



**Africa's Social Accountability Profile
(ASAP) Phase 1 Report**

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Africa's Social Accountability Profile

Affiliated Network for Social Accountability



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- Barr Gueye (Senegal)
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Without their baseline work, it would not have been possible to produce an integrated report on social accountability on the continent.

Abbreviations

ANSA-Africa	Affiliated Network for Social Accountability in Africa
ASAP	Africa's Social Accountability Profile
CCPA	Civil Control of Public Action
CIDA	Canadian International Development Agency
CSO	Civil Society Organisation
DFID	Department for International Development
DDP	District Development Plan
DPP	District Planning Process
ECOWAS	Economic Community Of West African States
FAO	Food and Agriculture Organisation of the United Nations
GTF	Governance and Transparency Fund
HSRC	Human Sciences Research Council
ICT	Information and Communication Technology
IED Afrique	Innovation, Environment and Development Africa
MDGs	Millennium Development Goals
MP	Member of Parliament
NGO	Non-governmental Organization
PARPA	Government's Poverty Reduction Action Plan
PETS	Participatory Expenditure Tracking Surveys
SDC	Swiss Agency for Development and Cooperation
SIDA	Swedish International Development Cooperation Agency
UK	United Kingdom
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNHR	United Nations Human Rights Council
UNICEF	United Nations Children Fund
US	United States
USAID	United States Agency for International Development
WHO	World Health Organization

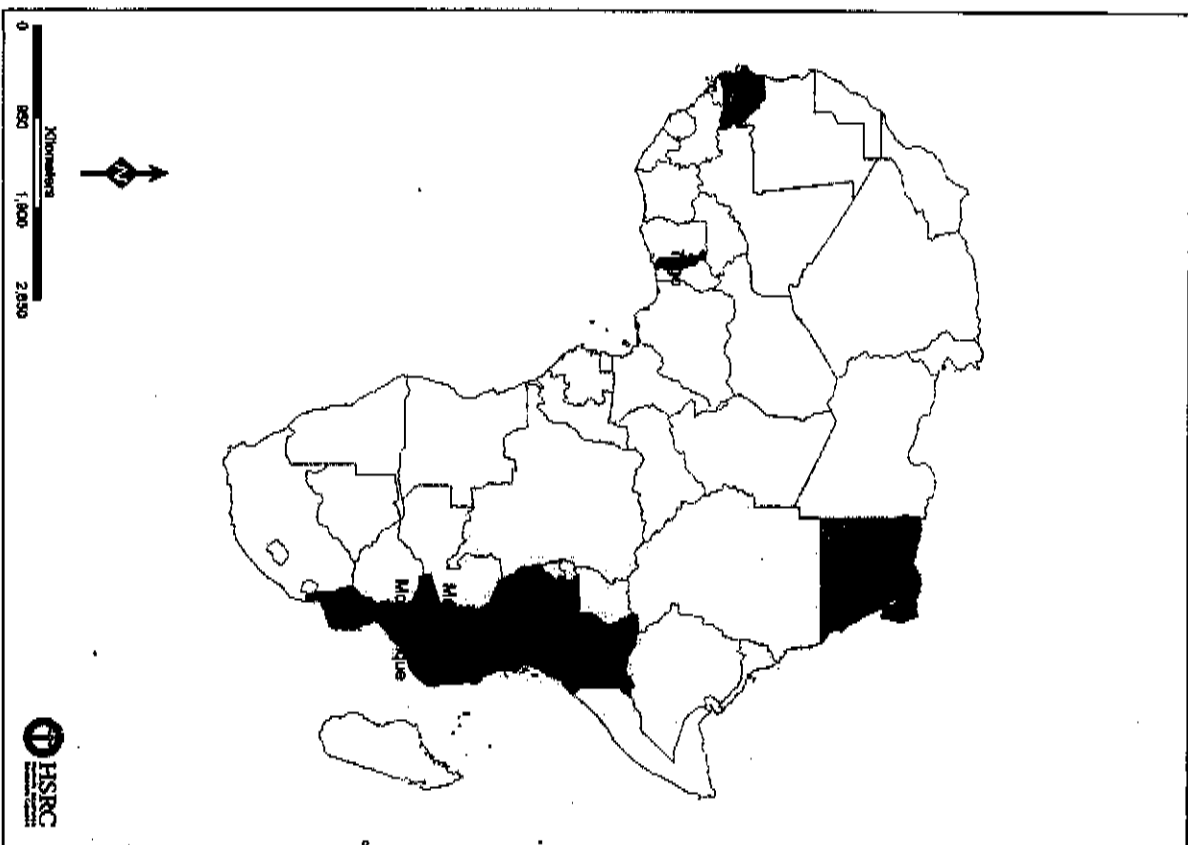


Figure 1: Countries participating in the ASAP

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1. Overview and Introduction

1.1 ANSA-Africa: Context

ANSA-Africa is a collaborative initiative between the World Bank and the Human Sciences Research Council (HSRC). The primary mandate is to drive citizen involvement in demand-side governance initiatives on the continent. Overall, the ANSA-Africa initiative is directed towards effective public participation in decision-making and policy implementation in African states. The following table shows some of the key objectives and related intended outcomes of the programme.

Table 1: Objectives and intended outcomes of ANSA-Africa

To develop cross-country collaboration on social accountability and demand-side governance initiatives	The creation and maintenance of a vibrant network on social accountability and demand-side governance in Africa
To provide technical assistance to different countries to enhance the quality of social accountability initiatives	Significant improvements in the technical quality of social accountability initiatives across the region
To deliver training programmes on specific social accountability tools and techniques	Increased acceptance and uptake of sound social accountability techniques across the region
To share country experiences and lessons from social accountability and demand-side government initiatives regionally and globally	

The activity components informing the above objectives and associated outcomes are:

- Country and multi-country social accountability initiatives and programmes
- Training and skills building
- Research and knowledge management activities at country and regional level

The technical support provided by the network focuses specifically on the design and use of social accountability techniques that target the improvement of the efficiency, transparency and quality of public services. Some of the techniques to be utilized are: consultative report cards; score cards; participatory budgeting; participatory expenditure tracking; lateral budget tracking; citizen-judicial sector communication techniques; independent budget analysis; and participatory performance monitoring. In addition to these established techniques, the network will work towards developing and testing new social accountability techniques. ANSA-Africa's overall focus is to provide a body of resources that both community leaders and government officials can use to improve service delivery at grassroots level.

2. The ASAP Study

The ASAP study is an important product of ANSA-Africa's overall objectives to strengthen social accountability on the continent. The study's purpose is to get as much information as possible on

social accountability from key regions and countries on the continent in order to serve as a sound basis for further work. Some further objectives could be:

1. A better understanding of efforts and initiatives with regard to social accountability across the continent
2. A better understanding of the role players and their agendas with regard to social accountability across the continent
3. A list of some key role players and stakeholders in the field of social accountability on the continent
4. A better understanding of the geographical and thematic areas to prioritise for more or less urgent involvement
5. A better understanding of what social accountability means and perceptions with regard to social accountability across the continent

2.1 Sample, Methodology and Purpose

The Africa's Social Accountability Profile (hereafter ASAP) study report contains qualitative, desk-based data of a pilot phase of the study focused on countries from a mix of regions, languages and knowledge base. This synthesis report covers work conducted by ANSA-Africa collaborators who profiled the following regions and countries.

Table 2: Region, country and team members of the ASAP study

Southern Africa	Mozambique (Lusophone) Malawi (Anglophone)	Lourango Rodrigues Craig Schwalbe
East Africa	Tanzania (Anglophone)	Maïne Shaba
West Africa	Kenya (Anglophone) Togo (Francophone) Senegal (Francophone)	Eric Alligde Cécile Quenum Bare Gueye
North Africa	Egypt (Arabic)	Ahmed Ragab

The original terms of reference for the study in its pilot phase entailed three components. First, a desk based study, followed by an in-country scoping, and finally a survey. However, the final country-specific reports comprise a combination of desk based and some in-country scoping information that address ANSA-Africa's core focus areas and topics namely gender, education, ICT, health, service delivery and the extractive industries.

Inputs into the desktop studies for the countries featured in this synthesis report included a combination of the following: (1) scoping work conducted by the World Bank and contact with a World Bank representative from respective countries; (2) internet searches; (3) material available from previous experience; (4); contacts with links in the countries and experiences gleaned from such links; (5) information from the ANSA-Africa Networks in respective countries.

The outputs following the desk based studies that feature in the in-country reports profile the following: (1) social accountability practitioners and role players in the country under review as well their contact details; (2) social accountability initiatives, details of interventions and contact details

for role players in such initiatives; (3) social accountability methodologies and techniques being used; (4) contacts that should be visited in the country visiting stage; (5) relevant useful information or links to information related to social accountability in the country under review; (6) challenges in ensuring effective social accountability and identification of gaps that could be filled by ANSA-Africa.

Country reports generally account for the bulk of issues related to the above outputs but there are differences in terms of length and detail between reports. These differences will not be accounted for in the synthesis report. Instead, the report will describe, in summary, some of the core aspects of the outputs and offer, in conclusion, some comparative indicators focusing gaps, limitations and areas where ANSA-Africa could provide interventions.

3. Social Accountability: Description of Context and Arenas, Practitioners and Initiatives, Challenges

3.1 Mozambique (Southern Africa): Context and Arena

The link between civil society and democratization is based on the commonly held idea that democracy requires active participation in public affairs by organized citizens, rather than simply the periodic casting of votes by unorganized citizens (Mozambique Country Report, November 2007).

Mozambique's history has produced a closed and non-consultative governance culture. Non-state activism is a new phenomenon for both its proponents and the state. That said, one of the stated pre-requisites for achieving the government's objectives under its Five-Year Plan 2005-2009, is however, increased participation by citizens, communities and civil society in the formulation and evaluation of government policies and in satisfying their needs. In addition, an assumption underlying the Government's Poverty Reduction Action Plan (PARPA) is the need for the broad initiative and action of citizens and their institutions (families, companies, associations, clubs, NGOs etc.). Both (Five-Year Plan and PARPA) lean towards a "self-reliance" community involvement in practical development efforts rather than a stronger engagement in policy and planning processes.

The Public Sector Reform Strategy identifies some obstacles to greater civil society participation to be the ill-definition of roles of the public, private and civil sector and weak institutionalized mechanisms for participation and representation in matters of public interest. The central obstacle is a prevailing culture of top-down centralized governance and the slow pace of decentralization. Some ministries are considered more open for dialogue and participation than others. Among these ministries are: (1) Planning and Finance (decentralized planning and budgeting process); (2) Health (relations with churches and NGOs and positive proposals for closer collaboration with traditional medicine and communities); (3) Agriculture (Land Campaign and promotion of voluntary associativism); (4) Education (not-for-profit service providers and community involvement).

Until the early 1990s, the donor community concentrated their democracy aid on elections. Later donors changed their focus to the reform of major state institutions (especially the judiciaries and legislatures) within their democracy aid portfolio.

District Development Plans (DDPs) arising out of the consultative DPP (District Planning Process) have been concluded in most of the 128 districts, since the decentralized district planning process was promoted in the late nineties. Various approaches are being applied to district planning, some very participatory (and slow) and some more technical, top-down approaches. The main purpose of the DPP is not the plan itself, but the engagement of local actors in the local development process with a view to increase local revenue, reduce the need for external financing and develop competence so that scarce external resources are applied wisely.

3.1.1 PRACTITIONERS

A number of actors are identified to be practitioners involved in social accountability initiatives. These are firstly, civil society actors (comprising groupings based on religious belief, largely Christian and Muslim). The Christian denomination of the Catholics is most involved in service provision. Protestant groupings are more engaged in activism and civic education related to HIV/AIDS, debt relief, conflict prevention and eradication of weapons. Zionist Churches focus their work on civic education, encouraging congregations to vote, to respect the law, and to fight crime. Other civil society actors include the media, trade unions, NGOs, sporting and cultural groups, foreign NGOs, academic and university communities as well as civic organizations.

Secondly, government as an actor is related to its formal commitment to the Five-Year Plan and PARPA. In terms of government-civil society relations, the reform programme contains important objectives, outputs/indicators and "win-win" measures for the period 2001-2004. (The country report covered only this period it is therefore not clear what happened since 2004) State facilitation and support for these activities by citizens includes: (1) changed attitudes on the part of the public institutions and workers; (2) building capacity for decentralized action on the ground; (3) formulation and monitoring of public policies; (3) improved financial management and accountability; (4) good governance and the fight against corruption.

Thirdly, some key international NGOs and donors have identified common themes to strengthen social accountability programmes. These issues are (1) building the capacity of organizations to improve civil society-government communication (working on both the civil society and the government side); (2) to improve the legal environment for civil society organizations and activities. As a donor, Switzerland has played a major role in mainstreaming civil society as a "cross cutting" issue in its sector programmes. Specific Swiss NGOs who are key to strengthening civil society and government partnerships in its rural development programmes include Helvetas (as an implementing agency for the Swiss Agency for Development and Cooperation, SDC), as well as the Swiss Red Cross.

In addition, USAID programmes prioritise championing the adoption and consolidation of democratic reforms in strategic areas such as health care, agriculture and rural incomes. Other American NGOs are World Vision, Save the Children and Care. Swedish NGOs also operate as intermediaries for identifying partners and managing funds. Others include the UK Department for International Development (DFID) where poverty reduction strategies are the focus while the World Bank targets a stronger civil society voice and engagement in domestic policy dialogue. The Norwegian Embassy programmes are directed towards human rights. The United Nations

programmes target poverty reduction, human rights, mainstreaming of HIV/AIDS and gender, strengthening of national research and information capacity, as well as the promotion of increased community and civil society participation. The European Union targets active civil society participation in consultation and decision-making, and co-responsibility in the management of resources.

3.1.2 INITIATIVES: PAST AND CURRENT

In terms of previous initiatives, some of the main activities are (1) information (provision of facts and knowledge); (2) education (intellectual, moral and social instruction); (3) advocacy; (4) defence of interests/welbeing (protection and promotion of social and material concerns); (5) participation; (6) consultation (providing information, and opinions); (7) cooperation/solidarity on common goals; (8) inclusion (being representative) and contestation (debating and raising questions about challenging issues). In Mozambique the focus is on information/education and well-being aspects, while also incorporating some degree of participation/consultation and some advocacy.

Initiatives currently underway focus on capacity building, district development funds, gender and HIV/AIDS. Most of the decentralization projects and programmes focus on capacity building of various groups and stakeholders to enable them to contribute to building awareness and accountability into the process. An improvement to gender equity is frequently included in many programmes, but these objectives are often weakly evident in project activities. At a community level, projects have varying targets for women's participation in local development communities, but even if such targets are met, they do not necessarily promote women's active participation. Similarly, HIV/AIDS prevention is included in a great majority of projects but is treated in a fairly superficial manner.

3.1.3 CHALLENGES

Some of the challenges may be identified in terms of four broad areas: (1) macro or centrally defined issues; (2) provincial issues; (3) District issues; (4) Citizens' concerns. These are challenges that could be addressed by ANSA:

Table 3: Key Issues and Responses

Declared Issues Dover Identified/Influenced	Issues raised or acted on
Freedom of association Transparent budgeting: election issues Local government/decentralization Legal sector/new ration/multis of law Independent media: environment; corruption; human rights; AIDS Locally identified	Land/land law Election issues Constitutional debate Gender/domestic violence Corruption Business environment Cashew policy Privatization Debt Human rights, police abuse
Agriculture: policy, pricing, marketing Financial sector: business environment Poverty/vulnerability/discussion	

Corruption; human rights/abuse of power; AIDS; Family issues/gender; crime; Non-functioning legal sector; debt; land; Democratic processes; labour/employment; state Accountability	AIDS Poverty/social services Pesticide destruction Financial sector/banking crisis Crime (sporadically)
Top-down/raucance for centrally defined issues Land (campaign) Domestic violence (campaign) Debt (e title) Cashew policy Constitution/elections Human Rights Business environment AIDS	Local concerns (provincial capital/urban concerns often predominant) Decentralisation Southern domination Informal markets Cashew policy Corruption Unemployment Poverty Social services Crime Agricultural marketing, price and credit policy Water and sanitation
Top-down resources Land Cashew policy (in affected districts) AIDS (e title)	Local issues Agricultural marketing/processors Poverty Health and education Water Roads Unemployment Traditional authorities' role Corruption (health, education, police)
Urban Poverty/vulnerability Unemployment Sanitation Corruption (health, education, police, courts) Crime Health and education AIDS (some)	Rural Health and education Poverty/vulnerability Lack wage employment Agricultural marketing/processors Agricultural inputs Water Roads Corruption (health education) Domestic conflicts

3.2 Malawi (Southern Africa): Context and Arenas

It is also acknowledged that the social accountability initiatives must maintain their independence of government to ensure that their role of linking citizens to the government is sustained (Malawi Country Report, 2007).

Malawi has a vibrant social accountability fraternity especially in the areas of independent or participating budgetary analysis and expenditure tracking. This fraternity has initiatives in some of the key sectors including poverty, health, education and agriculture. A key area of concern raised

by some of the stakeholders was the lack of coordination of these initiatives at a national level, which is needed to ensure effective engagement with the government. The sector has achieved a lot in the last ten years but now needs to consolidate its position through capacity-building, organizational management, ensuring more effective engagements with government and ensuring that the social accountability initiatives are institutionalized. It was emphasized that more evidence-based approaches should be used and that social accountability initiatives should establish partnerships with government.

Initiatives obtain their financial support from donor agencies. Some of the initiatives have the support of the government while others are struggling to do so. Initiatives that have the support of the relevant line departments in government are also those that generally get funding from the donor agencies. Donors such as DFID are willing to fund the implementation of participatory expenditure tracking surveys (PETS), as an example, but will only do so if support is forthcoming from the relevant ministry. It is widely recognized that these social accountability initiatives are making a difference in Malawi and in some instances the process of institutionalizing their work has begun. However, much more needs to be done especially in the areas of coordinating these initiatives, developing partnerships with government and institutionalizing them within the budgetary or development cycles.

The social accountability initiatives are operating within a relatively young and progressive democracy. A reflection of this new democracy is the recent decision to broadcast the parliamentary sessions on radio to all people in the country. Another is the government's decision to consult with citizens and civil society organizations in the different regions of Malawi. As a consequence of this young democracy, many of the institutional structures necessary to monitor and evaluate the activities of the government are only now being considered (e.g. community based monitoring and evaluation) and set up (e.g. Anti-Corruption Bureau). Civil society organizations are beginning to realize that the environment is now more conducive for them to engage more with the government and establish effective partnerships with them. Government is encouraging civil society organizations to work with them and implement social accountability processes.

It is recognized that the new government is doing much to address the needs of the country and its people but concern is being voiced as to whether these benefits are accruing effectively to people at the local level. Government has responded by the development of a community-based monitoring and evaluation framework that has been presented to civil society organizations for their input. There is a belief that people need to be informed about their human rights and the provision of basic services. There is also the belief that the social accountability initiatives can play a more meaningful role in partnering government in the monitoring and evaluation of initiatives in the different sectors of the economy. It was also emphasized that the social accountability initiatives need to focus on those pillars contained in international protocols, country agreements (e.g. MDGs) and policies.

3.2.1 PRACTITIONERS AND INITIATIVES

Social accountability initiatives currently on the go in Malawi are based on interviews with relevant stakeholders:

- Malawi Economic Justice Network (MEJN): Andrew Kumbalira
- Council of Non-Government Organizations in Malawi (CONGOMA): they facilitated discussions on the community-based monitoring evaluation framework presented by the government. Part of these discussions was the use of community scorecards. They have also started an exercise of mapping where NGOs are operating and what they are doing. Mr Tonga (08 958744) is the coordinator.
- Malawi Health Equity Network (MHEN): Martha Kwalaine
- Civil Society Agricultural Network (CISANET): it was mentioned that there is the Sustainability Agr-business project (SABI) that looks at pooling resources to help extension services. There is also the Natural Resources College that trains extension offices. Victor Mhone
- CARE International: have provided funding for discussions on community-based monitoring evaluation framework in Malawi and have developed "The Scorecard Toolkit" publication.
- Action Aid Malawi: Collins Magalasi
- Oxfam and Society of Accountants in Malawi (SOCAM)
- Institute for Policy Interaction: Rafik Hajat
- Economic Society of Malawi (ECAMMA)

Over and above the preceding list, initiatives that have a focus on Malawi but are not based in the country, include:

- Institute for Development Studies (IDS) – based in the United Kingdom.
- Centre for Social Accountability (CSA) – based at the University of Rhodes in South Africa. They are holding a consultation workshop in Malawi on the 6 September 2007 to discuss "Accountability and service delivery in southern Africa: the case for rights-based social accountability monitoring". It was also mentioned that a training course on the fundamentals of social accountability was presented at the University of Rhodes.
- Institute for Democracy in South Africa (IDASA): they are working with MEJN on HIV resource tracking in Malawi.
- African Institute of Corporate Citizenship (AICC): this initiative is based in South Africa and is responsible for the SABI project. Sean De Cleene

Through discussions with stakeholders in Malawi it was realized that social accountability initiatives occur as is illustrated in the diagram below. The diagram represents key sectors and players within the Malawian context in the area of social accountability. In the public sector social accountability initiatives are implemented by civil society organizations while the government has institutional structures (e.g. human rights commission, anticorruption bureau) that oversee the rights of people. To ensure the coordination of social accountability initiatives in the country it is important to establish a forum. It was also emphasized that social accountability initiatives should link to parliamentary committees (e.g. budget and finance committees) and present the findings of their work.

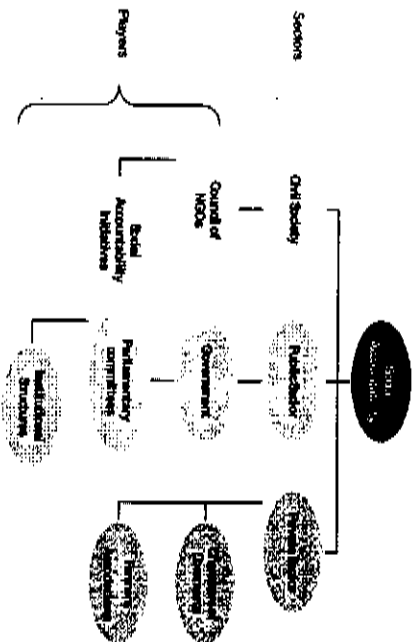


Figure 2: Social accountability processes in Malawi

Civil society organizations act as independent institutions that represent the views of non-government organizations and citizens that they engage with. These NGOs often form part of an association such as the Council of NGOs (CONGOMA) in Malawi. CONGOMA is acting as a facilitator in bringing NGOs and government together to discuss issues such as the community participation monitoring and evaluation framework.

In the private sector, corporate social accountability initiatives are implemented by businesses and other associations. They often form part of associations such as the Chamber of Commerce and farmer's unions. The Chamber of Commerce is also acting as a facilitator in bringing the private sector together with government to discuss social accountability issues. Some of the initiatives that have been implemented by businesses and associations are:

- Illovo Sugar - funding infrastructure at schools
- Tobacco association of Malawi - funding extension work and the TECS project to eliminate child labour in the tobacco industry
- Carlsberg - has funded an afforestation program

The funding for the social accountability initiatives is coming from donor agencies. These donor agencies include:

- Irish Aid - funding joint initiatives and meetings of the social accountability networks in Malawi
- DFID
- European Union (EU)
- CIDA
- SIDA
- Oxfam

Stakeholders emphasized that the funding of the social accountability networks is a problem. The funding is not consistent and in many instances the donor agencies are not willing to cover the administrative or core costs of the civil society organizations running these social accountability initiatives. The organizations feel that they would be able to contribute much more if they had a constant source of funding. The Governance and Transparency Fund (GTF) of DFID was identified as such a potential source.

All the social accountability initiatives were of the opinion that they were having an impact in Malawi. This was substantiated by some of the reports that were produced and the engagements that they have had with government. There is also an extent to which the social accountability initiatives have become institutionalized. The areas where they are having an impact is in advocacy, establishing partnerships with government and most importantly, in the delivery of outputs.

3.2.2 CHALLENGES

Apart from challenges that relate to a lack of coordination between initiatives at a national level, and strengthening of partnerships between government and other social accountability initiatives, the following were identified as gaps/challenges to which ANSA-Africa could respond. The main area where the stakeholders felt that ANSA-Africa could be of assistance to them was in looking at the coordination aspects. Thus it was requested that the following be done:

- A scoping exercise is undertaken in Malawi to look in more detail at what social accountability activities are on the go.
- A workshop is then held to discuss how social accountability initiatives can be coordinated. The workshop will also be used as a means by which to advocate the importance of social accountability and to formalize the national coordination structures. The building blocks needed for these structures to be established and the actions steps discussed.
- Further research would be required in setting up the institutional frameworks in establishing formal linkages to the parliamentary committees and government. Part of the work would be to look at setting up effectively linkages and networking.

Other activities that were identified as possible areas where ANSA-Africa could assist the social accountability initiatives in Malawi were:

- Training in conducting evidence based research. Key institutions, social accountability initiatives and the academia should be involved.
- Training in the analysis of policy impact
- Seminars on the use of different social accountability techniques
- The storage of data from different initiatives and including those conducted by the government. A forum of relevant ministries could be convened to champion the storage of this information.
- Providing space on the ANSA-Africa web portal where initiatives can create their own web pages.
- Incorporate material on best practices from all social accountability sectors on the ANSA-Africa web portal

- Developing a clear set of indicators and targets (norms and standards) against which the budget will be monitored
- Capacity building in organizational management for social accountability initiatives in Malawi.
- Developing a social accountability sourcebook.

3.3 Tanzania (East Africa): Context and Arenas

Everyone knows, an institution cannot make itself accountable, only vibrant, active and informed citizens can make governments and other institutions accountable (Tanzania country report, 2007).

The gap between the poor and the rich has continued to grow. This may be explained among other things by the direction of structural adjustments programmes Tanzania has adopted since 1985. These policy changes have had an effect on people's livelihoods, their social, economic and cultural rights. Because of these inequalities Tanzanians are now making their voices heard and holding their leaders to account.

In Tanzania, the analysis of the implications of liberalization policies has largely been done at the level of national economies with only sweeping references to how they affect the rights of communities and the people (women and men, workers, small scale farmers and farming communities, pastoralists, fisher folk and informal traders and artisans). An analysis of the specific policies and agreements and how they affect the peoples' rights have not been adequately done. Even where there has been an attempt to assess the human rights, the preoccupation has been more focused on the civil and political rights, while ignoring the economic, social and cultural rights which are no less important.

This has been compounded by the low awareness levels among the different stakeholders on the link between these policies and their human rights. Many times in advocating for fair, equitable and just economic policies, the preferred method of advocacy has been the policy-centred advocacy that is done at the macro-level to influence policy makers and centres of political power, alienating communities who are directly affected.

Despite a number of efforts by different players like CSOs, there is still a marked lack of mobilization of the people against the negative effects of economic policies. As a result, the gap between micro-level activism and macro-level policy change is growing. However all stakeholders generally agree that there is a need to bridge this gap. Stakeholders maintain that there is a need for programmes that will eventually return the power to the people, who should be their own agents of development and empowerment, based on their experiences, hopes and aspirations.

Public services are a fundamental right but free trade in public services like health, education and water is increasing the poverty and suffering of the most vulnerable people in the developing world. Far from being commodities for "customers", quality public services are a fundamental right for all people. Women do not want education, health, mobility, care for the elderly to become commodities; public services form part of women capacity for development and of their human rights.

Today all stakeholders are taking the agenda of social accountability very seriously, and are slowly returning power to the rightful people.

3.3.1 PRACTITIONERS AND INITIATIVES

These include civil society, government, international NGO's and donors, as well as others. Some examples include the Tanzania National Business Council (TNBC) whose interventions include the establishment of a code of conduct for its corporate members to curb grand corruption in the private sector, and to ensure an environment conducive for investors. Others include the UNDP that helped to facilitate the development of the Parliamentary On-Line Information system to modernize the management of Parliament.

3.3.2 CHALLENGES

Challenges and gaps include:

- CSOs are viewed as political opposition by the various levels of government since they are not used to the practice of empowering people to demand their social rights.
- Lack of adequate resources by intermediary agencies (mostly local CSOs) to develop a critical mass movement of people at the community level to use 'social accountability' practices to demand accountability.
- Multiplicity of initiatives, often duplication of efforts and uncoordinated, result in a lack of effectiveness and impact in decision-making circles.
- Lack of sufficient technical capacity to adapt social accountability tools/ methods to suit the Tanzanian context, train trainers for community levels and consistently review practice and harmonised tools.
- Peoples' representatives like MPs or Counsellors who have a legitimate mandate to demand accountability from the executive often don't exercise their right to do so and the election laws don't allow recall.
- Apart from this desktop study and the follow-up surveys, our suggestion would be to hold a stakeholders workshop where we believe the challenges and gaps that ANSA-Africa can fill can be identified. That will also provide space for sharing experiences on best practices, i.e. what works where and when, and most important to have an open process of dialogue.

3.4 Kenya (East Africa): Context and Arenas

A broad view of what social accountability means is applied to understanding initiatives in Kenya. It is taken to include political as well as corporate governance (Kenya country report, 2007).

Since the advent of multi-party democracy in Kenya in the 1990s, there have been a flood of accountability enhancement interventions. These have been undertaken variously by the civil society, the government itself, the private sector and development partners. In the initial phases of these initiatives civil society, supported by development partners, implemented it. Within the public sector, a lot of the reform in the initial phase focused largely on administrative reforms, which were in many instances limited in their scope. After the 2002 multi-party elections, reform in the public sector took on sector wide manifestation. The political reform, focusing on fundamental constitutional change is still in limbo. The main driver for political reform was targeted at dealing

with the executive arm of government. However, available evidence shows that there is a need to achieve a balance between the various arms of government to avoid the dangers of legislative dictatorship or judicial dictatorship, all of which are just as bad as their executive counterpart.

3.4.1 PRACTITIONERS

In Kenya, there are a variety of practitioners of social accountability. These are found in various sectors and include many stakeholders and many of these cut across sectors. The table maps the state of stakeholder participation in a variety of stakeholder initiatives.

Table 4: Stakeholder and Areas of Engagement

Stakeholder	Political Governance	Public Finance	Social Sector	Infrastructure Sector	Agriculture	Horticulture
Public Sector	•	•	•	•	•	•
Private sector	•	•	•	•	•	•
Civil society	•	•	•	•	•	•
Government	•	•	•	•	•	•
Development Partners	•	•	•	•	•	•
International NGOs	•	•	•	•	•	•

3.4.2 INITIATIVES

Table 5: Initiatives, Organisations and Engagement Areas

Initiative	Organisation	Engagement Areas	Completed	On-going	Planned
Governance, Justice Law and Order Sector Programmes	Ministry of Justice and Constitutional Affairs	Reform of the Governance, Justice, Law and Order Sector	•		
Community Policing Programme	Kenya Police	Security		•	
Kenya Participatory Impact Monitoring (KIPIM)	Ministry of Planning & National Development	Public Service Delivery	•		

Initiative	Organisation	Engagement Areas	Completed	On-going	Planned
The Citizen Report Card (CIRCC)	Ministry of Planning & National Development	Public Service Delivery	•		
Business Keeper Monitor System (BKMS)	Kenya Anti-corruption Commission	Anti-corruption	•		
KIPPERA Governance Programme	Kenya Institute for Public Policy Research and Analysis	Public Service Delivery		•	
Budget Information Programme	Institute for Economic Affairs	Public Budgeting		•	
MARS Group	MARS Group	Public Budgeting		•	
Budget Transparency and Public Expenditure Monitoring Programme	Social Network	Public Budgeting		•	
Futa Magendo	Social Network	Anti-corruption		•	
Kenya Social Forum	Social Network	Development			•
Social Watch Eastern Africa Region (SWEAR)	Social Network	Development			•
Opinion Polling	Steadman Research	Various Public Policy Issues		•	
Environmental and Social Accountability Standards	Kenya Flower Council	Environmental and Social accountability standards	•		
The Police: The People: The Politics: Police Accountability in Kenya	Commission on Human Rights	Police Accountability	•		
The 2006 Haki Index	Kenya Human Rights Commission	Measuring Public Perceptions on the State of Human Rights in Kenya and the case of the Devolved Public Funds	•		
Public Accountability Forums	Kenya Commission on Human Rights	Official Accountability	•		
Kenya's Verdict: A Citizen's Report Card on the	National Commission on Human Rights	Official Accountability	•		

Initiatives	Organisation	Responsible Authority	Completed	On-going	Planned
Constitutional Development Fund (CDF)	Rights				
Citizen's Report Card on Urban Water, Sanitation and Solid Waste Services in Kenya: Case of Nairobi	Kenya Alliance of Residents Associations (KARA)	Measure citizen's experiences on water supply, sanitation and solid waste services	•		
The Score Card, 2007	Community International Aid	Government Performance	•		

3.4.3 CHALLENGES AND OPPORTUNITIES

The first challenge for engendering social accountability in Kenya is in the context of dealing with the challenges of potential excesses by any of the arms of government. This refers to the need for comprehensive reform aimed to provide a voice for the people through a variety of social accountability instruments and mechanisms. Thus, the focus is not only on constitutional reform, but also on legal and institutional reform. This also requires comprehensive administrative reforms to ensure that governance processes and procedures promote social accountability.

A second challenge lies in the manner through which various accountability initiatives have been funded. A review of the various accountability initiatives shows that these have been largely supported through extensive development partner support. While this is not a negative aspect in the initial phases, a deliberate effort must be made to ensure that social accountability interventions form an integral component of the various governance interventions.

Third, the results of social accountability initiatives are of no value if the various stakeholders are not able to use them to exact accountability on the part of public officials. Clearly, there is a need to enhance the capacity of the various stakeholders to collect information, present and interpret it to suit national development needs. In this context, there is a clear need to avoid falling into the "us against them" mentality, which creates mistrust between public officials and the public being served.

A fourth challenge, and one related to the first is the need to ensure that the demand for accountability does not result into bureaucratic gridlock at the expense of improving service delivery resulting into tangible development outcomes.

A fifth challenge is the need to ensure that social accountability is not used to demonise public officials. A key question in this regard is to ensure that those demanding accountability are also accountable themselves. The issue of credibility of social accountability processes, products and stakeholders must be dealt with.

Kenya like many African countries, has been simultaneously undertaking a series of political, economic and social reforms. This is a very challenging task that has been implemented by very few nations in the world. However, this process, if well managed, presents opportunities for mainstreaming social accountability processes, procedures and instruments into the governance fabric of the country. Such mainstreaming can take place through the constitutional, legal, institutional and administrative reform that is taking place.

ANSA Africa's primary mandate is to drive citizen involvement in demand-side governance initiatives in the continent. Thus, ANSA-Africa has a major role that it can play in respect of the following:

- Generating and disseminating information on social accountability processes, procedures and instruments
- Building capacity of civil society to collect, interpret and present social accountability information
- Identification of opportunities for enhancing the impact of social accountability interventions.

3.5 Togo (West Africa): Context and Avenues

Because of the only one political and state party ruling of the country for more than 30 years, citizens are not prepared to play their part of monitoring the action of the government (Togo country Report, 2007).

Togo is a small francophone country in West Africa. It is located between Benin in the East, Ghana in the West, Burkina-Faso in the North and the Atlantic Ocean in the South. Togo was first colonised by the Germans. It went under French rule after World War I. Its political independence was proclaimed on April 27, 1960. The first president was assassinated in 1963 and the country was ruled by a military regime (from 1967) and only one party regime, especially from 1969 to 1990. Togo lacks a fully-fledged democracy which has resulted in some donor organisations such as the European Union suspending its financial support to the country. Ethnic and regional divisions fuel the political problems in the country.

Social accountability is not well or widely known in the country. The government actions and programs have been decided and implemented by the only one political party and the government for decades. October 1990 started a new era. Since then Togo is making attempts to develop democracy and development, but the results remain weak.

Legislative elections were held on October 14, 2007, but at the time of the country report being finalised, the final results were not proclaimed due to some irregularities and contestations. The provisional results which were proclaimed showed a division of the country into two parts: this means that the people in the North voted for the ruling party and in the South people voted for the opposition. This ethnic and regional division has always created political problems in the country. The international and national observers concluded that the election process was normal but the politicized results showed that the real issues of the political crisis were not addressed. These elections are crucial for the country since its success is one of the conditions the EU set for returning to the country and implement social accountability programmes in Togo. In this difficult situation, social accountability is a useful tool which can help the country to develop. There is hope that things can go well if there is a renewal of cooperation with the partners and donors. Togolase

people want change and would like to have the same programmes as the other developing countries.

3.5.1 PRACTITIONERS AND INITIATIVES

A number of actors are engaged here. First, the private sector (such as a unit called 'Chambre du Commerce et de l'Industrie du Togo' for private enterprises and economic actors); medical doctors and pharmacists, architects; women traders who have organised groups in the markets, as well as banks.

Secondly, civil society organisations ranging from community based organisations, six trade union confederations, theme based networks (education, HIV/AIDS, human rights, women's rights promotion) and churches, are involved.

Thirdly, a selection of government departments that correspond to ANSA-Africa's focus areas are mentioned but not specified. Technical units exist within government departments that work on poverty reduction, MDGs, population development, women and gender issues.

Fourthly, few international NGOs and donors have programmes in the country because international aid for Togo has been cut since 1993 because of the absence of democracy. Many of the partners have moved out of the country to settle in Benin, Burkina-Faso and Ghana. Some of them work in Togo though their offices are based in countries outside Togo. The international NGOs still present in Togo are: Care International, Plan International, BORNEMFonden (a Danish NGO), Aide et Action (Action Aid), Catholic Relief Service. These international NGOs, while present in the country do not have active programmes in Togo. The main donors present in Togo at the moment are the World Bank, European Union and the programs of the embassies which are still in the country (France, Germany and United States of America). The United Nations agencies which remain in the country are: UNDP, UNICEF, UNFPA, UNHR, UNHCR, WHO and FAO.

Despite their presence, these partners and donors only give small humanitarian grants for civil society organisations.

Initiatives that have taken place previously are:

1. The first World Bank operation was in 1968. The World Bank funded about fifty projects for an amount of more than 700 millions dollars in several sectors such as macro economy, transport, urban development, agriculture, rural development, public enterprises, education, energy, telecommunication, health and population development, private sector development, community development and drinking water. The last program of the World Bank, which was set in 1995 and which had been updated in 1997 and 2000, planned for sustainable development and poverty reduction. It is a program that needs support from growth in the private sector. Unfortunately, the strategy was not implemented because of several suspensions of funding which were caused by a delay of payment. The last one occurred in January 2002. The total debt Togo has with the World Bank is 114 million US dollars (June 01; 2007). This situation has put an end to project implementation in Togo by the World Bank. Despite this suspension of funding, the World Bank still supports the country with advice and

studies in the fields of education, development policies, agriculture (cotton), market negotiations, HIV/AIDS and poverty reduction. Presently, the World Bank is conducting a study (OPNR-Development Policy Needs Review) on government's request. The World Bank loans to Togo were suspended, but the country is still supported in the area of studies and surveys. As soon as other donors will start working in Togo again, the World Bank will have the opportunity to re-consider its engagement based on the new situation of Togo.

2. The World Bank initiated a social accountability workshop in 2004. The officers who were in charge of this activity are no more working in the Togo office. Further information can be obtained with the civil society representatives who attended this workshop. However, after this workshop there has not been further action in this field.

3. The main NGO federation (Fédération des ONG au Togo / FONGTO) had a program with Plan International and Civicus (2006) to map civil society in Togo.

4. The European Union supported a program of capacity building for the five civil society organisations in the country in 2005.

5. A Social Tripartite Dialogue was held in 2006 (30 January to 7 April). It brought together people from the different spheres of the labour sector: government, trade union confederations and private sector.

Initiatives currently underway are:

1. The US embassy supports activities for the promotion of democracy.

2. The German development program has a component which promotes democracy.

3. West Africa Network for Peacebuilding (WANEP): It reports every month on areas of current events which touch the life of the people in the respective countries (education, health, economic issues, floods, droughts, development issues, human rights, democracy)

4. Women in Law and Development in Africa (WILDAF) is a network focused on the promotion of women's rights in Africa. It has national networks throughout the continent. The Togo network (WILDAF-Togo) organises advocacy, sensitization, information and training activities on gender and women issues. A program currently underway, is the 'Good Governance and Women Participation' programme. In this programme, women are trained to build their capacity and knowledge in order to understand and access their rights. The programme is funded by the European Union for seven (7) countries in West Africa (Benin, Burkina-Faso, Ghana, Mali, Nigeria, Senegal and Togo).

5. The ECOWAS, through its unit in Togo, created a Pilot Unit to monitor the provision of free movement of people and goods in the ECOWAS community space. This Pilot Unit is composed of civil society organisation representatives, the private sector, a magistrate and two members of the National Assembly working with the ECOWAS parliament.

6. As a result of the Social Tripartite Dialogue in 2006 a committee which works on labour issues was created (Conseil National pour le Dialogue Social/ CNDS) and it has now become a permanent group.

7. Groupe de Réflexion et d'Action pour le Dialogue, la Démocratie et le Développement (GRAD). This organisation focuses on development actions with the real participation of the civil society.

8. IPS/NEPAD conducts activities that promote NEPAD awareness in the country.

9. OPS/Bonne governance conducts activities for the promotion of good governance.

10. Ligue Internationale pour la Transparence (LIT-Togo) targets activities for the promotion of transparency.

11. Ben faire - Faire Ben was created after the workshop organised by the World Bank in 2004. It tries to create awareness on social accountability. It held a workshop in 2006 for government officers in the northern half part of the country. This was supported by the World Bank micro funds program. This organisation does not have the resources to organise another workshop in the southern part of the country. It is searching for funds to sustain its activities.

Planned future initiatives relate to fundraising in order to continue current initiatives. If the cooperation with international partners and donors continues, there will be opportunity to implement further programs. There is a need to create a network supported by ANSA-Africa to organise social accountability actions in Togo.

3.5.2 CHALLENGES

The main challenges are the need for:

- Democracy in the country to reinforce the normal operation of the main institutions of the State.
 - The respect for human rights is another condition for social accountability as this will promote good governance, transparency and easy monitoring of development programmes. This also entails awareness building on social accountability.
 - More human, financial and infrastructural resources for the government, civil society, private sector and the population as a whole so that each stakeholder can play their part.
- The support ANSA-Africa could bring includes:
- Capacity building for all the stakeholders (government, civil society, private sector)
 - Provision of resources: human, financial, material, tools, etc
 - Partnerships: ANSA-Africa could have a program/representation in the country. ANSA could also play an advocacy role so that absent donors could return and offer appropriate programmes in Togo.
 - Monitoring the actions of these donors and partners.

3.6 Senegal (West Africa): Context and Arenas

While the control mechanisms of public action have always existed in Senegal, generally they have been the result of State institutions. Their main objective has been to inform the State on its own failures. (Senegal country Report, 2007)

At Parliamentary level, the legislation also offers deputies the possibility to carry out control of budget execution by the executive power, although deputies have rarely taken advantage of this provision. On their side, the great majority of citizens who should have been questioning deputies about failing to make the best of such a possibility also ignored that this indirect civic means of control of governmental action exists.

3.6.1 PRACTITIONERS AND INITIATIVES

The most important initiatives of the civic control of public action have, until recently, been initiated by civil society organisations. Yet, in most cases, the action of these organisations was limited to

denunciation and rarely to endow citizens with operational mechanisms for controlling State action. The exception is a number of organisations such as the Forum Civil that recently began fairly advanced studies to understand the mechanisms of corruption in certain sectors which are also large consumers of public resources, such as the health or natural resources management sector. Since the beginning of the 21st century, this situation began to change with the increasingly wider diffusion of practical tools for the civic control of public action. On that subject, it is important to note the action of the World Bank that supported IED Afrique's organisation of three training workshops on the civic control of public action between 2004 and 2005.

Since then, initiatives have been increasing within NGOs and local authorities. As such, several small administrative subdivisions in the Senegalese government began to apply participative budgets. With the advent of community radios, initiatives relating to the questioning of elected representatives are on the rise.

However, the participation of the private sector in such initiatives remains very marginal, as in fact the table below indicates. The initiatives used in this report are distributed per sector:

Table 6: Social Accountability Sectors in Senegal

Private Sector	0
Civil Society Organisations	3
Public Organisations	1
NGOs	4
International Organisations	2
TOTAL	10

3.6.2 CHALLENGES

- The low capacity of most civil society organisations.
- Access to information is not always possible or is not organised in such a way as to facilitate its utilisation by citizens at grass-root level, or is not managed in an open and transparent manner.
- The lack of capacity and skills at local government level in particular, to take care of the costs associated with implementing participative budgets.
- The low level of training and information of citizens.
- The cultural context: the relations between local elected representatives and the population are often organised around complex forms of "social" transactions making monitoring difficult.
- The administrative culture whereby public agents are inclined to feel more accountable towards their superiors than towards citizens.

The support ANSA-Africa could bring to improving the Civic Control of Public Action (CCPA) in Senegal could include:

- Supporting the implementation of pilot experiments for demonstrative purposes in key sectors such as health and education.
- Establishing a partnership with bilateral and multilateral institutions for integrating CCPA as a transversal component of their programme.
- Training elected representatives and decision-makers in key ministries.
- Promoting good practices.

3.7 Egypt (North Africa): Context and Arena

The most recent stage of civil society development started at the beginning of the 1980s, with the emergence of a new role for civil society as a participant in processes of development and democratic evolution (Egypt Country Report, 2007).

The current composition of civil society in Egypt – a sector that includes advocacy, social service, philanthropic, and human rights organizations – is relatively recent. Social accountability issues are to be understood in the context of a very slow-moving democratic process in which State control is still dominant.

Since the middle of the 1980s, emerging from President Mubarak's rule, several types of civil society organisations have evolved in Egypt: charities, service providers, environmental, and human rights organisations. This development represents, in part, what the government has termed to be "step-by-step democracy." At the same time, President Mubarak has instituted a policy allowing his government to exert control over any organised group that might express opposition to his policies. For example, the President controls the press by appointing people who will censor the reporting in their publications. Trade unions, labour syndicates, and universities are under similar control. With the exception of Islamic groups, the Mubarak government successfully managed to crush dissenting voices. Entities that might have voiced opposition simply ceased to exist in Egypt. Though not all of them presented viable alternatives, faith-based organisations are the only type of CSO that remain and play any sort of significant role.

The most recent stage of civil society development started at the beginning of the 1980s, with the emergence of a new role for civil society as a participant in processes of development and democratic evolution. During this stage, the Egyptian government focused on economic development. To achieve economic progress, the government made strides in instituting liberal, market-oriented economic reforms, but not similar political or democratic reforms. Laws did not change to allow explicitly more freedom to civil society organizations and democratic political activity. Rather, there was a gradual and selective recognition of certain political rights. For example, certain groups regularly protested in opposition to the government's relationship with Israel. Egyptians experience fewer restrictions on their freedom of speech than ever before. Nevertheless, Egypt has continued to renew and rework the National Emergency Laws.

During the past five years, Egypt has adopted and amended a series of laws in order to liberalize the rules on trade and labour, and has even amended certain constitutional provisions. It has also passed a new law governing civil society organizations (Law No. 84, issued on October 23, 2002).

While this law allows greater recognition of civil society than any previous law, it also severely restricts civil society.

3.7.1 PRACTITIONERS AND INITIATIVES

The table below indicates the practitioners involved in social accountability in Egypt.

Table 7: Social Accountability Practitioners in Egypt

Practitioner	Description
Decision Making Support Centre (related to the Prime Minister's Office)	Continued Although this is a public one it has the ability and freedom to check the accountability of various bodies in the government
Human Rights Organizations	Although there are more than 40 organizations working on human rights in Egypt, few have an impact on social accountability. One of these that do have an impact is the National Human Rights Council.
Media Programs	Media plays a strong role in raising hot debates on issues of accountability concern. Three programs of special interest are: <ul style="list-style-type: none"> • 10 O'Clock (Dressin, private channel) • 90 minutes Programme (Ehmetwar private channel) • El-Bal belak (The house is yours, public channel) These programs are popular and many of the issues are shared by the Ministers and the public.
NGOs	In spite of the laws that has a negative impact on the freedom of the NGOs, some managed to survive. USAID and the World Bank support some activities related to social accountability. However, such foreign donor funding is subject to government approval and supervision. Civil societies suffer because of these restrictions.
International organisations	

One of the social accountability initiatives at the moment is the Public Transparency and Accountability (PTA) Project funded by the USAID/Egypt's Democracy and Governance Annual Program Statement. The PTA serves to assist Egyptian civil society organizations, citizens and the government in gaining a better understanding of public transparency and accountability concepts and practices, raising public awareness of related issues, developing capacities of CSOs to combat corruption and enabling CSOs to work effectively with government institutions to improve accountability. The project includes the provision of training, technical assistance and grants.

3.7.2 CHALLENGES

- The following challenges typify the social accountability scene in Egypt
- The overall control of government (by laws and regulations) of the civil society
- The strict control of government over donors' funds for civil society
- The low capacity of most civil society organisations
- Lack of transparency of most government bodies
- Widespread corruption at the local government level (and recognized by the government)
- The lack of good representatives for the people in Parliament since it is only the wealthy who can afford the huge costs to get elected.
- The lack of capacity and skills at local government level in particular, to take care of the costs associated with implementing participative budget processes.
- The lack of training of citizens and their legal knowledge.

- The increasing tension between the government and the opposition which leads to confusion among the public (whom should they believe?).

4. Conclusions and Comparative Indicators Based on Country Reports: Gaps, Limitations and Some Recommendations

Section 3 profiled data in the country reports that outlined the context and arenas in which social accountability took place (including the practitioners and initiatives), as well as possible challenges and opportunities for ANSA-Africa involvement.

It must be pointed out that there is great diversity in these reports, and while the majority of reports did pay attention to the brief for the desk based study (including the structuring of the reports), not all reports followed the procedure. This gap posed some problems for appropriate synthesizing, because some reports tended to over-emphasize the historical while other lacked empirical data. The table below therefore summarises the status of social accountability in each of the seven countries based on the available data.

Table 8: Summary of findings

Country	Context	Practitioners	Initiatives	Findings
Mozambique	Top down governance centralised	Civil government international	Capacity building, gender, HIV/AIDS	Independent/ participatory budgetary analysis. Expenditure tracking
Malawi	Young democracy - no MAE process in place	Civil, private government international, private	Poverty, health, education, agriculture	
Tanzania	Gap between rich and poor	Civil government, international, private		
Kenya		Civil, government, private, development partners, international, public	Political governance, public finance, social sector, infrastructure, agriculture, horticulture	
Togo	Recent history of one political party rule	Private, government, international	Education, HIV/AIDS, rights, women's poverty, MDGs, population development, gender	Advocacy Training
Senegal	Control mechanisms of public action instituted by state	Government, international	Budget support, health, infrastructure, education	Participatory budgeting Training
Egypt	State control of the democracy	Government, international, private (inflow)	Faith	Advocacy Human rights

Country challenges = political economic factors which challenge social accountability.
Practitioners involved = sections from which practitioners fall
Initiatives = social accountability mechanisms/initiatives used
Social Accountability mechanisms/initiatives used

More general findings include:

- There are varying degrees of political, social, economic, legal concerns that are country-specific, and therefore any intervention would require an understanding of context-specific, localised solutions.
- The meaning and understanding of social accountability is not made explicit and clear in each of the respective country reports (often meaning is implicit, suggesting that this has something to do with the nexus/relationship between state and its citizens). There is a meaning that is present across country reports that suggest social accountability has to do with the "voice" of the people but this is not adequately interrogated and unpacked.
- There is a need to better understand the impact of social accountability initiatives in terms of improving service delivery at grassroots level.
- Particular country-specific strategies deserve much more careful analysis. What is needed is a sense of how actors/agents within a country interpret, develop, and sustain social accountability initiatives.

Based on the overall purpose of the ASAP study, with the common denominator being preliminary research to understand what social accountability initiatives exist, how such initiatives are being implemented and understood in the respective countries, and the possible gaps that ANSA-Africa may fulfil in terms of challenges posed in the experiences of the various countries, some common themes/areas of concern emerge. These could be viewed as possible overall recommendations beyond the desk based study and to strengthen both ANSA-Africa's research and survey projects for social accountability in Africa. The list is not chronological or sequential.

- A more detailed scoping exercise (and survey) of social accountability initiatives in the different sectors across the countries and regions be undertaken to identify all the players, initiatives and gaps.
- Workshops and training involving all social accountability stakeholders should be held to discuss the coordination of social accountability initiatives and engagement with government in respective countries.
- Seminars are organized to transfer information to other countries in Africa on the work being done.
- ANSA-Africa's core areas on gender, education, ICT, health, service delivery and the extractive industries do not emerge better understood through the lens of the desktop studies in each country. Much more work is required in better understanding what the status of each of these core areas are in order to understand how social accountability initiatives are targeting such sectors.
- Some reports provide a description of the context and arena without offering a brief explanation of the current political and legal climate of the country. Follow up studies should investigate and describe the legal and political context of the country as these empirical aspects are central to understanding the context within which social accountability initiatives are undertaken and implemented.
- There is often a mismatch (and tension) between the good intentions of government in respect of service delivery and the effective participation of citizens in sustaining effective social accountability processes. Social accountability initiatives require a degree of advocacy and

lobbying in order to be fully sustained (the former equally depends on the nature of democracy in respective countries).

- Gain a better understanding of the impact of social accountability at all levels of the society.
- Flowing from advocacy, social accountability initiatives need to be underpinned by training and consciousness building/raising awareness.

Recommendations pertaining to support ANSA-Africa could provide were:

- Training to develop local capacity in social accountability methodologies (including participatory budgeting, policy impact, etc.)
- A team of people experienced in social accountability methodologies to provide assistance in African countries.
- Providing space on the ANSA-Africa web page for other initiatives to create their own web pages.
- Providing a social accountability sourcebook.
- Develop monitoring and evaluation guidelines to implement in respect to activities related to social accountability.
- Develop guidelines on how to conduct evidence-based research. This includes building the capacity of civil society to collect, interpret and present social accountability information.

The ANSA-Africa specific recommendations are preliminary in the sense that it will be verified by the wider survey results which are being collected at the moment. The general recommendations provide a baseline on which to build future social accountability initiatives and understand current activities in Africa. The next phases of the ASAP study will further explore the findings and recommendations made here.

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