 districts of Zimbabwe through community based civil society partners networks which comprises of more than 15 CBOs which include

Nyaunhure Trust	Lower Guruve Development Association
Combined Epworth Residents Association (CERET)	Tinyubabili Trust
Zimbabwe Homeless Federation	Vukauzenzele
Emthojeni Women's Forum	Single Parents and Widowers Network
Tatujane	Real Agenda for Youth Transformation



Delegates listening attentively during a peer to peer learning workshop on the Strengthening Human Rights Protection and Monitoring Project

a) The Human Centred Development Approach (HCDA)

The HCDA approach enables CFHD and its network members to develop a more holistic approach for translating people's needs into rights and to ensure active participation of people in building inclusive processes for addressing their rights ensuring their needs are met. The ultimate goal is to ensure that realization of people's rights will result in social, economic, political, cultural and institutional transformation processes that lead to social justice, equality (including gender equality) and improved well-being for all citizens. In implementing the Human rights and monitoring project the CFHD uses the Human Centred approach.

A human centred approach has been adopted for various reasons in the implementation of this intervention. Firstly it provides a holistic framework for giving a voice to marginalized communities and groups to identify issues of human rights protection that they want to be addressed within their communities and to express their information and capacity building needs and priorities. Secondly, the use of an inclusive approach enables the rapid identification and inclusion of local CBOs and CSOs who work closest with marginalized people, IDPs, vulnerable, men, women and children whose rights needs to be protected with the support of these local organizations. The Figure below illustrates the key components in the Human Centred Development Approach



Figure 5: Human Centred Development Approach

b) Cassabanana Human Settlement

The CFHD in collaboration with Training Research Support Centre (TARSC) implemented a project on health issues affecting the Cassabanana community. The CFHD mainly worked with the Community Health Committee of Cassabanana and the work is part of a wider programme facilitated by Training and Research Support Centre (TARSC) which seeks to advance delivery and accountability on the right to health in relation to the Public Health Act and Constitution of Zimbabwe. This component of the programme focused on the use of Participatory Action Research (PAR) to improve public health services in Cassabanana through evidence based dialogue between community, stakeholders and duty bearers. It draws on work that has been implemented by TARSC and Zimbabwe Association of Doctors for Human Rights (ZADHR) in 2014-15 (see www.tarsc.org for earlier reports on work undertaken in Cassabanana).



Cassabanana settlement

Toilets that are used by people who reside in the Cassabanana Human Settlement

Cassabanana is a poverty stricken peri-urban community that is facing critical primary health conditions. The main sources of livelihoods for the people include fishing from Lake Chivero and casual labour in the nearby location of Kuwadzana and Norton. A brief scrutiny of the community indicates that social immoral activities such as prostitution, drug abuse and crimes are inevitable as people strive to earn a living. The Cassabanana community faces identity crisis, the community is technically located in Zvimba Rural District Council (ZRDC), but the houses (old wooden cabins) belong to Harare City Council (HCC). The Harare City Council collects rates and rent on a monthly basis and, therefore, is theoretically responsible for providing basic services (including health care, rubbish collection and maintenance of water and sanitation facilities). Thus the confusion of the responsible duty bearer poses a challenge in planning and delivering services that improve the community's health and well-being.



One of the residents preparing fish near sewage flowing by



Drying fish on an old bed whilst children play nearby



CFHD staff meeting with some of the local leaders in Cassabanana Community

The Cassabanana Health Committee with support from CFHD engaged in a number of initiatives in trying to get the HCC to meet their obligations. The most prioritised actions during the project were to strengthen relationships between the CHC and key stakeholders especially Cassabanana residents, the local leadership and local committees - so they could collectively build dependable relationships with the relevant duty bearer. Going through the PAR cycles of reflection and action has made communities to realise that they can actually have a say on how local authorities function and they have the power to hold duty bearers accountable. This became evident when community members demanded to be part of the planning meeting between the Councillor, ZRDC and HCC. Communities were dissatisfied with

the representation of community leaders since all these years the health system has not improved and there is no feedback from the local authority, leaving residents in the dark as to progress on the provision of health services.

c) Youth Urban well-being Project

The Civic Forum on Human Development also collaborated with Training and Research Support Centre (TARSC) in implementing an urban youth wellbeing programme. TARSC leads the “Equity Watch” work in EQUINET which aims at building an analysis of available evidence on inequalities in health and its determinants within urban areas, with a particular focus on the responses to urban inequalities, whether from the health sector or through the health promoting interventions of other sectors and of communities. This programme aims to build a more holistic understanding of the social distribution of health in urban areas and the responses and actions that promote urban health and wellbeing. These health promoting responses may be taking place in areas such as urban ecosystems, in the urban economy, in improving urban living and community conditions, social and political conditions and information and social media, amongst other areas.

During 2016-2017 TARSC and CFHD implemented several interactive cycles of review and compilation of diverse forms of secondary evidence interacting with interactive cycles of participatory review and validation by young people from diverse settings in Harare with selected urban areas on:

The (different) understandings, perceptions and measures of wellbeing.

- The evidence on the distribution and drivers of wellbeing in urban youth in Eastern and Southern Africa.
- The community assets for, and the changes, approaches, practices, innovations that are proposed and are being implemented to improve wellbeing across urban youth;
- The learning and insights from the findings, and the implications for urban health services.



Some of the youths participating in the process

The participatory validation process in Harare included 6 groups of young people from a diversity of backgrounds. The youth groups included:

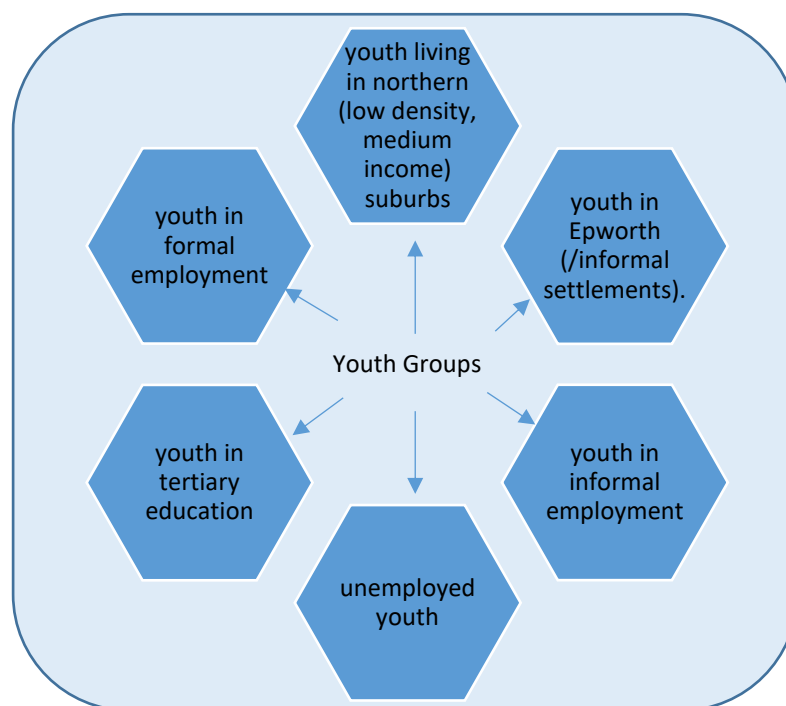


Figure 6: Youth groups involved in the project

The outcomes of this validation process showed that the youths are a diverse group. +5The youths discussed with different groups of urban youth the understanding and definitions of wellbeing, especially in regards to enablers and disablers of wellbeing in Harare for young people and the priority areas to give attention to in exploring responses. It provided a local participatory validation of key concepts on wellbeing obtained from the background literature and which of these were (divergently) relevant to and prioritised by youth in Harare. The findings of the validation process were that most youths indicated that secure jobs and income, education and participation in government decisions was highly important in their wellbeing.

COLLABORATIONS

The CFHD has collaborated with various institutions in order to meet its goals and objectives. The partners are listed in the figure below.

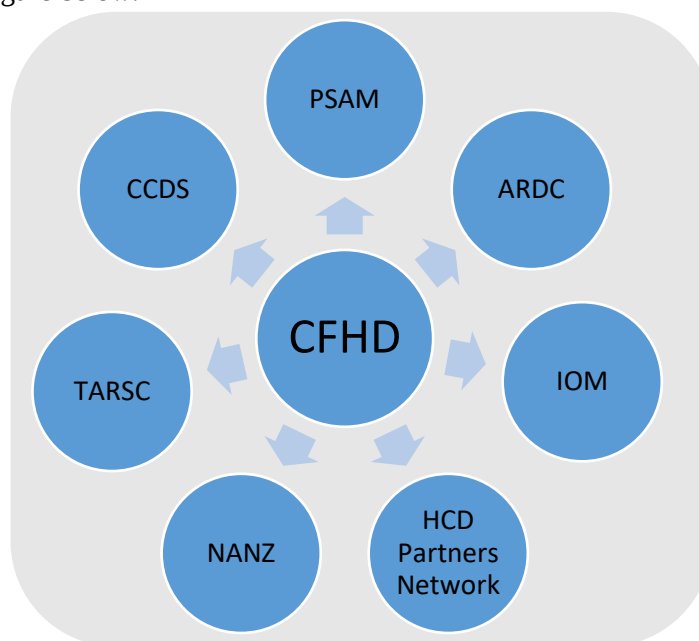


Figure 7: The partners CFHD works with

Organization	Details of Collaboration
Public Accountability Monitor (PSAM)	The regional partnership between the CFHD and PSAM has continued to grow in the year 2016. The CFHD has continued to effectively participate in the regional reflection and learning workshop that are hosted by the PSAM as evidenced by the Bulawayo learning workshop that was conducted in August 2016. The CFHD has continued to share outcomes from the implementation of the Social Accountability Project in country and regional learning platforms.
International Organization for Migration (IOM)	The relationship of CFHD and IOM has continued to grow from strength to strength. In 2016 the two organizations collaborated in fundraising initiatives in the areas of Climate Change, Local Governance, Internally Displaced Persons and Disaster Management amongst others. The two organizations worked together in developing the proposal on Strengthening Human Rights Monitoring and Protection Project in Zimbabwe which secured funds from the EU.
Human Centred Development Partners Society Network	The network of CFHD has continued to grow and now comprises of more than 40 CBOs and CSOs covering more than 25 districts. The IOM led project on Strengthening Human Rights Monitoring and Protection has enabled some of the members of the CFHD partners to directly participate in the implementation of the project. The CFHD will continue with fundraising efforts that are targeted at improving the financial and technical capacity of members of its network.

ARDC	The ARDCZ is the umbrella organisation for all Rural District Councils in Zimbabwe and is the technical arm of the Zimbabwe Local Government Association (ZILGA) on issues related to capacity building of Rural District Councils in Zimbabwe. The ARDC brings together 60 RDCs in Zimbabwe and is strategically positioned as the direct conduct between RDCs and the central government on policy development and influence. It is responsible for ensuring political buy of relevant interventions and disseminates lessons learnt from participatory Local Authorities and Government. The ARDCZ is also partner of the CFHD in the implementation of the Strengthening Social Accountability in Rural Local Governance Systems of Zimbabwe.
TARSC	The CFHD has collaborated with TARSC on health issues and wellbeing. The aim of the partnership was to build a more holistic understanding of the social distribution of health in urban areas and the responses and actions that promote urban health and wellbeing. The collaboration also resulted in the advancement of a centred approach in the implementation of public health rights and norms through engaging and ensuring accountability on existing rights and duties for public health by using community evidence, analysis and civil society engagement to mobilise for changes in the practice and funding of public health, including for the enactment of the revised stakeholder driven amendments to the Public Health Act.
CCDS	CCDS has expertise in designing tools for monitoring implementation in its programming. The organization leads in generation and dissemination of knowledge products and helps to build platform for dialogue of good practices happening within and without the project. The CCDS has played a critical role in the implementation of CFHD past and present project which include the current Social Accountability Project.
National Age Network of Zimbabwe (NANZ)	The CFHD is a member of NANZ which is coalition of organization from various backgrounds with competences that can promote aging issues in development programmes. The CFHD has been integrating aging issues in its programming.

Figure 8: How the CFHD Works with Partners

During the period under review the CFHD engaged in an intensive process that involved the documentation of myriad of issues affecting institutions, communities and individuals. The CFHD is committed to be part of the process that is involved in tackling structural impediments to the enjoyment of socio-economic rights for people living in marginalized and remote areas of Zimbabwe. It is against such considerations that future programming of the CFHD will include local governance and citizen participation, human centred development and women, youths and girls empowerment.

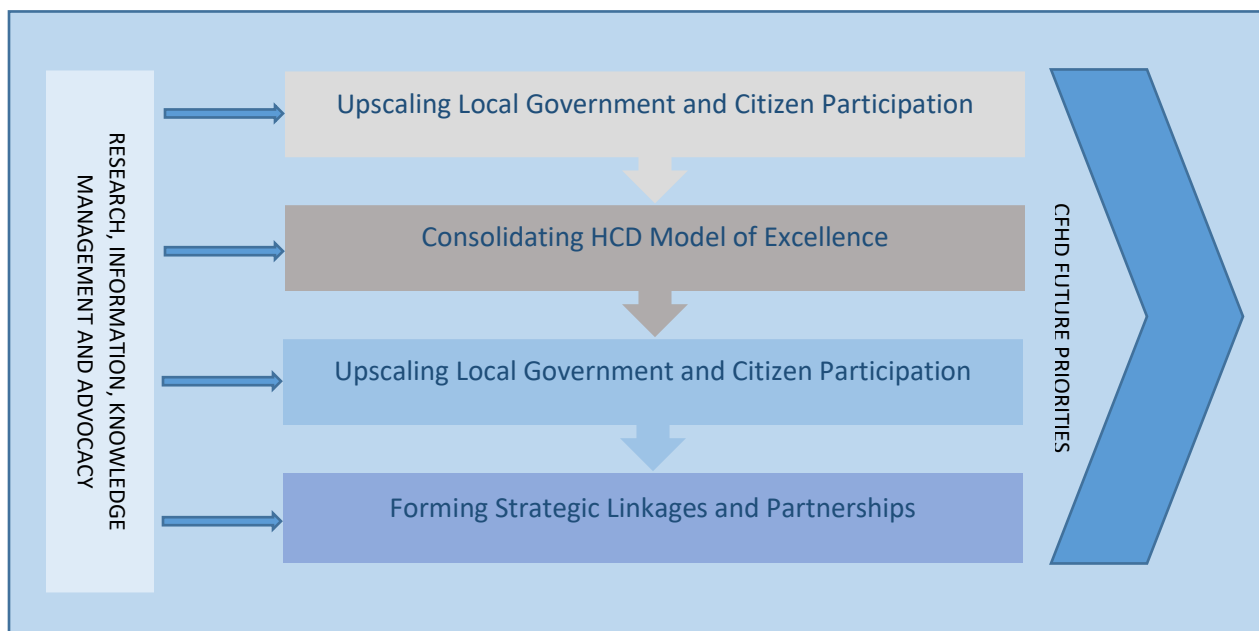


Figure 9: Focal Areas 2019-2021