**EXERCISE: Field-level assessment of the functioning of the accountability mechanism**

**Description and Purpose:**

A series of participatory questions and exercises for each of three accountability components; information sharing, participation and feedback/complaints handling, provides the basis for determining the functioning of the field-level accountability mechanisms and will provide ground-truth the organisational assessment. For each of these components an opinion ranking exercise is undertaken by rating them against four scores: Basic, intermediate, mature, HAP-compliant

**Preparations:**

* Translation into local language of the scoring grid
* Prepare large sheets with the scoring grid without highlighted text:

**WHICH OF THE FOLLOWING FOUR STATEMENTS BEST DESCRIBE:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | [cid:image009.png@01CE84B0.3EA05AD0](http://codex.wordpress.org/File:icon_sad.gif)  **Many failures** | [cid:image010.png@01CE84B0.3EA05AD0](http://codex.wordpress.org/File:icon_confused.gif)  **Little failures** | [File:icon smile.gif](http://codex.wordpress.org/images/c/c0/icon_smile.gif)  **strong** | [Thumbnail for version as of 06:23, 14 February 2005](http://codex.wordpress.org/images/1/1f/icon_biggrin.gif)  **Excellent** |
| How much information you have about CARE and the project (INFORMATION SHARING) | I know nothing about  CARE or the project | I know little about  CARE or the project | I know a lot about  CARE and I have  good knowledge  about the project | I know a lot about  CARE and about the  project including  activities, plans and budgets |
| The ways in which you have been involved in the different steps of CARE’s project  (PARTICIPATION) | I’m informed but not involved,  CARE tells me what the project will do and how this affects me | I’m consulted – CARE discusses options with me but I’m not part of the final decision made by CARE | I’m involved – we sit together and  take the decision together | I’m leading the decision  which is then implemented  by CARE |
| The way(s) in which you can provide feedback to CARE about the project (COMPLAINTS AND FEEDBACK HANDLING) | I do not know how to provide  feedback about CARE  and do not use any complaint mechanism | I know and am able to provide feedback about CARE but am not sure how CARE uses that feedback – there has been no response to my feedback | I know and have used CARE’s feedback or complaint mechanism and I know that feedback has influenced some decisions taken by CARE | I use CARE’s feedback mechanism regularly to influence decision making and make changes to the project |

* When translating into local language as appropriate giving particular attention to locally understandable and adequate translations of key concepts of ‘information sharing/transparency’, ‘Participation’ or ‘Feedback’. Think about traditional sayings that might describe best the concept.
* Prepare scoring stickers in different colours (10 per question and group).
* Prepare facilitators (people who have not been involved in the response) for each group so that they have an equal understanding of the exercise, the concepts, and the useful follow up questions (see below).

**Process:**

INTRODUCTION:

Introduce yourself and invite introductions: Explain purpose of process and use of information. Explain what will happen and get consent to proceed. Use a warm-up question like “Can you tell me a little about the history of the project and how it is assisting you?” to start discussion about how participants see the project.

Explain the score card and the different concepts / statements of the grid. Make sure that all elements are properly understood.

Explain the scoring: only 10 ‘votes’ per component per group; group can vote by consensus or by individual member; votes can be cumulated on one statement or distributed between more than one statement.

GROUP WORK:

Divide participants into small groups of not more than 10 participants. Have one facilitator assist each group. Make sure that facilitators do not have any direct stake in the relationship between CARE and the group. Let the groups discuss each accountability component. Facilitate exchange between group members before the group places the votes.

In case there is disagreement between group members the facilitator should ensure that votes placed on the different statements reflect the divergence of opinions.

Have the group prepare for plenary presentation. Put particular emphasis on concrete examples that will illustrate the statement(s) the group voted for.

PLENARY:

Have a presenter from each group explain the score of the group to the other groups (can use also gallery walk methodology).

Encourage that groups provide concrete examples of CARE’s behaviour and practice that illustrates their scoring. Invite questions from the plenary. After the presentations from the different groups invite comments and suggestions from the plenary.

DO NOT questions the scoring but only allow questions for clarification – unless it is obvious that a group has misunderstood the statements.

