

Phnom Penh, Cambodia

WHAT WAS ACHIEVED

Focused global contribution and policy change at neighbourhood, district and citywide levels through direct linkages to **Sustainable Development Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable** through dialogue with communities and authorities on five-year development plans and three-year rolling investment plans ensuring benefits for and inclusion of slum residents and the most vulnerable children; annual development budget allocation of 5% to the Sangkat Committees for Women and Children from municipal government; endorsement of the Policy for Ending Violence Against Children in homes and schools; adoption of behaviour protocols on Child Protection by church partners; and on-site slum upgrades designed by urban residents.

Enhanced Urban Governance through urban residents' empowerment, capacity building and participation in defining solutions for issues impacting the most vulnerable children; and dialogue and negotiation with neighbourhood, district and municipal authorities.

Enhanced Social Accountability through World Vision's social accountability approach supported dialogue with local authorities that improved the health centre, a Child-Friendly School and access to services; and health services became available 24 hours a day and the number of visits to the centre almost doubled.

Creation of Safe Environments through advocacy for on-site slum upgrades, prevented evictions in three slums; and developed 11 urban hubs or safe, friendly spaces.



Phnom Penh is home to 205 urban poor communities of about 30 households each. The majority of these slum communities do not have land titles or access to land rights information.

KEY IMPACTS

44,000

people living in 26 slums impacted by the programme

95%

increase in visits to health centre by target population from 50% to 95% in 2018-19

5%

annual development government budget allocation to Sangkat Committees for Women and Children through policy change

11

urban hubs: Child-Friendly Spaces for children and youth established

HOW IT HAPPENED

World Vision's work focused on 26 urban slum neighborhoods spread across the city, nearly half of which are located on or near canals, lakes or rivers, which are public lands and cannot be privately owned. They are prone to eviction and exposed to environmental hazards and risks. Children are often left in the care of grandparents or alone, as their parents spend their days trying to earn an income. This leaves them exposed to hazards including child labour, alcohol and drug abuse, involvement in gangs, dropping out of school, domestic violence and poor nutrition. The programme in Phnom Penh incorporated three components of World Vision's Citywide Self-Sustaining Model.

Take 5 minutes to learn about the Citywide Self-Sustaining Model. 

URBAN PROGRAMME APPROACH

The UPA focused on child protection and health and nutrition interventions building on strong engagement between urban residents and local partners in annual reviews and planning, multi-stakeholder partnerships, and the implementation of micro-projects by local groups. In 2015, a citywide assessment was developed in preparation for implementing the UPA. The programme uses the Strategic Pillars and Enablers of Change as follows:

Building social cohesion through diverse and gender-inclusive participation of local leaders, parents, youth and children (including children with disabilities) in order to build ownership and ensure a cohesive environment for collective action.

Strengthening urban governance by amplifying urban residents' voices through the engagement at the khan (districts) and other municipal levels through semi-annual meetings.

Applying partnership through building capacities of local authorities, partners, mother support groups members, health support groups and school teachers.

Using technology to enable communication, reporting and data collection, facilitating data analysis and progress monitoring.

Influencing urban policies endorsing non-violence against children, slum upgrading and improved health services.



RESOURCING: BLENDED FUNDING

The programme adopted a Blended Funding Model depending on international funding through Child Sponsorship and grants. Child Sponsorship is the main funding source and was used to leverage additional grants.

OPERATIONS: CONSOLIDATED CLUSTERING MODEL

The programme adopted a consolidated clustering model bringing together four programme areas incorporating the 26 urban slum neighbourhoods and clustered them into one citywide programme. Through this model, the programme has one design document and one operation system with one management team covering all the areas where the programme is implemented. The consolidated cluster reduces the costs of technical staff and administration. To facilitate operation in the dense, diverse and dynamic urban context of Phnom Penh, the programme facilitated the creation of Urban Hubs across the city, taking advantage of shared spaces with churches and community groups to keep operating costs low. They also instituted flexible working hours for staff so they are compensated for working nights and weekends which better serves urban residents who work during the day.

World Vision played three roles for citywide impact:

Community Mobiliser and Incubator: through community capacity building in positive parenting and social accountability, and mobilising resources and support for building a Child-Friendly Space in the community.

Multiplier: through partnering networks World Vision built on synergy with NGOs, churches, grassroots groups and local authorities to multiply the number of stakeholders involved in the programme. As a result, the number of partners increased from 15 NGOs, less than 10 churches and three khans to 25 NGOs, 41 churches and 10 khans.

Strategic Facilitator and Convenor: bringing in development actors to support the residents in the urban slum neighborhoods is one of the key strategies of the programme, collaborating with key stakeholders especially the Sangkat Committee for Women and Children through the provision of regular updates, sharing information among the networks and intervening when incidents happen. Being a connector between citizens and government is also a strategy of the programme, engaging urban residents to voice their needs and advocate for better services in their neighborhoods.