

ANNEX B: SOCIAL ACTION STORIES

This section contains factual examples of social actions that have been undertaken by several communities around the world. Please print the following pages and distribute them to the Community representatives during the Survey Results Meeting.

Story 1: Individual Choice

Story 2: Collaborate

Story 3: Learning from other villages

Story 4: Helping Yourself

Story 5: Complaint or Petition

Story 6: Demonstrating

Story 7: Publicize with media

Story 8: Ask a “Broker”

Story 9: Highlighting over or under performance

Note for Facilitators: After reading each story, discuss the following questions with the CRs:

- “What changes does this community want to see?”
- “What kind of obstacles are they trying to eliminate?”
- “How did they end up eliminating the problem? What action did they take? Here, the facilitator should emphasize the kind of action that they took, “Yes, the community protested/acted through a liaison/used local media,” while pointing at the title of the illustration.
- “Has anything like this been done in your community? Has anyone/any group of people in the village protested/acted through a liaison/used local media to eliminate obstacles?”

STORY 1: INDIVIDUAL CHOICE

In some communities, people who are unhappy with the health care or other public services they are receiving choose to go to a different provider:

Bad public schools lead many families to shift to private education

In some communities in Ghana, public school facilities are poorly maintained and supplied. Many schools have no sanitation facilities or electricity and very few textbooks for students to share. After becoming tired of this, some families decide to spend the extra money to send their children to a private school. For example, one headmaster outside of Ho lamented that so many parents from his area withdraw their children and send them to a private school across the street. Even though the teachers are not officially trained by the Ministry of Education and often prepare their own unofficial teaching materials, some families still prefer private schools because they say the teachers make the child and the parent feel like important members of the school community.

Source: Summarized from <https://www.newsghana.com.gh/private-schools-have-taken-the-glory-of-public-schools-now/>

STORY 2: WORKING TOGETHER AS A COMMUNITY TO FIX PROBLEMS

People who are unhappy with the health care they are receiving could brainstorm solutions and then take those proposals to their fellow community members to implement themselves. They may try to enlist government, health workers, or CSOs as allies, or they may not wait for others to start making improvements in their communities.

Chassie and Jeyeri Communities Improve, Build Their Own CHPS Compounds

In Jeyiri in Upper West Region, at a community meeting facilitated by a CSO, residents decided to contribute their own time and money to improve the safety at their CHPS compound. Together, the community gathered its resources and put up a security post to provide security for the health personnel stationed there. Within one week, the security post was completed to an appreciable level.

Inspired by Jeyiri, Chassie, a community located in the Wa East district of the region, decided to also take improving their community's health into their own hands. They decided to renovate an old building to be used as a mobile CHPS compound. Regular members of the community, Mother to Mother support groups, and the elders in the community all donated money. Community members themselves then fixed up an old, deserted, uncompleted building, and used the money to buy equipment like a weighing scale, thermometers, and a pregnancy bed.

Thanks to the new building, a nearby community health officer was able to start coming and providing more and better services to the community. A member of the community-also started volunteering his motor bike to be used to convey any serious pregnancy case to the nearest health facility in times of crisis.

Two Chassie women, each in their 30s, explained what motivated them to take this action.

“Our health is important for us to go about our daily work. The distance to the nearest health facility is far. It is stressful to journey that far to attend antenatal. Besides, we didn't want to call on authorities or influential people to help us. We wanted to do something before calling on them. So we accepted the proposal to mobilize our own funds and put up a CHPS Compound.”

“If you get pregnant you have to go to Jeyiri once a month. It costs GHS4.00 to be able to do that. Sometimes we travel this distance to Jeyiri only to be told that the Midwife has travelled to the District Capital. This means that the pregnant woman would have to go back home and

come again another time. This was really stressful and costly for us.”

Summarized from <http://sendwestafrica.org/index.php/news1/item/138-chassie-rides-on-communal-spirit-to-put-up-mobile-chps-compound>

STORY 3: EXAMINING BETTER-PERFORMING SERVICES

In some communities, people who are unhappy with the health care services they receive visit places where health care is working better, so they can learn what they can do to improve their own health services.

Ugandan Community Studied Health Facility in Neighboring Village and Lobbied for Funding

In one district in Uganda, community members noticed that the clinic in their village was very poor quality, while the clinic in the neighboring district was much better. Their clinic was unhygienic and only had two staff members serving around 4,000 patients, while the clinic in the neighboring district had 5 staff members and better equipment.

They asked to meet with the medical officer in charge of their clinic to discuss why the clinic's quality in the neighboring district was better than their own clinic.

During the meeting the health care workers learned about the community's concerns and the community members came to better understand the problems facing their clinic. Together, they wanted to improve the services in the clinic by learning what the neighboring district had done. The health care workers and the representatives of the community gathered data on the condition of the neighboring clinic through personal visits and meetings with health officials there.

They learned that the clinic in the neighboring districts were able to access the District's fund, which allowed them to have more staff and better equipment. Upon learning this, the clinic and community members tried to voice their concerns to the District.

After this effort, the community successfully convinced the district to provide funds to construct a new health clinic. Once the clinic was built, four new staff members, including two midwives, were recruited, and the district purchased new equipment. The clinic now serves 11,000 people out of a catchment area of 7,000-10,000, meaning many people from outside the district come to the clinic due to its good quality. Of the women who have received antenatal services, 70 percent have returned to the clinic to give birth and receive more services, far surpassing the government target of 50 percent. (WORLD VISION)

Source: <https://docs.google.com/file/d/0B01TNkdJ61czcVhiUUt1dzNOODg/edit>

**STORY 4:
COLLABORATIVE PROBLEM SOLVING AND MUTUAL COMMITMENT
TO IMPLEMENTING SOLUTIONS**

In some communities, people who are unhappy with the health care they are receiving arrange for meetings with doctors and nurses or health officials. During these meetings, they work together to develop solutions to problems with health service delivery, and then they agree to implement those solutions together.

**People and Chiefs of Gomoa Abonyi community work together to fundraise
and build a toilet facility**

In Gomoa Abonyi, people had no access to a toilet and were defecating along in the open. This practice led to outbreaks of cholera and other communicable diseases that made the people of the community very sick. The community therefore decided to build a public water closet/toilet facility so that people would have a safer, more sanitary option.

Together, the people of the community and their chiefs held a fund-raiser alongside the annual Akwambo Festival. They chose this occasion because many people would be gathered there, including higher-level political representatives like MPs.

As a result of their efforts, they received donations of more than 8,000 cedis and 10 toilet seats to give their community a modern toilet facility.

Source: Summarized from

<https://www.businessghana.com/site/news/general/140725/Chiefs-of-Gomoa-Abonyi-raise-funds-for-development-project>

STORY 5: COMPLAINT, PETITION OR SUPPLICATION

In some communities, people who are unhappy with the public services they are receiving complain to the providers or to officials and ask them to make improvements.

Youth in Agona Swedru Deliver Petition to Municipal Government

A group of concerned young people in the municipality of Agona West were frustrated with the poor state of roads in their community, which were filled with potholes. They were also upset that work had slowed to a crawl on a drainage project with the nearby river to help protect the community from floods.

The group therefore decided to march to the municipal headquarters for Agona West and present a three-page petition detailing their concerns to the Chief of the area and the Municipal Chief Executive (MCE). The MCE was happy that the demonstration to deliver the petition occurred peacefully, and promised to pass their concerns onward.

A few months later, construction on one of the main roads was underway.

Source: summarized from <http://www.graphic.com.gh/news/general-news/group-demonstrate-against-poor-roads-in-agona-swedru.html>

And

<http://www.graphic.com.gh/news/general-news/new-police-station-for-agona-kwanyarko.html>

STORY 6: DEMONSTRATION OR PROTEST

Citizens could demonstrate to target underperforming providers or civil servants, like the district health officer, who are not doing enough to improve health care.

Yaakoko Demonstrates Against Illegal Sand Contractors, Gets Parliamentary Investigation

Yaakoko is a farming community in the Ayensuano district of the eastern region that is also plagued by illegal sand contractors and unofficial guards they hire to bully citizens. After a young resident of their community was allegedly killed by these guards, a youth group in Yaakoko staged a demonstration demanding justice and calling on the president and chiefs and elders in the area.

The member of Parliament for the area heard the peoples' concerns and brought the issue before the national Parliament. A parliamentary committee will soon visit the community to investigate and consider national law changes to protect Ghanaians from such abuses in the future.

Source: summarized from <https://www.ghananewsreports.com/residents-of-yaakoko-demonstrate-against-illegal-sand-winners/>

STORY 7: TALKING TO JOURNALISTS / LOCAL MEDIA TO PUBLICIZE PROBLEMS

Often local journalists and media can be powerful allies in helping citizens publicize problems with health services, which can put pressure on underperforming service providers or officials to improve.

Media Reports Raised Awareness on Consumables Shortage at Wa Hospital

In April 2017, the regional hospital at Wa had to stop receiving new patients. The facility had low or no stock in bandages, liquid soap, disposable syringes, and many other important supplies. Patients were upset at being refused service, and nurses were upset at being unable to provide services. So the nurses complained to the media. They highlighted that the situation exposed both them and the patients to the risk of infections. “Even when patients come and you ask them to go to a pharmacy and buy such simple things, they turn to think that we are exploiting them,” they said.

The media house that the nurses spoke to tracked down the Acting Regional Director of Health Services to question him about the lack of supplies. He promised that by the following Monday the supplies would be available and from then onwards, the hospital would be functioning normally.

Source: Summarized from <http://citifmonline.com/2017/04/01/wa-hospital-stops-fresh-admissions-for-lack-of-consumables/#sthash.CbUYL4pW.dpuf>

**STORY 8:
WORKING THROUGH A 'BROKER' WHO COULD LINK COMMUNITY
DEMANDS WITH ALLIES IN THE GOVERNMENT**

A community that is unhappy with the quality of healthcare they are receiving can ask for help from a member of their community who is good at getting government officials to be responsive to community needs.

**Community Members Work through Respected, Connected Liasion to
Improve Nurse's Attitudes**

One community called Tuliza Moyo in Mara region in Tanzania was not satisfied with the services that were being provided by their local clinic. They were treated with a negative attitude by the health care providers and there were delays for pregnant women receiving care when going to deliver at the facility, especially during the night. This challenge had been going on for a long time and had resulted in low attendance at the health facility and high maternal and infant mortality rates.

The community decided to find a person who could connect them to the dispensary board so that their challenges could be discussed. They looked for an intermediary who had respect and connections that they thought would make their request more valid.

The intermediary organized a meeting with the dispensary board and the health worker. The board looked for a way to solve the problems. And the meeting had big results in that the health care providers have changed their attitude and have started providing women and other patients with quality services. Attendance of mothers has been good since this action.

Source: T4D Intervention in Tanzania

**STORY 9:
PUBLIC THANKING OF GOOD PROVIDERS OR CRITICISM OF
UNDERPERFORMERS**

Citizens could reward high performing providers with praise or other social recognition and/or sanction poorly performing providers by failing to include them in village events or by ignoring/ shunning them.

Districts Compete to Develop the Most

Each year, CDD Ghana publishes District League Table that show which districts are performing the best on key development indicators like health and education. District leaders take these rankings seriously, competing with each other to deliver on new development projects so that they will be highlighted; or completing lagging projects that are keeping them ranked in the bottom. For example, promising to place his district at the top of the Tables, the District Chief Executive of Krachi West promised to build roads, ensure all households had a toilet, and extend electricity access.

Summarized from: <http://www.ghananewsagency.org/politics/krachi-west-will-top-district-league-table-new-dce-116887>