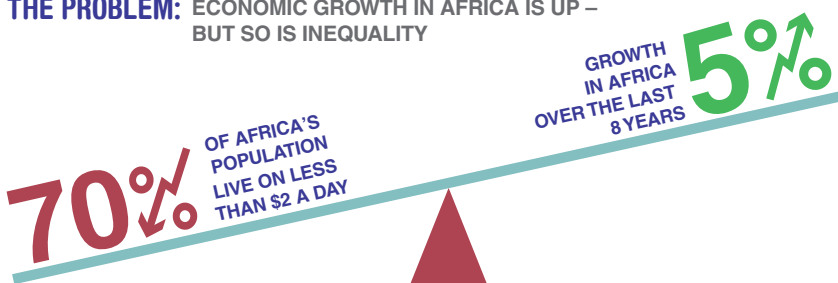
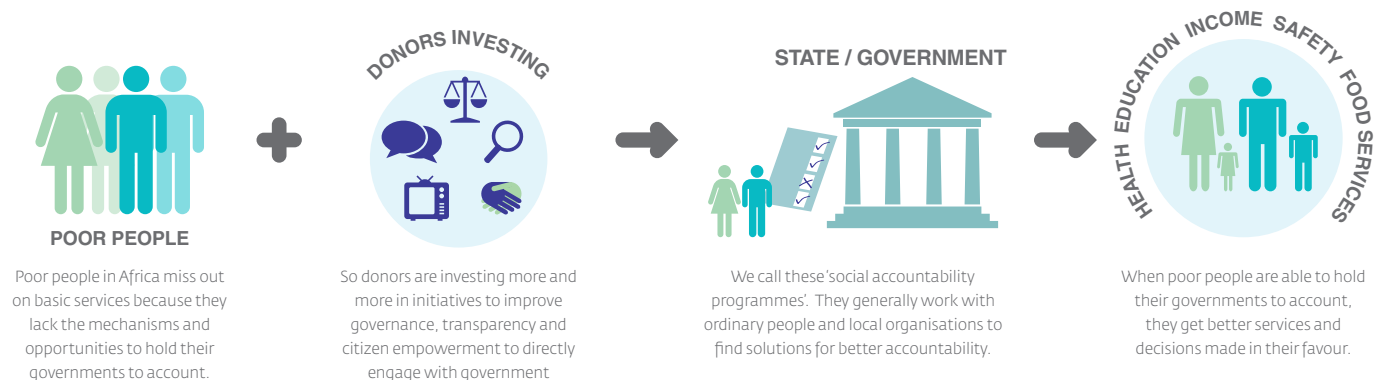


THE PROBLEM: ECONOMIC GROWTH IN AFRICA IS UP – BUT SO IS INEQUALITY



“ Africa’s governments must as a matter of urgency turn their attention to those who are being left behind. ”

KOFI ANNAN,
AFRICA PROGRESS REPORT 2012



BUT HAVE SOCIAL ACCOUNTABILITY PROGRAMMES PRODUCED SIGNIFICANT OUTCOMES FOR POOR PEOPLE IN AFRICA?



WHAT DID WE LEARN FROM 5 YEARS WORKING WITH OVER 60 SOCIAL ACCOUNTABILITY PROJECTS IN 6 AFRICAN COUNTRIES?

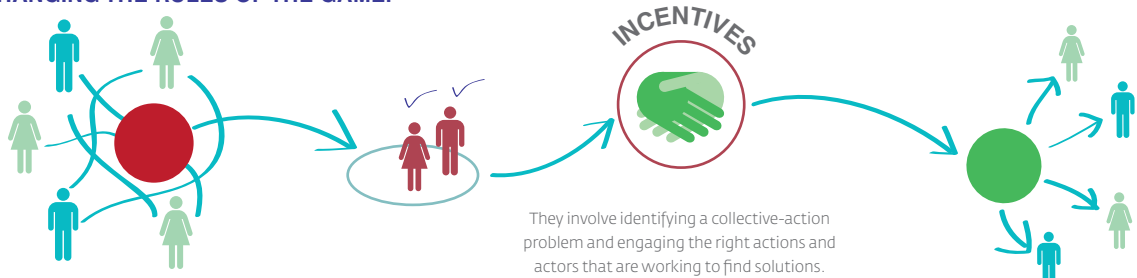
1 INTERLOCUTORS ARE ORGANISATIONS OR INDIVIDUALS WHO ORCHESTRATE CHANGES IN CITIZEN-STATE RELATIONS AT VARIOUS LEVELS



“ You need people who can facilitate relationships ”

Listen to what Prof. Alan Fowler has to say about interlocutors and the contribution of the Mwananchi Programme to the debate on social accountability.

2 INTERLOCUTION PROCESSES ARE ABOUT CHANGING THE RULES OF THE GAME.



SOCIAL ACCOUNTABILITY IS BASED ON RELATIONSHIPS

By focusing on the interlocution processes within these relationships, we can work out how to build accountability.



SOME SOLUTIONS

SOCIAL ACCOUNTABILITY RELIES ON RELATIONSHIPS BASED ON TRUST

Work with local realities and relationships, rather than standardised tools, to be the primary drivers of change. Devise **theories of change** that evolve according to context and review them regularly, especially by focusing on re-examining underlying assumptions.

TREAT SOCIAL ACCOUNTABILITY PROJECTS AS POLICY EXPERIMENTS

Show what a good policy would look like and how it could be implemented effectively, and investing in this process

BUILD A LEVEL PLAYING-FIELD FOR MARGINALISED CITIZENS

Find ways to provide political leverage for poor citizens either directly, or through support to elite citizens that promotes mutual benefits for rich AND poor.

MOVE FROM 'ACCOUNTABILITY AS RESPONSIVENESS' TO 'ACCOUNTABILITY AS ANSWERABILITY'

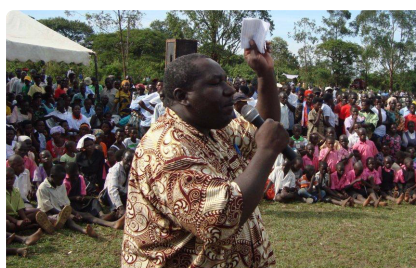
Getting a politician to respond to citizen voices is only the first step – full accountability means making representatives answerable for their performance against set standards.

SOME STORIES FROM THE MWANANCHI PROGRAMME:



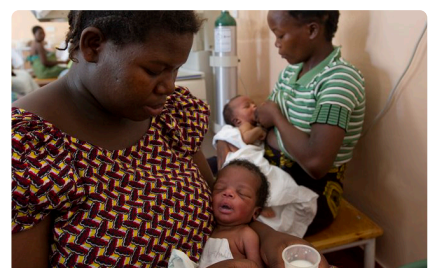
MANAGING NATURAL RESOURCES FOR COMMUNITIES IN GHANA

Communities around Songor Lagoon – over 90,000 people – have benefited from salt harvesting for generations: now illegal salt mining and climate change means more pressure on livelihoods than before, and conflicts have emerged. Radio Ada worked to open up debate, involve representatives and diffuse tensions. As a trusted local resource, the radio station was able to act as a neutral voice, which also had the ability to enforce participation of traditional leaders and local councillors due to their wide reach. A radio drama acted by local people dramatized some of the key issues, and eventually the district chief executive was persuaded to appear on the radio, giving citizens the opportunity to hold him to account against his position. Recently, conflict resolution techniques have allowed traditional leaders to resolve a deadlock in representing ordinary people's interests. [Find out more here.](#)



BROADENING ACCESS TO JUSTICE IN UGANDA

The Mwananchi Justice Agenda Project (MAJAP), implemented by World Voices Uganda, has increased access to justice through informal community-justice systems (known as Bataka courts), part of a strategy to empower the ordinary citizens in the setting of their own justice agenda. Formal courts are frequently difficult for rural people to access, making justice prohibitively expensive. Instead, citizens are able to get decisions on disputes within their own communities, linking justice to community relationships and conflict resolution. This may also reduce reoffending, something formal mechanisms often fail to achieve. By providing ordinary people with an avenue to access affordable justice, the Bataka courts increase their self-determination and capacity to engage in debates. World Voices has now produced a handbook to allow the Bataka model to be implemented in other parts of Uganda. [Find out more here.](#)



A DISTRICT HOSPITAL FOR PHALOMBE?

The people of Phalombe district in Malawi have to travel a long way to reach hospitals in other districts, or pay for private health care. Community forums called indabas have provided citizens with information about the services due to them: twice the national budget has put aside money for a hospital, which has never materialised. Now, following a documentary screened on national television, the President, Joyce Banda has personally promised that the hospital will be constructed and agreed financing. By working with local people and organisations, traditional leaders and a national organisation with the capacity to produce a documentary, the voices, needs and wishes of the people of Phalombe have been brought to a national forum. [Find out more here.](#)