

Geneva, May 2017

## Youth-led accountability at the country level:

The case of health service provision

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### Standard 4

Health-care providers demonstrate the technical competence required to provide effective health services to adolescents. Both health-care providers and support staff respect, protect and fulfil adolescents' rights to information, privacy, confidentiality, non-discrimination, non-judgemental attitude and respect

### Standard 8

Adolescents are involved in the planning, monitoring and evaluation of health services and in decisions regarding their own care, as well as in certain appropriate aspects of service provision.

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# Voice !

1. Help and Care Seeking for STIs Among Youth in Low- and Middle-Income Countries
2. STI Services for Adolescents and Youth in Low- and Middle-Income Countries: Perceived and Experienced Barriers to Accessing Care

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## Youth Perspectives

- **Negative** provider behavior
  - Rude or unfriendly treatment
  - Blaming
  - Lecturing
  - Scolding or yelling at youth
- NGOs or specific youth service facilities noted to be friendlier than public services
- Lack of **confidentiality**-services or condoms provided without privacy

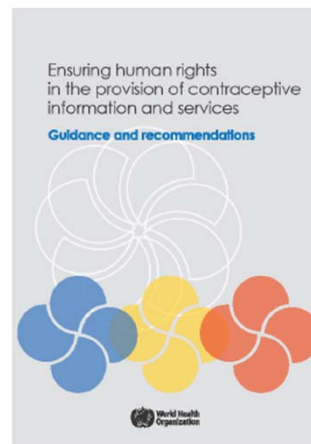


# Teeth !

## Nine recommendations

1. Non discrimination
2. Availability
3. Accessibility
4. Acceptability
5. Quality
6. Informed decision-making
7. Privacy & confidentiality
8. Participation
9. Accountability

9.1 Recommend that effective accountability mechanisms are in place..., including monitoring and evaluation, and remedies and redress, at the individual and systems levels



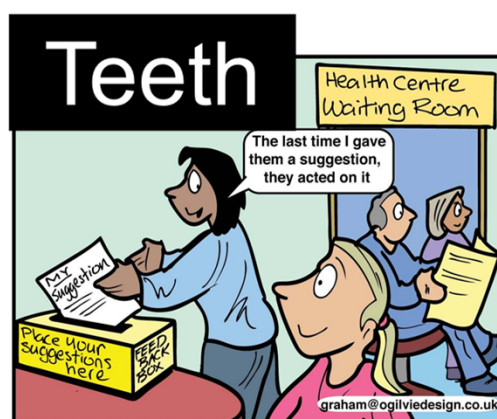
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We assessed national contraceptive policies, strategies & guidelines in Burkina Faso Faso, Democratic Republic of Congo, Ethiopia, Kenya, Madagascar, Nigeria, Rwanda, Tanzania, Uganda & Zambia on accountability

9.1 Recommend that effective accountability mechanisms are in place..., including monitoring and evaluation, and remedies and redress, at the individual and systems

## □ 1+ 2/10

- Kenya's normative documents mention the role of national human rights institutions in receiving & investigating human rights violations experienced by adolescents.
- Nigeria's and Zambia's normative documents mention complaint or feedback mechanisms for adolescents as well as their involvement in monitoring/evaluation.



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# Voice & teeth!

- Social accountability initiatives are overwhelmingly based upon the assumption that 'information is power'.
- Research indicates that to be have the greatest chance of effecting change, 'voice' (citizen involvement) must be combined with 'teeth' (state responsiveness).



www.elsevier.com/locate/worlddev



<https://doi.org/10.1016/j.worlddev.2015.03.011>

World Development Vol. 72, pp. 146–201, 2015  
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## Social Accountability: What Does the Evidence Really Say?

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**Summary.**— Empirical evidence of tangible impacts of social accountability initiatives is mixed. This meta-analysis reinterprets evaluations through a new lens: the distinction between tactical and strategic approaches to the promotion of citizen voice to contribute to improved public sector performance. Field experiments study tactical interventions based on optimistic assumptions about the power of information alone, both to motivate collective action and to influence the state. Enabling environments for collective action combined with bilateral state capacity to respond to citizen voice are more promising. Sandwich strategies can help 'voice' and 'teeth' to become mutually empowering, through state-society synergy.

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**Key words.**— social accountability, transparency, voice, public information access, state-society synergy