Social Accountability for reproductive health and family planning

Caroline Poirrier
Results for Development
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
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)
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

<table>
<thead>
<tr>
<th>Policies, regulations and budgets</th>
<th>Implementation of policy and regulations</th>
<th>Resource flows</th>
<th>Quality &amp; respect for rights</th>
<th>User experience – appropriateness and satisfaction</th>
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</thead>
</table>

## Focus level

<table>
<thead>
<tr>
<th>National</th>
<th>Subnational</th>
<th>Facility</th>
<th>Community or household</th>
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## Social Accountability approach

<table>
<thead>
<tr>
<th>Evidence-based advocacy</th>
<th>Resource tracking</th>
<th>Monitoring service provision</th>
<th>Empowerment</th>
<th>Community / provider engagement</th>
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</thead>
</table>
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Issues</td>
<td>Community and facility levels are where problems manifest</td>
</tr>
<tr>
<td>Needs</td>
<td>Accountability for commitments, but also for needs</td>
</tr>
<tr>
<td>Impact</td>
<td>Access and quality, but also equity, uptake, choice, and empowerment</td>
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<tr>
<td>Sustainability</td>
<td>CS cannot be everywhere, always</td>
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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?

<table>
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<tr>
<th>Short route (individuals as beneficiaries)</th>
<th>Accountable or willing individuals (collaboration)</th>
<th>Unaccountable or unwilling individuals (contestation)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1. Willing providers</td>
<td>2. Unwilling providers</td>
</tr>
<tr>
<td>Long route (individuals as self-governing citizens)</td>
<td>3. Willing public officials</td>
<td>4. Everyone is unwilling</td>
</tr>
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</table>
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!