

Social accountability, governance and development effectiveness



Sue Cant
WVI Social Accountability
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Citizen Voice
AND ACTION





CitizenVoice
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World Vision

WHAT DO THE ARAB SPRING AND JOKOWI HAVE TO DO WITH SOCIAL ACCOUNTABILITY?

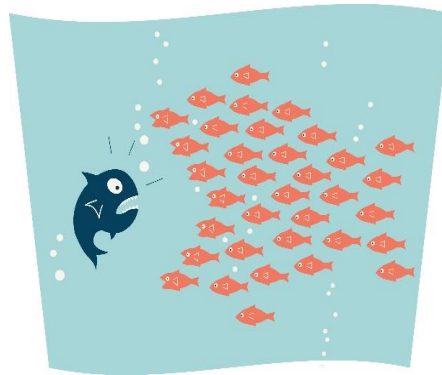
ARE ELECTIONS ENOUGH TO HOLD GOVERNMENT ACCOUNTABLE ?

What is social accountability?



RIGHT TO
INFORMATION

+



COLLECTIVE ACTION

=



GOVERNMENT RESPONSE

Definition

- *Simple: Any activity that promotes direct engagement between government and communities for better government performance*
- *World Bank: Social accountability is the range of actions or strategies, beyond voting, that societal actors, namely citizens, employ to hold the state to account (O'Meally, 2013)*

SA vs CLD

Social Accountability

- Niche, targetted civic education
- *Political space* between communities and government
- Mentoring for communities to lobby government once NGOs exit
- Compelling evidence

CLD

- May or may not have civic education
- May or may not create political space
- May or may not support communities 'political empowerment'
- Many approaches and fragmented evidence

Impact



percent increase of test scores in 1 year



Oxford University RCT
impact of the CVA Score
Card in 100 Ugandan
schools.

J-PAL at MIT
impact of a similar
approach in 50
communities in
Uganda

Study of a similar approach found:



Evidence 2017-2019

- 3IE systematic review May 2019
- Proliferation of RCTs in health
- DFID major macro evaluation of all SA projects June 2016:
- Now “compelling” evidence that SA “almost always” impacts service delivery (DFID)
- Major USAID 2017 review of the evidence for accountability in health highlighted important role for services scorecards (CVA) and participatory budgeting

Increasing donor interest in SA



MAKING ALL
VOICES COUNT
A GRAND CHALLENGE
FOR DEVELOPMENT

BILL & MELINDA
GATES foundation



FORD FOUNDATION



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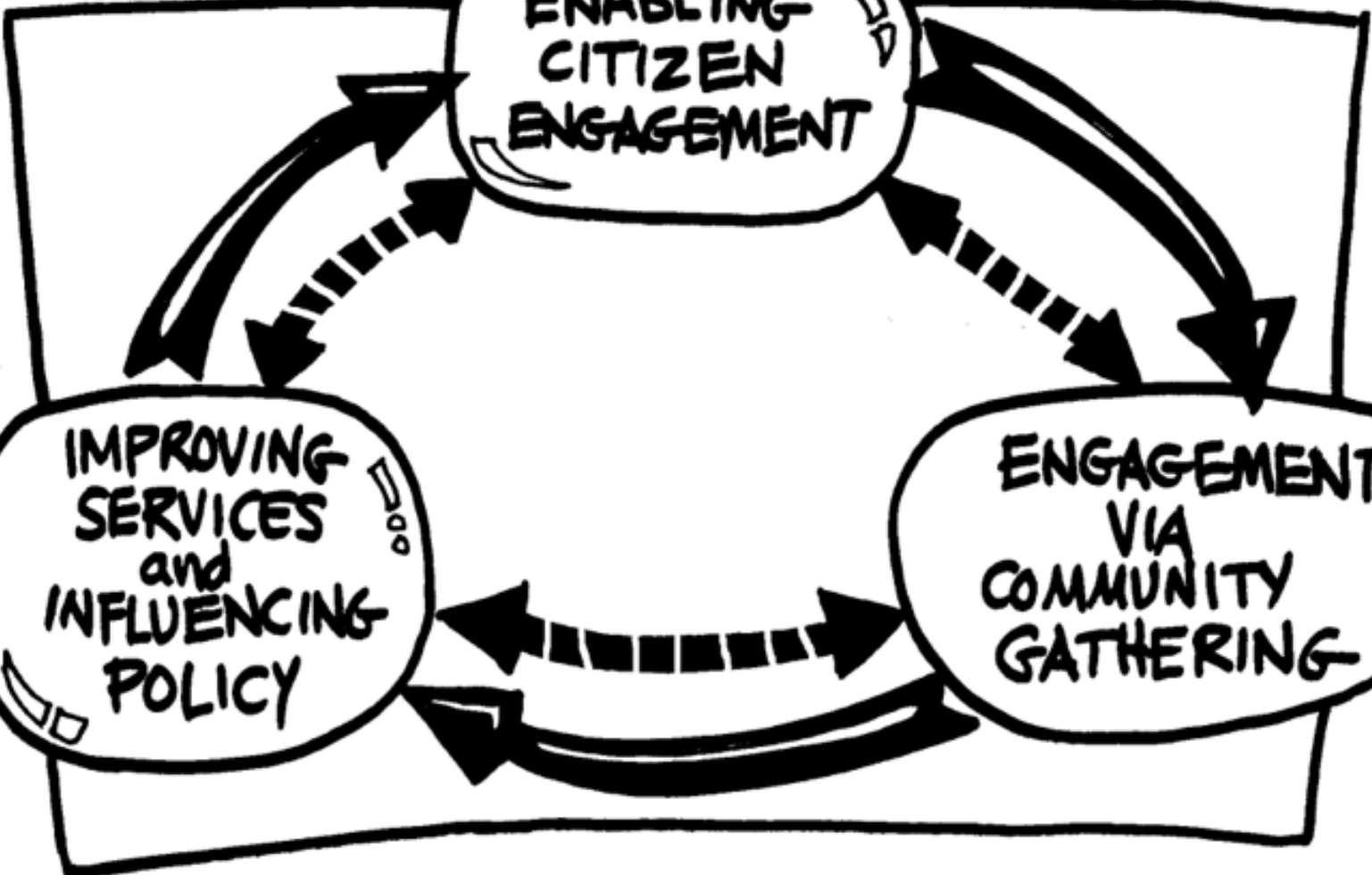
CITIZEN VOICE AND ACTION

ORGANIZATION AND STAFF PREPARATION

ENABLING CITIZEN ENGAGEMENT

IMPROVING SERVICES and INFLUENCING POLICY

ENGAGEMENT VIA COMMUNITY GATHERING



Standards collected and synthesized





Civic education

Town hall-style community meeting



Action plans





Data collected and aggregated in Cloud-based database for citizen-led advocacy to government



national



Services standards social audit

Example : Monitoring Standards

Area: _____ Service/Venue: _____






Type of Input	Standard	Actual	Comment
Teachers	1 teacher to 45 pupils	1 teacher to 54 pupils	
Furniture			
Desks	24 desks	13	
Chairs	24 benches	15	
Learning Materials [core text books]			
English	1 per pupil	1 to 2 pupils	
Mathematics	1 per pupil	1 to 2 pupils	
Science	1 per pupil	1 to 2 pupils	
Toilets	One for girls one for boys	Shared	

Scorecard (first section)

Locations -----		Group -----	
SCORE CARD			
	Symbols	Scores	
Performance Measures from Group			
Performance Measures Given			

Location _____ Group _____

VOTING SHEET






VERY BAD 	BAD 	JUST OK 	GOOD 	VERY GOOD 

Location _____		Group _____	
COMMENTS		PROPOSALS	

Locations _____ Group _____

SCORE CARD		
	Symbols	Scores
Performance Measures from Group		
Performance Measures Given		

Location _____ Group _____

VOTING SHEET				
VERY BAD	BAD	JUST OK	GOOD	VERY GOOD
				

Location _____ Group _____

COMMENTS	PROPOSALS

several hours – most communities plan to serve lunch during the meeting. During the meeting, community representatives present the results of the Monitoring Standards session and the Community Scorecard sessions. Participants review the proposals that have emerged from the process thus far.

Next, ask the community to prioritize some objectives to be included in a collective action plan. The objectives should be “SMART” – Specific, Measurable, Achievable, Realistic, and Time-Bound. Record these objectives on a flip chart like the one below, and ensure that those involved are truly committed to its implementation. Sometimes, these objectives will require the formation of a working group to effectively implement.

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ACTION PLAN				
ACTION	WHO WILL DO THIS	BY WHEN	RESOURCES/ SUB-ACTIVITIES	WHO MONITORS