TOOLS AND METHODS FOR SOCIAL ACCOUNTABILITY

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DEFINITION OF TERMS

- Tools- something (such as an instrument or apparatus) used in performing an operation or necessary in the practice of a vocation or profession

- Methods- Is a way of doing something in a systematic way (orderly logical sequence of steps or tasks)

- These tools and methods, in social accountability, aim at ensuring two main things-access to information & upholding integrity

CITIZEN CHARTER

•A Citizen Charter is a public notice displayed by the government bodies which provide public services for the information of the service receivers. A Citizen Charter mentions the types of services available, the service fee, the responsible person providing the service, the service quality, the duration for providing the service, the terms and procedures of service delivery and the remedy if the service is not available, etc.

•Aims to improve the quality of services by publishing standards which users can expect for each government service they receive.

COMMUNITY SCORECARDS

- Tool applied in a participatory process to rate public services and performance of a service provider (for example, health, education facilities) using scores defined by the community. It aims at identifying failures and gaps in service delivery, and provide feedback to the provider in order to improve the quality, efficiency, accessibility, relevance and accountability in the delivery of public services.

CITIZEN REPORT CARDS

- Tools for citizens to provide feedback on service delivery, prompting practical improvements. Prompt and practical improvements in service delivery can be made by providing information about the effectiveness of service delivery.

PARTICIPATORY PLANNING AND BUDGETING

- Involves engaging citizens and civil society in the government's planning and budgeting processes. Builds the capacity of citizens and civil society and increases citizens' voice through exposure to the government planning and budgeting processes.

INDEPENDENT BUDGET ANALYSIS

- The process of deciphering complex official budgets to increase transparency. Demystifies the technical language of official budgets and increases transparency in the budgetary process.

CIVIC EDUCATION

- Provides citizens with knowledge about government workings, planning processes, policy formulation, and budgeting.. Enables citizens to know how governments work, how planning is done, how policies and the budget are formulated, and opportunities for participation in devolved governance.

PUBLIC EXPENDITURE TRACKING SURVEYS

- Surveys designed to uncover leaks in the financial system, tracking funds and goods from the source to destination. Uncovers leakages in the system between the source and destination in the flow of funds and goods.

PUBLIC REVENUE MONITORING

- Assists citizens in understanding how governments mobilize economic resources at national and local levels. Helps citizens understand how national and local governments have mobilised economic resources.

PUBLIC HEARINGS

- Forums that make public officials and service providers accountable through stakeholder dialogues. Helps make those holding public positions and providing services accountable to stakeholders through dialogue.

SOCIAL AUDITS

- Evaluates the consistency between promises and actual results of public policies.

HOW TO CHOOSE THE RIGHT TOOLS & METHODS

- **Identify Objectives**: Clearly define the goals and objectives of the social accountability initiative. Different tools address specific issues, so knowing the desired outcomes is crucial.

- **Understand Stakeholders**: Identify the key stakeholders involved and their needs. Some tools, like Community Score Cards, are participatory, involving community members, while others may focus on engaging with government officials.

HOW TO CHOOSE THE RIGHT TOOLS & METHODS

- Assess Local Capacity: Evaluate the local capacity for implementation. Choose tools that match the available skills and resources within the community or organization.

- Consider Complexity: Evaluate the complexity of the issue at hand. Social audits or Public Expenditure Tracking Surveys (PETS) might be suitable for complex financial matters, while simpler issues may require less intricate tools.

HOW TO CHOOSE THE RIGHT TOOLS & METHODS

- Review Past Success: Look at case studies and experiences of similar initiatives. Understanding what has worked in comparable situations can guide the selection process

IMPORTANCE OF SOCIAL ACCOUNTABILITY TOOLS & METHODS

- **Safeguarding Against Corruption and Mismanagement:** Social accountability tools can safeguard against corruption and mismanagement by holding public officials accountable for their actions and ensuring transparency in governance processes.

- **Enhancing Development Outcomes:** These tools contribute to development outcomes by strengthening links between citizens, civil society, and the government, thus facilitating progress towards development goals.

IMPORTANCE OF SOCIAL ACCOUNTABILITY TOOLS & METHODS

- **Empowering Communities: Community-based tools empower communities through bottom-up processes, allowing them to monitor the performance of state programs and services, as well as participate in community-led planning and decision-making.**

- **Establishing Direct Accountability Relationships: The purpose of social accountability is to affirm and actualize direct accountability relationships between citizens, civil society, and the state, creating a more accountable and responsive governance structure**

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THANK YOU!!!