

Community Integrity Building (CIB)

Training Multi-stakeholder Groups



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Ellen Goldberg, MPA
Director, Integrity Education



London / Bishkek / Jakarta / Jerusalem / Yerevan

INTEGRITY ACTION

London-based NGO

Africa * Arab World * China * Europe & Central Asia * Indonesia

www.integrityaction.org

- INTEGRITY EDUCATION



integrity@work ✓

- COMMUNITY INTEGRITY-BUILDING



Integrity:

I = a (A C E) – Corr

**Integrity is the alignment of
Accountability / Competence / Ethics
without Corruption**

**(‘without corruption’ focuses on the implementation of
corruption control mechanisms)**



Community Integrity Building (CIB)

- **External Accountability & Transparency Tool**
- **Builds Trust between Government & Citizens**
- **Uses an Integrity Approach**
 - Not focused on ‘Naming and Shaming’
 - Gives opportunity to correct substandard work
 - Gives opportunity to return embezzled funds
- **Millions of dollars returned to the projects**
- **Hundreds of substandard projects were corrected**

A Fix:

**The resolution of a problem
to the satisfaction of the main
stakeholders**

**Focus on outputs and
outcomes more than inputs**

**Has a pro-poor
perspective**

Integrity Action's Community Integrity Building Approach



JWGs **identify solutions** to integrity problems

Public Service Integrity Charters from JWG

Integrity Helpdesk

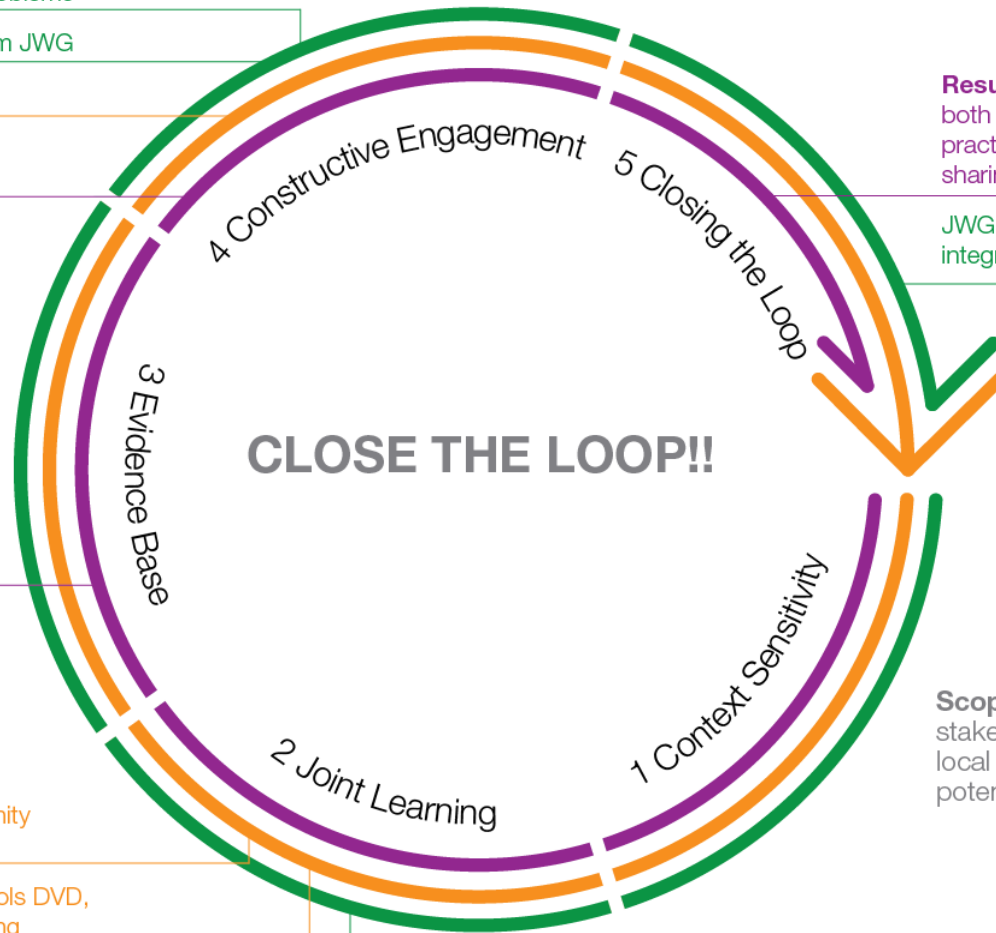
Public voice: Community radio, social media, SMS, public hearings

Community monitoring:
DevelopmentCheck
Focus groups
Community score cards
Research

Integrity Education: Joint training of teachers, university professors, community monitors, public officials

Integrity Tools: training manuals, schools DVD, ACE analysis, animations, teacher training

Joint Working Groups (JWG) formed/supported



Results Communicated:
both problems resolved and good practices identified (through public sharing, film, reports)

JWGs **implement** solutions to integrity problems

Scoping study:
stakeholder mapping, local priorities, needs, potential spoilers

→ Accountability

→ Competence

→ Ethics

The Fix-Rate:

The percentage of identified problems that are resolved

Closing the Loop:

Providing feedback to stakeholders that helps them adjust their next steps for a final fix

Examples of Community Integrity Building (CIB) Projects

- Major Public Infrastructure Projects
 - Road Construction
 - School or Health Centre Construction
 - Electricity Grids
- Delivery of Public Services
 - Social Protection
 - Health Services
 - Education Services
 - Water and Waste Disposal

Joint Learning

- **Training local trainers**
- **Adapt our tools** to their context
- Committed individuals with strong leadership are asked to form **Joint Working Groups**
- **Local trainers train** community members and government officials together
- **Simulations, real-life situations, case studies**
- Sometimes **project implementers** join at this stage
- Analysing through an **Integrity Lens**

I = a (A, C, E) - Corruption



Joint Working Group



- Brings together different stakeholders
 - local authorities, contractors, CSO and community members, such as elders, youth, monitors
- To review findings and develop practical solutions to resolve identified problems

Training Change

- Originally trained in 2 stages:
 - separately, then together
- Changed this, to train together
 - ➔ better for building trust, understanding
 - ➔ more constructive behaviour among the trained
 - ➔ the process & citizen pressure often help government make change

Training of Citizens and Public Officials

Capacity building activities:

- Local councils' capacity: human resources, internal systems and operations
- Local society: “Integrity committees for better services”, in data collection and analysis as well in advocacy, lobbying, and conducting public hearings.

Enhancing the integrity system:

- Improving local councils' political will to accept citizens' accountability through change makers.
 - 1 - complaint systems
 - 2 - collaborative problem solving
 - 3 - internal monitoring
- Enhancing the integrity and transparency values and principles in the local councils' work.
- Code Of Ethics

Advocacy and awareness raising:

- Preparing and publishing analytical reports, opinion polls...
- Advocacy campaigns



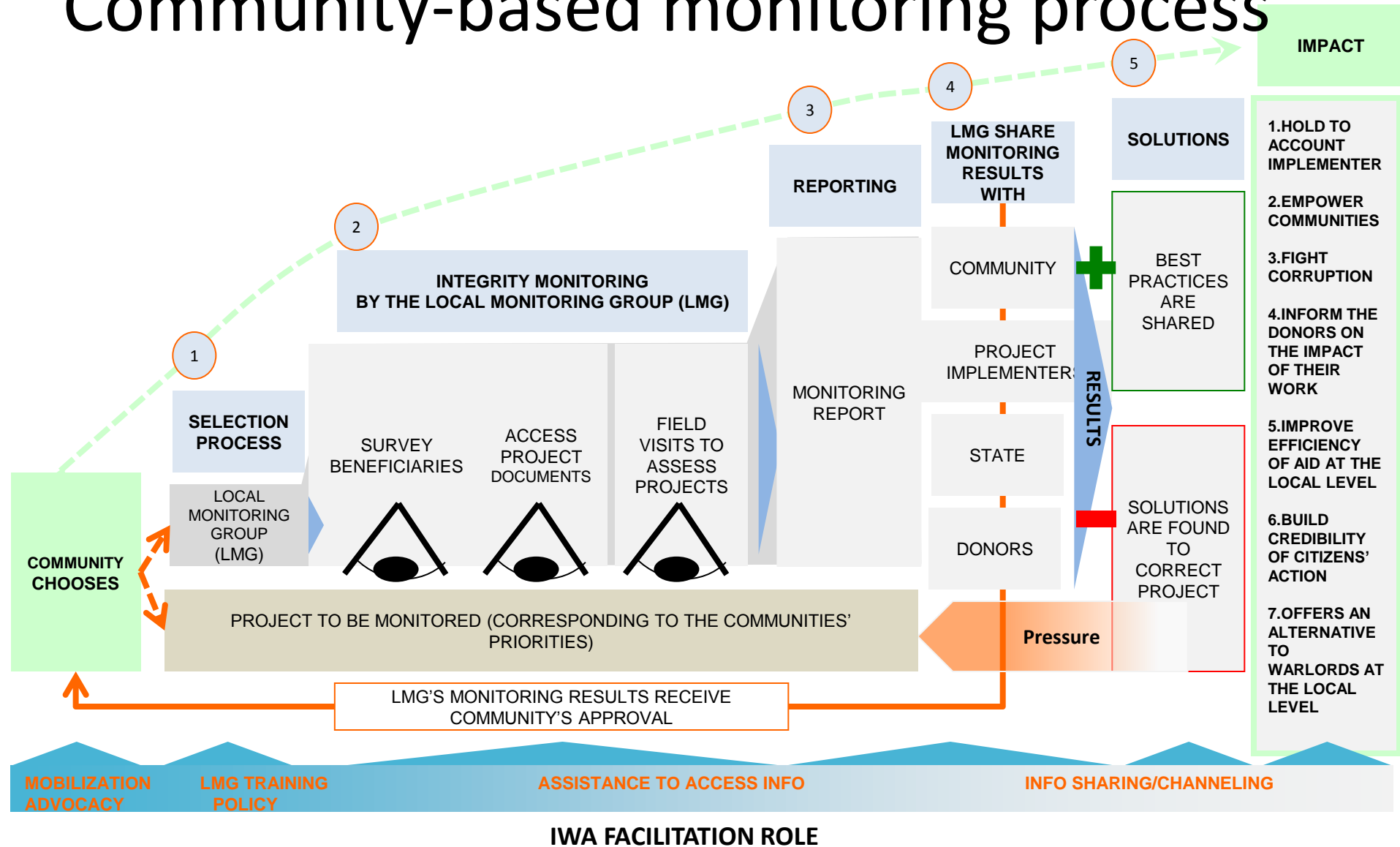
Community Monitoring

- Constructive engagement
- Generate an evidence base to engage government, service providers/contractors, development agencies
- Variety of tools – citizen report cards, surveys, focus groups, public hearings, facebook, twitter, phone call-ins to community radio/TV, and...

soon an APP for your phone!



Community-based monitoring process





DevelopmentCheck

- Pioneering citizen feedback mechanism
- Gives communities voice on
 - transparency, participation and effectiveness of government and aid projects and services
- International Aid Transparency Initiative Compliant
- Helps to Close the Loop on CIB
- Improves Aid Effectiveness



Login



HOME

PROJECTS

COUNTRY ▾

SECTOR ▾

PROVIDING DEVELOPMENT PROJECT DATA ON

- Access to Information
- Community Engagement
- Effectiveness and Satisfaction

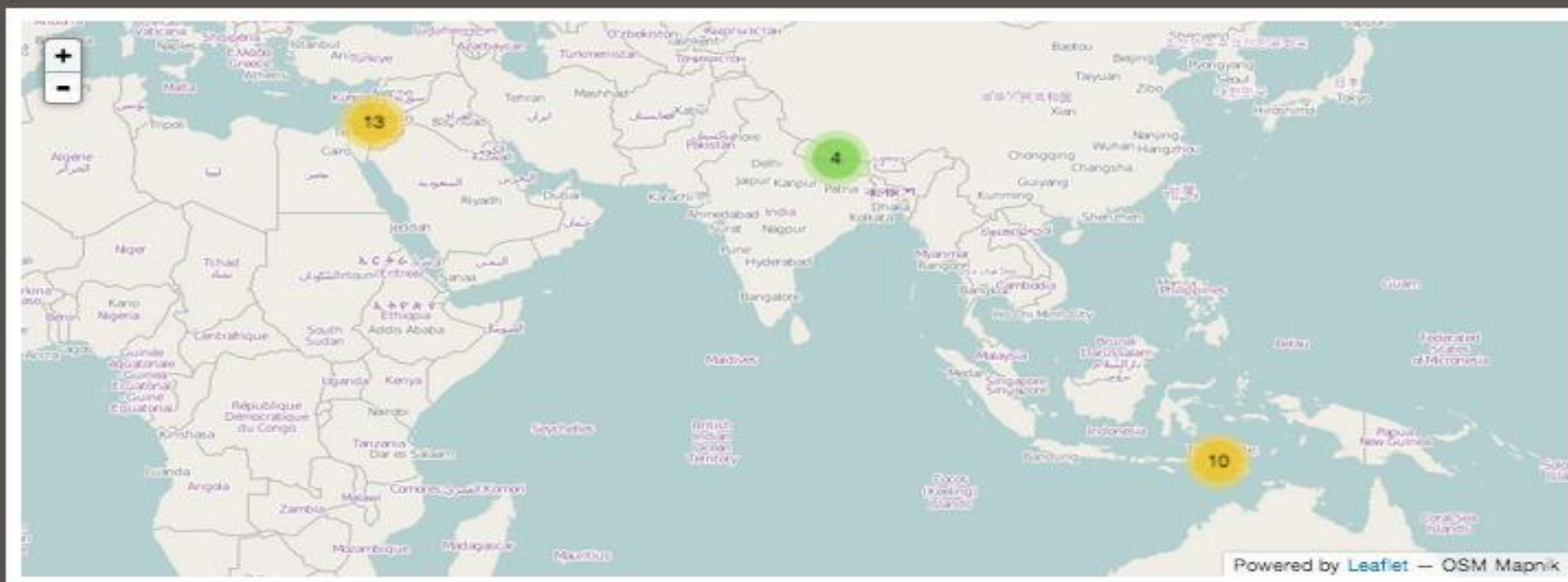
See project location and photos by using the maps and link below

Search for Projects

-Any Country-

-Any Sector-

SEARCH



16 SECTORS

9 COUNTRIES

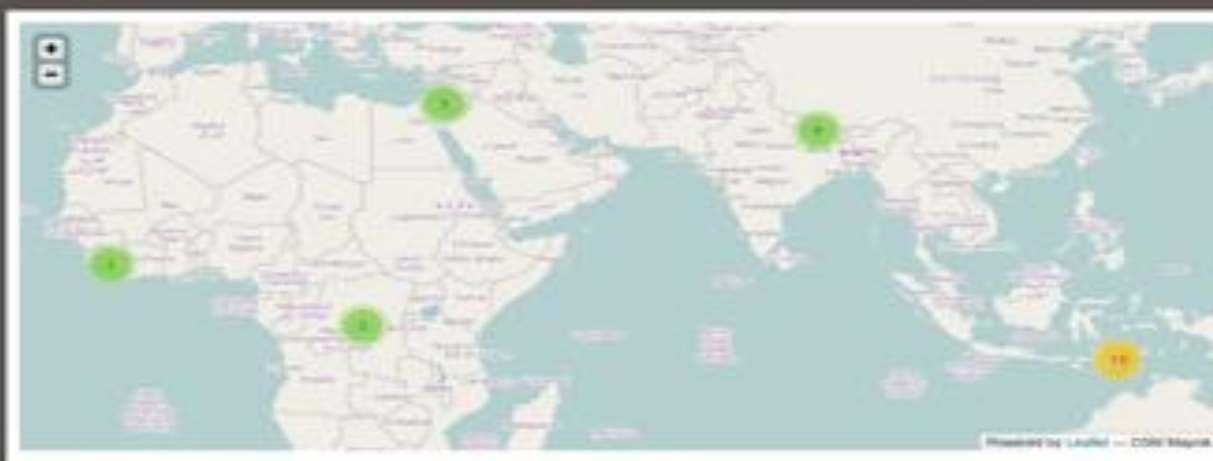
27 PROJECTS

PROVIDING DEVELOPMENT PROJECT DATA ON

- Access to Information,
- Community Engagement and
- Effectiveness and Satisfaction

See project location and photos by using the map and links below

LOOKING FOR A PROJECT?



15 SECTORS

Some of the sectors include

- Agriculture/Trade
- Agricultural water resources
- Basic Drinking water supply...
- Culture and Recreation
- Education

05 COUNTRIES

Development projects monitored for the following countries

- Democratic Republic
- Liberia
- Timor
- Palestine
- Timor-Leste

105 PROJECTS

Recently added projects

- Tubala Village water canalisation...
- Tubala Village health services...
- Junior high school
- Water Supply canalisation...
- Irrigation System, Marakou village

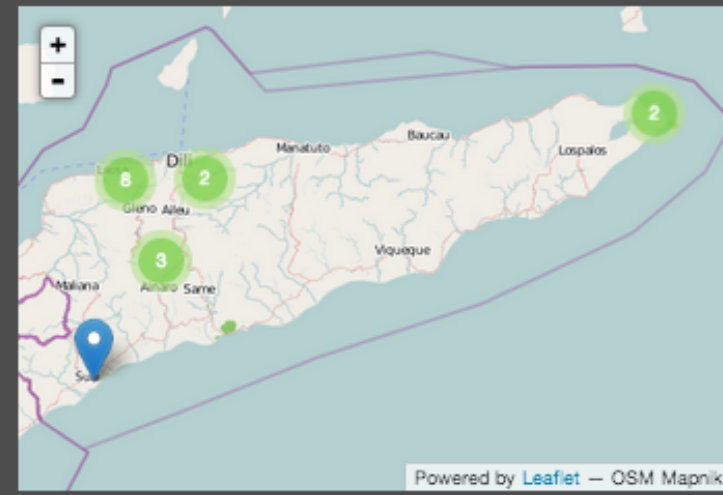
Timor-Leste

[View](#) [Edit](#)

The Democratic Republic of Timor Leste is located in Southeast Asia, with an area of 14,874 sq km, and a population of 1,172,390.

The country is governed by a parliamentary representative democratic republic, and a multi party system. There is a separation of powers between the executive, legislature and judiciary. Timor Leste is rated as "partly free" by Freedom House. The country is ranked 134 by the UN Human Development Index, and 42 in the Economist Intelligence (EIU) Democracy Index. Literacy stands at 58.6%.

Timor Leste became independent in 2002 following a violent separation from Indonesia. In 2006 UN troops had to intervene in factional fighting and in 2012 the UN relinquished control to the security forces.



16 Projects



6 Sectors



70% Fix Rate ?

10 out of 16 projects had problems. 7 out of 10 problems were resolved. To find out more about individual projects click on the links below.

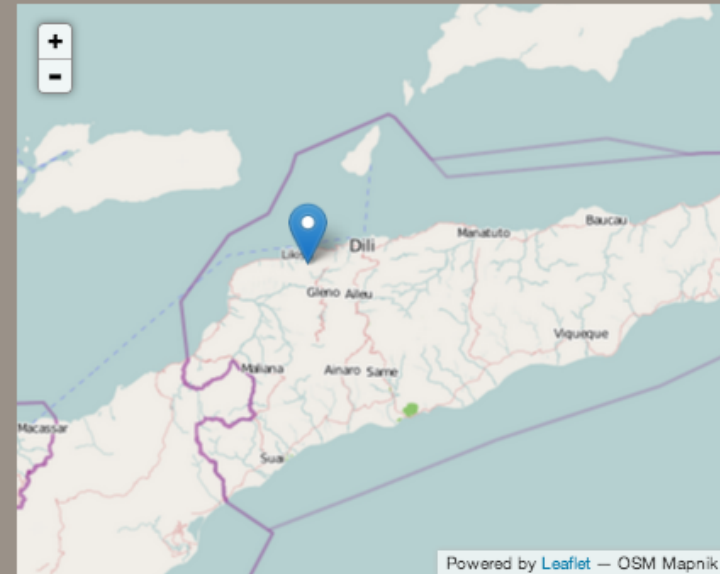


USD 1,592,144
Total Budget of Projects**

Construction of Primary School Leburema

[Edit Project](#)

Country:	Timor Leste
Project Status:	Implementation
Project Sector:	Education
Beneficiaries:	161
Implementing agency:	Ministry of Education
Donor:	Ministry of Education
Govt. department:	Directorate of Education
Contractor:	Nunu Manak Lau Unipessoal Lda
Budget:	69 000
Project Start Date:	Friday, May 25, 2012
Project End Date:	Saturday, August 25, 2012



ABOUT THE PROJECT

This project was monitored by Luta Hamutuk focal points who found that there was community participation and transparency - project information was available on a signboard at the project site. The only problem they found was a delayed payment to the contractor by the government. Because of this delayed payment the distribution of material was delayed. However, focal points and the contractor managed to resolve the problem through a District Infrastructure Monitoring Committee (DIMC) meeting with a government official. After the meeting the government made an advanced payment to the contractor so materials could be delivered and the project continued. This meant the project was completed on schedule. Luta Hamutuk also found that the contractor went beyond the necessary requirements and bought land to build the school, created a volleyball field and added water pipes so the school had clean water.

This project was monitored by Luta Hamutuk



<http://www.lutahamutukinstitute.org/>
[View all projects from Timor Leste](#)

If you have any questions about this project
email info@developmentcheck.org

Monitoring Information as of **2012-05-30**

ACCESS TO INFORMATION:

[How is it calculated](#) ?

Could the community access the project documents?

Documents that were available



COMMUNITY ENGAGEMENT:

Was the community consulted?



Was the community involved in the design and implementation?



PROJECT EFFECTIVENESS:

Problem Identification and

PROBLEM

Insufficient materials/equipment

[How is it calculated](#) ?

Was the community satisfied?

Community satisfaction is measured through surveys, interviews or focus groups. Number of unique respondents not available.

✓ = Proactive (available on project website or site)
⊖ = Reactive (available on request)
✗ = Not Available

Document	Accessibility	Source
Feasibility Study	⊖	Contractor
Project Plans	⊖	Local authorities
Contract	⊖	Contractor
Budget	⊖	Implementing Agency
Bill of Quantity	⊖	Contractor



The coloured circles show the monitoring results and community feedback on the project in three areas:

- Access to information - whether the communities can access key project information such as budget or plans.
- Community Engagement - whether communities are involved in the project design and/or implementation.
- Effectiveness - whether the project is effective, complies with established standards and the communities are satisfied.

INTEGRITY INDICATORS

MEDIA

DOCUMENTS

Photos

Wednesday, May 30, 2012




INTEGRITY INDICATORS

MEDIA

DOCUMENTS

Wednesday, May 30, 2012

 [Bill Of Quantity.pdf](#)

 [Project Design.pdf](#)

Community-Driven Accountability



Afghanistan

**Integrity
Watch
Afghanistan**

- Health centers
- Schools
- Roads
- Electricity
- Police station



**Dem Rep
of Congo**

FOCHI

- Water projects
- Health centers
- Roads
- Land
- Electricity



Liberia

**Poverty
Reduction
Strategy
Tracking
Network**

Infrastructure
and basic
services of
the PRS



Nepal

CAHURAST

- Education services
- Health
- Irrigation
- Roads



Palestine

**Teacher
Creativity
Centre**

- Roads
- Schools
- Water and waste
- Library
- Parks
- Food security



Timor Leste

Luta Hamutuk

- Roads
- Electricity
- Veteran housing
- Health centers
- Schools



Table. Community Integrity Building by Integrity Action (2011-2012) in 6 Countries:

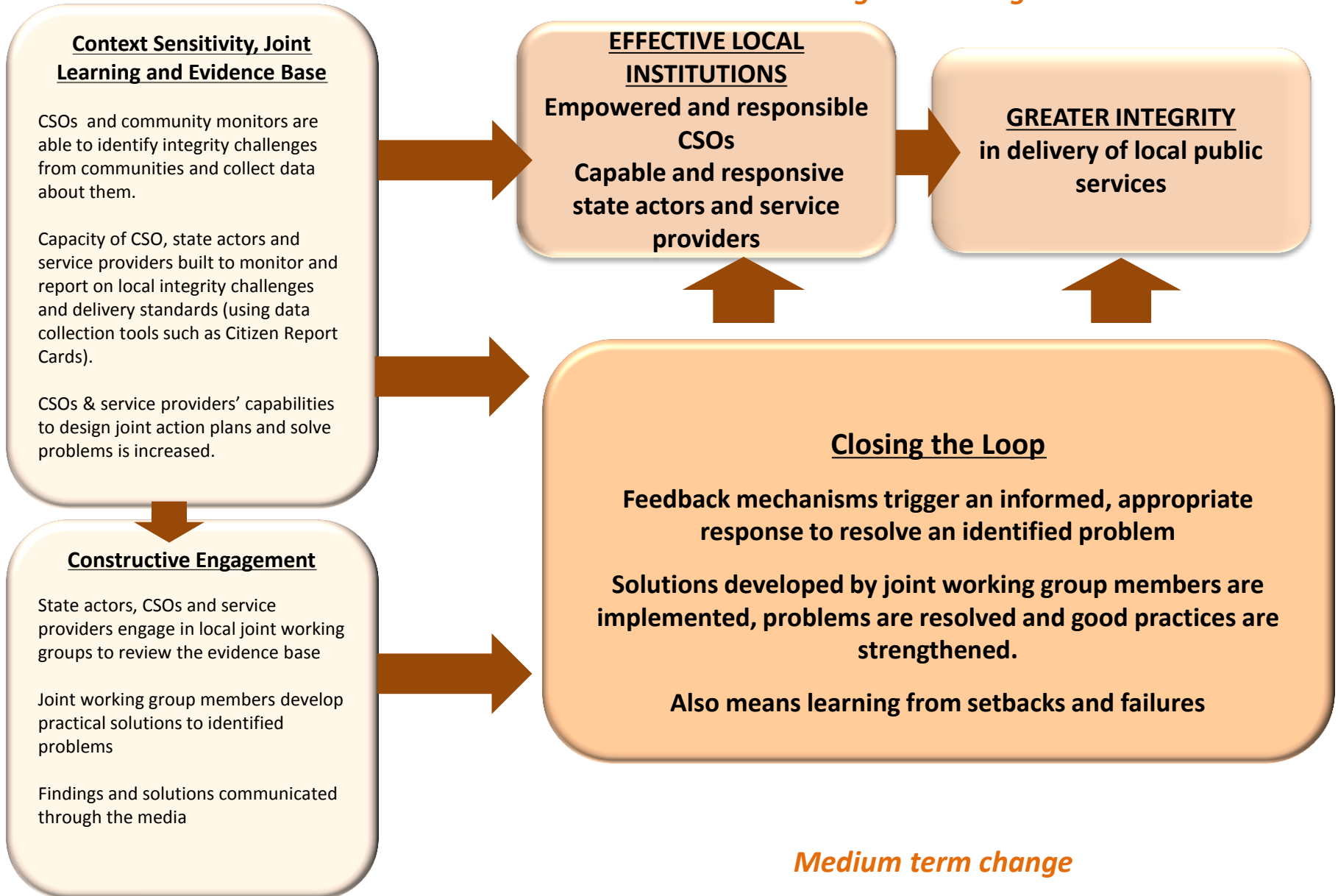
Period: 2011-2012	AFGHANISTAN	KENYA	KYRGYZSTAN	NEPAL	PALESTINE	TIMOR LESTE	Total
No. of Monitored Infrastructure Projects	281	-	-	8	13 ¹	15	317
% Fix-Rate	83%	-		100%	90%	55%	82%
Value of Monitored Projects in USD (estimate)	\$247m ²	-	-	\$26k	\$6.08m	\$2.27m	ca. \$255m
No. of Monitored Public Services	-	16	12	-	8	-	36
% Fix-Rate	-	25%	33%	-	25%	-	28%
Total no. of Monitors³	845	393	494	57	603 ⁴	181	2,573

Notes: 1) figures for 2010 only; 2) budget information was available for 251 projects, contracts could not be obtained for 30 projects; 3) monitors include public officials who are part of Community Integrity Building Joint Working Groups; (4) more than half the monitors in Palestine are school students.

Theory of Change

Short term change

Long term change



Thank You!

For more information on
Community Integrity Building, contact:

Ellen Goldberg

ellen.goldberg@integrityaction.org

Watch - and share - our new

“Closing the Loop” video: <http://goo.gl/llNkVk>

or read about how to

“Close the Loop” here: <http://goo.gl/ExerpP>