

# VOICE AND ACTION: SOCIAL ACCOUNTABILITY FOR IMPROVED SERVICE DELIVERY



## THE PROBLEM

Cambodian children, especially those who live in rural and remote areas, face significant challenges in realising their rights. Cambodia's government institutions are still emerging, and there is much evidence that the delivery of basic services lacks quality and accountability. Coverage and quality of basic services is not equitable, and education and healthcare remain inaccessible to the rural and poor. Deeply rooted gender norms and inequality mean that girls, people with disabilities and ethnic minorities face discrimination affecting their rights and major obstacles in accessing basic services. In rural areas, 40% of Cambodian children do not have birth registration, denying them the fundamental right to an identity, as well as impeding access to other fundamental rights such as healthcare and education. To exacerbate the problem, poor and rural families are less likely to demand basic services for a variety of reasons,

including remoteness and poverty; lack of awareness of citizens' rights and entitlements; and service providers' lack of transparency, which can lead to corruption and engenders distrust from the village to the national level.

## OUR RESPONSE

Through the project Voice and Action: Social Accountability for Improved Service Delivery, Save the Children supports children and local communities to demand the standards of basic services to which they are entitled. The Voice and Action project empowers community members to monitor commune, health centre and primary school services by using a "community scorecard" to give feedback on government performance. It builds awareness of expected standards for social services and conducts budget literacy activities to strengthen demand for and understanding of "open local budgets". It stimulates dialogue and joint planning between service users

(community people) and service providers (health centres, primary schools and commune administration) to improve government transparency, performance and responsiveness.

## PARTICIPANTS

The target beneficiaries of this project are women, youth, children, vulnerable groups and other citizens residing in the rural target areas of Cambodia. Save the Children will reach 2,275,890 beneficiaries, of whom 1,161,200 are female and 771,869 are children. The total reach of the project including the target beneficiaries of our co-implementers World Vision will be



approximately 4.5 million people, making this one of the biggest Child Rights Governance projects in the world.

## PARTNERS

Save the Children works with local, national and international partners to prioritize the rights and amplify the voices of the most deprived and marginalized children. The Voice and Action project, implemented jointly with World Vision, is funded by the Japan Social Development Fund (JSDF) through the World Bank and Save the Children Denmark. The project is also supported by Save the Children Sweden and Save the Children Hong Kong. Save the Children is working with Phnom Srey Organization for Development (PSOD), Women Organization for Modern Economy and Nursing (WOMEN) and Wathnakteap to form part of the demand-side implementation

team, coordinating closely with our government counterpart, the National Committee for Subnational Democratic Development Secretariat, at national and provincial level to ensure strong collaboration among all

service providers, local NGO partners and Community Accountability Facilitators throughout the project cycle.

## TIMEFRAME

November 2015 to December 2018





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