

WORLD VISION
Partnering for
Social
Accountability

GIOVANA BELTRAO

WVI ASIA PACIFIC URBAN ADVISOR

DEEPESH PAUL THAKUR

DIRECTOR, ADVOCACY AND JUSTICE FOR CHILDREN



This is not an ADB material. The views expressed in this document are the views of the author/s and/or their organizations and do not necessarily reflect the views or policies of the Asian Development Bank, or its Board of Governors, or the governments they represent. ADB does not guarantee the accuracy and/or completeness of the material's contents, and accepts no responsibility for any direct or indirect consequence of their use or reliance, whether wholly or partially. Please feel free to contact the authors directly should you have queries.

Session Flow

- ▶ Converging & Bridging the Gap
- ▶ Social Accountability
- ▶ Citizen Voice and Action Approach to Social Accountability
- ▶ Examples of Social Accountability Project
- ▶ Summary
- ▶ Q&A

Our Vision

World Vision is a global Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice.

Our Vision



OUR GLOBAL COMMUNITIES

World Vision's programmes and offices span more than 100 countries

[See Where We Work](#)











"An Asia and Pacific region free of poverty"—a vision that can become a reality by 2020"

STRATEGY2020

The Long-Term Strategic Framework
of the Asian Development Bank
2008–2020

ADB

Urban
Operational
Plan
2012–2020



"To holistically address issues of poverty, inequality and injustice and realise the sustained well being of 10 million children/communities in South Asia and Pacific"

World Vision®

Regional Strategy

WV's Contribution to SDG



Sub-National



National



Regional

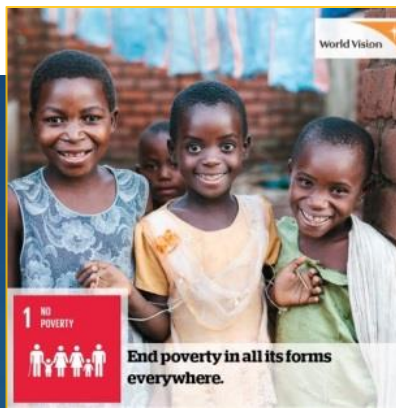
WV as a Global and Local Partner



Regional/Global – a platform to fuel international dialogues and shape policies

National – a multi-stakeholder platform for implementation of SDGs

Local – a platform for SDG awareness raising, programme delivery and generating evidences



WV Makes a Difference



Social Accountability

- ▶ Refers to a form of accountability that emerges through **actions by citizens and civil society organizations** aimed at **holding the State to account**, as well as efforts by **government and other actors** to support and respond to these actions. (UNDP)
- ▶ Reaching **stakeholders** that can make a difference should be part of the planning process for every **government performance** report from day one. (ADB)
- ▶ **Citizen engagement, bottom-up governance**, bottom-up demand, demand-led governance and **active citizenship**.

Citizen Voice and Action

- ▶ Citizen Voice and Action (CVA) is a local level advocacy and **social accountability approach that facilitates dialogue between communities and government in order to improve services** that impact the daily lives of communities.
 - ▶ Enabling Citizen Engagement
 - ▶ Engagement Via Community Gathering
 - ▶ Improving Services and Influencing Policies



Partners in CVA



Urban Application for Social Accountability

- ▶ **Cambodia:**

- ▶ Using social accountability to improve the position of communities

- ▶ **Indonesia/India/Bangladesh/Philippines:**

- ▶ Children's and Adult's participation in decision-making processes

Outcomes

- ▶ Enhanced community knowledge on Good Governance
- ▶ Improved government Accountability, Responsiveness, Planning and Resourcing for Services
- ▶ Enhanced government's Institutional Capacity
- ▶ Enhanced Community Ownership and Participation

Social Accountability - As a Platform



Promotes partnership/collaboration and involvement with CSO.



Fosters better relationship between citizen and the government promoting good governance



Bridges “Soft” and “Hard” sides of Urban Development
Transportation, Water and Sanitation, Green Energy, Housing, Health and Education Infrastructure through:



Citizen Voice and Action- VIDEO

Questions?



ADB Brown Bag – 2 Sept 2016

Partnering for Social Accountability

Giovana Beltao & Deepesh Paul

SLIDE 1 - COVER

Good afternoon. Im Giovana Beltrao, WVI Asia & Pacific Urban Advisor. Thank you ADB for this opportunity and thank you all for being here. I am happy to open this presentation for my colleague Deepesh Paul, our **Director for Advocacy and Justice for Children** whom will take you through WV's social accountability approach.

SLIDE 2 – SESSION FLOW

The presentation will flow from me bringing a bit of the context for social accountability then Deepesh will take it from there.

- ▶ Social Accountability
- ▶ Citizen Voice and Action Approach to Social Accountability
- ▶ Examples of Social Accountability Project
- ▶ Summary
- ▶ Q&A

SLIDE 3 – OUR VISION

World Vision has one goal: **the sustained well-being of children, especially the most vulnerable**. We work with families, communities, and partners to ensure that children and youth enjoy good health, are educated for life, protected, and participating, making their voices heard.

World Vision recognises the importance of **partnerships to address poverty and strive for cities that are inclusive, safe, resilient and sustainable for all, especially the most MARGINALISED.**

Globally, we are present in over **100 countries**. In Asia & the Pacific, WV is implementing community development programmes in **18 countries**:

Bangladesh, Cambodia, China, India, Indonesia, Laos, Mongolia, Myanmar, Nepal, North Korea, Papua New Guinea, Philippines, Solomon Islands, Sri Lanka, Thailand, Timor-Leste, Vanuatu, Vietnam

As for fundraising offices:

Hong Kong, Japan, Malaysia, Singapore, South Korea, Taiwan

SLIDE 4 – CITY AIR PHOTO

We understand the importance of **bridging the gap between the formal and informal cities** bringing civil society, particularly children and youth, to be **part of the decision making processes**, while promoting **SOCIAL ACCOUNTABILITY**. As we are aware, over 60% of the world's youth live in Asia-Pacific. This translates into more than 750 million young women and men with the power but **often missing the opportunity to shape the cities they live in.**

SLIDE 5 – SLUM

We recognize the importance of addressing the **challenges of urbanization while maximizing the opportunities** it brings. We understand the need for **effective urban planning and good governance** to promote inclusive and equitable cities that have space and place for all;

SLIDE 6 – GIRL / WATER DRINKING

We understand the importance of **sustainable housing and urban development** particularly to the most vulnerable ones. We program for millions of children and youth living in **fragile pockets of cities, affected by limited access to basic infrastructure and social services, vulnerable to human rights violations associated with slum environments resulting in adverse health, educational, social, economic and environmental situations.**

SLIDE 7 – YOUTH PARTICIPATION

Through our Urban Programming, we promote **JUST CITIES** that are healthy, safer, resilient and prosperous. We recognize children and youth as partners and not only beneficiaries. They are for us key stakeholders and agents of change for sustainable urban development.

SLIDE 8 – ADB / WV STRATEGIES

As for our strategies, they speak the same language; they are aligned on addressing poverty across Asia & Pacific with specific agendas that complement each other – **through SOCIAL ACCOUNTABILITY initiatives, we bring the “soft” side you need for the hard side you offer.**

So, let us have Deepesh take us through SOCIAL ACCOUNTABILITY for effectively addressing poverty.

Slide 9- WV's Contribution to SDG

World Vision has been involved since the start of the post-2015 process to help develop the successor agenda to the MDGs now known as the 2030 Agenda. Our strategic intent was aimed at achieving one objective.

Nine Goals and nineteen Targets related to poverty, hunger and nutrition, health, education, gender equality, Urban ,water and sanitation, economic growth and peaceful societies make direct and explicit references to children, young people and both boys and girls. All SDGs and Targets, however, can potentially improve children lives, their rights and well-being.

Slide- 10- WV as a Global and Local Partner

Whilst the SDGs are a global level agenda, the ownership and focus will rest at national level and have a local context. WV SAPO will promote strategic course of actions to move this Agenda forward outlined by interventions at three levels: **Sub-National, National and Regional.**

*For Sub-National, mobilizing communities and local government to form coalitions and active youth engagement for SDGs will be a focus.

*For Regional, we plan to scale engagement regional platforms such as ASEAN, SAARC, SAIEVAC, UNESCAP etc. to elevate issues around vulnerable children/youth.

The above can only be achieved if WV SAP is able to leverage the excellent work of National Offices.

- Promotes understanding on SDG goals and standards at the local level
- Facilitates the process for monitoring progress on SDG thematic indicators
- Promotes greater civic participation
- An opportunity to link national and local level dialogues

Slide 11- WV Makes a Difference

Examples from Nepal – National Planning Commission in the Expert Group

Bangladesh- Coalition promoting SDG as well as thematic sectors in the areas.....

Sri Lanka- Ministry of Sustainable Development and Wild Life

Philippines: Some level of participation through Open Government Partnership

Slide-12- Social Accountability

- ▶ Refers to a form of accountability that emerges through actions by citizens and civil society organizations aimed at holding the State to account, as well as efforts by government and other actors to support and respond to these actions. (UNDP)
- ▶ Reaching stakeholders that can make a difference should be part of the planning process for every government performance report from day one. (ADB)
- ▶ Citizen engagement, bottom-up governance, bottom-up demand, demand-led governance and active citizenship.

Slide 13- Citizen Voice and Action

WV's uses social accountability activities in more than 600 programs (one third of total programming) in 48 countries

Information: Citizens have a right to information about the services that their governments deliver. Clear. Transparent. Available.

Voice can be defined as the capacity of all people (including the poor and most marginalized), to express views interests and demand action from those in power who have a duty to provide public services.

Dialogue: CVA offers an opportunity for different stakeholders to share their views about the delivery of basic services.

Accountability can be described as the obligation of an individual or organization to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner.

CVA Promotes Governance

- ▶ Voting in elections
- ▶ Participating in local governance institutions, such as school or health management committees
- ▶ Participating in planning or budgeting processes at both national and local levels
- ▶ Engaging with and influencing community leaders
- ▶ Developing their own, creative actions together – to meet specific community needs

Addresses Power Relations

Generally people tend to assume that power belongs to those in official control in our societies – the politicians and governments.

It is equally true though that power resides with every individual in a society especially when they act together to assert their rights.

In fact, citizens often have more power than they realise, especially in democracies where they have the ability to decide who represents them and their desires in government.

Slide 14- Partners in CVA

World Bank- WV Indonesia--- Project strategic objective : Improved maternal, newborn and child health (MNCH) services

Component 0 : Simplify information/knowledge related to Services / governance using Open Government Initiative

Component 1 : Civic education and enabling citizen engagement

Component 2: Citizen engagement with government

Component 3: Citizen advocacy for government accountability and improved services

UK Aid- World Vision Nepal, India---- Child Health

Australian Aid- Nepal, Indonesia, Bangladesh,

EU– Bangladesh

Slide 15- Urban Application

Phnom Penh Using social accountability to improve the position of communities in 16 informal settlements (7153 people, 2511 children) through focus on land rights and increasing access to land title (445 households either deemed newly eligible or have applied for land title) while 8 communities received government funding for informal settlements and several communities were successful in having their community plans accepted into the government investment plan.

Surabaya Children's and Adult's participation in decision-making forums including annual village planning policy processes and their direct access to local leaders

Cilincing, a large city just outside Jakarta, using national government standards and community scorecards, communities successfully lobbied for a new midwife, more government funding and equipment for a health clinic and government provided trainings for community voluntary health workers

Slide 16-Outcome

A randomised control trial and more than 10 mixed method and 1 quasi experimental evaluations in Africa and Asia demonstrates common themes and impact on:

Increased community knowledge of government, citizenship and increased empowerment/agency (RCT showed communities were 16 % more likely to take collective action)

Improved government accountability, responsiveness, planning and resourcing of services that have been prioritized by communities

Increased government funded staffing, infrastructure, equipment and new services in schools, health clinics, water and sanitation, food security and livelihoods as a result of community advocacy

Evidence of impact in large cities of social accountability approaches

Slide 17- Social Accountability Platform

- Social Accountability Approaches such as Citizen Voice and Action provides platform for partnership and involvement of CSO in major investment sectors at the country level
- An opportunity to collaborate and practices implementing the concepts of social accountability include such as participatory budgeting, public expenditure tracking, monitoring of public service delivery etc.
- An effort to foster better relationship with between citizen and the government promoting good governance
 - Social Accountability approaches will support Transportation, Water and Sanitation, Green Energy, Housing, Health and Education Infrastructure through:
 - Ownership and Participation on the use of infrastructure
 - Equity: Brining the voices for most vulnerable and youth

- Linking Local to National (Bringing the voices at the national networks)

Slide 18-Videos

This Video was developed targeting government representation attending Asia Pacific Forum For Sustainable Development (APFD) organized by United National Economic and Social Commission for Asia and Pacific (UNESCAP) showcasing WV's Citizen Voice and Action work in promoting Social Accountability.