

15th
GENERAL MEMBERSHIP MEETING
of the **REPRODUCTIVE HEALTH**
SUPPLIES COALITION
20-24 OCTOBER
MEXICO CITY

mexico
2004-2014
REPRODUCTIVE HEALTH
SUPPLIES COALITION

Social Accountability for reproductive health and family planning

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Results for Development



AVAILABILITY



QUALITY



EQUITY



CHOICE

R4D's social accountability work

R4D's social accountability work

R4D's SAc for RH/FP work

SAc at the community level

What we know

Our Social Accountability work

R4D's social accountability work

SOCIAL ACCOUNTABILITY


**“civil society-led monitoring & accountability efforts to hold gov't accountable for promises....
...and to ensure that gov't policy, spending, and services are responsive to citizen needs”**

Characterized by its focus on promoting citizen voice and rights

**Collecting and sharing information
Social action / Advocacy
Empowerment and participation**

R4D's social accountability work

**Financial and technical support to CSOs
leading social accountability work**



**Building
evidence**

**Fostering
effective
practices**

**Brokering
partnerships**

Our work in RH/FP

R4D's social accountability + RH/FP work

Background

- London Summit on Family Planning + FP2020
- Hewlett Foundation
- Study M&A efforts and identify potential gaps, opportunities for strengthening

What we did

- Benchmarking exercise (desk; interviews)
- FP stakeholder interviews
- Country visits (India; Indonesia; Senegal; Uganda)

R4D's social accountability + RH/FP work

Findings

- **Significant M&A efforts underway**
 - FP2020; PMA2020; Track20; AFP...
... and many other global and country-level efforts
- **Opportunities for greater civil society-led M&A**
 - At all levels, but particularly at the service delivery and community levels
 - Existing or upcoming initiatives

Social Accountability for RH/FP

FP issue or bottleneck

Policies,
regulations
and budgets

Implementation
of policy and
regulations

Resource
flows

Quality &
respect for
rights

User experience
–
appropriateness
and satisfaction

Focus level

National

Subnational

Facility

Community or
household

Social Accountability approach

Evidence-
based
advocacy

Resource
tracking

Monitoring
service
provision

Empower-
ment

Community /
provider
engagement

Social Accountability for RH/FP

1. M&A around national plans, funding commitments, and policies

- *MexFam example: budget for youth SRH*

2. M&A of program implementation

- *Example: Tracking resources*

3. Strengthen citizen voice, and M&A around service quality and user satisfaction, engagement

- Quality, choice, rights
- *Example: CSC*

**Focusing on the
community and
facility level**

SAc at the community and facility level

Issues

- Community and facility levels are where problems manifest

Needs

- Accountability for commitments, but also for needs

Impact

- Access and quality, but also equity, uptake, choice, and empowerment

Sustainability

- CS cannot be everywhere, always

Focusing on SAc at the community and facility level

Monitoring Service Delivery

- Direct observation; exit & household interviews
- Assess quality of supplies & service provision

Empowering Citizens and Communities

- Mobilize citizens and service providers
- Inform about rights; priorities ; constraints
- Measure client satisfaction
- Facilitate dialogue and joint problem resolution

What we know

Focusing on SAc at the community and facility level

- What do we know?

**Problem
must drive
approach**

Focus level

Context

**Type of
information**

Focusing on SAc at the community and facility level

- What do we know?

	Accountable or willing individuals (collaboration)	Unaccountable or unwilling individuals (contestation)
Short route (individuals as beneficiaries)	1. Willing providers	2. Unwilling providers
Long route (individuals as self-governing citizens)	3. Willing public officials	4. Everyone is unwilling

Focusing on SAc at the community and facility level

- What do we know?

1. Information focused on **inputs** more successful than information on outputs only
2. Importance of providing **information on the rights of citizens**
 - All unsuccessful interventions provided information only on the performance of the provider, not rights
3. Importance of presenting **comparative information** (allowing users to see how their providers were performing relative to other villages or to national standards)
4. Providing **ideas of actions** for citizens to take in response to the is helpful

Thank you!