GATHERING & USING EVIDENCE

Why gather evidence

- Give voice to CSO voice when they decide to ask government to come to account
- Facts and figures give us credence and basis to seek accountability
- Jumpstart dialogue on accountability issues
- Improve decision making in accountability spaces
- Opportunity for dialogue between frontline service providers and citizens to formulate joint solutions to agreed problems

Factors to consider in Collecting Evidence

- Context. For example, in some countries, it may not be feasible for CSOs to get permission to monitor inside government facilities.

- Indicators. They provide strong pointers to which methods would be most suitable.

- Capacity. human and financial

- Partners and target audiences. respected by those you are working with and those you'll try to influence. Some people are swayed by facts and figures, while others may prefer real life 'accounts of peoples' experiences.

- Risks

Some Methods

- Citizen report cards
- FGDs
- Budget analysis
- Procurement monitoring
- Community score cards
- Surveys
- Opinion polls
- Public expenditure tracking surveys (PETS)/ PIMA cards
- Monitoring service delivery sites
- Social audits
- Independent audits
- Community based M&E
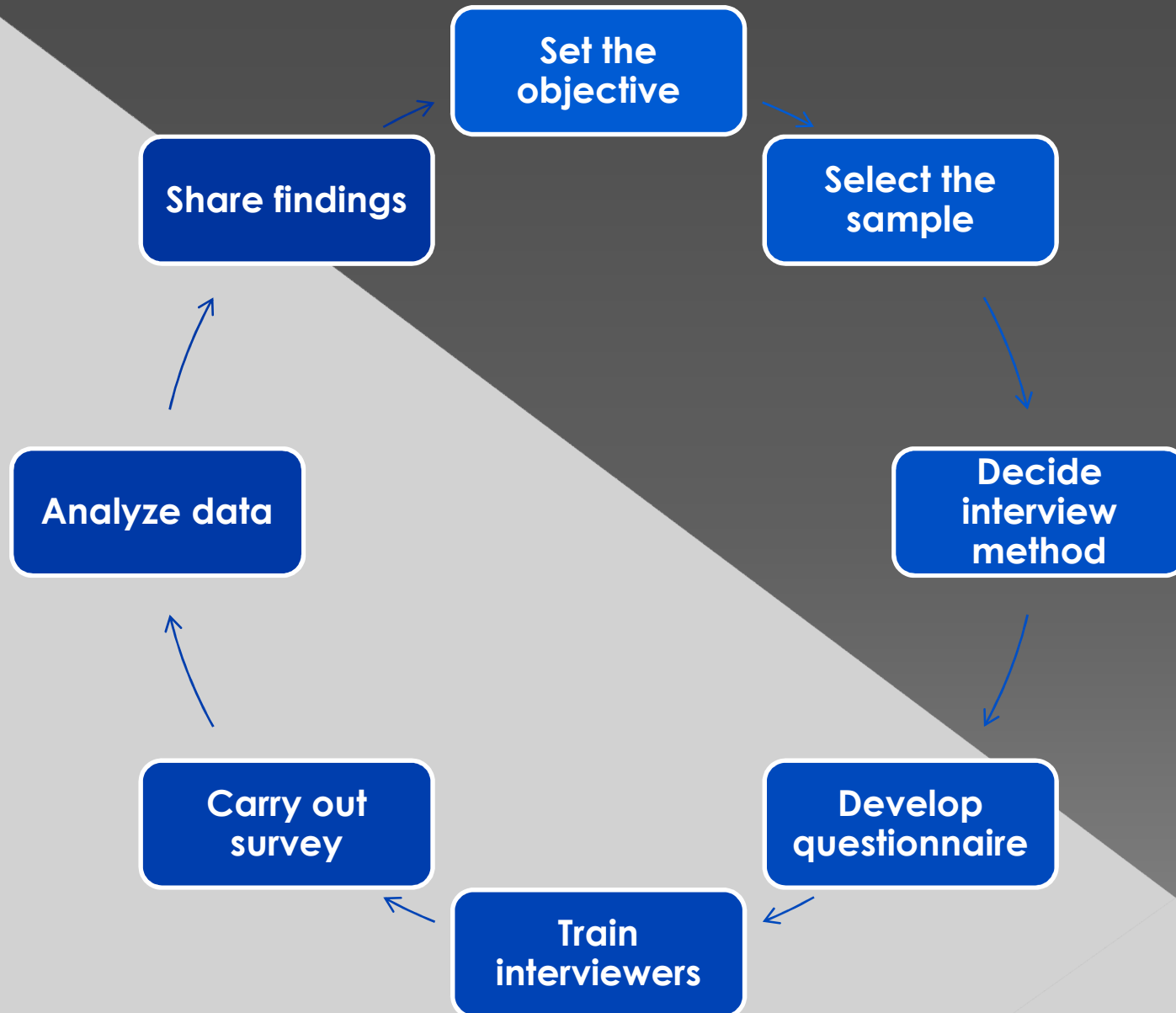- Participatory service delivery assessments

Note on methods

- There are overlaps among them but also some variations
- Context gives different meaning to a method
- The sequence employed in using a method will differ according to context
- Method or tool? A method- a series of activities may have several tools

Survey

- Capture facts, opinions and/or attitudes.
- Uses questionnaires- open ended or close ended questions
- Type of questions depend on data required- qualitative or quantitative

◉ survey techniques are used to:

> Gather public perceptions of government services from service users (citizen report cards and participatory service delivery assessments);

> Record collective assessments of public services or facilities (community scorecards);

> Track public resources through the budget process (public expenditure tracking surveys).

Survey Process

Set the objective

Select the sample

Share findings

Decide interview method

Analyze data

Carry out survey

Develop questionnaire

Train interviewers

Contributions of surveys to T&A

- **Tangible vehicle to focus and organize community participation in gathering evidence.**

- **Involvement of different stakeholders in the survey process is likely to spur ownership of the survey results.**

- **Stakeholder participation in the design of the questionnaire provides an immediate quality check on the content and relevance of the questions and answer options.**

- **Methodology is important in providing information on how its results were obtained.**

- **Surveys help to increase transparency when the findings are disseminated in interface meetings**

Community Score Cards

- The Community Scorecard is a participatory, community-based approach for assessing government services by grading them according to a range of scores.
- It draws different stakeholders into discussion with the aim of finding out:
  - › **Whether inputs promised for a service or facility have actually reached the frontline;**
  - › **How community members grade the performance of that service or facility;**
  - › **How frontline service providers themselves grade their own performance or that of their facility;**
  - › **What can be done to overcome problems at a facility and improve service delivery (joint decision making).**

Contribution of Score cards to T&A

- **Highly participative. The entire process relies on group discussion and active participation by community members and service providers.**

- **It is generated by community members themselves hence high degree of community ownership of the process and outcomes.**

- **Clarifies commitments and standards that exist thereby promoting transparency about the social contract that exists between people and a government**

- **Fosters open exchange of information and views by involving both community members and service providers in the assessment of services.**

- **Improves quality of service and accountability relationships**

Social Audits

- A social audit is the process through which all details of a public project are scrutinised at a public meeting.

- A social audit examines all aspects of a public project, including the management of finances, officers responsible, recordkeeping, access to information, accountability and levels of public involvement.

- A social audit seeks to evaluate how well public resources are being used and how to improve performance obligations.

- It also aims to ensure maximum community participation.

Why a Social Audit?

The social audit aims at:

- Ensuring that implementation of the project is transparent and known to everybody
- Increasing public participation at all stages of the project cycle
- Increasing accountability
- Ensuring projects are not left incomplete
- Identifying, controlling and reporting irregularities
- Preventing abuse of funds and corruption
- Measuring the impact of the projects
- Enabling people to exercise their rights

Questions asked by the Social Audit

- **Did money allocated to the project actually get there?**
- **What are the specifications of the project? Have they been met?**
- **Is the quality and quantity of materials used as per the specifications? (BQs)**
- **Did all workers receive their payments as indicated?**
- **Was the project completed within the specified time?**
- **Has the community been sufficiently involved in the project?**
- **Have project managers kept good records?**
- **Have project managers given the public the necessary information to help the public monitor progress?**
- **Has there been any abuse of funds in the project?**

Social Audit Process

Preparation & groundwork

Raising awareness, identifying stakeholders & building relationships

Information-gathering

Negotiate access to primary documentation about the project or facility

you want to audit

Create social audit teams

Ensure that audit teams are independent of government

(or other partisan) influence

Social audit teams develop skills & knowledge

- Social audit teams study copies of all relevant project documents
- Teams analyze, organize and simplify documents
- Teams identify discrepancies, irregularities & gaps

Project verification and site inspection

- Social audit teams visit project sites and compare plans to reality
- Teams gather information from local residents and intended project beneficiaries

Dialogue & analysis

- Audit teams analyse and collate all findings
- Findings presented back to communities in accessible formats
- Findings disseminated via print, street theatre, public meetings

Public hearing

- Evidence presented to public officials
- Called to account for (e.g) missing funds, misleading reports or incomplete projects

Follow-up

- Legal consequences for corruption
- On-going access to information & monitoring

Responsibilities & *principles of the social audit*

- The social auditor should have a full understanding of existing commitments and standards
- Awareness about the social audit process should be created in the community bringing on board primary stakeholders
- A report of all irregularities should be compiled and sanctions agreed on collectively.
- The purity of the social audit must be maintained at all times. It must not be politicized
- The social auditor must be impartial. He/she must not bring personal opinions, likes and dislikes into the process
- All issues raised must be supported by evidence
- Right of reply from duty bearers must be upheld

Some Project Documents Required for Social Audit Process

- Budget allocations
- Actual spending reports
- Beneficiary lists
- Waiting lists
- Accounts
- Invoices
- Vouchers
- Order forms
- Permits
- Scopes of works

- Contracts
- Licenses
- Project plans
- Project reports
- Minutes of meetings
- Payrolls
- Bills of quantities
- Specifications
- Completion certificates

Thank You
Shukran
Asante Sana
Kea Leboha
Naa goodee
Zikomo Kwambiri
Ndatenda/ Mazvita
Siyabonga
Dhonnobad
Dhanyabad
Tatoo
Enkosi