

Summary Note

i) Title of the session

“Individual Choice, Collective Action – How Social Accountability Helps Communities and Business Solve Collective Action Problems”

ii) Time and Room number

December 3rd 2014, 09:45am-11:15am, Room XXII

iii) Names of the panellists and moderator

Speaker: Jeff Hall, Director, Local Advocacy, WVI, jeff_hall@wvi.org

Speaker: Vianney Dong, Associate Director, Advocacy and Communications, World Vision DRC, vianney_dong@wvi.org

Speaker: Nicky Benn, Social Accountability Acquisition and Learning Advisor, World Vision International, nicky_benn@wvi.org

Moderator: Marisa Vojta, Manager, Resource Mobilization and Strategic Partnerships, World Vision International, marisa_vojta@wvi.org

iv) Short summary of the main points relayed by the presenters (1x paragraph for each panellist)

Jeff Hall: Introduction of Citizen Voice and Action approach to facilitate and promote social accountability, and presentation of results of this multi-stakeholder approach. Social accountability approaches have been proven to be effective through a range of studies and evaluations to improve education outcomes for children (through higher teacher and student attendance for example) and health outcomes (reduction in child mortality). In addition to clear outcomes, they also foster multi-stakeholder engagement and communication, and as such they can be adapted to reference the UN Guiding Principles. Although the approach has originally been developed for citizen's to hold their governments to account, it is now being piloted vis-à-vis companies, facilitating community engagement and multi-stakeholder dialogue in its process.

Nicky Benn: Supported the illustration of a group's collective problem-solving ability through short inter-active game with the participants.

Vianney Dong: Presentation of World Vision's Citizen Voice and Action pilot in DRC with Tenke Fungurume Mining, where this approach facilitated constructive community engagement, empowerment of local authorities and overall contributed to a restoration of working relationship between the different actors. It is still ongoing, but preliminary results are promising.

v) Key issues of discussion- record of ensuing discussion and interventions from the floor (comments and questions).

Based on preliminary experience in DRC, Citizen Voice and Action is a promising approach to facilitate cross-sector dialogue.

The approach has high potential to aggregate data across project sites and to achieve systemic change (Uganda example) – need to learn and apply more intentionally in other contexts.

Due to extensive consultation phase and focus on “issues” rather than (political) values CVA lends itself to inclusive stakeholder selection/ participation that is representative of broad public opinion.