

# Poverty Reduction Forum Trust: Community Scorecards

## ZIMBABWE



**COUNTRY  
CIVIC SPACE  
RANKING**  
[Repressed](#)



**PRIMARY  
CONSTITUENTS:**  
Low income, rural  
communities



**SIZE:** Small  
**FOCUS:** Research  
& advocacy on  
poverty reduction

## NEEDS

[Poverty Reduction Forum Trust \(PRFT\)](#) works with marginalised communities in Mutare, Zimbabwe to better understand the causes of poverty in the area and advocate for its elimination. But many of its constituents struggled to understand what the organisation does and how they could engage.

In a bid to clarify its role, build a culture of dialogue, and standardise feedback collection, PRFT developed a scorecard system that allows its different constituent groups in the area to critically reflect on its work and provide feedback without interference from staff. The Scorecard was co-created with PRFT's constituents to reflect cultural, language and accessibility sensitivities.



But when testing the scorecard, they found that without guidance from PRFT staff (who usually work a long distance away), many struggled to interpret the questions correctly and provide useful feedback, while others were sceptical or seemed to display courtesy bias.

## HOW IT WORKS

1. PRFT trained a small group of volunteer community members to facilitate meetings with different constituents (people with disabilities, women, youth, etc) to discuss the questions and complete the scorecards;
2. These community focal points also lead subsequent focus group discussions to unpack and validate issues noted in the scorecards;
3. Scorecard feedback is categorised and assessed by PRFT, to directly inform actionable responses, which are then communicated back to constituents through meetings led by the same volunteers;
4. The process was repeated six months later. Ongoing informal conversations with constituents were also used to further test the scorecard's relevance and effectiveness.



## RESULTS

- Enabled PRFT to become better listeners via a robust two-way dialogue, which built trust, respect, and boosted the community's desire to help improve the organisation
- The creation of an adaptive accountability approach which sees ongoing testing and updating of the process (ie. by adding new complementary mechanisms like WhatsApp group chats)
- Allowed PRFT to both evaluate and improve its efforts to better communicate and engage with this community in a constituent-driven way

