

Agenda

“Developing Capacities for Accountability and Voice” Sofia, Bulgaria 1-2 October 2008

At the end of the training, participants will:

- be able to outline the latest thinking in the area of accountability and voice mechanisms, and explain how such mechanisms can be employed at the local level for quality service delivery;
- be able to apply the UNDP capacity development framework to accountability and voice mechanisms, and analyse the effectiveness and sustainability of accountability and voice mechanisms from a capacity development perspective; and
- have had opportunities for mutual knowledge exchange and experience sharing in the area of capacity development for accountability and voice

Summary of training topics and methods

Substantive topics/ outline of the day	Training methods
Day One	
Accountability & Voice concepts Accountability & Voice mechanisms in the context of public participation and Service Delivery	Brainstorming in groups Lecture, followed by Q&A Group discussions
Capacity Development responses in the context of A&V mechanisms	Lecture followed by Q&A Group discussions
Capacity Development for Accountability & Voice - case study analysis	Case study analyses in break out groups Group presentations of the results of the analysis
Day Two	
Practical application: Designing an Accountability & Voice mechanism for local service delivery	Group work
Debriefing the A&V mechanism design	Participant reflections and discussion in plenary 'Ask the expert' session
Written assessment	Individual work
Summing up, evaluation & next steps	Plenary session Individually completed questionnaires

Time	Substantive focus & learning objectives
Day 1 – Accountability and Voice Concepts and Mechanisms	
Session 1 9.00-9.30	<p>Welcome and introduction</p> <p><i>Opening remarks: Lene Jespersen, Deputy Resident Representative UNDP Bulgaria and Bjørn Førde, Director Oslo Governance Centre</i></p> <p><i>Facilitator: Dafina Gercheva</i></p> <p><u>Objectives of the session:</u></p> <ul style="list-style-type: none"> • Welcoming participants • Participant introductions • Introduction of facilitation/organizing team • Presenting & validating the overall objectives for the training • Introduction to training methods
Session 2 9.30- 10.40	<p>Accountability & Voice Mechanisms for Public Service Delivery</p> <p><i>Facilitator: Claudia Melim-McLeod</i> <i>Presenter: Taylor Brown</i></p> <p><u>Learning objectives of session:</u></p> <p><i>After this session, participants will be able to</i></p> <ul style="list-style-type: none"> - understand the roles of citizens, service providers and the state for A&V in service delivery - explain how accountability and voice mechanisms have been used in different contexts for the purpose of more effective service delivery - identify general ‘lessons learned’, potential entry points, and potential challenges related to A&V mechanisms for public service delivery <p><u>Summary of substantive focus of the session:</u></p> <p>This presentation will answer the following question: “<i>How can one increase the quality of public services based on the needs of citizens, and how can the poor and their advocates hold service providers accountable?</i>” The presentation will provide examples of accountability and voice mechanisms for public service delivery such as the use of citizen report cards, public expenditure tracking, performance based budgets, public hearings, etc.</p>
10.40-11.00	Coffee break (20 mins)
Session 2 continued 11.00-12.30	Accountability & Voice Mechanisms for Public Service Delivery (cont.)
12.30-	Lunch (90 mins)

14.00	
<p>Session 3</p> <p>14.00-15:45</p>	<p>Capacity Development for Accountability & Voice</p> <p><i>Facilitator: Taylor Brown</i> <i>Presenter: Dafina Gercheva</i></p> <p><u>Learning objectives of session:</u></p> <p><i>After this session, participants will</i></p> <ul style="list-style-type: none"> - be able to explain how CD can add value to practical programming for voice & accountability mechanisms for public service delivery - have applied the A&V and CD concepts covered earlier in the day on specific case studies - have identified critical CD challenges related to institutionalizing A&V mechanisms for improved public service delivery <p><u>Summary of substantive focus of the session:</u></p> <p>The presentation will focus on the intersections between the CD approach and accountability and voice mechanisms, providing an overview of the UNDP capacity development framework as it relates to the area of accountability and voice, and outlining the key result areas which are supported. The presentation sets the scene for the case study analysis to be done by participants as they examine four case studies from a CD perspective answering guiding questions and discerning key capacity development challenges faced when establishing accountability and voice mechanisms for public service delivery at the local level.</p>
<p>15.45-16.00</p>	<p>Coffee break (15 mins)</p>
<p>Session 4</p> <p>16:00 – 16:30</p>	<p>Reporting back from groups</p> <p>End of day – summary</p> <p><i>Joe Hooper</i></p> <p><u>Session objectives:</u></p> <p>Summing up the day Giving participants an opportunity to reflect upon what they have learned so far, and to provide some feedback to the facilitation team.</p>

Time	Substantive focus & learning objectives
Day 2: Accountability & Voice mechanisms: Practical application	
Session 5 9.00 – 9:15	<p>Review of previous day and outline of day two</p> <p><i>Claudia Melim-McLeod</i></p> <p><u>Objectives of session:</u> “Checking in” with participants before start of the day Presenting & validating the training objectives & methods of day two</p>
Session 6 9:15-10:30	<p>Practical application: Designing an accountability & voice mechanism for local service delivery</p> <p><i>Process facilitator: Taylor Brown</i> <i>Resource persons: UNDP-BRC and OGC</i></p> <p><u>Learning objectives of session:</u></p> <p><i>After this session, participants will</i></p> <ul style="list-style-type: none"> - have designed a A&V mechanism for a basic service that is being provided locally in their countries, including capacity development responses in the design - have provided input and feedback to A&V mechanisms developed by their colleagues <p><u>Summary of substantive focus of the session:</u></p> <p>The objective of this session is to have participants design, from a capacity development perspective, an accountability and voice mechanism for a basic service that is being provided locally in their countries, with specific reference to the substantive issues covered during the first training day. As part of this process, they will provide feedback to each other’s work.</p>
10.30-10: 50	Coffee break (20 mins)
Session 6 continued 10:50-11.30	<p>Practical application: Designing an accountability & voice mechanism for local service delivery (cont.)</p>
11.30-12.15	<p>Debriefing the A&V mechanism design</p> <p><i>Facilitator: Taylor Brown</i> <i>Substantive resource persons for ‘ask the expert session BRC and OGC</i></p> <p><u>Learning objectives of session:</u></p>

	<p><i>After this session, participants will</i></p> <ul style="list-style-type: none"> - have reflected on their own working process in designing their A&V mechanisms - have some tools for approaching challenges they faced as part of this process <p><u>Summary of substantive focus of the session:</u></p> <p>This session will focus on debriefing the A&V mechanism design sessions, and specifically on difficulties participants encountered during the design process, with the overall purpose of strengthening participants' analytical and problem solving skills in this area.</p>
<p>12.15-13:30</p>	<p>Lunch (60 mins)</p>
<p>Session 7</p> <p>13:30-14.30</p>	<p>Key issues clinic</p> <p>In sub-groups, participants discuss key issues:</p> <ul style="list-style-type: none"> • What can we do when political will is lacking? • How to improve institutionalisation of A&V mechanisms? • What are UNDP's comparative advantages in working on A&V in the region?
<p>Session 8:</p> <p>14:30-15.45</p>	<p>Written Assessment</p> <p><i>Taylor Brown</i></p> <p>Participants will test their knowledge gained in the workshop and review how they will apply what they have learned Monday morning back at the office.</p>
<p>Session 9:</p> <p>15.45-16.20</p>	<p>Summing up, evaluations & next steps</p> <p><i>UNDP-BRC</i></p> <p><u>Learning objectives of session:</u></p> <p><i>After this session, participants will</i></p> <ul style="list-style-type: none"> - have reviewed the main issues addressed in the workshop - have formulated a set of 'next steps' specifying how participants will use their newly acquired knowledge after they return to their respective County Offices