CLLD Quality Audit
<u>Manual</u>

ERGO Network
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CLLD Quality Audit - Manual

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Community Led Local Development – Quality Audit

CLLD could offer opportunities for Roma communities to participate in developing and implementing Local Development Strategies (LDSs). From the case studies we conducted in 2014[1], however, we know that Roma involvement is not obvious. Also, the monitoring and evaluation of such LDSs mostly take a narrow quantitative approach, neglect the perspectives of beneficiaries and fail to analyse why Roma communities very often hardly benefit from them.

ERGO Network's Quality Audit wants to address these shortcomings. It is a tool to involve communities in the monitoring of CLLD (which can strengthen their voice in the process) and to evaluate the quality of LDSs, both in terms of participation and results.

1. Objectives

The Quality Audit has two aims:

1. To assess the quality of CLLD local development strategies;
2. To empower local groups and create / strengthen accountability mechanisms at local level.

What can we do with the results of the quality audit?

The results of the quality audit provide evidence that ERGO Network and member organisations can use in their advocacy. We can formulate recommendations at EU or national level – for instance in monitoring committees of the Operational Programmes. CLLD is also explicitly mentioned as a 'delivery method' for the National Roma Integration Strategies, so the Quality Audit can provide data for shadow monitoring. As the QA will hopefully be a multi-year effort, it also provides the opportunity to follow the process from start to finish and thus allow us to formulate - in the longer term – recommendations for the next programming period.

Secondly – not least – the Quality Audit will strengthen the position of Roma communities and activists at local level. It should have an empowering effect. It introduces a comparative measure for how good Local Action Groups (LAGs) perform in each phase of the CLLD process. By sharing the outcomes with activists in other localities, activists and local NGOs or groups stand stronger in their negotiations or their participation in the CLLD process. Conducting the QA also enhances the knowledge of communities and activists of the process, which further strengthens their position. The QA also evaluates LAGs and LDSs against some of the formal criteria set for CLLD by the European Commission: it thus strengthens accountability mechanisms at local level.

How does the Quality Audit relate to other monitoring and evaluation frameworks?

The QA collects data that is at present not foreseen by any of the other monitoring or evaluation frameworks that apply to CLLD.

The EU guidelines for CLLD prescribe that Local Development Strategies include a monitoring plan. How this is executed is left to the Local Action Groups and the

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[1] ERGO Network, 'Integrated Approaches for Roma Integration Evidence from the ground.' December 2014. http://bit.ly/1OB4KFK

Managing Authorities (MAs) to decide. The MAs also have to include CLLD in their overall programme evaluation, but how they do that is again left open and will likely take the form of gathering statistical data on a limited set of indicators, possibly together with some case studies and best-practice presentations. For rural CLLD there is a common set of indicators and evaluation questions, but these are not target group specific and give a very open definition of 'Local Development'[2].
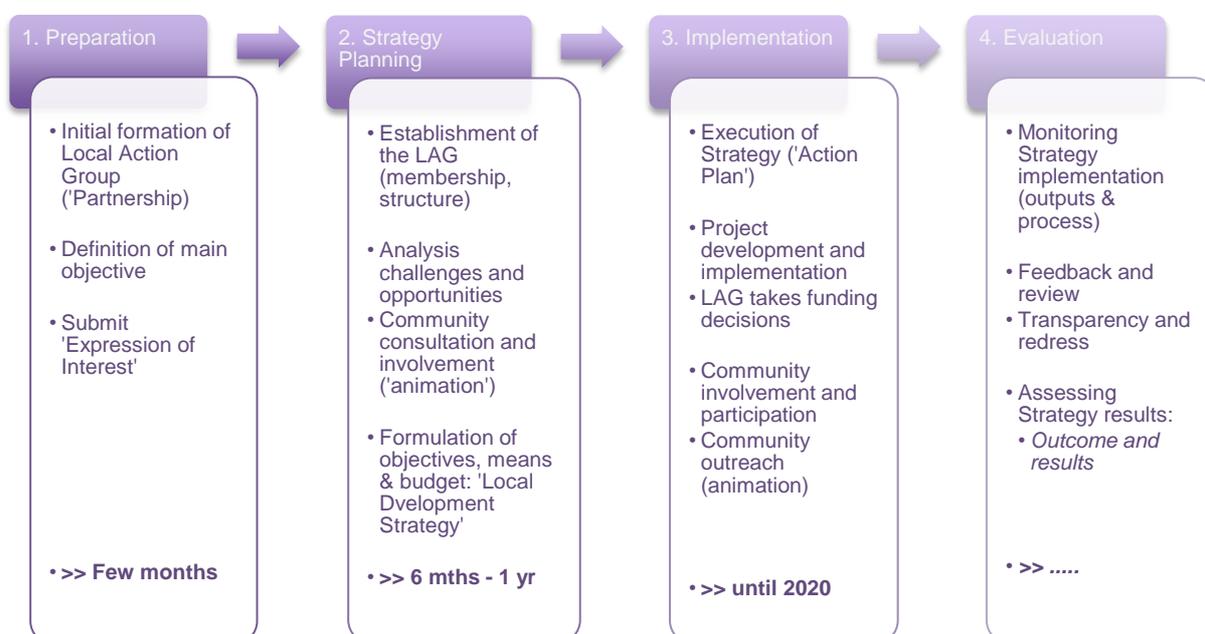
In localities where the LAG does include community monitoring methods as part of its monitoring and evaluation plan[3], the ERGO Network QA can have a complementary role. This will probably be the exception, however, and in all other cases it will provide a unique set of structured qualitative data that can complement (or challenge!) the outcomes of above mentioned monitoring frameworks.

The QA will also exist alongside the ERGO Network Local Scorecard: this is an online tool (launched end of 2015) where local activists can rate how well their locality is doing in terms of Roma inclusion. The QA is a much more in-depth evaluation focusing specifically on CLLD, providing a deeper level of analysis. The tools are complementary however; activists conducting the QA can also use the Local Scorecard – which gives a less in-depth, but also more general picture of the state of Roma integration in their locality.

2. Description

The Quality Audit awards a score to different aspects of the CLLD process in a certain locality / LAG area. The QA looks at participation, adherence to CLLD principles, relevance of local strategies and of course its results.

*Diagram 1: Schematic outline of the CLLD process.*

1. Preparation	2. Strategy Planning	3. Implementation	4. Evaluation
• Initial formation of Local Action Group ('Partnership') • Definition of main objective • Submit 'Expression of Interest' • >> **Few months**	• Establishment of the LAG (membership, structure) • Analysis challenges and opportunities • Community consultation and involvement ('animation') • Formulation of objectives, means & budget: 'Local Dvelopment Strategy' • >> **6 mths - 1 yr**	• Execution of Strategy ('Action Plan') • Project development and implementation • LAG takes funding decisions • Community involvement and participation • Community outreach (animation) • >> **until 2020**	• Monitoring Strategy implementation (outputs & process) • Feedback and review • Transparency and redress • Assessing Strategy results: • *Outcome and results* • >> *.....*

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[2] The common indicators for Rural Development Programmes are defined in commission implementing regulation 808/2014.

[3] The European Commission does recommend considering community monitoring, but does not give explicit guidelines.

By using 'Community Scorecards' (see section 3) covering relevant issues in each phase, the QA evaluates whether the CLLD process offers opportunities for Roma and how the LAG performs from the point of view of community participation and Roma integration. Scores range from 0 (very bad) to 100 (very good).

The basic data is collected by local activists, trained and coached by ERGO Network members. To safeguard the validity of findings, at the end of each annual monitoring cycle (see diagram 2), ERGO Members perform 'triangulation': they verify the findings of the local activists through field visits and key informant interviews (section 5).

Diagram 2: Annual monitoring cycle
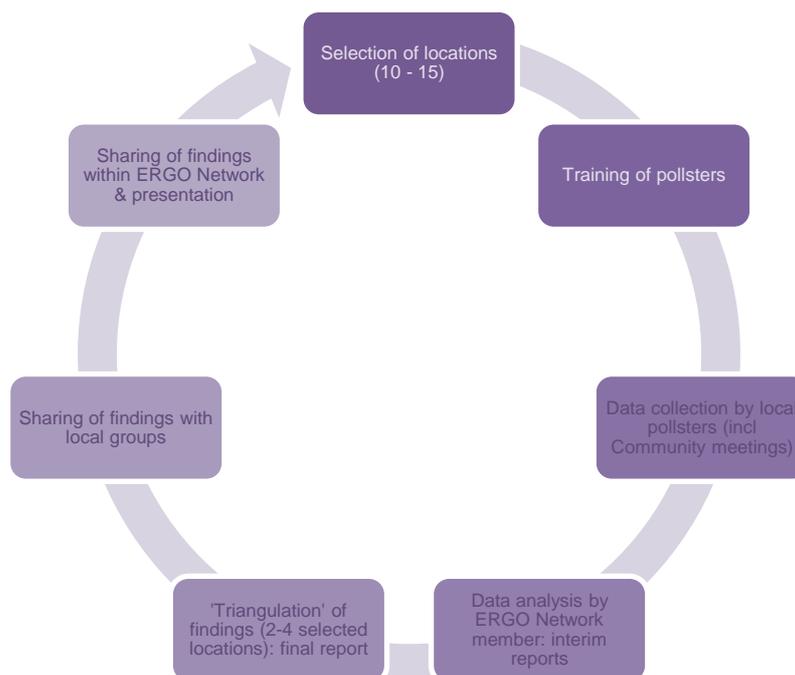
At the end of each monitoring cycle, findings are shared with the local activists (so they can use results in their local advocacy / activist work) and within ERGO Network (so we can make cross country comparisons and formulate recommendations at EU and national level).

3. Method: Community Scorecards

Data is collected using Community Scorecards. For each of the four phases of the CLLD Process, there will be a separate scorecard. Together they cover three dimensions of the CLLD process that are important from the point of view of Roma community participation and integration.

Scorecards for phases 1 (Preparation) and 2 (Strategy Planning) are ready (Annex 1 and 2). The scorecard for the Implementation phase will be developed for the monitoring cycle from 2016 and take into account members feedback about the data collection the in phases 1 and 2. The scorecards for phase 4 (Evaluation) will be developed at a later stage.

Because they are directly used by local activists, the Community Scorecards need to be translated in local languages before they are used. To ensure comparability of data in different countries, any changes suggested in the translation process need to be carefully

communicated to ERGO Network so that relevant changes can be reflected in other language versions as well.

Table 1. Overview of the different Community Scorecards and the dimensions they cover

Phase	Dimension 1: Community participation *"Extent and quality of the participation of the community in Local Strategy development and implementation"*	Dimension 2: Quality of the Local Strategy *"Extent to which a local integrated strategy reflect community needs and an acceptable level of ambition"*	Dimension 3: Community Impact *"Extent to which (projects implemented under) the strategy produces results for the community"*
1. Preparation	⭐	☐⭐	
2. Strategy Planning	⭐	⭐	
3. Implementation	⭐		⭐
4. Evaluation	⭐		⭐

4. Data collection process

Basic data is collected by local activists (hereafter 'pollster' or 'community pollster'). These can be representatives of a local NGO or community association, or individuals. The only prerequisite is that they have access and/or can mobilize local stakeholders and the community to share their views.

The scores that pollsters award for each question should, where applicable, be based on discussion with / input by relevant actors. It is important that they do not just fill in the scorecard from behind their kitchen table, but discuss the issues with colleagues and peers, community members and representatives of organizations or other stakeholders. This creates broader awareness of the process and is thus an ingredient of the empowerment process.

So, for example, to rate question 1a of the Phase 1 Scorecard, if applicable, the pollster needs to collect the views of the representatives in the Local Action Group. In the Phase 2 Scorecard, views of the Roma community(ies) covered / targeted by the Local Development Strategy must be collected in a community meeting or focus group organized by the pollster. An overview of the suggested data sources

ERGO Members coach the community pollsters during the data collection and ensure they consult the appropriate sources for each question. Coaching includes supporting pollster to access and analyze relevant documents, in particular the LDSs.

Scorecards are ideally completed to cover the whole territory of the LAG, which may include several distinct Roma communities. In certain situations this will not be possible, because LAG territories are very big or because pollsters cannot access stakeholders or communities in other parts of the LAG territory to collect the information. In that case, pollsters can complete the scorecard from the point of view of their own community (or the communities they have knowledge of or access to) only. In such case, ideally try to recruit other pollsters from other communities in the same LAG territory – so you can compare findings and average scores awarded in the final report.

The QA should not overburden local activists; the only condition is that the data they collect is reliable and comparable. Local activists who so wish can of course extend the scope and

width of the data collection process if this matches their own strategies, but there is in principle no need to make the process heavier than necessary.

Once basic data collection is finalized, scorecards are delivered by the pollsters to ERGO Network members, who draw up an interim report (using the template in Annex 3). Make sure to share the results with all the pollsters, so they can compare their scores with those of others. Share the results with ERGO Network.

Table 2: data sources and time estimation for the completion of Scorecards 1 (preparation phase) and 2 (Strategy planning phase).

	Sources	Estimated time needed
1. Preparation		**1 – 1,5 days**
Part I	Pollster own knowledge	
Q 1a,2a & 3a	*Interview with Roma NGO(s) represented in the iLAG*	
Part II	Pollster own knowledge	
Part III	Pollster own knowledge / *ask around (if necessary)*	
Part IV	Review of 'Expression of Interest'	
2. Strategy Planning		**2 – 3 days**
Part I	Pollster own knowledge	
Q 1a,2a & 3a	*Interview with Roma NGO(s) represented in the LAG*	
Part II	Pollster own knowledge	
Q4a	*interview with Community Representative(s) in the LAG*	
Part III		
Q5	*Pollster own knowledge*	
Q5a-d / Q7,8	*Community meeting*	
Q6	*Review of LDS*	
Part IV		
Q9 – 11, Q 15 – 20	*Review of LDS, interview with Roma NGO(s) (if necessary)*	
Q12 – 14	*Community meeting*	

5. Triangulation

The final phase of the data collection process is 'triangulation': to verify or confirm the findings of the pollsters by interviews with key informants at local level. The aim of 'triangulation' is not to 'check-up' the work of the pollsters, but to strengthen the overall reliability of the data collected by conducting a rigorous review process.

Triangulation is executed by ERGO Network members in a selection of the localities where the QA was conducted. The selection should be based on contrast: choose one locality with particularly bad results and one with particularly (or relatively) good results. Also take into account the 'reliability score' you award in the interim report (see annex 3). Triangulation should cover at least two, but not necessarily more than four LAGs.

During the triangulation process the scores awarded by the pollsters are systematically reviewed through discussion with key informants. The person conducting the triangulation awards its own score, based on this discussion and taking into account the score awarded by the pollsters. In many cases the score you award in the triangulation will just confirm the scores awarded by the pollsters – in other instances you may award an updated score and come to new or revised conclusions. Also, you may find out during the triangulation that the pollster had misunderstood a particular question: in that case you should check (by phone, or skype) with the pollsters not in the triangulation if that applied to them as well. The results of the triangulation are laid down in a final report using the template in Annex 4.

The triangulation should be based on at least three interviews:
1. with a peer of the pollster (for instance a colleague in the same or a different NGO or association) or an otherwise knowledgeable activist;
2. a representative of a public authority (municipality) in the LAG;
3. member(s) of the community

Of course you can decide to conduct more interviews if you so wish. To execute the triangulation should normally not take longer than one day per LAG.

6. Training

ERGO Network members recruit 'community pollsters'. Of course they should be from localities where CLLD is being implemented; try to select persons with whom you have good experiences. Ensure they understand what the QA is about and how it can benefit their work at local level. If you want, you can select two (or more) persons from each locality. Emphasize that they become part of an international network of community pollsters. Also make sure they understand how much (or how little) work is involved.

To prepare the 'community pollsters', provide minimum a half day training for the community pollsters, which should cover:

- Importance of Participation; participation ladder.
- Explanation of the CLLD process and principles, including the role of different actors;
- Scope and focus of the Community Scorecards;
- Data collection process, scorecards and information sources;
- Use of the data in local advocacy / participation.

During the training, go through the Community Scorecards and ensure they understand all the questions and what is meant with different terms. A short manual (Annex) 5 should be available in the local language. Some questions may not be applicable in certain situations. In that case they let them award N/A (counting for zero points) and move on.

Ensure that pollsters understand the difference between consultation / participation of NGOs on the one hand and the community on the other: in the first case, people speak on behalf of their organization (although they may of course represent as good as possible the interests of the community); the second case involves an open process where all community members are in principle able to speak out (for instance in a community meeting or focus group).

In the training, emphasize that the scorecards always look at community participation and one other dimension of the CLLD process. Pollsters should be aware that weak participation does not necessarily mean that a local strategy is bad (although it is not a good sign for its implementation in the next phase). It is important that they assess each dimension on its own merits.

In Annex 6 is some material that can be used during the training.

Pollsters should not be remunerated; however, a compensation for their expenses or costs related to the organization of community meetings can be agreed. Consult with ERGO Network on how to budget these costs from within your contract.

7. Timeline

The data should be collected in function of the CLLD process in your country: for example, the Phase 1 scorecard should be filled in as soon as possible after the submission of the Expression of Interest by the initial Local Action Group. Where possible trainings can be provided already at an earlier stage, as it will already act to empower activists while the process is still ongoing.

As soon as the implementation phase starts we foresee – for the moment – that scorecards are completed at least annually in Spring or in the Autumn, depending on the rhythm of CLLD in your country. Annex 7 presents the actions that we foresee for 2015 in each of the action countries.

8. Inquiries

If you have questions please contact Matthias Verhelst in the ERGO Network office: m.verhelst@ergonetwork.org

Interim and final reports should also be sent to this address.

v 1.1.1 – 19 October 2015

ANNEX 1. Phase 1 Scorecard: Preparation

*This scorecard covers the first phase of the CLLD process until the submission of
the Expression of Interest to develop a Local Development Strategy (LDS).*

*In this phase the Local Action Group is not yet finally established, but main members may have
already come together. With "initial Local Action Group" (iLAG) we mean these actors coming
together to prepare and submit the 'Expression of Interest'. In this phase, the main objective(s)
of the LAG and the type of stakeholders involved could already be defined.*

This scorecard has six sections: A to F.

A. Background information:

Country	BU / CZ / HU / SK / RO
Name of the LAG-area:	
Total population:	
Total Roma population (estimated):	
Number of distinct Roma communities / neighbourhoods / settlements in the LAG:	
Territory covered by this scorecard:	☐whole LAG area ☐a particular locality only: ....
Data collected by (name):	
email address:	
Date of community meeting(s) / focus group(s) (if applicable)	
Date report submitted	

	Sources	Estimated time needed
		1 – 1,5 days
Part I	Pollster own knowledge	
Q 1a,2a & 3a	*Interview with Roma NGO(s) represented in the iLAG*	
Part II	Pollster own knowledge	
Part III	Pollster own knowledge / *ask around (if necessary)*	
Part IV	Review of 'Expression of Interest'	

Annex 1

B. Dimension 1: Community Participation

Part I	NGO Representation		
Q1	1. Are Roma *organization(s)* represented in the initial Local Action Group (iLAG)?	Yes: award 5 pts ➔Q1a-b No: ➔ Q2	....
	1a. Were *the members of the LAG prepared* to consider Roma issues as part of the discussions?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
	1b. Overall, was the representation *effective*? (did it have an effect on the outcome of discussions)?	award a score from 0 to 5: max 5 pts: yes, very effective | min 0 pts: no, not effective at all	....
Q2	2. Did (members of) the iLAG actively *consult* **Roma organisations** while preparing the Expression of Interest?	Yes: award 3 pts ➔Q2a No: ➔ Q3	....
	2a. Was the consultation *effective*? Are the outcomes reflected in the initial definition of the main objectives of the Local Development Strategy (LDS)(in the Expression of Interest)?	award a score from 0 to 5: max 5 pts: yes, very effective | min 0 pts: no, not effective at all	....
Q3	3. Could members of the initial Local Action Group be approached outside formal meetings to *discuss* Roma issues during the preparation phase?	Yes: award 2 pts ➔Q3a No: ➔ Tot.I	....
	3a. If yes, were the outcomes of these discussions reflected in the initial definition of the main objectives of the LDS (in the Expression of Interest)?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Tot.I	**Calculate total Q1-3**	**max 30 pts**	**....**

Part II	Community Representation		
Q4	4. Is (are) the Roma community(ies) *represented* in the initial Local Action Group? (eg. by individual leaders, activists or representatives of a community council?)	Yes: award 5 pts ➔Q4a No: ➔ Tot.II	....
	4a. Overall, is this representation *effective*? (does it have an effect on the outcome of discussions)?	award a score from 0 to 10: max 10 pts: yes, very effective | min 0 pts: no, not effective at all	....
Tot.II	**Calculate total Q4**	**max 15 pts**	**....**

Part III	Community Participation		
Q5	5. Was (were) the Roma community(ies) _consulted_ as part of the preparation phase?	Yes: award 5 pts ➔Q5a-d No: ➔ T-III	....
	5a. Was the approach chosen to consult the community(ies) appropriate (timing, methods, information provided, language used)?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
	5b. did the consultation encourage community members to voice their views and opinions?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
	5c. was the consultation effective: are the outcomes reflected in the initial definition of the main objectives of the LDS (in the Expression of Interest)?	award a score from 0 to 5: max 5 pts: yes, very effective | min 0 pts: no, not effective at all	....
	5d. was there proper follow-up of the consultation (information about the outcomes, announcement of future steps, etc. etc.)	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Tot.III	**Calculate total Q5**	**max 25 pts**	**....**

C. Dimension 2: Quality of the Strategy

Part IV	LAG Objectives		
Q6	6. Is Social Inclusion one of the main objectives of the LDS (in the Expression of Interest)?	Yes: award 10 pts Not defined yet: award 3 pts No: award 0 pts	....
Q7	7. Is the territory of the Roma communities / neighbourhoods / settlements included in the LDS (in the Expression of Interest)?	Yes: award 10 pts Not defined yet: award 3 pts No: award 0 pts	....
Q8	8. Are Roma explicitly mentioned as target group or beneficiary of the LDS (in the Expression of Interest)?	Yes: award 10 pts Not defined yet: award 3 pts No: award 0 pts	....
Tot.IV	**Calculate total Q6-8**	**max 30 pts**	**....**

Annex 1

D. Overall score

Tot.I	NGO Representation	max 30 pts	....
Tot.II	Community Representation	max 15 pts	....
Tot.III	Community Participation	max 25 pts	....
Tot.IV	LAG Objectives	max 30 pts	....
	Overall score	**max 100**	**....**

E. Community capacity

Please indicate to what extent you agree with the following statements:
1. The Roma communities in my LAG area are well organized to voice their needs and concerns.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
2. In my LAG area there are strong and capable NGOs that can represent the Roma communities.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
3. Through the CLLD process, the Roma communities in my LAG area have ownership over the Local Development Strategy.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
4. The local authorities (municipality, mayor, political leaders) in my LAG area are generally prepared to take action to address the issues that Roma communities face.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree

Annex 1

F. Additional observations

Please note any additional remarks or observations relating to the CLLD process in your LAG area.

ANNEX 2. Phase 2 Scorecard: Strategy Planning

This scorecard covers the second phase of the CLLD process in which the Local Action Group develops the Local Development Strategy (LDS).

This is a crucial phase for involvement of (representatives of) the Roma community. The challenges and opportunities for the LAG territory are being identified; and the objectives and type of interventions of the LDS are being laid down, along with a draft budget. This process will most often be facilitated by an expert. The LDS will also likely define the structure and operation of the LAG, which may include a general assembly (of all members); a board (which is responsible for strategic decisions) and an executive (or a secretariat, responsible for daily management, for instance with a director, administrative staff and one ore more 'animators').

This scorecard reflects issues that are important from the perspective of Roma communities; some of the questions concern requirements set by the European Commission in their guidelines for CLLD. These questions are marked by a double asterisk (**)

This scorecard has six sections: A to F.

A. Background information:

Country	BU / CZ / HU / SK / RO
Name of the LAG-area:	
Total population:	
Total Roma population (estimated):	
Number of distinct Roma communities / neighbourhoods / settlements in the LAG:	
Territory covered by this scorecard:	☐whole LAG area ☐a particular locality only: ....
Data collected by (name):	
email address:	
Date of community meeting(s) / focus group(s) (if applicable)	
Date report submitted	

	Sources	Estimated time needed
		2 – 3 days
Part I	Pollster own knowledge	
Q 1a,2a & 3a	*Interview with Roma NGO(s) represented in the LAG*	
Part II	Pollster own knowledge	
Q4a	*interview with Community Representative(s) in the LAG*	
Part III		
Q5	Pollster own knowledge	
Q5a-d / Q7,8	Community meeting	
Q6	Review of LDS	
Part IV		
Q9 – 11, Q 15 – 20	Review of LDS, *interview with Roma NGO(s) (if necessary)*	
Q12 – 14	Community meeting	

Annex 2

B. Dimension 1: Community Participation

Part I	**NGO Representation**		
Q1	1. Are Roma *organization(s)* members of the Local Action Group (LAG)?	Yes: award 1 pts ➔Q1a-c No: ➔ Q2	....
	1a. Are Roma *organization(s)* members of the Board of the LAG?	Yes: 1 pts No: 0 pts	....
	1b. Have certain relevant organizations been kept outside the LAG?	Yes: deduct 2 pts	....
	1c. Overall, was this representation *effective*? Did it have an effect on the results of the Strategy Planning; on the Local Development Strategy (LDS)?	award a score from 0 to 2: max 2 pts: yes, very effective | min 0 pts: no, not effective at all	....
Q2	2. Did (members of) the LAG actively *consult* **Roma organisations** who are not members of the LAG during the strategy planning?	Yes: award 1 pts ➔Q2a No: ➔ Q3	....
	2a. Was this consultation *effective*? Did it have an effect on the results of the Strategy Planning; on the (LDS)?	award a score from 0 to 2: max 2 pts: yes, very effective | min 0 pts: no, not effective at all	....
Q3	3. Could members of the Local Action Group be approached outside formal LAG meetings to *discuss* Roma issues?	Yes: award 1 pts ➔Q3a No: ➔ Tot.I	....
	3a. If yes, did it have an effect on the results of the Strategy Planning; on the (LDS)?	award a score from 0 to 2: max 2 pts: yes, very much | min 0 pts: no, not at all	....
Tot.I	**Calculate total Q1-3**	**max 10 pts**	**....**

Part II	**Community Representation**		
Q4	4. Is (are) the Roma community(ies) *represented* in the LAG? (eg. by individual leaders, activists or representatives of a community council?)	Yes: award 2 pts ➔Q4a No: ➔ Tot.II	....
	4a. Overall, is this representation *effective*? Did it have an effect on the results of the Strategy Planning; on the (LDS)?	award a score from 0 to 3: max 3 pts: yes, very effective | min 0 pts: no, not effective at all	....
Tot.II	**Calculate total Q4**	**max 5 pts**	**....**

Part III	Community involvement		
Q5	5. (**) Was (were) the Roma community(ies) _consulted_ during the Strategy Planning?	Yes: award 5 pts ➔Q5a-d No: ➔Q6	....
	5a. Was the approach chosen to consult the community(ies) appropriate (timing, methods, information provided, language used)?	award a score from 0 to 2: max 2 pts: yes, very much | min 0 pts: no, not at all	....
	5b. Did the consultation encourage community members to voice their views and opinions?	award a score from 0 to 3: max 3 pts: yes, very much | min 0 pts: no, not at all	....
	5c. (**) Did the consultation by the LAG represent 'a genuine dialogue with and between citizens about the design of the Local Development Strategy'?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
	5d. (**) was the consultation effective? Are the outcomes reflected: 1. In the identification of strengths, weaknesses, opportunities and threats; 2. In the translation of these into the main development needs and potential; 3. In the choice of the main objectives, specific objectives, desired results and the priority given to these; 4. In the selection of the types of actions that can lead to these results; 5. And in the allocation of the budget ?	Award 1 pt for each aspect covered (max 5)	....
Q6	6(**) Does the LDS contain a description of the Community consultation process?	Yes: award 2 pt ➔Q6a No: deduct 3 pts ➔Q7	....
	6a. Is this description accurate?	Yes: award 3pt No deduct 5 pts	....
Q7	7. Did the participation of the Community in the Strategy Planning lead to a better understanding of the needs of the Roma community(ies) and the issues they face?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Q8	8. Did the participation of the community in the Strategy Planning contribute to stronger trust between the Roma community(ies) / organizations and the stakeholders represented in the LAG?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Tot.III	**Calculate total Q5-8**	**max 35 pts**	

Annex 2

C. Dimension 2: Quality of the Strategy

Part IV	Quality of the Local Development Strategy (LDS)		
Q9	9. Is Social Inclusion included in the objectives of the LDS?	Yes: award 5 pts No: deduct 5 pts	....
Q10	10. Are Roma explicitly mentioned as target group or beneficiary of the LDS?	Yes: award 2 pts No: award 0 pts	....
Q11	11. Is the territory of the Roma communities / neighbourhoods / settlements included in LDS?	Yes: award 5 pts ➔Q11a No: deduct 5 pts ➔Q12	....
	11a. (**) Are the development potential and the needs of the Roma communities included in the _analysis_ underlying the LDS?	Yes: award 3 pts ➔Q11b No: deduct 5 pts ➔☐12	....
	11b. (**) Does this _analysis_ present an accurate diagnosis of the issues and challenges for the Roma community(ies)?	award a score from 0 to 4: max 4 pts: yes, accurate | min 0 pts: no, not accurate at all	....
Q12	12. Do the objectives of the LDS correspond to the priorities of the Roma community(ies)?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Q13	13. (**) Does the LDS present meaningful and realistic objectives and measures for the Roma community(ies)?	award a score from 0 to 3: max 3 pts: yes, very much | min 0 pts: no, not at all	....
Q14	14. Do you think the LDS will have a significant positive effect on the Roma community(ies)?	award a score from 0 to 5: max 5 pts: yes, very much | min 0 pts: no, not at all	....
Q15	15. Does the LDS take account of the diversity of and within the Roma community(ies)?	Yes: award 2 pts ➔Q15a-c No: ➔Q16	....
	15a. Does the LDS take into account the specific situation of Roma children (~12 yrs)?	Yes: award 1 pt	....
	15b. Does the LDS take into account the specific situation of Roma youth (~25 yrs)?	Yes: award 1 pt	....
	15c. Does the LDS take into account the specific situation of Roma women?	Yes: award 1 pt	....
Q16	16. Does the LDS propose specific outreach actions (animation) to the Roma community(ies)?	Yes: award 3 pt ➔Q16a No: ➔Q17	....

	16a. Does the LDS foresee sufficient capacity for this? (eg. a staff person (animator) specifically responsible?)	award a score from 0 to 2: max 2 pts: yes, sufficient | min 0 pts: no, no capacity building foreseen at all	....
Q17	17. Does the LDS include capacity building for community associations or groups?	Yes: award 1 pt	....
Q18	18 Does the LDS include capacity building for NGOs to help them develop project proposals that can be supported by the LDS?	Yes: award 1 pt	....
Q19	19. Is the budget allocated to objectives and measure that would benefit the Roma community(ies) realistic?	award a score from 0 to 5: max 5 pts: yes, realistic | min 0 pts: no, not realistic at all	....
Q20	20. Does the LDS propose community involvement in monitoring the implementation of the Strategy?	Yes: award 1 pt ➔ Tot.IV	....
Tot.IV	**Calculate total Q9-20**	**max 50 pts**	**....**

D. Overall score

Tot.I	NGO Representation	max 10 pts	....
Tot.II	Community Representation	max 5 pts	....
Tot.III	Community Participation	max 35 pts	....
Tot.IV	Quality of the Local Development Strategy	max 50 pts	....
	Overall score	**max 100**	**....**

E. Community capacity

Please indicate to what extent you agree with the following statements:
1. The Roma communities in my LAG area are well organized to voice their needs and concerns.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
2. In my LAG area there are strong and capable NGOs that can represent the Roma communities.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
3. Through the CLLD process, the Roma communities in my LAG area have ownership over the Local Development Strategy.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree
4. The local authorities (municipality, mayor, political leaders) in my LAG area are generally prepared to take action to address the issues that Roma communities face.
Completely disagree | Mostly disagree | Slightly disagree | Slightly agree | Mostly agree | Completely agree

Annex 2

F. Additional observations

Please note any additional remarks or observations relating to the CLLD process in your LAG area.

ANNEX 3. Template Interim Report

CLLD Quality Audit – Interim Report Preparation phase (1)

Country	BU / CZ / HU / SK / RO

Date of this report:

1. Name of the LAG-area:			
Total population:			
Total Roma population (estimated):			
Tot.I	NGO Representation	max 30 pts	....
Tot.II	Community Representation	max 15 pts	....
Tot.III	Community Participation	max 25 pts	....
Tot.IV	LAG Objectives	max 30 pts	....
	Overall score	**max 100**	**....**

2. Assessment based on:
☐One single scorecard covering the whole LAG-area
☐... (number) scorecards covering the whole LAG-area
☐... (number) scorecards covering .... % of the LAG-area

3. Please give a concise overall assessment of the CLLD process in this LAG area thus far. Take into account answers to section E of the scorecard (max 100 words).

4. How reliable do you believe the data collected at local level is?
☐Some serious questions
☐Probably accurate, perhaps minor questions
☐Good
5. Include in triangulation?
yes / no

Copy and repeat section 1 – 5 for all LAG areas monitored

ANNEX 3b. Template Interim Report

CLLD Quality Audit – Strategy Planning phase (2)

Country	BU / CZ / HU / SK / RO

Date of this report:

1. Name of the LAG-area:			
Total population:			
Total Roma Population (estimated):			
Tot.I	NGO Representation	max 10 pts	....
Tot.II	Community Representation	max 5 pts	....
Tot.III	Community Participation	max 35 pts	....
Tot.IV	Quality of the Local Development Strategy	max 50 pts	....
	Overall score	**max 100**	**....**

2. Assessment based on:
☐One single scorecard covering the whole LAG-area
☐... (number) scorecards covering the whole LAG-area
☐... (number) scorecards covering .... % of the LAG-area

3. Please give a concise overall assessment of the CLLD process in this LAG area thus far. Take into account answers to section E of the scorecard (max 100 words).

4. How reliable do you believe the data collected at local level is?
☐Some serious questions
☐Probably accurate, perhaps minor questions
☐Good
5. Include in triangulation?
yes / no

Copy and repeat section 1 – 5 for all LAG areas monitored.

ANNEX 4. Template Final Report

CLLD Quality Audit – Preparation phase (1)

Country	BU / CZ / HU / SK / RO

Date of this report:

1. Name of the LAG-area:
Total population:
Total Roma Population (estimated):

2. Triangulation meetings / interviews:

Name (s)	Title / position (organization)	Date
1.		
2.		
3.		
...		

* extend table as needed

3. Scores awarded

			Interim Score	Final score
Tot.I	NGO Representation	max 30 pts	....	....
Tot.II	Community Representation	max 15 pts	....	....
Tot.III	Community Participation	max 25 pts	....	....
Tot.IV	LAG Objectives	max 30 pts	....	....
	Overall score	**max 100**	**....**	**....**

4. Interim assessment based on:
☐One single scorecard covering the whole LAG-area
☐... (number) scorecards covering the whole LAG-area
☐... (number) scorecards covering .... % of the LAG-area

5. Main conclusion of your triangulation in this LAG area: state and quality of the CLLD process (max 100 words).

Copy and repeat sections 1 – 5 for all LAG areas covered by your triangulation.

Annex 4

6. Final Assessment

Based on your triangulation, please present your main conclusion about the CLLD process in this phase in all the LAG areas covered. Extrapolate results of your triangulation: if there is reason to caution against or revise certain dimension or overall scores, mention that here. Mention the number of iLAGs you have reviewed. Max 200 words.

ANNEX 4b. Template Final Report

CLLD Quality Audit – Strategy Planning phase (2)

Country	BU / CZ / HU / SK / RO

Date of this report:

1. Name of the LAG-area:
Total population:
Total Roma Population (estimated):

2. Triangulation meetings / interviews:

Name (s)	Title / position (organization)	Date
1.		
2.		
3.		
...		

* extend table as needed

3. Scores awarded

			Interim score	Final score
Tot.I	NGO Representation	max 10 pts	....	....
Tot.II	Community Representation	max 5 pts	....	....
Tot.III	Community Participation	max 35 pts	....	....
Tot.IV	Quality of the Local Development Strategy	max 50 pts	....	....
	Overall score	**max 100**	**....**	**....**

4. Interim assessment based on:
☐ One single scorecard covering the whole LAG-area
☐ ... (number) scorecards covering the whole LAG-area
☐ ... (number) scorecards covering .... % of the LAG-area

5. Main conclusion of your triangulation in this LAG area: state and quality of the CLLD process (max 100 words).

Copy and repeat sections 1 – 5 for all LAG areas covered by your triangulation.

Annex 4

6. Final Assessment

Based on your triangulation, please present your main conclusion about the CLLD process in this phase in all the LAG areas covered. Extrapolate results of your triangulation: if there is reason to caution against or revise certain dimension or overall scores, mention that here. Mention the number of LAGs you have reviewed. Max 200 words.

ANNEX 5. CLLD Quality Audit - Manual for Pollsters

In "CLLD", a strategic plan for a certain area (a town, city, or region) should be developed and implemented 'bottom-up': by the communities involved. Roma should be able to have an equal role. With the Quality Audit we look if this is done in the right way.

1. Aims
The Quality Audit has two aims:
1. To assess the quality of local development strategies;
2. To help local activists become involved and have a better position towards other actors.

2. Scorecards
The Quality Audit uses 'Community Scorecards' which you, as pollster, fill in. Scores range from 0 (very bad) to 100 (very good). We have different scorecards for each phase of the CLLD process. The scorecard you use depends on the stage of the process your LAG has reached. Based on these scores, you can compare your own locality with other places.

We always look at participation of the community and at the quality of the strategy (implementation). Keep in mind that the strategy is not necessarily bad, even if the community could not participate in making it. Try to assess each separately!

3. Sources
As pollster you have good knowledge of what is going on in your community. Perhaps you follow the actions of the municipality; perhaps you are in a local NGO or association.

You can fill in the scorecard partly from your own knowledge. For some questions you will need to study the official documents of the LAG or ask people who were involved in the CLLD process; for certain questions it is important that you ask directly the members of the community: you can organise a community meeting or if that is not possible – ask the opinion of as many people as possible.

At the top of each scorecard you find a table indicating where the information for the scorecard has to come from.

4. Questions and scores
Fill in the scorecard step by step.

1. First, give basic information about your locality. Mark if your data covers the whole LAG, or just one or a few communities. Mark your name and email-address or telephone number, so we can reach you. Mark the date of your report. If you have organized a community meeting to gather data, mark the date (see section 4).

2. Then, award a single score for each of the numbered questions as in this example:

Part I	Title of Part I		
Q1	Marked in 'grey' are main questions. Award the number of points indicated. So for Q1 the score is '5' (yes) or '0' (no). If the answer is no, skip 1a and 1b; go directly to Q2	Yes: award 5 pts ➜Q1a-b No: ➜ Q2	....
	1a. Marked in 'white' are sub-questions. You only answer these if the answer to Q1 was yes. If not, just leave it open.	award a score from 0 to 5	....
	1b. For these questions you award a score between a minimum (always 0) and a maximum. So the scores can be 0, or 1, or 2, or 3 etc. Always award '0' for a negative assessment ("bad") and the maximum for a positive assessment ('good").	award a score from 0 to 5: max 5 pts: yes, very much ❘ min 0 pts: no, not at all	....
Q2	2. Then continue to the next question	Yes: award 3 pts No: ➜ Tot.I	....
Tot.I	**Add up the scores each part.**	**max 18 pts**	**....**

If a certain question is not applicable for your LAG or community, just mark N/A.

3. In section D, you mark the totals for each part and calculate the overall score for your LAG.
4. In section E you find a number of statements about the situation in your locality: mark if you agree with them or not.
5. Finally ,in section F, you can write any observations or remarks that you had during the data collection.

5. Reporting, sharing and questions
For any questions, you can contact: *[ERGO Network members: please add here name and contact details of the person(s) in charge of this]*.

As soon as you finish, send your report by email to the same address. The results of other LAGs will be shared with you.

[This manual for pollsters is translated into the local language for easy reference]

ANNEX 6. Training Materials

Roma Commuity Engagement 'Participation Ladder'

ERGO Network, adapted from: 'A ladder of citizen participation', S.R. Arnstein (1969)