

CARE ETHIOPIA

360 degree ACCOUNTABILITY

November 19th 2015



360 Degrees

- CARE Ethiopia has drafted a new Accountability Policy to be rolled out in 2016 based upon the principle of 360 degree Accountability
- The Policy asserts that Accountability must be shared between CARE, our partners, Government and the communities we work with
- CARE does not want to reduce our own level of Accountability but we want others to be fairly and equally responsible
- Many actions are effectively beyond our control, so CARE alone taking Accountability is not effective
- CARE will work to build systems and capacities within our own organization, partners and communities to promote collective Accountability



Accountability Principles

- CARE promotes accountability as a way of working with partners and communities to allow them to hold themselves and CARE accountable for delivering on commitments.
- CARE uses Accountability to give the communities we serve a stronger voice thus enabling us to better respond to their needs, and ensuring that communities also take Accountability for their own actions.
- Accountability enables CARE to improve the quality, impact, effectiveness and credibility of our work.
- Accountability systems will build increased trust amongst our donors and supporters enabling CARE Ethiopia to form stronger long term relationships.



Community Score Card (CSC)

- The example of 360 degree Accountability in practice comes from the application of the Community Score Card to WASH interventions in Este wereda of Amhara region in 2014, under CARE Ethiopia's Chronically Food Insecure Rural Women Program
- CSC was primarily used as a mechanism for ensuring feedback from Government partners and community members
- Various issues were identified during the CSC process, including the need for additional water points and more effective water management



Community Score Card (CSC) – Collective Accountability

- The process resulted in agreed actions for Wereda Departments, communities and CARE
- Communities became more aware of the different Depts
- Effective communication with focal points was initiated
- Communities recognized the need to take greater responsibility for water management based upon Dept's actual limitations and realistic scope of action.
- Government workers also became more aware of the needs of communities and became more responsive and willing to allocate resources where possible
- The process reduced information gaps between Govt and community and across departments and a partnership based upon a realistic understanding was formed



Community Score Card (CSC) - Results

- **New water points were constructed with pooled budget contributions from CARE & Govt and community contributions in labour and resources**
- **Agreed water rations and regulations for usage facilitated effective community management and ongoing community ownership for maintenance**
- **Most importantly, the availability of safe water for the community increased**
- **CARE's greatest contribution was recognized as bringing the actors together**



Future 360 Directions

- **CARE Ethiopia will apply CSC and other tools to ensure collective Accountability.**
- **Develop a realistic Accountability framework that brings together existing and new actions**
- **Accountability Monitoring**
- **Accountability and Gender**
- **Accountability in Emergencies**
- **Accountability as a pillar of partnership**



Conclusion

Having a 360 degree approach to Accountability is not only desirable from the perspective of holding ourselves and our partners accountable in order to increase our effectiveness.....

It is also a critical strategy to achieving realistic, tangible and long-lasting results.....

