



OCTOBER 2021



Service Delivery BAROMETER



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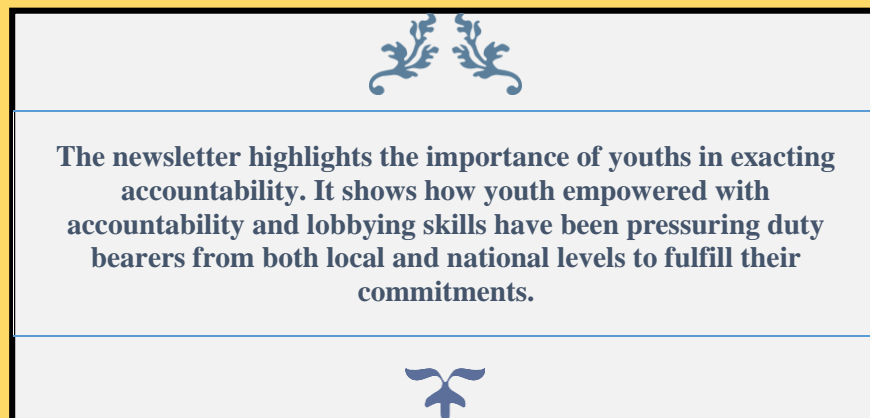
People
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Realizing that accountability is essential to evaluate progress made by duty bearers to improve service delivery, this newsletter provides evidence of the significant strides made by youths to demand improved service delivery as well as hold duty bearers to account. The newsletter highlights the importance of youths in exacting accountability. It shows how youth empowered with accountability and lobbying skills have been pressuring duty bearers from both local and national levels to fulfill their commitments. At a time when civic spaces have been shrunk by the prevailing COVID 19 conditions, this newsletter demonstrates the role of new technologies in bridging communication gaps between duty bearers and youth. It shows the advantages of digitalisation towards improving town



councils` service delivery platforms. The newsletter further highlights the importance of youth led social accountability advocacy. Taking into consideration that youth constitute the majority population in the project areas, the newsletter shows the importance of youth in mobilising people to hold leaders accountable. Last but not least, this edition brings to awareness the different service delivery issues affecting youth from the project areas, these include sewer burst pipes, inconsistent collection of refuse and substandard public toilets.

#Zwakalantanga

Happy reading

Bongie!



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CYDT OCT 2021



YOUTH IMPLORE COUNCIL TO EMBRACE DIGITALISATION

GWanda youth have implored local authorities to embrace digitalisation which will enhance improved service delivery as well as facilitate improved communication between rate payers and the council.

Speaking to CYDT recently, youths said the expansion of council services online will improve productivity at a time when physical spaces have been extremely shrunk by the prevailing COVID 19 conditions.

They said digitalisation will assist the rate payers to receive their monthly

bills on time and this will prevent the local authority from shutting-off water as rate payers will be able to clear their bills on time.

“You cannot blame residents for failing to clear their outstanding balances on time when the council is actually slow in issuing fiscal tax invoice statements. Such challenges can be mitigated if the local authority fully shifts from traditional ways of doing things. It is high time that authorities fully adopt and embrace digitalisation,” said Reason Dube.

Dube said the digitalisation of all council services will enhance a customer friendly 24/7 service delivery, that is, ratepayers will be able to view and clear their balances anytime without any hassles. He added that digital transformation will help the local authority cut costs, free up resources and save time.

Another youth, James Dube said digitalisation will facilitate communication between rate payers and the local authority. He said new technologies were crucial in maintaining a good professional relationship between the local authority and residents. He said, "Embracing digitalisation will ensure that rate payers can swiftly engage the council without any challenges." However, Dube was concerned by the increase of false information that is easily spreading online. He said local authorities must ensure their online platforms are strong and not vulnerable to hacking.



Other youth proposed that the local authority work on verifying its social media platforms which will make them to be easily identifiable, hence separating them from fake accounts that are known for spreading false information.

Policy makers and duty bearers from Municipality of Gwanda, likes of Deputy Mayor Mr P. Maphala, Councillors Thulani Dube and the Council Finance Director Xolani Dube

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were also in support of the digitalisation process. In several service delivery meetings conducted by CYDT, these authorities were in agreement with the youth on the need to fully adopt and embrace digitalisation.

They revealed that the local authority had already started planning and developing digital service design that is flexible for ratepayers to easily use. In one of the meetings, the council finance director said, "We are planning on using digitalization to issue statements online and also on SMS. This will help close the backlog

on statements, hence youths who are good at Information Technology and developing such applications can approach MOG for tendering."

Local authorities like councillors have already been handed electronic gadgets like Tablets that will enhance communication between them and rate payers. These electronic gadgets will ensure local authorities are available in all social media platforms like ZOOM, Whatsapp, Twitter and Facebook that have become the most flexible modern day communication channel.



YOUTHS IN **DATATA** SPEARHEAD CONSTRUCTION OF DOMBO DAM TO EASE WATER WOES.

Youth involvement and inclusion in decision making process at local authority level, has proven to be an imperative approach, that has brought a wide range of innovative ideas and perspectives, which has not only improved social service delivery, but positioned young people as assets in the local governance agenda. After having to battle perennial water woes that greatly affected livelihoods and saw citizens having to walk long distances to access water, youths from Datata spearhead an advocacy initiative to build Dombo Dam, as a way of addressing water woes and ensuring more reliable water supply in ward 2.

The advocacy initiative was formulated in January 2021, following the capacity building trainings on local governance, Advocacy, Community Mobilization and leadership which were conducted by CYDT, through its project of Strengthening Youth Engagement in Local Governance to Further



Grassroots Development. Gwanda North is one of the districts in Mat South province, that has been affected by the worsening climate change-induced water challenges. With the availability of groundwater as a source for the precious liquid, which largely depends on surface geology and climate, the existence of granite stone in the Gwanda North and low rainfalls, had resulted in perennial water challenges in the district.

The advocacy initiative spearheaded by the youth, saw the community leaders, duty bearers coming together to promote collective service delivery problem

solving, by starting to construct Dombo Dam. This saw the councillor getting a plan for the Dam from Gwanda Rural District Council, and engaging the Gwanda North Constituency Member of Parliament Madodana Sibanda, who also donated 140 cement bags for the construction of the dam and food supplies for the youths and community working in the dam site.

The Councillor for the ward 2, Zwelibanzi Mpofu shared that the Dam was key in creating livelihoods, for most of the youths in the ward. "When the dam is complete, we look forward that, youths and community members will do their gardening and fishing projects in the dam. Apart from creating livelihoods, the dam is key in addressing water challenges in the ward", said Zwelibanzi Mpofu.



The District Development Fund (DDF) a government agency within the Ministry of Rural Resources and Water Development that is charged with

the responsibility of construction and maintenance of rural water and sanitation infrastructure; small dams, irrigation schemes, piped water, deep wells and boreholes, last year had shared that it had come up with strategies to address the worsening climate change-induced water challenges in Mat South, but one year later the strategies are still yet to be implemented.

The Dombo Dam, which the community leaders envisage that it should be complete by the year end, if they get enough resources in the form cement, would go long way in ensuring reliable water supply reliable water supply in ward 2, especially taking into consideration of recent reports by metrological services, which communicated that Zimbabwe would receive normal to above normal rains by the year end. As such there is need for support the Dombo Dam initiative, from the government and its partners to urgently intervene and fund the project and ensure its completion before year end.





CHANGING THE NARRATIVE OF SERVICE PROVISION WITH, YOUTH-LED

ACCOUNTABILITY MOVEMENT—PLUMTREE YOUTH

Plumtree youth who were trained by CYDT to be youth social accountability champions have encouraged fellow youths to use their right to citizen participation in the local governance processes, to demand transparency and accountability from their duty bearers on the services that they receive in the communities that they live in.

They said for the southwestern border town to experience significant development and improvement in the delivery of social services, youth must be at the forefront and play an active role in changing the narrative of service provision in their communities.

Youths reinforced that, youth-led accountability movement was the cornerstone towards enhancing the availability of basic services in Plumtree Town. Speaking in one of CYDT's accountability forums, youth

said establishing social accountability mechanisms had proved to be a great potential in improving governance and making service delivery more effective in municipal governance through empowering the youths.

"The project brought by CYDT has really enlightened us as young people in Bulilima, on the power within us, in adding value and influencing development outcomes in the delivery of services in our communities. This has given us an opportunity to be involved in planning and execution of improved service provision, and we are now being appreciated as strategic stakeholders in the day to day business of policy makers and duty bearers in council," said Eric Moyo.

Moyo added that, as a result of the local governance program, they were now able to promote co-

creation of solutions that allow youth maximum involvement in planning and execution of improved service provision.

Youths noted that there was need of creating policies that would, ensure institutionalization of youths at management level and council strategic committees, to bridge the gap on systemic marginalization of youths in local governance spaces. Youths further implored that young women and men must be involved in the monitoring of public funds, policies and budget formulation processes, to ensure that policy makers and duty bearers efficiently used resources that were entrusted on them.

Trained youth told their colleagues that demanding accountability has nothing to do with partisan politics, but that it was there to empower ordinary citizens to

exercise their inherent rights and hold duty bearers accountable for improved governance.

Plumtree youth said local authorities must set up meetings with young people that will help clear misunderstandings and strengthen relationship between youths and stakeholders. Youth added that they

are more than ready to join forces with duty bearers in advancing and improving service delivery.

Youths cautioned each other to avoid being compromised in demanding transparency and accountability from duty bearers. They warned that there are political leaders who take advantage of young people's social movements to fulfill their own political agendas, hence it was imperative that they stick to their values and prevent being used.

An official from the Ministry of Youth, in Bulilima district, who wished to remain anonymous, commented that, Civil Society Organizations that include CYDT had done a great job in empowering youths by giving them an opportunity to be involved in the planning, making and execution of decisions and solutions that sought to improve service provision.

"Youths in Plumtree have been playing a crucial role in exercising their knowledge and skills to demand accountability from their local authority, a norm that was lacking in local authority processes," commented the official from the Ministry of Youth.

.....TO BE CONTINUED ON PAGE 10





‘WE ARE LIVING ON THE EDGE OF A HEALTH TIME BOMB’.

YOUNG WOMEN IN WARD 4 SPEAK OUT

Young women fear an outbreak of diseases carried by sewage and wastewater due to broken sewer pipes in Ward 4, Gwanda District.

Sights of raw sewage flowing through people's yards have unfortunately become common to the people of Ward 4. Youths allege the situation has been like this for years, and blamed the local authority for failing to respond to the crisis on time.

Young women warned that risks of cholera, typhoid and diarrhea outbreaks was high if these broken old sewer pipes are not replaced on time.

One young woman said, “Waste flows are no longer surprising to us.

The abnormal has become normal. The most repulsive sight of seeing waste flows through your yard is something you cannot get used to. We demand comprehensive action from duty bearers.”

She went on to say, “from time to time, we have been engaging duty bearers on these serious sewer burst pipes challenges. Our health is in danger yet our leaders are slow in reacting to these issues.”

Another young women also said, “for years now, we called for the removal of old sewer pipes that are constantly bursting these days. However, the situation remains the same. Overall, the rate of service delivery we have been receiving from duty bearers is below average.”





FROM PAGE: 08

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Ward 4 young women also said the public toilet systems are outdated. A young woman said, "about 400 people living in approximately 90 one room houses are forced to share a public toilet that is not up to standard. We have COVID-19 in our midst, and this ward is at a very high risks. We need another public toilet to be added, and the ones that exists to be renovated using quality material that can last long not the usually material they use to fix the toilet because it does not last long without breaking."

Ward 4, is an old township that was supposed to undergo re-development, but as result of the delay by the local authority, residents are now building informal structures to extend their 1 room houses in the ward. When council was engaged, by youths in one of the accountability forums, council cited limited funds from the coffers to carry out the redevelopment plan project.

"Our health matters. We demand that duty bearers step up their efforts in ensuring that we have full access to safe and improved services. We will not get tired of demanding our human rights. If we stop pressuring local authorities, it will be the same as signing our death sentences," a woman warned.

Young women also said duty bearers must deliver equal support to all communities they represent after

realizing that some duty bearers tend to discriminate other communities while fully supporting other communities. They encouraged duty bearers to avoid mismanaging resources and corruption which also has a direct impact on the funds availed to improve services delivery. They added that resources must not be distributed on partisan lines.

COVID-19

Coronavirus Disease

HELP STOP THE SPREAD

<div style="background-color: #2e8b57; color: white; padding: 2px; font-weight: bold;">AVOID CLOSE CONTACT</div> <p style="font-size: 0.8em;">Avoid close contact with sick people, and when you're sick- Maintain distance at least 6-ft</p> 	<div style="background-color: #0070c0; color: white; padding: 2px; font-weight: bold;">STAY HOME WHEN YOU ARE SICK</div> <p style="font-size: 0.8em;">If you feel sick, go home to prevent the spread of germs, and remain at home until better</p> 
<div style="background-color: #ffcc00; padding: 2px; font-weight: bold;">COVER YOUR MOUTH AND NOSE</div> <p style="font-size: 0.8em;">Cough or sneeze into a tissue, then throw the tissue in the trash</p> 	<div style="background-color: #ff6600; color: white; padding: 2px; font-weight: bold;">CLEAN YOUR HANDS</div> <p style="font-size: 0.8em;">Wash your hands with soap and water for 20 seconds. Or use an alcohol-based hand rub</p> 
<div style="background-color: #ff0000; color: white; padding: 2px; font-weight: bold;">AVOID TOUCHING, YOUR EYES, NOSE, OR MOUTH</div> <p style="font-size: 0.8em;">Prevent touching something contaminated with germs, and then to eyes, nose, or mouth</p> 	<div style="background-color: #800080; color: white; padding: 2px; font-weight: bold;">PRACTICE OTHER GOOD HEALTH HABITS</div> <p style="font-size: 0.8em;">Routinely clean and disinfect frequently touched objects and surfaces</p> <ul style="list-style-type: none"> •Get Sleep •Be Physically Active •Manage Your Stress •Drink Plenty of Fluids •Eat Nutritious Foods 





GWANDA YOUTHS USE DRAMA TO EXPOSE SERVICE DELIVERY CHALLENGES.

As the saying goes, literature mirrors community realities, youth have creatively employed drama sketches to convey existing service delivery gaps, a strategy they said will challenge duty bearers to step up their service provision efforts in Gwanda District.

In an all stakeholders Indaba, youth used their artistic skills to display, reflect and expose existing service delivery gaps in their wards, as well as

propose strategies to be adopted by local authorities to improve their services.

Some of the issues tackled in their captivating performances include the need for the digitalisation of the billing system, the renovation of water and sewage pipes, water treatment plant, road network rehabilitation and most importantly, the need to involve the fresh minds of youth, to be involved in decision making bodies at

council management and strategic committees.

Speaking to CYDT after the fruitful Indaba, youth said it was important that youth take lead in demanding transparency and accountability from duty bearers.

"If we keep quiet, who will push these duty bearers to act? We need to stand up, unite and demand the provision of essential services. We cannot sit down and fold our hands then think everything will be fine tomorrow. This is why I appreciate CYDT's work because it has helped us realise that we have the right to demand better services," said Adrian Musa.

Musa suggested that those who are skilled in arts creations, should utilize these skills to raise awareness and change the narrative in their communities, in as far as service delivery is concerned. "We should not underestimate the power of art as a tool for exposing and reflecting societal ills. It is important that as youths, we utilize our God given

talents to demand better service delivery from leaders," he said.

Another youth, Kukhanya Mnkandla also said literary works were essential in addressing service delivery issues affecting the public. He said performances of this kind had the capacity to linger in duty bearers' memories, hence pushing them to act.

"What I like about literary works is that they are both entertaining and educating. You can laugh and smile while the theater drama delivers showstopper performances, while at the same, learning things that are really happening in society. As a duty bearer, the chances of being moved by such performances are high," he said.

He also said, "As an artiste, my dream is to create and develop theater works, that will change the attitude of duty bearers. Dramas that will effectively make duty bearers commit to the services they are expected to deliver."



She added that while duty bearers must be held accountable for lack of service delivery, everyone had the role to play in bringing positive change and development.

Youth involvement and participation in decision making processes is necessary for the development of Matabeleland South. Young women and men have the backbone to play an important role in formulating and

designing structures that are youth friendly. Therefore it is important that duty bearers involve and recognise youth input which will enhance coordinated effort in advancing service delivery. It is also of great importance to commend youth trained on service delivery and accountability who are now using innovative and creative strategies to engage duty bearers.





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