What is Citizen Voice and Action?
What is “Citizen Voice and Action”? 

Citizen Voice and Action is a social accountability approach designed to improve the relationship between communities and government, in order to improve services, like health care and education, that impact the daily lives of children and their families.
How does Citizen Voice and Action work?
“Citizen Voice and Action” in Practice
“Enabling Citizen Engagement” is an awareness raising phase (up to 1 year). Begin with human rights, but focus on their articulation under local law (“what vaccines should be available at my clinic? “What hours should the doctor work?””)
CVA Phase Two: The “Community Gathering”

The “Community Gathering” is a series of four participatory meetings that equip communities to monitor service provision at the schools and clinics they use every day.
CVA Phase Two:
The “Monitoring Standards” Process

In the “monitoring standards” session, communities, service providers, and civil society visit brick-and-mortar facilities (like clinics and schools) to compare reality against the commitments that government has already made.
### Sample “Monitoring Standards” Data

<table>
<thead>
<tr>
<th>Type of Input</th>
<th>Standard</th>
<th>Actual</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midwives</td>
<td>1 per RHC</td>
<td>None</td>
<td>Left in June</td>
</tr>
<tr>
<td>ORS</td>
<td>Free and available</td>
<td>Available, but with fee</td>
<td></td>
</tr>
<tr>
<td>Vaccines for children</td>
<td>Free and available</td>
<td>Free and available</td>
<td></td>
</tr>
<tr>
<td>Beds</td>
<td>3</td>
<td>2</td>
<td>1 broken not replaced</td>
</tr>
</tbody>
</table>
CVA Phase Two: The Community Scorecard

In the “score cards” session, we invite focus groups (government, service providers, marginalized groups, etc.) to rate facilities against criteria that they themselves generate. Communities use a 5-point “smiley scale” that encourages participation by children and illiterate groups.
Sample “Community Score Card” results

<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>![Sad Face]</td>
<td>![Sad Face]</td>
<td></td>
<td>![Sad Face]</td>
</tr>
<tr>
<td>Availability of drugs</td>
<td>![Sad Face]</td>
<td></td>
<td></td>
<td>![Sad Face]</td>
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<tr>
<td>Staff Friendliness</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
<td></td>
<td>![Neutral Face]</td>
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<tr>
<td>Performance Measures Given</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
</tr>
<tr>
<td>S.1 Quality of staff</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
<td>![Neutral Face]</td>
</tr>
<tr>
<td>S.2 Overall satisfaction with the service</td>
<td>![Sad Face]</td>
<td>![Sad Face]</td>
<td>![Sad Face]</td>
<td>![Neutral Face]</td>
</tr>
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</table>
CVA Phase Two: The Interface Meeting

The “Interface Meeting” convenes 100-200 participants from government, civil society, and the community to review the results of the monitoring exercise and create an action plan to improve services.
CVA Phase Three – How will we address the issues identified?

<table>
<thead>
<tr>
<th>ACTION</th>
<th>WHO WILL DO THIS</th>
<th>BY WHEN</th>
<th>RESOURCES/SUB-ACTIVITIES</th>
<th>WHO MONITORS</th>
</tr>
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</table>
Citizen Voice and Action Scale Up – 302 Programmes in 34 countries in FY14

CVA activity in FY13
RESULTS?
CVA’s Impact on Child Well-Being
J-PAL researchers used Randomized Control Trials to study the impact of an approach like Citizen Voice and Action at 50 clinics in 9 districts of Uganda:

**Health Outcomes.** After one year, relative to the comparison villages, the treatment villages showed a:

- 33% drop in under-five mortality
- 58% increase in use of skilled birth attendants
- 19% increase in number of patients seeking prenatal care
- Results holding after 4 years.

Social Accountability - Impact on Education Outcomes – Zeitlin 2011

Oxford University researchers used Randomized Control Trials to study the impact of the CVA Score Card in 100 Ugandan primary schools. After one year, in the schools using the CVA score card, they found:

• Test scores rose by an average of 9%;
• Pupil attendance increased by 8-10%;
• Teacher absenteeism dropped by 13%;
• 16% increase in community’s ability to solve collective action problems;
• Cost: $1.50/student.

A “standardized” score card had no significant impact.
“Vertical” Citizen Voice and Action: Linking communities to policy influence

Emerging model of CVA in Uganda: Advocacy from the grassroots to influence policy at various levels
Thanks!

Visit citizenvoiceandaction.org

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