Metric Framework: Goals and Benchmarks

**Key interventions (2009-2014)**

Twaweza will broker these interventions ...

**Strategic partnerships**

Comparative information and stories of change that spur debate and action. At least 50 partnerships that:
- Enable people to be informed and inspired
- Enhance citizen agency and inspire people to make things happen
- Build on what works and go through 5 major networks that reach people

**Core programs**

Uwazi
Accessible and understandable data.
- Making public money transparent, basic analysis
- Solid analytical basis on water, education and health
- Wananchi Survey: rigorous monitoring and public opinions

Experimental interventions
- 3 – 5 rigorous experiments with clear lessons on what works, why and how, contributing to program development and regional and global knowledge

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**Citizen agency outcomes (2014)**

... so as to enhance citizen capability and action ...

**Access to information**

- Quality and diversity of voices covered in the media significantly improved as compared to baseline.
- 20% of young people, men and women in 50% districts have increased access to information about news, services, entitlements and options

**Exercising voice**

- 20% of young people, men and women in 50% districts have increased opportunities to express views in a public sphere/to public body

**Monitoring services and government**

- 10% of young people, men and women in 50% districts have increased opportunities to monitor government, public resources & service delivery

**Making change happen**

- At least 10% of young people, men and women in 50% districts have an increased sense of being able to make change happen, and can cite an example of having done so in the past 12 months

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**Service delivery outcomes (2018)**

... which in turn will lead to better services (and quality of life outcomes?)

**Basic education (primary and secondary)**

- 85% of primary and secondary school teachers show-up to school and teach
- 90% of funds meant for schools reach school accounts
- 20% report knowing what to do when teachers not present or funds don’t reach schools
- 80% of children in Grade 4 are able to read and count at the Grade 2 level (Uwezo)

**Basic health (primary health care and public health/prevention)**

- 75% of health workers in primary and district level facilities show up to work and deliver care
- 70% of (a selected set of) essential meds available at primary and district level clinics
- 20% report knowing what to do when medicines or staff are not available

**Basic water (access and affordability)**

- 90% urban and 70% rural have access to piped or covered water within 30 minute fetch time
- 50% are aware of water treatment means and enjoy increased access to water treatment options
- 20% report reduction in water insecurity and water-borne illnesses

**Other changes (citizen self-determined priorities)**

- to be assessed by asking citizens

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**Measurement & evaluation**

- Independent research teams recruited to measure progress 2011
- Baseline undertaken 2010
- Progress measured, documented and communicated throughout
- Evaluation undertaken 2011-2014

**Learning & communication**

- Learning functioning at 3 levels
- Clear evidence of learning & reflective practice at Twaweza
- Lessons effectively documented, communicated and debated in the public domain
- Knowledge generated & shared

**Building evidence, Generating knowledge**

- How transparency and information contribute to change
- Link between citizen agency, accountability and service delivery outcomes
- Evidence of citizen state accountability & responsiveness
- Program effectiveness, esp. scaling impact and incentives
- Effective ways to promote learning, document lessons and share knowledge