INTERFACE MEETINGS AND COMMUNITY SCORING – VOICES OF THE MARGINALISED/VULNERABLE COMMUNITIES AND POWER SHIFT: OPPORTUNITIES AND CHALLENGES – A STUDY IN WEST BENGAL, INDIA

WEST BENGAL VOLUNTARY HEALTH ASSOCIATION
Working together for Health, Education & Livelihood towards adding values of life.
wbvha
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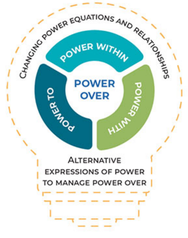
partner in development

BACKGROUND & AIM

- WBVHA initiated the People's Forum Movement since 2004
- Closely collaborating with marginalised populations in unserved/underserved rural areas
- Raise voices of marginalised/vulnerable people in Interface Meeting
- Interface Meetings - shared space, interact, ensure collaborative actions and overcome gaps
- Service-users have chance to analyse health services, encourage change or express dissatisfaction
- Community Score Cards are community-driven accountability measures

Aim: To enhance governance by fostering mutual trust, power-sharing, efficacy, responsibility, hastens community problem-solving, improve healthcare utilisation and better

POWER SHIFT ?

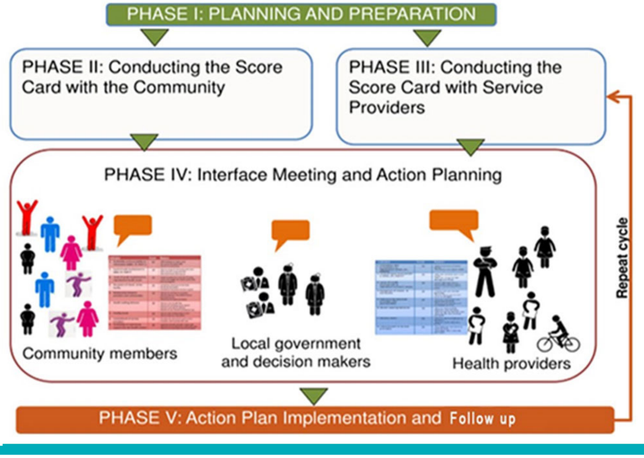


- Capacity Building
- Monitoring Process
- Decision Making Process
- Ability to act collectively
- Actions on specific issues that lead to change
- Promote ownership
- Sustainable solutions to social/health problems
- Space for Adolescents

METHODOLOGY

Role play & Interface Meeting

Community Score Card and Interface Meeting



RESULTS

Indicator	Score	Score After 1 Year	Reasons For Changes	Action to be taken	Person/Dept. Responsible	Status/Change Occurred
School Health Programme in private school	0%	65%	Establish healthy behaviors	Organize monthly medical camp	Block Medical Officer	Monthly health check-up Regular supply of Weekly Iron Folic Supplementations and sanitary napkins
Menstrual health awareness in boys and girls school			No discrimination between boys and girls	Quarterly awareness program should be organized	Block Medical Officer ANWESHA Counselor	Awareness started in 2023 Book on adolescent health was provided by Primary Health Centre
				A book on adolescent health should be included in curriculum Training of 2 teachers in each school	Public Health Nurse	2 school teachers from each school received training on adolescent health in 2023
Civil Defense and Disaster Management training in schools	0%	0%	Positive attitude of adolescents	Apply to the Block Development Officer, for the mock drill training	Child Development Protection Officer	Not yet done
Regular Out Reach Camp	0%	40%	Promote existing laws and rights	Plan to organize a medical camp in partnership with GTA	Block Medical Officer	Started in 26th December 2022
Child Protection Committee	0%	60%	Prevention on the issues of child rights and protection	WBVHA staffs should be invited in Child Protection Committee at block level	Block Development Office	WBVHA Staffs and adolescents became the member of Child Protection Committee
				TOT training of WBVHA staffs 2M+2F adolescents should be the member of Child Protection Committees	Child Development Protection Officer	Not yet done
Drug & alcohol abuse	0%	40%	Protect from harm associated with addictive substances	No shops should not sell addictive substances within 500 mt radius of school	Police Department	Stop selling of addictive substances
No Steet Lamp	0%	0%	Protect eve teasing and other criminal activities	Street lamps should be installed after Panchayat election	Panchayat Development Officer	Not yet done

- Reluctance from Service providers and decision makers
- Public awareness-raising and information dissemination campaign
- Difficult to arrange the community at one place
- Information disparities between FDG and scoring
- Get confrontational if not facilitated well
- Service providers/government officials are not always receptive to the problems identified and their suggestions for change
- Service providers don't have the capacity or leverage in decision making or implement change at local level
- Senior officials and decision makers should be involved in feed-back and interface

THE WAY FORWARD

- Ensure sustainability and scalability
- Ensuring the participation of the marginalized Community
- Institutionalization of CSC & interface meeting in the local health system at regular interval
  - → Orientation to key actors at state, district, block and Gram Panchayat level
  - → Training of facilitators
  - → Assessment criteria during reviews

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