

## Introduction and Objective

The project came from the increasing demand by stakeholders to have access to Council operations. Failure to access information on Council operations would result in stakeholders resisting to pay Council rates since there will be mistrust in Council operations. It can therefore safely be inferred that it is the Residents themselves who initiated the project with the sole aim of attaining transparency in Council operations.

**Project Objective (Immediate purpose).**

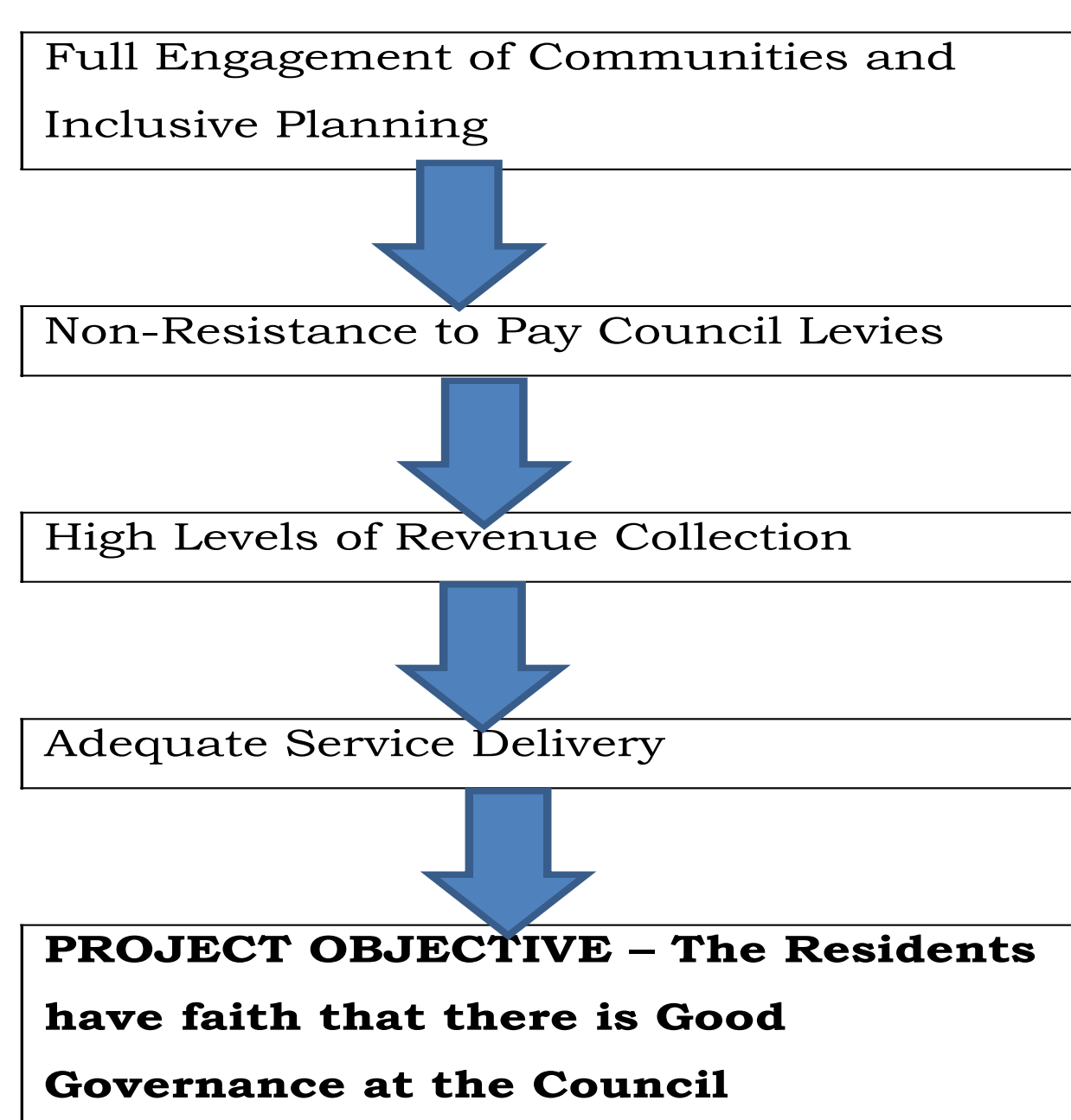


Figure 1. Flow diagram for project implementation process.

## Target group and method

The participation of stakeholders in the project was as follows:

**i. Those Positive to the Project but Passive:**

- Are recipients of service, are interested in the project but they do not want to be actively involved in the project.
- These are community leaders and influential people so the Project Manager had to engage them in a way to try and ask them to convince those that are negative to the project to at least be positive to the Project.

**ii. Those positive to the Project but active.**

- These groups were also engaged and they were in fully active in the Project.

**iii. Those negative to the Project and also Passive.**

- This group was informed of the project.

**iv. Those negative to the Project but active.**

- The Project Manager had to engage those that are positive to the project and also active to try and have those convince this group that the project is for the good of the whole District.

All the stakeholders want an improvement in public service delivery and they communicate directly with the Project Manager during the planning and implementation of the project.

**Figure 2.** Photo: The Flea Market that is under construction as a result of inclusive planning between the Council and the Residents.



## Results

Indicator	Description
Improved Relations between Council and Stakeholders	The Council staff is now able to hold peaceful meetings with stakeholders.
	Stakeholders sharing opinion with Council Staff.
	Implementation of projects through PPPs
Increased Council Revenue	With improved transparency and collaboration, Council Revenue improved.
Improved Service Delivery	The Council fulfilled its promises through the Construction of a modern flea market and this was as a result of improved revenue inflows.

**The Council was able to construct a modern flea market through a Public Private Partnership arrangement as a result of inclusive planning with stakeholders.**

**Strengthening Social Control Mechanisms:** Local development actors (politicians, councillors, pressure groups, residents, community groups, NGOs) were accorded access to relevant information relative to the district's development plans in order to allow them to fully participate in the process of priority setting, planning, budgeting, monitoring and evaluation of Council activities through deliberative forums, consultative processes, civil society and community representatives having a word to say.

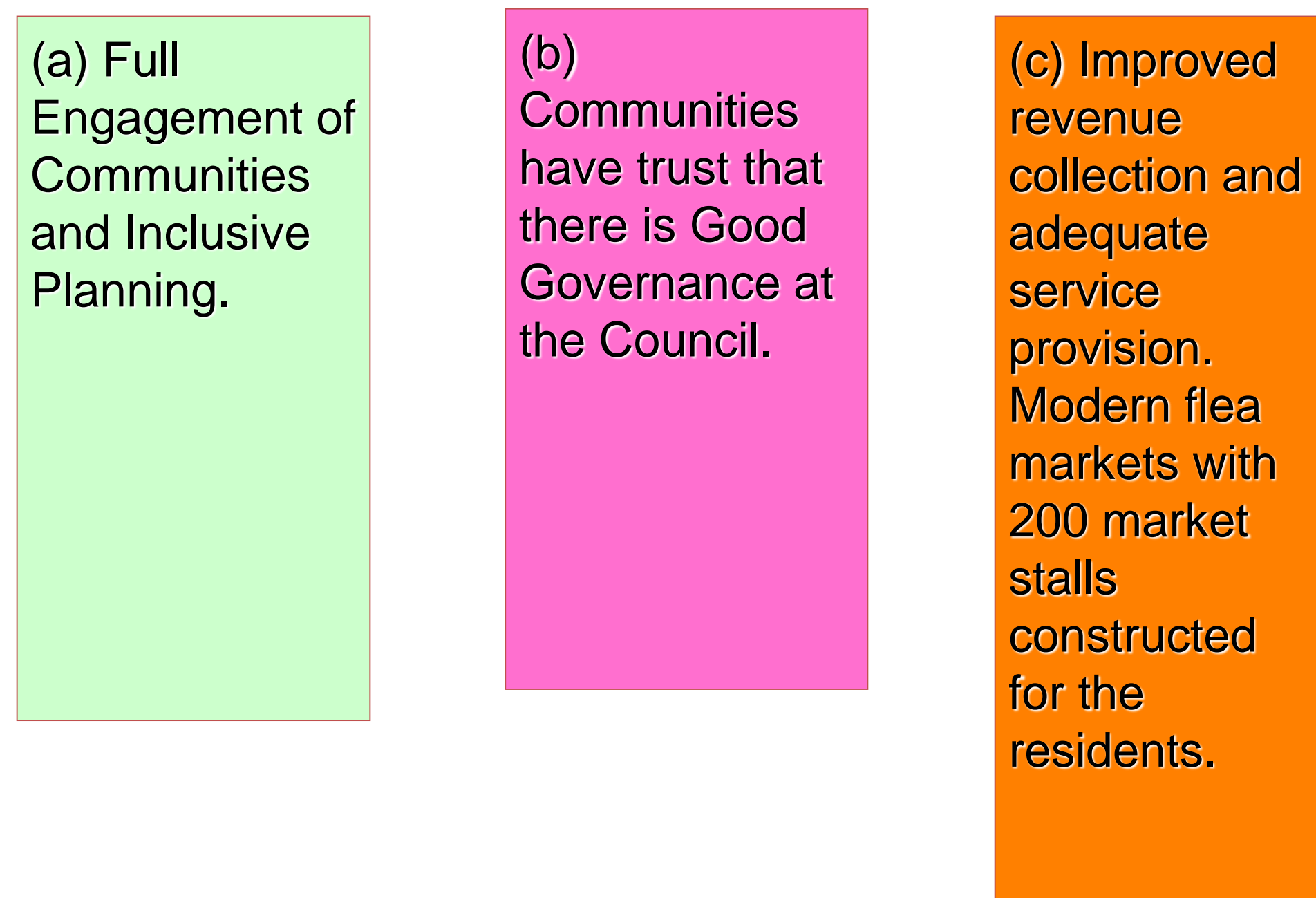
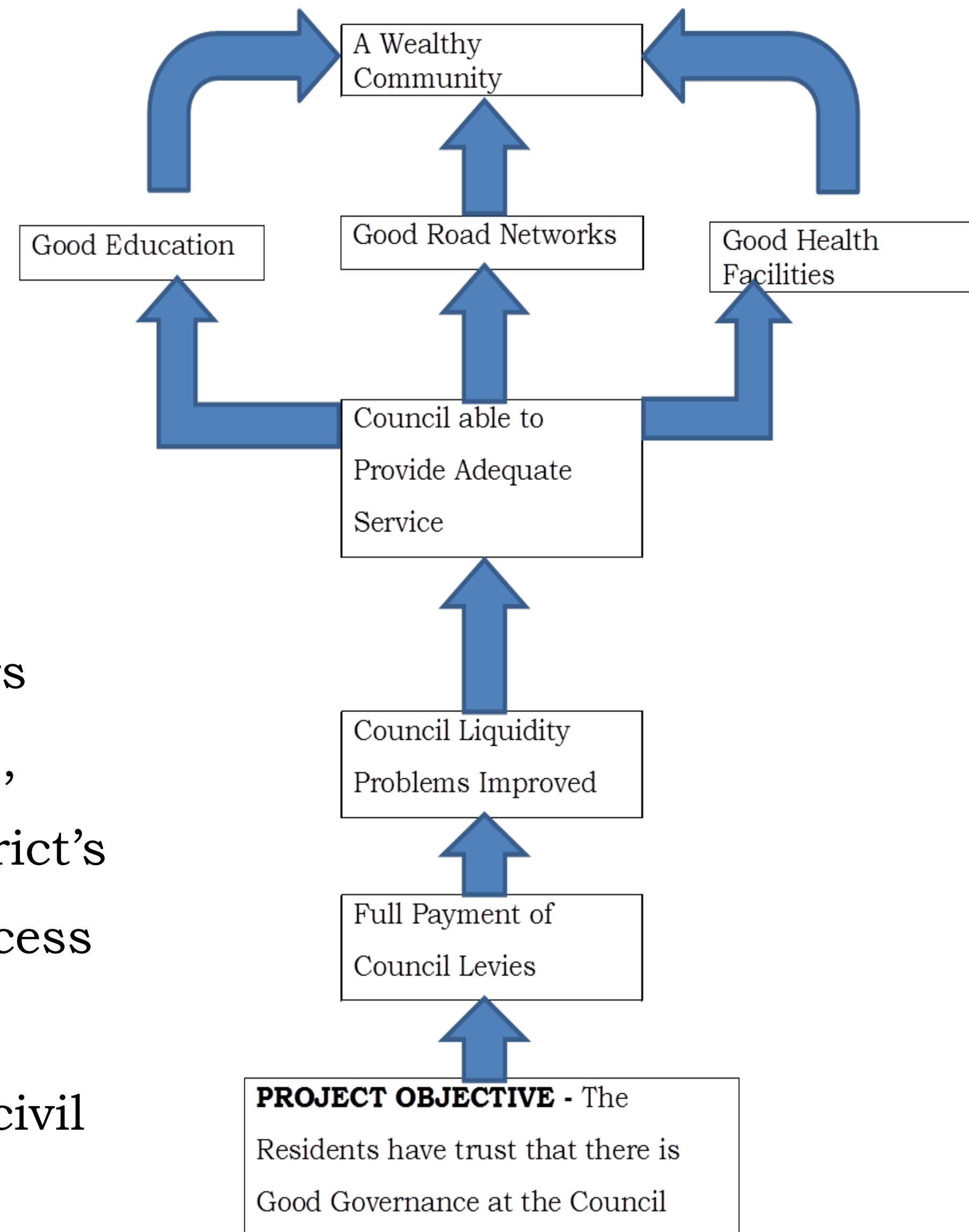


Figure 3 above shows the inclusive planning process that the Council followed up until the Flea Market Project came to reality.

Figure 3a shows the project inception period in which the community was initially engaged. Figure 3b shows full participation from community and trust. Figure 3c shows improved revenue inflows and the implementation of inclusively planned flea market project.

## Impact



## Male-Female Representation in the Project

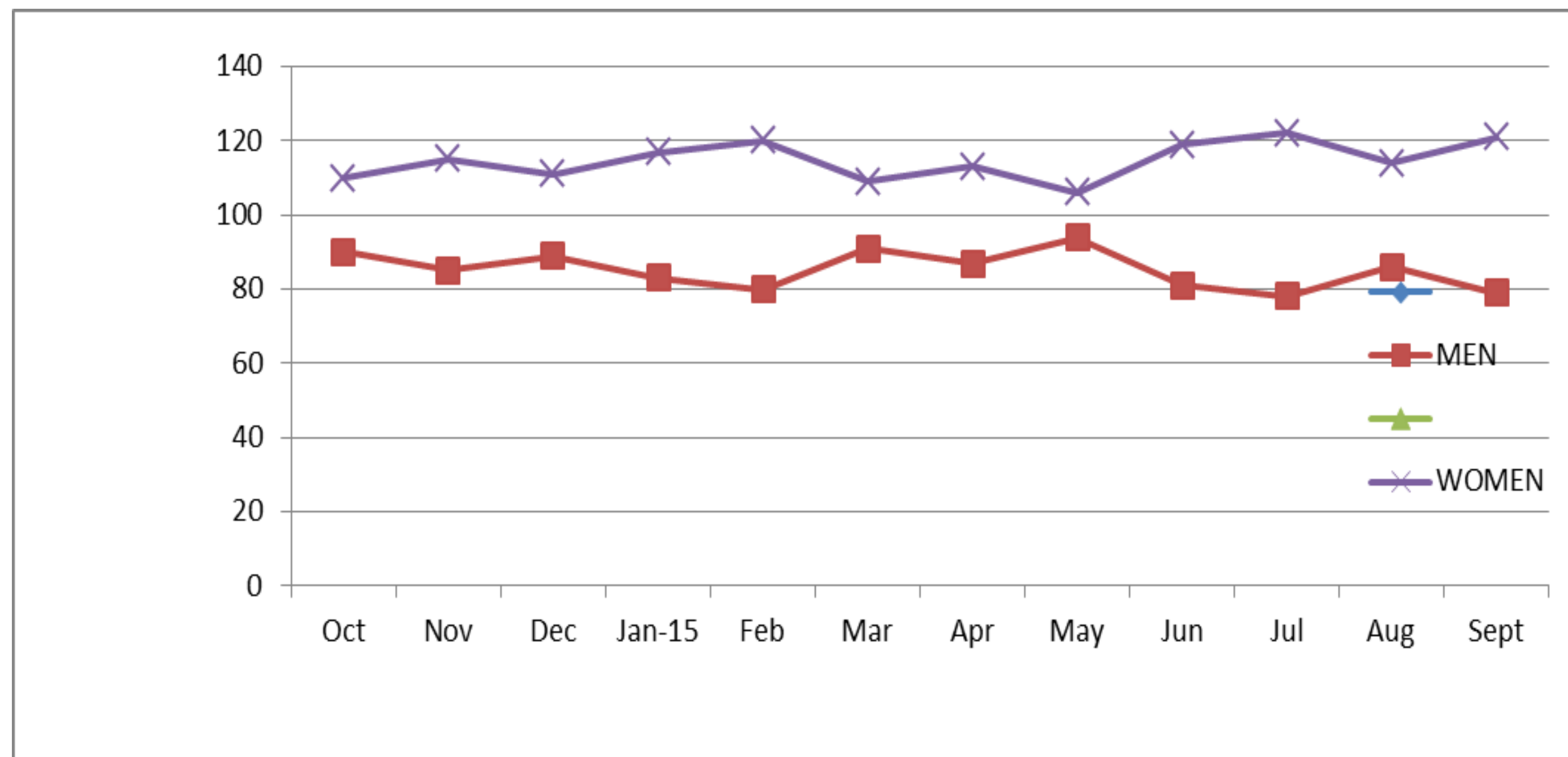


Figure 4. Explanatory Notes

- The project period was from October 2014 to September 2015.
- Over the period, there was more participation from women than men.
- It can be inferred that women are more interested in projects than men do.
- Women participate more in vending than men.

## Conclusions

Full stakeholder engagement is key to good service delivery. If ever communities are involved in the planning process, they are more likely to own the projects that the Council may want to implement and they are also prepared to meet the cost of the project. This literary transforms improved revenue inflows which leads to improved service delivery, improved access to public service facilities as good roads, clinics, schools and eventually improved living standards. Wealthy communities are only those with good living standards. Inclusive planning is therefore the key to improved service delivery since it has a greater bearing on transparency and accountability on the usage of public funds.

### Acknowledgments

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## For further information

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More information on this and related projects can be obtained at [www.guturdc.co.zw](http://www.guturdc.co.zw) (give the URL for project web site).



