

Ensuring the Quality of Services Through Accountability Workshop

Lipjan, Kosovo, 5th October 2017

Agenda

Objectives for the Workshop:

For participants to:

1. Understand and explain key concepts, relating to governance and social accountability and how this leads to greater transparency, accountability and quality of services
2. Understand and explain the Community Scorecard approach and process of preparation, implementation, monitoring and evaluation;
3. Discuss how the Community Scorecard approach can be adapted for the Lipjan context;
4. Understand our role and responsibilities in implementing the Community Scorecard approach;
5. Come up with next steps for taking the approach forward

Thursday 5 th October	
09:00-09:10	Introduction, objectives and purpose of the meeting
09:10-10:00	Governance, social accountability and social accountability approaches
10:00-10.45	Understanding the Community Scorecard approach and process
10.45-11.00	Tea Break
11.00-12.00	Discussion on how the scorecard approach can work in our municipality
12.00-13.00	Our roles and responsibilities in implementing the scorecard approach
13.00-14.00	Lunch Break
14.00-15.00	Next Steps in moving forward and Close
Close of Session	