**AA_Logotype100_CMYKTERMS OF REFERENCE FOR SOCIAL ACCOUNTABILITY TRAINING IN MVUIRWI TOWN**

# BACKGROUND

Action Aid is a global federation working to end poverty and injustice with thousands of communities and millions of people across the planet. AA Zimbabwe is part of a global Action Aid International (AAI) family working with poor and excluded people, communities, associates and partners in more than 43 countries in Africa, Asia, the Americas and Europe. AAI started operating in Zimbabwe in 1999 as a small HIV and AIDS project (Strategies for Action) under the then Harare based AAI Africa Regional Office, becoming a Country Programme (CP) under AAI’s Southern Africa Partnership Programme in 2003 and a standalone Country Programme in 2006. AA Zimbabwe merged with the former MS Zimbabwe Country programs, partnerships and People for Change placements on 01 July 2010 following the affiliation of the former MS (now AAI Denmark) into the AAI family.

AAIZ is implementing the Small Towns Water, Sanitation and Hygiene project in Mvurwi Town. The project has funding from Australian Government through UNICEF. The project aims to ensure access to improved water and sanitation facilities for vulnerable populations in the Town. In addition it intends to reduce the burden of diarrheal diseases, including the risk of cholera, and improved productivity amongstthe town population*,* including men, women, children and the vulnerable groups in Mvurwi.

Output 2 of the project focuses on enhancing community participation improved accountability and responsiveness in the target town and contribution to enhanced cost recovery and technical capacity. This is in line with AAIZ priority of empowerment of women, youth, other ordinary citizens and people living in poverty so that they have strong voices to demand accountability and claim their rights from central and local governments and other duty bearers while also meeting their obligations. AAIZ’s theory for change states that; *we believe that an end to poverty and injustice can be achieved through purposeful individual and collective action, led by the active agency of people living in poverty and supported by solidarity, credible rights-based alternatives and campaigns that address the structural causes and consequences of poverty.*”

This Small Towns WASH project intends to facilitate improvements in the quality, equity and gender responsiveness of public services in Mvurwi Town. The relationship between government/local authorities and citizens is crucial to ensure quality service provision. One of its key deliverables is to facilitate the responsiveness of public services delivery and access by citizens of Mvurwi Town. The project intends to foster social accountability in the delivery of public services in particular Water, Sanitation and hygiene are delivered in a more effective and efficient way. The trainings will target both the policy makers (supply-side) and citizen representatives (demand side) so as to develop common understanding and network necessary for the effective engagement. It demands of citizens an orientation to the public good, a willingness to actively engage, and the capabilities needed to participate and deliberate well. Such engagement of citizens gives early notice of emerging issues and enables citizens to identify priorities for themselves and share in decision-making, thereby assuming more ownership of solutions and more responsibility for their implementation, and fosters a sense of mutuality, belonging and a sense of empowerment, all of which strengthens resilience. This is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.

AAIZ is intending to engage a consultant to train 25 participants, who are representatives of Mvurwi Town Council, ZINWA and the local residents on Citizens Supporting Service Delivery concept.

**Overall Goal:** The overall objective of the training is to strengthen the capacities of key stakeholders in Mvurwi Town on the CSSD concept for improved quality, gender responsive social service delivery.

**Training Objectives**

* Acquainting citizens with civic skills, and building their capabilities for, participatory and deliberative practices for improved service delivery
* To enable the participants to adopt the concept of Citizens Supporting Service Delivery concept for them to be able initiate demand-driven and bottom up citizen voice and oversight in public service delivery in Mvurwi Town.
* To increase participant’s empowerment for them to hold duty bearers and corporates to account for improved service provision,
* Enabling local authority and ZINWA to actively engage citizens and stakeholders in the service provision process so that their perspectives and ideas are taken into account

**Expected outcomes:**

By the end of the training, participants will be able to understand and apply the CSSD concept in order to improve governance processes, ensure equitable gender responsive services for communities, and improving resource allocation decisions in Mvurwi Town.

**Targeted participants**

* Senior management - 2MTC and 2 ZINWA
* Mvurwi Town Council Commissioners – 3
* Representatives of residents(4PSC, 4Hygiene Club reps, 2 PWDs, 2 Women’s group, 3 Junior councilors, 2 PLWAS)
* **Total =** 25 participants with gender considerations.

**Methodology**

The methodology of the training should be interactive and participatory. It should use a lot of group work and discussion that acknowledges and respects the knowledge of participants in their own fields of work.

**The Consultant (s) will be expected to**

* Review the current scenario in terms of service provisions within the two organizations (MTC and ZINWA).
* Conduct the training on Citizens Supporting Service delivery to the selected participants who are representatives of the two institutions and the residents in Mvurwi Town.
* To come up with a tentative action plans for the two institutions in moving forward with this concept.
* The Consultant shall lead the training process and produce a report for the workshop process of at least 20 pages. The report shall be written in clear and accessible language and should as much as possible avoid jargon.
* To unveil publications and articles that can help in understanding social accountability both on global and local level.

**Consultant Skills Requirements**

* Exceptional knowledge and understanding of the CSSD approach.
* Extensive experience and knowledge of the operations of Municipalities and government entities and gender in Zimbabwe context.
* Exceptional participatory training/facilitation skills.

**Outputs of the Consultancy**:

A comprehensive process and outcomes report within a week of completion of training.

**Resources**

The fee for the assignment will be negotiated with the consultant.

**Duration of Work**

It is envisaged that the assignment will be completed in three days, with effect from 10th – 12th June 2015.

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