



INTEGRITY ACTION

PROJECT REPORT

GTF 141 Annual Report 2012-2013

Submitted to
Governance and Transparency Fund



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Programme Identification Details

GTF Number	GTF-141
Short Title of Programme	Pro-Poor Integrity
Name of Lead Institution	Integrity Action (Previously Tiri- Making Integrity Work)
Start date	1 October 2008
End date:	8 September 2013
Amount of DFID Funding:	£ 4,088,882
Brief Summary of Programme:	<p>The Pro-Poor Integrity Project (PPI) of Integrity Action (Previously Tiri-Making Integrity Work) is a governance programme focusing on local government and social accountability in four countries to improve integrity in service delivery.</p> <p>The programme works with a range of partners on both the supply side of service delivery (those providing services) and with the demand side (those receiving services) to increase the awareness of integrity issues and the space for dialogue around integrity in service delivery.</p> <p>In each country, Integrity Action identified one or more partners in local government, a formal training institute plus civil society partners to mobilise communities in monitoring and social accountability. A range of judicial partners have also been identified to work on improving the integrity of local court systems and the equity and efficiency of justice.</p> <p>The programme emphasises collaboration between suppliers and beneficiaries of services and the development of trust between them. The programme puts a strong emphasis on integrity and governance training. It has also facilitated studies of key issues in integrity and surveys of customer satisfaction with service delivery. Citizen Report Cards (CRC) and other data collection tools have been used to mobilise communities and as a basis for dialogue with local government.</p>



List all countries where activities have taken or will take place	Afghanistan, Kenya, Kyrgyzstan, Palestine (West Bank only)
List all implementing partners in each country	Please refer to Annex A7
Target groups- wider beneficiaries	<p>The programme currently targets 4 developing countries and has worked during the last year with 9 civil society organisations and training institutions that work directly with under privileged communities in 18 districts of the above-mentioned countries.</p> <p>Overall, the impact of the programme reaches to thousands of under-privileged people, positively influencing their accessibility to facilities in: education; health; water and sanitation; and social protection.</p>
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List of Acronyms

AKF	Aga Khan Foundation
AMAN	Coalition for Integrity and Accountability
ARIJ	Applied Research Institute - Jerusalem
CBO	Community Based Organizations
CEO	Chief Executive Officer
COO	Chief Operating Officer
CIB	Community Integrity Building
CRSP	Costal Rural Support Programme
DFID	Department for International Development
Fida	Federation of Woman Lawyers
GIS	Geographic Information System
GMS	Grants Management System
GTF	Governance and Transparency Fund
IEN	Integrity Education Network
ICJ-Kenya	International Commission of Jurists-Kenya
IWA	Integrity Watch Afghanistan
ITA	Integrity, Transparency, Accountability
JWG	Joint Working Group
MDGs	Millennium development Goals
M&E	Monitoring and Evaluation
MOLG	Ministry of Local Government
MOUs	Memorandum of Understanding
MSDSP	Mountain Societies Development Support Programme
MP	Member of Parliament
MTR	Mid-Term Review
PPI	Pro-Poor Integrity
STOPE	Standards, Transparency, Oversight, Participatory processes and Ethical framework



Activities and Achievements

The Pro Poor Integrity project funded by DFID UKAID focused on improving service delivery for poor communities in 4 countries and 18 districts. We are proud of the achievements in the period which meant that over 2.2 million people now have better access to vital public services such as water distribution, waste removal and social care.

Integrity Action's training and integrity approach works to empower local communities to act with and demand integrity in service delivery. Through identifying and monitoring of service and infrastructure projects, that local people prioritise, community monitors work to improve these vital public services so that aid reaches the intended beneficiaries.

Integrity Action activities in the period focused on collecting evidence of impact, developing and populating our bespoke M&E database, ensuring multiplicity by organising national conferences (which detailed the results of PPI in Kyrgyzstan and Palestine) and co-organising two Integrity Leadership Courses (which brought together donors, civil society leaders and academics to share policy and practice as well as encourage peer learning). These Integrity Leadership Courses were held in Budapest (July 2012), and Senegal (September 2012). We were able to host specific policy labs on the PPI methodology and approach within both Integrity Leadership Courses. Two additional Integrity Leadership Courses are planned in Nairobi, Kenya (May 2013 for our African contacts) and Jaresh, Jordan (June 2013 for our Arab contacts).

During the reporting period PPI partners focused on collecting evidence on impact, conducting joint working groups, institutionalising monitoring groups and ensuring sustainability by maintaining links with governments as well as newly elected local government representatives.

Our focus on internal learning during the year has been significant with the publication of a working paper: "The Fix Rate: A Key Metric for Transparency and Accountability". The significant results we were able to publish in this paper, would not have been possible without DFID's support of the PPI project. The paper describes our Community Integrity Building approach that achieves results that can be measured through a "fix-rate". The "fix-rate" measures the incidence with which transparency and accountability problems are resolved to the satisfaction of key stakeholders. This has transformed the way we measure the impact of our work and enables us to demonstrate measurable success. Some of the highlights of the project activities by country are:

Afghanistan

The focus in Afghanistan was on monitoring reconstruction projects including the building of schools, health care centres and roads. During the reporting period Integrity Watch Afghanistan (IWA), our Afghan partner, and our locally trained community members monitored 65 infrastructure projects; consisting of 46 schools, 5 clinics and 14 water supply projects. These 65 projects are valued at more than 19 million US dollars. Integrity Watch Afghanistan has an 87% "fix rate" (the rate at which failing infrastructure projects are resolved to the satisfaction of the main



stakeholders) across their entire portfolio of projects (this is wider than the PPI funded project). This was independently corroborated by a recent DFID evaluation.

Integrity Watch Afghanistan has provided technical and non-technical training to 122 community representatives (LMs) in order to build their capacity in monitoring infrastructure projects, this fulfils the project objective of strengthening the communities' integrity performance. These training sessions have enabled communities to regularly monitor infrastructure projects in their localities, detect problems and solve them through advocacy efforts at local level. Ultimately this means that citizens in Afghanistan have better roads, safer schools and properly built health care centres.

Kenya

The focus in Kenya was on health dispensaries, education, water distribution and social protection in the coastal province. During the year, our partners have carried out social audits in 27 locations across three districts. The social audit findings from these locations were shared with Joint Working Groups in 7 divisions and discussed in 2 district dialogue forums. The findings were also shared with all newly elected leaders in Kwale County. We found a 32% fix-rate for services monitored in Kenya. This means, on the ground, that women and children no longer have to walk the 10km round trip to obtain water in Mwananyamala, Kikoneni, Dzuni and Ndooni.

Our target during the year was to support at least 40 community monitors. In fact, we exceeded the target and trained 60 monitors and the project currently supports an active network of 57 community monitors spread over 8 districts. As a result of their social audit work and oversight engagement with duty bearers at divisional and district level, 12 projects had their integrity issues fixed and are offering services to communities. This means better access to safe drinking water, markets to sell produce and social protection for abused girls. Beneficiaries total more than 375,000 people. The success in Kenya has been documented in over 26 impact stories relating to Samburu, Kasemeni, Kinango, Ndavaya, Msambweni, Kubo and Lungalunga regions. These can be found on the website (ppi.integrityaction.org).

Kyrgyzstan

The focus in Kyrgyzstan was on water, solid waste management and social protection. Our partners were successfully able to establish and train others on standards of the social work profession, monitor STOPE progress and work in addressing integrity challenges in delivering basic services especially regarding solid waste management, water and sanitation. Partners implemented more than 15 micro-projects addressing these specific challenges. As a result water, sanitation and social protection services in the projects we monitored improved by 87% for almost 300,000 people.

Partners also managed to improve the integrity of the judiciary process by proposing new standards for selecting judges and a code of ethics for judges in Kyrgyzstan. The work of the PPI consortium of partners was noticed by different ministries including the ministry of social affairs and the ministry of economics who saw the benefit in our approach and requested training for their staff to improve responsiveness to community needs.



Palestine

The focus in Palestine was on water and solid waste management. Partners in Palestine contributed actively to monitoring local elections and setting standards for newly elected local election candidates. This resulted in influencing integrity in the work of the Central Election Commission as well as obtaining a commitment to integrity within service delivery by the newly elected members. ITA principles have significantly improved in the different Municipalities' work particularly in cooperation with civil society organisations such as participating in hiring committees for recruiting new employees, in addition to studying bids and tenders to ensure transparency and accountability. Our work was also validated by the World Bank. In a study commissioned for the World Bank, the municipalities where PPI was implemented stood out in terms of transparency, community participation and social accountability.

Partners were successful in advocating for the rights of the poor by drawing attention to the marginalized villages in area c surrounding Jerusalem. Not only did they raise awareness but their advocacy efforts managed to raise additional funding of \$30 million to support public service projects in that area from the central Palestinian Authority budget.

Other main achievements of PPI

I. Restoring trust in the social contract:

Kenya

In Kenya, we worked with stakeholders to create JWG's where communities could dialogue with local county government officials and contractors. These JWG allowed everyone to discuss problems in service delivery as well as create constructive action plans to resolve problems. Dialogue fora were held during the year in seven divisional JWG and the three districts of Kwale County. During the dialogue meetings, evidence was presented by the community monitors, emanating from their social audits and budget tracking. The projects that had problems were deliberated and actions plans were put in place. As a result communities were able to address and successfully solve more than 32% of the identified integrity challenges. Partners report that County Government and other duty bearers are recognizing and respecting the work of community monitors as well as services ultimately improving for local people.

Kyrgyzstan

In Osh where ethnic tensions made it difficult to build trust, our work through the PPI JWG's managed to overcome these tensions and rebuild trust in the social contract. As a result we dramatically improved the service of solid waste management resulting in regular removal of waste from 3 districts (Naryn, Osh and Batken). In Naryn similar cooperation between civil society monitors and local governments increased local tax collection from 118,000 Kyrgyzstani Som in 2008 [£1,600] to 1.9 million Som today [£26,000]. This has increased local and national confidence in our approach but also has practically generated additional funds for the council to apply to vital public services in Naryn. As a result citizens are not only more engaged with the local council but are more satisfied with the services provided.

**Palestine:**

A similar case occurred in Palestine where the PPI team encouraged citizens to honour their obligations towards the authorities. Accordingly, revenue collection rates have increased in Al-Ram. Before the PPI intervention, only 18% of residents were paying their taxes for rubbish collection. Afterwards, that increased to 22% of residents – swelling the Municipality coffers by 200,000 shekels [£35,000]. The additional amount was used directly to improve public services in the area. Whilst additional money went towards refuse collection it also had a wider public good in that the council were able to install street lights to improve security which had been promised but long delayed.

In Hebron and Nablus, where prices were increased by the local councils, as an act of solidarity, local monitors issued two press releases calling for peaceful demonstrations to combat violence directed at the municipality buildings. The unprecedented verbal support of the local monitors demonstrates a higher level of trust in the local council and the engagement influenced the general public's mood and behaviour.

II. Effective and creative use of the media**Kyrgyzstan**

Our partner, Insan Leilak regularly invited the local media in Batken to participate in their JWG's. As a result of the status of the PPI project, the JWG plans and activities were regularly covered within the media for free because the mass media engaged in the process and became an accountable stakeholder and developed a sense of responsibility to cover the communities concerns and JWG decisions. All JWG activities were aired in the weekly news "PPI Blog" report written by the field experts of the PPI project.

Based on our engagement with radio in Naryn, not only were we able to listen to citizens needs and raise awareness of public services, but also advocate and implement immediate solutions. For instance, during the radio show on 16 March 2013, a listener brought attention to the fact that the banks of Naryn River were covered in garbage and asked who was responsible for cleaning it. Following on from the radio episode and our follow up of the issue, the "Taza Naryn" municipal service cleaned the banks of Naryn River affecting around 35,000 people.

Palestine:

ARIJ used live broadcasts to hold public hearings with government officials. The Deputy MoLG was invited to a public hearing with 11 PPI monitors from the four PPI cities selected under the project. As a result of the discussions at these public hearings, the Deputy Minister fully acknowledged and encouraged the importance of social monitoring. On another occasion and to highlight the marginalization of villages in area C, we engaged the media and were able to use an episode in a popular TV show to highlight citizen's needs. The show invited the Minister of Jerusalem Affairs and Jerusalem's Governor as guests. Our partner, ARIJ created two radio spots and aired them 4 times a day for 2 weeks in 10 radio stations all over the West Bank creating a national debate about marginalized villages in area c. ARIJ also created a 10-min drama to identify and define the STOPE challenges in Palestine as identified by local monitors. This creative use of



the media increased attention to integrity challenges and motivated an official response. As a result, we received engagement and response from the Deputy Minister and Salam Fayyad, (former) Prime Minister of the Palestinian Authority committing to listen to citizens needs and act to improve services.

III. Improved Access to Information:

Kenya

The County council has begun to share important information on LATF funded projects such as the list of funded projects for a given financial year. As a result, there is a more transparent and inclusive way in implementing new devolved funds projects especially in the areas where active social audit work is taking place. Citizens, trained by us as social monitors then use this improved access to information to advocate for accurate budget allocations and services in line with contracts. As a result citizens are more engaged and councils are more responsive to community needs.

Kyrgyzstan

Service providers in Isfana and Naryn have voluntarily responded to the recommendations of the project to introduce mechanisms of transparency and accountability. The city Mayor's office and service providers communicate their policies, plans and activities at the sessions of the city kenesh (council). Local community meetings are communicated in the media and materials are posted on information boards. Service providers now regularly post information on the list of provided services, schedule of services provision, the tariffs for rendered services, procedure for connecting to the water supply networks, contact information of customer services, as well as mobile phone numbers of technical specialists. As a result citizens are not only able to hold their local government to account but are actually doing so, resulting in better public services for more than 60,000 people.

Palestine

In Hebron, the municipality started to employ 2 local radio stations for the purpose of publishing the water distribution schedule. Moreover, the municipality has become more responsive to the needs of the citizens because radios started interviewing the representatives from the water department on air. This allowed citizens the opportunity to convey their complaints about water shortages in their areas. As a result the water department not only heard the complaints but did something to rectify the situation resulting in better water services for almost 270,000 people.

In Jericho, the municipality gave access to information about the bill of right to Ein-Sultan Spring. Access to such information was not possible for many years. The efforts of PPI monitors in Nablus led to a pioneering approach where municipal council meetings were opened to the public, in an act which was never practiced in Palestine before.

In Al-Ram to increase transparency and accountability, the Municipal Council requested the presence of the monitoring committee during job interviews for two positions at the Municipal Council. Furthermore, the monitors who were present at the interview asked several questions



about integrity at work and how to minimize corruption. This demonstrates that the municipal councils now see community engagement as a beneficial process to increase transparency and accountability.

IV. Commitment from newly elected officials:

Kenya

Following the first elections under the new constitutions, PPI partner CRSP observed that the newly elected County Government, were supportive of the PPI work and approach. This was demonstrated during the workshop for newly elected county leaders and the courtesy meeting held with the newly elected Governor where they commended our approach and encouraged further community monitoring.

Kyrgyzstan

Following local elections which were held in February 2013, the newly elected local authorities have committed to abide by the pro-poor integrity policy, which was introduced by their predecessors. See M&E section below for more information, but the PPI contribution to reforming the judiciary sector was deemed groundbreaking in the way we were able to influence procedures around selection of judges and adaptation of a judicial code of ethics.

Programme Management

During the year, Tiri changed its name to Integrity Action with effect from October 1st 2012. The change in the name was decided by the board of trustees to better reflect what the organisation is doing and help increase our visibility on a global scale. A full process of rebranding followed including a change in logo and brand which was announced to all stakeholders.

A financial manager was appointed for Integrity Action in its London office. This positively affected the efficiency of Integrity Action's financial systems and ensured timely payments and stronger internal financial controls.

In May 2012 a senior programme manager (Hiba Tibi) was appointed within the PPI team to oversee the M&E functions of the project and supervise the phasing-out process with partners. Ms. Tibi was offered a longer-term contract elsewhere and left Integrity Action in October 2012.

The PPI administrative assistant in Ramallah (Shireen Eweis) left the organization in September 2012 and a new administrative assistant (Edward Ibry) was appointed to replace her in the London office. Both of them supervised the process of developing and populating the PPI M&E database as well as updating the website on a regular basis.

In May 2013, the PPI financial and programme manager (Mira Almukarker) left the organisation for another longer-term position. Integrity Action delegated her tasks to the London office financial department with one person (Dimitri Katz) responsible for the PPI daily financial responsibilities. This transition has gone smoothly.



In general the organisation dealt effectively and promptly with project management needs ensuring that all aspects of implementation ran smoothly. This required more attention and support from senior management (Fredrik Galtung, CEO) and (Joy Saunders, COO).

Working with implementing partners

No change since last report.

All Partners grants were finalised in April and May 2013. There were no significant changes in the relationship with partners. All project activities were successfully implemented. Final conferences or national workshops were organised in Kyrgyzstan and Palestine to communicate the final results of the project to a wider range of stakeholders and to encourage a multiplying effect of impact. The results of the final conferences can be found on the PPI website.

The Aga Khan foundation decided to downsize its operation in the Coastal province in Kenya. Therefore, after the end of PPI project in April 2013, CRSP offices in Mombasa were closed and employees were made redundant. This decision did not affect the implementation of PPI and should not affect its sustainability in the coastal province because local monitoring groups were registered with the help of CRSP as local CBOs and eight joint working groups were established and will continue to meet regularly.

Risk Assessment

There were no major changes in the risk analysis.

The only unexpected internal risk which arose from the ending of the project is that some project staff were looking for more sustainable, longer term job opportunities. It was not possible to replace them within the limited time of the project. Therefore, Integrity Action provided the needed support internally using our wide range of experts from other teams.

On external risks our partner in Kenya (CRSP) experienced the most risky situation. During the project implementation the country held its first general elections under the new constitution. This had significant impact on the implementation of the project from both a positive and negative view. On the negative side, activity implementation was seriously slowed down during the campaign and immediately after the elections. Another negative aspect that affected project implementation was the insecurity problem caused by the militant Mombasa Republican Council (MRC) and Al Shabab. MRC is a militant group demanding secession of the Coast region from the rest of the country while Al Shabab is a militant group in Somalia but whose terrorist like activities spread into the Coastal region. These negative aspects slowed down the pace of activity implementation and in some instances postponement of activities. However, our partner CRSP remained engaged and were able to deliver results despite the uncertainty.



M & E Arrangements

Integrity Action planned during the project to employ a person fully assigned to the M&E office. The job position was advertised widely twice. It was not possible to identify a good candidate. Therefore, the organisation head-hunted, a senior programme manager (Hiba Tibi), who had considerable expertise in M&E. She left after a short time with Integrity Action for another job opportunity. The team continued to implement the M&E plan within available resources. Other than that M&E resources and activities continue to be implemented as planned. Four field visits were conducted to the different PPI countries to capture impact, success stories and lessons learnt.

In support of our M&E activities, an independent journalist and a photographer travelled to three of the four PPI countries, interviewed staff, partners and end beneficiaries to document case studies. This arrangement was chosen to insure an independent assessment of the success stories. The final country visit, Afghanistan, due to security concerns was conducted by Integrity Action's CEO Fredrik Galtung and two PPI staff. The results of these visits can be found on the PPI website under success stories <http://ppi.integrityaction.org/success-stories>. At the time of writing this report, 30 success stories detailing clear impact from the result of our work have been documented and published.

In Kyrgyzstan an independent consultant was contracted to write an assessment/ case study of PPIs contribution to reforming the judiciary sector in Kyrgyzstan. They deemed that the contribution of PPI was groundbreaking in reforming the sector by introducing new drafts laws which were accepted by Parliament and by influencing the procedures around selections of judges and adaptation of a judicial code of ethics. In addition three independent reviewers reviewed the courses that were developed by Academy of Management and gave recommendations to develop them further so they can be used in additional Russian speaking countries.

Integrity Action encouraged master students from the University of York, UK to look at certain aspects of our partners work. One student reviewed and wrote a case study about the use of M&E database, its design and the challenges it faces. Overall the conclusion was that the database is an innovative tool that has the potential to be of value to both Integrity Action and its partners.

In March 2013 we advertised for evaluators to conduct the final review of PPI. Eight different consultancy firms applied. Following a thorough evaluation process and approval of the GTF management team, Social Development Direct was selected to conduct the final review. The review is expected to be finalised by end of July 2013.

Logframe Changes

No changes have been made to our logframe since the last report. The logframe is attached in Annex A2.



Summary of Most Significant Results Analysis

A list of most significant results appears in Annex A5. A more thorough analysis is taking place by the Integrity Action team and partners. A comprehensive report will be submitted to the GTF management team in August. The general highlights from the most significant results are:

- I. Comprehensive capacity building for local community monitors and local government officials. This effort was highly appreciated and valued in all the different countries. Although the guidelines consider training and capacity building an input and not a significant result, the Community Integrity Building approach adopted by PPI is more strategic building trust between government and civil society. It focuses on building local capacities of integrity and the ability to identify problems and implement solutions wider than the scope of the project. The fact that monitors, who now feel empowered as a result of the training, are establishing their own forums and networks, registering CBOs, addressing other public service delivery issues, expanding JWGs to other communities and implementing solutions is a significant result.
- II. Policy changes; new laws, regulations and bylaws were introduced in different localities where PPI is active. See above. The Community Integrity Building approach led to policy changes based on mutual understanding and acceptance of different stakeholders. Thereby increasing transparency and integrity in the process.
- III. Increase in budget allocations and revenues: in almost all settings, PPI interventions led to increasing revenues of local councils either by more citizens willing to pay local taxes voluntary, or by the national government paying more attention to local needs and increasing budget allocations. This meant that citizens received better public services in the areas of water, sanitation, social care and education. In addition, especially in Kenya, money recovery and uncovering embezzlement and mis-management took place resulting in government funds reaching the intended beneficiaries.

Progress towards Sustainability

A significant focus of our intervention is training of local community members. As a result of this training, we have found that the skills taught are both sustainable and transferable. This means in practice that our trained community monitors are acting with and demanding integrity in various infrastructure and service projects within their local communities which is way beyond the scope of the PPI project.

Afghanistan

Integrity Watch Afghanistan, our partner in Afghanistan established the Provincial Monitoring Boards (PMB) in all provinces where the Integrity Action funded component of the programme is implemented. The PMB is a forum which includes all interested stakeholders of construction projects. The PMBs consist of members from the provincial governor's office, provincial council, line-departments and are chaired by the Head of the Economy departments and facilitated by Integrity Watch Afghanistan. Roles of the PMBs are to hold infrastructure project implementers accountable, help communities solve detected problems in the infrastructure projects, and assess the quality of projects from time to time. Provincial Monitoring Boards meet on monthly and an ad-



hoc basis, the meeting is arranged by Integrity Watch where local monitors who have detected problems are also invited to share the problems, in all cases the implementers of infrastructure projects in which problems were detected were also invited to the meeting to convince them to resolve the detected problems. Provincial Monitoring Board members also conduct field visits to the problematic projects, and they have the authority to stop the projects until the problems are resolved by implementing Construction Company.

As a result of the successful work of Integrity Watch Afghanistan (IWA), President Karzai has asked IWA to monitor all future government funded infrastructure projects. Integrity Action is supporting IWA in discussions with the government on how best to take this request forward.

Kenya

Over the reporting period the communities saw such value in our approach that the project facilitated registration of three community monitor CBOs: Alternative Thinking CBO (Galuka) from Kinango district, Mwikavildzo self help group in Lunga Lunga division and Msambweni Networking Horizon (Upeo) from Msambweni division. The CBOs are registered with the department of Social Services in Kinango and Msambweni districts. The three community monitor CBOs who are now acting independently of Integrity Action have been instrumental in conducting social audits and budget performance tracking on projects funded by devolved funds mainly CDF and LATF and preparing projects with integrity issues for submission to JWG and district dialogue meetings. They have also held public sensitisation meetings on the devolved funds to dispel the myth that CDF belong to the MP and LATF belongs to the councillor.

Palestine

Several local councils and municipalities became aware of the PPI project and CIB. They approached our partner, AMAN to cooperate in developing and adapting the PPI activities to their needs and local context including Ramallah municipality and several local councils in Gaza such as Jabalia, Khan Yunis, Al- Zahra, Abasan and Nusierat.

The Jericho PPI committee has been working towards establishing themselves as a registered independent committee and ARIJ PPI team has been helping them with the logistical and administrative arrangements in that regard. Jericho and ARIJ drafted their bylaws together and met PACC to further establish and strengthen the committee turned NGO. The Jericho committee is looking to establish itself as the first NGO in Jericho Governorate that deals with good governance issues and works to promote good governance standards in public, private, and not-for-profit sectors in the Jericho Governorate. Jericho PPI committee worked at a local level; local public service in Jericho city. Now, Jericho committee is branching out, and scaling up the PPI approach more widely in the area by monitoring other service and infrastructure projects.

The cooperative approach of the project was made sustainable by the signing of a Pledge of Honour in each of the 4 localities. This pledge contained several important articles including a commitment to transparency and honesty, making official documents easily accessible to the public, public participation, and good cooperation between the municipality and the committee.



Thus the pledge established sustainable relations between civil society and municipalities based on the principles of transparency and accountability.

Value for Money

Integrity Action used resources allocated to PPI in the most optimal way to achieve the intended outcome. Following a rough start in the first two years, the PPI results-framework was clearer following the mid-term review. The last approved log frame was used by Integrity Action as well as partners to ensure value for money. Integrity Action strengthened its internal financial as well as M&E control on the performance of PPI and partners. The use of the GMS as a grants management system requires different levels of approval throughout the project cycle. The use of limits of authority in contracting and payment thresholds sets a standard of value for money ensuring wide use of funds. Quantifiable examples of value for money are being collected. In the meantime, some of the concrete examples include:

Economy: Economy has been achieved in the implementation of programme activities. All PPI monitors are volunteers which makes the core activities of the project cost effective. In each country Integrity Action made sure to respect local market standards. This explains the difference in grants offered in different countries for similar activities. All activities of the project were made with the least possible cost. Three quote offers are provided for each service or purchase above 500 US\$. The same rules were applied to Integrity Action staff and partners who received a comprehensive document of financial procedures as part of their grant annexes.

Efficiency: PPI operated with limited number of staff and attempted the maximum use of money against time. In only one occasion at the beginning of the project (Armenia policy lab) the cost was higher than expected. This cost was justified because most of the cost was used to develop initial training manuals. Integrity Action (Tiri at that time) attempted to bring participants from five different countries thereby meaning that the costs were high. Lessons were learnt and PPI held regional or national meetings in all following activities to keep costs low.

PPI was also successful in shifting the need to use international consultants to using national consultants, therefore saving in travel and international consultancy fees. In the first year all trainings were designed as training of trainers which created a local and national pool of expertise. Whenever possible expertise was used within the project, investing in PPI and partners expertise in exchange visits which increased during the reporting period and benefited partners in all countries.

In each country we constituted a steering committee or consortium which ran the project, designed action plans and made mutually beneficial decisions. As a result, we believe that the consortium in Kyrgyzstan will be sustainable beyond the life of the project. We also created a long-lasting relation between CRSP and ICJ-Kenya. Exchange visits between Afghanistan and Kyrgyzstan were beneficial to both sides, creating mutual learning. In Kyrgyzstan and Palestine exchange visits between local monitors and local civil society led to copying of successful models and developing a national forum of integrity builders.



Effectiveness: In different locations, intended outcomes exceeded expectations. In many cases generating new or additional revenue for local governments was not planned. This happened systematically in Kyrgyzstan and Palestine. In other cases recovering lost funds or misused assets was not planned but this happened again systematically in Kenya and Afghanistan. All targets set in the original logframe were reached at least three or four times over. The interest created by PPI interventions in the different countries proves that this was a cost-effective approach and achieved well beyond original expectations despite limited resources. The PPI database <http://ppi-mande.integrityaction.org/> shows high achievement rates against the baseline data as well as against targets.

In all countries interventions were carefully planned to ensure objectives were achieved. Although there was some delay in Kenya and Palestine for example, we have seen that partners have been able to carry out all planned activities.

Equity: The projects initial design was not sensitive to social differentiation like gender, ethnicity, disability etc. However it was designed to be pro-poor covering the poor and marginalized within local communities, therefore covering disadvantaged socio-economic groups. During implementation gender and youth concerns came through strongly as target groups alongside social activist groups. In all localities gender and youth representation was ensured, especially in local community monitors and within the end beneficiaries.

- In Kyrgyzstan special attention was given to the elderly and street children as groups targeted by social protection policies.
- In Kyrgyzstan, with the aim to overcome barriers of exclusion of women from public decision making, our partner, MSDSP KG actively encouraged the participation of women in all project activities. Membership of women in the JWG was 37.5%, which turned out to be higher than the project target.
- MSDSP KG also encouraged the participation of youth in project activities with the aim of promoting the involvement of youth in decision-making and taking into account the different and unique perspectives they bring. A total of 31% of JWG members were youth under the age of 25.
- In Afghanistan women inclusion was extremely difficult but PPI made sure to include women whenever possible as local monitors and targeting girls' schools.
- In Kenya school girls' pregnancy was a focus of the PPI social protection work.
- Our partners in Palestine noticed and reported that female monitors have been vocal in voicing their criticism, facing officials with negligence related issues, and holding the local authorities accountable for providing municipal services. Many PPI activities in Palestine were initiated, organized and led by women.



Annexes A, B & C

Annex A

A1 - Achievement Rating Scale (ARS)

Please see attached excel sheet with the same title.

Due to previous requests from GTF management team, the PPI team developed an excel sheet with the achievements until October 2012. This Annex highlights the progress until 30 March 2013.

Annex A2 – Most up-to-date Approved Programme Logframe

Please find the attached excel sheet titled Annex A2 – Most up-to-date Approved Programme Logframe

Annex A3 – Annual Financial Report

A3.1 Programme Identification

1. GTF Reference No.	GTF-141
2. Organisation Name	Integrity Action (Previously Tiri)

A3.2 – Reporting Period

1. Start of Period	01 April 2011
2. End of Period	31 March 2012

A3.3 – Funds received from DFID during Reporting Period

Payment No.	Date Received	Amount
Payment 1	3 Apr 2012	£ 119,423.22
Payment 2	18 Jul 2012	£ 18,945.25
Payment 3	29 Nov 2012	£ 204,130.62
Payment 4	March 2013	£ 257,185.90
Total received during Period		£ 599,684.99



A3.4 – Expenditure during Period from 01 April 2011 to 31 March 2012

Agreed Budget Lines	Agreed Budget for Period	Actual Expenditure for Period	Variance	Variance %
CAPABILITIES	£ 161,740	£ 115,914	£ 45,827	28%
RESPONSIVENESS	£ 53,902	£ 52,952	£ 950	2%
ACCCOUNTABILITY	£ 179,382	£ 191,683	£ -12,301	-7%
EVIDENCE	£ 31,590	£ 29,747	£ 1,844	6%
MANAGEMENT	£ 219,164	£ 167,405	£ 51,760	24%
Total for Period	£ 726,502	£ 627,452	£ 99,050	14%

A3.5 – Expenditure to Date (31 March 2012) since start of Programme

Agreed Budget Lines	Total Agreed Programme Budget to date	Total Expenditure to date	Variance	Variance %
CAPABILITIES	£ 1,211,160	£ 1,151,932	£ 59,228	5%
RESPONSIVENESS	£ 367,615	£ 366,664	£ 951	0%
ACCCOUNTABILITY	£ 966,239	£ 953,747	£ 12,492	1%
EVIDENCE	£ 244,231	£ 242,387	£ 1,844	1%
MANAGEMENT	£ 845,316	£ 745,643	£ 99,673	12%
OVERHEADS	£ 454,320	£ 432,586	£ 21,734	5%
Total to Date	£ 4,088,882	£ 3,892,959	£ 195,923	5%



Annex A4.1 – Material produced during the reporting period

Item	Date	Title and description of material	Access web site (if any)
1	22.05.2012	Memorandum of Cooperation between Council of Judges of the Kyrgyz Republic and Association “Attorneys of Kyrgyzstan”	www.aak.kg
2	25.07.2012	The approved Action plan for implementation of the Memorandum of Cooperation dated 22.05.2012.	www.aak.kg
3	28.05.2012	Framework Agreement between AAK and Judicial Training Centre under Supreme Court of the Kyrgyz Republic	www.aak.kg
4	30.10.2012	Approved Action Plan of joint working groups	www.aak.kg
5	17.09.2012	Letter from the Council of Judges on delegation of judges to work in joint working group	www.aak.kg
6	09.10.2012	Letter from SC KR on delegation of judges to work in joint working group	www.aak.kg
7	23.10.2012	Letter from Judicial Training Center under SC KR on delegation of a representative to work in joint working group	www.aak.kg
8	30.10.2012	Order on approval of joint working groups	www.aak.kg
9	30.10.2012	Minutes of a meeting of joint working groups on approval of plan and procedures of joint working groups	www.aak.kg
10	19.10.2012	Letter to the Council of Judges of the Kyrgyz Republic on support in gathering recommendations from local courts related to improvement of the Judge’s Code of Honor of the Kyrgyz Republic	www.aak.kg
11	31.10.2012	Letter to the Council of Judges of the Kyrgyz Republic on presenting emails of Council members to informing them on results of the work of joint working groups	www.aak.kg
12	03.09.2012	Press releases fourth phase of “PPI”	www.aak.kg



		project	
13	06.12.2012	Article in the newspaper "Obshestvenniy Rating" (Public Rating)	www.aak.kg
14	18.12.2012	Letter to the Council on Selection of Judges of the Kyrgyz Republic on the need to provide explanations on status of the Regulation "On Procedures of Competitive Selection of the Judges of the Kyrgyz Republic"	www.aak.kg
15	18.12.2012	Letter to the President of the Kyrgyz Republic on the need to provide explanations on status of the Regulation "On Procedures of Competitive Selection of the Judges of the Kyrgyz Republic"	www.aak.kg
16	18.12.2012	Letter to Zhogorku Kenesh of the Kyrgyz Republic on the need to provide explanations on status of the Regulation "On Procedures of Competitive Selection of the Judges of the Kyrgyz Republic"	www.aak.kg
17	18.12.2012	Letter to the Ministry of Justice of the Kyrgyz Republic on the need to provide explanations on status of the Regulation "On Procedures of Competitive Selection of the Judges of the Kyrgyz Republic"	www.aak.kg
18	19.01.2013	Letter from the Ministry of Justice of the Kyrgyz Republic, an answer for AAK inquiry	www.aak.kg
19	21.01.2013	Letter from the Zhogorku Kenesh Committee on Judicial and Legal Issues and Legitimacy	www.aak.kg
20	21.01.2013	Letter from the Zhogorku Kenesh Committee on Human Rights, Constitutional Legislation and State Structure	www.aak.kg
21	23.01.2013	Letter from the President's Apparatus	www.aak.kg
22	04.03.2013	Letter from the Zhogorku Kenesh Committee on Judicial and Legal Issues and Legitimacy	www.aak.kg
23	11.03.2013	Training module on Training Bangalore	www.aak.kg



		Principles of Judicial Conduct for Judicial Training Center approved by the Bangalore Principles of Judicial Conduct of the Kyrgyz Republic	
24	25.03.2013	Press release on roundtable on "Improving the Judge's Code of Honour".	www.aak.kg
25	November 2012 February 2013	"PPI" booklets for years 2012-2013 in Russian, Kyrgyz and English languages	www.aak.kg
26	November 2012 February 2013	"PPI" notebooks 2012-2013	www.aak.kg
27	16.04.2013	Press release on «Pro-poor integrity via Judicial System Reform» Roundtable	www.aak.kg
28	April 2013	Draft Code on Judicial Ethics of the Kyrgyz Republic	www.aak.kg
29	April 2013	Final Report for 2009-2013	www.aak.kg
30	April 2013	Draft Memorandum of Cooperation with the Supreme Court of the Kyrgyz Republic	www.aak.kg
31	November 2012 May 2013	Special issue of "Law and Business" magazine	www.aak.kg
32	June 2012	Concept on Civic Monitoring	n/a
33	June 2012	Code of Conduct for Monitors	n/a
34	June 2012	Template for monitoring report	n/a
35	June 2012	Template for monitoring plan	n/a
36	20 September 2012	Announcement of a contest among young journalists of Kyrgyzstan for best articles written on the PPI project	http://www.media.kg http://journalist.kg http://ypeer.kg http://advocacy.kg http://ppi-ru.tiri.org Newspaper "Vechernyi Bishkek"
37	October 2012	MoU among PPI's CSO Networks in Naryn and Osh regions	n/a
38	October 2012	Joint Action Plans	n/a
39	April 2013	Information Material: "Water, sanitation and social protection services in	n/a



		question and answers”	
40	August 2012	Memoranda of cooperation, JWG (23-24.08.2012 in Batken and Isfana towns)	http://ppi-mande.integrityaction.org/nod/e/722
41	November 2012	Presentations by PF “Insan Leilek” at the final conference: 1. Results based on STOPE recommendations in the field of social protection, water supply / sanitation in Batken and Isfana towns 2. The role of civil society in governance	http://ppi-mande.integrityaction.org/nod/e/723
42	February 2013	The report on the exchange visit to Naryn town	http://ppi-mande.integrityaction.org/nod/e/724
43	February 2013	The report on the monitoring of pro-poor integrity policy in the field of social protection, water supply / sanitation (circulation)	http://ppi-mande.integrityaction.org/nod/e/730
44	February 2013	Success story: Clean town - attractive town	http://ppi-mande.integrityaction.org/nod/e/725
45	February 2013	Success Story: Altyn - Beshik-Suu – Isfana	http://ppi-mande.integrityaction.org/nod/e/727
46	February 2013	Success Story: Help and care will come in time	http://ppi-mande.integrityaction.org/nod/e/726
47	10.08.2012	“Public hearings on drinking water”, an article in the newspaper “Kyzyl Tuu”	http://ppi-mande.integrityaction.org/nod/e/235
48	18.08.2012	Summarized results of the STOPE analysis An article in the newspaper “Sulei Info”	http://ppi-mande.integrityaction.org/nod/e/237
49	13.08.2012	Outcomes of the PPI project An article in the newspaper “Batken Tany”	http://ppi-mande.integrityaction.org/nod/e/234
50	27.12.2012	An article in the newspaper “Sulei Info” Joint working groups give the results	http://ppi-mande.integrityaction.org/nod/e/708
51	27.12.2012	An article in the newspaper “Sulei Info” Let’s make every effort to provide citizens with drinking water	http://ppi-mande.integrityaction.org/nod/e/709



52	12.01.2013	An article in the newspaper "Ata Jurt"	http://ppi-mande.integrityaction.org/node/707
53	23-24.08.2012	BOSTRK airing of the joint working meeting to sign the Memorandum of Cooperation	
54	20.12.2012	BOSTRK airing of participation of the delegation in the final conference	Disk
55	20.01.2013	BOSTRK airing of technical support to RDSD in the form of 2 electric scooters	Disk
56	March 2013	The final talk - show on BOSTRC	Disk
57	April 2012	Trailer of the Play "Cup of Water"	http://youtube.com/asfm9VJf3E4
58	June 2012	STOPE Training Report	http://ppi.integrityaction.org/content/june-2012-training-report
59	July/August 2012	Social Accountability Training Manual	http://ppi.integrityaction.org/content/social-accountability-training-manual http://ppi.integrityaction.org/content/social-accountability-training-manual-0
60	September	Play "Cup of Water"	http://www.youtube.com/watch?v=NUr1thlxh0g
61	October	2 Radio Sketches about service delivery in Jerusalem suburbs	http://ppi-mande.integrityaction.org/node/728
62	October	Nablus CRC	http://ppi.integrityaction.org/content/nablus-crc
63	November	PPI Desk Calendar 2013	http://ppi-mande.integrityaction.org/node/729
64	November	Local Elections 2012 Report	http://ppi.integrityaction.org/content/arij-elections-report
65	December	Data Collection Training Report	http://ppi.integrityaction.org/content/arij-training-report
66	January	Jericho CRC	http://ppi.integrityaction.org/content/citizen-report-card-jericho-2013
67	February	PPI Drama	https://www.youtube.com/watch?v=UANmmNOczb4
68	March	Interview with Deputy MoLG	https://www.youtube.com/watc



			h?v=lzTjqp7kii8
69	April 2013	Interview with Adnan AlHussine on Ma'an T.V	
70	April 2013	T.V Reportage about service delivery in Jerusalem suburbs	
71	April 2013	AlRam CRC	
72	April 2013	Palestine PPI Working Paper	

Annex A4.2 – Documents uploaded to our website

The web address for your GTF-funded programme on Integrity Action	http://www.integrityaction.org/pro-poor-integrity-ppi
The web address of PPI	http://ppi.integrityaction.org/
Web addresses for your:	http://ppi.integrityaction.org/sites/ppi.integrityaction.org/files/reports/PPI%20Annual_Report_2008-2009.pdf
a. First Annual Report	
b. Second Annual Report	http://ppi.integrityaction.org/sites/ppi.integrityaction.org/files/reports/PPI%20Annual_Report_2009-2010.pdf
c. Third Annual Report	http://ppi.integrityaction.org/sites/ppi.integrityaction.org/files/reports/Annual%20Report%202010-2011.pdf
d. Fourth Annual Report	http://ppi.integrityaction.org/sites/ppi.integrityaction.org/files/reports/Annual%20Report%202011-2012.pdf
e. Mid-Term Review	http://ppi.integrityaction.org/
f. Fifth Annual Report	http://ppi.integrityaction.org/

Annex A5 – Most Significant Results Analysis

A more comprehensive report (stage 2 analysis) will be provided in August 2013 as agreed by the GTF management team.

Annex A6 - Annual Workplan

Integrity Action developed its own strategy through 2014. PPI is integrated into this strategy as one of the main programmes within Integrity Action. This year's annual work plan is aligned with Integrity Action overall objectives, keeping in mind the main the expected goal, purpose and outcomes as defined by PPI documents. See attached annex of the same name.

Annex A7 – Local Partners List

Please find the attached file titled Annex A7 – Local Partners List with the most updated partners' contacts.

**Annex A8 – Main Contacts List**

Please find attached the file titled Annex A8 – Main Contacts List with the most updated contact details.

Annex B**Annex B1 – Detailed budget for all project years**

The detailed budget and expenditure information that you must include in this section is required for a value for money assessment of your programme. This annex is attached as an MS-Excel spreadsheet.

Annex B2 – Sensitive Information

No sensitive information is included in this report.

Annex C**Annex C1 – Any Outstanding Issues from previous reports**

There are no outstanding issues from previous years.