



Strengthening research, knowledge & practice for accountability on water
Global think-shop & planning forum: Summary Report
Dar es Salaam, Tanzania, March 27th – 29th 2018



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Water Witness International is a charity registered in the UK which carries out research and advocacy and takes action so that water resources are managed equitably and sustainably.

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Executive summary

Inspired by ideals of participation, transparency and rights, a new wave of NGO led accountability initiatives are facilitating citizen oversight, civil-society advocacy, and state-citizen interaction with the objective of improving water security for vulnerable people. Results to date suggest that social accountability can improve service delivery and sector governance, and accelerate progress towards the Sustainable Development Goals on water. However, realising the full potential of these approaches in the water sector will depend on our collective ability to reach across disciplines, address knowledge gaps, and generate credible evidence to support improved practice and decision making.

In March 2018, Water Witness International and its partners: the University of Glasgow, the University of Dar es Salaam, the Water Integrity Network, WaterAid, Oxfam, and Shahidi wa Maji, brought together 84 researchers, practitioners and policy makers from 22 countries to:

- Share lessons, opportunities and challenges emerging from social accountability practice on water.
- Develop consensus on concepts, definitions, knowledge gaps and support needs.
- Equip participants with understanding and networks to strengthen research, practice and policy.

Through an inclusive process which emphasised knowledge sharing between practitioners and researchers, participants agreed on 5 priority themes for further investigation: collaboration and scaling; monitoring, evaluation and learning; community dynamics; government dynamics; and enabling environment/closing space (see Table 1). Over the course of the event, participants went on to develop feasible, targeted and cost-effective strategies to build knowledge and impact around these priorities, enhanced by critical peer review.

This process of strategy development was informed by a series of presentations from practitioners and researchers from around the world, panel discussions, field visits and participatory sessions. This hands-on and interactive approach contributed to the depth and relevance of the learning and outcomes generated. Evaluation indicated that 100% of respondents rated the event as 'excellent' or 'very good'; indicated that their personal objectives had been met by the event; and reported that they were confident they could use the information and skills gained from the event to improve water security for vulnerable communities.

In conclusion, the Dar es Salaam 'Thinkshop' provided a unique opportunity for leading protagonists of social accountability on water to identify the priorities for shared learning, and to plan the collaborative action needed to strengthen the role of accountability in delivery of the water related sustainable development goals. This report provides a documentary record of the event and reference point for that future action. The organisers will work over the coming months to refine the strategies identified with partners, to draw on existing evidence available in other sectors, to sharpen focus and develop targeted and costed research proposals to take this agenda forward. Participants will be kept abreast of these developments, are invited to collaborate and are encouraged to build on the networks established through the event to fulfil the promise of greater accountability across the water sector.

Table 1: Research priorities to advance practice and impact on water and accountability

Theme	Priorities
Collaboration and scaling	<ol style="list-style-type: none"> 1. What are the barriers facing effective collaboration on social accountability and how can they be addressed? 2. Which formal/informal structures, mechanisms, processes, systems can be harnessed to aid scale-up? 3. Which criteria/metrics are helpful for understanding how communities function on social accountability? e.g. power concentration, gender dynamics, elected and non-elected representatives, expectations, traditional authority, fragmentation, culture, norms.
Measuring impact & sharing learning	<ol style="list-style-type: none"> 1. What counts as success in social accountability, and as evidence for the problem it seeks to address? 2. What feedback mechanisms can support learning and improve practice? 3. How can tools and frameworks be applied to measure and attribute impact at different levels (household, local government, sub-national, national, global)? 4. What coordination, communication and learning mechanisms exist and how do they affect social accountability on water?
Enabling environment & responding to closing space	<ol style="list-style-type: none"> 1. How do policies and laws restrict the space, or create an enabling environment for social accountability (e.g. access to info, freedoms of association, assembly, expression)? 2. What strategies are most effective in negotiating closing space? 3. How does culture enable or impede social accountability on water? 4. What social accountability mechanisms exist and how do they function in different environments? 5. What is the funding landscape for social accountability? 6. Who is civil society accountable to?
Community dynamics	<ol style="list-style-type: none"> 1. What will trigger vulnerable people and groups to take collective action/demand accountability? 2. How can we ensure that social accountability is genuinely inclusive, and meets the needs of the most vulnerable and marginalised? 3. How can social, cultural, religious and legal frameworks / networks be linked to motivate action? 4. What are the: a) physical/infrastructure, and; b) socio-cultural barriers to improved service delivery and their interactions?
Government dynamics	<ol style="list-style-type: none"> 1. What are the dynamics and drivers of government responsiveness to CSO advocacy and citizen action?: what affects ability and willingness of government to respond? 2. What are the social and political economy factors that determine government responsiveness? 3. What are the emerging patterns and models explaining government responsiveness? 4. What strategies exist to engage government to ensure sustained and ongoing responsiveness?

1. Understanding the context – focus on water security and accountability in Tanzania

1.1 Setting the scene

Opening remarks

The Thinkshop was officially opened by the Chair of Shahidi wa Maji and the Tanzania Water and Sanitation Network (TAWASANET) and Member of Tanzania's National Water Board, Herbert Kashililah, who welcomed participants. Mr. Kashililah introduced the aims of the event - to improve water security and accountability, and to collectively address the knowledge gaps for social accountability in the water sector. He also provided an overview of the state of the water sector in Tanzania, highlighting the centrality of good water governance to meet the Sustainable Development Goals and deliver on Tanzania's vision of becoming a semi-industrialised country.

Keynote: Social accountability for a water secure future

Dr. Nick Hepworth, Director of Water Witness International, delivered a keynote address on social accountability for a water secure future. He explained that social accountability builds on the principles of transparency, inclusiveness, and participation in water governance to improve the interaction between citizens and government duty bearers. Social accountability uses 'people power' to drive change towards common goals. He went on to explain some of the constraints of social accountability practice in the water sector, namely the closing space for civil society to engage in this type of work, and the difficulties of monitoring and attributing impact. The importance of taking a strategic and collaborative approach to social accountability, based on solid evidence and an awareness of political dynamics was emphasised. He then outlined the opportunities to better understand what does and does not work in social accountability in the water sector, and how – to be considered throughout the Thinkshop and beyond.

Tanzania's Fair Water Futures Programme

To further set the scene and to stimulate thinking with a local example of a social accountability initiative in the water sector, Jane Joseph of Shahidi wa Maji gave an overview of the Fair Water Futures, or Uhakika wa Maji initiative in Tanzania. Jane explained how Tanzania has a strong legal and regulatory framework for water resources management, however implementation is lacking. The Uhakika programme works with citizens to understand their rights and responsibilities as water users and supports them to monitor the performance of government duty bearers, activate water laws and institutions, and advocate for change. The major constraints faced by the programme include limited access to data, and increasingly restricted freedoms on civil society in the country to generate and share information.

1.2 Household water security in Dar es Salaam and Morogoro

Researchers from the University of Glasgow (UoG) and the University of Dar es Salaam (UDSM) presented their research on social accountability for sustainable provision of fresh water for domestic use in Tanzania. As part of this research, the team conducted a survey of household water security in Dar es Salaam and Morogoro, Tanzania – the preliminary findings from which were presented, and debated amongst a panel of experts.

Method and study design

Opportuna Kweka of UDSM presented on the methodology used to design and deliver the questionnaire on household water security in Dar es Salaam and Morogoro. The survey aimed to measure under-provision of drinking water and sanitation, interruptions to supply and quality, as well as actions taken by the population to address these issues, and to understand adequacy of response by and trust in those with responsibility for

water and sanitation provision and management. The final survey included 1,800 households across 5 districts in Dar es Salaam and 360 households were sampled in Morogoro.

Preliminary headline findings

Neil Munro of UoG reported on the preliminary findings of the questionnaire for two districts in Dar es Salaam: Temeke and Kinondoni. The data showed that in Temeke 40% of the population were still reliant on boreholes as their primary water source and that 61% of respondents had experienced interruptions to supply. Whilst the majority found their water access to be acceptable, in Temeke taste was identified as problematic with most respondents supplied from boreholes noting salty tasting water. In Kinondoni by contrast, where piped water supply dominated, the commonest problem identified by the population was the cost of supply.

In both Temeke and Kinondoni pit latrines and septic tanks were the commonest forms of sanitation and in each case emptying of latrines / tanks was scarce. In each of the two districts, less than 10% of respondents believed that issues reported were satisfactorily fixed. It was noted that few respondents identified local water committees as having responsibility for ensuring water supply, and private vendors were identified as the most trusted in relation to supply issues whilst both local water committees and the water regulator EWURA were low in trust amongst respondents.

Dr. Munro stressed that the findings were highly preliminary because the data collection was still ongoing, and only a limited selection of data was available at the time of reporting. However, he explained that the questionnaire comprised over 40 questions, thus there is a large scope for detailed analyses of issues pertaining to water and sanitation source type, geographic locale and social groupings to be conducted in the future.

Panel debate

Following the presentation of the preliminary findings of the household survey, a panel of experts debated the findings, and discussed how social accountability can be harnessed to address the challenges identified. The panel consisted of: Wilhelmina Malima of Sanitation and Water Action (SAWA), Nsaa Iya Amanuel Kihunrwa of the Secretariat of the Donor Partner Group – Water for Tanzania, the Commercial Manager of the Energy and Water Utilities Regulatory Authority (EWURA), and Engineer Mangombe of Ilala Municipal.

On the findings:

- Panellists questioned the findings on public trust in service providers and regulators and suggested that disaggregating the data according to water supply type, ward and district, and rural vs. urban would give a more accurate picture, given the differences in water supply settings.
- Panellists expressed interest in the large number of respondents served by the private sector and expressed concern that the majority of the public feel disempowered to complain about service levels.
- It was noted that the data appeared to reflect reality with respect to the saline conditions of borehole water, but figures on the proportion of households connected to sewerage were queried. Households served by a local septic tank are possibly over-reporting a 'sewerage connection' with little knowledge of the true destination of their foul water and waste.
- Panellists noted that accurately characterising public trust within the current political climate is difficult, particularly in relation to response to customer complaints.

On harnessing social accountability to address challenges:

- Panellists expressed hope that the data would be useful in helping plan the delivery of municipal water schemes in currently unserved areas.
- The representative of EWURA suggested that a lack of understanding of the legal framework around water and sanitation service provision contributes to low levels of trust in the system – thus social accountability could have potential for building trust.

- Panellists suggested that the calm nature of Tanzanian people was beneficial as it enables the capacity for peaceful disagreement but is also a limitation because people are more likely to accept the status quo.
- It was noted that duty bearers require capacity building to enable them to recognise complaints as valuable feedback and act on them.
- The importance of citizen empowerment was stressed, and it was suggested that systems should be put in place to allow citizens to better understand the limitations service providers and regulators face arising from budget constraints.

Conclusions:

There was broad consensus amongst the panellists that there is a significant opportunity to analyse the data arising from the survey to inform regulators, researchers, and practitioners in the sector. However, it was noted that acceptance of the data by government stakeholders may be a limiting factor. Other constraints of government stakeholders to use the data include limited reach of existing complaint reporting mechanisms, and limited capacity of duty bearers to respond.

1.3 Field trips: grounded learning on social accountability and water

On the afternoon of Day 1, participants took part in field visits during which they were asked to consider guided questions on the potential and challenges of social accountability. Participants took part in the following field trips, the key learnings and priority areas from which are summarised in Table 2 below.

- **Msimbazi river:** led by Shahidi wa Maji, participants walked along one of Tanzania’s most polluted watercourses, the Msimbazi river, and met with communities and duty bearers to explore accountability challenges and opportunities.
- **Mlalakua river:** during this trip participations visited a polluted watercourse, the Mlalakua river, and met with communities engaged in a water stewardship initiative.
- **Budget analysis workshop:** this participatory session led by the Water Integrity Network and Policy Forum reflected on approaches for public finance monitoring, and how to overcome challenges and harness impact.

Table 2: Key learnings and priority areas arising from field trips

Field trip	Key learnings	Priority areas
Msimbazi	<ul style="list-style-type: none"> ▪ Importance of capacity of groups to understand policy and identify duty bearers ▪ Fear as a limiting factor ▪ Link to self-esteem ▪ Importance of record keeping ▪ Community may ask for solutions, but can also be a part of the problem (pollution) ▪ Potential for awareness raising with wider community ▪ Need for more resources, visibility, involvement of stakeholders 	<ul style="list-style-type: none"> ▪ Revisit policy ▪ Advocate with others to build legitimacy ▪ Establish platform for stakeholders to discuss issues & provide solutions ▪ Build capacity of duty bearers and Mashahidi ▪ Increase dialogue between duty bearers and rights holders ▪ Increased resources ▪ Explore media and legal avenues ▪ Understand what factors determine sustainability
Mlalakua	<ol style="list-style-type: none"> 1. Importance of being community led /transparent <ul style="list-style-type: none"> • Community action research: stakeholder mapping, incentives, power dynamics, platforms 	<ol style="list-style-type: none"> 1. What makes SA programmes sustainable? (power, incentives, tools) 2. What does it take in different contexts to get duty bearers to respond /resolve the problem?

	<ul style="list-style-type: none"> • Understand interests and dynamics • Build into monitoring and evaluation <p>2. Importance of continuous capacity building and long-term commitment</p>	<p>3. Understand the role of citizen generated data</p> <p>4. How to understand shift power dynamics?</p> <p>5. Broadening scope of 'duty bearers'</p> <p>6. How to constructively engage corporates?</p>
<p>Budget analysis workshop</p>	<ol style="list-style-type: none"> 1. Use oversight bodies and existing participation processes/laws 2. Focus on allocation, transfers between national and local 3. Need to focus on/analyse the whole cycle <ul style="list-style-type: none"> ▪ Coordinate competing priorities b/w actors ▪ <u>Prioritise interventions</u> ▪ Who are the <u>actors/allies?</u> -<i>Power analyses speak their own language!</i> ▪ You <u>cannot do it alone</u>, don't compete for attention from the government 4. Play on different strengths – national/local 5. Policy, Advocacy, Evidence <ul style="list-style-type: none"> ▪ Area of Analysis (inclusion, equity) ▪ Different sectors (use existing systems + oversight + feedback + social media) 6. Role of communities <ul style="list-style-type: none"> ▪ When, where and how can they best engage ▪ What do communities need (simplify budget info)? 7. Local government more conducive but limited influence/bargaining space 	<ul style="list-style-type: none"> ▪ Need to be able to track and capture <u>value for money</u>, impact on sector performance + <u>engage</u> more with <u>supreme audit institutions</u>/auditor general ▪ How to monitor, capture, attribute change ▪ Make budget analysis a people's tool



Mlalakua field visit



Mlalakua community meeting



Budget analysis workshop



Budget analysis workshop



Msimbazi field trip



Msimbazi field trip

2. Priority knowledge needs to support impactful social accountability practice on water

2.1 Practitioner perspectives: Case studies of social accountability practice

During this session practitioners from various contexts working on social accountability in the water sector shared valuable learning on approaches, achievements, challenges and opportunities. Highlights are captured below.

Human rights-based approach in collaboration with people with disabilities

Rindra Rakotojoelimaria of WaterAid Madagascar presented on her organisations' work which takes a human rights based approach to secure better water and sanitation services for people with disabilities, who often face many barriers to access. Rindra stressed that equality is a core value in human rights approaches to social accountability, and that changes in capacity, mindset and behaviours can bring about systemic change and changes in power relations.

CSO performance reporting: Towards full accountability in Kenya

Vincent Ouma of KEWASNET spoke about the CSO Annual Audit on Water and Sanitation Performance in Kenya, which monitors and reports on CSO contributions to enhance water sector coordination and

accountability. Vincent stressed the importance of strengthening political will for transparency and noted “Integrity and accountability is not just about what you are doing but also about what you are not doing”.

The thirsty water rich district & the role of social accountability

Mussie Yasin of the Addis Ababa Women’s Association spoke of his organisation’s social accountability initiative in the Gulele sub city, Woreda 6 of Addis Ababa to improve water and sanitation services. Mussie emphasised the importance of building political will towards transparency, and empowering citizens to exercise their rights and demand better services. He also noted some of the constraining factors in the initiative are the limited understanding of social accountability and the role of CSOs, and as well as restrictions on the operations of CSOs in Ethiopia.

Evidence-based advocacy in water and sanitation in rural India

Meena Nair of the Public Affairs Centre in Bangalore, India spoke of her experiences from a project utilising evidence-based advocacy to improve water and sanitation services in rural India. Key takeaways from her presentation were that community empowerment leads to informed demands, and that government should be treated as a partner in social accountability initiatives.

Innovative citizen engagement and accountability: the animator model

Dastan Kweka of Oxfam Tanzania presented on her organisations’ initiative to work with citizens from diverse groups to become ‘animators’ to address community problems. The theory of change for work is that awareness, capacity, and interest without fear lead to action. In terms of risks, Dastan explained how animators face the risk of being arrested for leading community action to demand for rights.

2.2 Identifying challenges and knowledge gaps

Having heard about the context and theory behind social accountability in the water sector, as well as learning from real-life examples of practice, participants were asked to reflect on their learning in groups to identify their top 3 challenges and knowledge gaps facing social accountability practice. The challenges and knowledge gaps identified were then grouped into themes including: collaboration and scaling; monitoring, evaluation and learning; community dynamics; government dynamics; and enabling environment / closing space. These themes were then used in subsequent sessions to inform the development of knowledge and impact strategies. The challenges and knowledge gaps are documented in Annex 5.



Saren Malik presenting



Participants gathered in front of ‘thought bubbles’



Jacob Baraza presenting



Challenge and knowledge gap 'thought bubbles'

2.3 Global perspectives: Global and regional assessments and studies

During this session experts from the field shared the results of global and regional assessments and studies on social accountability in the water sector and set out the key learnings, recommendations and priorities for strengthening knowledge and impact. The highlights of the presentations are captured below.

Main findings and reflections for future practice from case studies in Ethiopia, Nepal and the Philippines

Lotte Feuerstein of the Water Integrity Network (WIN) shared a review of the impact of participatory and transparent budgeting practices from Ethiopia, Nepal and the Philippines. The review found that access to information helped water users better understand how services and budgets work, and increased transparency led to better service delivery, at least in terms of community perceptions. However, participatory and transparent budgeting processes only worked to a limited extent to shift local power dynamics, and local elites tended to dominate the process. Based on the findings of the review it was recommended that practitioners appreciate that trust building and accountability takes time, be cautious not to create new local elites, and monitor challenges as well as small and unintended impacts.

Global assessment of accountability in water and sanitation services

James Leten of the Stockholm International Water Institute (SIWI) presented the findings of a global assessment of accountability in the water and sanitation sector. The assessment found that many countries have fragmented leadership and roles in the sector – especially in terms of rural water and sanitation. It was also found that there are often gaps between policies on participation, and what happens in practice. It was found that accountability is generally stronger in water supply than in sanitation, and that external support can work to strengthen local accountability.

Global review of national accountability mechanisms for SDG 6, Watershed

Wilhelmina Malima of Sanitation and Water Action (SAWA) presented a review of national accountability mechanisms for Sustainable Development Goal (SDG) 6. The review found that most accountability mechanisms and tools are standalone approaches and are not part of a systematic approach to accountability monitoring. It was also found that accountability is hindered by a lack of adequate monitoring and reporting on SDG 6. It was recommended that governments must take the lead and be inclusive to ensure accountability, and that CSOs must collaborate to build a stronger voice for a civil society.

Outcomes of E-discussions on accountability on water

Louisa Gosling of WaterAid presented the findings of an E-discussion on accountability on water hosted by the Rural Water Supply Network. In many cases it was reported that activities around accountability on water were based on human rights – which was seen as a good approach to mobilise actors. It was also found that

when services are donor funded, governments may be more accountable to donors than citizens. It was suggested that success in the sector needs a response to close the feedback loop, or else people will turn away or face repercussions.

2.4 Fishbowl debate

At the end of two days of intense reflection, knowledge sharing and learning, participants took part in a fishbowl debate during which they had the opportunity to share their top priorities for strengthening knowledge and practice on social accountability on water, or to dispute the priorities of others. The priorities which emerged from the debate are captured in Annex 6.



Fishbowl debate



Fishbowl debate

3. Strategies for research, learning and uptake

3.1 Government, CSO, public finance and donor perspectives

To start Day 3, expert panellists representing government, CSO, public finance and donor perspectives reflected on the priorities identified thus far in the Thinkshop and the prerequisites for knowledge generation, uptake and impact. The panel consisted of: Tseguerda Abraham of WaterAid; Patricia Scheid of the Hewlett Foundation; public finance mechanism expert and Water Integrity Network associated consultant, Alta Foelscher; and Peter Njaggah of the Water Services Regulatory Board of Kenya. Key perspectives from the panel discussion are captured in Table 3 below.

Table 3: Key perspectives from government, CSO, public finance, and donor viewpoints

Stakeholder group	Key perspectives
Government	<ul style="list-style-type: none"> • Legal framework for water includes social accountability principles; • Limits of volunteerism in water groups → need for contractual relationship to secure meaningful engagement; • Partnership approach is crucial between institutions involved in social accountability; • Political support, energy and time is required to achieve success and buy in; • Critical entry points include public dissemination of utility performance and development of tools for oversight of utilities; • Timing of engagement is important as government may have other competing priorities.
CSO	<ul style="list-style-type: none"> • CSO's have role to support services and forums through trainings/capacity building of actors; • Accountability requires internal governance capacity building systems with water technology and scale up of knowledge as well;

	<ul style="list-style-type: none"> • Need to build in monitoring and institutionalise social accountability processes; • CSOs should take the motivation of utilities to respond into consideration and utilise community scorecards to rank the performance of utilities – including responsiveness; • CSOs should push for social accountability as an indicator within existing platforms.
Public financial management	<ul style="list-style-type: none"> • Critical to understand government limitations, especially in terms of finance; • How water sector is financed, and the incentives to deliver services at community level are critical aspects of social accountability; • Human rights based frameworks are not adopted by governments in same way – limited resources mean there is a need to make choices. Important to understand who is making the choices and what the budget constraints are; • Arguments by civil society must go beyond “right of communities” to make dialogue worthwhile for government - examples show government do engage in right circumstances; • Need for transparency of data - “communities engage when they have information”; • Need for information on inputs (resources, projects, water quality) not just on outputs; • Citizens engage when they have comparative information (i.e. see other communities who are better off and galvanize action); • Understanding complexity of the sector – need for coordination and communication as part of social accountability work.
Donor	<ul style="list-style-type: none"> • Need for civil society to emphasize how critical water and sanitation services are; • The questions raised at the Thinkshop are key questions for the Hewlett Foundation not only in the water sector, but also in education and health; • The Hewlett Foundation is interested in research on gender differences and how women and youth participate in SA programs; • importance of numbers in advocacy and understanding what triggers community engagement; • Encourages network of practitioners at the Thinkshop to identify top 3-4 priority questions for research, and develop a plan to address them; • Hewlett Foundation is willing to fund research and knowledge sharing if there is clear value for practitioners.



Pat Scheid of the Hewlett Foundation



Audience discussion

3.2 Researcher and knowledge perspectives

This session consisted of presentations and discussion to provide inspirational examples of how research can contribute to the accountability agenda and to explore what makes for impactful research, knowledge and practice. Key takeaways from the presentations are provided below.

Water flows, money trickles – Understanding patterns of decentralised water provision in Tanzania

Ruth Carlitz of the University of Gothenburg presented her research on the patterns of decentralised water provision in Tanzania. She explained how when tracking the flow of finance in the water sector, it is important

to understand the patterns of decentralisation and delivery mechanisms for better insight on the points of disconnect (i.e. distribution of money from central government to districts) and follow up on how the districts use the funds to distribute water infrastructure. Her research found evidence of misallocation of funds by local governments, namely that political alignment positively influences water point construction. Her findings indicate a failure of the demand-responsive approach to water supply provision and underline the importance of understanding the supply-side of water and sanitation services for social accountability approaches.

Mainstreaming women's empowerment into social accountability research projects

Likie Negussie of WaterAid spoke about mainstreaming women's empowerment in social accountability research projects. She explained that one of the key barriers to mainstreaming gender into social accountability research is the difficulty of developing universal indicators of power and social change across cultures. To effectively mainstream gender, Likie stressed the importance of considering gender at every stage of the research process. She proposed that gender should be strategically positioned in future research questions to establish how governance systems can be set up to better address the needs of women and other vulnerable groups.

Monitoring, evaluation and learning approaches for social accountability: Review of challenges and opportunities

Luciana Mkandara of Shahidi wa Maji spoke about the challenges and opportunities for monitoring, evaluation and learning (MEL) approaches for social accountability. She explained that MEL approaches need multiple lines of evidence to respond to questions of accuracy and legitimacy, and thus complementary approaches are advised. For strong MEL in social accountability she recommended: thorough baseline setting; rigorous collection of evidence, documentation and record keeping; noting small and unintended outcomes; participatory approaches; harmonisation of indicators with SDGs/national priorities where appropriate; and external evaluation where possible.

PASGR – Pathway to evidence informed policy making

Martin Atela of the Partnership for African Social & Governance Research (PASGR) spoke about his organisations' work on evidence-informed policy making. He explained that research is not optimally used due to weak technical capacity on the demand side (policy makers) and poorly packaged research findings on the supply side (researchers). He explained how PASGR's work on social accountability in the water sector could support political economy analyses of stakeholder interests, power, capacity and motivation; and support evidence-informed political settlements on priority water challenges.

Enlightenment of social accountability from large scale ecological engineering projects in China

Professor Heart Chang of Inner Mongolia University shared experiences of social accountability from China, where SA is utilised as a two-way communication channel that can help identify people's needs and convey information to the relevant authorities. He explained the function of social accountability as a mechanism to evaluate, mediate and supervise the gap between government priorities and the demands of the people. Acknowledging the importance of context, Dr. Chang proposed that there is a need for research on social accountability to determine how it works in different political contexts.



3.3 Development of knowledge and impact strategies

Building on the previous sessions, participants worked in teams to develop knowledge and impact strategies for the five major themes which emerged from the proceedings of the Thinkshop: collaboration and scaling; monitoring, evaluation and learning; community dynamics; government dynamics; and enabling environment / closing space. Participants gave feedback on the strategies developed by their peers during a ‘World Café’. The strategies were subsequently revised before being presented to the group. The knowledge and impact strategies developed are captured in Annex 7.

3.4 Research priorities

Following the development, refinement, and presentation of the knowledge and impact strategies, key priorities emerging for each of the themes were synthesised for future research and development. The priorities identified are provided in Table 4 below.

Table 4: Research priorities to advance practice and impact on water and accountability

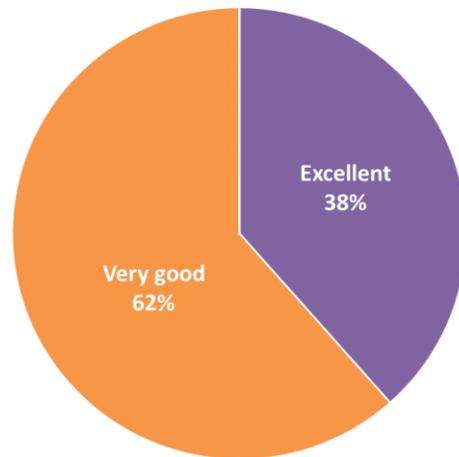
Theme	Priorities
Collaboration and scaling	<ol style="list-style-type: none"> 4. What are the barriers facing effective collaboration on social accountability and how can they be addressed? 5. Which formal/informal structures, mechanisms, processes, systems can be harnessed to aid scale-up? 6. Which criteria/metrics are helpful for understanding how communities function on social accountability? <ul style="list-style-type: none"> • E.g. power concentration, gender dynamics, elected and non-elected representatives, expectations, traditional authority, fragmentation, culture, norms.
Measuring impact & sharing learning	<ol style="list-style-type: none"> 5. What counts as success in social accountability, and as evidence for the problem it seeks to address? 6. What feedback mechanisms can support learning and improve practice? 7. How can tools and frameworks be applied to measure and attribute impact at different levels (household, local government, sub-national, national, global)? 8. What coordination, communication and learning mechanisms exist and how do they affect social accountability on water?
Enabling environment & responding to closing space	<ol style="list-style-type: none"> 7. How do policies and laws restrict the space, or create an enabling environment for social accountability (e.g. access to info, freedoms of association, assembly, expression)? 8. What strategies are most effective in negotiating closing space? 9. How does culture enable or impede social accountability on water? 10. What social accountability mechanisms exist and how do they function in different environments? 11. What is the funding landscape for social accountability? 12. Who is civil society accountable to?
Community dynamics	<ol style="list-style-type: none"> 5. What will trigger vulnerable people and groups to take collective action/demand accountability? 6. How can we ensure that social accountability is genuinely inclusive, and meets the needs of the most vulnerable and marginalised? 7. How can social, cultural, religious and legal frameworks / networks be linked to motivate action?

	<ol style="list-style-type: none"> 8. What are the: a) physical/infrastructure, and; b) socio-cultural barriers to improved service delivery and their interactions?
<p>Government dynamics</p>	<ol style="list-style-type: none"> 5. What are the dynamics and drivers of government responsiveness to CSO advocacy and citizen action?: what affects ability and willingness of government to respond? 6. What are the social and political economy factors that determine government responsiveness? 7. What are the emerging patterns and models explaining government responsiveness? 8. What strategies exist to engage government to ensure sustained and ongoing responsiveness?

Annex 1: Participant evaluation

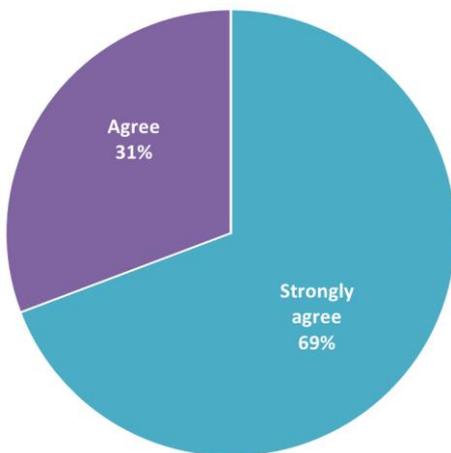
Following the event, 26 participants completed an evaluation questionnaire designed to gather critical feedback on the event and inform development priorities for research on social accountability in the water sector. The feedback generated from the evaluation is summarised in this section.

1. How would you rate the event overall?

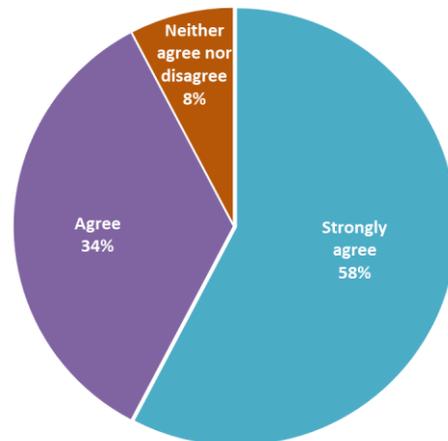


2. How much do you agree with the following statements?

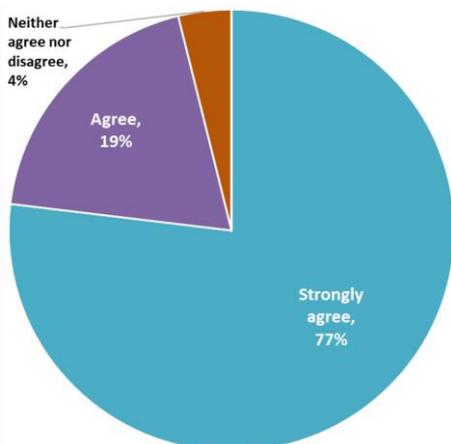
a. *Presentations were interesting and engaging*



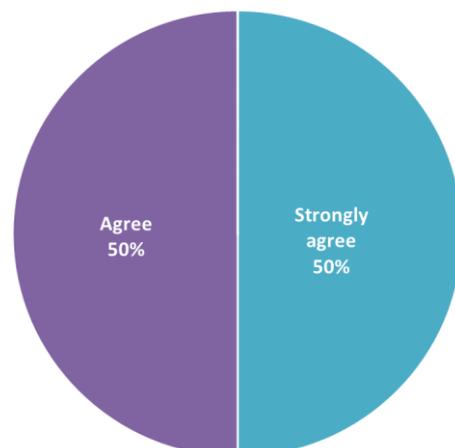
b. *Field trips were relevant and worthwhile*



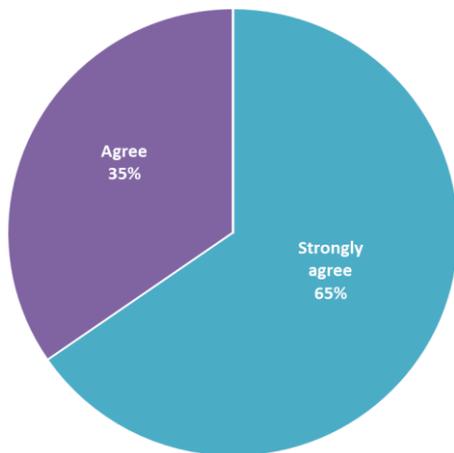
c. *Facilitators encouraged participation*



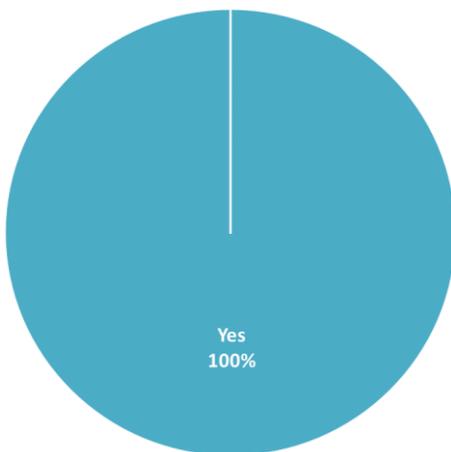
d. *Time was managed effectively*



e. I am confident I can use the information and skills gained from the Thinkshop



3. Were your personal objectives met? Please explain



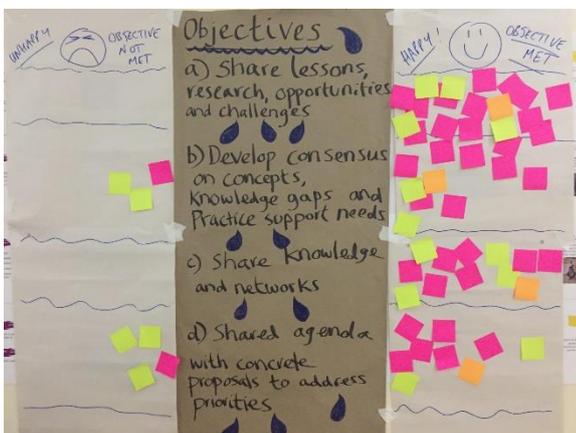
Feedback highlights

"I was able to structure my thinking effectively to identify different dynamics (community and government) and it was also useful to consider the drivers and barriers for social accountability".

"I was able to learn about many potential areas for conducting research about water issues".

The materials shared, the presentations and the format of the discussions facilitated rich conversations that enabled my personal objectives to be fulfilled".

Group evaluation results



Annex 2: Water and Accountability Thinkshop agenda

Day 1 – Tuesday 27th March: Understanding the context – focus on water security and accountability in Tanzania

0830 - 0900		<i>Arrival and registration with coffee – sign up for afternoon’s activities</i>		
0900 - 0930	1	Welcoming remarks. Herbert Kashililah, Vice Chair, National Water Board, Tanzania; Chair, Tanzania Water and Sanitation Network (TAWASANET)		
0930 - 1000	2	Introductions, agenda and ground rules– Ken Caplan /Luciana Mkandara, Table introductions - What questions have you come with?		
1000 - 1015	3	Key note: Social accountability for a water secure future: <i>practice, knowledge and some priorities</i> . Dr Nick Hepworth, Water Witness International		
1015 - 1045	4	Tanzania’s Fair Water Futures Programme – stocktake and future scan. Jane Joseph, Shahidi wa Maji.		
		Q and A		
1045 - 1115		<i>Tea, coffee and group photograph</i>		
1115 - 1145	5	Household water security in Dar es Salaam and Morogoro		
		a) Method and study design: Dr Opportuna Kweka, University of Dar es Salaam		
		b) Preliminary headline findings: Prof Neil Munro, University of Glasgow.		
		Q and A		
1145 - 1230	6	Panel debate and plenary discussion. How can social accountability be harnessed to address the challenges identified by the research, and improve the water security for vulnerable people?		
		Panellists:		
		Director of Community Water Supply, Dar es Salaam Water and Sewerage Authority, DAWASA		
		Director, Energy and Water Utilities Regulatory Authority , EWURA		
		Nsaa-lya Amanuel Kihunrwa, Secretariat of Donor Partner Group -Water, Tanzania		
		Wilhelmina Malima, Sanitation and Water Action (SAWA) & National Coordinator for Water Supply and Sanitation Collaborative Council		
		Kinondoni Municipal Water Engineer		
1230 - 1330		<i>Lunch</i>		
1330 - 1345	7	Set up and H&S briefing: afternoon field visits/sessions: Participants to consider specific guiding questions/Sub-Groups to be organised / tasked with specific lines of investigation.		
1400 – 1800 (approx.)	8	Team 1. Msimbazi Trip (Community level engagement with SAM focus)	Team 2. Mlalakua Trip	Team 3. Budget analysis clinic (Public finance engagement) 25-30 pax

<p>25 pax. Kigogo Ward, Kinondoni District. Walk along a severely polluted watercourse, meeting with communities and duty bearers engaged in social accountability efforts. Led by Shahidi wa Maji (Jane Joseph)</p>	<p>(Community level engagement without explicit SAM focus) 25 pax</p> <p>Kinondoni District. Walk along a polluted watercourse, meeting with communities and duty bearers engaged in water stewardship initiative. Led by Nipe Fagio and Kennedy Mnari, SwM</p>	<p>Participatory session to reflect on approaches for public finance monitoring, how to overcome challenges that participants have encountered in this line of work, and how to harness its impact. Led by WIN & Policy Forum. (Lotte Feurerstein)</p>
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1900

Drinks reception – Landmark Hotel

Day 2, Wed 28th March – Priority knowledge needs to support impactful social accountability practice on water

0800 - 0830	Day 2 registration
0830 - 0845	9 Recap on agenda and objectives – the flow and desired outcomes of Day 2. (LM/KC)
0845 - 0945	10 Reflections on Day 1 - Debrief in three groups from Day 1 – (small groups that feed in on 2 flipcharts - Key Learning and Priority Area for Further Investigation) 30 mins 5 mins each group to feed back (2 speakers (1 key learning, 1 priority areas) Plenary Discussion
0945 - 1045	11 Practitioner perspectives: Case studies of social accountability practice from around the world detailing: 1. Human rights-based approach in collaboration with people with disabilities. Rindra Rakotojoelimaria, WaterAid Madagascar 2. CSO Performance Reporting: Towards Full Accountability in Kenya. Vincent Ouma, KEWASANET, Kenya 3. The thirsty water rich district & the role of social accountability. Mussie Yasin, Addis Ababa Women’s Association 4. Evidence-based advocacy in water and sanitation in rural India. Meena Nair, Public Affairs Centre, India 5. Innovative citizen engagement and accountability: the animator model. Dastan Kweka, Research and Advocacy Advisor Oxfam Tanzania
1045 - 1115	<i>Tea and Coffee</i>
1115 - 1230	12 Presenter panel taking questions and suggestions from the floor, table buzz groups

Reflect at tables: What are the main challenges and knowledge gaps facing social accountability practitioners? Document the top 3, each on one bubble and try and place them where they belong on the model.

Come to the model – 40 seats – 30 standing behind

1230 - 1345

Lunch

1345 – 1445

13

Global perspectives: Global and regional assessments and studies, setting out key learnings, recommendations and priorities for strengthening knowledge and impact.

1. Main findings and reflections for future practice from case studies in Ethiopia, Nepal and the Philippines, Lotte Feuerstein, WIN

2. Global Assessment of Accountability in Water and Sanitation Services, James Leten, Stockholm International Water Institute

3. Global Review of National Accountability Mechanisms for SDG 6, Watershed, Wilhelmina Malima, SAWA/WSSCC

4. Social Accountability and Community Water Rights: Legal Protections for Indigenous Peoples and Local Communities, Jessica Troell, Environmental Law Institute

5. Outcomes of E-Discussion on accountability on water, Louisa Gosling, WaterAid

Q and A from the floor.

1445 - 1515

Tea/coffee

1515 - 1615

Fishbowl debate response: (Who are you?) What is your number 1 priority for strengthening knowledge and practice on Social Accountability and why? Does that match or diverge from those in the previous presentations? previously presented?

Initial fishbowl contributors:

- Reuben Akilli, Harare Residents Association, Zimbabwe
- Richard Temu, Twaweza, Tanzania
- Elizabeth Moses, WRI/El Ouidadi, Morocco
- Laura Senan Cagiao, Avina
- Gerphas Opondo, Environmental Compliance Institute, Kenya

1615 - 1700

14

Emerging themes and priorities for improved knowledge and impact

Table work for 45 minutes to allow teams to ruminate on the day presentations.

- **What has INSPIRED you?** (Emerging Good Practice – Made you think differently about your own activities and contribution) GREEN POST IT
- **What has INTRIGUED you?** (Emerging Research Themes - Made you think more deeply about gaps in our knowledge) ORANGE POST IT
- **What INTELLIGENCE can you bring to these issues?** (Encouraged you to tell someone about a specific aspect of the work you are doing that may bring answers to their challenges) BLUE POST IT

Use 4 post its notes for each 'I'

1900 - 16 Group Dinner: Informal networking and discussion – ‘Does the world really need another water network? ...How should this community work together in the future?’

Day 3, Thursday 29th March – Strategies for research, learning and uptake

0830 Recap of Day 2

Recap on dinner discussion - suggestions brought back by rapporteur.

What has inspired you?

Re-organisation of tables into ‘Knowledge and Impact themes’ based on individual preference / area of interest. By the end of the day each table will develop a “researchable” (focused, realistic and practical) programme of investigation, learning, action and outreach.

0940 **Policy, government and donor perspectives** – Panel reflections and Q&A on priorities and pre-requisites for knowledge generation, uptake and impact.

- Tseguereda Abraham, Head of Sector Strengthening, WaterAid
- Patricia Scheid, Hewlett Foundation
- Alta Foelscher, PFM expert/WIN associated consultant
- Peter Njaggah, WASREB, Kenya

1040 *Tea and Coffee*

1100 **Researcher & Knowledge Perspectives** – Presentations and discussion to provide inspirational examples of how research can contribute to the accountability agenda and explore what makes for impactful research, knowledge and practice.

- Dr Ruth Carlitz, University of Gothenburg
- Likie Negussie, IWMI: Gender Specialist, Ethiopia
- Luciana Mkandara, WWI, Knowledge and Impact Manager
- Dr. Martin Atela, Partnership for African Social & Governance Research (PASGR)
- Professor Heart Chang, Inner Mongolia University

1145 **Development of Knowledge and Impact Strategies** – Round 1 –Tables discuss and work on themes assigned at start of day (1 per table) and prepare outline strategy

1230 *Lunch*

1330 **Development of Knowledge and Impact Strategies** – Round 2 – World Cafe format to discuss strategies developed at each table. Each table to be hosted by representative of original ‘owners’ to ensure collation and documentation. (60 mins)

1430 *Tea/coffee*

1450 Table feedback and group reflection/assessment (10 minutes per theme – 5 themes)

Group evaluation and feedback (either post its on walk around room to visit each ‘theme’ or electronic voting, or ‘hydropoly’)

1700 Closing remarks and way forward

Evaluation and close

Annex 3: Participant list

No.	Name	Position	Organisation
1	Abdallah R. Mkindi	Country Coordinator	Pure Earth Tanzania
2	Abel Dugange	Director Programmes	WaterAid Tanzania
3	Alex Odena	MWE-Kigamboni	Kigamboni Municipal
4	Alta Foelscher	Consultant	Mokoro Ltd
5	Andrew Louis Mustapha	WASH OFFICER, Sierra Leone	Oxfam
6	Ashenafy Bekele	Helvetas Ethiopia	Caritas (Switzerland)
7	Athanas A Ngalawa	Ag. Director	Inst. Of Dev. Studies, Mzumbe University
8	Avinash Kumar	Director of Programmes and Policy	WaterAid India
9	Beverley Mademba	Project Manager, Advocacy Expert	Caritas Switzerland (Kenya)
10	Binesh Roy	Senior Program Officer, Reaching the Unreached	WaterAid
11	Chaka Uzundu	Policy Manager, WASH and Health Focal Lead	WaterAid, Ghana
12	Deogratias Mpenzi	Lecturer	Mzumbe University
13	Dinesh Bajracharya	Head of WaSH and Water Governance	Oxfam NEPAL
14	El Ouidadi Omar	Cordinnateur de la commission Eau	Moroccan Alliance for Climate and Sustainable Development (AMCDD)
15	Eliaza Mkuna	Assistant Lecturer (Economics)	Mzumbe University
16	Eliza Mwakasangula (PhD)	Senior Lecturer and dean of School of Public Administration and Management (SOPAM)	Mzumbe University
17	Elizabeth Moses	Associate Professor	Environmental Democracy Practice Governance Centre
18	Emmanuel Japhet		Wetlands International-Tanzania Project Office
19	Emmy Manyelezi	ST Consultant	SVN Netherlands Development Organisation

20	Eng. Mabula	MWE-Ubungo	Ubungo Municipal
21	Eunice Mlaki	MWE-Kiinondoni	Kinondoni Municipal
22	Eunice M. Kivuva	PhD Fellow, Water Security and Poverty	University of Nairobi
23	Florenzia Iacopetti	Programme Manager	Avina Foundation
24	Franella Halla	Student/Researcher	New Castle University/Ardhi University
25	Gerry Opondo	Executive Director	Environmental Compliance Institute (ECI)
26	Gezahegn Lemecha	Deputy Head	Oromia Water and Mineral Bureau
27	Grace Langula	MPH Student	UDSM
28	Heart Chang	Professor	Inner Mongolia University
29	Herbert Hambati	Coordinator, Centre for Population Studies and Research	UDSM
30	Herbert Kasililah		Shahidi wa Maji
31	Irene Gai	Programme Coordinator	Kenya Water for Health Organisation
32	Jacob A. Baraza	Watershed Project Manager	Centre for Social Planning and Administrative Development (CESPAD)
33	James Leten	Programme Manager	Stockholm International Water Institute
34	Jane Sembuche	Director, Advocacy and Strategic Partnerships	WaterAid Tanzania
35	Judy Mbowe	Regional Funding Manager, East Africa	WaterAid East Africa
36	Julie Adkins	I4ID Deputy Team Leader/Governance Adviser	SNV Netherlands Development Organisation
37	Kelvin Mwita	Assistant Lecturer	Mzumbe University
38	Ken Caplan	Director	Partnerships in Practice
39	Kennedy Mmari	Knowledge and Impact Officer	WWI
40	Landry W Ouangre	Policy Officer	WaterAid Burkina Faso

41	Laura Senan Cagiao	Coordinator of Strategic Alliances	Avina Foundation
42	Likie Nigussie	Social and Gender Consultant	International Water Management Institute
43	Lotte Feuerstein	Programme Manager	WIN
44	Louise Gosling	Quality Programmes Manager	WaterAid
45	Luciana Mkandara	Knowledge and Impact Manager	WWI
46	Marta Vignola	Post-Doctoral Research Fellow	UoG
47	Martin Atela	Manager, Research Uptake & Policy Engagement	Partnership for African Social and Governance Research (PASGR)
48	Meena Mair	Head of Research	Public Affairs Centre, India
49	Mussie Yassin	Programs Coordinator	Addis Ababa Women
50	Nai Rui Chang	Research Associate	UoG
51	Neil Munro	Senior Lecturer in Chinese Politics	UoG
52	Nick Hepworth		WWI
53	Olutayo B-Bolawole	Regional Director	WaterAid East Africa
54	Opportuna Kweka		UDSM
55	Patricia Scheid	Programme Officer	Hewlett Foundation
56	Peter Da Costa	Technical Adviser	William & Flora Hewlett Foundation
57	Peter Njaggah	Director - Technical Services	Water Services Regulatory Board
58	Jesper Katomeo	Lecturer Political Sciences	UDSM
59	Reuben Akili	Community Engagement Officer	Combined Harare Residents Association (CHRA)
60	Richard Temu	Senior Program Officer	Uwezo Twaweza East Africa
61	Rindra Rakotojoelima	Project Officer	WaterAid, Madagascar
62	Ronnie Murungu	Regional Programme Manager	WaterAid East Africa
63	Ross Mackenzie	Country Director	Raleigh International, Tanzania

64	Ruth Carlitz	Postdoctoral Research Fellow	University of Gothenburg, Sweden (Program on Governance and Local Development)
65	Said Maneno	Research Assistant	Ardhi University
66	Samwel Jakinda	Programmes Manager	Neighbours Initiative Alliance
67	Sarah Smiley	Associate Professor of Geography	Kent State University at Salem
68	Sareen Malik	Coordinator	ANEW
69	Shillagi F Mangombe	Engineer	Ilala Municipal
70	Stephanie de Chassy	Governance and Inequality Programme Manager	Oxfam
71	Stephanie Connolly	Post Doctoral Research Fellow	UoG
72	Stephen Kilasi	Lecturer in Development Studies	Ruaha Catholic University, Tanzania
73	Sylvia Aceng	Manager, Programme Development	Apala Widows and Orphanage Centre
74	Tseguereda Abraham	Head of Sector Strengthening	WaterAid
75	Tyler Farrow	International Programme Manager	WWI
76	Vincent M. Ouma	Head of Programme	Kenya Water and Sanitation Civil Society Network
77	Wilhelmina Malima	National Coordinator WSSCC in Tanzania	SAWA/Watershed
78	Jane Joseph	Associate Consultant	Shahidi wa Maji
79	Sigen Samson	Project Manager	ONGAWA
80	Lekumok Kironyi	Phd Student	UDSM
81	Bernard Bwire	MWE-Morogoro Municipal	
82	Alfonso Tapico	Program Manager Advisor	ONGAWA
83	Nsaiya Amanuel	DPG	Water Secretariat
84	Michael Onesimo	Advisor	GIZ

Annex 4: Individual research questions

- Who cares about social accountability?
- How to avoid creating new power bases that reinforce marginalisation of women, disabled and others?
- How do we bring in gender inclusion into social accountability, especially on water?
- How can we apply intersectionality in the context of social accountability, to ensure no one is left behind?
- How can women empowerment contribute to good governance/social accountability?
- How can we have a sustainable model for marginalised groups in social accountability?
- How can social accountability work in political context e.g. where majority is excluded in representation?
- How best can we engage community groups representing minority voices in water resource management?
- Are citizens in the grassroots level well informed about social accountability?
- Implementation under different political and social contexts.
- What are the opportunities and challenges for SA in current political climate in Tanzania?
- How can we separate/manage politics in social accountability work?
- Is social accountability a primarily technocratic endeavour or is it at least in part an exercise in politics?
- What are some of the best practices for effective social accountability interventions in relation to water?
- What is the most effective way of sustaining social accountability groups?
- How social accountability can be effective and meaningful?
- How do I build/include social accountability into field data collection?
- How are budgets used in water sector social accountability?
- How do we scale up social accountability but in a sustainable way?
- How do we keep the momentum going with communities? (MOTIVATION)
- How to scale up active citizenship interventions?
- What are the common challenges to coal accountability especially regarding WASH programming?
- Who is accountable for wash service failures?
- How can we improve social accountability without being seen as activists?
- What can be done differently given the shrinking civic space in Tanzania and globally?
- Who is funding movements on social accountability?
- Finance understanding, means of escalating issue to access more funds? Transparent budget/manage expectations.
- Is it possible achieve universal mechanism to ensure social accountability in water management?
- What is civil society role to support government to improve social accountability?
- In the cases where government responded to issues raised by CSOs/citizen groups, what was different in these contexts?
- My concern; households shifting the responsibility of water quality to the government, under the umbrella of social accountability.
- Is social accountability an advocacy agenda favoured by people in power?
- How to overcome from government non-implication?
- How can social accountability cut across established local power relations?

- How do we work with the government to ensure better service delivery in water?
- How do we increase political 'costs' on politicians to make social accountability work when there is lack of political will?
- How do we institutionalise social accountability and build accountability systems?
- How do you institutionalise social accountability process?
- How can the 'responsible' (duty bearer) be truly accountable?
- SA is a demand side issue focusing on citizen empowerment, what about the supply side of accountability?
- What factors influence social accountability? Enablers? Constraints
- What is the interface between social accountability and enforcement?
- Where are the social account holders in this workshop?
- How to influence/charge formal/informal incentive structures affecting accountability in water services?
- How do we get it to happen 'organically'?
- If SAM is the solution, the what is the problem?
- What are the knowledge gaps on water and social accountability and how can they be filled?
- How can social accountability work in the context of:
 - KNOWLEDGE GAPS:
 - Stakeholder and Institutional mapping for effective engagement
 - Thinking of social accountability outside the social institutions context, undermining negotiators, influencers
 - Mapping, understanding institutional context and framework
 - GAP WITH:
 - Linking local issues with national and global level, SDG, data collection
 - Local monitoring and feedback mechanisms at local level feeding national targets and reflect global targets
- How are these activities presented linking with SDG6 Indicators? What monitoring mechanisms are in place?
- How do you link research with social accountability issues regarding water?
- How can SA fit with academic research and vice versa?
- WIDAD, Ca serait bien de partager avec tout le monde sur droit coutumier a Maroc? Surtout par gestion de l'eau aux zones ruraux
- Social institutions e.g. faith-based institutions role in social accountability?
- How to socially influence the accountability of household in water resource management.
- How are citizens informed on the water quality status, so they can play their role well in social accountability on water?
- How to balance need for continuous reflection & adaptation with clarity?
- Does it work? If so how, where and why? How to measure?
- How do we monitor surface water for irrigation systems in Tanzania?
- How to measure Impact of social accountability?
- How do/can we concretise social accountability evidence to guide policy?
- What is DIFFERENT about social accountability from previous terminologies?
- What is the difference between social accountability and CSR?
- How and which mechanism we can contribute to reduce or stop water stress? (Education)
- How are we going to provide impactful education to society concerning accountability on water?
- What action and what is best for them?
- What is social accountability in community context?

- How can we ensure communities get feedback/benefits when we encourage them to hold duty bearers accountable?
- How do we ensure social accountability in water scarce areas? (rural areas where there is no drinking water)
- Social accountability and human rights-based approach – what are the best practices?
- What are the different accountability tools applied globally?
- What is the best mechanism for social accountability? How to make social accountability work at local level?
- How Engineers can design solutions keeping SA in mind?
- How can our stakeholders support social accountability?

Annex 5: Challenges and knowledge gaps

Theme	Challenges	Knowledge gaps
Collaboration and scaling	<ul style="list-style-type: none"> Scaling local outcomes through coalition building and multi-stakeholder partnerships and engagement at national, regional (district) and local level to address policy and legal framework challenges and political environment Ineffective engagement of CSOs in policy development and processes How do we scale, institutionalise embed impact? How to get SUSTAINABLE change at scale? 	<ul style="list-style-type: none"> Resources and forms of coalition building mechanisms that really work Gap with linking local issues with national and global level processes e.g. SDG indicators, data collection processes → Have monitoring and feedback mechanism at local level feeding national targets reflective of global targets Capacity of CSOs in the sector to influence policy development and processes How do we monitor, evaluate, learn, share and collaborate EFFECTIVELY? Understanding existing (and potential) networks, finding champions, rural vs. urban dynamics, appropriate medium for information dissemination, how do interests change when to go to scale?
Monitoring, evaluation and learning	<ul style="list-style-type: none"> How do you bring private sector into social accountability framework? Right holder/duty bearer or another? Financing to CSOs and the Governments Matching SA design to context: what works where? Inadequate programme planning, design and monitoring. <ul style="list-style-type: none"> How to balance: <ul style="list-style-type: none"> continuous reflection and adaptation straight-forward planning, getting across a clear message How to develop and adequate Theory of Change for social accountability initiatives, programmes? Sustaining programmes over the long-term How to measure impact? 	<ul style="list-style-type: none"> How do you demonstrate that SA is worth investing in? A deeper understanding of local power dynamics/political economy drivers of change What does it take to move beyond small scale projects to long-term programmes? Tools & methods that capture complexity of changes and interventions.
Community dynamics of social accountability	<ul style="list-style-type: none"> As sustained <u>collective, inclusive action</u> beyond project life cycle How to best engage communities and citizens to ensure their genuine ownership, inclusion and sustained action? 	<ul style="list-style-type: none"> What needs to happen for collective action to be sustained What makes people want to be social and environmental champions and to take action? Inadequate mapping of key stakeholders and institutions for effective engagement e.g. social

	<ul style="list-style-type: none"> • Inadequate inclusion of voices of local communities/marginalised groups in design of strategies/tools • Lack of ownership and action plans not executable • Have incentives for participation by community groups/gatekeepers <ul style="list-style-type: none"> ○ Community – CSO ○ Community – Government ○ CSO – Government • Sustainability of CSOs and community members in social accountability initiatives • How to foster community ownership and resolve differences in priorities to secure long-term behaviour change and meaningful outcomes • What does it take to guarantee full community to take ownership of SOACC initiative? (Incentives, Tools, Mechanisms, How long?) <p><i>Are we creating a New Monster?</i></p> <ul style="list-style-type: none"> • Are we considering it as a risk? • How can we mitigate over-reliance on good will of newly empowered individuals (legitimacy of representatives & how to cascade empowerment?) • Over-reliance on strong individuals • Change agents turn into little kings & queens 	<p>institution, political powerholders (opposition) – thinking of social accountability outside their context.</p> <ul style="list-style-type: none"> ○ Mapping and understanding institutional context, being aware of local context, working with established structures ○ Civil education to enable local communities hold the groups accountable/involved in process <ul style="list-style-type: none"> • What incentives CSOs or community members to engage in social accountability initiatives? • Knowledge gaps around community needs and priorities and how we can conduct a needs assessment to accurately contextualise, align and collect that information to use in SA work.
<p>Government dynamics of social accountability</p>	<ul style="list-style-type: none"> • Sustaining commitment to SA at different levels of government • Non-responsiveness of the government • How to get a response/a solution in social accountability advocacy? • Which pathways of influence do we need to explore more? <ul style="list-style-type: none"> ○ Political economy analysis (informal power holders) ○ Risk-based assessment of option ○ Engaging parliament (communities, members, opposition leaders) ○ Individual action ○ Public/media engagement (protest) ○ How to reach the big guys? ○ Informal networks can allow different ways of engagement 	<ul style="list-style-type: none"> • We don't know enough about effective mechanisms of integrating accountability <u>within</u> government • What are the incentives/does it take for government (duty bearer) to properly respond? • Understanding incentives to real change of government, cooperates, PS... • Involve PS in the monitoring • The nature of customer sensitivity to corporate responsibility • How to impose real cost (financial/social cost) • How to report back to the global level (joining the levels) • Available resources to act and drivers that will motivate government official to carry out responsibilities • Better understand how to institutionalise SA, ensure public funding & enforceability mechanisms

	<ul style="list-style-type: none"> • Acknowledging the challenges of government to respond, how do you enhance the viability of solutions and institutionalise the capacity to devise solutions that allow local citizen to hold government accountable • Despite positive experiences, we see limited government responsiveness? • How to incentivise duty bearers to respond? 	<ul style="list-style-type: none"> ○ Power – incentives ○ Sticks & carrots ○ Spaces for engagement • What incentivises duty bearers to respond?
<p>Closing space</p>	<ul style="list-style-type: none"> • Closing spaces and political reprisals e.g. reprisals • How to best support <u>enabling environment</u> for social accountability • Access to and acceptance of data <ul style="list-style-type: none"> ○ How do you operate in an environment where there is no freedom of information (strategies & policies)? ○ What determines whether citizen-generated data is accepted by duty-bearers? • Disjointed policies <ul style="list-style-type: none"> ○ Develop a framework for policy harmonization – (focus on the how?) ○ Do we need a holistic approach? (multi-sector) • Protecting CSOs 	<ul style="list-style-type: none"> • Risk management strategies. Respond and resistance. Alignment of incentives • Identify relevant ‘levers’ (legal framework, institutions, structures, culture, be politically smart including informal influencers, knowledge/awareness). • Breaking the barriers within the government • What mechanisms smaller CSOs can put in place?

Annex 6: Top priorities from fishbowl debate

Top priorities for strengthening knowledge and practice on social accountability on water

- Evidence is not enough: need to create relationships with duty bearers, understand how to use ICT in SA, embrace failure and learn from it
- Move away from case by case projects and institutionalise, scale up sustainability centres (Latin America model)
- SA mechanisms need to be compatible with legal frameworks (policy reform)
- Importance of semantics – be conscious not to affect power dynamics with language (i.e. citizen as customer)
- Tailoring M&E around performance of initiatives around desired changes of communities, better understanding of attribution in SA
- Think about SA (water) in broader sense: ensure accessibility of information for local communities, create meaningful engagement b/w right holder duty bearers
- Structured dialogue between different stakeholders, ensure follow-up: Make reports on access to water public; Support CSO capacity in national and international forums
- Do research to understand/address knowledge gaps: Build partnerships b/w practitioners and academia, and develop policy briefs to disseminate findings
- Move away from NGOs/CSOs doing SA to supporting government institutions
- Switch places b/w rights holders and duty bearers – influence behaviour of citizens
- Need for strategic partnerships: SA needs draw on strengths of different partners - key for achieving scale and sustainability
- Need for NGOs to collaborate with local organisations without changing how they work, de-politicising water
- Raise awareness of global water crisis to communities and government
- Need clear long-term vision of SA in the water sector (what do we want?)
- Draw lessons from best community-based practices
- Sharing SA learning b/w different sectors (understand opportunities)
 - Understand time demands on communities of different (sector specific) SA initiatives
- Ensure effective SA with good evidence (for duty bearers/donors)
- Ensure communities/government understand responsibilities and rights, improve systems
- Consider if securitisation of water can improve SA?
- Focus on capacity of local government - Influence policy makers/increase budget allocations
- Move away from project approach to SA
- Better utilise local knowledge on informal relations
- Focus on the accountability of CSOs in SA
- The role of CSO is to enable the community to identify their needs across the spectrum (all sectors)
 - Work with the community, government and guide and steer actors to keep the resources
 - Align the resources for/into agreed implementation forward on periodic bases with focus on the sustainability
 - Establish high transparency on budget allocation and expenditures, so CSOs are not attached to the government but rather share/advise and implement where possible
- A priority is to understand and nurture skill, competencies and motivations of NGO staff and CSO to do this difficult work so many skills!!
- Water and Property rights
- My priority is to strengthen collaboration, quality + coherence of SA on water at country level. Without this we are just adding to the noise.
- Try to integrate the concept of SA with Resource efficient and cleaner production (RECP) promotion to prevent pollution in the first place
- We would make progress if:

- **We develop accountability/government indicators – quantitative & qualitative**
- **We are able to mobilise collective actions**
 - **At local/operational level**
 - **At intermediate government level**
 - **At national/policy/regulatory level**

Annex 7: Knowledge and Impact Strategies

COMMUNITY DYNAMICS OF SOCIAL ACCOUNTABILITY

Group Members: Jane Sembuch, Olutayo Kankole, Reuben Akili, Neil Munro

1. **Research Theme:** Community Typologies/Models
 2. **Key Questions:**

What are the criteria/metrics for understanding how communities function?

 - a. E.g. Power concentration, gender dynamics, elected & non-elected representatives, expectations, traditional authority, fragmentation, culture, norms (what are the success factors?)
 - b.
 3. **Sources of Knowledge**

Explanatory meetings, case studies, shared experiences, success stories, literature, e.g. environmental citizen literature (how about community needs assessment? What makes people take action?)
 4. **Research Design**

Mixed methods (qualitative + quantitative), cross validation, fit to purposes + context, available resources, cross sectional, longitudinal (see environmental citizenship literature)
 5. **Where and with whom**

Africa focus but open to learning from elsewhere, selection from a range of cases and sectors.
 6. **Outputs and Outreach**

Reports, publications, model validation - dissemination, peer review, audiences/users, access tools (expecting to see a sample of possible outputs/deliverance of the research like what model will do)
 7. **Resources needed**
 - Have: researches, NGOs, communities, literature review, content, CSOs
 - Need: legitimacy, trust, finance validation, skills
-

Group Members: Mussie Y, Likie N, Andrew M, Meena N, Eliza M, Stephanie d.C.

1. **Research Theme:** Social inclusion in access and use of services (does the community want to be inclusive, if not why not?)
2. **Questions:**
 - a. What will trigger vulnerable groups to take collective action?
 - How do we turn hurt and pain into collectively owned action?
 - b. How do we create positive linkages between social, cultural and legal frameworks, religions to activate action?
 - c. What are the service delivery barriers and how they interact?
 - Social infrastructure
 - Socio cultural
 - Justification:
 - For action to be sustained we need to understand incentives of different groups
 - Often action starts with deep stress and pain, but change is inclusive only if owned by various groups

- Incentives are multi-dimensional and intersect (Community involvement in developing by-laws triggers community action)

Other notes on research questions (post-its)

- Gender and inclusivity
- What is preventing vulnerable/marginalised citizens from taking action?
- Action Aid targeted Men for activities to end Female Genital Mutilation. The targeting of men was to ask them to accept 'uncut' women for marriage as wives.
- ACORD Kenya – Men involvement in sexual & gender-based violence programmes. The men were the perpetrators and targeting them changed their attitude.
- Local councils' participatory needs assessment including community in identifying location for water points and potential disaster-prone areas triggers community ownership.
- Quality and equity in provision of elementary education in Kasnataka, India – Study by PAC
- Improving consumer voices and accountability in rural sanitation – Study by PAC

3. Research Design/Methods

- Desk top review
 - Literature -secondary data
 - Partners and stakeholders mapping
 - Government frameworks
- Baseline
 - Quantitative
 - Qualitative
 - ✓ Power analysis
 - ✓ Gender analysis
 - ✓ Social mapping
 - ✓ Needs and vulnerabilities
- Partners and stakeholders – joint objectives
- Inception workshop and strategic communication plan

4. Where and with whom

One country (small and deep), representative sample of community, local partners (CBOs , governments, allies)

5. Outputs and Outreach

Output:

- Baseline report
- Research report and communication strategy
- Policy briefs
- Community feedbacks

Outreach

- Feedback to the community
- Meeting
 - Sharing leaflets
 - Theatre, games
 - Information sharing workshops
 - Radio/all the media
- Method/process document
- To explain what worked and what not

6. Resources needed

Funding, Networks, knowledge and exchange

GOVERNMENT DYNAMICS / RESPONSIVENESS

Group members: Opportuna Kweku, Heart Chang, Vincent Ouma, Abel Dugange, Peter Da Costa, Ibrahim Kabole, Athanas Ngalawa, Judy Mbowa

1. Research Theme: Government Responsiveness

2. Research Question

What are the dynamics of Government Responsiveness? (Consider how government functions)

▪ Sub-questions:

- a. What is the nature of Government Responsiveness?
- b. What are the socio-political and economic contexts that affect Government Responsiveness? (not presenting)
- c. What are the emerging patterns and models explaining government responsiveness? (power dynamics within government and between government agencies, basic knowledge and human resource limitations)

▪ Justification:

There are significant knowledge gaps on the patterns and nature of government responsiveness on SA

3. Sources of existing knowledge

- National development plans
- Statistics: WB, UNDP, UNICEF, WHO, JMP
- Reports: Global, National
- Qualitative data, case studies, project reports
- Frameworks, policy, legislation
- Government structures

4. Research Design and Methods

Action Research – Methods:

- Reviews of literature, reports
- Quantitative analysis re. Afrobarometer
- FGDs
- Case Studies
- KIIs (Key Informant Interviews)
- Survey: citizen perceptions on government responsiveness

5. Where? – East Africa

Criteria:

- In countries where there are problems – for interventions
- Countries with different responsiveness structures
- Regional representation
- Countries with transboundary waters?
- Countries with ongoing interventions

With whom?

- Government authorities
- CSOs
- Development partners
- Community

6. Outposts and outreach

Outputs:

- Comprehensive review reports
- Quantitative data
- Qualitative data
- Policy briefs
- Publications
- Infographics for social media

Outreach:

- Engagement from onset
- Capacity building programs
- Strengthened responsiveness structures and reporting structures

Users:

- Government
- Development partners
- NGOs & CSOs

7. Resources

- Multi-disciplinary research teams (existing)
- Funding
- Research permission/ethical clearance

Group members: Gerry Opondo, Alfonso T, Eunice K, Peter N, Binish R, Ruth T, Abraham G

1. Research Theme: Government Responsiveness

2. Research Questions:

- a. What affects willingness of government to respond?
 - b. What affects ability of government to respond? (capacity, HR, Info, leadership)
 - c. What strategies to engage government to ensure sustainable responsiveness? (How to identify the actors in government who want to respond/block responsiveness? How can external actors support change agents within government?
 - Consider timing and targets (when? Where? Whom?)
- Justification:
Lack of meaningful and sustained response in face of poor services and social accountability advocacy.

3. Sources of existing knowledge

- MEL approaches for SA e.g. reviews of research on power analysis, social accountability studies on water governance
- Experiences of CSOs and government stakeholders
- Evaluation of government programmes
- Year-end reports for donors
- Manual, guidelines on SA
- Peer review, reports – independent consultants, AU review process
- International budget partnership (open budget index)
- Policy review processes
- GLASS report analysis on SA

4. Research Design

- Mixed methods (qualitative/quantitative)
- Positive deviance analysis (why few districts perform differently – digging in differences)

- Cases studies: interview champions, understand motivation – expand to include KIIs (key informants from within government who have implemented government reforms e.g. civil service ref.
 - Cross country analysis using GLASS data (why some countries doing better? Investigate reasons for achievements).
 - Political Economy analysis
- 5. Where and with whom**
- Where: (transboundary, but regional, different political, cultural and economic context)
- 3 countries from Africa (Kenya, Tanzania, Ethiopia),
 - 3 countries from Asia (Nepal, India, Bangladesh)
- With whom: (different policy making responsibilities, different motivation, different capacity)
-
- Criteria:
- In countries where there are problems – for interventions
 - Countries with different responsiveness structures
 - Regional representation
 - Countries with transboundary waters?
 - Countries with ongoing interventions
- With whom?**
- Central Government
 - Local Government
- 6. Outputs and outreach: users & needs**
- Users:
- Governments (inform govern to deliver)
 - Developing partners (strategies to engage and duty bearers)
 - Citizens and community groups
 - CSOs/NGOs
 - Private sector/investors (Investment decisions based on government responsiveness)
- Outputs:
- Government – written briefings focussed on bottlenecks, SA guidelines/review development with government
 - Advisory research – peer review article (academic), groups (ministry)
 - Development partners – research report; briefs
 - CSOs/NGOs – Thinkshop, presentations, tools, manuals, ongoing engagement integrated into planning processes, brief reports, strategies for engaging with government
- 7. Resources**
- Existing: HR, Researches, people in this, advisory board with different experience, government, CSO/NGOs, accountability research centres
 - Need: Finance, junior scholars from countries

MONITORING, EVALUATION & LEARNING

Group members: Irene G, Sarah S, Stephen Kilasi, Luciana M, Emmanuel J

- 1. Research Theme:** Measuring social accountability
- 2. Research Question 1:**

How do we practically apply existing social accountability methodology and tools to measure impact at different levels [i.e. – local, subnational, national, global]? (Measuring SA, what is impact of SA on ‘value for money’?; Mapping of tools and approaches)

3. Sources of existing knowledge

- Literature review, existing studies (NGO, Academic)
- Stakeholder knowledge

4. Research Design

- Case studies
- Literature review
- Action learning/experiential learning

5. Where and with whom

Tanzania, Kenya: Existing program partnerships e.g. Existing networks like WWI, Watershed

6. Outputs and outreach

Output:

Appropriate tools to measure

Outreach:

- Capacity building to primary beneficiaries (Models?? Workshop? Incubation programs? Mentorship? Peer learning?)
- Stakeholder focused group discussion

1. Research Theme: Measuring social accountability cont....

2. Research Question 2:

How do we promote adaptive learning (pause and reflect – horizontal and vertical components) to inform social accountability at scale?

- Complex environments/real time-immediacy, patterns of practise: networked (cross poll)
- Reflexive learning: multi-loop feedbacks

3. Sources of existing knowledge

- Existing literature like Global Sanitation Fund Program in Cambodia on adoptive studies and Government of India initiatives
- Systemic action research briefing notes
- Stakeholder knowledge like Plan, WaterAid

4. Research Design and Methods

- Case studies
- Action learning/research
- Surveys – baseline and follow-up

5. Where and with whom

Tanzania, Kenya: Existing program partnerships e.g. Existing networks like WWI, Watershed

6. Output and outreach

Outputs:

- Knowledge products on specific learning
- Learning framework for social accountability – that can be adapted to context
- Adaptive skills

Outreach:

- Social media platform to disseminate, Capacity building

1. Research Theme: Measuring social accountability cont....

2. Research Question 3:

How do we empower actors at every scale (as appropriate) to measure social accountability impact sustainably in complex contexts?

- Different donors with different planning, stakeholder with different interests divided communities with different power-levels.
 - Basis to trace cause-effect; address e.g. changes in leadership, change in policy
-

Group members: Franella A, Martin A, Omar E, James L, Nai, Beverly M

- 1. Research Theme:** Measuring Impact and sharing learning
- 2. Research Question:**
 - a. What counts as success in social accountability?
 - b. What counts as evidence for the problem?
 - c. What are the feedback loops for learning practice? (adaptive/learning
 - d. How do we measure success?
- 3. Sources of existing knowledge**
 - Published reviews (Fox 2015, ITAD 2017, Zimbauer 2017)
 - Grey literature
 - Data sets
 - Local & indigenous knowledge
- 4. Research Design & Methods**
 - Mixed Methods approach
 - Guided buffet
 - www.socialaccountability.org
 - Action learning/experiential learning
- 5. Where and with whom**
It depends
- 6. Outputs and outreach**
 - Some specific statistics/compendium
 - Users and their needs
- 7. Resources:**
Exiting:
 - Human resources (expertise)
 - Budget
 - Social capital and influence (network /partnerships)
 - Communication
 - Dissemination tools
 - Ideas/evidence
 - Access duty bearers
 - Champions/leaders

SCALE

Group members: Elisabeth, Rhindra, Laura, Chacka, Jacob B, Bekele

- 1. Research Theme:** Scale
- 2. Research Question and Justification:**
 - a. What formal/informal structures, processes, systems do we have for scale-up? Are there?
 - b. What SA mechanisms evidence do we have for scale-up?
- 3. Sources of existing knowledge**
 - CSO networks (KEWASANNET, LOCSAS, ESAP, LATAM)

- Organisations (think-shop participants)
 - Platforms (access initiative, GPSA, global platforms, WSSCC, U4)
 - Multilateral initiatives
 - Research outputs
- 4. Research Design**
- Desk review/document review
 - Mapping
 - Survey design
 - Focus group/interviews
- 5. Where and with whom**
- Where: Ethiopia (rural), Ghana (rural/urban), Madagascar (rural/urban), Kenya (rural/urban), Tunisia (rural/urban), Morocco (rural/urban), Ecuador (rural), Honduras (rural), Columbia (rural)
- Who:
- Research institutions, academia, Spec. SA
 - CSOs involved in research
 - World Bank, UNDP?
- 6. Outputs and outreach**
- Output:
- Key lessons; risks & challenges
 - Recommendations of approaches and methodologies scalable
 - Success factors (key)
 - Policy recommendations; brief
 - Implementation recommendations
- Users - needs:
- CSOs – best practices +fit, lessons, Improvements/New programme development
 - Governments – policy, strategy – government to support the above
 - Donors – Development partners to support the above, context of specific strategy harmonization of SA approach
 - Academia: research
- 7. Resources**
- Human: skilled persons in research (qualitative & quantitative); facilitation of the process; local contacts; document case studies
 - Financial support
 - Materials: tools; equipment

COLLABORATION

Group members: Emmy M, Kelvin M, Said M, Sylvia A, Stephanie C, Avinash K

1. Research Theme: Collaboration

2. Research Question

What are the barriers towards effective collaboration in the arena of social accountability and how can they be broken?

- Justification
 - Not enough existing (knowledge on) effective collaboration
 - Need for effective information sharing
 - Need for effective information sharing

- Reduce risk of duplication/re-inviting the wheel output of successful collaboration greater than the sum of its part
- A prerequisite for impacts at scale

3. Knowledge sources

- Precedence – examples of best practice in existing collaborations
- Analysing commonalities, understanding and appreciating differences
- Speaking to different actor to understand need and complementarities for collaborations
- Possible actors: CSOs, research institutes, citizens, private sector, government, donors

4. Research Design/Methods

- Both quantitative and qualitative
- Existing secondary knowledge – literature review
- Develop methods to access existing information and identify knowledge gaps
- Focus groups/discussion/questionnaires/interviews to generate new primary data
- Develop and test hypothesis: experiment by implementing best practice method in new environments, monitor assess, improve
- Brainstorming: think outside the box

5. Where and with whom

Where: different locations, create typologies of countries based on political context and evolution of civil society e.g. China, India, Tanzania, Uganda, Madagascar, Syria

Who: target agents/stakeholder in each location

6. Outputs and outreach

Output/users

- Different models for collaboration that work in different country contexts
- Real collaborative working groups tackling real problems

7. Resources

- People with expertise in collaborative partnerships
- Existing networks
- Financial resources
- Willing participants for experimental work

CLOSING SPACE

Group members: Sareen N, Ross M, Martha M, Mpewi M, Ronnie, Kash

1. Research Theme: Enabling environment - Closing Space

Freedoms of: Association, Assembly, Expression

Enabling environment 'closing'

- Access/acceptance of data
- legal framework: rights and freedoms
- politics/informal risks and reprisals (culture)

I. Why is it 'closing', what role has civil society played?

- Changing dynamics between civil society, government and donors
 - How does government undermine civil society?
 - Securitisation of aid (during elections)
 - How to mobilise local funds for SA?

Sub-themes:

- a. Legal framework
- b. Informal relations
- c. Government, civil society, donor dynamics

a. Legal framework: Key questions

- How do existing laws 'close the space' or create enabling environment?
- Access to information freedoms of association, assembly and expression
 - ✓ Do laws reflect spirit of Constitution?
 - ✓ What approaches/methods are most effective to manoeuvre around closing space?

Sources: UN, CIVICAS, CSOs, Human Rights organisations, Universities, Network, Government

b. Information relations: Research questions

How does culture enable/impede social accountability on water?

Sources: Opinion leaders, social welfare, local authorities, FBOs, media

c. Government, civil society, donor dynamics

- I. What social accountability mechanisms exist and how do they function in different environments?

Sources: CSO, Government, Development partners

Other notes:

- Rise cases of champions, success stories
- WRI coordinates an environmental and HR defenders network of groups working across the globe

- II. What coordination communication mechanisms exist and how do they affect social accountability on water?
- III. Are these mechanisms/tools in place to monitor and assess the mechanisms of intersections and communication between the stakeholders?
- IV. What are the existing practices available to generate/collect, analyse and present data?
- V. What is the funding landscape in relation to social accountability?
- VI. Who is civil society accountable to?

Sources: Government, CSOs, Donors, Universities, private sector alliances

Methodology:

- Literature review
- Interviews
- Surveys
- Focus group discussions
- Case studies
- Digital platforms (tech platform)

Where: Global, Regional, National

Whom: Government, CSO, Networks, Academia, Media, Donor

Output/Outreach: Studies; papers, policy briefs, legal briefs