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

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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

Is the new law being implemented?

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.
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