



Using Citizen Voice and Action for Climate Action & Environmental Management

A FOUNDATIONAL GUIDE



Programming Guidance: Document Status	
Title	Using Citizen Voice and Action (CVA) for Climate Action Environmental Management
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Purpose	This resource aims to help Field Office Technical and Advocacy staff in identifying entry points and ways to effectively use the Citizen Voice and Action (CVA) project model for government action on climate change and environmental stewardship in local communities.
When Used	Technical Programme Design/Redesign – when the TP includes Citizen Voice and Action or other local level advocacy
Primary User/s	Technical Leads, Development Facilitator, FO CVA and Advocacy staff
Translations Available	Spanish and French

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Acronym

- AP** - Area Programme
- CVA** - Citizen Voice and Action
- CSO** - Civil society organisation
- CSC** - Community scorecard
- DEO** - District environment officer
- FBO** - Faith-based organisation
- FO** - Field office
- FGD** - Focus group discussion
- GESI** - Gender equality and social inclusion
- GoH** - Government of Haiti
- IMARA** - Integrated Management of Natural Resources for Resilience in Arid and Semi-arid Lands
- IDP** - Internally displaced persons
- MS** - Monitoring standards
- NRM** - Natural resources management
- PARND** - Action Plan for National Recovery and Development
- PWD** - People with disabilities
- SAUTI** - Youth - Sustainable actions uniting Tanzanian and Irish Youth
- TSO** - Technical Services Organisation
- WV** - World Vision
- WVT** - World Vision Tanzania



Purpose of this Foundational Guide ¹

This publication serves as a foundational guide for the adaptation of World Vision's (WV) Citizen Voice and Action (CVA) social accountability and local-level advocacy project model for **climate action and environmental management** ². This foundational guide is grounded on WV field office (FO) experiences, albeit limited at this stage (by 2021), and is intended to support practitioners to identify entry points and approaches to grow social accountability programming on climate action. It draws lessons from FOs that can be replicated elsewhere, depending on national government policy commitments and contextual considerations.

Background

Climate change is a key driver of extreme poverty, inequality and child vulnerability. It impedes the realisation of children's fundamental rights as enshrined in the UN Convention on the Rights of the Child. In addition, it compounds existing social and economic inequalities both within and between countries, disproportionately impacting the most vulnerable children and their caregivers in fragile and developing contexts.

Accountability is a central principle for good governance, including environmental governance for climate change, because it serves to prevent or mitigate negative social and environmental impacts as well as protect against abuses of power. Accountability guides the actions of power-holders towards more socially and environmentally sustainable results by ensuring that the voices of citizens and potentially-affected people enter the decision-making process ³. Citizens can be placed at the centre of accountability processes through **social accountability**, that is, 'citizen voice and action efforts to improve public sector performance, often institutionalized into two-way interfaces' ⁴. World Vision's social accountability approach - Citizen Voice and Action (CVA) - is the accountability approach laid out in this foundational guide. CVA can be applied at local, sub-national, national and global levels to promote accountability towards reducing the impacts of climate change and the promotion of progressive environmental management practices.

In March 2021, World Vision joined the [UN Decade of Ecosystem Restoration](#), a call to action to protect and restore global ecosystems by 2030. Our commitment to the Decade is reflected in WV's [Environmental Stewardship Management Policy](#), which commits to meeting the systemic challenges to children's future well-being posed by environmental degradation and climate change, including through advocacy. From an advocacy perspective, the policy states that:

*'World Vision believes that responding to Climate Change is a justice issue. Climate justice represents the interdependence of human rights, development and climate action. We see climate justice as an approach that places children at the centre of the climate crisis and brings about solutions good for people and the planet **by upholding their right.....** WV commits to strengthening its **public policy engagement with governments**, international organisations, faith-based organisations, networks and donors to address how environmental and climate issues impact vulnerable children. We will provide **evidence on progress** (or otherwise) towards achieving environmental and climate change targets, **challenges faced, and opportunities** to further refine national and global policies. ... WV will **collaborate with local, grassroots initiatives**, as well as global actors engaged in environmental and climate change awareness and action to advocate for sustainable development and sustained child wellbeing.'* ⁵

¹ This is a foundational guide that will be periodically reviewed, strengthened and updated into a full supplementary guide in line with growing FO and global practice and learning on this theme.

² WV's core documents use environmental stewardship based our core values

³ Nuesiri, Emmanuel O. (2016), Accountability of Powerful Actors for Social and Environmental Outcomes. NRGF Conceptual Paper. Gland, Switzerland: IUCN and CEESP.

⁴ Fox, Jonathan (2022), 'Accountability Keywords'. Accountability Research Center, Working Paper 11.

⁵ WVI (19 March 2021), Partnership Management Policy: Environmental Stewardship.

This guide will support FOs to adapt WV’s CVA to contribute to: strengthening public policy engagements by local communities and partners with governments and other stakeholders, including robust citizen-generated evidence on progress, challenges and opportunities towards addressing climate change and environmental management.

Part 2 - CVA Adaptation for Climate Action and Environmental Management

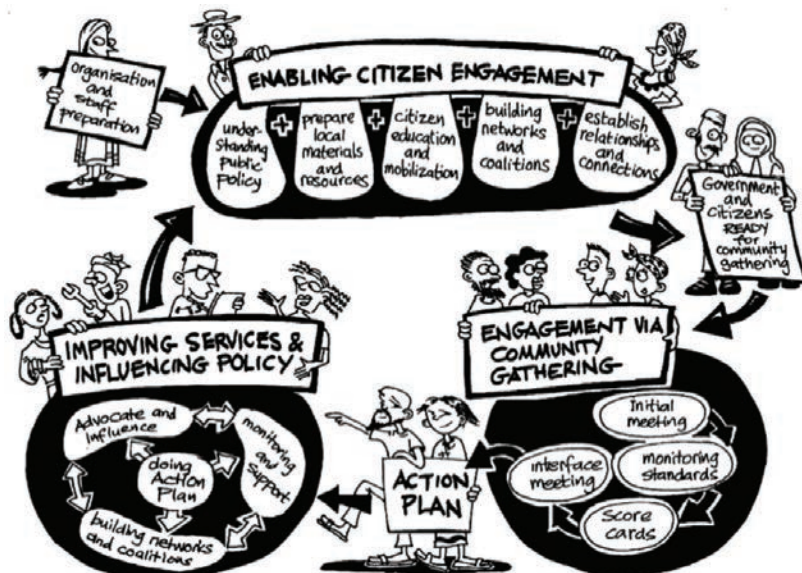
Citizen Voice and Action

WV promotes the utilisation of social accountability approaches, primarily Citizen Voice and Action (CVA), to bring local communities alongside service providers for evidence-based constructive dialogue and collective action towards significantly improved service delivery and service quality, and to influence public policies. The CVA approach is designed to empower communities – including women, young people – to hold their governments accountable for services promised, including health care, waste management, education, child and social protection, access to clean water, and other areas that impact the well-being of children and their families. Since 2005, CVA has been implemented in up to 50 countries and more than 600 programmes.

Overview of the CVA Approach

CVA works by first informing citizens about their rights and then equipping them with a set of tools designed to empower them to engage in local advocacy to protect and enforce those rights.

First, communities learn about basic human and child rights, and how these rights are expressed under local law. Next, communities work collaboratively with government and service providers to compare reality against their government’s own commitments. Communities also have the opportunity to rate government performance against criteria that they themselves generate.



Graphic 1. CVA Process Diagram

Finally, communities work with other stakeholders to influence decision-makers to improve services, using a simple set of advocacy tools. As government services improve, so does the well-being of children.

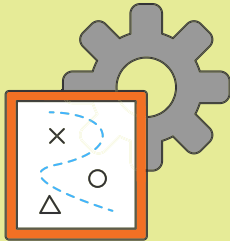

Citizen Voice and Action (CVA) can be adapted, but to be considered CVA the programme must contain all of the 'essential elements' of the approach. These include elements on Information, Voice, Dialogue and Accountability. (CVA guidance notes 2021)



Climate Action and Environmental Management Programmes Integrating the Use of the CVA Approach

This section highlights examples of the successful application of social accountability approaches within environmental management and climate action from projects in Ireland, Kenya, Tanzania and Haiti. The examples include replicable promising practices and draw lessons from the implementation of these projects that may be considered for replication and scale-up within similar contexts. The examples are drawn from both grant and sponsorship programmes that are at different stages of implementing the phases of CVA, as well from a mixture of both fragile/emergency and stable contexts.

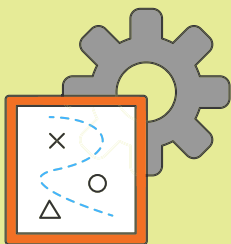


<p>PROGRAMME</p>	<p>Sustainable actions uniting Tanzanian and Irish Youth (SAUTI-Youth) 2020-2023</p>
<p>PROGRAMME GOALS & APPROACH</p> 	<p>SAUTI is the Swahili word for ‘voice’. The SAUTI-Youth programme is the empowerment of youth to be strong voices in and for their communities and to monitor government commitments on climate action that will bring about the programme’s results. The EU-funded SAUTI-Youth is based on the CVA model. CVA provides a methodology for youth to engage with local government structures, allowing for a common approach uniting youth in two different contexts in Africa and Europe.</p> <p>The project is a youth-led monitoring of local government commitments on climate action. The youth have been empowered with skills to monitor their local government’s climate action commitments and spending, and they are dialoguing with local authorities so that they take innovative actions to locally tackle this global challenge. The project includes the deployment of art, digital platforms such as social media, and technology through a contextualised CVA SAUTI mobile application.</p>
<p>PROMISING PRACTICES AND LESSONS⁶</p> 	<ul style="list-style-type: none"> • Working with young people: Children and young people are important stakeholders for climate action and actively participate in advocacy, national adaptation and mitigation actions, and international negotiations. Having them at the heart of this project is a promising practice given their passion and in knowing that they are set to live the future realities of the environmental decisions made today. • Significant orientation and civic education for youth and community awareness: In both Tanzania and Ireland, young people working through World Vision Tanzania (WVT) and Youth Work Ireland Galway respectively reported increased awareness of their local and national climate-related public policies. This follows significant orientation and education shared with them as part of the ‘Enabling Citizen Engagement’ phase of the CVA process. As a consequence, young people have gone further to also increase awareness to other people within their communities. • Demanding accountability while investing in sustainable livelihoods: In Tanzania, the SAUTI youth are actively engaging with the local government by demanding accountability for climate actions whilst also investing in sustainable businesses. Through linkages from the local government, several youth groups under the SAUTI-Youth project have been able to access financing to start sustainable businesses such as setting up tree nurseries and beekeeping enterprises. This is not only a strong feature contributing to project outcomes but an attribute that is likely to enhance CVA group sustainability. • Youth inclusion in decision-making: The close relationship that WVT has fostered with government authorities in Tanga District has supported substantial early accomplishments. For instance, noting that local-level environmental committees are legally required to include youth in their composition, youth involved in the project have successfully demanded for their inclusion within the Village Environment Committees. In Galway, young people have been involved in consultations on the Galway City Development Plan 2023–2029 providing their views and opinions towards the management of their city.

⁶ Drawn from programme documents and interviews with project staff

	<ul style="list-style-type: none"> • Invest in building trust with local government: Building trust with local government, administrators and front-line service providers is absolutely crucial in aiding meaningful youth participation in local climate governance. A relationship built on trust can aid access to information, transparency and promote youth agency and participation in invited policy circles. In Tanzania, the longstanding relationship between WVT and the Tanga District administrators has made it possible for young people to engage across multiple pathways such as access to financing for investment in sustainable businesses, invitation to ongoing public policy development processes spearheaded by the National Environmental Management Council, and inclusion on various village environment and development committees. • Influence national and global-level policy processes: In addition to the promising local-level youth engagements in influencing climate actions in Galway, Handeni and Korogwe, significant attention should be given to providing opportunities for youth to influence national and global-level policymaking and implementation processes. For instance, in 2021, youth in Galway were able to attend the COP26 talks where they were able to make substantive contributions. Youth can deploy evidence of systemic policy gaps and failures gathered through local CVA processes to influence national policy and decision-making processes. Such engagement platforms can also contribute to the development of context-specific and evidence-based policies.
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PROGRAMME	Integrated Management of Natural Resources for Resilience in Arid and Semi-arid Lands (IMARA) 2018–2021
PROGRAMME GOALS & APPROACH	<p>The IMARA project is contributing to the revitalisation and preservation of rangeland assets for the benefit of the current and future generations through diversified livelihoods and improved natural resource management and use in Kenya’s arid and semi-arid lands.</p> <p>The IMARA project includes a rights-based approach involving facilitating the culture of public participation and social accountability through CVA. The programme has also strengthened governance systems and structures for sustainable natural resources management (NRM) at community, county and national levels through improving social accountability and governance of natural resources at the local level; strengthening engagement on review and development of NRM policies, legislations and strategies; and advocating for increased budget allocation and technical support for NRM initiatives at county and national levels. During the programme implementation period, IMARA worked with local communities and community leadership to establish and build the capacity of structured community CVA groups that deepened advocacy and lobbying of NRM issues at the community and county levels.</p>




PROMISING PRACTICES AND LESSONS ⁷



- **Systems strengthening:** Strong governance of natural resources and environmental management groups who were actively involved in the programme was key to building sustainability in the restoration and accountability initiatives. The programme focused on complementary training and capacity building sessions that were deliberate to strengthen the structures and promote inclusivity. Such trainings were on group leadership, group constitution, group financial contribution and management, record keeping, attitude and mind-set change through empowered world view, gender mainstreaming, and social inclusion. The introduction of economic incentives such as beekeeping, ecotourism, and gums and resins production to groups in Laisamis and Laikipia in restoration activities and sites has gone a long way to ensure sustainability and scale up of what had been achieved so far.
- **Establish foundations for sustainability:** A strong basis for effectiveness and foundations for sustainability was established through partnerships including (1) working with strong customary institutions; (2) broad base of supportive stakeholders ranging from state and non-state actors; (3) good networking and collaboration with government and regulatory bodies within and without the counties of implementation; (4) community training and skills transfer; (5) community ownership and development of local institutions, especially focusing on ecosystem-based promotion, diversification and enhancement of alternative livelihoods (e.g., through market development and participation).
- **Strengthening local governance structures:** The IMARA project extended training and other forms of capacity building and technical support to both community and local government institutions and structures. Strengthening local governance structures enabled more stakeholders to make decisions which were necessary for the long-term success of the initiatives and to have real engagement of accountability actors and stakeholders at local, county and national levels.
- **Evidence-based engagement and policy influencing:** Through community engagement forums, the CVA groups identified several key NRM issues negatively affecting the sector across the counties, and they moved forward to successively dialogue with key decision makers to take action in addressing these issues. Consequently, action plans were developed to hold decision makers responsible to ensure implementation of agreed priority actions. The CVA groups also successfully advocated for increased public finance management reforms that culminated in increased budget allocation towards the NRM sector and the introduction/formulation of relevant NRM policies.

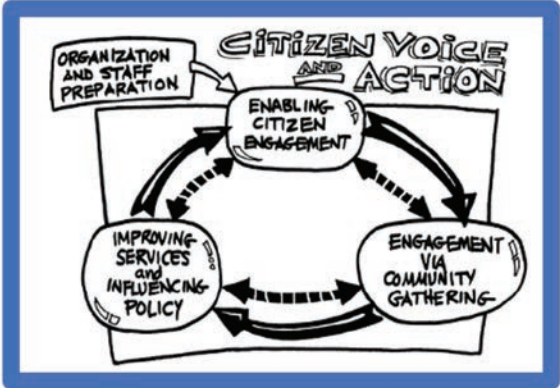
⁷ Drawn from interviews with project staff and reviews of 2021 annual report.

PROGRAMME	Systems and structures in Haiti Promote a Just and Equitable Society (2011)
PROGRAMME GOALS & APPROACH	National and local government and civil society work together to address the development challenges of the country and their communities, in particular on the effective delivery of PARND (Action Plan for National Recovery and Development) and decentralisation of Government of Haiti (GoH) service delivery after the devastating 2010 earthquake in Haiti.
PROMISING PRACTICES AND LESSONS⁸ 	<ul style="list-style-type: none"> • Partnerships for advocacy: At the national level, WV in partnership with other agencies successfully advocated for specific resource commitments by the GoH to regional and local governmental units. These resource commitments were published and were tracked and monitored by civil society during the recovery period. WV worked with civil society organisations (CSOs) and faith-based organisations (FBOs), as well as other partner organisations within Area Programmes and internally displaced persons (IDP) camps to amplify community voice and ensure that they are part of the national and local government planning and implementation processes. • Strengthening local government capacity: WV provided technical support to the local government for coordination, planning, and monitoring of development plans and activities through training of local officials and their senior administrators on administration, budgeting, taxation and communication with the citizens. • Access to information and enabling citizen engagement: WV distributed simplified versions of the PARND, and national action plan for disaster preparedness to citizens, local elected officials to ensure that they understood and could articulate government recovery policy and administrative positions. WV also convened several townhall-style community meetings where community priority issues relevant to transparency and accountability in service delivery were discussed and raised. • Evidence-based policy influencing: WV used evidence from the communities, based on the results of CVA implementation, to lobby GoH for improvements in policies and budget allocation on issues raised by communities and children. WV also progressively tracked local government implementation of activities through budget monitoring and continuous application of the CVA approach. Several policy briefs with various recommendations were also published and used to engage policymakers in lobbying meetings • Women, youth and child inclusion and empowerment: CVA training was conducted for communities, ensuring the involvement of women and youth. Women and youth were also empowered through civic education on the provisions of PARDN, participation in national elections and the democratic process. To ensure effective child participation in the recovery and development processes, WV undertook an analysis of existing, formal child participation mechanisms of UN partners, GoH and the then Interim Commission – identifying the opportunities and hindrances to meaningful child participation in the development and recovery processes. Consequently, WV offered recommendations for the establishment, development and implementation of various child participation mechanisms.

⁸ Drawn from programme documents.

Part 3 - CVA for Climate Action: Integration Considerations

This section provides further considerations when seeking to integrate the three phases of the CVA approach within climate action programmes. The information presented here builds upon lessons from the flagship programmes highlighted in the preceding section above and from other experiences of CVA adaptation.

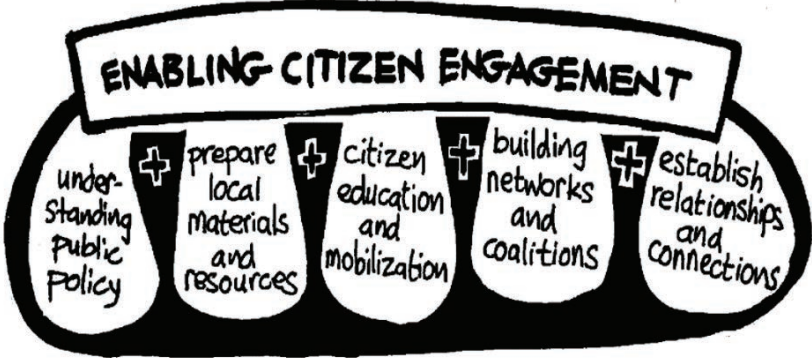


Graphic 2. CVA Process Diagram

CVA Phase 1: Enabling Citizen Engagement

The objective of this phase is to sufficiently prepare the community to engage productively and positively with service providers and government. Enabling citizen engagement is the critical first foundation phase for CVA implementation. It equips stakeholders with information and tools and creates a positive environment where citizens can discuss issues openly together, and seek accountability for improved service delivery.⁹

Offices must fulfil the following processes to sufficiently prepare the community to engage with government and service providers:



Graphic 3. CVA Process Diagram

Context Analysis

The first step towards understanding the local context should be to ensure that **WV staff and partners** understand the local narrative and reality on what is considered/constitutes climate change and environmental management and its impacts. They should explore the local terminologies and descriptions used, understand possible local adaptation and mitigation efforts, and identify the bottlenecks to community engagement on climate action and environmental management concerns, service delivery and policy influencing.

In the same vein, it is important to understand the political-economy context under which the CVA for climate action and environmental management intervention is being implemented. This will entail undertaking detailed stakeholder analysis (including stakeholder capacity, motivations and constraints) and understanding community participation dynamics (e.g., who are traditionally discriminated and excluded from decision-making platforms such as local environmental committees). [The Applied Political Economy Analysis Guide](#) and [Section 4.2 Local Context Assessment, of the CVA Guidance Notes and Field Guide](#) provides more detail to undertake this process.

⁹ WVI (2021), CVA Guidance Notes.

Understanding Public Policy

Understanding public policy provisions relevant to the climate change problem and environmental management in that context needs to be undertaken as part of CVA phase one. In consultation with local communities, WV and its partners should identify key local-level environmental management and climate change concerns, problems and challenges that would require collective action solutions. These might include such diverse actions as creating protected areas, greening and afforestation, management of water sources, limiting harvests, waste management, reducing environmentally harmful activities or pollution, creating community gardens, restoring degraded areas, managing fish stockouts or using more sustainable agricultural products.

Once the main issue or issues have been prioritised, it is important to identify and map out key policy and legislative frameworks and the administrative structures that govern the identified environmental management and climate change problem. It is likely that several policies and legislative frameworks may apply to the issue of concern. Review parliamentary legislations, government policy and strategy documents such as nationally determined contributions and National Adaptation Plans, local government ordinances and by-laws, and other relevant official government publications to identify these. Further, review systems of institutions – including formal and informal organisations – to understand the actors, decision-making and structural processes related to the climate change and environmental management.

For instance in the SAUTI-Youth programme, WV undertook a detailed review of policies governing youth participation, and NRM so as to identify key policy provisions that promote youth participation in environmental management. Some examples of key accountability issues that might be of concern within public policies might include:

- access to clean water for domestic use and/or irrigation
- agroforestry or greening to prevent soil erosion
- waste disposal and management
- reduced reliance on natural resources (e.g., for livelihoods, household chores) through adoption on energy-saving technologies and practises
- fishing policies and guidelines
- water resource management
- access to extension services
- protection of river beds and management of water sources.


In addition to outlining key government commitments and standards, these public policy documents are likely to help identify the relevant service providers for the issue being monitored through the CVA approach.

Identification of Monitoring Standards

The review of the various government documents will help identify specific commitments, where possible, with targets on the issues of concern. See example below.

¹⁰ [Kenya National Climate Change Action Plan 2018 – 2022](#)

¹⁰ Extracted from the Kenya National Climate Change Action Plan 2018 – 2022.

 Accountability issues can be identified in any of the eight areas of WV's work on environment and climate action:



Source: *Environmental and Climate Action: Investing in Sustainable Outcomes for Children, 2022.*

Climate Change Priority: Food and Nutrition Security

OBJECTIVE	ACTIONS	COMMITMENTS
<p>Increase food and nutrition security by enhancing productivity and resilience of the agricultural systems in as much of a low-carbon manner as possible.</p>	<ol style="list-style-type: none"> 1. Improve crop productivity through the implementation of climate-smart actions. 2. Improve crop productivity by increasing the acreage under efficient irrigation. 3. Increase productivity in the livestock sector through implementation of climate-smart actions. 4. Enhance productivity in the fisheries sector through implementation of climate-smart actions. 5. Diversify livelihoods to adjust to a changing climate. 	<p>Adaptation – maintained or increased production and enhanced resilience of the agricultural systems through livelihood and crop diversification, increased water harvesting and storage, increased irrigation, sustainable land management, reductions in postharvest losses, and uptake of insurance.</p> <p>Mitigation – greenhouse gas emissions of 2.61 MtCO₂ e by 2022 through agroforestry, minimum tillage systems, manure management, and efficiency in livestock management.</p> <p>Sustainable development – improved agricultural, livestock, and fish productivity; increased food and water security; improved incomes and livelihoods of pastoralists, smallholder farmers, and fisher communities; improved health with more healthy food available; and better management of ecosystems and their biodiversity.</p>



TAKE NOTE: In many instances, public policy documents may provide broad commitments and standards. Detailed and specific monitoring standards may not be publicly available or may be retained by local service providers. It is these detailed commitments and standards that matter most for CVA. WV and CVA facilitation groups should liaise closely with frontline service providers in determining the relevant monitoring standards that may be applicable to the climate action and environmental management concern.

Community Education and Mobilisation

Once the relevant standards have been identified, WV should work with the CVA facilitation teams and service providers to ensure applicable provisions of these policy and legislative frameworks are simplified for utilisation in civic education and awareness raising. This may also include translation of relevant provisions into local languages. Following on, WV should guide the CVA facilitation teams to undertake civic education to raise community awareness and knowledge of the extent of the climate change or environmental management problem, its consequences, and possible impacts to the environment and livelihoods. , Community education should also include informing communities of the specific public policy standards and obligations applicable to the identified issue.

[Section 6.4 of the CVA Guidance Notes and Field Guide](#) provides more detail to undertake this process effectively.

Establishing Networks, Connections and Relationships

Environmental management and climate action accountability and advocacy actors may be individuals, groups or networks of actors. If WV is not already working with these actors, it is important that WV establishes connections and working relationships with them. These partners might be influential individuals, groups and communities, front-line service providers, local government officials and departments, CSOs, and donors. The value of this can be seen in the Haiti promising practice, in which WV worked with CSOs and FBOs, as well as other partner organisations in APs and IDP camps to amplify community voice and ensure that they are part of the national and local government planning and implementation processes.

[Section 6.0 of the CVA Guidance Notes and Field Guide](#) provides more detail to undertake this process effectively.



TAKE NOTE: The actors that are involved in different climate change and environmental management actions largely depend on the scale and complexity of the issue. In many cases, most actions will involve hybrid networks or multi-stakeholder partnerships that include communities, public agencies and CSOs. WV national advocacy technical staff should be consulted in identification of the appropriate partners and stakeholders to engage with.

CVA Phase 2: Engagement via Community Gathering

The community gathering is the heart and soul of CVA. It is the participatory processes that brings stakeholders together to assess the quality of their public services and to identify ways to improve their delivery. This will involve community, service providers and decision-makers' participation in the monitoring standards, community scorecards and interface sessions. [Section 7 of the Guidance Notes 2021](#) provides more detail on the community gathering process.

Unlike facility-based community gathering processes that might take place at a facility such as a clinic and school, climate action and environmental management community gathering processes may not relate to static facilities. The CVA facilitation team should therefore ensure that the selected venues for the sessions are most appropriate and convenient for community members and other stakeholders.

Gender equality and social inclusion (GESI) is important in CVA. Women and girls, as well as people with disabilities (PWD) may have different needs throughout the CVA process. Section 4. Gender, [Disability and Inclusion in the CVA Guidance Notes and Field Guide](#) provides more details to ensuring the broadest possible inclusion of participants through age and disaggregated focus groups intended to encourage participation of those most vulnerable, including women, children, ethnic and other minorities and those with disabilities.

WV facilitator staff should also consider the following for the different aspects of the community gathering process:



Graphical 4. CVA Process Diagram

Monitoring Standards Process

Ensure community groups select relevant standards and indicators for monitoring. Evidence from WV's longstanding experience implementing CVA indicates that CVA processes are likely to be more effective and sustainable when standards and indicators that are monitored are selected by community groups. This might be a little challenging in the beginning as environmental management may still be a fairly unfamiliar area for their engagement. Therefore, sufficient attention should be given to ensure that communities understand the issues and that their input helps determine the priority climate action and environmental management standards for CVA monitoring.

The table below provides an example of the monitoring standards (MS). The pre-filled rows provides an examples of the sorts of standards that might arise and the possible findings.

EXAMPLE: MONITORING STANDARDS ¹¹			
INPUT	STANDARD	ACTUAL	REMARKS & COMMENTS
Environmental inspectors and extension officers	2 inspectors available in each village	1 environmental inspector has been deployed to serve 3 villages	Current environmental inspectors are overloaded and therefore incapable of serving the community effectively
Community environmental committees	1 environmental management committee established in each village		
Composition of environmental committees	Chairperson + 4 members representing youth, women, farmers association, and PWD		
Environmental committee meetings	Two meetings each month		
District budget	At least 10% allocated for climate change mitigation		

Alongside the scorecards results, the findings from the MS are shared at the interface meeting that will be described later in the document.






Community Scorecard Process: For the scorecards process, it is important to cluster participants into appropriate focus groups discussions (FGDs) that are relevant to their areas of interest and provide a safe space for their engagement. It is important that the composition of the FGDs does not compromise the ability for the respondents to freely and openly speak out on the issues being monitored. For instance, due to certain community sensitivities, it might be helpful to create separate FGDs for women-farmers, land-owners, young people, extension workers, etc.

The scorecard includes 'performance measures' identified by the group themselves and may also include 'performance measures given' to the group on issues that WV or government may want feedback on across

¹¹ Revised and adapted from SAUTI Youth project, WV Ireland and WV Tanzania.

all communities undertaking CVA for environmental management and climate action. All focus group members will vote to rate their satisfaction against each of the measures identified (see [CVA guidance notes](#) for full description of the scorecard process).

The table below provides an example of a community scorecard (CSC) with prefilled information to illustrate the use of the tool.

EXAMPLE: COMMUNITY SCORECARD							
PERFORMANCE MEASURE						REMARKS	RECOMMENDATIONS
Community satisfaction with services rendered by extension officers and environment inspectors	✓✓ ✓✓ ✓	✓✓				Extension officers do not visit communities as frequently as expected Extension officers lack means of transport due to breakdown of motorcycle Extension officers often charging arbitrary fees for service provision	Local government ensure that extension officers are adequately facilitated to visit communities twice weekly as is recommended District Agriculture Office(r) to provide clarity on applicable fees for extension services
Participation of youth on decision-making around environmental management at village level							
Awareness of community members on existing policies, laws and legislation on climate change							
Community adherence to land use and management by-laws							
Timely access to information on key hazards and vulnerabilities in agriculture, food and nutrition							
PERFORMANCE MEASURE GIVEN							
Local government investment in gender-sensitive participatory approaches (e.g., farmer field schools)							

The Community Interface Meeting and Action Plan

Upon collection and collation of the evidence from community monitoring of climate action and environmental management commitments and service delivery through the MS and CSC, the community comes together in an interface meeting. This meeting brings together service users/community members, service providers or other local duty bearers, and key local government decision-makers. The interface meeting will include public presentations of MS as well as community perceptions and experiences from the CSC process. The interface will enable the stakeholders present to engage in constructive dialogue and publicly develop a collective action plan to address the priority issues agreed upon. The actions agreed upon provide the commitments towards improvements in climate change and environmental management service delivery. The action plan may also identify other issues that might require integrated advocacy efforts and campaigns.

The table below provides an example of the action-plan that emerges from the interface meeting of the community gathering.

EXAMPLE: ACTION PLAN				
ACTION	WHO IS RESPONSIBLE	WHEN	RESOURCES/ SUB-ACTIVITIES	WHO MONITORS & PROVIDES FEEDBACK
Recruitment of 5 additional environmental inspectors and extension officers for Kira, Sera, Pira, and Lima villages	District environment officer (DEO)	Dec 2022	CVA group writes formal letter raising current challenges to the provincial office DEO to include new recruitment plans in next budget review forwarded to the province	CVA group lead to constantly communicate and follow up with DEO as required



TAKE NOTE: Young people can be key actors and catalysts in CVA for environmental management and climate action. As stated in [WV's Climate Action Policy Position](#), WV is committed to empowering girls and boys as agents of change and to ensuring that their active participation and opinions are reflected in climate action decision-making at the local, national and global levels. Children and young people must be provided with the meaningful and appropriate space, tools, skills and knowledge needed to influence decision-making processes on issues that matter to them – including through the phases of CVA as seen in the SAUTI-Youth project. For more detail please refer to the [Best Practice to Child and Young Person Participation in CVA](#).

CVA Phase 3: Improving Services and Influencing

While some climate action and environmental management issues may be resolved at the local level or through collective action (e.g., enforcement of livestock grazing guidelines and waste disposal), the complexity and systemic nature of other concerns (e.g., recruitment of extension officers), may require higher level advocacy at provincial and national levels in order to ensure that these concerns ultimately make it to policy making agenda-setting platforms such as national legislatures.

This is what phase three of CVA – improving services and influencing policy – is all about. WV and its partners may be required to pursue evidence-based advocacy to fulfil the objectives of the action plans such as:



- for the allocation of human, material and financial resources to climate change adaptation and mitigation actions (e.g., sufficient agricultural extension officers to support agro-forestry)
- for the improvement of service delivery mechanisms and plans for relevant climate change and environmental management concerns such as replanting trees, reducing harmful activities or pollution, creating community gardens, restoring degraded areas
- for strengthening the enabling policy and legislative environment to mainstream participation of children, young people, girls, women and the most vulnerable in environmental management, access to transparent data on environment and climate change issues etc.
- for new policy that fills gaps that were identified through community monitoring.



The CVA Database: The CVA process generates volumes of citizen-generated data through the process of community scorecards and the monitoring of service standards. The CVA database is a cloud-based system that helps aggregate and analyse this data to help inform higher levels of dialogue and collective action as part of phase three of the CVA process. The aggregated and analysed data has helped stakeholders connect local realities to subnational and national dialogue. If CVA for climate action and environmental management is implemented at an appropriate scale, it will be possible to generate sufficient data that can be used to discern a pattern of service delivery and commitment failures as well as recommend a policy response as an appropriate solution to systemic climate change and environmental management challenges.



Example: Influencing Policies

The Integrated Management of Natural Resources for Resilience in Arid and Semi-Arid Lands (IMARA) programme in Kenya worked with local communities and community leadership to establish and build the capacity of structured community social accountability/CVA groups that deepened advocacy and lobbying of NRM issues at the community and county levels. Through continuous community

engagement forums, the groups identified several key NRM issues negatively impacting the sector across several counties. The CVA groups successfully engaged in dialogue with key decision makers to take action in addressing the NRM issues through interface meetings that led to development of action plans to hold decision makers and communities responsible for the implementations of agreed priority actions. Other systemic challenges were addressed through influencing the local county governments to allocate resource through the public finance management process. In addition, the CVA groups working with other partners also influenced the county governments to introduce new NRM policies that include: the NRM Policy, Climate Change Fund Bill, the County Environment Action Plan, the Invasive Species Management Plan, the Livestock Yard Bill, the Gums and Resin Bill, the Sand Harvesting Bill, and the Climate Change Fund Bill.

The CVA process is a cycle and the processes is periodically repeated, with new priorities emerging and any missed action items raised and reprioritised. CVA is accompanied by a strong evidence base that demonstrates its efficacy and effectiveness in different sectors. As practice grows, this guidance notes will be updated periodically with new evidence and lessons from its application to addressing climate change and environmental management. To help us do so, please use the contacts below to share your experience and lessons in using these practice notes and application of CVA for climate action and environmental management.

For more information contacts;
 Sarah Onduko-Obiri, Governance and Social Accountability Advisor, WVI (sarah_onduko-obiri@wvi.org) or
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APPENDICES

Summary: Considerations for Integrating CVA for Climate Action and Environmental Management

CVA Phase	Integration Considerations
<p>Phase 1 – Enabling Citizen Engagement</p> <p>Communities demonstrate knowledge of entitlements and standards on climate action and environmental management commitments</p>	<ul style="list-style-type: none"> – Context analysis (national and local level): Analyse and review all governance arrangements including systems of institutions (i.e., laws and policies, formal and informal organisations), decision-making processes and structural processes related to power and politics on environmental management and climate action (e.g., discrimination, budget allocations, exclusion from decision-making), and actors and their capacity, motivations and constraints. – In consultation with local communities, identify key local-level environmental management and climate change concerns, problems and challenges that would require collective action solutions (e.g., waste disposal, deforestation, etc.). – Raise community awareness and knowledge of the extent of the problem, its consequences, and the possible impacts to the environment, livelihoods, climate change, etc. – Identify key policy and legislative frameworks and governance arrangements that govern the identified environmental management and climate change concern and problem. It is likely that several policies and legislative frameworks may apply to the issue of concern. – Simplify relevant provisions of these policy and legislative frameworks for utilisation in civic education and awareness raising. – Adopt appropriate civic education and community awareness raising approach that is fit for your context. These might include brochures, posters, wall calendars, billboards, advertisements (posted on public transport vehicles, for example), murals, community radios, etc.
<p>Phase 2 – Engagement via Community Gathering</p> <p>Citizen and state (service providers/ government officials) act on climate action and environmental management commitments</p>	<ul style="list-style-type: none"> – Bring stakeholders together to assess the status of environmental management and climate change public services and to identify ways to improve their delivery. This will involve community, environmental focused groups, CSOs, faith leaders and institutions, service providers, and decision-makers. – Be intentional to ensure representation of vulnerable groups, women, girls and PWD, and sufficient and meaningful child participation . F In some countries, e.g Tanzania, policies have outlined that youth should be involved. – Identify and agree on monitoring standard process: Ensure community groups select relevant standards and indicators for monitoring. Develop action plans that promote engaging in local environmental management actions and initiatives (e.g., participation in the monitoring standards, community scorecards, and interface sessions). – Coordinate and ensure active participation when conducting community scorecard process through community gatherings. For the scorecards process, it is important to cluster participants into appropriate FGDs that are relevant to their areas of interest and provide a safe space for their engagement. – Create opportunity for citizen feedback through community interface meeting and action plan. Upon collection and collation of the evidence from community monitoring of climate change and environmental management commitments and service delivery through the MS and CSC, the community comes together in an interface meeting bringing together service users/community members, service providers or other local duty bearer, and key local government decision-makers.