

# CLOSING THE GAP: PRELIMINARY FINDINGS FROM A CASE STUDY ON SOCIAL ACCOUNTABILITY

Vicky Boydell, Rights and Accountability Advisor,  
Evidence Project/IPPF

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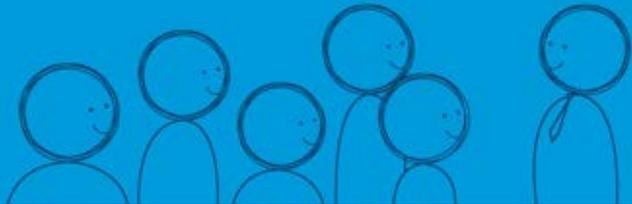


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# WHAT IS SOCIAL ACCOUNTABILITY

...and how is it used in family planning?



*Citizens collect data and monitor*



*Citizens engage duty bearers*



*Duty bearer takes action*

*Citizens follow up and monitor duty bearers*



*Citizens re-engage duty bearers*



# Evidence on FP/RH and Social Accountability

- Review on FP/RH and Social Accountability from 2014:
  - Only 16 case studies
  - Poor quality, limited rigor
- Little understanding of the mechanics of implementation





## Case Study: Healthy Action Uganda

- Worked at national, district and village levels to:
  - Increase citizen access to information
  - Build civil society and community coalitions
  - Enable staff to undertake civic education of communities
  - Hold dialogues with public officials

# Case Study of Healthy Action Project

- Data sources included:
  - HAP project documentation
  - An existing Political Economic Analysis
  - 50 semi-structured interviews with a range of project stakeholders
- Areas of analysis:
  - Formal and informal drivers, barriers and motivations
  - Perceptions of different stakeholders
  - Compared implementation processes and outcomes across sites

## FINDING ONE

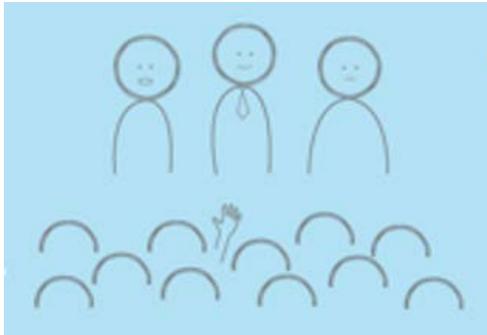
# Family Planning with a “twist”

- Combination of civic education with more traditional mobilization activities
- Free outreach services during sensitization and dialogue events
- Creation of new “spaces” and forms of associations between different groups of stakeholders



## FINDING TWO

# One-size does NOT fit all



- Relationships between local officials' and community occurred through mediators



- Relationships between health workers and community occurred through direct contact
  - Outcomes reported reflect this relationship; increased mutual understanding and local prioritization

## FINDING THREE

# Social accountability is a process.

- The process involves civic education, community engagement, and interface meetings; tools are secondary.
- It builds skills and confidence in forming new new groups, and participating in new spaces for engagement
- Range of outcome areas – service related to political capabilities.

## FINDING FOUR

# Social Accountability is slow burning.

- Social accountability activities aim to build capacity for engagement with democratic process, rather than achieving “quick wins”
- Changes ways people perceive and represent themselves and each other and reshapes relationships



## FINDING FIVE

# Context is critical

- The potential impact and implementation of Social Accountability activities are context-specific
- Build on existing legitimate and accepted structures, such as community health workers
- Take advantage of pre-existing capacities, incentives, and motivations

# Conclusions

- Social Accountability doesn't work in isolation
- There are sector-specific features we can benefit from
- We need to treat social accountability as a longer process with interrelated health and political outcomes.



# THANK YOU

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