



Poverty Reduction Forum Trust

Resilient Roots Accountability Initiative – Community Feedback Report

Dora – Mutare Rural

November 2018



1.0 Introduction

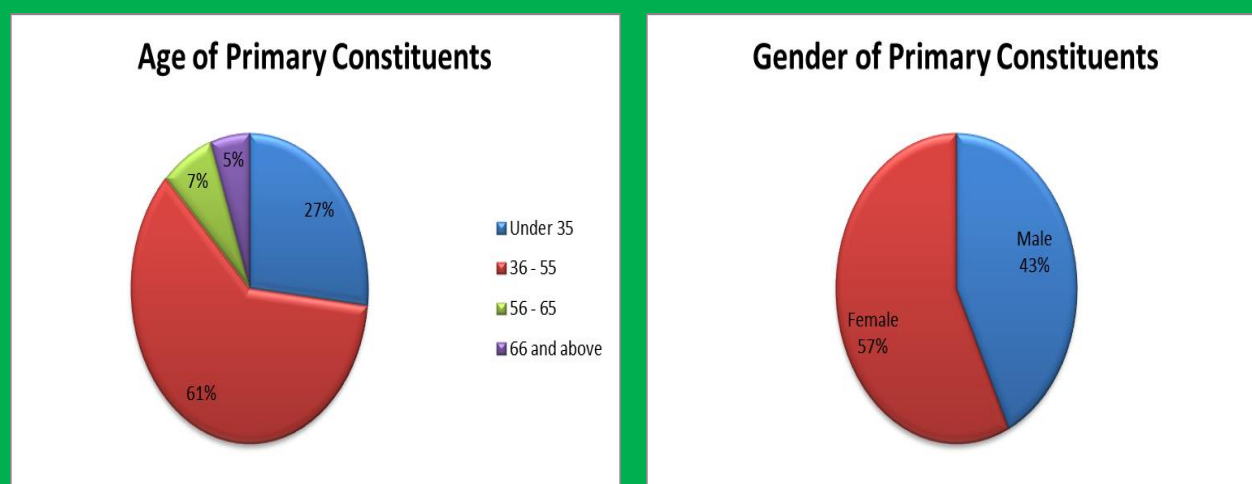
The Poverty Reduction Forum Trust team has compiled a report about the general feedback gathered from its Dora-Mutare Rural Primary Constituents. The report is divided into two sections i.e. Section A which details the general feedback from the Primary Constituents (PCs) in totality and Section B which focuses on feedback gathered from the Community Advisory Committee CAC.

2.0 Methodology

The survey used two approaches; Feedback was collected using qualitative and quantitative approaches through the Citizen Report Card and Focus Group Discussions. Primary Constituents were grouped into age specific and gender determined groups, namely; Youths, Women, Men and Persons living with Disabilities (PLWDs). In total, four (4) groups were established and surveyed.

3.0 Demographics

A total of 56 PCs participated in PRFT Accountability Feedback gathering survey.



SECTION A: General PCs Feedback

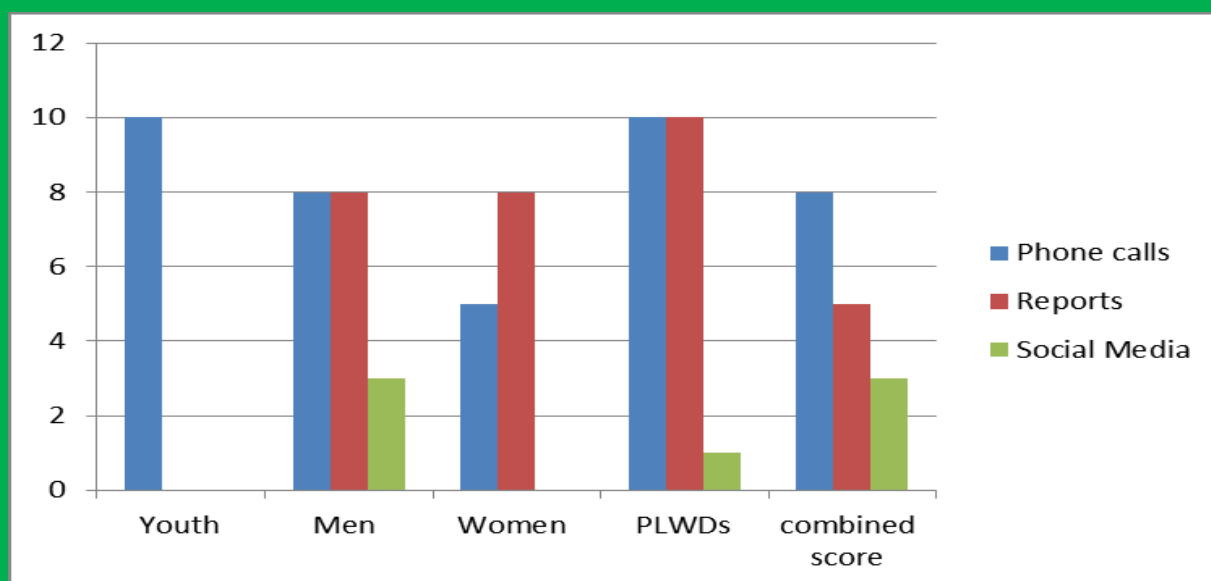
4.0 Feedback Presentation

Feedback Area 1: Communication

Indicators	Focus Group	Score (scale 0-10)	Consolidated Score (scale 0-10)	Reasons
Q 1b Relevance of information	Youth Women Men PLWDs	9 10 8 10	10	-PRFT communicates with community direct through dialogues or interface meetings -PRFT takes community issues to national level advocacy -PRFT provide the community with development information which is benefiting the community and enabling PCs to engage service providers
Q 2 Level of staff professionalism	Youth Women Men PLWDs	10 10 8 10	10	-They take time to explain issues -PRFT uses simple plain language which we understand -The staff is always presentable - They give recap of previous meetings before introducing a new/different subject -They relate well with all groups in community
Q 7 Engagement and dissemination of information on mainstream media	Youth Women Men PLWDs	5 5 3 5	1	-PCs are yet to hear PRFT's engagements or dialogues with policy makers on radio/television -The TV, Newspaper and Radio space is underutilized by PRFT
Q 8 Providing Regular updates and communicating feedback to community	Youth Women Men PLWDs	10 10 8 10	8	-PFRT regularly give us feedback on issues raised by community
Q 9 Time taken by PRFT to give feedback on development issues	Youth Women Men PLWDs	7 7 8 10	8	-Taking adequate time to give the community feedback -PRFT had a long absent period in the community where they were not giving feedback

Responding to Question 1a all the Focus groups affirmed that information about PRFT's mandate and work is widely accessible and is relevant to the community's needs as illustrated by the feedback provided above on **Question 1b**.

Question 3 & 4 PCs level of Satisfaction with PRFT's channels of communication



Primary constituents indicated that PRFT should extend their communication on telephone calls to all the members of the community beyond the focal persons-which is the current strategy. The PCs also urged PRFT to utilise the social media space by communicating with them through the WhatsApp platform especially with those community members who are on the platform. The youth group indicated that PRFT should strengthen its dissemination of reports to ensure that the youths also receive them.

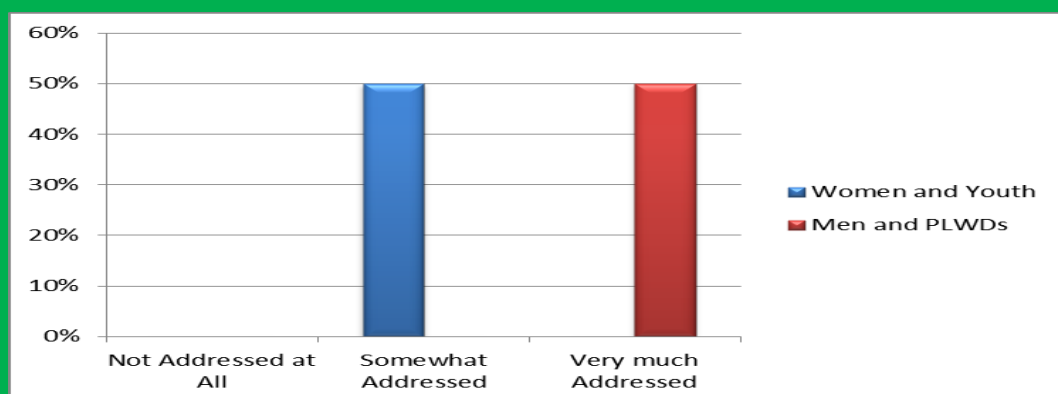
Question 5 Asked about any other communication channels which PRFT can utilize which is not currently used, the PCs urged PRFT to strengthen its Social Media platforms such as Twitter, Facebook and WhatsApp so that it increases its reach and effectively communicate with the PCs. The PCs also noted that use of texts can also help overcome the communication barriers with PCs. The PCs also encouraged PRFT to use road shows as a way of engaging and communicating with the wider community.

Feedback Area 2: Participation and Inclusion

Question 10 & 11 the question asked PCs to give feedback on how they feel about participating in PRFT's programs and to give reasons for their responses.

The PCs in all the Focus Groups acknowledged that they feel they can participate in PRFT's programs, they cited the following reasons; they argue that all people are able to participate despite gender or age. They also cited the level of transparency in PRFT's programs which encourages them to participate.

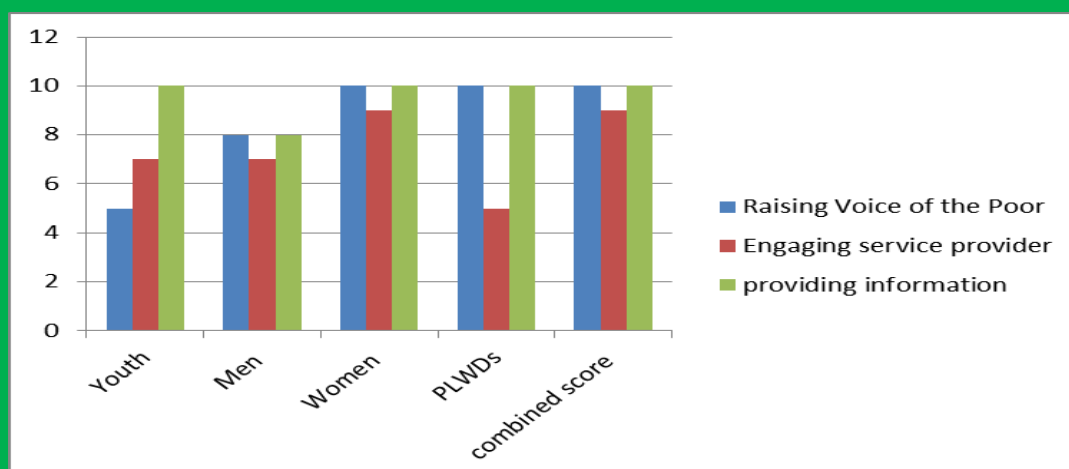
Question 12 & 13 Implored PCs to reveal if they felt their concerns were being addressed by PRFT.



The feedback indicated that the Youth and Women groups felt that their concerns were not fully addressed by PRFT's current work and strategies of engagement. Improvement in this regard is required. The Women and Youth groups noted that they are still waiting for action on some of the development concerns they have been raising with PRFT. In summary they argued that not all of their concerns are addressed and they are not getting responses on each and every issue they are raising.

Feedback Area 3: Strategic Direction

Question 14 & 15 asked the PCs to rate how they feel about PRFT's performance in undertaking its activities such as raising the voice of the poor, engaging service providers and providing poverty information to equip the communities with skills for engagement.



All PCs focus groups scores argued that PRFT should strengthen engagement with service providers which they noted as being weak at the moment. The PCs

suggested that PRFT should bring policy makers and service providers to the community to interface with them. They also highlighted that PRFT should also take some of the community members when it gets to engage with the policy makers at national public dialogues and advocacy initiatives.

Question 16 and 17 asked the PCs to assess whether PRFT exercised fairness to all groups in the community. The feedback from all the groups indicated that they are being treated very fairly by PRFT because of the following; PRFT is apolitical and not selective (non-discriminatory), championing community issues and communicate clearly with all stakeholders in the community.

Feedback Area 4: Trust

Question 18 explored whether PCs thought PRFT was reaching its expected project / programme results. The responses provided by all the focus groups indicated that PRFT was on the right track but cited more can still be done to improve the current status. The reasons for their assertions are as follows; PRFT is inclusive in their programming, ensuring that all groups participates in their programs, they are interrogating all forms of poverty in the community, they are providing valuable knowledge on poverty in the community, and there are continuously working in the area. The aforementioned reasons which inclined the community to conclude that PRFT was on the right track towards achieving the goals of its programs and projects.

Question 19 The PCs gave the following suggestions for PRFT to further improve;

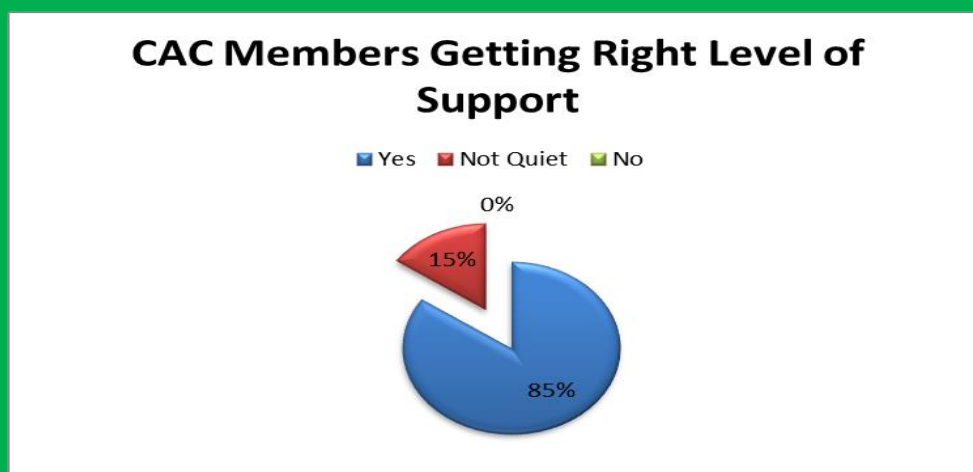
- PRFT should use awareness raising or programme promotional materials such as T-shirts, Caps etc.
- PRFT should conduct road shows as part of their engagement and awareness raising programmes
- PRFT should strengthen the use of its social media platforms; popularize
- PRFT must continuously have programs in the area
- PRFT should engage the media to champion its work and engage with the rest of the country.

SECTION B: CAC Feedback

Question 1 sought to understand the challenges that the CAC members were facing in carrying out their functions. The following challenges were raised;

- Positive Identification - 69,2% of the CAC respondents indicated that they would want identification regalia that would help them dispatch their responsibilities properly
- Lack Promotional Materials - CAC members requested for awareness raising materials such as books, pamphlets, fliers etc.
- Lack of Information - CAC members require information about the Organisation because of the demand for it and the need to engage from an informed position
- scepticism from wider members who want to meet PRFT staff first

Question 2: CAC level of support from PRFT to undertake their mandate



The CAC members who indicated that they were not receiving adequate support cited the following reasons;

- Lack of identification materials such as T-shirts, etc.
- Lack of communication gadgets such as cell phones
- Lack of financial resources to carry-out the duty

Question 3 asked the CAC to suggest changes they would like to see in their current roles

The CAC indicated that they would like to, 1)address the community before the PRFT staff/ in front of the PRFT staff so that they legitimize their current roles, 2)establish a communication channel which is accessible to all committee members e.g. WhatsApp group

Question 4 sought to understand whether the CAC members thought they were getting honest responses from the wider community members they were engaging with. The feedback was overwhelming with 92% convinced that they were confident that the people were giving them honest responses whilst 8% questioned the

honesty of the responses citing that some community members are not convinced that their work is not politically related.

Question 5 quizzed the CAC members whether or not they thought PRFT's community strategy is helpful. The feedback gathered suggested that all the members were content that PRFT's communication strategy is fairly good but cited that improvements need to be done by ; 1) PRFT having separate interface meetings with the two wards as opposed to the current position where PRFT is having meetings with the two wards combined. 2) PRFT providing cell phones to CAC members so that communication is enhanced.

Question 6 solicited feedback that can help PRFT strengthen and improve its work. The CAC members gave the following suggestions;

- Constantly communicate with the CAC members
- Provide promotional materials such as T- Shirts
- Bring service providers and policy makers to the community
- Strengthen social media use and involve community in social media campaigns



Women Focus Group Presentation



Men Focus Group Presentation



Youth Focus Group Presentation



PLWDs Focus Group Presentation

For more information about Poverty Reduction Forum Trust (PRFT) and the Resilient Roots Initiative contact us on Number 59, Mendel Road , Avondale, Harare; Tel: +263 4 307472; Email: info@prftzim.org; Website: www.prftzim.org