Audience Assessment Report for the Evidence and Collaboration for Inclusive Development Zimbabwe Programme

Matabeleland North (Binga and Lupane) and Manicaland (Mutare Rural, Mutare Urban and Mutasa Rural District) Provinces

July 2020

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Introduction

The Poverty Reduction Forum Trust team has put together a report containing the general findings and patterns from the Audience Assessment exercise. The exercise targeted social service providers, primarily local authorities, as part of programme activities under the Evidence and Collaboration for Inclusive Development (ECID) Zimbabwe project. The survey was conducted in the ECID programme areas namely; Binga and Lupane in Matabeleland North and Mutare Rural District, Mutare Urban and Mutasa Rural District in Manicaland Province. The assessment was carried out in the two provinces from the 30th June 2020 to 10th July 2020. The assessment was initiated largely to generate information about decision makers' data needs to ensure that future programming by ECID implementing partners and the wider CSO network is better able to meet their needs. The initiative was undertaken to help the project to shape up especially on the development of a data platforms that help to meet needs of the various decision makers starting from lowest level (local authority level) to the highest public making decision tier of government. The audience research will inform the changes and prioritisation that need to be undertaken in terms of data collection, analysis, presentation and the overall engagement among different stakeholder that is sought to be driven by the ECID project.

Targeted Stakeholders and Methodology

The survey used Focus Group Discussions and Key Informant Interviews to generate the understanding of issues regarding how data is utilized by duty bearers in informing their work. Below is a summary of the two approaches used to generate information from the respective duty bearers.

TARGETED STAKEHOLDER	METHODOLOGY
Councillors (Rural and Urban Councillors)	Focus Group Discussions
Council Heads of Departments	Focus Group Discussions
Traditional Leaders (Chiefs, Headmen, Village Heads)	Focus Group Discussions
District Development Coordinator's Offices	Key Informant Interviews
Provincial Development Coordinator's Offices	Key Informant Interviews

Section 1: Demographic Information

Pictorial Presentation of KIIs and FDGs participants according to Age and Gender
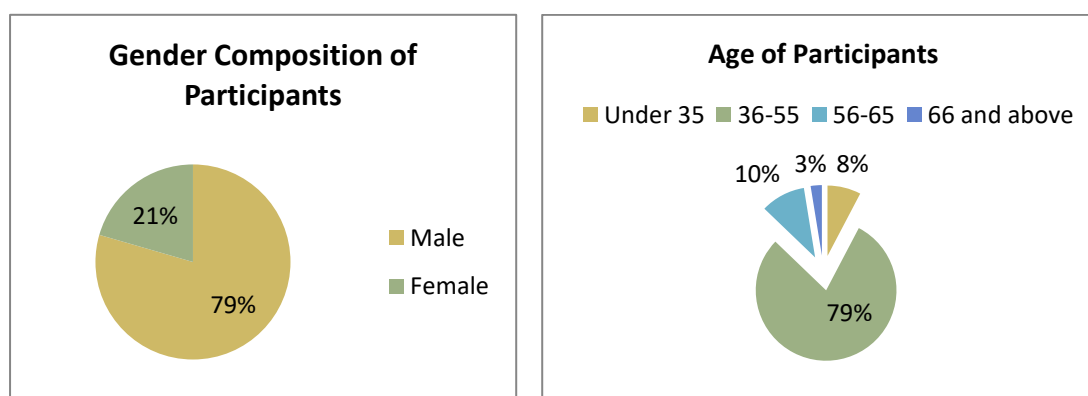
Assessment Reach

The survey could not be done with a representative sample of stakeholders due to logistical constrains worsened by COVID-19 restrictions. The table below summarizes the number of stakeholders that were reached against the each targeted duty bearer.

TARGETED STAKEHOLDER	NUMBER OF REACH
Councillors	30 (5 Urban Councillors & 25 Rural Councillors)
Council Heads of Departments	22
Traditional Leaders	18 (3 Chiefs, 4 Headmen, 11 Village Heads)
District Development Coordinator's Offices	6
Provincial Development Coordinator's Offices	2
Total Number of Stakeholders	78

Targeted Stakeholders

The stakeholders targeted in this survey play an important role in community development from the grassroot level to the provincial level. These include Traditional leaders who are recognised local governance players and form the lowest decentralised unit of governance despite the modern state structures. Despite their role primarily being custodians of customary and traditional law, they play an important role in development through coordinating and leading the development of Village and Ward Development plans. Working closely with traditional leaders are councillors who are democratically elected officials. Councillors represent wards and collectively forms the lowest decision making body known as full council at the lowest level of local governance and social service delivery system. Their policy making role is supported by Council Heads of Departments who spearhead the implementation of policies emanating from Full Council resolutions. The Head of Departments are important in community development as they possess the technical expertise and are mandated with the responsibility of implementing development and social services programmes that have a bearing on the concerns of marginalised communities. At the district and provincial level, the District Development Coordinator and the Provincial Coordinators' offices are responsible for coordinating government departments' development initiatives at district and provincial levels respectively.

SECTION 2: KEY RESULTS

2.1 TRADITIONAL LEADERS

2.1.1 Application of Data in the Context of Recent Work at VIDCO and WADCO

Discussions with Traditional Leaders established the important role that is being played by the institution of Traditional leaders in giving a voice for the people in their communities. Particularly in Mutasa Rural District, Lovemore Mutasa who is incumbent Chief Mutasa has been championing gender issues and pioneering empowerment projects such as provision of women menstrual pads and campaigns against child marriages. Traditional leaders are also driving the development discourse through the prioritization of community projects from the village assembly to the ward assembly.

Village Development Committee (VIDCO)

At this level, the Village head coordinates development of the whole village and stakeholders such as community health workers, agritex officers, police, and church representatives within the village are involved in setting up the village development agenda. The discussions with Traditional leaders

revealed that key output from this level include village development plans (which are then forwarded to the Ward Development Committee (WADCO) and subsequently the Ward Assembly), and situational reports on pressing issues such as animal or human disease outbreak. The village head consolidate all the concerns raised at the village level which is then reported at the Ward Development Committee (WADCO)

Ward Development Committee (WADCO)

This level is concerned with harnessing and consolidating issues raised from the various villages within the ward. It is at this stage, where reprioritisation of issues takes places with ward lenses. The plans are further discussed at the Ward Assembly which comprise of stakeholders within the ward such as churches, councillor, police, agritex officers, community health workers, child protection committee representatives etc. The prioritised issues from this level are submitted to council through the ward councillors.

Over and above the planning functions which traditional leaders play, they are heavily involved in community building programmes which include mobilizing human and material resources such as river sand, quarry stones, brick moulding and cement for construction projects such as schools and clinics. The traditional leaders also engage with development partners in identifying those with most needs as target groups for assistance.

2.1.2 Whether or not data/evidence is used to inform this work

The discussions established that the different offices of the traditional leaders such as the village head, headmen and chief utilizes different sources of evidence in carryout their development functions. These are depicted in diagram below,

Chiefs	• reports from headmen • obersevations • situational reports • individual case visits
Headmen	• reports from village heads • community concerns • observations • child protection committee reports
Village Heads	• community concerns • observations • child protection committee reports • individual case visits • village household data • Social Welfare data
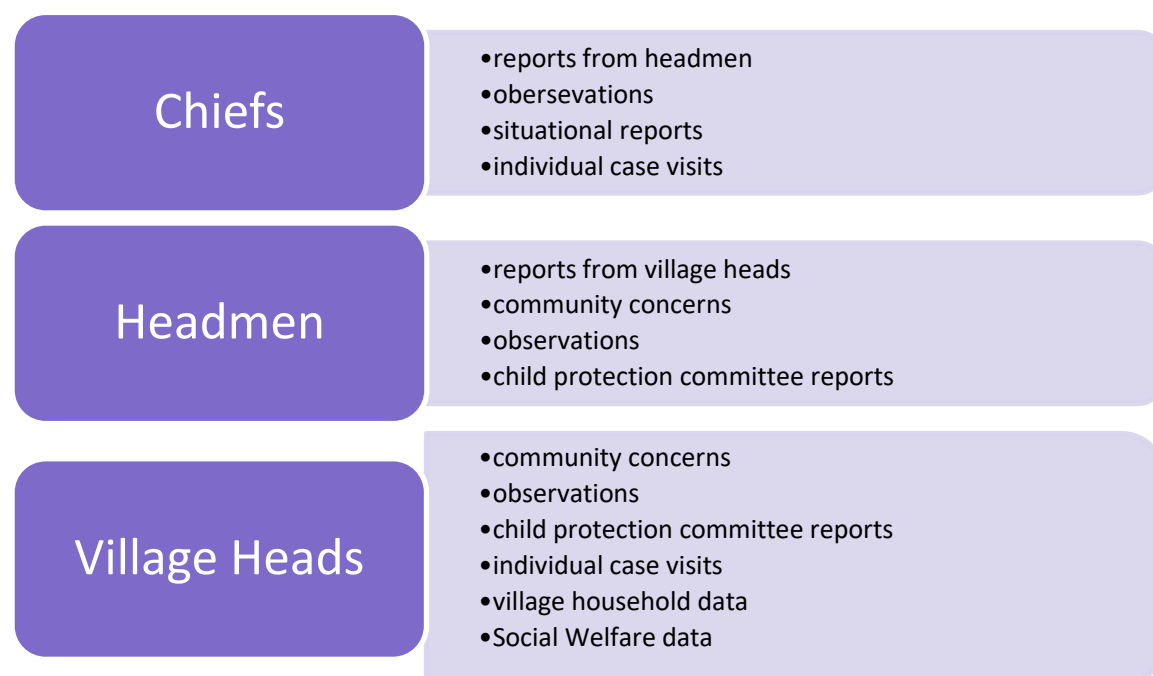
2.1.3 What if any, difference is the evidence/data making to the outcome of programmes

The deliberations with traditional leaders indicated that the current sources of evidence or data are helping in mobilising support from development partners and identification of types of projects to undertake and beneficiaries of the humanitarian assistance. The discussions also revealed that Traditional leaders are using the evidence to make proposals that are submitted to council for intervention. For instance, in Binga Ward 10, the traditional leaders used the evidence gathered from the community to engage council on the need for a community clinic and building of a sand dam, although no concrete feedback had been received by the time this survey was undertaken, the traditional leaders were satisfied that their concern was heard.

2.1.4 Evidence or Data Preference

Traditional leaders engaged revealed that they would like to utilize a combination of data or evidence types to push their issues. The preferred sources of data or evidence identified include;

- Audios, Videos and Pictures – because they tell the story and limits chances of falsifying or exaggerating issues
- Statistics regularly updated and accurate -because they are specific and up to date
- Phone directories
- Physical door to door data – first hand report which are easy to validate

2.1.5 Sources of Current Evidence / Data Used

The Chiefs' current sources of data / evidence include reports from the Village Heads and Headmen, local clinics data, local schools data and community meetings. Traditional leaders also alluded that they also make use of data from government department such as the Social Welfare Department. The survey also established that traditional leaders also make use of reports on researches conducted by research CSOs, provided they receive the reports after surveys. Traditional leaders in Mutare Rural indicated that they are utilizing the data from the Case Care Workers under the Social Welfare Department which monitors abuses and they are using the evidence to inform reports of the VIDCOs.

2.1.6 Would further Data or Evidence have been useful to you in this work

Further Data Needs	Characteristics	Explanation
Household Database	-Captures disaggregated information on persons in the household	-To better target beneficiaries with appropriate programme -make it easier to validate concerns raised by the community at large -enables proper planning and collection of land levies by village heads
Automated SMS systems	-alerts community leaders of problems facing people in real-time	-bridges the communication and distance barriers the traditional leaders face in interfacing with their communities

2.1.6 Challenges Faced in Accessing and Using Data in their data

Challenges in Accessing Data	Challenges in Using Data
1. Collecting data on disability – Traditional leaders are resisted and not given data on disability by households. Concern was raised around parents who hide the status of their children or even hide them from the community	1. Political polarization – data maybe available but intended beneficiaries maybe excluded by political affiliation from benefitting
2. Long distances and lack of transport – the distances travelled in gathering data make it a difficult task to undertake	2. Politicians-Traditional Leaders clashes – resulting in politicians taking over and assuming duties and responsibilities of traditional leaders
3. Resources constrains to collect the evidence	3. Resources constrains to apply data through implementing of responsive projects
4. People motivated to provide evidence or data when there are food benefits in return- no data when there is no promise of food aid	4. Parents not allowing their disabled children to go to school even when help is availed
5. Threats to data collectors when children or beneficiaries fail to get on the assistance programme	5. Intended PWDs beneficiaries missing out on assistance programme when help comes with able bodied persons benefiting instead
6. Difficult to make follow up or validate the data/evidence especially on women and PWDs	6. Council takes long periods of time without responding to submitted evidence

2.2 RURAL AND URBAN COUNCILLORS

2.2.1 Application of Data in the Context of Recent Work

Focus Group Discussions with Councillors in Binga, Lupane, Mutare Rural, Mutare Urban and Mutasa Rural District first looked at establishing or unravelling the work that councillors had recently been engaged on and how data or evidence was used in undertaking the work. The work that councillors are involved in exists at two different levels, namely; full council level and Ward level. However, the discussions revealed synergies on the work that councillors are doing across the two levels. Interventions at full council level are those whose initiation and completion is the responsibility of Council whilst those at ward level are activities which councillors are coordinating in their wards with the support of community and development partners. Below is a summary of examples of programmes which are being undertaken.

Community	Full Council Level	Ward Level
Manicaland: Mutare Urban	- hob-house school has been built from the education levy - Identified school kids who could not pay fees – 2 per ward council schools children only - Ward 15 water bowsers to help communities without water	-Ward 35 Councillor in partnership with Simukai Trust are helping women and youth with capital of USD$150USD to start up small businesses such aspoultry and gardening. - Ward 15 Councillor in partnership with Life Ministry international delivering sanitation support to the community through donation of mobile clinics -

Mutare Rural	- Ward 15 Chishakwe Mutare Rural, Council is constructing adam but progress halted by covid 19 Council fenced a clinic with funds received from Marange Share Community Share Ownership Trust Borehole rehabilitation programme through Council partnership with the District Development Fund In ward 5 council is repairing boreholes using COVID 19 funds	- In ward 35 – 11 women have been given ZWL$ 5000 whose business have been disturbed by COVID 19 through SMEs fund - Inward 17, supplementary feeding in school through social welfare department - Ward 32 Zimunya- awareness raising on COVID through NAC - -Ward 35 utilising abandoned Roman Catholic Church building as a clinic – the building plan was approved and the community raised bricks and river sand to rehabilitate the building
Mutasa Rural	-Building 2 satellites clinics in Ward 30 and have plans to construct other 2 clinics in wards 5 and 10 - Construction of 28 manual boreholes across all wards with support of China Aid - Pregnant women programme exempting them from paying fees -Maintenance of roads linking health facilities -Constructing Ramps on council buildings to enhance accessibility by PWDs	-some wards are receiving food hampers from Plan International
Matabelaland North: Binga	Construction of a clinic in ward 10 -Construction of ramps and special toilets for PWDs in schools and council buildings -building of a mothers' waiting room in ward 12 - Construction of 4 clinics in ward 16 - drilling of borehole to serve Simbala primary and secondary school -clinic construction and school block in Simbala Village using devolution funds	Income generating projects through US$300 startups from Ntengwe -construction of sand /earth dams Nutrious gardens -Farming red sorghum -working with churches to build shelter for the homeless in ward 16
Lupane	- Managing water points	- working with Lupane Women Development Trust on Women

		empowerment initiatives such as basketry -Nutrion gardens

2.2.2 Whether or not data/evidence is used to inform this work

The discussions yielded that councillors use a variety of evidence to prioritise issues and raise motions in council. These include reports from the VIDCOs in rural districts. Councillors in Lupane, Kusile Rural District indicated that they use the VIDCO platform to rally the collection of evidence or data on issues that needs intervention such as data on school dropouts, households with affected livestock during a disease outbreak etc. The Councillors also alluded that they use Ward and Councillor Community feedback meetings to listen to community's concerns on issues affecting the whole ward. At the ward level, councillors also make use of ward action plans to prioritize issues and approach the relevant authorities. Another type of evidence is gathered through observing trends and situations obtaining in the community. Councillors in Mutasa Rural District indicated that they use observations of distances travelled by communities to schools and clinics to lobby for construction of new clinic or schools. One notable example given was that communities in wards 5 and 3 (Mutasa) are serviced by one clinic which is located in ward 35. They also indicated that they consult with the Ministry of Health and Child Care to verify their observations before lobbying for an intervention during full council meetings. Other sources identified by councillors include data or evidence from Social Welfare Department, CSOs research reports (when made available) and Community WhatsApp groups which were noted by councillors in Mutare Rural to be providing important evidence such pictures of broken down boreholes which councillors are using to discuss development priorities in council. Discussions with Councillors in the ECID programme areas revealed that other Council programmes in council areas are informed by baselines carried out by development partners and these programmes are implemented in partnership with development partners. Notable examples noted in Mutare Rural district include projects being undertaken by CARE international, Social welfare in partnership with IOM. Other programmes responding to needs of the most marginalised community members were informed by commitments made from external funding arrangements such as funds from Community Share Ownership Trust. In Mutare Rural District, the Marange CSOT disbursed funds to Mutare Rural District Council to construct a Clinic in Ward 5 Mutare Rural. The survey also revealed that government financing, informed by the Ministry of Health, through the Results Based Financing programme has been funding the refurbishment and construction of clinics. This was confirmed in Mutare Rural and Urban districts. Councillors also considered that they also utilized local structures established by local CSOs operating in their areas to gather evidence on challenges facing their communities. To support this notion, Councillors in Mutare Rural District gave an example that they are using the Community Advisory Committee which was setup in partnership with PRFT to gather poverty information from the community and lobby responsible authorities.   H

2.2.3 What if any, difference is the evidence/data making to the outcome of programmes

The interactions with Councillors revealed that the data or evidence is not making much of an impact because the data is not applied to solving challenges raised due to lack of resources. However, councillors alluded that use of data or evidence is supporting their pleas for assistance or support from both internal and external stakeholders. Both Councillors in Mutare Rural and Urban districts concurred that they are using evidence or data to draw up plans that they are using to engage potential

funding partners. Councillors in Binga also noted that women's concerns are not being adequately addressed particularly because women are not speaking out or making their concerns known. One Councillor from Binga made an interesting remark by saying '*women easily give up and drop out from projects if there is no immediate tangible benefits*'. Hence the need to harden women's resolve and build resilience. Generally, councillors argued that there are chances of sustaining the interventions informed by the community evidence because issues would have emanated from the community and they can own it. However, councillors expressed concern over the implementation of programmes informed by data collected citing resources constrains challenges. One example noted in Mutasa rural district was that council is not able to respond to issues because it is receiving revenue in local Zimbabwe dollars yet need foreign currency to implement activities e.g. fuel sold in USD for refuse collection trucks.

2.2.4 Evidence or Data Preference

Councillors from Mutare Rural and Mutare Urban concurred that they preferred utilizing Videos, audios as evidence in their work. They justified that videos and audios provide further evidence that removes elements of doubt and show proof beyond doubt of the existing issues which needs addressing. The councilors also noted that they prefer working with periodical statistics such as graphs, tables etc. in combination with qualitative household data. They argued that the combination of the two will help with trends analysis which is needed to make decisions over time. Councillors in Binga also indicated that they prefer working with synthesized ward based data and argued that this kind of data is important as it details the daily lived experiences and realities of communities who need council social services for their daily survival.

2.2.5 Sources of Current Evidence / Data Used

The councillors' current sources of evidence or data for decision making identified by the survey are as follows;

- Meetings with Communities – these include feedback meetings
- Traditional leaders reports such as the Village Head and Ward Assembly reports – for rural district councillors
- Individual cases raised with the councillor
- National Surveys such as ZIMVAC report
- CSOs reports in cases where they are made available to councillors and or word of mouth
- Community WhatsApp Groups – in areas where cell phone reception is generally good, with a considerable number of community members on the platform e.g Mutare Urban, and Mutare Rural Districts
- Government reports, particularly Social Welfare Department reports, Police reports on GBV, and Child Protection Care Workers reports on children issues
- General Councillor observations
- Lessons from other council areas

2.2.6 Would further Data or Evidence have been useful to you in this work

Further Data Needs	Characteristics	Explanation/Justification
-Periodic and consolidated multi-issue statistics	-Records statistics of themes or issues emanating from the	**-**Enable planning and delivery of services that respond to current challenges e.g. in Binga

	community.	Councillors noted it has not been easy to ascertain the damaged caused by the previous drought
	-Disaggregates issues according to age, sex/gender, income, vulnerability, etc.	-Eases identification of beneficiaries for humanitarian assistance from partners
Ward based statistics and database	-which detail issues from population characteristics, available resources, social issues/themes – disaggregated by numerous variables such as poverty, hunger, malnutrition, GBV, cases, School drop-outs, OVCs etc.	- increases chances for more focused interventions -enable easy projections of community voices from ward level
Electronic or online data platforms	- provides data or evidence in real time	- promotes and cultivate culture of reporting to and engaging with duty bearers. -It also promote continuous interactions between the supply-demand sides of the social service delivery value chain

2.2.6 Challenges Faced in Accessing and Using Data in their data

Accessing Data or Evidence	**Using the Data or Evidence**
Fear of victimization e.g in Binga Councillors noted that people are discouraged from providing data especially when it does directly involve them fearing retaliation from the concerned persons. '*wataura mwana wacho ndewako here*?' translated to 'is it your child that you have to speak'. The statement was given as an example of what parents or guardians who have children or minors with disabilities would say whilst discouraging others from speaking out on their behalf. This was noted as detering people from the community speaking out.	Political interference when distributing resources to target beneficiaries. The distribution is politicised
Lack of skills and resources to compile and build a database that is accessible to decision makers at local level	Validation of data or evidence is difficult due to lack of resources to counter issues such as long distances, and communication barriers
Reluctance to provide data or evidence due to previously unacted data or feedback on	Reporting back to communities is problematic when promises or issues previously raised are not

previously raised issues	addressed. Managing the community members becomes difficult
Reluctance to provide data when there is no anticipation of tangible benefits such as food	Apathy in participating in community owned projects such as building of sand dams in Binga when there are no food handouts. It was noted in Binga that projects championed by KMTC, ARDRA which are not food-for-work schemes have suffered from the same fate.
Lack of women participation depriving duty bearers of data or evidence to address women issues. One councillor in Binga remarked ' *women tend to look down upon themselves and they turn down opportunities to represent other women even when they are elected to represent women on gender issues'*	Prioritisation of projects at full council level. This process was noted to be highly politicised with majority party in council dominating the prioritization process.
CSOs not comfortable releasing or sharing data or research outputs with Council due to factors ranging from un-procedural (lack of proper registration documents) entry into communities, motivation to only meet donor accountability requirements, to intermittent operations in communities.	

2.3 COUNCIL HEADS OF DEPARTMENTS (HODs) - 1 Urban Council and 4 Rural District Councils' Technical Staff

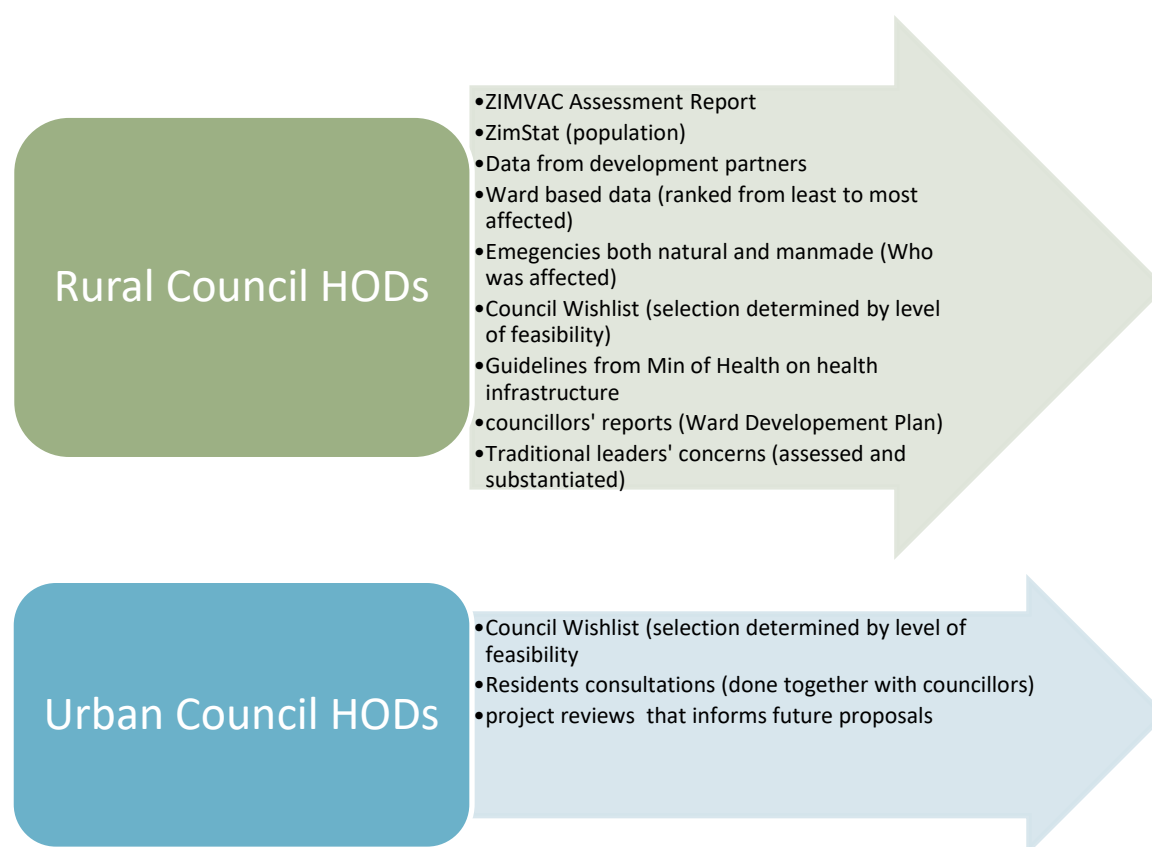### 2.3.1 Application of Data/Evidence in the Context of Current Work

The council Heads of Departments (HODs) are the technical staff of council responsible for transforming or turning council policies into live programmes and projects that delivers social services to the wider community. The projects that council HODs are currently implementing covers a wide range of activities but the discussions focused more of programmes such as Water, Sanitation and Hygiene (WASH), education, health delivery and infrastructure development, given the current COVID 19 context. Discussions with council HODs in Mutare Rural District, Mutasa Rural District, Binga Rural District established that current projects include WASH programes, construction of toilets, raising awareness on COVID 19, construction of school blocks, roads and bridges and building of Old People's Homes. External support was noted to be instrumental in the implementation of these projects. For instance, in Mutare Rural District, the WASH programme in the Cyclone Idai affected wards 21, 22, and 36 is supported by UNICEF.

Reflections with Mutare Urban District Council revealed that the Dangamvura water project has been prioritised with procurement of water pipes already done. The urban council HODs indicated that they have undertaken COVID 19 related activities which involve refurbishment of clinics focusing on improving the delivery of maternal health, HIV care and treatment, TB prevention and treatment, family planning and malaria health management. The discussions also revealed that council HODs are

also undertaking solid waste management and water provision programmes which involve water quality monitoring. Empowerment clubs for women are also support by Mutare City Council to economically empower women whilst tackling issues of gender based violence (GBV).

2.3.2 Whether or not data/evidence is used to inform this work

The survey revealed that there are numerous sources of data or evidence that are utilized by the council HODs in their implementation of Council policies. These are summarized below;

Rural Council HODs
- ZIMVAC Assessment Report
- ZimStat (population)
- Data from development partners
- Ward based data (ranked from least to most affected)
- Emegencies both natural and manmade (Who was affected)
- Council Wishlist (selection determined by level of feasibility)
- Guidelines from Min of Health on health infrastructure
- councillors' reports (Ward Developement Plan)
- Traditional leaders' concerns (assessed and substantiated)

Urban Council HODs
- Council Wishlist (selection determined by level of feasibility
- Residents consultations (done together with councillors)
- project reviews that informs future proposals

2.3.3 What if any, difference is the evidence/data making to the outcome of programmes

The Council HODs from the 5 programme areas concurred that that data is making significant difference in influencing programmes undertaken at council level. Council HODs in Mutare Rural indicated that the Drought Relief programme they are currently implementing was informed by the ZIMVAC report and the WASH programme in Ward 21, 22 and 36 was informed by the Cyclone Idai disaster and assessments carried out by development partners such as UNICEF. One Council HOD from Mutare Rural remarked '*use of data or evidence in project design and delivery removes subjectivity in the selection of beneficiaries'*. The use of evidence gathered from the community was noted to strengthen collaboration between the council and the community. As an example, it was noted by Council HODs in Mutasa RDC that the involvement of communities in the provision of data has resulted in communities pledging to support council projects with resources to address the identified challenge. It was indicated that Nyamazi Causeway Bridge was built through such arrangements where the community mobilised the resources needed. Council HODs in Binga suggested that more complementary means of collecting and verifying data are required to strengthen the current data or evidence sources. However, a major theme across all the 5 programme areas was

that of limited resources which is inhibiting the councils from meeting the demand from the communities.

2.3.4 Evidence or Data Preference

Council HODs from the ECID programme areas indicated the following as their evidence or data preferences;

- Quantitative information on Health
- Qualitative data for food security
- Multisectoral data / evidence on social service thematic areas
- Statistical data in word form

2.3.5 Further Data or Evidence to Advance Current Work

Further Data Needs	Characteristics	Explanation / Justification
Geographic Information System (GIS) Consolidated Data	Data or evidence of different issues is collected and consolidated by GIS, providing periodic and real time data	Gives opportunity for planners to get a quick appreciation of issues with one glance
Disaggregated Data on Social Service Thematic areas such as Health, WASH, Education etc.	Issues are presented and disaggregated by variables obtaining on the ground, identifying gaps.	Allows for quick and targeted interventions

2.3.6 Challenges Faced in Accessing and Using Data or Evidence

Accessing Data	Using Data
Internet and network connectivity challenges inhibiting collection of evidence using internet and mobile based platforms	Political Interference from policy makers – priority programmes made on political grounds or pursue ambitions of political actors
Resource constrains to verify evidence provided by communities	Poor quality of data – communities providing incomplete and sometimes unusable evidence
Mobility issues due to lack of or poor road network	Prolonged periods taken before data is received, making it no-longer useful by the time it is received due to time and relevance
Perception management – exaggeration or understating of facts when giving evidence to increase chances of receiving handouts	Misrepresentation of data from Development partners e.g. survey carried in one ward by finding presented as representing the whole district.

2.4 DISTRICT DEVELOPMENT COORDINATOR

2.4.1 Development Support to Social Service Providers

The Key Informant Interviews (KII) with the Office of the District Development Coordinator (DDC) in the ECID Programme areas indicated that the primary role of the office in the delivery of social services revolves around supervising, monitoring, advising, mobilizing resources for service providers

such as Local Authorities. The office is also responsible for coordinating development activities at district level, harnessing efforts from all government departments at district level. The interviews also revealed that the DDC offices are monitoring how devolution funds are expended by local authorities. Discussions with Mr. Farai Marinyane who is the DDC Binga, established that the devolution funds which are disbursed from the national budget are meant to support infrastructure projects such as building of schools and clinics. He further noted that these projects have the potential to encourage enrolment in schools, reduce distances travelled to access education and health facilities and better life of the local people. The interview with 2 DDC Assistant Officers in Mutare Urban showed that the Office of the DDC is providing oversight by conducting systems audit of service providers such as local authorities, monitoring whether or not they are providing services which they are mandated to provide. The discussions in Mutare also revealed that the Office of DDC is actively involved in spearheading COVID 19 interventions through coordinating the COVID 19 Taskforce which also include stakeholders such as government departments, development partners and local authorities. In the fight against COVID 19, the Office is mobilising resources to disinfect market places such as Chikanga, Hob House and Sakubva fruit and vegetable markets in Mutare Urban. The office of the DDC is also assisting local authorities with prioritisation of social service programmes. Mrs. Nkangiso Jubane who is the assistant DDC in Lupane argued that their office provide guidance to local authorities in the use of resources that are at their disposal.

2.4.2 Application of Evidence or Data in Support Service Providers

The interviews with District Development Coordinators established that they use evidence in providing support services to service providers such as local Authorities. Forms of evidence revealed include concerns the communities raised with the Office. These are used together with reports from the District Committee which comprise of various stakeholders at the district level. In terms of access to education and development of education infrastructure, Mr Farai Murinyane (DDC Binga) conceded that they utilize education maps from the Ministry of Education. He alluded that maps are used to validate concerns or issues raised by the communities in cases where they ask for more schools. Two Assistant DDC Officers in Mutare argued that their development planning efforts are informed by data collected by government departments such as Social Welfare Department and national level researches and surveys such as Zimstat and Zimvac reports. Further discussions also revealed that the Office makes use of general reports from the public and these were noted to be in the form of videos, pictures, letters and audios. The survey also established that the DDC offices makes use of the Development Partners data, such as Nutrition Action Zimbabwe, which conducted a baseline survey assessing food deprived households in the Cyclone Idai affected wards of Mutare Rural District. The Nutrition Action Zimbabwe is assisting 2 637 households with food aid. Another source of evidence noted in the survey was the weekly community situational reports, reported at ward level, which are shared with the DDC office. This was confirmed in Lupane by Assistant DDC Mrs Nkangiso Jubane.

2.4.3 Supporting Local Authorities with Data or Evidence

The interviews with DDCs also confirmed that they also provide local authorities with data or evidence to strengthen their programmes. The support was confirmed to be in the form of provision of national level research reports or surveys, reports from the District Water Sanitation and Hygiene (WASH) Committee on water provision and sanitation services. Mr Farai Murinyane (DDC Binga)

noted that the District WASH Committee Report contains statistics accompanied by pictures of households serviced by water points, number of water points and construction of ablution facilities etc.

From the discussions held with the DDC Offices in the ECID Zimbabwe project areas, it was clear that this office does not collect data but share government produced data with the local authorities. This data is mainly periodic citing challenges of the ever changing environment especially during this time of COVID 19 and economic instability.

2.4.4 Data Crucial for Social Service Delivery

The interviews with the DDC Offices also confirmed lack of resources as a challenge inhibiting the delivery of social services that better the lives of the most marginalised. The conversations revealed that local authorities must be supported in the collection of;

- Migration data including trends in population movement
- Artisanal miners data to enhance collection of mining levies
- Data on agriculture produce
- Village data base on household information including statistics of school going children per ward

to aid in the collection of revenue and social service planning that is inclusive.

2.4.5 Further Data or Evidence to Advance Current Work

Further Data Needs	Characteristics	Explanation
Real time data – using modern data collection and dissemination tools such as cell phones	Platform that enables duty bearers interact with service consumers. Captures issues, concerns or any form of evidence that communities have on the social service challenges.	Uncertain environment calls for the need to use real time data that allows for timely response action from service providers

2.4.6 Challenges

Accessing Data	Using Data
Poor communication infrastructure such as bad network coverage and poor road networks limiting effectiveness of reaching out to communities for evidence.	Resource constrains to implement or address issues or concerns captured
CSOs not making reports available to the duty bearers	CSOs misrepresenting evidence by either exaggerating the geographic coverage of their survey or number of people reached

The DDCs' offices reached in this assessment raised concern over the way in which CSOs engage with government at district level. Challenges on working with CSOs on were summed up as follows;

- Disregard of proper registration procedures resulting in unrecognition of CSO activities and researches. '*because CSOs use back doors to conduct their surveys without the knowledge of the DDC office, we do not recognise their findings even when they publish them*' remarked one of the Mutare DDC Assistant

- Registered CSO with the authority or permission to operate at district level do not involve the duty bearers in data collection (designing of and administration instruments) and validation. The duty bearers claimed they need to certify the methodologies of CSOs before they can admit CSO findings into their social service delivery design and planning.

2.5 PROVINCIAL DEVELOPMENT COORDINATOR (PDC)

2.5.1 Development Support to Social Service Providers

The Office of the PDC performs similar role to that of the DDC, although at the Provincial level. The support services offered to social service providers such as local authorities include coordinating, supervising, assisting, monitoring delivery of social services and providing the policy framework for local authorities. The PDC office also provides capacity building programmes aimed at strengthening the role of Councillors and Traditional leaders in local development. Interview with the Matabeleland North Provincial Principal Admin Officer in the office of the PDC established that the PDC also performs Monitoring and Evaluation exercises of local authority service delivery together with the Minister of State and the relevant line Ministry. The supervision function of the PDC offices revolves around matching national policy frameworks with local policies so as to ensure local policy conformity with national development objectives. The PDC also mobilize resources for local areas and link donor support with districts that needs help. In times of crisis or political tension in local authorities, the office of the PDC is also tasked to resolve conflict especially after elections.

2.5.2 Use of Data or Evidence in Supporting Social Service Providers

The office of the PDC due to its development coordination role does not collect data but utilize evidence produced by other government departments and line ministries. The interviews with the Matabeleland North and Manicaland PDC offices revealed the following as the some of the data referred to by the offices in their support role;

- National Surveys such as the Zimstats Reports, ZIMVAC reports etc.
- Emerging Perception Surveys
- Provincial WASH Reports
- Food Security and Crop Assessment surveys
- Poverty Atlas
- Assessments Accredited by the PDC office
  These include assessments conducted by local and INGOs but they have to be credible to the PDC for them to be admitted into programme design and planning.

2.5.3 Supporting Social Service Providers with Evidence or Data

The discussions with the Office of PDC in Manicaland and Matabeleland North Provinces indicated that the offices share data with local authorities that help them in planning and budgeting. The Office of PDC also shares any kind of evidence that they think will help local authorities guide in social service planning and achieving results. Other sources of evidence shared with local authorities include national policy document and policy reports.

2.5.4 Further Data or Evidence to Advance Current Work

Further Data Needs	Characteristics	Explanation
Frequent Data on Social Services	Collect data on social services on continuous basis, whilst	Currently relying on annual data like ZIMVAC

		accessible to duty bearers
Geographic Information System for social Services such as the RWIMS	maintained in real time through a mobile to web-based interlink, capturing data on all social services	Provide easy access to data on social services and can be accessed from any parts of the world as long as there is internet connectivity

2.5.5 Challenges

Accessing Data	Using Data
Lack of ownership of systems (duty bearers do not own servers)	Lack of adequate staff and equipment
Less control of data produced by other stakeholders	
Lack ICT infrastructure	
Connectivity and mobility issues	

Concern was also raised at this level over the tools and methodologies used by CSOs and development partners in collecting their data and making assessments. The Offices of the PDCs noted that because unknown methodologies and tools are used, they cannot accredit surveys done by CSOs and admit them for decision making. The recommendation from the discussions was that CSOs should collaborate or involve government departments and line ministries in the design of methodologies, collection and validation of data in order for the CSO data to be useful to government. One of the strategies proposed was including government staff as enumerators after agreeing on tools and methodology.

3 CONCLUSION AND RECOMMENDATIONS

3.1 Conclusion

The study confirms that duty bearers from the lowest level of governance consult variety of evidence or data for decision making. National surveys and assessments such as Zimstat and Zimvac reports are the dominant source of data used in decision making especially at district and provincial level. The general theme from the survey indicates that citizen generated data collected by CSOs is not dependent upon and widely used duty bearers for reasons varying from misrepresentation of data by CSOs e.g. exaggerating research geographical coverage, approaching illegitimate authorities for permission, valuing donor accountability to operate in wards, operating without proper registration to carrying out surveys without the collaboration of concerned duty bearers. These and other challenges noted in the report are making surveys irrelevant, unreliable and not suitable for duty bearers' use. The CSOs data or evidence was noted to be used when a CSO/Humanitarian agency carries out an assessment for the purposes of using the findings to provide humanitarian assistance in partnership with a local authority. There is, however, an opportunity for CSOs generated data or evidence to influence development programmes once they begin to closely collaborate with duty bearers on data collection and management.

3.2 Recommendations

To CSOs…

1. CSOs should put more effort on relationship building with duty bearers, desisting from intermittent engagement arrangement but find common ground for sustained friendship

2. CSOs should invest in following proper registration channels and complete all the necessary requirements essential for them to operate and collaborate with duty bearers in their respective geographical areas

3. CSOs must collaborate with government, local authorities and traditional leaders at all levels in the collection, analysis and validation of data collected in their areas of operations. This will enhance the incorporation of citizen generated data in local social service delivery, ensuring impact of their researches

4. CSOs must value community accountability or being accountable to communities they serve. This can be done through establishment of community safeguarding feedback and accountability mechanisms that will strengthen their relationship with communities and establish genuine links with communities they serve.

To Duty Bearers…

1. Accommodate CSOs by lessening the burden of registration requirements so that CSOs feel compelled to register and operate, collaborate without fear of apprehension or victimization

2. Duty bearers should not demand benefits in order for them to collaborate with CSOs on developmental issues as this deters CSOs from engaging and collaborating with them running away from the huge costs of engagement

To Communities…

1. Change donor syndrome mind set and participate in community or development programmes without the expectation of goods and tangible benefits or immediate benefits

2. Should encourage women and PWDs to participate and self-mobilise for community empowerment programmes that targets to build women and PWDs capacity to engage, and build resilience