

Social Accountability Capability Statement

Our social accountability work enables the independence of the communities we work with by supporting them to advocate for their own rights. We aim to improve the delivery of vital public services, improve our decentralisation process and help prevent and combat high levels of corruption, the lack of transparency in the management of public resources and the lack of public access to information.

UP is recognised for its high quality social accountability initiatives in **Mozambique, Ghana, Brazil** and **Malawi**, and is a **respected partner of key donors** including the European Commission, the Swiss Agency for Development and Cooperation, The World Bank and Irish Aid, among others.

“

Your contribution is really significant in the process of strengthening our democracy. The social audit reports will improve the quality of the planning, implementation and delivery of services.”

Eduardo Nguenha, (General Secretary from ANAMM – National Association of Municipalities of Mozambique)

“

I feel better, with more self-esteem, more developed and I participate more.

I have been able to make friends and I have contributed to my community”

Henrique (Youth leader from Paraiba, Brazil)

Where We Work



Brazil



Ghana



Malawi



Mozambique

Our Annual Impact

- Over **180,000 people/Civil Society Organisations** in dialogue with local or national government on issues that affect their livelihoods
- 60+ local government bodies** using social accountability tools
- More than **250 advocacy actions** led by communities
- Over **2,200,000 people trained** in advocacy skills, and/or made aware of their rights

Underlying Principles

UP takes an inclusive approach to social accountability

Social accountability is a means of ensuring that the views and needs of commonly marginalised groups are represented and acted upon. UP ensures that our social accountability work encourages inclusivity, participation and transparency in governance practices. We include a specific gender element in our training, which is delivered to staff members, partner organisations, local government officials and social accountability monitoring committees. This aims to empower groups through capacity building and on-the-job training. **In Mozambique**, for example, we partner with Organisations of Persons with Disability to provide training for social accountability committees on the rights of people with disabilities.

UP takes a rights-based approach to social accountability

We believe citizens are not merely passive users of services but that they hold the right to have access to (and contribute to the improvement of) quality services. In practice, this means that our work aims to consistently engage citizens in the planning, implementation and evaluation of projects that affect them so that our work addresses their most crucial needs. We train local government, social accountability monitoring committees and partner organisations on human rights and advocacy (including the rights of women and people with disabilities), so that the rights-based approach doesn't stop with UP.

UP works in partnership, building relationships for impact

UP does not see itself as the primary instigator of change but as an active catalyst in facilitating and supporting others in the process of social development. We work with community members, associations and networks, local and traditional leaders, the private sector, local government and others in positions of power and decision making to build trust, long-lasting relationships, adequate skills and necessary understanding of rights.



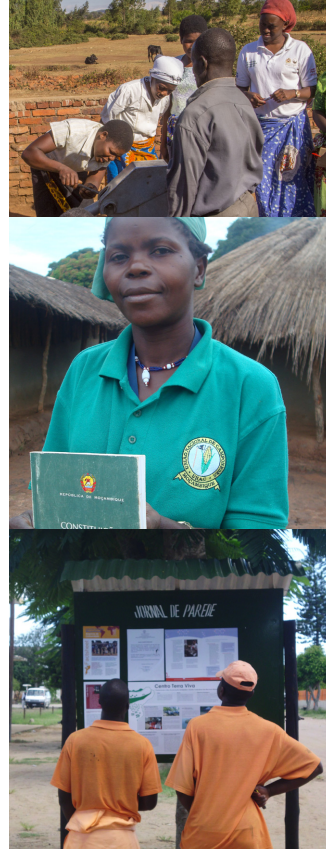
.....● How do we do this?

We increase access to information

UP believes that access to quality information is a foundation stone of good governance. We work with duty bearers to ensure that information is available and comprehensive on plans, budgets, reasoning and performance of the authorities. We support the public to understand, contribute to and monitor public resources. We also produce communications materials to share information on basic rights, legislation and legal mechanisms. **In Brazil**, for example, we produced banners, pamphlets and t-shirts to share information on basic rights, legislation and legal mechanisms, thereby increasing citizens' access to information on their rights.

.....● We increase capacity for social accountability

UP builds the capacity of citizens to influence and hold duty bearers accountable and ensure they are responsive to the needs of citizens. We often work with individuals and groups that have little or no experience of social accountability tools and processes. For example, we may teach them to analyse budgets or to establish and maintain a constructive dialogue with public officials, demanding explanations and justifications on the use of public resources. Similarly, we build the capacity of government officials to provide justifications and explanations to citizens about their decisions on the management and use of resources. We also build their capacity in participatory methods and spaces claimed by citizens.



.....● We support the effective management and monitoring of public resources

UP supports communities to identify and prevent conflicts of interest and any other act of corruption in the use of public resources, and to combat poor performance and abuse of public resources by government officials. We support citizens to monitor this process, and build their capacity and confidence to hold government officials accountable for their management of public resources. **In Brong Ahafo, Ghana**, we increased awareness of free maternal health entitlements under the National Health Insurance Scheme, and trained and supported women to create a campaign to improve healthcare funding allocations in their districts.



.....● We support citizens to influence legislation and public policy

For UP, social accountability is about more than influencing duty bearers. It is also about enabling long term, institutionalised and positive change by influencing practices, policies, systems and laws. We help communities and groups to influence power holders – not only to ensure rights are fulfilled through service provision, but also to ensure that the services are high quality and accessible to all. Alongside this, we ensure that citizens have the opportunity to feed into the decision making process and participate in monitoring and feedback on the service delivered. Building knowledge (among communities, local leaders, local partner staff and government representatives) of local and national legal frameworks and related legal mechanisms are therefore central to our work. For example, **in Brazil**, we support waste pickers to advocate for the inclusion and application of recycling at municipal level, under the national law on waste management. This ultimately ensures employment for waste pickers, as well as contributing to environmental protection.




For further information

@ up.uk@united-purpose.org

United Purpose, 14 Cathedral Road, Cardiff, CF11 9LJ, UK

+44 (0)2920 220 066

 Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

 **Irish Aid**
Department of Foreign Affairs
An Roinn Gnóthaí Eachtracha

