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Education and Social Accountability: Can We Break Down the Silos and Raise Human Capital Together?
Moderator: Brian Levy, Professor at SAIS and University of Cape Town

Takeaways:
- Improving quality of education takes aligning actors across state and civil society divide.
- Technocratic reforms must include social accountability at scale to help with positive alignment of actors.
- It’s critical to develop and test models at scale.
- It’s not just about governments. Donors and CSOs must also rethink and adjust their own roles, business and operating models.
- Advocate more on promoting Social Accountability within the sector.
- Explore how to write up the HC ... focusing on learning outcomes and quality.
- Need to improve capacity of CSOs in access/quality tension.

What Does it Take for Citizens to Meaningfully Influence Fiscal Governance for Equity?
Moderator: Brendan Halloran, International Budget Partnership
Discussants: Catherine Gicheru, Code4Kenya; Paula Perez, Policy Analyst, Civil Association for Equity and Justice (ACIJ); Yeukai Mukorombindo, PSAM and TAI; George Osei-Bimpeh, Country Director, SEND-Ghana; Juan Pablo Guerrero, Network Director, Global Initiative for Fiscal Transparency

Takeaways:
- The importance of feedback mechanisms and ongoing engagement throughout budget process.
- The role of technology to facilitate communication to capture budget priorities and monitor budget implementation.
- The role of grassroots movements: connecting journalists and acts as a way of facilitating participation in the complex budget process.
- The use of adversarial approaches demanding implementation of legislation and public participation and access to information guidelines.
- Need to work with both citizens and government for meaningful engagement as both face challenges.
- Need to engage citizens in new ways beyond tools and formal spaces.
- We need to be realistic about maintaining citizen engagement, fatigue is real. So need to focus on their priorities and agency.
- Need to engage in the politics of equity to shape discourse and to incentivize decision makers.
### Breakouts

- The scale of this challenge is really great, and it requires us to think big, but also be very strategic about working for change.

### Social Accountability for Child Rights
**Presenters:** Marija Adrianna de Wijn, Policy Specialist – Local Governance, UNICEF; Nkandu David Chilombo, Social Policy Specialist, UNICEF; Sylvain Nkwenkeu, Chief Social Policy, Planning, Monitoring and Evaluation, UNICEF Burkina Faso

**Takeaways:**
- Children’s participation in social accountability can be strengthened by learning child-friendly tools and actively creating safe spaces for them to speak up.
- Governments/providers are often more motivated to join social accountability initiatives when there is broader buy-in from different levels of government.
- Gender equity is an active and pressing issue and needs to be addressed in the context of child-focused social accountability.
- Engaging primary stakeholders – children, is not always easy but it is necessary to make sure they are involved.
- Seeing mobilized community might serve as a motivational factor for local or central government to be involved in social accountability projects.

### Citizens as Auditors: Making Public Finance Work for People
**Moderator:** Lucas Olo Fernandes, Programme Coordinator, Transparency International
**Presenters:** Mary Awelana Addah, Program Manager, Ghana Integrity Initiative – TI Ghana; Edward Coyoy, Coordinator of Acción Ciudadana (Transparency International Guatemala)

**Takeaways:**
- Lack of information is a challenge. Social Accountability provides the mechanism to fill in the gap.
- Provision of legal assistance to encourage community members to report their cases.
- Formation of social commissions and building their capacity to contribute in bridging the gap in the case where information is not accessible.
- Another challenge that social accountability initiatives encounter is the lack of incentives at the grassroots level – when people are not engaged there is no prospect for change.
- Social Accountability clubs play a role in incentivizing and organizing the community.
- Social Accountability is a critical mechanism to improve the quality of public finance and push forward towards human capital investment.
## Breakouts

### How do Indices of Public Sector Performance Help Prevent Waste of Public Funds and Improve Governance?

**Moderator:** Ronnie Hammad, Senior Operations Officer, Governance Global Practice, World Bank  
**Presenters:** Paola Caporossi, Director and Vice President, Fondazione Etica (Italy), Fabio Ono, Director, Centro de Liderança Pública (Brazil)

**Takeaways:**
- We need to measure the policy for it to be accountable and transparent.  
- Accountability for change: information, communication, stakeholder engagement, initial assessment before policy implementation.  
- To make your participation worthwhile as a CSO representative, you need to have information beforehand.  
- Information can make a difference if you can measure it.  
- Influence can be increased through media, especially if it is traditional media.  
- Index can make information valuable and understandable.  
- CSOs need to pay more attention to the assessment of the machinery of government.  
- Information has to be homogeneous for validation and comparison, allowing citizens to measure.  
- Public rating of the governments (even at municipal level) could be an effective system to hold governments accountable (reputation). More frequent rating was recommended, at the same time making it easy for reporting.

**Session presentations:**
- Paola’s presentation
- Fabio’s presentation
- Ask the presenter

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### Investing in Grassroots Leadership Development Strategies for Social Accountability

**Moderator:** Jonathan Fox, Accountability Research Center  
**Discussants:** Joy Aceron, Director, Government Watch, Philippines; Paulina Culum, Network of Community Health Rights Defenders, Guatemala; Wunna Htun, Myanmar Program Coordinator, Bank Information Center; Nani Zulminarni, Director, PEKKA, Women-Headed Households Program, Indonesia

**Takeaways:**
- Language access is key  
- Visibility of women and empowerment  
- Patronage makes “grassroots” complicated – cannot romanticize

**Session recording**  
**Video**
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**The Role of Collaborative Social Accountability in Fragile, Conflict and Violent Settings**<br>Moderator: Helene Grandvoinnet, Lead Public Sector Specialist, Governance Global Practice, World Bank<br>Presenters: José Cruz-Osorio, Team Leader of the Responsive and Accountable Institutions team in the Governance and Peacebuilding Division of UNDP’s Bureau for Policy and Programme Support; Mr. Tanka Mani Sharma, Auditor General, Office of the Auditor General, Government of Nepal; Kees Zevenbergen, CEO, CORDAID; Hadia Samaha, Senior Operations Officer, West/Central African Region, Health Nutrition & Population Global Practice

**Takeaways:**
- Creating a non-adversarial approaches and restoration of civic rights and civic engagement across identity boundaries would help mutual understanding and build trust among key stakeholders when working in FCV settings.
- Access to information is important not only for the flow of information to individuals, but to ensure transparency and accountability which would also encourage participation of the citizens.
- It is important to “understand” your stakeholders and to engage non-traditional actors in the dialogues.
- The collaborative approach to SA is positive as it is a two-way process, which is different from the traditional accountability where the discussion was more on how “the government can fulfill citizens’ demands”.
- The discussions among various development partners and CSOs present in the breakout helped us understand to better understand and approach the collaborative SA to strengthen the capacity of citizens which would lead to enhanced human capital and better supervision of the effective PFM while holding the governments accountable.
### Breakouts

**Policies, Politics and Public Investment: How, Where and to Whom do Money and Water Flow at Local Level?**

Presenters: Lotte Feuerstein, Programme Manager & Acting Executive Director, Water Integrity Network; Stephanie de Chassy, Head of Governance and Inequality Programming, Oxfam Great Britain

Moderator: Ann-Sofie Jespersen, Senior Governance Specialist

**Takeaways:**
- Public participation is complex but can have positive impact on rate of investment in water projects (but in some cases can create comp). Accountability + monitoring.
- Issues of governance in the water sector must include private service providers in addition to state and local government actors.
- Poor financing modalities in the water sector can have an added issue/problem or eroding accountability and transparency.
- When organizing/mobilizing community-based organizations and civil actors, do not omit government from the process as this may have an adverse impact on CBOs when they are under scrutiny
- The SDGs provide a fundamental entry point for accountability within water sector
- Doing successful service delivery work gives you some credibility
- Considering how to design mechanisms of stakeholder engagement and effective intervention structures (water-specific vs. public finance specific).
- The gender justice component can be integrated in various contexts but also important to recognize and work within local structures.

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### Fundamentals

**Human Capital**

Moderator: Dena Ringold, Manager, Human Capital Project, World Bank

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<td>Moderator: Khaliuna Tseveen-Ochir, Governance Program Manager, Globe International Center NGO in Mongolia and Khishigbuyan Dayan-Ochir, Chief Technical Advisor, Education Quality Reform Project, Ministry of Education, Mongolia</td>
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<td>Speaker: Jeannette von Wolfersdorff, Founder, Fiscal Observatory, Chile</td>
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<td><strong>Evaluated by communities, paid by government: Improving learning outcomes through social accountability and performance-based teacher allowance payment</strong></td>
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- [Service in Disadvantaged Villages](#)
- [KIAT Kamera](#)