

**Summary of Proceedings at the Affiliated Network for Social Accountability
Stakeholder Workshop
12 December 2006**

The objective of the workshop is to introduce the concept of the Affiliated Network for Social Accountability (ANSA Africa), and provide an opportunity to stakeholders to give it direction and make it truly accountable for what it is trying to do. It is part of developing a strategic plan that the World Bank and HSRC are endeavouring to have ready by the end of March 2007. This Pretoria workshop is the first of several similar processes that will be held around the continent.

PRESENTATION 1:

ANSA-Africa in the overall agenda of the World Bank's governance and accountability work

Ritva Reinikka, Country Director- Southern Africa: World Bank

The World Bank's World Development Report 2004: *Making Services Work for Poor People*, and the Africa Capacity Building Task Force Report: *Building Effective States, Forging Engaged Societies* are some of the first documents to focus on how social accountability fits into the bigger picture of public expenditure, accountability and outcomes. ANSA Africa is about promoting the tools and approaches to make this demand side agenda work.

By and large service delivery fails to achieve pro-poor outcomes in areas like learning, health care and welfare. Although public spending is important for achieving these outcomes it does not automatically produce better services. Some of the reasons for this are that public spending often favours the rich and often does not reach beneficiaries or front line providers. This may or may not be due to corruption.

The 1996 public expenditure tracking survey (PETS) in Uganda found that only 13% of the capitation grant was reaching schools, and that poor schools and communities did not receive anything. Publishing information about grants in newspapers and using posters to announce the arrival of funds increased this to 80% showing the power of public access to information as a deterrent to capture of funds. Poor people benefited most because they had been least able to claim funds.

Poor performance also makes public expenditure less effective. To initiate policy debate on this we need to quantify it. Absenteeism studies in Uganda, India and Indonesia showed that up to 40% of health workers and 25% of teachers were not at their workplaces at any one time. The high incidence of HIV/AIDS played a big role in this in Uganda. These figures point to one of the potential causes for poor delivery.

In a business transactions there is a clear 'short route' to accountability. Clients who are unhappy can complain or take their business elsewhere. But for good reasons many public services are provided through public intervention, not through the market. Here institutions become relationships of accountability between citizens (clients), the state (politicians) and service providers. The citizens' voice, exercised through elections and other mechanisms, and the compact between the state and service providers make up the 'long route' to accountability. But even here there can be a short route if we focus on the direct impact that clients – beneficiaries of services – can have on providers.

All relationships of accountability involve delegation, finance, performance and incentives to providers. Ensuring performance requires information and enforcement based on the information. Without this there is no incentive to perform. Our role lies in providing the information to enable citizens to play the enforcement role. The information is not easy to obtain and we need to look at the tools that we can use.

In Uganda we have evaluated the impact of citizen report cards on the performance of health centres using a rigorous study to ensure credible results. After only one year we see a significant improvement in health indicators and use of health facilities. Service improved significantly and health care workers were trying harder to serve the community. So putting public service users at the centre can have a big impact and this needs to be more widely publicised.

Discussion

This agenda is broader than corruption although it should also strengthen anti-corruption efforts. It is also about creating incentives and motivating people.

We also need to look at corporate accountability and find ways of monitoring the large amounts of money coming into countries from trade in mineral resources. The Bank has an initiative on transparency in the minerals sector.

When civil society organisations and communities raise issues governments often see this as opposition. Civil society needs to change its approach. It needs to document problems and suggest ways to resolve them to engage effectively with governments.

PRESENTATION 2:

Introduction to ANSA-Africa: objectives and opportunities for engagement

Mary McNeil & Carolyn Winter, World Bank, Washington

In the last decade, through its experience, research and analytical work the World Bank has increased support for social accountability on the demand side of governance. We began by taking stock of social accountability initiatives in Anglophone Africa and then held workshops followed by a large conference on social accountability in Accra, in May 2005 for Anglophone, Francophone and Lusophone Africans. Setting up ANSA and partnering with the HSRC to support initiatives on the ground emerged from this. The Bank does not lend to civil society organisations (CSOs) but the World Bank Institute (WDI) supports capacity building in civil society, and its Development Grant Facility (DGF) provides seed money for initiatives in developing countries that can become self-sustaining over time.

ANSA's objectives are to:

- Develop cross-country collaboration on social accountability and demand-side initiatives
- Provide technical assistance to and across different African countries so the quality of social accountability initiatives is greatly enhanced (often CSOs lack the technical competence to conduct rigorous surveys and document the results in an objective manner to take to the politicians, the technical assistance that the HSRC can provide will be crucial to what ANSA can become)
- Provide financial support for the undertaking of social accountability initiatives

- Deliver training programmes on rigorous social accountability tools and techniques (the WDI hopes to work closely with ANSA on this)
- Share country experiences and lessons from social accountability and demand-side governance initiatives regionally and globally (there is lot going on globally and we hope that ANSA can provide a conduit for cross regional sharing of experiences).

The secretariat, based in the HSRC and headed by Craig Schwabe, will produce a strategic plan and an operations manual setting out the criteria for undertaking work. There is an African led, five member executive committee with Anglophone, Francophone and Lusophone representation that will operate by consensus. The technical advisory board is drawn from across Africa, and a HSRC advisory group will provide advice, and review research and initiatives. We hope to draw on the advice of key experts from across Africa.

Networking will be implemented through partnerships with local institutions and networks to build on work that is being done and learn from it. There is an emphasis on learning among Anglophone, Francophone and Lusophone countries.

The DGF works on a three year funding cycle and we need to show progress to get support for the next cycle starting in June. We also need a plan to mobilise resources because the DGF will not provide long term support.

What we hope to achieve at this workshop:

- A vibrant network of social accountability/demand-side governance practitioners (academics, researchers and practitioners).
- A sustainable ANSA-Africa, recognised across Africa as the lead agency/network supporting social accountability/demand-side initiatives on the continent (in ten years ANSA recognised as the place to go for information and training).
- Increased capacity in Africa for undertaking social accountability and demand-side governance approaches, tools and programmes.

Overall we want to achieve more responsive and efficient governance across Africa, with greater emphasis on inclusive service delivery and poverty reduction.

Carolyn Winter

The last two years have seen growing acceptance of social accountability as a key issue in development and governance. Social accountability work takes the users as the starting point and looks to improve access and use by poor communities and individuals of the basic public services necessary for development – education, health care, potable water, waste disposal and basic immunisation. We are looking at more consideration for poor communities' own priorities.

Typically there have been no effective mechanisms to complain about poor service delivery. To overcome this you have to put citizens in charge of monitoring the delivery of basic services, demanding better services and discussing priority needs with local authorities. We are talking about a short route of accountability to achieve quality service delivery. Some fundamentals for doing this are:

- broad based engagement that includes civil society and government
- technical rigour to ensure credible and representative results

- a strong flow of reliable information down to communities and back from communities.

You can use a number of techniques for social accountability. They include beneficiary assessments, community score cards, participatory budgeting, public expenditure tracking, independent budget analysis and participatory planning. People with expertise in many of these areas are here today and we can network to find out more about the techniques.

Ethiopia, Madagascar and a number of other countries are introducing social accountability initiatives using consultative citizen report cards and I know that there are similar things in some of your countries where there may be some expertise. ANSA's role is to network and find ways to share the expertise.

Discussion

Citizens' access to information is a basic requirement and ANSA needs to look at this. Brazil is a leader in participatory budgeting but there are big challenges around access to information.

What happens to engagement with government when government changes its attitude? Governments all agree on this but there is no action. ANSA needs to do training and create awareness. It also has to look at organisational needs for implementing social accountability effectively.

Providing incentives for service providers is difficult in the context of macro-economic constraints facing governments. Social accountability techniques can make sure resources are not wasted but they do not really address these broader issues directly. However, providing information about services can build awareness that feeds back into policy making at the macro level. It is also important not to blame everything on macro level constraints. For example a study in Nigeria showed that failure to pay staff at clinics had nothing to do with lack of resources.

ANSA can use the World Bank research to put together a map of all the initiatives and practitioners and their capabilities and then facilitate engagement between them.

PRESENTATION 3:

Social Accountability – concepts and new approaches

Colm Allan, Director, Public Service Accountability Monitor (PSAM), Rhodes University

The World Bank definition of social accountability is deficient, particularly in addressing the need for broad based engagement. Many studies in the last two decades have highlighted the importance of citizen intervention in holding governments to account. The World Bank has aligned itself with this in a positive development. The problem is that it stops short of endorsing social accountability as a distinct and fundamental human right. The second problem is that it uses the language of new public management. This language presupposes competition between private service providers, the existence of clients and consumers of services, and privatisation of state assets. It also assumes that citizens can choose from a range of service providers.

Instead, I propose the adoption of a rights based approach to governance and development based on international human rights standards and conventions. A universal right to social accountability could be articulated as follows:

Every person shall have the right to obtain justifications and explanation for the use of public goods and resources:

- a. from those involved in making decisions on the allocation of such goods and resources as may effect or threaten his or her rights
- b. from those responsible for the management of such goods and resources
- c. from those responsible for exercising oversight over such resources.

This definition is based on experiences in South Africa where we have an excellent constitutional framework that is worthless unless it is effectively implemented. A separate human right will enable citizens to demand explanations and justification from decision makers on how they use resources.

One likely objection is that this would impose too great a burden on public officials for it to be implemented. But this will be a long-term goal. We can build capacity in civil society, parliament and the state over the next ten to twenty years.

The second likely objection will be about criteria used to justify decisions. These criteria should include:

- that decision makers should consider all serious objections and have plausible reasons for discarding alternatives
- decision makers should be able to demonstrate a rational connection between the argument, evidence and information informing decisions and the decision taken.

In addition we need practical mechanisms for monitoring implementation. We must bear in mind that, in addition to citizen demand, the oversight element in governance consists of the interface between parliamentary and constitutional bodies, and citizens. Demand side monitoring needs to take place at three levels, the macro, meso and local, with distinct advocacy approaches at each level. The first level of macro economic policy monitoring and analysis has received significant support, both nationally and internationally, and there are civil society organisations (CSOs) engaged in policy monitoring and analysis of constitutional and legislative provisions. The appropriate advocacy approach at this level is one-on-one lobbying of policy makers in a non-confrontational manner.

At the meso level of sub-national policy monitoring a non-adversarial approach would, in the long term, undermine the kind of accountability and service delivery systems that we are advocating. The accountability systems monitoring approach of the Public Service Accountability Monitor (PSAM) employs a rights based approach at this level focused on the key service delivery departments of health, education, social development and housing. It starts by looking at resources and plans to use them, then at how the resources are spent, thirdly at how plans are implemented and whether quality services result. Fourthly, what corrective steps are taken where resources are abused or misused. The fifth question is whether service providers are held accountable to oversight bodies.

For citizens to get answers to these questions there need to be accountability and service delivery systems in government departments. You need a resource allocation system, an

expenditure tracking system, a performance management system and other systems in government.

My recommendations are to:

- adopt a rights based approach that includes a distinct right to social accountability
- balance support for supply and demand aspects of social accountability by supporting multiple approaches across the demand side of accountability irrespective of whether you consider those approaches too adversarial – critical engagement is essential
- Support meso level approaches to social accountability in developing countries.

The PSAM will be launching a centre for social accountability that will provide training materials and tools on meso level approaches to social accountability monitoring with short courses accredited by Rhodes University. A second element will seek to build an accountability education network that will incorporate these short courses into the curricula of universities across the Southern Africa region.

Discussion

It will be difficult to use a rights based approach in some countries. We should have a two-pronged approach so that we can use a client-based approach in these situations.

There is no problem with the rights based approach and with the three levels. However, we need to start where there is the best chance of success. If it is not possible to start on the supply side we should start where citizens are engaging.

The short route to accountability will not enable us to build a broad based social movement that defines social accountability as a human right. We need an emphasis on building parliamentary and constitutional institutions that can hold the executive accountable for addressing citizen's needs.

The short route does not exclude the long route and it is not based on a presumption of privatisation. The Bank believes that some services cannot be delivered satisfactorily through the market. There is no argument with the rights based approach but it will not unravel what happened to money that has not reached beneficiaries. Individuals demanding better services will do that. We want to give that information and power to the poorest.

We should draw some conclusions. Individuals and citizens can develop a culture of social accountability and there are ways to establish good relationships with government and try to avoid conflict. The HSRC can offer support in some areas and there is a lot we can learn from each other. We have seen that there are a number of possible entry points for developing social accountability in African societies. It is important to get a definition of social accountability; it is clearly a human right and there is a demand side and a supply side. We are talking about a network of 50 to 60 countries with different histories and at different stages and we should have profiles and diagnoses of countries with different situations to ensure that our strategy addresses Africa as a whole.

There is a widely held view that the client based approach promotes privatisation and neoliberal policies under another guise. By addressing social accountability as a separate human right we can overcome resistance to working with the World Bank. Without this we

will not be able to create the sustainable social movement in support of social accountability that is needed to fundamentally improve service delivery.

PRESENTATION 4:

How ANSA-Africa fits into current initiatives such as the African Policy and Leadership Institute and the African Peer Review Mechanism

Steve Gruzd, SAIIA

The APRM is a voluntary African owned process aimed at improving governance. It consists of an internal and external review based on a self-assessment questionnaire. The process requires national buy-in, participation and validation of what comes up. It is a commitment to reform, transparency and accountability, which says to the international community that Africa is prepared to keep its side of the NEPAD deal – that we will fix governance but we need your support.

Countries must describe their systems of governance, their constitutions, institutions and implementation, and evaluate them. They must develop a programme of action based on the assessment and the whole review process must involve citizens, including civil society, business, unions, parliament, political parties, judiciary and the media. Citizens are involved in four main ways: they sit on the national governing council; they are frequently convened and consulted; they form part of surveys and focus groups; and fourthly, they seem to have had the most impact through written submissions. One lesson is that the process heavily influences the content and the type of programme that emerge.

The simplest thing a concerned group can do is to identify priority issues and suggest ways to deal with them. You need to try to influence both process and content. If you can engage with the structures that have been set up, and provide material for their reports you have gone a long way. Share information and use networks. Send in what you have already written. And, very critically, don't wait to be asked, be proactive.

Civil society has to try to influence all the institutional levels. In South Africa government changed the report and if civil society had not lobbied the secretariat, the panel and the technical partners many issues would have been excluded.

There is definitely synergy with ANSA and reports on social accountability need to be sent to APRM structures. ANSA can help to share and to facilitate networks. There will be many groups that can share a lot of lessons and this will take money.

Many techniques like citizen scorecards have enormous potential but they depend heavily on skills and organisational abilities. Some techniques, like citizens budgets, only attract publicity once a year. Getting to where Uganda is now takes a long time.

Accountability needs sustained campaigning to make a difference and generate interest. Advocacy is important but NGOs also need training in management, strategising and techniques for building their own domestic legitimacy. Media engagement is really critical. Millions get wasted on media strategies but if well planned they can have an enormous effect.

Discussion

There are six other areas where civil society can get involved in the APRM process, namely: contributing to tools and instruments used in drawing up the country report; engaging with missions when they visit a country and with the initial process; contributing to the national programme of action (especially monitoring and evaluation); contributing to comments on the report; ensuring that comments are incorporated and, lastly, contributing to subsequent reviews.

What is important is how the APRM will influence the strategies ANSA adopts. NEPAD's top down approach has made it unpopular. ANSA could reverse that trend and look at focusing on poverty issues at local level.

The APRM is a golden opportunity for a network like ANSA to feed in the good work that many are doing. There seems to be a good synergy between a network promoting social accountability and a process looking for research on social accountability.

The APRM is not well coordinated with poverty reduction strategies; it comes through NEPAD and the AU, while poverty reduction strategies are national processes. There is a view that the APRM, as an indigenous African mechanism, should replace the PRSPs but we are not there yet. It is a good start if the planning ministry drives the APRM, as in Kenya, but this is not always the case.

PRESENTATION 5:

Africa Governance, Monitoring and Advocacy Project (Afrimap) as a Pan African process designed to facilitate accountability

Ozias Tungwarara, AFRIMAP

Afrimap is a project of the Open Society Initiative inspired by NEPAD, the APRM, the transition from the Organisation of African Unity (OAU) to the African Union (AU) and the renewed commitment evident from the early 1990s to democratic governance. The underlying philosophy is popular control of decision making by citizens treated as political equals. Initially Afrimap is working in five pilot countries Ghana, Senegal, Mozambique, Malawi and South Africa. We focus on three areas of government performance essential for the observance of human rights, the consolidation of democratic governance and improvement in citizens' quality of life. They are the justice sector and the rule of law, political participation and democracy and effective delivery of public services.

People look at African initiatives with a high level of scepticism and initiatives in African countries seldom refer to African evolved standards. We think an initiative such as ANSA can help to apply and improve African derived standards. In most countries civil society interventions lack the sophistication required to engage in policy dialogue that can really impact on people's lives. We think we can contribute through rigorous analysis and all that goes with it.

It is important for Afrimap to catalyse meaningful dialogue between civil society and the state or government based on well-researched empirical information that can improve social accountability. We have published reports on the justice sector in Malawi, Mozambique and South Africa. They are available on the web site with discussion documents to help civil society take up the key issues.

We have also commissioned research on civil society engagement in AU processes, particularly the AU summit. This is intended to open another entry point for civil society organisations to engage, especially in light of current developments around the Economic, Social and Cultural Council (ECOSOC).

ANSA could assist in getting access to information and permission to conduct research. This is a major challenge. Poor record keeping is also a problem along with weak civil society capacities, especially in interpreting the enormous amounts of information now available on the internet. A big challenge is packaging information in a way that is relevant to the majority of people's needs.

On the ground we find that our leaders sign grand sounding declarations at AU summits but often there is little commitment to translate this into a process that improves the quality of people's lives. Monitoring compliance can begin to facilitate useful and constructive dialogue between government and civil society.

Lastly, governance, which is directly related to social accountability, is not given its rightful place as an issue. Parliamentarians focus on other issues and it is not a priority for political parties. When you talk of mobilising social movements governance needs to be popularised and integrated with other issues.

Discussion

ECOSOC seems to have coordination problems and it is also an invited and contested space. Civil society should be looking for independent, complementary spaces to engage with the AU where they do not get co-opted or restricted.

ANSA can help to coordinate the many existing initiatives and act as a clearing house on what is out there and who is doing what so that people can find their niche.

WORKSHOP

Workshopping social accountability issues in Africa and proposed approach

Facilitated by Scott Drimie

We are looking at some general agreement on the direction in which ANSA needs to move in establishing itself. There are clearly differing views and we do not want to limit ourselves to what seems technically easy and avoid the difficult issues.

A selection of comments by ANSA stakeholder participants:

It is very important for us to understand what is going on and where at regional and national level. When we go back we need to map initiatives in our countries to see where the gaps are, what competitive advantages ANSA has and what the needs are. ANSA can use those specific needs as an entry point. A questionnaire could supplement the scoping exercise.

The scoping exercise can be linked to an inventory of current tools and instruments for social accountability.

We will send out the attendance register and a request for information on your networks. We would like input on how people think we should do a scoping exercise.

Funding

What funding sources are we looking at and what is the role of the World Bank? What social accountability initiatives will get support?

We need to be selective. PETS in Uganda is part of the budget and does not need funding. We should try to build financial support for social accountability into ongoing structures and budgets so they are replicable and sustainable.

ANSA should take on some high-risk initiatives like providing seed money to pilot new initiatives on a smaller scale so that we can learn and disseminate the experience. This is a key aspect and the executive committee needs to discuss the activities that ANSA will provide seed money for'

Donors are interested in funding social accountability work, including health budget monitoring, auditing the budget process and looking at revenue and taxes.

Looking at the APRM highlights the need to fund indigenous civil society groups. For example, funding the NGO coalition in Lesotho to run workshops with its members. Giving small grants to civil society groups to make written submissions and supporting their information needs could really put ANSA on the map.

ANSA should consider supporting networks such as the proposed accountability education network in order to incorporate them into the educational fabric of societies. This will help to develop a core of skills in countries and reduce the need for training and bringing in skills.

NGOs already engaged with the issue are experiencing funding problems. We need guidelines on who will be funded and on how to make funding proposals. The organisations represented here should be listed for possible funding. Assisting collaborators to source funds from development agencies is part of what ANSA should be doing.

Networking

This is a new initiative that is adding to many initiatives that are already in place. Therefore collaboration is essential. The network can:

- serve as a facilitator so that people know where expertise is available by circulating a list of all the people here, their affiliations, skills and experience
- provide technical assistance
- assemble best practice and case studies and look at what works and what does not and why
- coordinate all the initiatives from funders and institutions
- play a role in creating conditions for continuity and replicability
- have a birds eye view of what is happening globally, what are the opportunities to develop this kind of work in different regions and what are the opportunities for different countries in Africa to do this kind of work
- look at ways to work with existing networks such as the International Budget Project
- feed information into documentation.

Any network depends on the strength of its members and one immediate project could be map who is working in social accountability.

It is very important not to exclude the international community. We need to link to international networks and initiatives, bring people out to regional seminars so that we can learn from innovative new techniques.

ANSA needs to link with networks in related fields such as those monitoring social accountability in the private sector.

We also need to consider sustaining ANSA itself. We can't just exist on emails. We have to meet every now and again to share experiences.

Web site

The web portal will play an important role in linking people. It can help to share experiences and get recognition for the work being done in Africa on social accountability.

There might be interest in a reliable one-stop shop where people embarking on initiatives can find people with experience for social accountability programmes rather than having to spend time searching for them.

The web site needs to provide translations and have a newsletter in different languages.

Focus areas

The MDGs can act as the initial focus. To this we should add NEPAD, the APRM, regional initiatives like the SADC Regional Indicative Strategic Development Plan (RISDP) and national strategies that are being implemented.

We need to ask why we are focusing on social accountability. Who are the people who have to account? What must they account for? Are we talking of technocrats, of politicians? Why do people do what they do? If we understand this we can focus our implementation strategy.

ANSA needs to maintain focus on the demand side. That is the capacity of citizens to demand social accountability, the capacity of constitutional oversight bodies to ensure social accountability.

Perhaps ANSA can help to coordinate regional and African advocacy issues, for example when SADC or AU leaders are meeting.

Private sector

ANSA needs to look at private sector social accountability. The World Bank is promoting privatisation and the public sector is shrinking. We have had very bad experience of many of these companies. We need to link with networks that are doing this and we need to integrate our network with them and not duplicate.

Language blocs

ANSA Africa needs to focus on countries where nothing or little has been done on social accountability, especially the Francophone countries where it is hard to work on social accountability. The only initiative in Togo, which the World Bank is supporting, has made little progress

Documenting best practice

There are many African initiatives and there is a lot of information, a lot of instruments and technologies that have been developed and that can be passed on. Each country should look at what it is doing. This will benefit those who have not come on board.

It needs to focus on what has made a difference and is replicable or can be scaled up and that we can learn from? These lessons are not necessarily all from Africa. Funding is not the problem; the problem is aid effectiveness.

ANSA also needs to look at what did not work and why.

When we talk about what is replicable and sustainable we need to look at integrating these initiatives into ongoing structures so that they become accepted practice and part of the budget cycle. For example, Kenya has a rapid response initiative that required public servants to respond within a particular time period or they could be reported. It has also introduced a constituency development fund, which for the first time gives local people an opportunity to look at what has happened.

We should not adopt a one-size-fits-all approach. We need to look at country, regional and continental levels for activities that fit ANSA's objectives that we can help.

Structural adjustment

At independence the government of Tanzania focused on three results, eradicating illiteracy, disease and impoverishment. It took a human rights based approach better known as Ujaama – self reliance. Then in 1985 the structural adjustment programmes (SAPs) advocated by the World Bank and IMF came. We were advised to privatise parastatals that were not working and to remove subsidies on social services and agricultural programmes for development. The impact today is that the government cannot guarantee its citizens their basic human rights. ANSA should sponsor a study on what went right in Africa before the SAPs and what lessons we can learn about social accountability.

Capacity building/technical assistance/training

Do we know our target group for technical assistance? Are we targeting our own institutions, or existing government institutions. Are there criteria for providing technical support? Are we going to pool our competencies? ANSA can help to inform network members about interests and areas of competence.

It may be necessary to come up with a training manual and a pool of experts to do training so that ANSA will not have to do training in all the countries. This could be based on sectoral issues in, for example, education or agriculture.

You can bring people from a number of countries together to run workshops.

Cross country collaboration

We need to understand the difference between cross country collaboration and sharing experiences and lessons learnt from this initiative so that we can look at how to do it.

Cross-country collaboration is about the networks of practitioners and initiatives being facilitated to engage with each other and funding being made available in order for those sorts of activities to happen. In some countries government and other stakeholders are very interested in some kind of social accountability initiative but often there is no in-country capacity. Sharing technical expertise from the region and continent will be the most effective way to work here. There are people with skills and experience whom we can use to build capacity in countries. It goes beyond sharing experiences to sharing know-how – what to do and how to do it.

It is very difficult to achieve cross-country collaboration among the Francophone, Anglophone and Lusophone regions. ANSA needs to look at the issues and find ways to cross those borders with technical expertise and on the ground experience.

Cross-country collaboration needs to look at how we bring on board countries where there is nothing going on. This has to be demand driven but it is something that we should look at.

Communications/public awareness/marketing

An emphasis on strengthening public awareness and understanding of corruption and of accountability programmes could be very valuable. ANSA should provide information and conduct research into containing corruption and encourage its exposure in public forums as a means to counter and discourage it. By alerting citizens ANSA can make a contribution.

We should involve the media in building collaborative networks. They are a critical constituency in keeping social accountability transparent and putting the concept into the public arena to allow the nation to debate the issue and to empower the people. To do this in a meaningful way we need to identify organised media groupings like the South African Editors Forum (SANEF) and ensure that they understand the concept and adopt a proactive stance on social accountability issues.

We need to look to communication management institutions that can help to identify which groupings to engage with for what purpose and when and how. There is a difference between putting out a press release and targeting specific groupings to achieve a particular purpose. How information is packaged is very important.

We will have to look at the development of appropriate communication strategies. We will be developing manuals. We can develop our own source book based on what has been done on the continent and build on source books that have already been done in different regions.

Given that the MDGs are a focus would ANSA consider Kofi Annan as a high level patron? As a patron he would position ANSA very well.

Organisational issues

This is a new organisation that is feeling its way. Part of the reason for this workshop was to say what we are thinking of doing and to get guidance.

The role of the secretariat is to act as a facilitator. We need to get an understanding of the practitioners and institutions, and of the existing initiatives. Then we can provide a mechanism through which you can engage with them. At the moment we still have to come to an understanding of the issues and a definition of social accountability.

One of the first things to do is to get the structures and the operations manual and procedures worked out.

We have to bring together the executive committee to look at criteria for funding different types for research, for seed funding, for developing proposals. It will also look at mechanisms to help collaborators in different countries access funding. We also expect to use regional and continental seminars and conferences to look at case studies and best practices. We also need to identify training needs and ways to promote awareness on the continent.

ANSA needs to clarify its most important functional point Are we looking at regional core points, at Anglophone, Francophone or Lusophone core points? What will be the functional point at national level? How you will be channelling your operations needs to be very clear when dealing with donors. It is important to work with credible local institutions in the regions.

Membership/stakeholders

The stakeholders are civil society groups and organisations, media, government, – there is a wide range of stakeholders depending on the initiatives that we want to pursue – capacity building should go to civil society and government.

We also need to involve the multi-laterals and the AU, you could call them partners or stakeholders.

It is important to achieve critical mass in membership because this brings greater weight when raising issues.

All those attending the meeting should consider themselves members.

Initial activities

We need to identify the few initiatives that are most needed and that can really show what ANSA is about and get the word out. We also need to look at what we can do in the next six months, in a year, in three years.

By the end of March we will have two things that we really need, the operations manual, which sets out how to apply for grants, what are the criteria for selecting different activities that ANSA will be involved in and the second is the action plan that sets out what we will be doing.

We have funding for initial activities; to set up a management unit and staff, get the communications strategy on board, have this meeting and then we have additional funding for a few initiatives. At the end of June we will go back for a much larger chunk of funding for a three-year cycle.

We could document some of the good practices from around Africa that people could refer to as a starting point.

We need to move on a few initiatives from this meeting, keep together as a network and plan to meet with each other from time to time.

Closure *Scott Drimie facilitator*

It seems that we are talking about a facility and a network that shares and disseminates good practice around social accountability and that includes three major functions; a capacity building function, support for other networks and a grant making function. These are all technical issues but we are all aware that this is about a transformative agenda, it is about the big development questions in Africa. That raises the accountability of the network itself, its accountability to continue reflecting its principles and how it makes its strategic choices. This is just so that we do not lose sight of the fact that this is not only a technical network but that it also includes governance issues and that its strategic plans should reflect that.

Craig Schwabe

The material from the workshop will be made available to people. Communicating with people is a key aspect of our partnership. The proceedings will be sent to you. You will be given an opportunity to comment on what the executive comes up with. To my mind this is a true reflection of the transparency that we are aiming for. We also need to look at how to communicate these things to our countries and to a broader audience. We need to develop some very simple information products to disseminate to your own networks and constituencies.

Ends