#WHAT WOMEN WANT

A toolkit for putting accountability into action
About ATHENA

ATHENA’s aim is to advance gender equality and human rights, working through global health policy and practice – and in so doing to realize a world where women in all their diversity have the power, choice, and agency to make and enact their own decisions regarding their sexual and reproductive health and wellbeing, and to claim their human rights: where HIV is no longer a public health emergency; and where gender-based violence in all its forms is eradicated.

As a global network of organizations and individuals, we bring expertise through lived experience, and work through on-going partnerships rather than isolated projects. Our approach is based on a durable and transformative model of change: seed change from the bottom up and ensure that global processes are reflective of local realities, and vice versa. We mentor new young women leaders, invest in lasting collaboration and mutual knowledge exchange, bridge movements towards a more inclusive, stronger women’s rights and gender equality movement, and in so doing strengthen and invest in women-led civil society.

ACKNOWLEDGMENTS

Report authors: Jacqui Stevenson, Kristen de Graaf, Ebony Johnson, Tyler Crone

Young women leaders working group: Sheryl Tendai Chigwedere, Chitungwiza, Zimbabwe; Winny Obure, Nairobi, Kenya; Racheal Valerie Musavi, Nairobi, Kenya; Nalwanga Resty, Uganda; Faith Aisha Adams, Lilongwe, Malawi; Asiimwe Hilder Maldrine, Kampala, Uganda; Lucy Wanjiku Njenga, Nairobi, Kenya

#WhatWomenWant ATHENA leadership team: Tyler Crone, Kristen de Graaf, Ebony Johnson, Alex Murphy, Catherine Nyambura, Teresia Otieno, Jacqui Stevenson

Special thanks to the UNAIDS Secretariat who has generously supported the consultation, the campaign and the production of this report.

Design and illustration by Jane Shepherd

Join the #WhatWomenWant conversation

Photo campaign and Young Feminist Blog series
http://whatwomenwant.format.com
www.facebook.com/networkathena
twitter.com/NetworkATHENA

www.athenanetwork.org
Contents

Introduction and overview 4
  Who is this toolkit for? 4
  Why is this toolkit needed? 4
  Achieving #WhatWomenWant means putting accountability into action 5
  What is accountability? 8

#WhatWomenWant principles to put accountability into action 9

Building blocks for engagement and consultation 10
  How to set up a #WhatWomenWant consultation group 10

1. Accountability in action: Engaging with new tools and technologies 12

2. Accountability in action: Involving women and girls as active participants and in ongoing consultation 14

3. Accountability in action: Translating strategies and guidance to support effective implementation 16

4. Accountability in action: Strengthening engagement with multilaterals 20

5. Accountability in action: Making high level commitments accessible 22

6. Accountability in action: Holding decision-makers to account 24

7. Accountability in action: Addressing gender-based violence through the HIV response 26

Achieving accountability in action 28

Resources 30
Introduction and overview

This toolkit provides a framework for accountability in action, to put women and girls in all of their diversity at the center and to bring a feminist, gender transformative lens across policy development, program implementation, research, strategies, and initiatives. Throughout, we offer examples of effective ways to inform, engage, and foster leadership among women, including young women and adolescent girls, and provide ideas for everyone to take part in meaningful accountability including women themselves, Governments, donors, and policy makers. The toolkit is a living document that will be expanded and updated as we continue to learn, grow together and advance a shared vision.

WHO IS THIS TOOLKIT FOR?

It is designed for those who want to hold decision-makers to account and for those who want to be accountable to the women they serve. The toolkit can be essential for organizations, groups, and advocacy bodies from the grassroots to global who want to spearhead participatory action research, policy change, service expansion, community engagement and/or increase community literacy on health, rights, and policies.

WHY IS THIS TOOLKIT NEEDED?

Consultation, inclusion, and accountability are complementary, essential tools for implementing commitments made by governments and other duty bearers towards women, young women, and girls; for putting women at the center of policies, programs, research, strategies, and initiatives; to ensure global commitments are translated into sustained, meaningful change; and to monitor progress towards new commitments.
ACIEVING #WHATWOMENWANT MEANS PUTTING ACCOUNTABILITY INTO ACTION

#WhatWomenWant is a global movement, led by the ATHENA Initiative. It is a campaign powered by women, especially young women, who want to be meaningfully involved in making real, lasting change for women and girls. It uses social media, consultation, and innovative platforms to reach and engage women in all our diversity. #WhatWomenWant creates platforms for women to lead and to make their voices heard, to connect with others, to inform the HIV response with their lived expertise and to build connections with and between different issues, sectors, and movements. Fundamentally, it works to ensure that the most affected are at the center and their solutions are prioritized.

#WhatWomenWant was inspired by the impact of the virtual activism surrounding the 2016 Commission on the Status of Women (CSW), and used that momentum to build a platform where women could mobilize for upcoming political opportunities.

The campaign engages through an expanding network of primarily women-led organizations and individuals who are working to advance gender equality through a women’s rights and health focus. With each contribution, #WhatWomenWant aims to:

- Bring attention to the urgent need to address women’s rights and gender-related disparities within and beyond the HIV response
- Catalyze joined up action where gender equality, human rights, sexual and reproductive health and rights (SRHR), gender-based violence (GBV), and HIV intersect
- Put women and young women in charge of defining their own agendas
- Harness the lived experience of women and young women in all of their diversity to create advocacy tools by and for women, to advance their own solutions wherever they are
- Identify leadership opportunities for women and young women in all of their diversity to engage stakeholders and be meaningfully involved in the decision-making processes that most affect their lives.

To date, #WhatWomenWant has included:

- **Events and in-person organizing** at the Commission on the Status of Women, High-Level Meeting on AIDS, International AIDS Conferences, Women Deliver, and AWID.
- **Social media campaigning** using the hashtag #WhatWomenWant – join in at www.facebook.com/networkathena and www.twitter.com/NetworkATHENA
- **Creating a Young Feminist Blog series**, a platform for young women leaders to share their expertise and priorities, at http://whatwomenwant.format.com
- Global consultations and engagement, research and development of a **Transformative Framework for women, girls and gender equality** and this accountability toolkit.
- **Twitter chats, WhatsApp dialogues, WhatsApp focus groups** and other use of new and social media to reach out and engage.

Women must be at the center of monitoring implementation and of holding governments and leaders accountable.
MONITORING AND ACCOUNTABILITY TO ENSURE IMPLEMENTATION

Governments make commitments nationally, regionally and globally that are relevant to women and girls, and which they are accountable for delivering. At the global level, the Sustainable Development Goals and the 2016 United Nations General Assembly Political Declaration on Ending AIDS are two critical commitments that governments should be held to account for at all levels (see box on page 4). Women’s civil society and leadership can and should be engaged as partners in deciding how, when and where these commitments will be implemented, and to ensure that those who are most impacted by HIV are reached.

Women must be at the center of monitoring implementation and of holding governments and leaders accountable. This entails women-led and -centered research, advocacy, indicator development, data collection, monitoring and evaluation (M&E), tracking implementation, and documenting and qualitative and quantitative measuring of change. Who is asking the questions and who is answering is as important as what is being asked. Young women are looking to digital tools and technologies to evolve the monitoring and accountability agenda. Insight and experience can now be shared globally and in real time, unlocking a new world of how we might learn together and deliver.

A common thread running through all the #WhatWomenWant activities has been the power and potential of meaningful accountability. Women and especially young women want more than consultation. They want the opportunity to hold to account governments, donors, multilateral agencies, policy makers, program leads, researchers, and others who make decisions that affect their lives.

In ATHENA’s Transformative Framework for women, girls, and gender equality – developed through the #WhatWomenWant campaign – accountability is a key pillar. Women and girls must be at the center. This upholds a strong women’s civil society from which emanates leadership, co-ordination, and movement-building to ensure that gender equality commitments are translated into sustained, meaningful change. The inclusion and engagement of feminist leadership and women in all our diversity in monitoring, implementation, and accountability ensures progress. These core rings galvanize and root lasting changes in the lived realities of women and girls.

This toolkit is also a blueprint for achieving #WhatWomenWant through putting accountability into action. It offers effective ideas to substantively engage with women, including young women and adolescent girls, and ideas for everyone, from women themselves, to governments, donors, and policy makers, to take part in meaningful accountability. Whether you want to hold decision-makers to account, or you want to be accountable to the women you seek to serve, #WhatWomenWant provides a framework to achieve it.

Throughout this tool, and at the core of #WhatWomenWant and ATHENA’s wider work, is the concept of accountability in action, which for us means making information on high-level decisions, policies and programs, accessible and tangible to those who are affected by it. This is paramount in reaching diverse communities across geographies, age ranges, knowledge levels, social and economic spheres. This is what guides ATHENA in the art of making accessible the research, political processes, complex jargon, and information that governs
outcomes for adolescent girls and young women. We always strive to develop innovative, creative, and accessible means to help women and girls to be informed, engaged, and leaders in the decisions that shape their health and lives.

GLOBAL COMMITMENTS FOR GIRLS’ AND WOMEN’S HEALTH AND DEVELOPMENT

Sustainable Development Goals

- **SDG 3**: Ensure healthy lives and promote well-being for all at all ages.
- **SDG 4**: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- **SDG 5**: Achieve gender equality and empower all women and girls.
- **SDG 8**: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
- **SDG 16**: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective accountable and inclusive institutions at all levels.

2016 United Nations General Assembly Political Declaration on Ending AIDS

- Reduce the number of children newly infected with HIV annually to less than 40,000 by 2018.
- Reach and sustain 95% of pregnant women living with HIV with lifelong HIV treatment by 2018.
- Ensure that 30 million people living with HIV have access to treatment by 2020, and 90–90–90 targets are met by 2020.
- Provide 1.6 million children aged 0–14 years and 1.2 million adolescents aged 15–19 years living with HIV with lifelong antiretroviral therapy by 2018 (reach 95% of all children living with HIV).
- Reduce the number of new HIV infections among adolescent girls and young women to below 100,000 per year.
- Ensure that 90% of adolescent girls and women at high risk of HIV infection access comprehensive prevention services by 2020.
- Ensure that 90% of young people have the skills, knowledge and capacity to protect themselves from HIV.
- Ensure that 90% of young people in need have access to sexual and reproductive health services and combination HIV prevention options by 2020.
- Ensure universal access to quality, affordable and comprehensive sexual and reproductive health care and HIV services, information and commodities for women.
- Eliminate gender inequalities and end all forms of violence and discrimination against women and girls, such as gender-based, sexual, domestic and intimate partner violence, including in conflict, postconflict and humanitarian settings.
- Ensure that 90% of key populations – including female sex workers, transgender women, women who inject drugs and prisoners – access comprehensive prevention services, including harm reduction, by 2020.
- Make 20 billion condoms annually available in low- and middle-income countries by 2020.
- Review and reform laws that reinforce stigma and discrimination, including on age of consent, HIV nondisclosure, exposure and transmission, travel restrictions, and mandatory testing by 2020.
- Reach 90% of all people who need tuberculosis treatment, including 90% of populations at higher risk, and achieve at least 90% treatment success; and reduce tuberculosis-related AIDS deaths by 75% by 2020.
WHAT IS ACCOUNTABILITY?

Accountability means being responsible to, and held to account by, the women and girls that programs, policies, strategies, and initiatives aim to serve. It means ensuring that high level decisions are translated into action through resources and implementation, and that those affected know about and have an opportunity to influence those decisions. For women, including, adolescent girls and young women, living with and affected by HIV, accountability means those same women and girls being engaged, consulted, informed, listened to, and supported to take the lead in the decisions that affect their lives. This is as applicable to addressing the twin epidemics of HIV and violence against women that women face in Eastern and Southern Africa as it is to expanding access to family planning tools and contraceptive choice. Monitoring and participation are critical to accountability, but are not enough on their own. You can have participation and monitoring and still have no accountability, if that participation and monitoring does not lead to effective programming or improvements.

The rights and wellbeing of women are directly affected by decisions made at all levels, from high-level meetings at the United Nations (UN) or the World Health Organization (WHO) to regional bodies such as the African Union, down to those enacted by governments around the world from ministries of health down to decisions made at the local level including those made by mayors, municipal offices, councils, and traditional leaders. Too often, these decisions do not directly involve the women they impact and are not even shared with them. Accountability means taking action to do things differently.
#WhatWomenWant principles to put accountability into action

**A** - Act on decisions and commitments, and to identify and then address gaps, opportunities, or challenges to implementation that emerge.

**C** - Consult widely, meaningfully, and constantly. The leadership of and by women, including adolescent girls and young women, is central to shared accountability. Meaningful leadership by and engagement of the most affected women and girls at every stage requires support, resources, and linkages to key decision-makers, forums, and opportunities.

**T** - Translate decisions, documents, and details, to ensure that women, including adolescent girls and young women, have access to information that is understandable and explains clearly how they will be affected and how they can engage. Bi-directional linkages and learning between women and decision-making entities from the UN system to local government are key.

**I** - Inform women about commitments that their governments and others are accountable for. Many people do not follow international conferences or have access to declarations and outcome documents. We can only hold people to account for what we know they are accountable for.

**O** - Organize and create spaces for engagement that are accessible, and fit within the realities of the lives and experiences of women, including adolescent girls and young women. Create opportunities to capture the lived realities and advance the priorities of women across the spectrum of social norms, investments, policies, interventions, and practices that impact and determine women’s access to health, education, financial stability, safety, and overall wellness.

**N** - Network-building to facilitate new partnership and collaborations amongst young women leaders. Developing virtual platforms, such as #WhatWomenWant, for ongoing connection, coordination, evaluation, resource dissemination, knowledge sharing, and strategizing ensures that change grows from the ground up and initiatives amplify each other, contributing toward the long-term work of transformation.
Building blocks for engagement and consultation

Below are the 12 steps required to establish a consultation and leadership group to provide feedback and support engagement.

The steps focus on an online group, but can equally apply to a real-life consultation or focus group.

Think about what model works best for the women, young women and/or adolescent girls you want to reach. An in-person group might be most appropriate in some cases, a WhatsApp group ideal for others, or a combination of the two approaches. Make sure you use the right tools for the community you are seeking to engage, and use the right language too – how does #WhatWomenWant translate into the language you are engaging in?

**HOW TO SET UP A #WHATWOMENWANT CONSULTATION GROUP**

1. **Identify and engage participants** from the community you seek to reach, ensuring diversity in membership using ‘snowball recruitment’, where existing contacts recruit more participants from among their peers. Invites can go to a broader group of women through existing WhatsApp organizing groups and other virtual platforms and list-servs. Use this to build a movement, not just for one-off engagement.

2. **Moderate and facilitate the group** as an ongoing activity. Keep on topic and steer the dialogue. Ensure all members understand the purpose of the group.

3. **Set ‘ground rules’** that include principles of participation, at the beginning of the consultation process to set clear expectations, keep the process focused and maximize engagement. One of the first things you and your group should do is create and agree upon some ground rules to keep the process productive and respectful and foster ownership of the process.

   - **Set the theme**, for example: “We welcome ideas and posts from all young women in the group that are related to HIV and sexual and reproductive health and rights”.

   - **Set the tone**, affirm and validate: “Your ideas, comments, and topics are valuable” and encourage questions, openness and learning throughout the process.

   - **Set boundaries**: “This space is meant for adolescent girls and young women under 30. There are a number of other spaces for men, boys, older women, children, and all others.” Articulate why it is important to your respective organization, goals or community to have specific focus and highlight the benefits.
4. **Provide only factual, evidenced-based information.** However, as the participants are sharing the majority of the content themselves, sometimes there may be inaccurate information shared. In these cases, the moderator can ask questions to clarify and provide information when necessary. When information is shared that is inaccurate, participants should be thanked and correct information should be shared by the moderator supported by infographics and/or links. Stay mindful that this is a learning process that participants engage in with varying knowledge levels and stay engaged to ensure the space is safe and collegial.

5. **Provide ongoing encouragement.**

*Thank everyone who has shared ideas, key messages and those who have raised important issues to the health and well-being of women and girls. Encourage participants that their contributions are valued and appreciated. Take interest in your group members and their ideas.*

*Follow up one-to-one with members if they are reluctant to participate in the group, or if they seem to be struggling to contribute. A reassurance that their input is valued can be really important.*

6. **Moderate and steer the dialogue topic** when necessary. It is important to ask the right kinds of questions, in the right way, to steer the dialogue. To generate and move along discussion, ask open-ended questions. At times, clarifying questions are useful to dig deeper and get more information.

7. **Keep focused, but be accountable to the diversity of lives and experiences.** Experiences are intersectional, so allow discussions to be broad and bring in topics that may not have originally been included. For example, menstrual health as well as initiatives to keep girls in school are both critical to sexual and reproductive health and rights.

8. **Create space for different experiences and points of view.** For example, adolescent girls may have different experiences or needs to young women, and participants with different identities and experiences might have different contributions to make. Ensure the group is diverse and welcoming, and if appropriate, create focused discussions or different side groups for different participants.

9. **Encourage connections among the group,** share information and opportunities related to the group topic.

10. **Track responses,** by developing a system to transfer comments from WhatsApp (or other tools you are using), so that the data can be used for further analysis and accountability purposes.

11. **Create a feedback loop.** When reports, strategies and other products are created based on the consultation, share drafts with the group for critical review, feedback and validation. This is critical in ensuring that their perspectives and engagement remains meaningful across all stages and throughout the process.

12. **Share all outputs** so that the girls and young women taking part have the tools and information to take into different spaces and use in their advocacy.

Encourage participants that their contributions are valued and appreciated. Take interest in your group members and their ideas.
1. Accountability in action: Engaging with new tools and technologies

WHAT TO DO?

➢ Create safe, active spaces for ongoing consultation that are accessible and open, supported, and friendly. This could be a WhatsApp group, Facebook group, email listserv, or in-person meetings. New concepts, tools and programs can then be discussed and reviewed, providing real time insights and feedback.

WHY DO IT?

➢ Young women have the right to information. It is essential that they, for example, be provided with the necessary information about new tools and technologies that exist and the consequences of such options so they can make informed and free decisions.

➢ Young women have the right to participate and express their views in all matters affecting them and have their potential to enrich decision-making processes and to share perspectives recognized.

➢ Ongoing consultation creates a space where people are comfortable to share questions and experiences.

➢ Provides an opportunity for real time feedback.

➢ New tools can be introduced early, and feedback gathered as people first hear about it.

➢ Supports accountability to the community in planning and rollout of new tools.

➢ Supports effective implementation of new tools and highlights barriers.

➢ Fosters space to ask questions and builds understanding of decision-making structures.

➢ Expands community engagement and participation in decisions impacting their lives.

➢ Gives insight to communities’ recourse, advocacy and potential actions.

WHO BENEFITS?

➢ Women and girls who are able to learn about new tools and articulate their own views, including opportunities and challenges.

➢ Communities who are given voice and opportunities to improve policy and practice.

➢ Marginalized, unseen and unheard communities that are far too often the least represented and most heavily impacted by lack of engagement, investments or inclusion. This includes economically, socially, and educationally disenfranchised communities of women and girls.

STEP-BY-STEP

1. Create a space for consultation, utilizing easy and accessible means of engagement, such as WhatsApp or other social media. Follow the steps for how to set up a group on pages 7 and 8.

2. Outline session goals and objectives:

➢ Discuss how the participants came to be in the group and what they hope to gain from participation

➢ Learn the definitions relevant to the topic

➢ Learn how the new tools and technologies will impact their lives

➢ Participants articulate their own views, preferences, and ideas
3. Determine what participants want to get out of the group and what information they need. Discussions can be tailored to meet the specific needs of the women in the particular group.

4. Provide factual, evidenced-based information on the new tool/technology, including in-country context when relevant.

5. Use multimedia teaching resources – print, videos, internet resources, etc.

6. Ask participants to share their own experience with the new tool/technology enabling participants to support each other as peers.

7. Encourage questions about the new tool/technology, openness and learning throughout the process through validation and moderating.

8. Directly address misconceptions when they arise and provide clarification on an on-going basis.


10. Follow up: share the findings with relevant parties; continue to consult the group over time, feedback updates on the new tool/technology and identify further opportunities for engagement.

IN ACTION: ENGAGING YOUNG WOMEN AROUND PRÉP

The #WhatWomenWant WhatsApp focus group continued to operate after a formal consultative process for the UNAIDS HIV prevention guidance [see also page 15]. The focus group adopted an informal approach, providing an ongoing space for open discussion over a period of time where people are comfortable to share questions and experiences. Because of this, real-time feedback could be collected as participants were able to share experiences as they were occurring. The outcome was a tremendous response rate with rich feedback as young women were given the opportunity to share on their terms. This is useful to inform implementation of new tools and to highlight barriers.

In particular, this method was used to engage young women around pre-exposure prophylaxis (PrEP). As PrEP is a new prevention tool, only a small number of participants reported knowledge about its availability in their country. It became apparent that there was also confusion between PrEP and PEP – post-exposure prophylaxis. The confusion with PEP was widespread, and suggests one key area for information strategies to address, not just understanding what PEP and PrEP are but the relative risks, benefits, and efficacy of each. Fear of developing resistance to antiretrovirals emerged as a barrier to acceptability of PrEP among AGYW. Participants suggested that an unsupportive environment due to fear of stigma would prevent AGYW from accessing PrEP. Further, participants were unsure of access to PrEP, and accessibility of the drug to all those who may benefit was raised as a concern. Many participants understood that PrEP was available only to specific populations such as female sex workers. Participants suggested a number of strategies to improve PrEP availability and acceptability, including intentionally packaging information to cater to a young audience.
2. Accountability in action: Involving women and girls as active participants and in ongoing consultation

WHAT TO DO?

↗ Donors and programs – create open and ongoing spaces to consult with the people you want to reach.

WHY DO IT?

↗ To influence and improve programming and implementation for women, through creating spaces and platforms for women to advocate for their priorities in programs.
↗ To inform women about programs and strategies that affect them.
↗ To make programs and processes less abstract and more tangible and accessible.
↗ To provide an opportunity for bi-directional exchange of information, ideas and perspectives.
↗ Fosters partnerships and collaborations between young women and decision-makers/implementers.
↗ Provides an informal accountability mechanism.
↗ Stimulates new ideas and builds shared interventions, advocacy and community-focused outcomes.
↗ Builds the leadership and advocacy of women involved, creating opportunities for them to bring positive changes, increased funding and expanded services to their communities.

WHO BENEFITS?

↗ Women and girls, who have the opportunity to hold to account and provide insight and feedback on programs and policies that affect them.
↗ Donors and programs, who can improve their services by listening to the perspectives of the women they seek to reach.

STEP-BY-STEP

1. Create a space for ongoing consultation utilizing easy and accessible means of engagement, such as WhatsApp or other social media. Follow the steps in ‘How to set up a #WhatWomenWant consultation group’.

2. Convene a group of women, from the community you seek to reach, using snowball recruitment, whereby existing contacts recruit more participants from among their peers. Further, invites can go to a broader group of women through existing WhatsApp organizing groups and other virtual platforms and list-servs.

3. Encourage participants to invite other participants outside of the HIV/SRHR arena as it is critical to have diverse perspectives that span across social, educational, professional, economic, and geographic groups.

4. Engage partners (organizations, informal women’s groups and women’s leaders). Building the process with partners creates shared ownership, sustained investments and capitalizes on existing networks and connections.

5. Instil a sense of ownership and shared accountability for the success of the group in all participants. This sustains engagement, sharing and collective responsibility for the group tone and content.
6. Recruitment information should highlight the focus of the group. This will help participants to have clear expectations of the focus of the group. It will also allow them to decide if the group’s focus is in line with their interest. For example, that it is open to all AGYW interested in issues of HIV prevention.

7. To ensure a diverse representation, it should also be highlighted that the group is open to adolescent girls and young women regardless of professional experience or education.

8. Ensure it is an open platform but moderate the initial discussion carefully. The decision-makers brought into the discussion should introduce themselves and outline their role and the project or program being discussed. The moderator should introduce relevant topics, and ensure the group feels free to also introduce relevant topics, share questions and provide feedback. You might for example ask about experiences of accessing a particular type of service, and ask follow up questions regarding specific types of providers.

IN ACTION: HEARING FROM ADOLESCENT GIRLS AND YOUNG WOMEN

To connect donors and programs with adolescent girls and young women [AGYW] in a simple and accessible way, ATHENA set up a virtual dialogue with adolescent girls and young women with the US President’s Emergency Plan For AIDS Relief [PEPFAR] Gender Team working on DREAMS, using a WhatsApp group created for that purpose. Three PEPFAR Gender Team staff participated, providing an overview of DREAMS and PEPFAR, and participants were invited to give feedback, ask questions, and make recommendations. For example, one participant called attention to the need for programs for abused AGYW. Another asked how sexual and reproductive health and rights is framed in DREAMS programs, specifically how they are addressing reproductive justice in the area of abortion provision. PEPFAR staff were able to comment on DREAMS violence prevention programs, family planning counselling, and commented on the need for other partners to fill gaps in services. Further, PEPFAR staff offered to connect AGYW to the wider PEPFAR team and further resources on DREAMS. This provided an opportunity for direct engagement with decision-makers to ensure AGYW are able to directly influence the implementation of programs.

The nature of the WhatsApp focus group as an ongoing consultation tool also enabled DREAMS as a topic to come up organically. For example, DREAMS was mentioned by participants in discussions around: identifying the top challenge young women face in accessing HIV prevention services; PrEP research; PrEP availability; cash transfers and social grants; keeping girls in school; gender based violence programs; and messages from AGYW to decision-makers on HIV, SRHR and education.

The focus group was also asked on another occasion to provide feedback on DREAMS for PEPFAR’s Ambassador Birx. The group was asked to identify DREAMS implementation issues and DREAMS implementation successes. Further, they were asked to name their solution for DREAMS. This time sensitive, directive request for feedback was less successful than organically allowing topics like DREAMS to be brought forward on participant’s terms, suggesting that what works well is allowing AGYW to determine how and when they respond organically or giving them a moderated space to directly engage with decision-makers.
3. Accountability in action: Translating strategies and guidance to support effective implementation

WHAT TO DO?
鬒 Create simple, accessible summaries of key strategies and guidance, to ensure that everyone affected by them can access and understand them. This could include infographics, images and written summaries.

WHY DO IT?
 должностной

WHEN BENEFITS?
扳 Women in all their diversity
扳 Decision-makers and policy-makers
扳 Implementers and direct service providers
扳 The wider community

STEP-BY-STEP

1. Perform an internal assessment of the strategy or guidance to be summarized. Highlight the most important points, and identify anything that is challenging to understand.

2. Create a lay summary that clarifies acronyms and technical jargon. This will become the text to work from. This can be done by a team to ensure optimal clarity and accuracy.

3. Identify key discrete areas, themes or components of the document to target the focus areas of the review.

4. User test your summary, with women from the community you are trying to reach, and revise further based on their feedback.

5. You can also support this process by convening a working group of women from the community whose feedback you want to elicit. Recruit women with community links and knowledge, and work with them to develop your summary, and recruit participants for consultation. If you do set up a working group, you should ensure that organizations and networks represented in the working group are credited in all outputs.

6. Design your summary to ensure it is both accessible and appealing. This can be a written document, an infographic, or another type of image. Decide what is most appropriate and accessible for the information you are conveying and the community you want to reach.
7. If you are consulting on the guidance or strategy, then develop clear simple questions based on the documents to lead virtual discussion (WhatsApp, Facebook, Twitter, etc.). You could also develop creative infographics to for each question to be used during virtual discussions. The same questions can also be used for in-person consultation or focus groups.

8. Develop recruitment flyers and infographics that detail: purpose, criteria, start date, and duration of the consultation opportunity.

9. Recruit women to participate. Work through existing participants, networks and partners to recruit widely. Have the working group members reach out to professional, academic and social contacts to promote a diverse group of participants.

10. Hold your consultation, ensuring you capture all feedback. Share the questions you have developed along with summary text and infographics.

11. Use the consultation to develop final summaries, and share these widely, with participants and with wider networks.

We then used the WhatsApp focus group to consult on the guidance. We shared each summarized strategy, one at a time, as an image on WhatsApp. We followed up with clear, focused questions about that strategy. The questions encouraged participants to share their own reflections on the strategy, whether they were aware of similar initiatives operating or available in their community, and their suggestions for successful implementation.

Data from the focus group was then thematically analyzed and used to develop a report, providing rich feedback on the UNAIDS guidance and specific recommendations. The guidance and these recommendations are summarized in the infographic on page 15.

The full guidance is a substantial, technical document, and not accessible or user-friendly for many adolescent girls and young women. This creates a barrier to meaningful engagement and consultation, a common challenge with such strategies and guidance. To overcome this barrier, we developed a simple, user-friendly summary of the guidance. At the core of the guidance are 12 core strategies. We developed a one page summary of each strategy, outlining what it meant and the actions UNAIDS were recommending to implement it.
This diagram simplifies the UNAIDS 2016 recommended HIV prevention strategy mix for AGYW but places AGYW at the centre and within the context of their key priorities for HIV prevention that works.

Source: ATHENA Network [2017] #WhatWomenWant HIV prevention that works for adolescent girls and young women: Adolescent girls and young women (AGYW) put HIV prevention on the Fast-Track by leveraging social media and young women-led movements.
Through #WhatWomenWant, we asked adolescent girls and young women to define what accountability means to them. Their answers are a blueprint for the actions that governments, multi-lateral agencies, civil society, funding bodies, researchers, and policy and program makers alike, should follow.

Accountability means …

“Accountability for me means being involved in any information, resources, facilities, good quality, accessible services offered for the protection and prevention as well as treatment in all possible health strategies for a better generation free from HIV and AIDS.”

YOUNG WOMAN, UGANDA

“We need comprehensive information in what we should hold our leaders accountable to, for example if it’s on SDGs we need to know them, know how our governments are planning on implementation, know what is it they’re doing well and what more can they do, then we hold them accountable. In most cases young people/women cannot hold anyone accountable because we don’t know what exactly our leaders have agreed to deliver and what have they not delivered.”

YOUNG WOMAN, ZIMBABWE

“Accountability means knowledge of the constituencies you represent and the context in which your country is operating … monitoring delivery and implementation. Simplify the declarations. Task governments with active dissemination and information sharing.”

YOUNG WOMAN, ZIMBABWE

“To me accountability is being or simply taking the responsibility of resources and equal access of the services of the prevention and treatment of HIV/AIDS.”

YOUNG WOMAN, KENYA

“Linkages on past accountability measures done before so that we don’t start the same processes year in year out. A good example is if a young woman has an opportunity to represent at some meeting let it be documented and be shared what she was questioning or speaking about [so that] in future when such meetings are done the next representative should question the leaders that at some point somebody spoke about this what have you done about it, that’s holding responsible leaders accountable. For me accountability means having the right resources, including information, skills, knowledge of the subject and the platform to question our leaders on what they have promised to deliver but have not done so.”

YOUNG WOMAN, ZIMBABWE

“We need comprehensive information in what we should hold our leaders accountable to, for example if it’s on SDGs we need to know them, know how our governments are planning on implementation, know what is it they’re doing well and what more can they do, then we hold them accountable. In most cases young people/women cannot hold anyone accountable because we don’t know what exactly our leaders have agreed to deliver and what have they not delivered.”

YOUNG WOMAN, ZIMBABWE

“Accountability for me means visible translation of funding and other resources into meaningful, consistent, high quality and equally accessible services for the prevention and treatment of HIV and AIDS.”

YOUNG WOMAN, UGANDA
4. Accountability in action: Strengthening engagement with multilaterals

WHAT TO DO?

- For multilateral agencies, there can be specific accountability gaps as many girls and young women are not directly engaged with or informed about them, so accountability can be more challenging. Therefore, community driven responses, engagement, literacy and sustained advocacy are central to fostering accountability, bridging gaps and building meaningful partnerships. It is most practical for women, girls and communities broadly to assess, identify and action processes to hold their own local or national governments and service providers to account. At the local and national levels, there is a clearer understanding of who is responsible and what they are responsible for. In many cases, direct accountability activities with multilateral agencies can be more challenging for communities to achieve. Multilateral agencies can be supportive of communities and facilitate information and participatory processes, by reaching out to engage the people they aim to serve. #WhatWomenWant can be a vehicle to bridge this gap, by creating spaces for direct conversation between multilateral staff and women.

WHY DO IT?

- Demonstrating collaboration with women – their vision is fed back into programmatic mechanisms.
- Accountability between multilateral agencies and the communities they serve.
- Fostering partnerships.
- Overcoming geographical barriers.
- Improving knowledge about multilaterals amongst women and communities.
- Supporting multilateral agencies and their staff to access realities on the ground.

WHO BENEFITS?

- Women and communities
- Multilateral agencies
- Program developers
- Donors
- Organizations engaged

STEP-BY-STEP

1. Identify a multilateral agency that is actively working in your community, providing services, leading research, or other activities.
2. Determine the topic you want to focus on, based on issues that are emerging in your community. For example, you might focus a discussion with a multilateral agency on their priorities for the coming year. You could also use a similar process to engage with national or international research institutions.
3. Consider who can be consulted for different topics and sessions – they should be knowledgeable about the content and comfortable using digital platforms for engagement. Consider whether you need to engage leaders, decision-makers, funders, implementers, service providers, researchers or others.
4. Contact the multilateral agency you want to engage, by email, phone or social media.
5. Introduce your organization, project or informal group.
6. Share the detail of what you would like to engage on, and invite the leader[s] to take part in a virtual dialogue.
7. Highlight the benefits (accountability, engagement, access, feedback, clarity and others as relevant).
8. Once a key leader[s] confirms, set clear expectations around terms of engagement (medium used, duration, date, time, how data will be captured and/or shared).
9. Design a flyer and share within your community[ies] to recruit participants.
10. Invite participants to prepare questions in advance of the interactive session with the respective key leader.
11. Moderate an interactive session.
   ➢ Keep on topic and steer the dialogue.
   ➢ Allocate plenty of time for Q&A – select moments to pause and open up space for questions at different points in the session.
   ➢ Listen to participants and incorporate their input.
   ➢ Facilitate discussion – what’s important is to facilitate a comfortable, ‘no wrong question’ environment where everyone can have their say, but no one person has too much say.
   ➢ Recap what’s been discussed.
12. Follow-up on unanswered questions, any promised resources and next steps for ongoing partnership within one week post the session.

**IN ACTION: UNAIDS ZIMBABWE WHATSAPP CHAT**

The #WhatWomenWant Project created platforms for direct accountability with policy and program leads. Fifty six adolescent girls and young women participated in a virtual dialogue with UNAIDS Zimbabwe using a WhatsApp group created for that purpose. Staff members from UNAIDS Zimbabwe participated, providing updates on current and upcoming activities and priorities, and AGYW were invited to comment and feedback on these, ask questions and make recommendations. This allowed the young women to identify their priorities, ask questions and influence strategy and implementation. UNAIDS Zimbabwe staff provided insights into their support to programming and policies at country level, and engaged in the discussion effectively.

This model can easily be replicated in different settings, with policymakers and programmers from government, multinational bodies, NGOs and the private sector.
5. **Accountability in action**: Making high level commitments accessible

**WHAT TO DO?**

- Many of the decisions that influence and direct political will, funding and priorities, are not communicated effectively to the communities that are most affected by them. Those most impacted by development priorities may be least likely to have access to the Sustainable Development Goals, for example. For high level commitments to be accountable to women and their communities, and for women to hold their governments and others to account for their commitments, they have to be made accessible.

**WHY DO IT?**

- Opportunity to expand, redirect and enhance outcomes of high level commitments.
- Educating decision-makers.
- Bringing visibility to issues that matter to you and your community.
- Community education.
- Leadership building and networking.
- Building a network that will follow up on outcomes and accountability once commitments are confirmed.

**WHO BENEFITS?**

- Women and their communities.
- Governments, policy-makers and decision-makers.

**STEP-BY-STEP**

1. Provide real time information about political commitments and processes as early as possible.
2. Share background and historical details to assist communities to have a solid context.
3. Develop lay summaries with simplified language, bullet points and examples of relevance ‘on the ground’.
4. Support women’s participation [nominate speakers, fundraise for in-person participation, include in conference calls/discussion groups].
5. Make a call for relevant examples of the impact of the commitments up for debate.
6. Partner with communities of women to identify priority issues and develop shared key advocacy points.
7. Develop advocacy materials [memes, infographics, white papers, legal scans].
8. Share amongst your community.
9. Use for focused and targeted advocacy with key decision-makers in the high level commitment processes [tagging on Twitter, Facebook and other social media].
10. Request a call, webinar, or in-person meeting to share with decision-makers concerns, realities and priorities of your community(ies).
11. Invite women leaders to participate.

12. Publish articles, blogs and other written advocacy items to both educate women and girls and to garner more allies to support and promote your outlined advocacy.

13. Take consultation and advocacy offline, using in-person meetings, mobilization and existing groups or gatherings to share information with those who may not have access to online engagement.

IN ACTION: UNITED NATIONS GENERAL ASSEMBLY HIGH-LEVEL MEETING ON ENDING AIDS

#WhatWomenWant recognized that in the Lead up to the United Nations General Assembly High-Level Meeting on Ending AIDS that many woman, particularly adolescent girls and young women, were not aware of the meeting, were not informed about the process and had no reach to impact the process. We were clear that women, throughout our diversity, must be active participants in the assessment of progress and the planning of critical next steps that will have direct impact on HIV, sexual and reproductive health and the then impending Sustainable Development Goals.

#WhatWomenWant led a multi-pronged global approach to educate, engage, and include women worldwide in the decision-making processes centralized in New York at the United Nations. #WhatWomenWant began a rigorous process of using social media, conferences, and a wide array of community forums to educate women about the process, share lived examples of policy impact and identify key priorities to influence the meeting. We captured women’s voice through a combination of videos, infographics, and advocacy asks, and brought these into the meetings and discussions at the UN.

Advocacy brief: Women’s priorities for the Civil Society Hearing of the High Level Meeting on Ending HIV:

AIDS won’t end until women’s rights are upheld. Our calls for an effective, inclusive and gender equal HIV response include:

- Meaningful and sustained investment in women-led civil society
- A research agenda that is driven and led by women
- Gender equality, human rights and sexual and reproductive health and rights for ALL women in all our diversity
- Young women’s leadership
- Comprehensive sexuality education and youth-friendly services
6. Accountability in action: Holding decision-makers to account

**WHAT TO DO?**

- Advocate for women’s priorities, inclusion and leadership, and highlight when gaps emerge. Decision-makers are accountable to women, and setting out your priorities clearly is an important and effective way of holding them to account.

**WHY DO IT?**

- Holding the decision-makers who make promises and declarations to account.
- Keeping the priorities of adolescent girls, young women and women broadly on the agenda.
- Ensuring commitments and policies are actioned and move beyond rhetoric.
- Expands visibility and engagement of communities in decision-making processes.
- Helps to focus attention on actions and investment that are truly ‘fit for purpose’ and informed by community realities, priorities, and community endorsed strategies.

**WHO BENEFITS?**

- Diverse communities of women and girls
- Policy structures
- Local, national, regional and global advocacy processes
- Government
- Multilaterals
- Families
- Broader communities working to create change

**STEP-BY-STEP**

1. Ensure that you and your community are informed about the content and context of decisions that have been taken and are going to be taken, major meetings and decision-making processes, timelines and participants.
2. Take every opportunity to engage in the process and different structures (working groups, advisory groups, commissions)
3. Establish professional connections through email, social media, in-person meeting attendance and other means as available to embed yourself into decision-making spaces
4. Network with groups focused on advocacy, accountability, monitoring, evaluation
5. Collaboratively monitor frameworks, policies, interventions and investments tied to key government decisions
6. Survey your communities (in-person, through organizations, on social media, through existing advocacy groups, by hosting events)
7. Create sign-on letters and petitions, supported by community and subject matter experts, calling for transparency, accountability and specific actions
8. Document impact, gaps, policy-conflicts, funding challenges, rights violations, access issues, etc.

9. Share findings in social media campaigns, blogs, shadow reports, white papers and through calls for input by government and community partners.

10. As possible, attend any stake holder consultations, community dialogues or meetings that offer opportunities to share the lived impact of decisions, identify challenges, highlight community priorities and provide suggested strategies to achieve success.

11. To achieve maximum effectiveness, these accountability processes should be ongoing, community driven, accurately informed and collaborative.

IN ACTION: SIGN ON LETTER CALLING FOR COMMITMENT, LEADERSHIP, COORDINATION, ACCOUNTABILITY, AND INVESTMENT

#WhatWomenWant noted a shrinking space for women across decision-making fora, decreases in funding for women’s rights work, increased conservatism and lack of space and investments in women’s collaborative advocacy around high level decision-making processes. Therefore, in advance of the United Nations Commission of the Status of Women (CSW) and in advance of the United Nations for the High-Level Political Forum, #WhatWomenWant developed a sign-on letter that brought together leaders, activists, experts, community members, allies, and women in all our diversity to call on UNAIDS for continued political will, strategic focus, and inclusion of women and girls in policy and practice.

The response from the community was significant and led to attention, response, and investment from UNAIDS to increase women’s participation in advocacy and accountability. This resulted in a global stakeholder convening giving women an opportunity to build and expand partnerships, review political commitments, identify priorities, partner with UNAIDS Gender Team, UN Women and other leaders across the UN family. This activism and momentum also served as a cornerstone for the #TeamWomen multi-stakeholder platform for women. The outcomes continue with advocacy, action and calls for accountability as we move in the next phases of realizing the Sustainable Development Goals.
7. Accountability in action: Addressing gender-based violence through the HIV response

WHAT TO DO?

➤ Despite consensus on the intersection of HIV and gender-based violence (GBV) and recognition of the vulnerability of women and young women, there are often gaps in the meaningful engagement of young women in efforts to prevent and respond to GBV.

➤ Consultation on a burden especially experienced by young women should be foundational and the norm, not the exception. This is especially critical as violence against women and girls is recognized as a global epidemic.

➤ For efforts to address GBV to be accountable to and effective for women, they should be engaged in consultation throughout the planning and delivery of services and initiatives.

WHY DO IT?

➤ This process offers an opportunity for contextualized, real-time feedback.

➤ The consultative process can reach across and beyond HIV issues.

➤ To understand women’s lived realities of GBV and HIV and to seek their insight, perspectives and guidance for recommendations to address barriers and to offer solutions.

➤ To inform policy, programs and campaigns so they are effective in addressing the needs of women and young women.

➤ To ensure that local realities and contexts are understood and addressed. GBV is a global phenomenon but its roots, manifestations and effective means of addressing it will vary from place to place.

WHO BENEFITS?

➤ Women, including young women, and their communities

➤ Governments, donors, and policy makers

STEP-BY-STEP

1. Gender-based violence can be a sensitive and challenging topic to discuss, so working with an existing consultation group can help to make participation feel safer and easier. Use an existing #WhatWomenWant group, or other forum such as an in-person support group, or list-serv.

2. Invite women to participate in a focused discussion on GBV, ensuring that you have clear aims and structure for the discussion. Explain that it will be a discussion about experiences, but that no one will be required to share personal experiences unless they choose to.

3. Recruitment information should highlight the focus of the group. This will help participants to have clear expectations of the focus of the group. It will also allow them to decide if the group’s focus is in line with their interest. For example, that it is open to all AGYW interested in issues of HIV and GBV prevention.

4. Moderate an interactive session.

➤ Share the focus and agenda for the discussion. Have a series of questions planned to use, and introduce them with plenty of time for different people to respond.
Ask participants to be respectful of each other, and to treat contributions made to the discussion as confidential.

Keep on topic and steer the dialogue.

Allocate plenty of time for Q&A – select moments to pause and open up space for questions at different points in the session.

Respond to individual comments, thanking participants for their inputs, and in particular, acknowledge any contribution that recounts personal experiences of GBV. Ensure that participants are comfortable, and discourage follow up questions if they are inappropriate.

To close, recap what’s been discussed, describe how the consultation will be used and thank participants for their contributions.

**IN ACTION: ENGAGING YOUNG WOMEN AROUND HIV AND GENDER-BASED VIOLENCE**

Using the #WhatWomenWant focus group, a discussion was facilitated on the linkages between GBV and HIV. Participants were asked to think about GBV, and the integration of services to address GBV with other services, what support was available for adolescent girls and young women experiencing GBV, and what more could be done.

The participants put forward the following recommendations:

- Greater policy attention and harmonization of laws and legislation to on the ground programs
- Targeted, responsive and accessible support
- Innovative ways to acknowledge the diversity of GBV experiences
- Increasing institutional capacity for preventing and responding to GBV
- Build provider’s skills to respond
- Educate and mobilize communities
- Target social norms
- Engage women and young women as agents of change
- Integrate GBV into sex education curriculum
- Address women’s empowerment (including economic empowerment)

The discussion revealed some very important insights into the reality of how policies, legislation, programs, and initiatives translate into the lives of adolescent girls and young women.

The responses highlight the need for consultation of women and young women to understand their lived realities of GBV and HIV and to seek their guidance for recommendations to address barriers and offer solutions.
We asked the panel of young women leaders who provided guidance to this project to reflect on accountability, what it means and why it matters.

“One of the reason adolescent girls and young women find themselves in situations of helplessness and hopelessness that escalates sexual and gender based-violence, child labor and sex work is because of how the overall programme framework of implementing HIV is all about. How the research agendas are formed and who gets involved in the research. I would recommend that AGYW are involved fully from ideas sharing, formulating research agendas, monitoring and evaluation.”

“It helps me to hold decision-makers accountable for what they promise us and yet fail to fulfil. It helps me in spearheading community engagements and increase community literacy on health, rights and policies. Many AGYW don’t hold leaders accountable because we don’t even know what they agreed to do or how to do it. So with knowledge on accountability, I can help other AGYW to demand for what is ours from our leaders. It also helps me to bring to attention the urgent need to address women’s rights and gender based inequalities within and beyond the HIV response. It also helps me to catalyze joined up action where gender equality, SRHR, GBV and HIV interact.”

“Accountability means having the right resources including information, skills, knowledge of the subject and the platform to question our leaders on what they have promised to deliver and have not yet done so. Most of them promise things in public but when you go to their offices to demand or ask for what they promised, they give you a deaf ear or keep tossing you around until you give up. They are planning for us but without us. Accountability means ensuring high level decisions are translated into action through resources and implementation, that those affected know about and have an opportunity to influence those decisions.”

“Accountability is needed for tackling persisting inequalities and uneven progress for AGYW’s health.”
Achieving accountability in action

The examples outlined in this toolkit show how to effectively inform, engage, and foster leadership among women, including young women, and adolescent girls. Accountability is the responsibility of everyone with the power, capacity or platform to make decisions, design policy and programmes, and implement strategies that affect the lives of women. And women are ready, willing, and able to hold these actors to account.

This toolkit outlines accessible strategies to promote accountability. But truly achieving accountability in action will take new investment and financial commitment to expand, strengthen, and sustain accountability to put women and girls in all of their diversity at the center of policy development, program implementation, research, strategies, and initiatives.

➤ **How we fund is as important as what we fund.** Funding mechanisms need to be nimble and accessible to expand as well as strengthen a tapestry of women’s movements and organizations – especially those that are led by young women.

➤ **We should first ask women and young women** for their needs, priorities, visions, and solutions before we build frameworks and define strategies.

➤ **Accountability to those we aim to serve and reach requires an on-going ‘seat at the table’**. Who gets to define what success looks like, how priorities are set, who is influencing agendas, what is measured, and what is resourced all play a part.

➤ **We have to examine and embrace intersections** because as the next generation of feminist leadership opens doors for others, such as Seattle Congresswoman Jayapal, note “I am not a mom on Monday, immigrant on Tuesday, woman of color on Wednesday, activist on Thursday, and elected official on Friday.” This requires building power in new ways, in new places and bringing those who are at the margins to the center for inclusive, rights-enhancing, and equity-based approaches.

➤ **Let’s energize our movements and ensure their relevance through having young women in the lead** who are connected to, in conversation with, and learning together with those of us who have been around a while. Social change doesn’t happen in a vacuum and transformation cannot be ahistorical.
Resources

ATHENA Initiative [2017], *A Transformative Framework for women, girls and gender equality*. Available at: www.athenanetwork.org/our-work/building-leadership/whatwomenwant-campaign.html


UNAIDS [2017], *HIV Prevention 2020 Road Map — Accelerating HIV prevention to reduce new infections by 75%*. Available at: www.unaids.org/en/resources/documents/2017/hiv-prevention-2020-road-map

Young Feminist Blog series: http://whatwomenwant.format.com

www.facebook.com/networkathena and www.twitter.com/NetworkATHENA
#WHAT WOMEN WANT