



ANNUAL REPORT 2018

Civic Forum on Human Development

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ABOUT CFHD

The CFHD was established in July 1996 with a vision to develop inclusive societies where citizens and local institutions are empowered to drive their own development. Its mission is to transform all systems and processes that contribute positively to human development based on respect for people's participation, human development aspirations, social and economic empowerment, service delivery and responsible policies. The organization is apolitical with proven competences in the areas of democratic local governance, local economic development, peace building, social accountability, human rights protection, advocacy and lobby skills, inclusive service delivery, disaster risk management and capacity building of local organizations. The organization has five focal areas of work which are illustrated below:

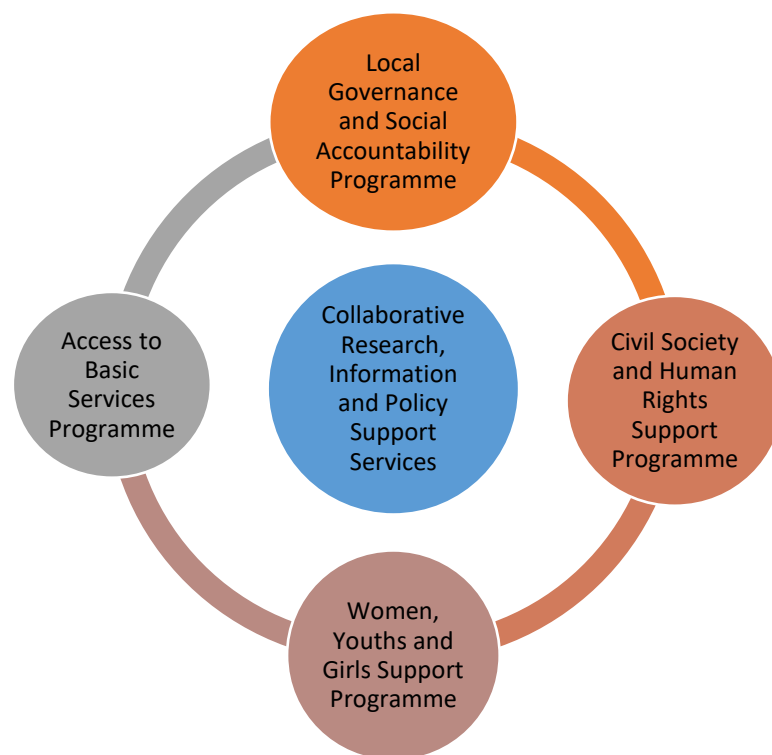


Figure 1: CFHD Focal Areas

The focal areas have evolved over the years since the inception of the CFHD and this has enabled the organization to expand its operations to 25 districts of Zimbabwe inclusive of both urban and rural areas.

Political and Social Context

In 2018 Zimbabwe experienced social, economic and political crises that resulted in unprecedented levels of inflation, high unemployment and steep decline in the country's GDP. After the change in leadership within the main political party, the year 2018 started positively with a crusade to restore the fortunes of the economy through international re-engagement, investment led economic growth and development, social and economic stabilization through creating opportunities for dialogue and employment creation at all levels and restoring the culture and legacy of democracy and good governance from the local to national level. However, the reconstruction process was billed with a number of obstacles and challenges chief among the contested election result; post electoral violence that resulted in the death of 6 people; strikes and demonstrations which have all contributed to civil unrest and economic uncertainty with a the potential to reverse the gains made since the establishment of the 3rd Republic.

During the post-election period Zimbabwe has experienced worst scenarios after the 2018 Presidential Results were being announced whereby 6 deaths were recorded on the 1st of August 2018 due to violence which occurred from the citizens disputing the results. Suspected criminals behind the riots were arrested and prosecuted. Following the August 1 killing of civilians by alleged soldiers a Commission of Inquiry was established to investigate on the shootings. The findings from the commission asserted that the demonstrations which became riotous and caused extensive damage to property and injury had been incited pre-planned and well organized by the MDC Alliance. The particular circumstances prevailing on the day justified the deployment of the Military to assist the Police in containing the riots and six (6) people died and thirty five (35) were injured as a result of actions by the Military and the Police.

General Strike of Doctors was also experienced during the course of 2018 which affected the provision of health services in public health centers across the country. Poor sanitation and unsafe drinking water in some parts of Zimbabwe were recorded, incidences of cholera occurred and were reported across various parts of Zimbabwe. As of 21 November 2018, 10,202 cholera cases with 55 deaths (9,933 suspected and 269 confirmed cases) - case fatality rate of 0.54 per cent has been reported.

However, on a positive note the 2018 political environment led to the introduction of political dispensation in Zimbabwe where the inclusion of civil society in the economic recovery and development process was openly encouraged by Government creating space for promoting democratization, citizen participation, social accountability, monitoring and addressing a range of social and economic injustices faced by vulnerable groups such as women, youth, people living with disabilities, Internally Displaced Populations, Victims of political violence and people affected by gender violence and all other forms of discrimination and violence. CFHD is already well position to lead in the implementation of such an initiative given the multiplier effects on its network members at the community level in over 25 districts of Zimbabwe.

The commitment made by the Government towards Devolution which was demonstrated by the allocation \$310 million towards implementation of Devolution was a welcome development in CFHD programming. Government had also approved the Principles of the Provincial Councils and Administration Amendment Bill, which spells out the mechanisms of decentralization and devolution. “As spelt out in the Transitional Stabilization Programme, decentralization is a key strategy for fair and just governance”. The key developments in devolution are in line with CFHD programming which has being making concerted efforts to enhance provincial councils, to enhance accountability in the management of public resources, through inclusive participatory approaches.

Working Model

CFHD works with local governments, Civil Society Organizations (CSOs), Community Based Organizations (CBOs), women and youths based organizations or groups and supports citizens with information and knowledge on their rights and entitlements. Its core working model with all its target groups is participatory, collaborative and responsive for effectiveness and impact.

- ❖ The participatory process involves participatory diagnostic assessments to identify needs and priorities for capacity building and programme intervention.

- ❖ Collaborative roles and responsibilities are then agreed through dialogic processes involving supply and demand side stakeholders.
- ❖ Responsive capacity building and technical support services are then designed to meet the needs and priorities of local service providers such as peer educators, District Action Teams (DATs) and facilitators to effectively deliver, training and capacity building at the community level.

The implementation process reflects a shared commitment on outcomes, outputs and activities that have potential to transform the lives of resource poor communities in rural, peri-urban and urban areas.

Strategic Highlights

The year 2018 marked the beginning of a new dispensation in Zimbabwe with a new government albeit a shrinkage in donor space. The CFHD already had three projects that it was implementing which were:

- a) European Union funded Strengthening Social Accountability in Rural Local Governance Systems of Zimbabwe
- b) International Organization for Migration funded Human Rights Monitoring and Protection Project
- c) UN Habitat funded Enhancing Sustainable Access to Safe Clean Water and Gender Sensitive Sanitation Services in Epworth

Key Partners and Funders

In all its work, the CFHD requires collaborations with other organizations to be able to implement programmes in all the different areas we are working in. Due to this spread, we introduced different models such as the Light Touch Model where we work with local institutions by capacitating them and training them so that they are able to drive the different projects. This also helps with continuity and ownership of the projects once the project timeline has ended and the CFHD pulls out of the area. There have also been other organizations that have helped us during the implementation of projects by lending expertise in certain areas and human resources in some instances. Some of the partners we work with are:

Organization	Area of Collaboration
Association of Rural District Councils Zimbabwe (ARDCZ)	Local Governance, Citizen participation, inclusive service delivery and social accountability
Centre for Community Development Solutions (CCDS)	Intergenerational approach to human centred development, Local Governance, Citizen partnership, inclusive service delivery and social accountability, fundraising initiatives and technical support, local knowledge systems and rights to access information, knowledge and support services without discrimination based on age, religion, geographic etc
Local Government (Including District Councils & traditional leaders)	Official entry points & coordinators of development initiatives. Local resource allocation (especially land). Coordination of other government agents.
Civil Society Organisations and Community Based Organizations	Self-organisation and voices of citizens Technical support to human centred development approaches at district level.
Ministry of Local Government, Rural and Urban Development	Strategic partnerships with the Ministry of Local Government, Rural and Urban Development at national, provincial and at district level.
Other essential Government Ministries (Gender, Youth, Economic Planning)	Strategic partners with the following ministries: Ministry of Labour and Social Welfare; Ministry of State for Housing and Local Government; Ministry of Environment, Water and Climate and Women and Youth Affairs.
Other NGOs (those that are being attracted to emerging models of governance excellence).	Fundraising initiatives and technical support.
Emthonjeni	Women's Rights and Gender Mainstreaming
Vhuka Uzenzele Trust	Advocacy, Lobbying and Entrepreneurship Skills Development
Women In Communities (WICO)	Women's Rights And Right to Education for Young Girls
Tjinyunyi Babili Trust	Youth and Women Rights
Lower Guruve Development Association (LGDA)	Economic Rights for Rural Communities and Early Marriages
Tatujane	Promotion of Tonga Culture Heritage and Local Indigenous Rights
Combined Epworth Residents Trust (CERET)	Rights to Housing and Access to Service Delivery

Zimbabwe Homeless People's Federation	Rights of homeless, displaced people and advocacy
Nyahunure Community Development Trust	Gender friendly environment through empowering communities for the eradication poverty GBV, HIV/AIDS.
Real Agenda For Youth Transformation (RAFYT)	Rights for young women and men and youths participation in the development process.
Better Life Foundation	Gender just and peaceful society
Moses Foundation	Women and youths rights
Partnership for Development Initiative (PDI)	Empowerment of Marginalized Communities, Capacity Building of CBOs, Replicate Successful Development Interventions, Working Through Partnerships

The CFHD is grateful to its funding partners who have made all activities possible. These are listed below:

Donor	Project Title
European Union	Strengthening Social Accountability in Rural Local Authorities in Zimbabwe
IOM	Human Rights Monitoring and Protection Scaling-up Coordinated Protection, Promotion and Enforcement of Human Rights for Citizens and other Vulnerable Groups Including Internally Displaced Persons in Zimbabwe
TARSC	Urban Youth Well-being: Equinet
UN Habitat	Enhancing Sustainable Access to Safe Clean Water and Gender Sensitive Sanitation Services in Epworth
USAID	Promoting Peace for Sustainable Development in Rural Zimbabwe Project

All these partners have made it possible for the CFHD to successfully implement its projects in the various districts.

SOCIAL ACCOUNTABILITY PROJECT

CFHD is implementing a 3 year funded project titled *Strengthening Social Accountability in Rural Local Governance Systems of Zimbabwe*. 2018 marked the project's third and final year of implementation but the project has been given a no-cost extension until 30 June 2019. The project focuses on promoting sustainable and accountable governance in the management of public resources at local government level for the progressive realization of basic needs and human rights. The project is geared towards building an accountability framework at local and district level that relies on civic engagement in which both women and men participate in demanding accountability from service providers and public officials. This enables the building of mechanisms and strategies that promote access to reliable information on citizen rights, entitlements and performance of services by Civil Society Organizations (CSOs) and Community Based Organizations (CBOs) including youth's and women's rights organizations. However, the project was granted a six months no cost extension, which will end by June 2019, the extension was done as a result of the national elections conducted in July 2018 which affected field operations.

Mechanisms and strategies for improved engagement between CBOs, CSOs and the Local Authority

The project managed to capacitate the District Action Team (DAT), Community Based Organizations (CBOs) and Civil Society Organizations (CSOs) representatives in Nyaminyami district on principles of Social Accountability which involved the 5 steps of Social Accountability (PSAM Approach). The processes are i) Planning and Resource Allocation ii) Expenditure Management iii) Performance Management iv) Public Integrity and v) Oversight. The approach to Social Accountability was applied to build civic engagement in which CBOs and CSOs are empowered to actively participate and demand responsive and accountable service delivery from the targeted local authorities. The implementation of Social Accountability was infused with the Community Based Planning approach which enabled CBOs, CSOs and general public to engage the Nyaminyami, Sanyati, Hurungwe, Hwedza, Mutoko and Mudzi RDCs on Public Resource

Management (PRM) and monitor the implementation of the service delivery plans that would have been developed through CBP.



Miss Maravanyika capacitating DAT members and CBOs in Mudzi District on Social Accountability Processes during the CBO and CSO Responsive Capacity Building Workshops

Five Principles of Social Accountability System

The CFHD and ARDC team conducted capacity building workshops on the 5 principles of Social Accountability in Nyaminyami district. The DAT and CBOs trainings were conducted from the 25th to 26th January 2018, with a total number of 22 participants (5 females and 18 males). During the ward trainings, a total of 843 participants were trained on principles of Social Accountability (461 males and 382 females). The Social Accountability training was conducted jointly with the CBP process. The Nyaminyami DAT, CBOs and CSOs were familiarized with the 5 principles of PSAM approach to social accountability which included Strategic Planning and Resource Allocation, Expenditure Management, Performance Management, Public Integrity Management and Oversight. Below is a diagram which illustrates all the 5 processes of Social Accountability;



Figure 2: Five Processes of Social Accountability

The workshop generated the following outputs and outcomes:

- A total of 843 ward participants (461 males and 382 females) and 22 DAT and CBOs representatives were familiarized with Social Accountability Processes.
- Improved knowledge of CBOs and CSOs about the existing engagement opportunities with Local Authority through the simplified 5 Public Resource Management Processes.
- Improved understanding of CBOs and CSOs about people's rights to access public documents such as the client charter, strategic plan and budget for monitoring and

interrogating the management of public resources to address people's needs and priorities.

- Willingness by the Nyaminyami RDC to share public information with CBOs and councilors to create momentum that will challenge the local authority's ways of working to address the socio-economic needs of the people.
- Demonstrated commitment by the RDC to embrace and internalize the Social Accountability Principles to improve their Public Resource Management Process.
- It emerged that the CBOs and CSOs in Nyaminyami district are willing to engage with local authorities to dialogue on service delivery, however the groups highlighted that they require capacity building and continuous support in order to strengthen their capacity to engage accountability and quality services from the local authority

The project provided technical and financial support to the Budget Consultation processes in Mutoko, Mudzi, Hwedza and Sanyati Budget that was conducted from the 4th of October 2018 to the 12th of October 2018. A total of 690 people (176 women and 514 male) participated during the budget consultations. Among them were 33 CBOs across the 18 wards of Sanyati District. The budget consultations were infused with mentoring on the strategic use of evidence gathered for advocacy and lobbying and perception audit which will be used in monitoring the implementation of the project. The CBOs and CSOs demonstrated the capacity to coordinate monitoring and documentation of implemented priorities from the grassroots level upwards. The participation of CBOs during the consultations has improved from the previous workshops conducted. This was evident by increased attendance of CBOs by 32% from the initial percentage of 20% during the budget consultations.



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

The CBOs successfully lobbied for the inclusion of needs and priorities of women and youths in the budgeting process such as construction of boreholes, rehabilitation of roads (for example in Chenjiri Farmers Development Association in Sanyati District), establishment of irrigation scheme (e.g Mother Support Group in Hwedza with the help of UNICEF), clinic rehabilitation (done by Life Ministries in Hwedza), establishment of pan fattening projects (eg Pachedu Progress Group in Mudzi District addressed the need), construction of Bio-gas digesters(Environment Africa in Mudzi District) and construction of bridges (e.g United Methodist Relief Committee in Nyamininyami District).

The extension of the project by 6 months has afforded an opportunity for the project to monitor the implementation of women, youths and vulnerable groups' priorities that were included in the budget. Below is a summary of processes taken during the budget consultation exercise.

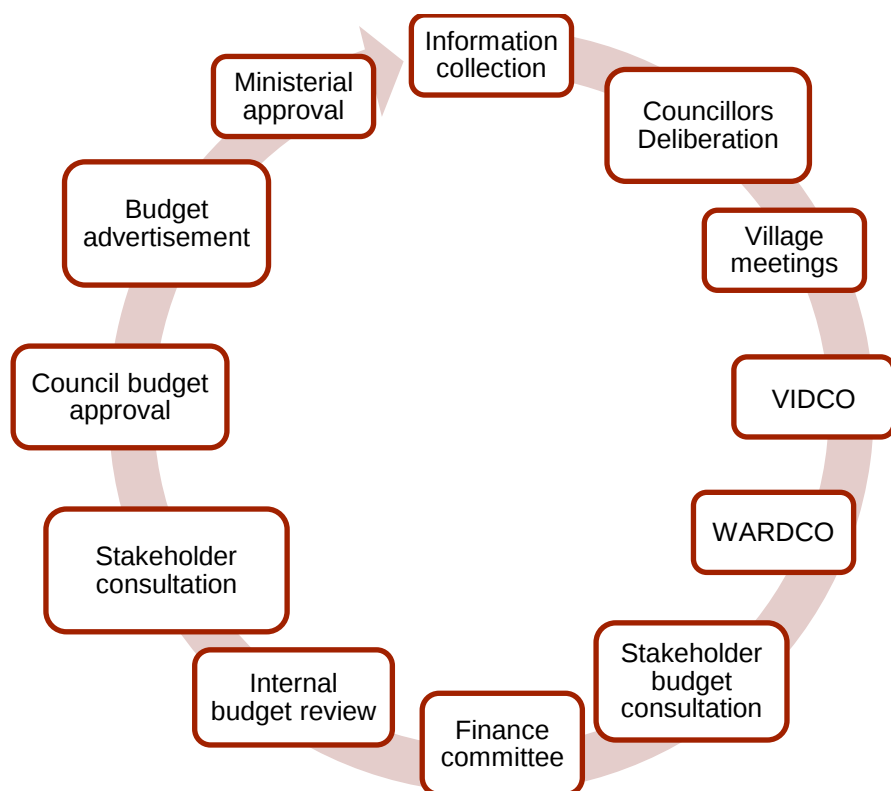


Figure 3 Participatory Budgeting Cycle

Mainstreaming of social accountability approaches by Local Government (supply side) and CSOs and CBOs (demand side) in the management of public resources

- **Assessment of Community Based Priorities achieved for the period of 12 months (January to December 2018) by the targeted districts.**

The CFHD team conducted one day meetings on responsive mentoring training on the strategic use of evidence gathered for lobbying and advocacy in all the targeted 6 districts of Mutoko, Mudzi, Hwedza, Sanyati, Nyaminyami and Hurungwe. The main purpose of the meetings were to facilitate the assessment of the 3plus 2 priorities by the CBOs and CSOs. The 3 plus 2 priorities entails that for every five priorities identified at the ward level two of those should address the needs of women and youth as part of addressing gender equality and the needs of the marginalised groups and delivering services which are gender sensitive.

The activity contributed to an increase of 3% achieved in the number of citizens and marginalized groups that now perceive their needs and priorities to have been included in policy formulation. Given the 29%, 14% and 3% achieved in the 1st, 2nd and 3rd year respectively, the project now has 46% level of achievement against a target of 56%. The monitoring assessment that were conducted revealed that even though the provision of key services that include provision of primary health care and WASH facilities is still below standard, the councils have been demonstrating a deliberate attempt to address people's needs and priorities.

Identified gaps during the assessment included community focused priorities which require intensive investment such as construction of Youth Vocational Training Centres (YVTC), piped and running water facilities, construction of classroom blocks and health facilities. Local authorities were able to address some of the service delivery priorities which include water and sanitation availability for both schools and households, construction of mothers waiting shelters, classroom blocks and road rehabilitation. Most of the service delivery projects are also at the implementation stage (see below graphs for all the 6 districts which illustrates the percentages of priorities implemented) and some of agreed service delivery priorities are complete.

The local authorities highlighted that the service delivery process is widely affected by poor performance of the economy. The present economic environment has resulted in the average level of achievement of 21% on all the short-term priorities that were targeted for completion in

2018 across the 6 districts. It is envisaged that more progress will be made in the last quarter of monitoring and observation period in 2019.

Mutoko district priorities:

The graph below shows percentages of priorities that have been achieved in Mutoko districts for women, youths and community focused priorities. The percentages illustrates short, medium and long term priorities that have been achieved by the local authority, community based organizations and other stakeholders which have engaged with the local authority in the implementation of the priorities. On short term priorities 11% of women priorities, 14% of youths, and 75% of the community focused priorities have been achieved. On the medium priorities 22% for women and 20% for the community priorities were achieved. Long term priorities which were achieved are 20% for youths and 11% for the community focused priorities.

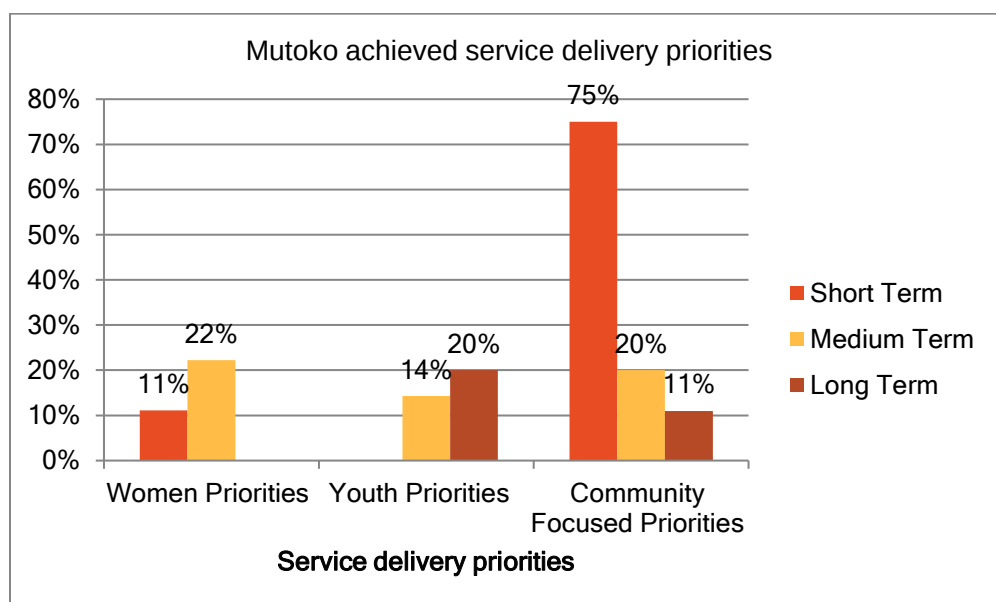


Figure 4: Mutoko Service Delivery Priorities



Community participating towards the construction of the dam in Mutoko District and Women participating during gully reclamation in ward 16 Mutoko District

Mudzi district priorities:

In Mudzi District the highest percentage on achieved priorities are mainly focused on youths with a record of at least 50% (on short term) priorities whilst 17% on medium term priorities have been achieved. Other targeted groups have recorded the following, women (17% on short term whilst 14% on medium term priorities). Community focused priorities have recorded a percentage of 33% on short term, 17% medium term and 16% on long term priorities. Therefore, the level of achieved priorities implemented within a year demonstrates some commitments by the RDC and other stakeholders towards enhancing inclusive service delivery and sustainable human development.

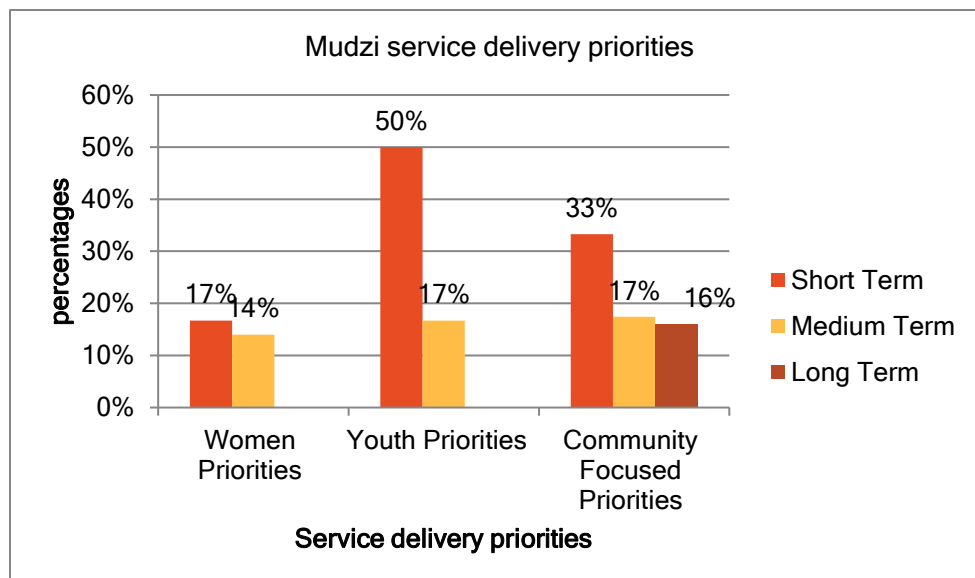


Figure 5: Mudzi Service Delivery Priorities

Hwedza district priorities:

From the data presented below, it is noted that Hwedza RDC together with the community based organizations have managed to achieve women and community focused priorities within the assessment period. 20% of women priorities have been achieved on both the medium and long term priorities whilst 25% of community focused priorities have been achieved on both the short term and medium term. Therefore, more focus is also needed on youth priorities in order to include all socio-economic groups within the district's development initiatives which will enhance inclusive service delivery and social accountability at all levels.

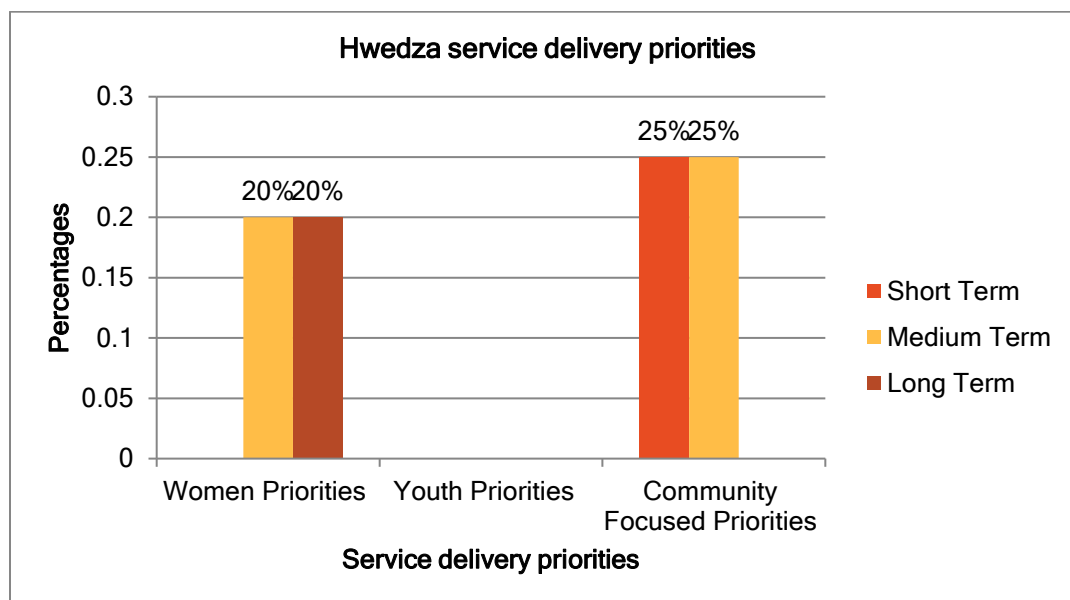


Figure 6: Hwedza Service Delivery Priorities

Nyaminyami district priorities:

From the data presented below it indicates that Nyaminyami District have focused more on youth short term priorities with a percentage of 50 % achieved priorities than other targeted groups. However, there is still need for more focus on addressing the needs of women on both the short and long term priorities.

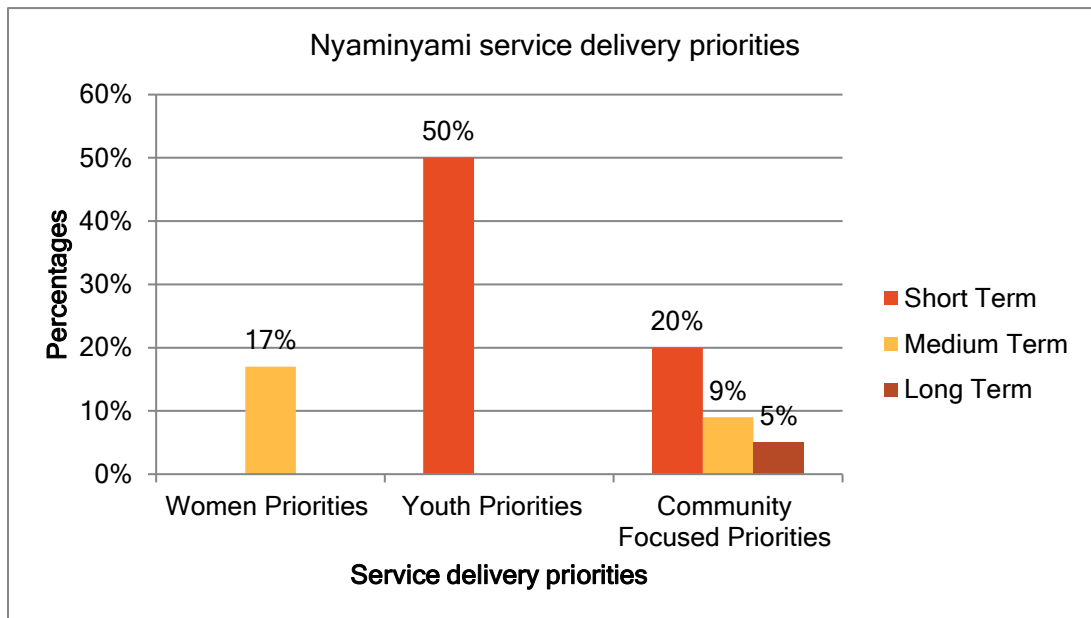


Figure 7: Nyaminyami Service Delivery Priorities

Sanyati service delivery priorities:

The Sanyati RDC has demonstrated more focused on delivering services which are gender sensitive and a balance of service delivery across all the targeted groups. At least 50% of short term women priorities have been achieved whilst the least recorded is 7% on community focused priorities achieved. Therefore, Sanyati RDC together with CBOs, CSOs and other stakeholders have demonstrated and enhanced social accountability, gender sensitive service delivery and good governance.

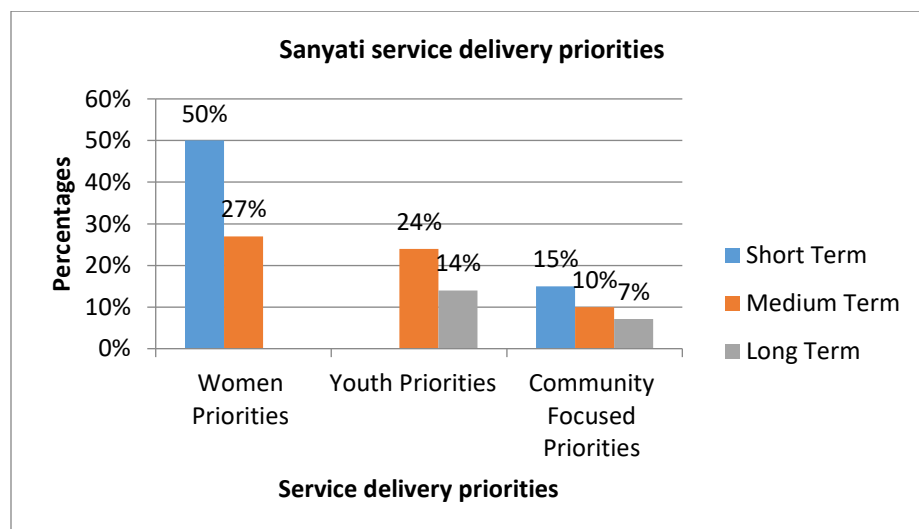


Figure 8: Sanyati Service Delivery Priorities



Whozhele Business Centre (Ward 11) public toilets (left) and disabled toilet (right) constructed in response to community priority and constructed by Sanyati RDC in partnership with Australian Aid

Hurungwe district service delivery priorities:

From the data presented below, it is noted that Hurungwe RDC have managed to achieve women and community focused priorities within the assessment period. 17% of women priorities have been achieved on the medium priorities whilst 27% and 13% of community focused priorities have been achieved on the short term and medium term. Therefore, more focus is also needed on youth priorities in order to include all socio-economic groups within the district's development initiatives which will enhance inclusive service delivery and social accountability at all levels.

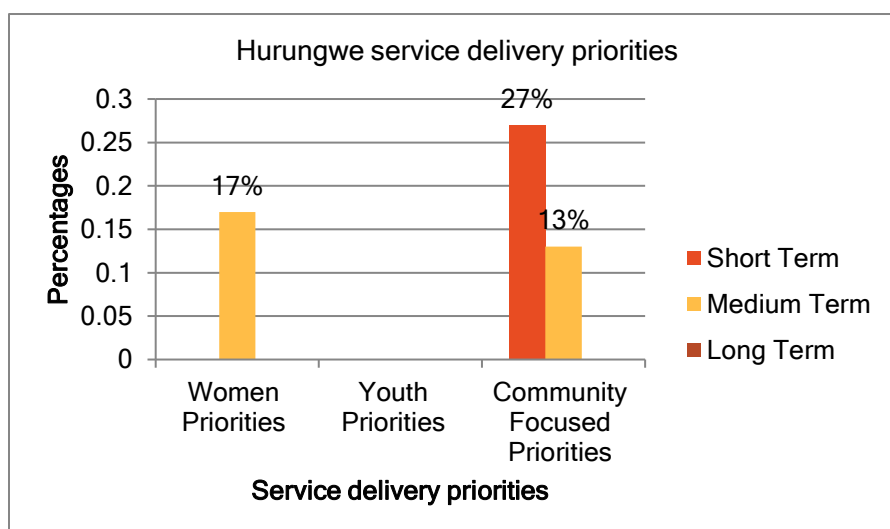


Figure 9: Hurungwe Service Delivery Priorities

Emerging Impacts and Stories of Change

The inclusive and collaborative approach that was supported by the project contributed to the emergence of positive impacts and stories of change across the 6 targeted districts of Mashonaland East and West Provinces. The inclusive and collaborative approach involved the interactions between the demand (CBOs, CSOs and the community) and supply sides (the Local Authorities, Government Departments and other stakeholders) on service delivery issues. CBOs and CSOs that represented the interests of marginalized and vulnerable groups such as women, youths and minority gave insights to the right to social accountability by insisting that corrective actions be taken where plans do not prioritize the rights of such groups. This was done through the CBO and CSO participation during the budget consultation meetings, evidence based dialogue meetings and during the CBP Planning processes conducted by the project. The project ensured that CBOs, community leadership and Local Authorities engagement mechanisms are created and institutionalized. Social Accountability Action Plans (SAAP) were strengthened whereby the SAAP are service delivery priorities that CBOs and CSOs use to monitor Local Authorities' performance and accountability on socio-economic groups that they represent in their wards.

Impact Pictures on Implemented Priorities



Completed Carfax Clinic in Ward 4, Sanyati district and Community Members who participated during the construction of the Carfax Clinic together with Mr. Chiore Sanyati RDC Social Services Officer (far right)



(Left) Ward 7 Completed Water Reservoir in Sanyati RDC and (right) Madzimbahwe Clinic in Ward 10 Hwedza District



Tongogara Secondary School classroom block completed in Hwedza District Ward 4 and (right) Women participating during the construction of dam in Mbudzi B ward 13, Mutoko District

Milestones and Lessons Learnt

Major Milestones	Lessons Learnt
1. Mainstreaming of Social Accountability Approaches. The project managed to conduct capacity building of CBOs, CSOs and Local Authorities and stakeholders in Nyaminyami District on the 5 processes of Social Accountability that provides a better understanding of the Public Resources Management Framework. The 5 processes include the Strategic Planning and Resource Allocation, Expenditure Management, Performance Management, Public Integrity and Oversight. 1.2 The project also managed to conduct and participated during the conflict management training workshop in Mutoko district.	The Social Accountability training process has built the capacity of CBOs, CSOs and Local Authorities on Public Resources Management Framework (PRMF) and promotes accountable and inclusive service delivery. The project has also created an opportunity for accelerated engagement between civil society, local authorities and other duty bearers through the simplified 5 public resource management processes. Through the project the civic groups are now attending full council meetings and effectively engaging with councilors to demand responsive services on behalf of the marginalized groups which were not being practiced before the project. Willingness by the Nyaminyami RDC to share public information with CBOs and councilors to create momentum that will challenge the local authority's ways of working to address the socio-economic needs of the people. Training in conflict transformation and management enabled an analysis of identified rights violations and violence risk to be mapped out and appropriate actions at community level identified including dialogue, advocacy, capacity building and social accountability processes. As a result of the action, the targeted groups acquired knowledge and skills for social accountability processes that will contribute to conflict mapping and conflict transformation. The activity also resulted to create strategies for CSOs, CBOs and RDCs collaboration and engagement established. A roll-out plan was developed for DAT members, CBOs, CSOs and Traditional Leaders to roll-out conflict transformation training in each of the wards in their different meeting forums conducted.
2. Gender sensitive priorities (3 Plus 2 Model). The specific needs of the communities, including marginalized groups were captured through the 3 Plus 2 Model which cooperated the service delivery priorities of women and youths. The Strategic Planning and budgeting process managed to incorporate the specific needs of women and youths through responding to women and girls issues such as access to health, Water and Sanitation and education. In all the 6 targeted districts, there are a total of 412 CBOs, CSOs and Socio-Economic Groups (SEGs) and approximately 60% of them are women, girls and youths lead groups.	The effectiveness of the 3 plus 2 Model have actually promoted gender and youths sensitive planning and budgeting by the targeted local authorities. The project have witnessed the women led CBOs and CSOs testifying that there were outstanding service delivery for women that were addressed as a result of the implementation of the model.
3. Increased evidence based dialogue between supply and demand The CCDS (implementing partner) have been developing knowledge products on stories of change that are emerging as a result of the progress reported on the implementation of the project in comparison to the 3 plus 2 priorities developed. Developed a factsheet for Mutoko District on a snapshot of gender and youth sensitive service delivery priorities. The process is still ongoing as CFHD is continuously	The knowledge products have enabled the organization to be a hub of knowledge on social accountability, creating opportunities for private organizations, public institutions, national and international organizations to access knowledge and acquire best practices or models on social accountability to strengthen evidence based dialogue, advocacy and action from the districts to national levels. The stories of change that have been incorporated and documented reflects major achievements of the implemented projects to address

communicating with the RDCs to obtain information on the progress of each priority in the respective wards. Developing an Inclusive Service Delivery and Social Accountability Training Toolkit Booklet - the booklet comprise of all the training manuals that have been developed and used during the implementation of the social accountability project. The training manuals include; Community Based Planning (CBP), CBP inventory, Inclusive Service Delivery and Social Accountability, Legal Framework for Inclusive Service Delivery, Training for Transformation, Introduction to Participatory Budgeting, Local Governance Barometer and Public Expenditure Tracking Systems. CBO Classification Chart.

the 3 plus 2 priorities that was incorporated in the district work-plan

WASH PROJECT

The CFHD in partnership with UN-Habitat is implementing a project titled Enhancing Sustainable Access to Safe Clean Water and Gender Sensitive Sanitation Services in Epworth. The project is being implemented in the 3 of the 7 wards of Epworth. The goal of the project has been to enhance sustainable access to safe clean water and gender sensitive sanitation services by residents of the peri-urban area of Epworth, Harare. The main objective of the project is to secure and sustain increased access to water and sanitation services in Epworth, in order to reduce poverty and sustain the livelihoods of these poor communities. The project is being implemented in partnership with the community of Epworth, Community Based Organizations (CBOs) and the Epworth Local Board. In 2018 the project supported the training of Epworth Local Board (ELB) officials, representatives of local CBOs and pump minders in Community Based Water Management (CBW) approaches. The project conducted assessments on existing water points and existing sanitation facilities to provide support and rehabilitate sanitation facilities in the targeted 3 wards. In 2019 the project will support the adoption and use of water purification kits amongst targeted communities and support the construction of BVIP toilets models in partnership with a private company.



Communal borehole and a well at one of the residence

Districts of Zimbabwe during the period December 2016 to December 2018. The aim of EU funded human rights initiatives were focused on developing improved mechanisms for coordinated and inclusive human rights monitoring and protection in Zimbabwe. The initiative was aimed at improving 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. This led to a lot more people speaking out on violations and referrals were provided in some cases leading to cases being resolved.

Inception of SIDA Human Rights Project

The period witnessed the inception of the SIDA project that was riding on the EU project. The SIDA funded human rights activities are supported under the project titled Scaling-up Coordinated Protection, Promotion and Enforcement of Human Rights for Citizens and other Vulnerable Groups Including Internally Displaced Persons in Zimbabwe for the period of January 2018 to December 2020. The main activities of the project included conducting learning platforms, facilitating voter education and civic education workshops, facilitating trainings on conflict resolutions and intensive observation of human rights violations. The activities were conducted across the 25 districts that the CFHD operates in.

Human rights clinics

The CFHD in April and June 2018 coordinated human rights clinics that were held in Umguza. The human rights clinic was attended by some of our partners in the IOM consortium, the IOM and Swedish Parliamentarians.



Delegation from the Swedish Parliament during the human rights clinic in Umguza

The main purpose of the activity was for the Swedish delegation to have a first-hand experience on how Swedish support to the UN and its partners is contributing to the achievement of the

SDG's UN reform agenda. In Ndabazinduna the human rights clinic saw delegates from the United Nations including Mr. Bishow Parajuli, the UN Resident Coordinator attending the activity. The clinics afforded the Umguza community a chance to access services from different service providers free of charge.

The CFHD also participated in human rights clinics that were held in Chiredzi (Masvingo Province) and Checheche (Manicaland Province) on the 26th and 28th of November respectively. The main outcomes of the human rights clinics were:

- Increased knowledge and appreciation of players in the human rights sector.
- Improved understanding of the functions and roles of the independent commission such as the National Peace and Reconciliation Commission and the Zimbabwe Human Rights Commission.
- Human Rights violation taken up for both advocacy and redress
- Increased and improved networking and communication between the community and civil society organizations.



CFHD staff offering services to members of the community during a human rights clinic in Chiredzi

Learning platforms

The organization conducted two learning platforms in Mbire and Harare. The platforms were meant to bring together civic organizations working in the two districts and discuss issues that affect the two communities particularly on Gender Based Violence (GBV) and provision of service delivery for peri-urban settlements of Zimbabwe. The main issues that came out from the two learning platforms include:

Harare Learning Platforms	Mbire Learning Platform
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• poor service delivery: residents failing to access water, hospitals, schools, poor road networks	• early child marriage and dropping out of children from school
• young girls being subjected to prostitution due to poverty	• constitutional awareness
• young boys turning to drug abuse and being subjected to abuse by politicians	• human wildlife conflict
• illegal evictions of residents	• awareness on voter education

Table showing Emerging Issues from the Learning Platforms

Civic awareness and voter education

The CFHD and its network members conducted civic and voter education that was targeted at marginalized and vulnerable groups such as women, youths and the elderly. The activities were implemented on the background of the 2018 harmonized elections that were held on the 31st of July. It was recognized during the implementation of the activity that elections are a process as illustrated by the electoral cycle that the CFHD is still supporting civic and voter education activities in 25 districts of Zimbabwe. The purpose of the activity on voter's education was to increase the availability of quality and reliable information and knowledge to citizens, including to marginalized segments of the population on the citizen participation and rights in the electoral processes.

Objectives of the training



Figure 11: Objectives of the Workshop

Number of participants

District	Males	Females	Total
Nyaminyami	80	120	200
Shurugwi	31	112	143
Zvishavane	25	83	108
Masvingo	57	133	190
Mwenezi	116	94	210
Mutoko	87	234	321
Epworth	55	56	111

Emerging issues

- i) Documentation of serial numbers is still taking place across the country 10 provinces,
- ii) Despite civic and voter education programmes that were implemented by various education efforts there is still some knowledge gaps and misconceptions about the Biometric Voter's Registration (BVR) system
- iii) Incidence of violence from previous harmonized elections are still fresh in people's minds a development that has compromised their participation in the current electoral processes

Lessons learnt, recommendations and challenges of the activity

Lessons learnt	Recommendations	Challenges
- Most of the communities were not aware of the ZEC centres open for registration. The training was able to enlighten them of such - The role of CBOs and peer educators in the communities is of much importance since they are able to interact with the communities at community levels and come up with issues that affect them. - The activity awarded the youths to open up on their perspectives towards elections and through the trainings some of them changed their mindsets towards voter registration. - A number of peer educators were trained which resulted in the continuity of the voter education even after the end of the workshops. - Community influential leaders are very important since they can spearhead any changes to be done in their communities hence inclusion of community leadership and partner engagement will increase knowledge on the importance of voter	- Civil Society must complement ZEC's efforts in the mobilization of potential registrants in the continuous BVR exercises ongoing at ZEC district offices. - CBOs should be supported to monitor the electoral processes and cycle since the 2018 elections are now around the corner. - There is a need for organizations that are involved in electoral processes to mainstream disability in all electoral processes so as to enable equal voting of people with disabilities. - Distribution of IEC material should be in local languages.	- During the trainings some of the participants were reluctant to speak out on the incidents of violations happening in their communities. This was due to fear of being victimized after the workshop. - The CBOs were not able to give concrete answers to questions that were raised by the participants on documentation of serial numbers. - Low turnout of people in some districts like Epworth because they had been threatened not to attend the CERET training workshop. - Communities were expecting material things such as food items and clothes from the CBOs. - Lack of documentation by most members of the community

and civic education it acts as a monitoring mechanism as they are the ones used to distort information and abuse their positions.	Referral pathways on voter education and violation of the electoral process should be strengthened.	resulted in them failing to register to vote.
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Conflict resolution

The CFHD conducted a participatory conflict analysis processing human rights violations hot spots across the country. The activity on participatory mapping was conducted at a time of ongoing political, economic, humanitarian crises in Zimbabwe. The trainings were conducted in 6 from the initially targeted 4 districts due to expressed demand by CFHD partners operating in the sites. The workshop was conducted in the 6 Districts of Mutoko, Mbire, Tsholotsho, Shurungwi, Umguza and Tsholotsho. A total of 238 males and 199 females peer educators were directly reached during the implementation of the project. The purpose of the activity was to equip CBOs and CSOs with practical conflict mapping techniques and conflict resolution strategies that they can effectively utilize when managing conflict within their areas of jurisdiction. The objectives of the project were:



Mutoko indaba on conflict resolution

Watch Programme

The CFHD conducts intensive monitoring and observation of the human rights violations through the watch program report. Issues are captured from the media and reports from CBOs. The main issues that were captured in the watch program reports included reports of gender

based violence with murder and rape topping the list. The main perpetrators of the violations were people of close relationships with the survivors or deceased. The watch program also captured reports on electoral processes as the country was preparing for the harmonized elections and after the elections. The pie chart shows the case reported and the percentage of reporting as recorded in the watch programs.

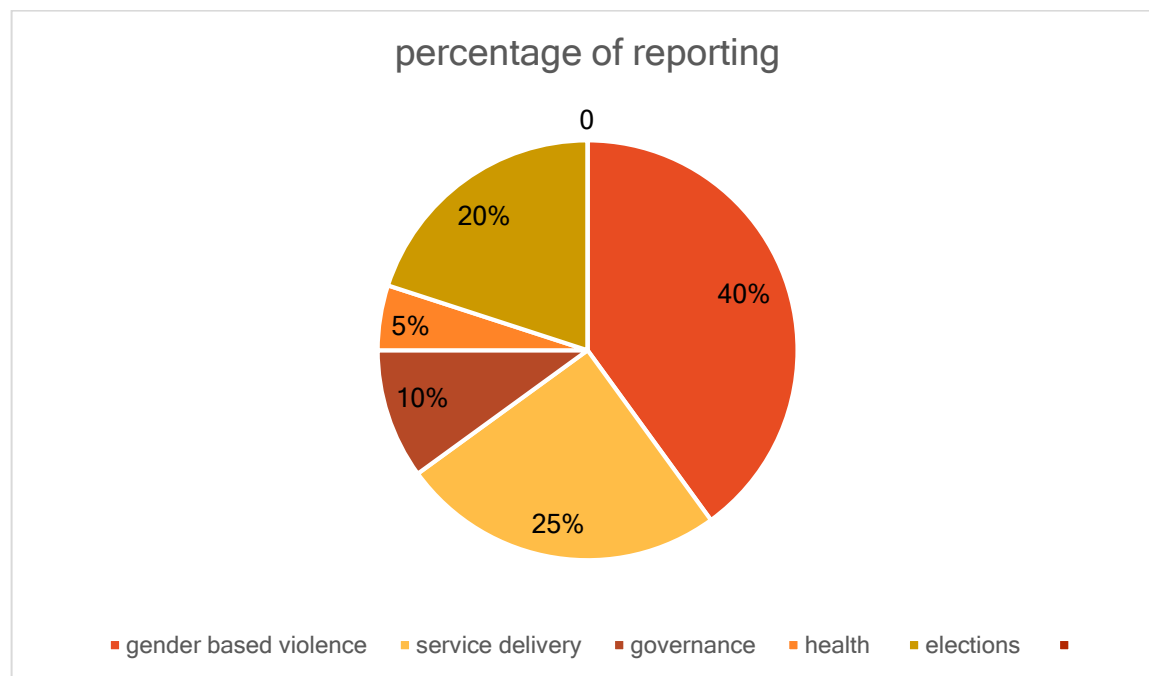


Figure 12: Percentage of Cases Reported

Displacement tracking matrix

In June 2018, CFHD attended a displacement tracking Matrix workshop organized by the IOM. The training was attended by organisations such as ZimRights, Emthonjeni Women's Forum and the Zimbabwe livelihood xxxxxxxx. The workshop was aimed at capacitating IOM partners in uses of the Displacement Training Matrix that was going to be piloted in the Southern Region of Zimbabwe. The main objective of the workshop was to understand the purpose of the DTM and explain its methodology in-order to track the movement of people from one point to the other. The training awarded participants an opportunity to understand DTM components that include the mobility tracking assessment used to track internally displaced persons and flow monitoring used to track migrants at transit points that include borders. The workshop was the starting point which also saw the IOM and CFHD conducting data collection in Tsholotsho District in October 2018. A detailed report was developed by the IOM which was shared with the IOM headquarters in Geneva.

Milestones and Lessons Learnt

The implementation of the human rights monitoring and protection project enabled the Civic Forum on Human Development to learn the following lessons:

- Participatory assessment of human rights situation and priorities is critical in creating incentives for people and local institutional participation in human rights promotion and protection initiatives.
- If properly trained and capacitated community based organizations and local civil society organizations have capacity to spearhead human rights protection and promotion initiatives in their communities with support of local leadership and local governance structures.
- Access to information and knowledge on human rights can be strengthened through a multi-pronged approach involving peer to peer learning and networking, creating learning and dialogue platforms on key human rights themes, community based learning circles, creating information linkages with Human Rights Organizations (HROs) and supporting decentralized centres of excellence on human centred development and human rights.
- CFHD has also been able to use a multi-media approach (multi-media watch and documentation, WhatsApp group, social media platforms (Bustop TV and Madam Boss) to document and create broader awareness on key human rights issues affecting marginalized and peer socio-economic groups in society.
- The creation of a conclusive, enabling and non-intimidating environment is a key driver for people to participate in human rights promotion and protection initiatives at the community and district level.
- There are significant capacity and socio-cultural barriers to local documentation and monitoring of human rights violations at the community level and further support is needed in this area including development of multiple referral processes and systems.
- Most stakeholders (NGOs, CBOs, LAs, and Government Departments) are keen to participate in HRPP through a multi sectorial and multi stakeholder approach but there are not effective coordinated approach at local and district level. CFHD through its strategic partnership with local authorities can step up its role to strengthen human centred and human rights initiatives and create linkages with provincial, national, regional and international learning platforms on human rights.
- Human rights information, documentation and knowledge systems are fragmented and would need to be integrated for improved access to information at the local level.
- There is a huge disconnection between human rights promotion and protection and conflict transformation process at the community and district levels and there is need for targeted capacity building of local authorities and CSOs on human centred conflict transformation processes. The creation of a learning hub on CBP can create multiple evidence based platforms for scaling up and mainstreaming CBP into policy in Zimbabwe.

HUMAN DEVELOPMENT RESOURCE CENTRE

During the implementation of the various projects, it was discovered that the communities do not have information on many issues affecting them as most are distributed in urban areas and rarely reach the marginalized areas. This brought about the development of the Human Development Resource Centre. This is a centre where material on a broad range of issues are brought together and made into toolkits which are then distributed to the different CBOs we work with so that they have easy referral material when an issue arises. This is because access to this information is limited, especially information relevant to local communities. Information produced by other civil society organisations is often unavailable to local communities, thus the CFHD advocated for the establishment of Centres of Excellence in the districts that the Forum operates in. Training packs were created and distributed to various CBOs that the CFHD works with so that they have easy access to vital information on various areas.

OTHER HIGHLIGHTS

One of the program areas of the CFHD deals with women, youths and girls support so the CFHD joined the rest of the world in celebrating the 16 days of activism against gender based violence 2018 under the theme #OrangeTheWorld. The pictures below show the staff members with placards showing different messages for the day.

