



Voice to the Voiceless: Empowering Communities to Reform Education and Healthcare



Following Jesus

‘Christians are not called to a spectator’s seat in the balcony. Jesus Christ calls us to get down into the areas where people and their problems are. He who left the glories of heaven and became sin for us calls us to leave the comfort and convenience of our own secluded situation and become His men and women..’

‘Attempt projects so big they are bound to fail without God’

Basic services still fail the poor

- Public health care
 - Poor quality services and systems
 - Patients often poorly treated
 - Funding has increased but mostly benefits the non-poor
 - Preventable maternal and child deaths/suffering
- Public education
 - More schools and teachers funded and big increases in children enrolled
 - BUT
 - Not much learning: half or more of children who complete primary schooling cannot read even the simplest texts or perform simple arithmetic
 - Education still very underfunded
 - Infrastructure gaps –desks, roofs, walls, toilets, water; overcrowded rooms
 - Textbooks & learning materials – few or missing
 - Mismanagement; long funding delays; ‘quiet corruption’
 - 8000 ‘ghost schools’ in Pakistan alone; many more ‘ghost workers’; abuse of per diems; fees for ‘free education’; staff ‘moonlighting’ etc

Many attempted reforms : heavily top-down, piecemeal, not sustained

Findings on service delivery: dissatisfaction

- “most of the teachers report here and stay for one year and then leave for other places pretending that they go for studies - but they never come back. Those who remain stay in Dar es Salaam even though we have plenty of houses here [...]”
- “the services are bad and unpredictable; today families with children went to the village dispensary and were told that there is no vaccination... they were asked to go to the nearby mission hospital which is 60km away.... “
- “Water is a serious problem here. Right now as I am talking to you, people are fighting for water, there is a very long queue; since midnight people are waiting to get water... “

Why are services (still) so bad?

- Reforms rarely tackle root causes (often political); authorities rarely held accountable
- Local politics/power inequalities – poor don't benefit
- Exclusion of the poor: of their resourcefulness, local knowledge, voice, aspirations, energy, love for God
- Governments decentralised, but little real power shared – i.e local issues discussed tokenly or not at all, so not resolved
- Chronic underfunding, mismanagement and corruption

Ways forward

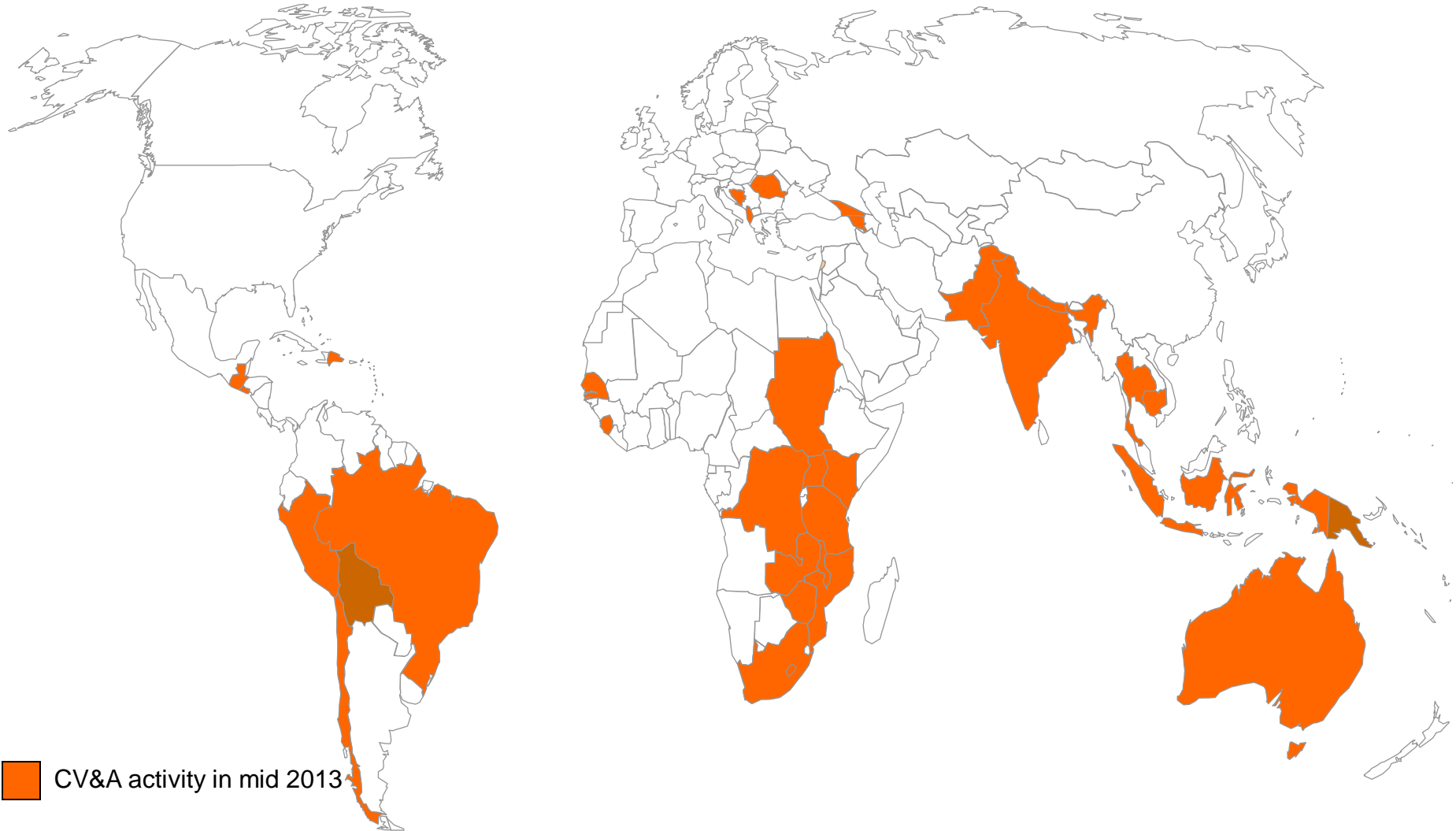
- Address root causes, collaboratively
 - Political, financial, economic, social, cultural, religious...
- Public services cannot help the poorest, without their help
- Address specific issues at each school/health centre
- Movements, mass media, awareness-raising, advocacy, prayer
- Work for justice: from local to global

What is Citizen Voice and Action?

Citizen Voice and Action (CV&A)
is an approach designed to
empower marginalised citizens
to increase accountability for
and reform
local public services.

Where is “CV&A”?

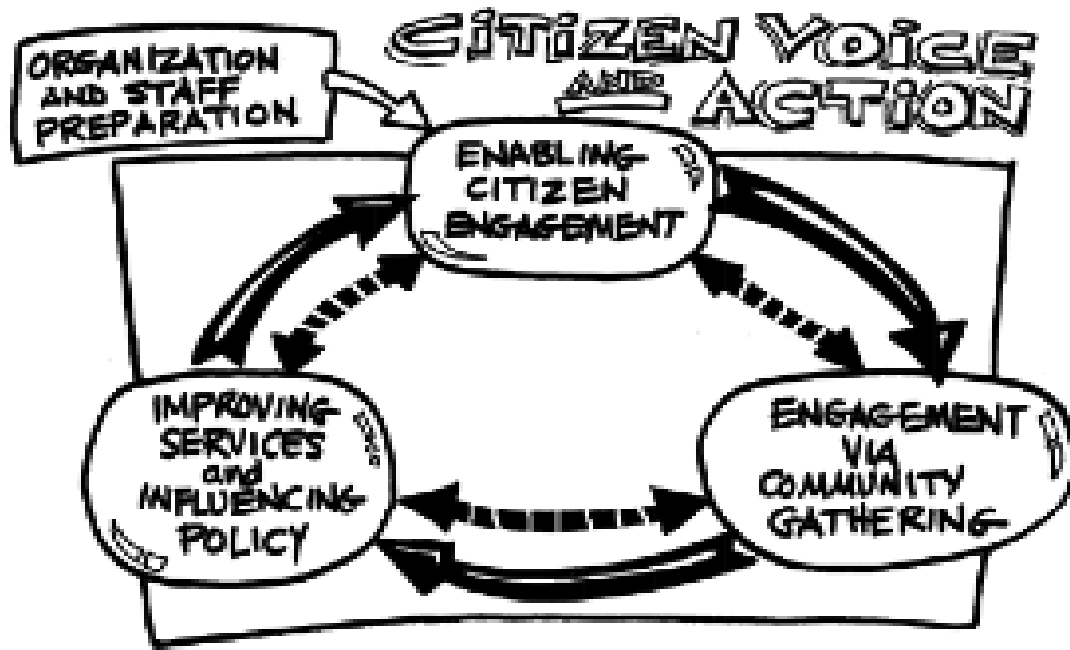
Total: 35 countries, 250+ programmes



CV&A approach: Local to global

Recognise that each facility (school etc) & its community

- faces a unique set of challenges
- has a unique set of strengths (e.g. aspirations, relationships, local knowledge, resources) and has specific local politics/inequalities
- is part of a broken system/structure which needs transformation



- Enable strengths, raise awareness of citizen rights; build readiness to engage; measure service input gaps
- Engagement: service providers and users assess performance, using scorecards; citizens dialogue for solutions; agree on action plans
- Monitor reform of school/HC and advocate for better public education/health policies locally, nationally, globally

Measuring Service Input Gaps

Date		Name of facility:				
7/7/2011		Iyolwa Health Centre		Country: Uganda		
Facility Monitored: Clinic						
Sector: Health						
Type of Input	Standard	Actual	Comments	Date changes made	Change (since CV&A)	
Midwives	3	1	WV to provide bus fare to nurse	7/21/2011	2	
Hours open per day	10	4	Doctor not always on duty	7/21/2011	10	
Number of beds	2	0	District meeting scheduled for Sept.	8/21/2011	NA	
Doctors	1	1	Doctor not always on duty	9/21/2011	NA	



Community Meeting to decide on reforms to a school in Orissa, India

Results

- Better relationships – parents/pupils with teachers; health workers with patients
- Improved facilities and services
- More use of schools and health centres
- Better health and education outcomes
- New forums for citizen decision-making
- More responsive and informed governments

Examples of better dialogue through CV&A

- New district-level citizen space for education policy dialogue in Kiboga District, Uganda.
Results: 1) Ministry of Education provided 2 new teachers to each of 18 schools.
2) Schools provide lunches to pupils
- New regional-level space for dialogue on health policy in Lori, Armenia.
Result: Reform of pay structure of doctors in Lori Region, Armenia.
- New department-level dialogue on health in Perú.
Result: Regional monitoring of health facilities in 7 districts by a coalition of 27 local org'ns.

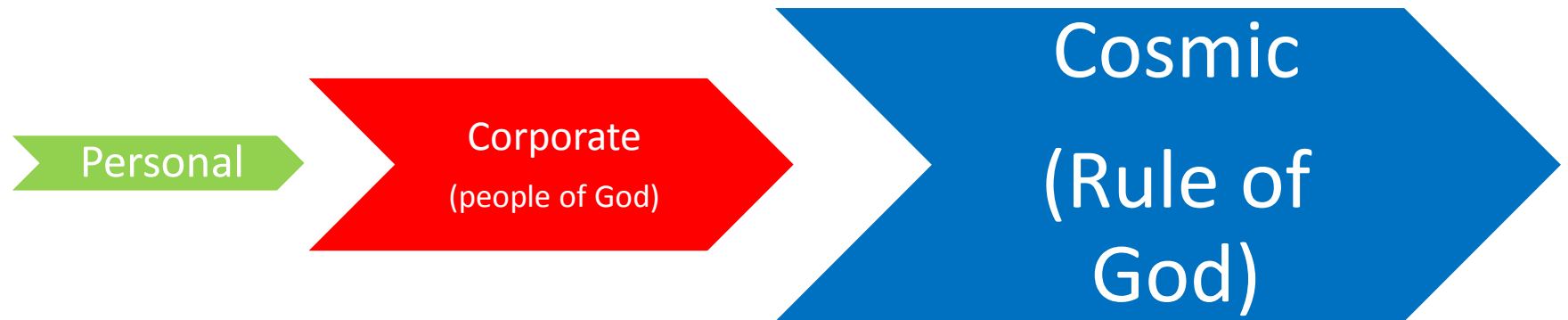
Engaged spirituality: Prayer and providence

- Supported by faithful, engaged prayer and discernment, trusting in and sustained by God's providence
- Wrestling with the 'principalities and powers' (in systems and structures) which keep the poor in poverty; but, as we work with God, we see these transformed
- This peaceful working for justice over the long haul requires an engaged spirituality, in partnership with God

Discipleship and callings

- Discipleship is a 'long obedience in the same direction' – many steps 'down from the balcony'
- Callings are also collective through the people of God, as we align ourselves with God's cosmic, kingdom purposes
- When we align with God's heart for the world, we start to see how God can do 'more than we can ask or imagine'

God's purpose and our calling(s)



Recommended Reading on Vocation

John Valentine, *“Follow me: Becoming a liberated disciple”* IVP 2009

Helpfully structured around a progression from the personal to the corporate to the cosmic: from our individual following of Jesus, to the renewed human race present in the church, to God’s ultimate plan to renew the whole of creation

More on CV&A

- <https://www.smores.com/w5xy-citizen-voice-and-action>
- <https://casestudiescva.crowdmap.com/main> (Crowdmap)
- <http://www.youtube.com/user/WVCVA> (Youtube site)

Questions?

Prayer

Give thanks to God for

- Improved health and education and genuine voice for the poor
 - Steps towards fulfilment of Lk 1: 51-3 and Jn 10:10
- Faithful and engaged prayer support since 2004
- Emerging role of faith communities and leaders

Pray for

- Empowerment of the many who are still excluded and voiceless
- Responsive governments able and willing to provide basic services
- CV&A – scaling up in 35+ countries;
 - Wisdom for leaders Jeff Hall and Camilla Symes
 - Protection and insight for volunteers, partners and staff
- Collaborative efforts to reform health, education and other services
- Increased role of local churches as change agents
- Advocacy to change structures and systems which keep people in poverty

Take-away action

Reflect and pray on your own calling(s), your collaborations, your part in God's plan



The Clinic that Never Got off the Ground

Citizen Voice and Action:

Impact on Health Outcomes at the local level

Researchers from J-PAL studied the impact of an approach similar to CVA in 50 communities in Uganda.

- 25 communities implemented a CVA-like intervention
- 25 communities served as a control group

After one year, researchers measured the differences. They found that the treatment communities exhibited a:

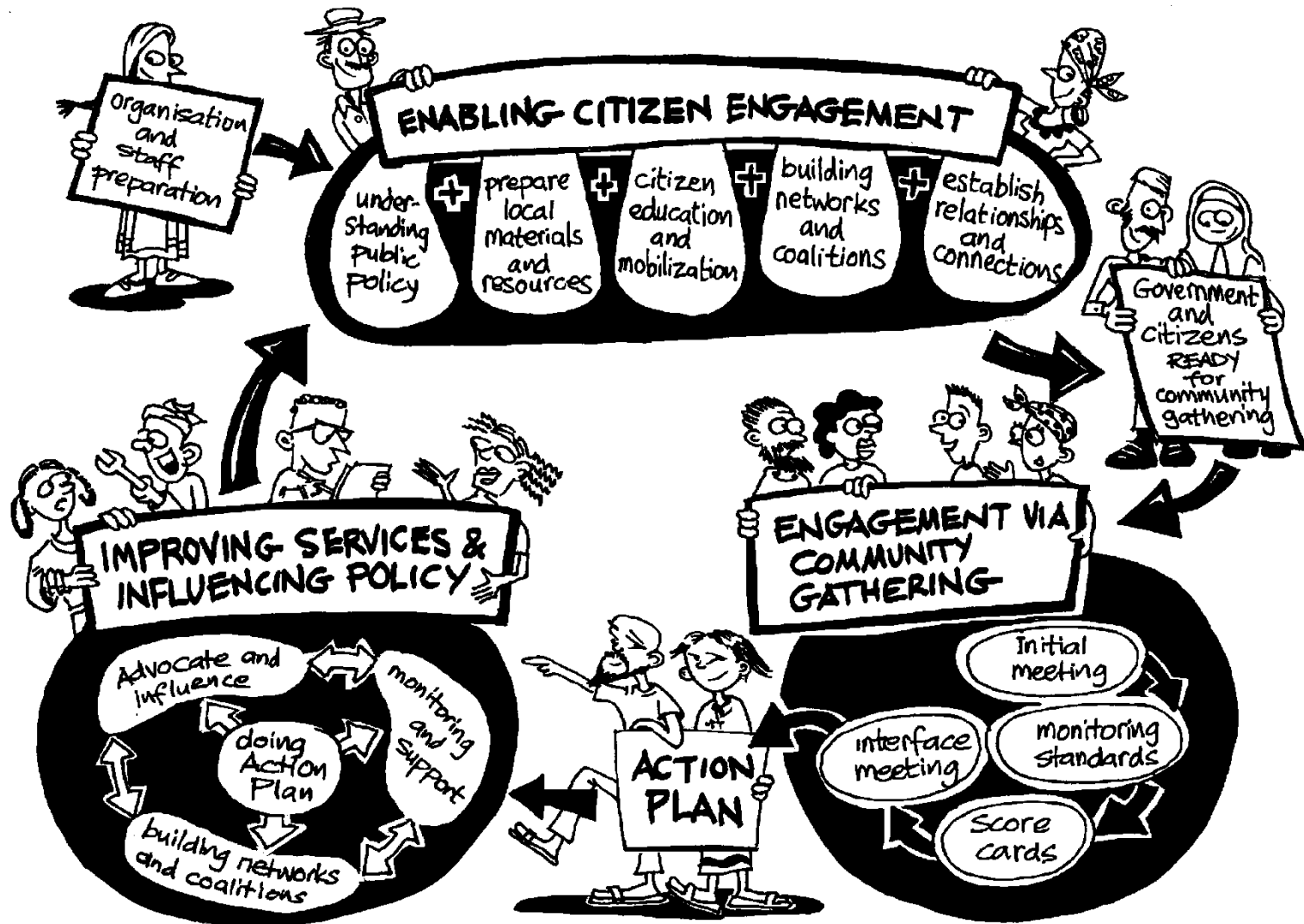
- 33% drop in under-five mortality
- 20% increase in the utilization of outpatient services;
- 58% increase in the number of deliveries by skilled birth attendant deliveries;
- 19% increase in the number of patients seeking antenatal care;
- 4 years later, results have held steady.
- Cost: \$300 per child death averted.

Bjorkman, M and Svensson, J, 2009. Power to the People: Evidence from a Randomised Field Experiment on Community Based Monitoring in Uganda. *Quarterly Journal of Economics*.

What drives accountability within such a framework of empowerment?

- Community organising/mobilising
- Transparency – information exchanged
- Expression of voice by citizens (overcome community barriers) and duty bearers
- Dialogue between and diagnosis by citizens and duty bearers

Key elements of “Citizen Voice and Action”



Waste and leakage in resources for services

CONCEPTUAL

