

Community engagement tools in the water sector



ID	Tool	Language used	Accessibility	Degree of usage	Focus	General use	Inputs	Skills	Outputs	Example of users	Source	WEB address (access period: April 2020)
3	Community Score Cards - CSC	[EN]	Easy to access	Globally used	Social justice	Assess the quality of public services	Stakeholder-based input	Skills in stakeholder's involvement	Quality of services valuation	CARE, The World Bank, GIZ, Water Aid...	CIVICUS (World Alliance for Citizen Participation), Civil Society Academy	< https://www.civicus.org/documents/toolkits/PGX_H_Community%20Score%20Cards.pdf >;
					Community engagement	Provide direct dialogue between service provider and community	Field based data	Participatory processes	Economic valuation			< https://www.civilsocietyacademy.org/single-post/community-score-cards-a-powerful-tool >
					NA	NA	NA	Skill in sociology	Informed decision making			
					NA	NA	NA	NA	Capacity building			
4	Citizen Report Cards - CRC	[EN]	Easy to access	Globally used	Community engagement	Assess the quality of public services	Stakeholder-based input	Skills in stakeholder's involvement	Quality of services valuation	The World Bank, Asian Development Bank, PAC, SASANet, Water & Sanitation Programme...	CIVICUS (World Alliance for Citizen Participation), Civil Society Academy	< https://www.civilsocietyacademy.org/single-post/citizen-report-card >;
					Social justice	Rise citizen awareness	Field based data	Participatory processes	Economic valuation			< https://www.civicus.org/documents/toolkits/PGX_H_Citizen%20Report%20Cards.pdf >
					Capacity building	Bring reform in the public delivery system	NA	Skill in sociology	Citizen awareness			
					NA	Multiple stakeholder's discussion and engagement	NA	NA	NA			
6	Community-Driven Development (CDD)Toolkit	[EN]	Easy to access	Globally used	Governance & Accountability	Get resources and decision-making into the hands of communities	Stakeholder-based input	Skills in stakeholder's involvement	Economic valuation	The World Bank (multiple location & application worldwide)	The World Bank	https://www.worldbank.org/en/topic/communitydrivendevelopment/publication/community-driven-development-toolkit-governance-and-accountability-dimensions
					Community engagement	Strengthen social accountability	Field based data	Participatory processes	Implementation pathway			
					NA	NA	NA	NA	Citizen awareness			
					NA	NA	NA	NA	Capacity building			
12	Water Integrity Network set of tested Tools	[EN]	Easy to access	Globally used	Participatory management	Engage stakeholders,	Stakeholder-based input	Skills in stakeholder's involvement	Implementation pathway	Worldwide	Water Integrity Network	https://www.waterintegritynetwork.net/integrity-tools/
					Adaptive management	Assess their needs and issues,	Field based data	Participatory processes	Quality of services valuation			
					Community engagement	Create action plans	Existing data	Decision procedure	Economic valuation			
					Governance & Accountability	Facilitator / coach tips & Materials	NA	NA	Informed decision making			
					Capacity building	NA	NA	NA	Capacity building			
					Institutional cooperation	NA	NA	NA	Progress evaluation			
Social justice	NA	NA	NA	NA								

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20	Water Games	[EN]	Easy to access	Globally used	Participatory management	Teaching, learning, and practicing sustainability through serious games	Role playing game	Training	Informed decision making	Worldwide	International Institute for Applied Systems Analysis (IIASA), Centre for Systems Solutions	https://games4sustainability.org/water-games/
					Social justice	NA	Stakeholder-based input	Skills in stakeholder's involvement	Citizen awareness			
					Adaptive management	NA	NA	Participatory processes	Economic valuation			
					Community engagement	NA	NA	NA	Progress evaluation			
					Governance & Accountability	NA	NA	NA	Ecologic valuation			
					Transboundary Water	NA	NA	NA	NA			
					IWRM	NA	NA	NA	NA			
Institutional cooperation	NA	NA	NA	NA								