

## TOR for VSO Partners' Capacity Building and Accompaniment on CLM Tools

### 1. Introduction

Social Accountability is one of three core approaches in VSO, the other two being Social Inclusion and Gender and Resilience. The core approaches represent key domains of practice that VSO has intended to integrate into all its work. They also represent VSO's commitment to tackle the structural injustices that affects the lives of the most marginalized and their ability to realise their own rights and wellbeing. Through social accountability, VSO's programmes seek to address rights violations by empowering citizens to exercise their voice, claim their rights and hold people in power to account. VSO's formal definition of social accountability states that, "social accountability is a process of change that empowers poor and marginalised people to lead their own development by exercising their voice, claiming their rights and holding those in power to account".

VSO's global strategy has prioritised actions around the core approaches for the next three years and beyond. This new thrust has been enabled through a clear leadership commitment from the top of the organisation to pursue a more people-centred, volunteering approach to development. This comes on the back of our [Valuing Volunteering](#) research (VSO/IDS, 2016) that demonstrated that our volunteering model promotes social action, citizen participation, ownership and agency, inclusion and innovation amongst other things. VSO's relational volunteering model brings young people and highly skilled volunteers from around the world to engage with governments and the most marginalised in communities as well as other sectors to inspire and influence change that leads to the wellbeing and rights of the poor.

This has been complemented by a three year grant from DFID for the organisation to, amongst other things, explore more deeply how social accountability and the core approaches can add value building on our unique relational volunteering model. This model embraces a "people centred" approach that brings young people and highly skilled volunteers from around the world to engage with both governments and the most marginalized in communities to inspire and influence change that lead to the wellbeing and rights of the poor.

### Testing Social Accountability and Citizen-Led Monitoring Tools using volunteering approach

VSO country teams are beginning to use a range of social accountability tools and processes such as community scorecards, participatory budgeting, citizen's charters and social audits to hold duty bearers and people in power to account for citizens' rights. What we understand less about is how volunteers can/are using these tools to promote accountability through their placements with partners. This consultancy has a number of objectives as outlined below

### 2. Key Objectives of this Consultancy

- (i) To train and build the capacity of VSO Partners, Volunteers and Staff in three countries<sup>1</sup> on the use of key Citizen-led monitoring (CLM) tools and rights based approaches drawing on VSO's relational volunteering model
- (ii) To test the various ways in which CLM tools can be facilitated by volunteers to support local change
- (iii) Accompany countries in at least one key moment on their journey to implement the tools in the three selected countries
- (iv) Contribute to the refinement of VSO Global CLM tools

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<sup>1</sup> These three countries and selected partners will be agreed in time for the consultancy

### 3. Key activities for consultancy

- (i) Develop a training guide using materials from existing CLM Toolkit
- (ii) Review the proposed CLM tools and suggest relevant modifications based on good practice in the field
- (iii) Train partners, volunteers and country office staff
- (iv) Facilitate testing of CLM tools
- (v) Design an evidence and learning plan to accompany the capacity building and testing of the tools
- (vi) Update tested toolkits

### 4. Timeline

The consultancy will take place over a nine month period starting January 2019-September 2019.

Activities	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Exp no of days
Develop detailed roll out plan for assignment										2
Develop training guide using existing tools										4
Design of Evidence and Learning Framework										3
Training and delivery of Rapid Participatory PEA										15
Selection of and training on CLM tools (based on PEA)										15
Accompany field testing of the tools and processes across one key moment in field testing (										12
Distil key evidence and learning										5
Updated CLM toolkits										4

### 5. Budget

Consultants or firms are expected to submit a budget not exceeding 60 person days. Budgets will be assessed on a competitive tendering basis

## 6. Deliverables

- (i) Roll out plan
- (ii) Field Training guide (including modules on rights based approaches and accountability)
- (iii) Training and capacity building report for each country
- (iv) Evidence and learning plan
- (v) Accompaniment report
- (vi) Updating and refinement of CLM tools

## 7. Payment

Payment will be made upon satisfactory completion of each delivery. This will be done according to payment schedule as outlined below

Tranches	Deliverables	% of contract value	Comments
1	Roll out plan and Field Training guide	15%	To be completed in discussions with VSO and country level stakeholders
2	Evidence and learning plan + Participatory PEA Assessment Reports	30%	PEAs include training of Partners and Volunteers on the participatory tools
3	CLM training and capacity building report	30%	This training mainly pertains to the training in CLM tools and may include PEA training
5	Accompaniment report + Updated, evidence based, refined CLM tools	25%	

## Technical requirements for bidders

- (i) Strong expertise and track record in governance and social accountability
- (ii) Knowledge and application of political economy tools with citizens
- (iii) Demonstrated expertise with various social accountability tools and participatory research tools
- (iv) Excellent competence in participatory training and capacity building with Project Partners, CSOs and communities

## 8. Applications

You can apply for this role by emailing [Steadman.noble@vsoint.org](mailto:Steadman.noble@vsoint.org) or [Joyce.Peshu@vsoint.org](mailto:Joyce.Peshu@vsoint.org) by November 20, 2018 with both a technical proposal and a budget for the work. We expect a total of 45 person days for the entire assignment, i.e. approximately 15 days per country.