

SOCIAL DEVELOPMENT

Social Accountability

Learning & Capacity-Building Resources



**Social Development Department (SDV)
The World Bank**

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Social Accountability Community of Practice (CoP)

The Social Development Department's (SDV) Social Accountability Community of Practice (CoP) aims to increase collaboration and knowledge-sharing within the World Bank on Social Accountability (SA) activities. The SA group currently has over 700 members with diverse expertise and geographic focus, including World Bank staff, members from academia, civil society, and bilateral and multilateral donor agencies. The SA COP aims to facilitate exchange of knowledge, innovations, and good practices on social accountability from inside and outside the World Bank. *To join the group, contact Gracie Ochieng at gochieng@worldbank.org.*

Brown Bag Lunch (BBL) Speaker Series

SDV organizes a bi-monthly BBL Speaker Series to showcase innovative and successful SA initiatives globally, and facilitate a flow of ideas and lessons learned amongst development practitioners. BBL topics cover a variety of regions, sectors and operational SA tools. BBL announcements are shared with our Community of Practice members, and all interested individuals are welcome to join in person or online, using live adobe connect.

How-to Notes and Case Study Series

The How-to Notes and Case Study Series aim to capture good social accountability (SA) practices and provide guidance on how to design and implement social accountability approaches. The Social Development Department has recently produced and published How-To Learning Notes on citizens' charters, citizen service centers, grievance redress mechanisms, community scorecards, citizen report cards and participatory and third party monitoring approaches, as well as social accountability initiatives in Vietnam and Malawi. *You can find the How-To Notes on our website (www.worldbank.org/socialdevelopment)*

Website

The Social Accountability website can be accessed via www.worldbank.org/socialdevelopment, under Themes "Social Accountability & Demand for Good Governance." This website contains useful resources, as well as information about the work that the Social Accountability and Demand for Good Governance team is doing at the Social Development Department of the World Bank.

Social Accountability E-Guide

The Social Accountability team has created an online guide that seeks to assist task teams through designing and selecting Social Accountability interventions at the project level. The online guide enables users to identify appropriate Social Accountability tools and mechanisms given their project circumstances and context.

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What is Social Accountability (SA)?

Social Accountability refers to the extent and ability of citizens, communities, and/or civil society organizations to demand greater accountability and responsiveness from public officials and service providers.

Three Core Principles of SA: Transparency, Accountability and Participation

Transparency refers to disclosure, demystification and dissemination of information. Transparency is necessary for SA interventions to work, but needs to be accompanied by actions that promote accountability and participation. Associated tools include: Disclosure of project documentation, Right to Information acts, Citizen Charters, Community awareness-building campaigns.

Accountability refers to holding individuals and organizations responsible for their performance. Accountability mechanisms are continuous mechanisms for overseeing the execution of programs, projects and services by citizens or third parties. They include Grievance redress mechanisms, Participatory monitoring of processes and Third party verification of outcomes. Associated tools include: Social audits, Facility and household surveys, Citizen report cards, Community scorecards, Performance management tools, and Ombudsmen.

Participation refers to a two-way process in which concerned stakeholders take an active part in the design and implementation of policies and decisions. Participation can take place in various degrees, ranging from consultation to empowering beneficiaries to have the authority over budgetary and service delivery decisions. Associated tools include: Multi-stakeholder committees; Participatory planning and budgeting; Structured consultation processes, Community-driven development.

For more information on the social accountability-related resources, contact Helene Grandvoinet (Lead Social Development Specialist and Team Leader of the Social Accountability cluster) at hgrandvoinet@worldbank.org



Website: <http://www.worldbank.org/socialdevelopment>