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

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Institutionalising Community Health Conference, 27-30th March 2017, Johannesburg, South Africa
“How does Citizen Voice and Action work?

[Diagram showing the process of organization and staff preparation leading to citizen engagement, enabling services and influencing policy, and engagement via community gathering.]
HOW HAS CVA ENHANCED EQUITY & ACCOUNTABILITY IN HEALTH?

Case studies from Zambia and India
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 1: 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.
CVA Interventions - Case Study 2 India

Step 1: Educating Communities

Step 2: Community Mobilisation & Advocacy

Step 3: Joint Planning

SAMPLE COMPARISON CHART X HEALTH CENTRE

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Symbols</th>
<th>Outpatients</th>
<th>Pre-Natal Patients</th>
<th>Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Measures from Group</td>
<td>😐</td>
<td>🙄</td>
<td>😐</td>
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<tr>
<td>Availability of Drugs</td>
<td>😐</td>
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<td>Staff Friendliness</td>
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<tr>
<td>Performance Measures Given</td>
<td>😐</td>
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<tr>
<td>Quality of Staff</td>
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<tr>
<td>Overall Satisfaction with the Service</td>
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RESULTS: India MOMENT project: ANM centers revived

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
<table>
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<th></th>
<th>Hardoi Rural (%)</th>
<th>Lucknow Urban (%)</th>
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<tbody>
<tr>
<td><strong>Contraceptive</strong></td>
<td>BL</td>
<td>EL</td>
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<tr>
<td><strong>Prevalence Rate</strong></td>
<td>39.5</td>
<td>47.3</td>
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<tr>
<td><strong>% increase</strong></td>
<td>7.8</td>
<td>1.5</td>
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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.
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

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

CVA guidance notes/toolkits

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