

Evidence based Approaches for Targeting Equity and Social Accountability: Citizen Voice & Action

Barbara Kalima-Phiri

Senior Regional Advisor, Advocacy & Justice
for Children , World Vision International

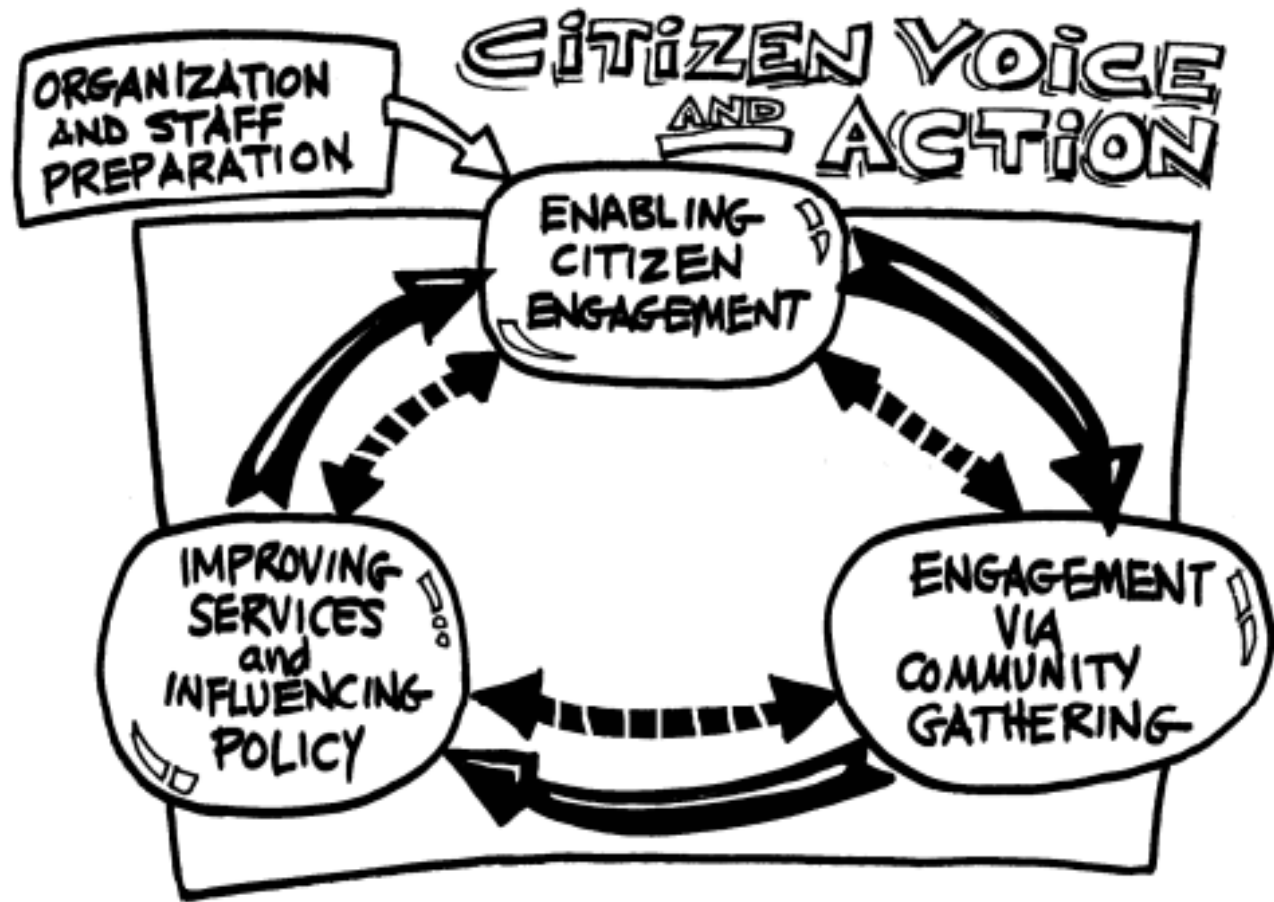
Institutionalising Community Health Conference,
27-30th March 2017, Johannesburg,
South Africa





CitizenVoice
AND ACTION

“How does Citizen Voice and Action work?”



HOW HAS CVA ENHANCED EQUITY & ACCOUNTABILITY IN HEALTH?

Case studies from Zambia
and India





CitizenVoice
AND ACTION

Common CVA results in health

From over 20 evaluations on CVA:

- ☐ increase in staffing
- ☐ improvement in availability of essential drugs,
- ☐ infrastructure – e.g. maternity wards, mothers shelter
- ☐ increase in facility based delivery,
- ☐ reduced hospital waiting times
- ☐ increased immunisation coverage
- ☐ Improved provider attitude



Community-led advocacy resulted in this new maternity ward - Chibombo clinic, Zambia

Case Study I: Zambia

SHOW POSTER PRESENTATION

on

Social Accountability and Health System Performance
in Zambia (distributed to participants)

Topic: *CVA improves maternal, neonatal, and child health services (HTSP/FP) in India using the MOMENT Project*

Problem:

- Baseline survey in November 2013 found that 55 % of married women of reproductive age were not currently using a method of family planning, and 39% of women did not know of a source for family planning methods
- The village's Auxiliary Nurse Midwife Sub-Center (ANM) was closed for months.
- Limited Community access to maternal and child health services
- Lack of decent and humane toilets



CitizenVoice
AND ACTION

CVA Interventions - Case Study 2 India

World Vision

Step 1: Educating Communities



Step 2: Community Mobilisation & Advocacy



Step 3: Joint Planning

SAMPLE COMPARISON CHART X HEALTH CENTRE				
Indicators	Symbols	Outpatients	Pre-Natal Patients	Service Providers
PERFORMANCE MEASURES FROM GROUP				
Availability of drugs		☹️		☹️
Staff friendliness		😊	😊	
PERFORMANCE MEASURES GIVEN				
S.1 Quality of staff		😊-😊	😊	😊
S.2 Overall satisfaction with the service		😊-😊	😊	😊



Before

*December 2014: ANM sub-center -
Before Improvements*



After

February 2015: ANM sub-center - After improvements



MOMENT Results – CVA: Community & Government Interface Meetings

40 VHSNCs revived in
24 months in Hardoi District

7 Pressure Groups revived in 24
months in urban Lucknow District

17 ANM sub-centers revived since
February 2015 using Untied Funds

No. of Women who received a Contraceptive Method at revived ANM sub-centers since February 2015 (Source: MOMENT Project data and ANM records):

- ✓ 1064 women are using an intra-uterine contraceptive device (IUCD)
- ✓ 3052 women are using oral contraceptive pills
- ✓ 28423 couples are using condoms

Benefits of reopened ANM centers:

- ✓ Addition of HTSP and FP services to the government-approved MNCH services.
- ✓ Services have come closer to households, increasing easy access and reduced travel time and distance to the Primary Health Center (PHC) and Community Health Center (CHC).
- ✓ Possible economic savings for families

RESULTS: India MOMENT Project data

	Hardoi Rural (%)		Lucknow Urban (%)	
	BL	EL	BL	EL
Contraceptive Prevalence Rate	39.5	47.3	58.7	60.2
% increase	7.8		1.5	





In Conclusion...

By inference, CVA is contributing to:

1. Improved agency – knowledge and articulation of rights and responsibilities
2. Responsive public officials thus leading to, e.g., improved service delivery
3. Restoration of broken relationships and trust
4. Creating opportunities for state-citizen interaction
5. Reduced corruption i.e. in the use of Constituency Development Funds or United Funds as in the case in India
6. Social cohesion – promoting Ubuntu, collective action
7. Heightened interlocution by traditional leaders, media houses, elected representatives, civil society organizations
8. Good governance – given CVA's focus on transparency, participation and accountability and enhances local ownership.
9. It is a low cost model - Makes use of available community resources and taps into Government mandate(s) as well. Can easily be replicated.

Recommendations

Issues to be considered to ensure **that evidence based approaches like CVA** enhances equity and accountability:

1. Promotion of a democratic environment for citizen engagement.
2. Scalability for sustained change/impact
3. Balance between Demand Side and Supply Side (The Sandwich Approach, Prof Jonathan Fox)



For more information

General: www.citizenvoiceandaction.org and <http://wvi.org/health/citizen-voice-and-action-0>

CVA case studies - <https://casestudiescva.crowdmap.com/main>

You tube - <https://www.youtube.com/user/WVCVA>

WV reports on social accountability

- ✓ “Europe can make the difference: How Social Accountability improves the lives of children”: <http://www.wvi.org/world-vision-european-union/publication/citizen-voice-action>
- ✓ “Grassroots to Global: Seven Steps to Citizen-Driven Accountability for the Sustainable Development Goals”: <http://www.wvi.org/united-nations-and-global-engagement/publication/grassroots-global-seven-steps-citizen-driven>
- ✓ Changing lives through social accountability - http://www.worldvision.org.uk/index.php/download_file/view/3711/958/

CVA guidance notes/toolkits

- ✓ Citizen Voice and Action Essential Elements - <http://www.wvi.org/hiv-and-infectious-diseases/publication/iqa-citizen-voice-and-action>
- ✓ Guidance on CVA for Resilience & Livelihoods Programming <http://www.wvi.org/resilience-and-livelihoods/publication/guidance-citizen-voice-and-action-resilience-and-livelihoods>
- ✓ Citizen Voice and Action field guide http://www.wvi.org/sites/default/files/CVA_Field_Guide_0.pdf

Contact details: barbara_kalima-phii@wvi.org or info@wvi.org,