**Concept Note for Side Event at UN Forum on Business and Human Rights**

**December 3rd 2014, 09:45am-11:15am, Room XXII  
*Thematic track: Embedding the Guiding Principles in global governance***

Title: “Individual Choice, Collective Action: How Social Accountability Helps Communities and Business Solve Collective Action Problems”

Background information:

From the 2004 World Development Report to the Global Partnership for Social Accountability, announced by the World Bank Board in July 2013, donors have increasingly supported social accountability within the rights based development framework, as a mechanism for improving the services on which the poor depend. Historically, services (such as health and education) have been provided for directly by the state but as the development landscape changes, multiple stakeholders have become involved in service provision, whether as contractor or, as part of private sector impact investment strategies.

However, much of the work around participatory governance and social accountability has framed the work as empowering citizens to "demand" better services from governments and the private sector, who must, in turn, "supply" them. Recent research (Booth 2012 and Barr/Zeitlin 2012) however suggests that the performance of services at the local level depend more upon the ability of communities to solve collective action problems, drawing on available resources such as the UN Guiding Principles as a basis for negotiations and constructive discussion.

Session objectives and format:

This workshop will provide participants with the opportunity to explore how social accountability can improve a community's ability to solve collective action problems and therefore, to more effectively advocate for the services which are vital to productive communities. As a result of the workshop, participants will have the opportunity:

1. to consider how interventions enhance (or not) the capacity of communities to successfully act collectively,
2. to consider how social accountability interventions may (or not) increase the mutual benefits to communities and business of business investments in development solutions.

This workshop will be facilitated in a participatory manner, introducing participants to one of the most common social accountability tools: the community score card. Participants will then have the opportunity to solve a common collective action problem through a series of exercises.

Target audience:

This workshop will be of interest to people who are either directly or indirectly involved in community engagement and empowerment. Participants from all sectors – government, civil society/NGO and business – are welcome and desired.

Confirmed speakers/ facilitators:

* Jeff Hall, Director, Local Advocacy, World Vision International
* Vianney Dong, Associate Director, Advocacy& Justice for Children and Communications, World Vision DRC