

# VOICE AND ACCOUNTABILITY PROJECT

*“Community Empowerment for Improved Local Service Delivery in Zambia”*

## IMPACT SURVEY

Report produced by: The Project Management Unit (PMU), CSPR National Secretariat, Kabulonga, Lusaka, Zambia | **March 2025**



### OVERALL PROJECT IMPACT

High relevance (4.5/5) and effectiveness (4.6/5). Moderate sustainability (2.7/5) and developing impact (2.1/5), indicating potential for long-term growth and the need for continued evaluation.



### INTRODUCTION

Zambia faces significant educational challenges including poor infrastructure, limited resources, and high teacher absenteeism. The Voice and Accountability (V&A) Project aims to empower communities by improving their ability to hold education providers accountable, aligning with Zambia's decentralization plan.



### PROJECT SCOPE AND METHODOLOGY

Implemented in 45 schools across Eastern & Western Provinces. Utilized a mixed-method approach with quantitative (375 community members) and qualitative surveys (61 key informants) conducted in February 2025.



### EVALUATION OBJECTIVES

- **Effectiveness:** Assessed improvements in community participation and service delivery.
- **Relevance:** Evaluated project responsiveness to local community needs.
- **Sustainability:** Reviewed long-term viability of project outcomes.
- **Impact:** Analyzed broader educational improvements due to project interventions.



### Effectiveness of Training Interventions

Training interventions were highly effective, especially Scorecard (81%), Social Accountability (77%), and Human Rights & Entitlements (75%). Data Collection Training had lower effectiveness (69%), highlighting areas for improvement in digital literacy.



### IMPROVEMENTS IN EDUCATION SERVICE DELIVERY

Notable improvements include transparency in school budgets (66%) and reduced absenteeism (58%). Moderate improvements in infrastructure (47%) with ongoing challenges in textbook delivery and safe school plans.



### CROSS-CUTTING ISSUES

Effective grievance redress mechanisms, active community participation in decision-making, and open dialogue on education-related issues significantly supported project outcomes.



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### CONTRIBUTION TO MINISTRY OF EDUCATION INDICATORS

- High community awareness and participation:
- School Budgets: **91%**
- Attendance improvements: **95%**
- Persistent issues:
- Textbook availability: **71%**
- Teacher-Pupil Ratio: **74%**



### KEY INFORMANT PERSPECTIVES

Key informants highlighted high impact on budget transparency (97%), community knowledge of CDF (95%), pupil attendance (93%), and infrastructure improvements (88%). Challenges remain in textbook and teacher deployment ratios.



### PROJECT RELEVANCE

Strong community engagement through Parent-Teacher Committees (PTCs), Ward Development Committees (WDCs), and Social Accountability Committees (SACs). Addressed critical local governance and educational needs effectively.



### SUSTAINABILITY CONSIDERATIONS

61% community confidence in sustaining project benefits. Success through community ownership and SAC institutionalization. Risks include political interference, limited funding, and capacity gaps.



### CONCLUSIONS & LESSONS LEARNED

Project significantly improved transparency, accountability, and governance. Ongoing challenges in infrastructure, resource allocation, and textbook provision require sustained intervention and multi-stakeholder collaboration.



### RECOMMENDATIONS

- Strengthen community roles in budget participation and governance.
- Enhance resource allocation for textbooks and infrastructure.
- Address teacher shortages through better recruitment and attendance monitoring.
- Promote continuous budget transparency and social accountability practices.





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