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Learning Benchmark

Revenue Collection, Internal Systems, Citizen participation
Complaints Procedure
Waste Management
Water Supply and Sanitation

Baseline of the status quo of the services per Local Authority (LA)

Peer to Peer learning sessions among LAs

Documentation of good practices

Tailor-made Local Authority Support Packages

Intense on the job support on identified areas of concern in service delivery and /or management

Improving participatory Policy-Making

Development of tools for participatory policy making

Training LAs and Civil Society (CDS) on how to use these tools

Intense on the job coaching of LAs and CS to institutionalise the tools

Understanding the Constitution

Training the LAs on the Constitution

Creation of a practical guide on the constitution and its implications for the LAs

Strengthening the Zimbabwe Local Government Association

Intense on the Job coaching of Zimbabwe Local Government Association (ZILGA) on internal management and service delivery to its members

Multi-Stakeholder Dialogue

Facilitate multi-stakeholder dialogues on key thematic areas