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| **PBAS#:** | **National Office:** | **Programme site or ADP:** | **District/Region:** |
| **Name of Person Completing the Tool:** | **Title:** | **Type of Assessment:**  **Self-Assessment  Third Party  Mixed** | **Date of Assessment (mm/dd/yyyy):** |
| **Length of programme implementation:**  **< 6 months  6 - 12 months  > 12 - 24 months  > 24 months** | | **Level of Assessment (e.g. what level is this assessment being conducted):**  **Programme site  ADP  District/Regional  National** | |

Instructions on how to determine IQA score:

Beside each essential element, there is a checklist of critical components of the essential element. As you go through your assessment, check the boxes that apply to the programme. Use the CMAM IQA calculator for an automatic calculation of the IQA score. The overall IQA is the mean of individual IQA scores from all the essential elements. An overall IQA score of 1.5-2 indicates high fidelity; 1.0-1.4 indicates moderate fidelity; less than 1.0 indicates low fidelity.

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| **Essential Element** | **Check the box  for those that are present in the model.** | **IQA** |
| 1. **Organization and Staff Preparation**  The purpose of this phase of Citizen Voice and Action is to prepare WV to understand what CVA is so they can responsibly and effectively facilitate the CVA approach at the community level. NO leadership orientation is only required the first time that an NO is introduced to CVA.  Staff should analyse their context to determine how the CVA intervention could support local communities and identify government services and standards which will be the focus of the CVA programme | CVA orientation session held:  NO leadership participates in at least one 2-hour orientation    CVA Practitioner Training conducted according to standard including:    Component 1 - Key concepts in local advocacy  on-line pre face to face module for World Vision staff completed  off -line pre face to face module for local partners completed    Component 2 – Facilitating Citizen Voice and Action (face to face)  Training implemented and led by a GTRN-certified CVA Practitioner Trainer, incorporating all processes from the CVA  Practitioner Training Manual  Participants include World Vision National office technical, DME and advocacy staff, and cluster and AP field staff  Participants include key local partners  Component 3 – Putting learning into practice (work place practice)  Plan produced to put learning into practice and advance CVA implementation  CVA DME half day training conducted:  Technical leads, DME, MQ/QA, advocacy and CVA staff complete the training  AP team conducts review and assessment of political and policy context analysis in National Office Strategy, Technical Approaches and Technical Programmes and produces a local political and policy context analysis, including mapping of services and service providers;  Local political and policy context analysis produced  AP team completes a local stakeholder mapping and power analysis, including identification of key stakeholders (community leaders, potential partners, decision makers, duty bearers, service providers etc)  Stakeholder and power analysis produced |  |
| **2. Enabling Citizen Engagement”**  “Enabling Citizen Engagement” is the first “implementation phase” of Citizen Voice and Action. This Phase equips citizens to engage with issues of governance and provides the foundation for subsequent phases | AP team undertakes a baseline assessment of community members’ awareness of their rights, entitlements and responsibilities and confidence in engaging with decision makers;  Baseline assessment completed  AP team identifies relevant government policies and standards and translates these into contextually appropriate materials.  Culturally appropriate policy and standards materials produced  AP team undertakes local sensitisation and awareness raising activities to introduce CVA to the community and secure commitment to participate from key service providers, decision makers, local partners and community members  Awareness raising activities completed  Identification (by name) of the individuals or local CSO partners who will lead the CVA process at the local level.  Documented commitment by local government and service providers to participate in the process  CVA Working Group formed, mobilized and trained  CVA Working Group undertakes extended awareness raising activities in the community  Awareness raising activities undertaken by CVA Working Group |  |
| 3. **“Engagement via Community Gathering”**  The “Community Gathering” is the heart of the CVA process. It includes four separate sessions: (1) an “Initial Meeting”; (2) the “Monitoring Standards” Meeting; (3) a “Community Scorecard” Meeting; and (4) an “Interface Meeting”. | CVA Working Group convenes and facilitates an “Initial Meeting”  The Working Group has developed a plan for the initial meeting which includes objectives, key topics, a process for ensuring a participation by all key stakeholder groups, materials for presenting score cards etc)  The Working Group facilitated the meeting with community, local partners, service provider and duty bearer participants  The Working Group has led discussion and facilitated agreement on how the CVA process will proceed.  CVA Working Group undertakes the “Monitoring Standards” process:  The Working Group has compared the actual condition of a facility in the community (eg. a school or health clinic) against identified government standards.  service providers, local government officials and vulnerable groups (women, children, disabled etc) participated in the process  CVA Working Group facilitates “Community Score Card” session:  Separate group formed to support participation of service providers or government officials  Separate groups formed to support participation of different vulnerable groups (women, children, disabled etc)  Participants defined their own criteria to be measured at the facilities and rate them using a 5-point scale  AP staff recorded an overall score for each criterion.  CVA Working Group convenes a plenary ““Interface Meeting”:  Community members were part of the meeting  Service providers were part of the meeting  Local government officials were part of the meeting  Vulnerable groups (women, children, disabled etc) were part of the meeting  Participants reviewed the results of the monitoring standards and community score card sessions  An Action Plan was agreed and produced, including specific, measurable, achievable, realistic, and time-bound objectives that aim to improve service delivery  World Vision has not contributed financially to the implementation of the Action Plan (recommended). *If not checked, please explain in variance table below.* |  |
| 4. **“Improving Services and Influencing Policy”**  In this Fourth Phase, communities begin to implement the action plan that they created as a result of the Community Gathering process. | Implementing the Action Plan CVA Working Groups and community member engage with key stakeholders as identified in the Action Plan e.g. service providers, MPs, faith leaders, local media to achieve Action Plan objectives  Engagement activities and have been undertaken and recorded by Community Working Groups  ADP staff have visited communities at least quarterly to support Action Plan implementation and monitor on progress  AP staff support CVA Working Groups to form coalitions and network to extend their engagement to higher levels:  Programme staff have connected communities with other communities and coalitions, as necessary, to help them collectively pressure local and higher levels of government, as appropriate to the Action Plans developed.  CVA group members are engaging in local and subnational platforms  Data generated through the CVA process is captured, analysed and applied:  Community score card data has been entered into the CVA Database  Community monitoring standards data has been entered into the CVA Database  Community action plans have been logged onto the database  Community CVA data has been aggregated with similar data from other communities and analysed for subnational and national implications and for potential use in high level influence[[1]](#footnote-1)  Action plan objectives have been met and logged onto the CVA database[[2]](#footnote-2) |  |
| 5. **Monitor and evaluate progress.** | Programme monitoring:  Community Actions have been recorded by WV staff and reported to the national CVA coordinator/advocacy manager  CVA objectives and outcomes have been met and indicators reported against in Horizon  ☐ AP data has been analysed and applied to budget, programme adjustment/re-design and other decision making and reporting processes (including Drivers of Sustainability reporting[[3]](#footnote-3) in Child Well-Being reports) |  |
| **OVERALL IQA** | |  |

Instructions: Feel free to note any variances and the data source used in the IQA assessment of the essential elements. Document recommendations and next steps in the space below.

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| **EE** | **Notes** | **Data source** |
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| **Recommendations and next steps:** | | |

1. Assuming this assessment applies to national level activities [↑](#footnote-ref-1)
2. Pending confirmation that the CVA Database can facilitate this [↑](#footnote-ref-2)
3. Assuming this assessment applies to national level activities [↑](#footnote-ref-3)