

Shared experiences from the Webinar presented by Concern Universal now known as United Purpose from Mozambique

- **Building relationships with already established partners** who can implement social accountability monitoring (SAM) at the local/hyper local¹ level is important. There needs to be a clear understanding of the position of that partner within the local political, social and civil society spaces. It is also important to have conversations that outline each partner's priorities so that an understanding of where there is alignment or not with your own priorities is set out. However, it should not be assumed that 'strong' partners will all achieve the same impact or have the same journey in implementing SAM
- Understanding local contexts are important, but **understanding hyperlocal** (confined to a well-defined community) **contexts** are equally important because although some contexts might seem similar (geography, politics, collaborates etc.), the positions of power at the hyperlocal level and how power plays out will affect the way in which SAM is implemented. A key question here is How flexible does your MEL system have to be to be able to measure impact at hyperlocal levels that will look very different for each partner?
- Each partner/context has its own '**bag of tricks**' and the key to successful implementation is learning early what should be in that bag and also how to take advantage of opportunities to add to your bag. Questions that arise are:
 - If each context (particularly at the hyperlocal level) has a different bag of tricks, then how do you share lessons?
 - How do you track progress and change using one MEL system?
 - How do you know which tricks to add to your bag when implementing in a new locality?
 - How do you ensure sustainability of programmes/projects if you are not able to capture and replicate the essence of a 'bag of tricks'?
- **Do not assume public officials will or will not comply.** Making an effort to understand the needs of local duty bearers provides insights into the type of response you receive as well as makes headway in **building relationships** for joint problem solving as an example. Resistance may be institutional, personal or organisational or a combination of all these elements. The question then is how do you adapt your SAM implementation strategy to align with gaps you can see as a means of engaging them (local duty bearers) in SAM? Leveraging gaps in capacity can be a tool for engaging with public officials – but do not assume this.
- It is important to **adapt the PSAM approach and its tools for monitoring Social Accountability to the local context** and local knowledge. The question then is how simple is too simple and where do you start to lose the essential elements of SAM in order to make it accessible?

¹ Hyperlocal- relating to or focusing on matters concerning a small community or geographical area.

- Because implementers are adding to their bag of tricks constantly, and having to grab opportunities that arise at the local level, strategies need to be adaptable and innovative which means **being flexible**. The questions are:
 - How to be open to flexibility whilst keeping in line with the original service delivery problem identified for addressing by the community?
 - How to communicate this to donors (and other SAM practitioners) in a way that allows them to see the importance of having to change in order to ensure impact?

