

Activities	Cycle 1	Cycle 2
Train monitors, gain access to government departments and service sites	September 2014	
Data collection and Capture data on Tablets	mid-Sept to 10 Oct 2014	2 to 13 March 2015
Analyse Data & Produce Standard Facility Performance Reports to be studied by Community Organisations & Facility Management. Facility Sites and/ or government departments have the opportunity to respond to the report. Monitoring Reports with responses are made available at the Dialogues.	By end October 2014	By end March 2015
Community Partners with Black Sash prepare for and arrange the Dialogues between Community Stakeholders & Facility Management to validate reports; identify key successes; challenges & the way forward – Contained in the Improvement Plans.	November 2014	April 2015
Share our Findings, Results & Lessons with a wide audience. Reports to various Audiences	December 2014 to January 2015	
Reflect & Learn from Cycle 1 & Prepare for Cycle 2		February 2015
Evaluation, Audit & Final Reports of the Project		May/June 2015

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Black Sash and Community Partners in the Making All Voices Count (MAVC)

September 2014
to June 2015

BLACKSASH
MAKING HUMAN RIGHTS REAL

MAKING ALL VOICES COUNT

A GRAND CHALLENGE FOR DEVELOPMENT

Black Sash has a longstanding tradition of Community Based Monitoring (CBM) of government services – particularly to the poor. Through the Community Monitoring & Advocacy Project (CMAP) together with 100s of Community Organisations across the country, we focused on evidence-based community engagement to improve service delivery. In the Reproductive Maternal & Child Health (RMCH) project we explore both formal and informal accountability mechanisms to foster productive cycles of demand and accountability and initiated multi-stakeholder Dialogues to improve service delivery.

In the Making All Voices Count (MAVC) pilot Black Sash and Community Partners agree in the developing and piloting of Citizen Based Monitoring Tools and Approaches. This project is undertaken with Keystone Accountability, drawing on the emerging model and tools of the Department of Performance Monitoring and Evaluation (DPME) where appropriate.

Demonstrate how community organisations can help government ... to *institutionalise citizen-based monitoring in the monitoring and performance management of government in order to support ongoing improvements to what, how and why services are delivered to the people* as stated in government's CBM framework approved by Cabinet August 2013.

MAVC is built on the strong belief that citizens are not passive users of public services, but active holders of fundamental rights. It seeks to encourage the users to appraise the quality of services they receive, provide opportunities for beneficiaries to voice their concerns and appreciation through dialogue with independent and credible structures to generate and monitor improvement action plans.

The **objectives** of this project are:

- To empower Community Based Organisations (CBOS) to take ownership of and participate actively and effectively in Citizen Based Monitoring (CBM) of selected government services in 20 facility sites across South Africa.

- Government departments and facilities managers engage willingly, openly and responsively to feedback from citizens and
- CBOs, leading to improved public perceptions, engagement, relationship and service quality.

This pilot offers Black Sash & Community Partners the opportunity to:

- Deepen our practice developed through the CMAP & RMCP projects & enrich the work of holding government to account through active citizenship by working in the MAVC network & being exposed to organisations from other parts of the developing world.

Integrate Information & Communication Technology into CBM & making the information available to everyone so that we can build collaboratively a platform for CBM information, knowledge and practice.

This MAVC Pilot consists of **2 iterative cycles** – repeating the monitoring process developed in cycle 1, and if necessary change it where needed in cycle 2, so that we reach the desired goal.

Ongoing Preparation Work

- Black Sash contracts with community partners and agree on sectors & service sites to be monitored,
- With Keystone Accountability develop and check the tools for data collection
- Set-up & test the Information Technology: Tablets & the platform for collecting, analysing information; developing & producing reports
- Gain access for monitoring activities to the selected service sites
- Black Sash offers training and support to Community Partners and their monitors in the use of the monitoring tools, the capturing of data, use of the feedback reports; dialogues between community stakeholders & facility managers, development of improvement plans & building better relationships for improved services to communities.



The Black Sash **Community Partners** for MAVC

Province	Municipality	Community Partner	Contact person	Service Site
Mpumulanga	Thembisile Hani	Quedusizi HBC	Thulani Ndhlovu	SASSA – Kwa-Mhlanga
KZN	eMadlangeni (Utrecht)	SAVF	Sylvia Lodge	SASSA – Utrecht
KZN	Ethekwini	Philakithi	Mrs Nzoyi	Health – Umlazi Q Clinic
KZN	Hibiscus Coast (PS)	NAG	Khanyi Ndimand	SASSA Umzinto
KZN	Ethekwini	Folweni CRC	Rose Dlamini	Health –Folweni Clinic
Western Cape	City of Cape Town	Gugulethu Paralegal Advice Office	Matthews Tshofiti	SASSA – Gugulethu
Western Cape	Langeberg	CARE - Montague	Olin Kiewietz	SASSA – Montague
Northern Cape	Kai!garib	Siyafunda Community Project	JoyceMuller	SASSA – Keimoes
Western Cape	Drakenstein	Paarl Advice Office	Bukiwe Lakey	SASSA – Paarl
Western Cape	City of Cape Town	Women Hope 4 the Nation – Lavender Hill	Ayesha Davids	Local Government – Sub Council 18, Ward 68
Gauteng	Tshwane	Tshedza Community Development Project	Jacob Khangela	SASSA – Mahube Service Point
Gauteng	Tshwane	Tshwane North Outreach Community Development Project	Mishack Mahlangu	Health – Soshanguve Clinic
Limpopo	Greater Tzaneen	Relemogile Advice Office	Albert Makwela	SASSA – Lenyenye Service point
North West	Kenneth Kaunda	Thswaranang Advice Office	Jerry Sebothe	SASSA – Jourberton Service Point
North West	Kenneth Kaunda	Lebaleng Advice Office	Kabelo Modisadife	SASSA – Wolmaranstad Service Point
Free State	Winburg	Justice & Peace FS	Kalie Senyane	Health – Kamohelo PHC, Winburg
Eastern Cape	OR Tambo	Port St Johns Advice Office	Nomboniso Gaya	Health – CHC, Port St Johns
Eastern Cape	OR Tambo	Qunu Advice Office	Philsiswa Gwazela	SASSA – Mthatha
Eastern Cape	Nelson Mandela Metro	Interchurch LDA	Nandipha Mjuza	SASSA – Uitenhage
Eastern Cape	Nxuba Local Municipality (Amathole District Municipality)	Adelaide Advice Office	Patricia De Lange	Local Government – Adelaide

MAKING ALL VOICES COUNT

A GRAND CHALLENGE FOR DEVELOPMENT

www.makingallvoicescount.org

This map indicates which government service (SASSA, Health or Local Municipality) will be monitored and where it is located. The Community Partners are listed in the table above.

-  Health
-  SASSA
-  Local Government

