

ALBANIA
ICIC XV

Evaluation and monitoring practices

Gender and Vulnerable Groups Working Group
ICIC

Evaluation and monitoring practices

Working Group members

 Guarantor Body of Access to Public Information of the Government of the City of Buenos Aires (OGDAI)

 National Secretariat for Access to Information of the General Comptroller of Brazil

- » National Information Commission of Nepal
- » Freedom of Information Project Management Office of the Philippines
- » Office of the People's Defender of Peru
- » Institute of Transparency, Access to Public Information, and Protection of Personal Data of the State of Mexico and Municipalities (INFOEM)
- » National Institute of Transparency, Access to Information and Protection of Personal Data of Mexico (INAI)
- » South African Information Regulator
- » U.S. Government Office of Information Services (OGIS)
- » Administrative Justice Commission (Ombudsman's Office) of Kenya
- » Institute of Transparency, Access to Public Information, Protection of Personal Data, and Accountability of Mexico City (INFOCDMX)
- » Administrative Documents Access Commission of Portugal

Evaluation and monitoring practices

Based on the results obtained from the survey conducted by the Gender and Vulnerable Groups Working Group in 2023, whose findings were outlined in the document "Analysis on access to information promising practices and experiences regarding groups in vulnerable situations" the **difficulties** that participating organizations encounter regarding the **implementation of evaluation and monitoring processes as a constitutive part of project planning** were highlighted.

Evaluation and monitoring practices

It was found that some survey **questions were not answered completely or did not meet the survey's specifications** regarding monitoring and evaluation mechanisms for practices aimed at vulnerable groups.

We will **identify whether this issue is due to a flaw in the data collection methodology or if respondents overlooked the requirements**. The goal is to implement future tools like clarifications, follow-up questions, and personalized follow-up to improve the quality of the information.

Evaluation and monitoring practices

Methodology

- » Does your organization consider the **development of evaluation/monitoring mechanisms** for promoting the right to access information for vulnerable groups **important and necessary**?
- » What are the **difficulties** your organization encounters in developing evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?
- » Of the practices promoting the right to access information directed at vulnerable groups that your jurisdiction has implemented, which ones have **evaluation or monitoring mechanisms**?
- » What is the **current situation** of your organization regarding the development of evaluation or monitoring mechanisms for the results of practices promoting the right to access information?
- » Even if your organization has not implemented evaluation or monitoring mechanisms for practices promoting the right to access information for vulnerable groups, can you suggest **good evaluation or monitoring practices** from other public policies in your jurisdiction that could be replicated?

Evaluation and monitoring practices

Survey

ICIC

- » **86** members
- » **31** responses (36.04%)

Response Universe

- » Latin America: 41,9%
- » Asia 9,7%
- » Oceania: 6,5%

- » Europe: 22,6%
- » Africa: 12,9%
- » North America: 6,5%

Evaluation and monitoring practices

Members of ICIC who responded to the survey

- » Instituto de Acceso a la Información Pública para el Estado de Guanajuato
- » Malawi Human Rights Commission
- » Consejo para la Transparencia de Chile
- » Autoridad Nacional de Transparencia y Acceso a la Información Pública (ANTAIP)
- » Unidad de Acceso a la Información Pública (UAIP) Uruguay
- » Tribunal de Transparencia y Acceso a la Información Pública, Perú
- » Comissão de Acesso aos Documentos Administrativos, Portugal
- » Information and Data Protection Commissioner of Albania

- » Defensoría del Pueblo, Ecuador
- » Autoridad Nacional de Transparencia y Acceso a la Información, Panamá
- » Instituto de Transparencia, Acceso a la Información Pública y Protección de Datos Personales del Estado de México y Municipios.
- » Information Commission Bangladesh
- » The Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan
- » Information Commissioner's Office of Maldives
- » Ethiopian Institution of the Ombudsman

Evaluation and monitoring practices

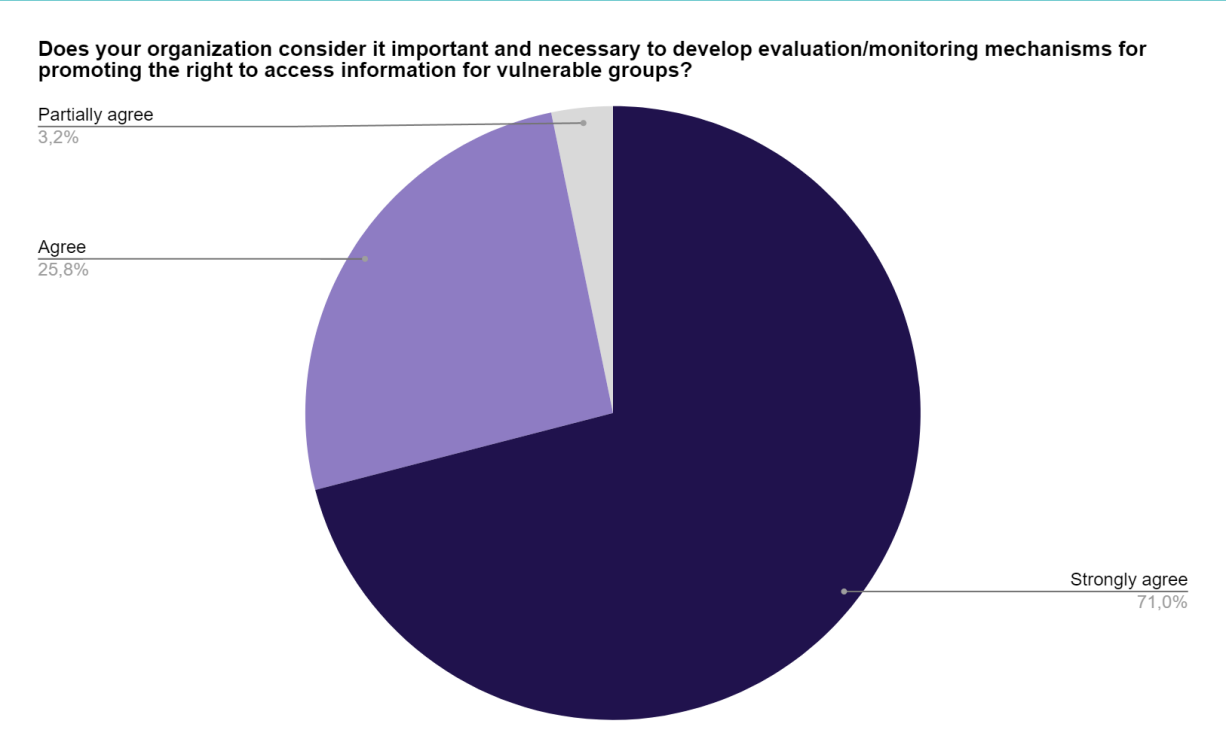
Members of ICIC who responded to the survey

- » National Secretariat for Access to Information of the General Comptroller of Brazil
- » National Institute for Transparency, Access to Information and Personal Data Protection (INAI)
- » Guarantor Body of Access to Public Information of the Government of the City of Buenos Aires, Argentina
- » Commission of Access to Information of Interest and Public Documents (CAIDP)
- » Office of Government Information Services, USA
- » National Authority for Data Protection and Freedom of Information, Hungary
- » Agency for Protection of the Right to Free Access to Public Information, North Macedonia
- » Instituto de Transparencia, Acceso a la Información Pública, Protección de Datos Personales y Rendición de Cuentas de la Ciudad de México (INFOCDMX)
- » Office of the Information Commissioner of Canada
- » Freedom of Information Project Management Office of the Philippines
- » Office of the Information Commissioner Queensland, Australia
- » Commission on Administrative Justice (Office of the Ombudsman) of Kenya
- » Office of the Victorian Information Commissioner (OVIC), Australia
- » Commissioner for Information of Public Importance and Personal Data Protection, Serbia
- » Scottish Information Commissioner
- » Comisión de Transparencia, Acceso a la Información Pública y Protección de Datos Personales del Estado de Querétaro.

Evaluation and monitoring practices

Survey

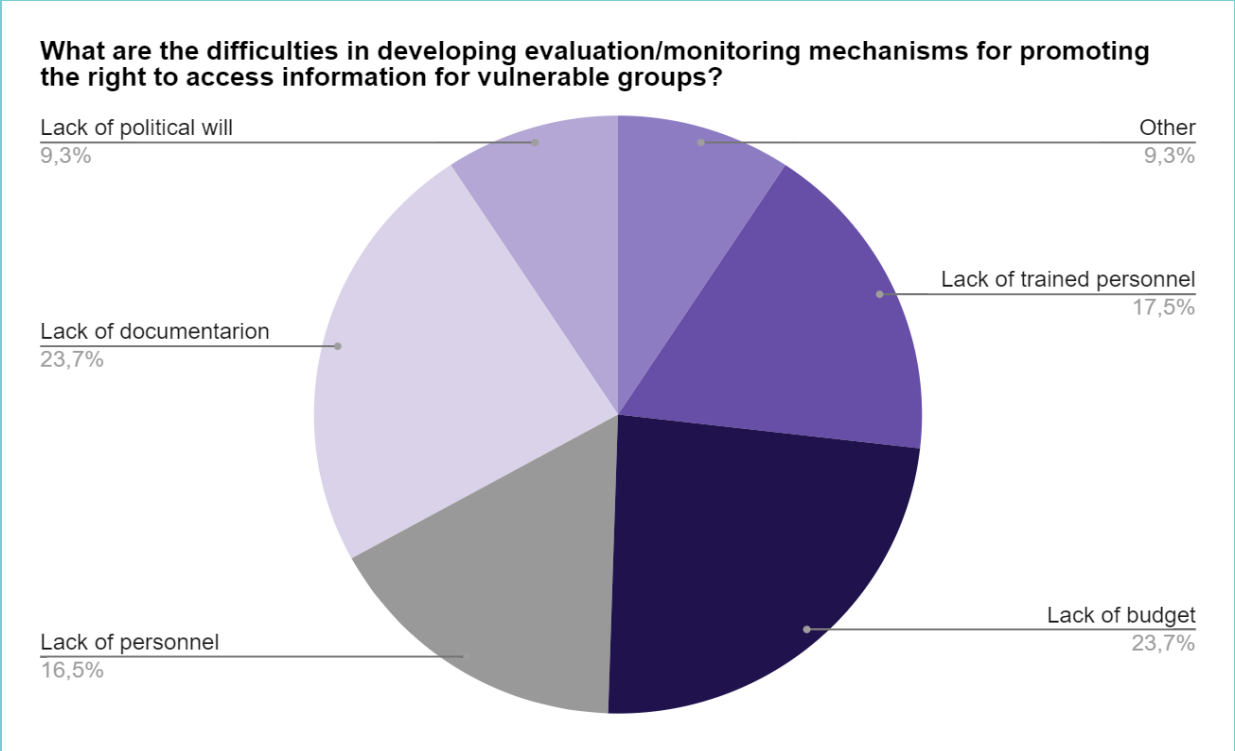
» Does your organization consider the development of evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups important and necessary?



Evaluation and monitoring practices

Survey

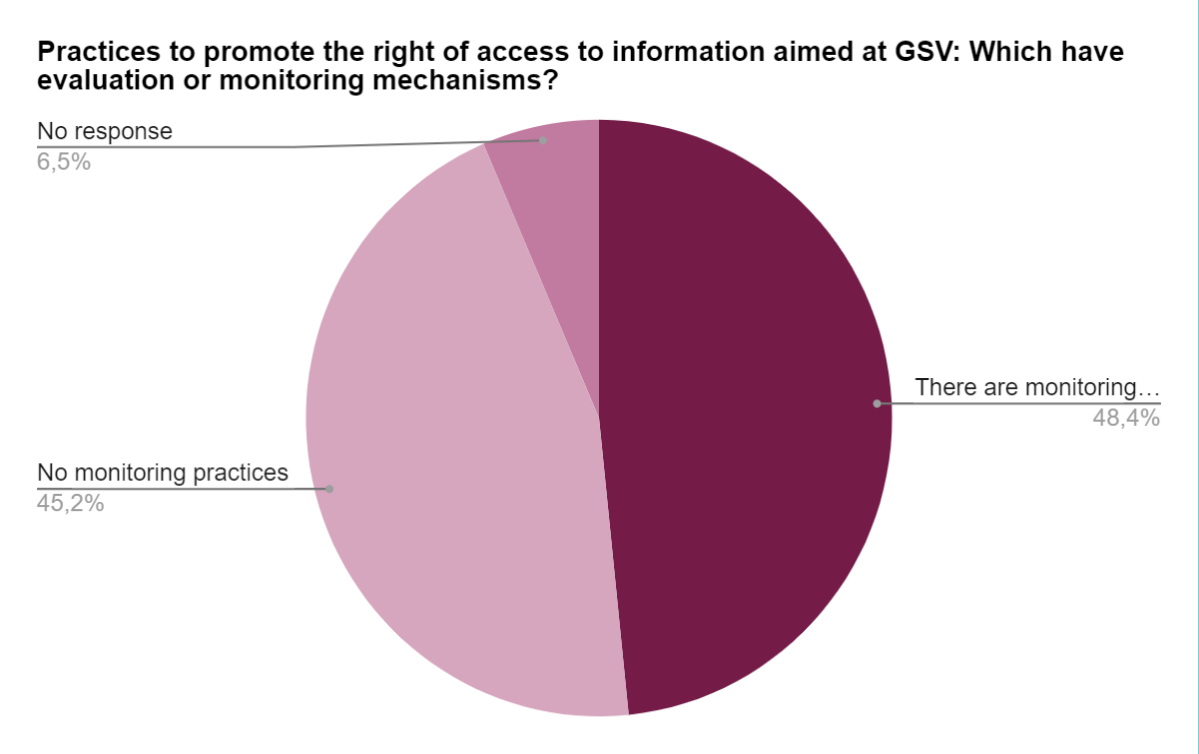
» What are the difficulties in developing evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?



Evaluation and monitoring practices

Survey

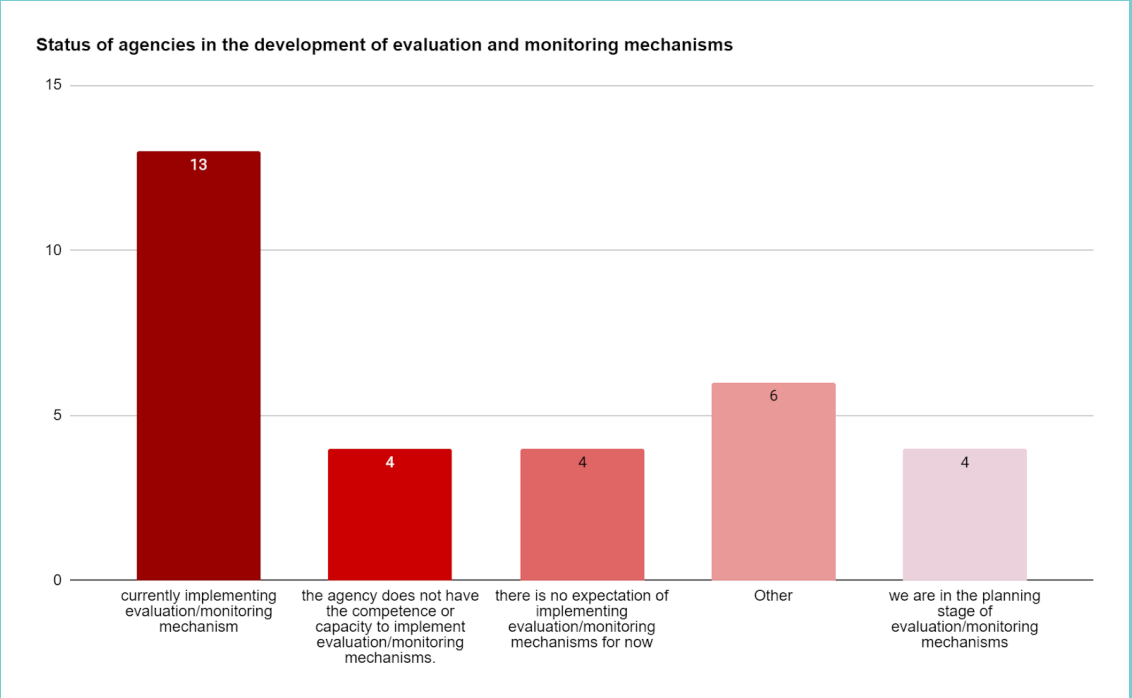
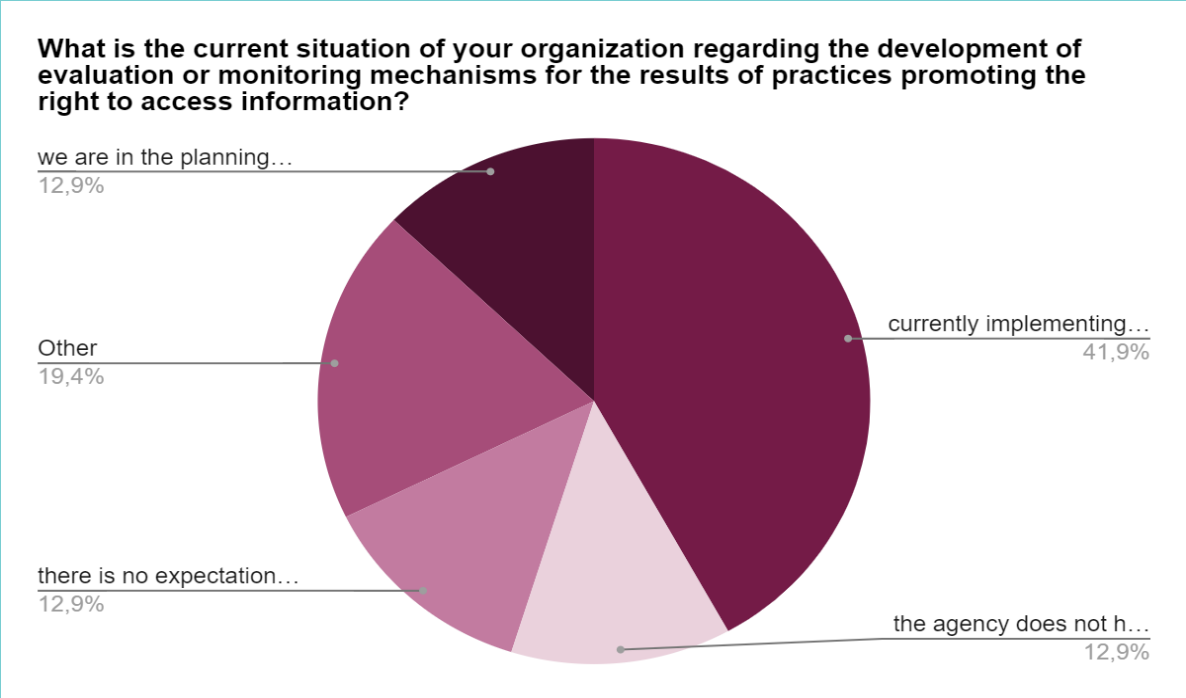
» Of the practices promoting the right to access information directed at vulnerable groups that your jurisdiction has implemented, which ones have evaluation or monitoring mechanism?



Evaluation and monitoring practices

Survey

» What is the current situation of your organization regarding the development of evaluation or monitoring mechanisms for the results of practices promoting the right to access information?



Evaluation and monitoring practices

Survey

» Can you suggest good evaluation or monitoring practices from other public policies in your jurisdiction that could be replicated?

- » **22** respondents mentioned their practices
- » **9** (29.03%) did not provide a response on this matter
- » **Recurrent practices** are:
 - » the creation of **indicators**
 - » conducting **training sessions**
 - » conducting **surveys and interviews**

Evaluation and monitoring practices

Survey

Practices in evaluating or monitoring public policies

- » **INFOCDMX:** The Women's Secretariat of Mexico City created the **Gender Indicators** System of Mexico City (SINGE), which allows "key indicators about the condition and position of women in Mexico City and progress in closing gender gaps to be known and used for substantive equality
- » **Guarantor of the Right of Access to Information of the Government of the Autonomous City of Buenos Aires (OGDAI):** OGDAI worked on promoting the right of access to information through the development and distribution of **handbooks or "guides"** aimed at different vulnerable groups.
- » **Transparency Council of Chile:** Specific satisfaction **surveys** were conducted for Vulnerable Social Groups (GSVs). It is proposed to carry out learning evaluations through pre- and post-testing for specific groups, as well as to conduct assessments of the perception of the usefulness/efficiency of access to information to solve social or community problems.
- » **National Authority for Transparency and Access to Information of Panama (ANTAI):** ANTAI implements the use of **accessibility solutions** on websites for all Public Institutions of the Republic of Panama. This practice will be monitored and evaluated through the transparency monitoring platform, where compliant institutions must indicate whether their websites meet the required solutions.

Evaluation and monitoring practices

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Practices in evaluating or monitoring public policies

- » **INFOEM:** The organization evaluates and monitors obligated subjects annually through a procedure called Official Virtual Verification, which is carried out on a sample and random basis for all obligated subjects, aiming to **review and verify compliance with transparency obligations**.
- » **Institute of Transparency, Access to Information and Personal Data Protection of Mexico (INAI):** The Sensitization Program for Rights of Access to Information and Personal Data Protection (PROSEDE) stands out, which is an initiative of INAI aimed at civil society organizations that act as strategic allies to disseminate, promote, and disseminate the rights protected by the institute with a focus on social utility in sectors of the population in vulnerable situations. Regarding the program, INAI **monitors and evaluates the implementation of the winning projects** of the PROSEDE INAI program directed at vulnerable population groups.
- » **Information Commission Bangladesh:** The Bangladesh Information Commission has **three committees** named Divisional Supervision and Monitoring Committee, District Supervision and Monitoring Committee, and Upazila (Sub-district) Implementation and Monitoring Committees. They are also working on **grassroots-level field management** to promote access to information for all sectors of the population, including vulnerable groups.

Evaluation and monitoring practices

Survey

Practices in evaluating or monitoring public policies

- » **National Transparency and Access to Information Authority (ANTAIP):** From the National Strategic Planning Center of the Government of Peru, a **guide for monitoring and evaluation of national policies** was created. The guide provides for different types of evaluations: design, implementation, and results.
- » **Malawi Human Rights Commission:** the organization has conducted monitoring of groups of children, women, and people with disabilities. They have **used focus groups as well as interviews with key informants** as tools or methods to gather information
- » **Freedom of Information-Program Management Office (FOI-PMO):** they developed an **evaluation** form for the Bridge Program for Persons with Disabilities (PWD) in which they collected both **quantitative and qualitative data**.
These evaluation forms were reviewed to extract feedback from participants that can be used to enhance the project in a future reiteration of the same experience.

Evaluation and monitoring practices

Recommendations

- » Generating **training and awareness-raising activities** on the importance of the evaluation and monitoring phase in the design of any public policy to establish its true scope and effectiveness.
- » Increased access to evidence or knowledge and a better application of these in the decision-making process. One of the main sources of evidence and knowledge about public policies is the practice of monitoring and evaluation exercises.
- » When planning public policies, consideration should be given to how monitoring of these policies will be carried out. Not only to measure the outcome but also to have **additional information** that can serve as a starting point for designing effective and efficient public policies.

Evaluation and monitoring practices

Recommendations

- » The design of public policies aimed at vulnerable groups must take into account the specific needs and the real and concrete situation of that particular group. Determining **preliminary baseline data and situation diagnoses** to understand the starting point of the collective to which a practice is intended is necessary and crucial for effectively evaluating and monitoring the impact of the activity in guaranteeing access to information for the target group.
- » Consider sustainability, replicability, and participation when designing public policies to ensure they effectively serve the target group. These criteria will also help track and assess policy development and evolution.
- » **Replicability/adaptability:** refers to the ability to reproduce, replicate, or transfer the action or policy in different contexts and situations, either wholly or partially. It relates to the capacity to adapt to changes in the circumstances of the environment in which it is implemented and to the needs, characteristics, and demands of the vulnerable groups it targets.
- » **Sustainability:** implies the **continuity of the action or public policy over time**, in the short, medium, and long terms.
Participation: the jurisdiction has foreseen the **involvement of the final recipients of a public policy** in the formulation of said policy. In this case, it is a fundamental criterion, as it is imperative that the people who are part of a vulnerable groups are involved in the evaluation of the results as protagonists of public policies applied to them

Questions

- » Did you face any **difficulty** in answering the questions?
- » If the practices must meet the **suggested criteria** (Replicability, sustainability and participation), could you respond to the survey?
- » What would help your organizations **improve the design and implementation** of monitoring and evaluation mechanisms?