



AFRICA'S VOICES FOUNDATION **ANNUAL REPORT 2020**

Listen first. Listen intelligently

About **Africa's Voices Foundation**

Africa's Voices Foundation (AVF) is a UK non-profit organisation, spun out of ongoing cutting-edge research at the University of Cambridge with a branch office in Nairobi, Kenya. Our mission is to listen to citizens' authentic voices in spaces they value and turn this engagement into rigorous social insights which accelerate social impact.

We believe in the power of the media to amplify voices and make citizens co-creators of a better future.

Our work reaches thousands of people facing displacement, inequality, discrimination, and poverty from Somalia and Kenya. We deploy a unique take on interactive radio programming to engage citizens in large-scale, meaningful dialogues in their own languages that inform, challenge harmful norms, provoke vibrant debates and build community cohesion. Using responsible technology developed by our team of software engineers in Kenya and the UK, we turn this engagement into actionable evidence on citizen opinions that strengthen the impact of developmental, humanitarian and governance programmes.

We reach people in hard-to-reach areas - helping to improve health, turn the dial on gender equality and social inclusion, improve livelihoods, build more prosperous, cohesive communities and enable downward accountability from service-deliverers to the people they serve.



Note from the **Chairperson...**

Africa's Voices Foundation is based on the fundamental importance of listening skilfully but with humility to the views and priorities of citizens in determining the planning and execution of all social services across the Continent. Africa's Voices has been a thoughtful intermediary between individuals and governments and social service providers for the past 6 years. Our unique combination of local language radio broadcasting, SMS, social media, analysis of data and social science continues to ensure that citizens' voices are at the heart of social programmes in many fields.

Unsurprisingly in 2020 the majority of our work was centred on the unprecedented problems arising from the COVID-19 pandemic which affected the populations, claiming lives and disrupting humans' social, political and economic well-being. The whole Africa's Voices team stand with those affected by the pandemic and extend gratitude and admiration to the medical professionals who worked so bravely to save lives.

The very problems of the pandemic gave me encouragement that Africa's Voices has the systems, the management and the teams to make a real contribution in yet one more field. The outbreak meant the focus of our programs were increasingly tailored to mitigating the COVID-19 challenges and understanding the citizen's attitudes in the face of it. Africa's Voices' ability to draft in undoubted expertise ensured that the right information was available and further, that misinformation was dispelled.

Thousands of participants sent SMS messages asking how to protect themselves. This allowed us to ensure recommended protective measures were made known to communities which in turn demanded accountability from authorities on the management of COVID-19 resources. This is a great example of how our resources can be expanded to demonstrate that citizens' voices must be an essential element in development and social change across the Continent.

This was achieved by a new leader coming in after the initial leaders from the University of Cambridge, Sharath Srinivasan and Luke Church withdrew to play an advisory but important role. Samuel Kimeu started leading our effort at a time of much change in the pattern of demand for our services. Samuel has continued to strengthen the team. While none have tested positive for the COVID-19, extra demands are made on management for coordinating our various skill sets, as a result of working from home to minimize exposure to the COVID-19 virus.

The report will reveal the range of thoughtful agencies with which we collaborate. In 2020, we worked on various fronts in both Kenya and Somalia. Through our Citizen Evidence for Social Change programme, we addressed the norms that

hinder education for young girls in Kakuma and Dadaab refugee camps and an encouraging success story of parents who aborted their plan of marrying their teenage daughter after listening to Africa's Voices's radio programmes has been shared in this report. Under our Governance and Accountability programme, our flagship Common Social Accountability Platform (CSAP), was critical in giving citizens an opportunity to ask leaders the difficult questions on provision of services and use of public resources.

I am proud that Africa's Voices continues to do work with a range of UN and other agencies, the Somali Stabilisation Fund, the World Bank, MasterCard Foundation and Oxfam to name but a few. We strongly believe that the added value of understanding citizens' views should become a natural bedrock for national and international efforts to improve the welfare of all communities, and particularly the poorest and hardest to reach. I am confident we have a remarkable range of carefully interconnected skills and a management team that can apply them in due course over an ever wider range of social and geographic areas.

We welcome thoughts, comments and opinions. We too can learn to do better by listening to more and more people more skillfully.

Simon Cairns
Chairman of the Board

“

We strongly believe that the added value of understanding citizens' views should become a natural bedrock for national and international efforts to improve the welfare of all communities, and particularly the poorest and hardest to reach.

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2020 in Numbers

Our Imaqal "Listen to Me" radio shows reached approximately 900,000 people. They resulted in SMS responses from **53,840** citizens sending a total of **335,288** messages.

1

On our Imaqal project social media campaign, the highest Imaqal Facebook reach was **324,838** users (28 days count) whereas the average page reach throughout the project was **216,567**.

2

Through our unique Kati-kati initiative, we replied to **1496** questions, **693** occurrences of denial and **1023** messages that represented rumour, stigma or misinformation on Imaqal shows in Somali.

3

In Kakuma and Dadaab refugee settlements, our KEEP II project generated a total of **9,397** messages from **2,648** participants who engaged with the programme via free SMS.

4

A total of **1,286** individuals participated in the radio discussions hosted over two weeks of radio shows in raising public awareness on conflict drivers and durable solutions in Galmudug (IOM).

5

A total of **1,818** individuals participated in the radio discussions hosted over three weeks and a total of **5,754** messages were received in Deploying the Common Social Accountability Platform to Support the Banadir Regional Administration in Civic Education and Engagement through Interactive Radio project in Somalia.

6

We received a total of **2030** messages, from **1303** participants during our collaboration with World Vision on the impact of Covid-19 on citizens in Kitui and Makueni Counties in Kenya.

7

A total of **4,816** individuals participated in the radio discussions hosted over 10 days on Deploying Common Social Accountability Platform (CSAP) to inform the 2020 World Bank performance and learning review project.

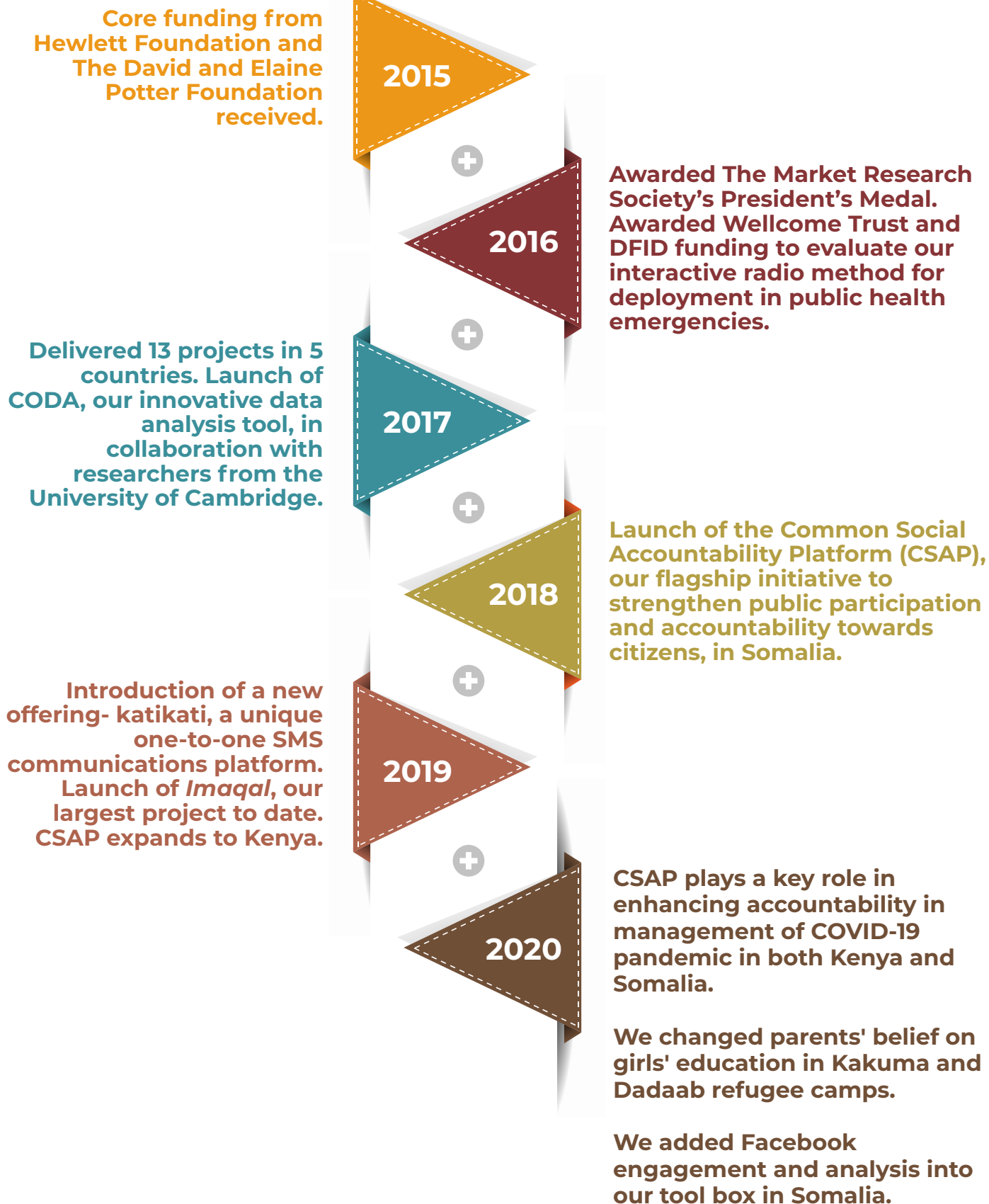
8

We received **20,248** messages from **6,343** participants during our collaboration with Oxfam-Kenya on enhanced communication on WASH services in informal settlements of Nairobi, Mombasa and Kisumu.

9

A total of **2,296** participants sent in **5,490** messages in the radio discussions during our partnership with UNDP - Kenya on Strengthening Public Accountability and Integrity Systems (SPAIS) pilot project.

10



Citizen Evidence for Social Change



Our Citizen Evidence for Social Change (CESC) programme leverages our pioneering interactive radio method to put citizens at the heart of programme design and policy response in sectors ranging from education and livelihoods, to public health and gender equality. This citizen voice-centred approach is a valuable tool in unravelling social norms that underpin harmful practices, determining key drivers of social behaviour change and tracking shifts in beliefs over time.

In the recent decades, education in emergencies, particularly refugee settlements, has become a widely-debated topic within the academic and non-governmental organisation (NGO) community. Thus, 2020 was yet another year to engage people in the refugee settlements and in the host communities in norm-challenging discussions about stubborn practices that prevent girls from attending school. This was our second year in Dadaab and Kakuma in the implementation of our three-year FCDO-funded KEEP II education programme after a successful pilot in 2018. Dadaab and Kakuma, are Kenya's largest refugee settlements.

In addition, following the outbreak of COVID-19 pandemic, our interactive radio approach proved key in collecting insights from citizens and spearheading behavioral change in order to reduce COVID-19 risks by advocating for right practices. This was made possible through our media-enabled discursive spaces where we curated negative views and contested them by giving emphasis to positive attitudes for social change. Through the unique interactive radio method we addressed the legitimate sources of authority and social-cultural and religious beliefs that may distort the nature of COVID-19 threat both in Kenya and Somalia.

The same approach was applied to our Imaqal “Listen to me” project to build a nationwide citizen-led conversation on critical gender equality and social inclusion (GESI) matters in Somalia.

Under this programme we collected key insights for our partners that will go a long way in informing their future programming in both Somalia and Kenya

Gender Equality and Social Inclusion approach to tackle COVID-19 in Somalia - *Imaqal* “Listen to me”

Somalis’ views in the early days of COVID-19

Somalia recorded its first case of corona virus on 16th March, 2020. Following the poor state of health capacity in the country, prevention was and remains to be the only option in combating the novel coronavirus. This is especially true in urban settings experiencing high numbers of internally displaced persons living in cramped conditions and with pre-existing levels of risk to health and wellbeing.

Successful prevention of COVID-19 in Somalia requires mobilising the right kind of collective and community action, targeted at helping the most vulnerable. Here, **risk communications and community engagement** are vital, but there are challenges of legitimate sources of authority and social-cultural and religious beliefs that may distort the nature of the threat (e.g. beliefs among some that they are ‘immune’ because they believe in God).

Africa’s Voices in collaboration with local organizations in Somalia, namely MediaINK and Message to the Audience (M2A), delivered a **COVID 19 Risk Communication and Community Engagement (RCCE) response and**

Social behavior Change Communication (SBCC) campaign to reach most vulnerable groups including Women, IDPs, Youth and minorities.

19 interactive radio shows were aired. The magazine show, **Kaaha Nollosha** (Life’s Dawn), was produced and aired through a network of **30 broadcasting partners**. Furthermore, **seven mini-dramas** were developed to elicit empathy and allow for a variety of characters, including role models, so that all audience members can feel themselves represented.

During the shows, listeners engaged in the discussions by sending SMS to a free short-code. The shows resulted in responses from **53,840 citizens** and a total of **335,288 messages** were received, with the potential to reach approximately 900,000 people who had engaged with Imaqal previously. Using our Kati-kati platform, we replied to **1496** questions, **693** occurrences of denial and **1023** messages that represented rumour, stigma or misinformation.



A total of 13 short videos and 7 infographics/visualizations of approved public health messages were produced and shared on social media through Facebook.

Findings and recommendations were shared with the Somalia inter-agency Taskforce for Risk Communications and Community Engagement and through two webinars with practitioners and policymakers.

Key highlights from *Imaqal*:

- Evidence suggests significant improvements in knowledge for those who engaged with Imaqal. In addition, participation in at least one of the programmes was significantly associated with: **(i) increased call for right practice (ii) decreased messages on religious/hope practice.**
- A number of organizations, including MESH, Minority Rights Group International and Busara Center reached out to Africa's Voices for knowledge sharing purposes as a result of Africa's Voices's dissemination efforts.

[Read our *Imaqal* report here.](#)

Supporting girl child education in Kakuma and Dadaab settlements in Kenya - KEEP II

Young refugee girls are still facing many impediments blocking them from pursuing their right to education. Thus, in partnership with World University Service of Canada (WUSC), Africa's Voices Foundation (AVF) is implementing a 17 months project, **Media And Citizen Evidence Driven Social And Behavior Change for KEEP II programme.**

The project aims to sharpen and contextualise the understanding of the normative tensions that still keep girls' out of school despite the practice being largely disapproved. Secondly, the project is driving social and behavioural change through interactive radio and existing interpersonal spaces on advancing girls' education outcomes and gender equality.



In 2020, we partnered with radio stations: Ata Nayeche and Bibilia Husema (Kakuma) and Star & Gargaar (Dadaab) to broadcast 8 live shows on each radio station. A total of 32 radio shows were aired and convened interactive spaces for public dialogue among the refugees and host communities to participate and contribute to key issues and discussions among citizens on girls' education.

The content for the shows highlighted existing attitudes, beliefs and norms that hinder girls' education while creating a space to carefully challenge and transform the norms, beliefs and attitudes. In total we received **9,397 messages** from **2,648 participants** who engaged with the programme via free SMS.

Following Africa's Voices Social and Behavioural Change Communication through interactive radio in the settlements, it was uplifting to note that, in both camps, participants highlighted having learnt about the importance and benefits of girls' education and also mentioned girls and boys having equal rights.

The project's insights are key since it will provide KEEP II partners with a grounded evidence-based approach for adapting their

programmes to advance positive social behaviour change around girls' education.

Read KEEP II Season 1 here

Question:

What lessons have you learnt from the radio shows on girls' education that are helpful to you and your community?

"I learnt how girls are going to help their parents after they have received their education ,so we need to educate girls in order to become great people in the near future." Man, 20 Kakuma camp

"I learnt girls' education is equally important as the boys" 22, Kakuma camp

Keeping children safe during COVID-19 in Kakuma and Dadaab refugee camps

The COVID-19 pandemic greatly disrupted the academic calendar all over the world and Kenya was not an exception. The Kenyan government closed schools for over eight months to meet COVID-19 prevention measures like social distancing. COVID-19 and the measures to contain it resulted in loss of livelihoods leading to stress and hopelessness among community members, especially refugees in both Kakuma and Dadaab settlements. The closure of schools resulted in many school going children becoming idle or exposed to violence, drug abuse and early sexual behaviors.



Therefore, Africa's Voices in consultation with WUSC agreed to leverage the existing radio shows for KEEP II and the audience built, to introduce a new series of radio shows that aim to cover issues related to child protection and safeguarding, supporting education at home, and sexual and gender based violence (SGBV).

The new programming delivered content relevant to **Risk Communication and Community Engagement** on child protection and safeguarding, supporting education at home and GBV in the context of the COVID-19 emergency. In the messaging, Africa's Voices advocated for positive gender role models, e.g., men

and boys sharing house chores and caregiving tasks at home including remote schooling and support for vulnerable relatives. Africa's Voices broadcasted a total of **10 radio episodes**.

The analysis of participants' SMS feedback found, as with other COVID-19 programming implemented by Africa's Voices in 2020, that families had been financially affected by COVID-19 and that there was need for governments, civil society and humanitarian organizations to support parents/caregivers with means of accessing alternative sources of livelihood to provide for their families and keep their children engaged in studies.

Radio Question:

What is the role of the community in reducing fellow community members' vulnerability to violence during COVID 19?

"The role of the community at large at this time is supposed to be keen and look out for each other especially our young girls who can easily be abused and for our women, we should try to solve our issues peacefully and together we will definitely defeat this pandemic" Woman, 24, Kakuma.

"Creating awareness among the members through local radio stations on the importance of helping the vulnerable groups." Woman, 30, Host.

What is your experience with learning from home so far for boys and girls?

"I can say no learning is taking place really. We have now realized how important teachers are. We've all seen, watched and experienced so many cases of pregnancies, incest etc. What is happening right now is total erosion of morals." Woman, 30, Host

Success story: Changing beliefs regarding early marriages

One of the listeners from Dadaab Camp reported that prior to the shows, together with her husband, they had planned to marry off one of their daughters, a form three student to an elderly rich man with the aim of getting financial assistance from the dowry, which would help them considering their precarious financial situation. However, before actioning this plan, she listened to the radio shows advocating

for girls education on radio Gargaar. She explained to Africa's Voices that, after listening for a couple of times, she was convinced otherwise and had to equally persuade her husband against this move. They all agreed to allow their daughter a chance to finish her education first. The listener further explained that she now takes her time to create awareness among other community members on the importance of girls' education. She added that girls should be given an opportunity to pursue their dreams in education until they attain the right age for marriage. She concluded by commending the content aired on the KEEP II radio shows as enlightening to the community and thus life changing.

Risk Communications and Community Engagement to promote positive behaviour change towards the COVID-19 in Somalia

With support from UNICEF Somalia, Africa's Voices' Foundation, in partnership with Lark Systems and MediaINK, implemented a 4 weeks community engagement project to promote positive behaviour change towards the COVID-19. AVF also sought to hear directly from citizens how people are protecting themselves, understanding the most vulnerable population segments, how the authorities can support the most vulnerable, and how the pandemic has affected their access to food.

The nationwide programming aired across 25 radio stations across Somalia. The shows had predetermined topics and revolved around changing norms on the perceived myths around how to protect oneself from the pandemic with invited guests/experts.

A total of **18,482 messages** were received from **7,099** individuals. We responded to **276** 1-to-1 SMS conversations, including **56** urgent escalated cases.

The project's findings will capacitate UNICEF at the organizational and individual staff level to be able to absorb feedback and evidence from programme beneficiaries and provide input into programme policy and operational decision-making.

[Click here to read the full report.](#)

“girls should be given an opportunity to pursue their dreams in education until they attain the right age for marriage”

Enhancing Water, Sanitation and Hygiene (WASH) services in protection of vulnerable households in informal settlements in Kenya during COVID-19 Pandemic

Oxfam-Global engaged Africa's Voices Foundation (AVF) to enhance

communication on WASH services in the context of COVID-19, through our interactive radio methodology. The insights report summarising the key findings resulting from the radio shows and SMS interactions will inform the implementation of the Oxfam's WASH project in future.

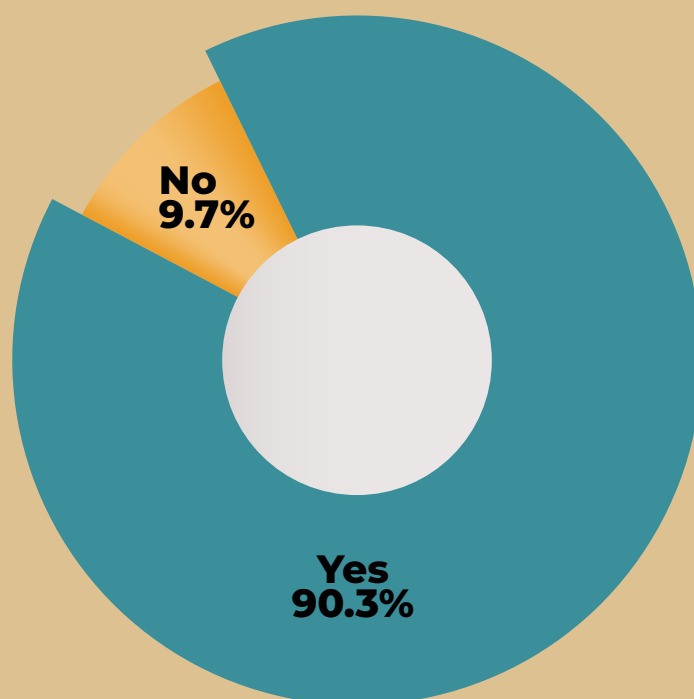
We received a total of **20,248** messages from **6343** participants and responded to a total of 11 participants.

An evaluation question asked at the end of the series found that participants overwhelmingly thought that the shows on water and sanitation during COVID-19 were helpful.

Did you find radio conversations sponsored by Oxfam on water, Hygiene and Sanitation during COVID-19 useful?

"Yes; Yes it has helped me especially during this period of coronavirus," Man, 21, Mombasa.

"Yes because they helped me as I could wash my hands with clean water and soap to prevent Covid-19," Woman, 29, Kisumu Central



[Click here to read the full report.](#)

Promoting citizen engagement and feedback mechanisms in relation to the national COVID-19 response in Kenya

With funding from UNICEF Kenya, and generous support from Conrad Hilton Foundation, Africa's Voices in collaboration with radio Citizen and radio Jambo engaged Kenyan citizens with a special focus on urban low income segments in Nairobi. The aim was to promote feedback mechanisms in relation to national COVID-19 response and promote positive behaviour change towards COVID-19 health practices through a Risk Communication and Community Engagement approach.

The radio discussions aimed at providing citizen feedback, track rumours and misinformation and provide evidence to support the development of COVID-19 prevention, and wellbeing. In addition, we aimed at connecting citizens' feedback and needs with specific humanitarian support or services provided by the Government and other development partners.

We aired 20 live interactive radio shows across Kenya. Using radio and SMS in tandem, we engaged Kenyans who sent messages that included experiences, beliefs, narratives and insights on the pandemic. The shows resulted in responses from **4,599** citizens and a total of **15,107** messages were received. We engaged individually with **459** 1-to-1 SMS conversations, including, **23** urgent messages,

Each show featured a health expert playing a key role in providing right health information by responding to individual questions as well as demystifying misinformation, rumors, denial and stigma.

[Click here to read the full report.](#)



Governance & Accountability

Social accountability is a participatory process in which citizens and civil society organisations are engaged to inform decision-making, to hold duty bearers to account, in order to ensure transparency and accountability in governance, both at the local and national levels.

In Kenya, the Constitution of Kenya 2010 (CoK) mandates both the national and 47 county governments to promote public participation and governance in all areas. While instituting these requirements, the governments are required to incorporate public participation mechanisms that allow for citizen voices to play a role in informing development priorities, budgeting, feedback on quality of service delivery as well as accountability.

In response to the clear need for spaces in which citizen voices can be listened to and responded to by both government and aid decision makers, Africa's Voices launched the Common Social Accountability Platform (CSAP) in Somalia in 2018. In 2019, we piloted CSAP in Kenya-Siaya County.

In 2020, with the outbreak of COVID-19, we deployed the Common Social Accountability Platform (CSAP) to respond to issues relevant to corruption, transparency, public participation and accountability during the COVID-19 pandemic. The content of the discussions was largely focused on health governance and healthcare service delivery.

The CSAP was also key in raising public awareness on conflict drivers and durable solutions in Galmudug (IOM) and to inform the 2020 World Bank performance and learning review in Somalia.

Deploying the Common Social Accountability Platform to engage the urban poor settlements of Nairobi to enhance accountability during COVID-19

With the outbreak of COVID-19 in Kenya in March 2020, the government of Kenya instituted measures like keeping social distance and prohibiting social/community gatherings to curb the spread of the novel coronavirus. With the COVID-19 restriction measures in place, citizens' ability to gather and make their views heard by duty bearers was crippled. Many Kenyans didn't know where to direct their concerns including on the management of COVID-19 and provision of health services.

Citizen engagement entails informing members of the public so that they can comprehend issues, consulting with them to get their views on various matters of governance, considering these views, and finally, collaborating with them by placing final decision making authority in their hands. Enabling spaces for this to happen was made more difficult due to COVID-19 restriction measures.

To bridge this gap, in partnership with UNDP, Africa's Voices implemented the Strengthening Public Accountability and Integrity Systems (SPAIS) pilot project in Kenya. We deployed our approach to civic engagement through the "Common Social Accountability Platform" (CSAP), using interactive radio shows to enable citizens to hold their leaders to account by asking the hard questions. By allowing citizens to share their views by sending an SMS to a free shortcode, the approach also provides evidence of citizen opinions at scale in a form that supports policy action by authorities.

We conducted eight (8) weeks of interactive radio shows across 3 radio stations, covering topics pertaining to corruption, transparency and quality of healthcare service delivery more explicitly, within the backdrop of the COVID-19 reality.

The project aimed to strengthen citizen engagement in the monitoring of healthcare service delivery in the context of the COVID-19 pandemic and to provide trusted spaces for an exchange on matters related to the provision and quality of healthcare services. A total of **2,296** participants sent in **5,490** messages in the radio discussions.

Africa's Voices partnered with Ghetto Radio, Radio Jambo and Radio Citizen to broadcast a series of weekly interactive radio shows in three popular radio stations over a period of 2 months (8 shows per station for a total of 24 broadcasts over 8 weeks). These partnerships enabled both a focus on the urban informal settlements of Nairobi as well as a wider national reach to understand how issues of healthcare delivery and accountability varied across the country.

"I have never experienced something like this before where the discussions are predominantly driven by the public and where their voices shape the messaging in each show. Equally, I was amazed by the ability and commitment to respond to each text message individually and to ensure that each message sent out is accurate," **Our Expert Radio Guest, Dr. Moses Masika, Virologist University of Nairobi.**

[Click here to read the full report.](#)

Raising public awareness on conflict drivers and durable solutions in Galmudug (IOM)

The States of Hirshabelle and Galmudug, two of Somalia's youngest states, host at least 428,000 Internally Displaced Persons (IDPs) as a result of natural disasters and protracted conflict. Despite recent progress in Galmudug, including a reduction in piracy and substantial inter-clan peacebuilding efforts, the displacement crisis develops against the backdrop of ongoing insecurity.

Africa's Voices deployed the Common Social Accountability Platform (CSAP) to strengthen the efforts of the Midnimo II program implemented in Galmudug to support the government and communities to work together to address the challenges of displacement in an accountable and transparent manner.

In order to respond to the need for greater public awareness regarding conflict drivers and to gather citizen feedback on proposed solutions, Africa's Voices conducted a two-week interactive radio consultation in Galmudug.



Many of the messages sent highlighted principles of objectivity, fairness and inclusion, often implicitly indicating that these elements are absent from current conflict resolution processes.

A total of **1,286** individuals participated in the radio discussions hosted over two weeks of radio shows.

Click here to read the full report.

"Conflicts can be resolved by bringing together both parties involved, carry out honest discussions and respect the solutions and promises that are agreed on in the discussion. Mostly why the conflicts persist among Somali community is because of breaking promises."
Woman, 27 years, Galkacyo, Non IDP.

Figure 2: Gender split of participants that reported their gender

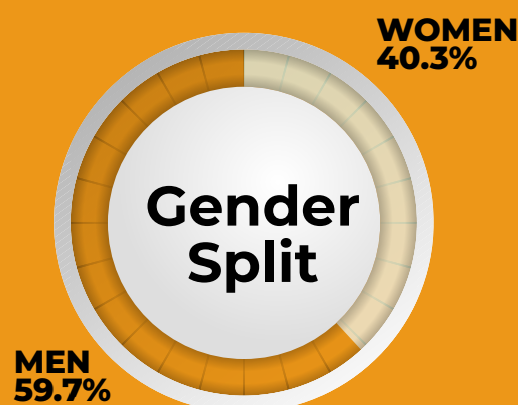
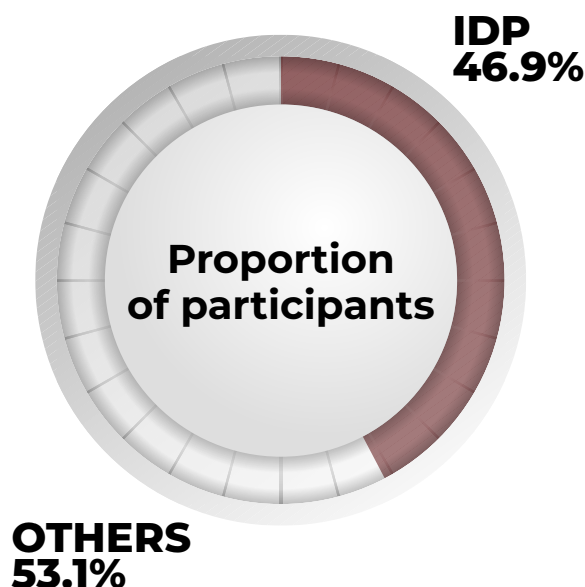


Figure 3: Proportion of participants who reported they had been displaced within the last year



Deploying Common Social Accountability Platform (CSAP) to inform the 2020 World Bank performance

Africa's Voices deployed the Common Social Accountability Platform to support the World Bank's Performance and Learning Review (PLR) to update its two-year Somalia strategy.

CSAP enabled the voices of Somalia's citizens to be heard and taken into consideration in the process. Consulting citizens in this juncture of Somalia's history was critical if the country was to develop the kind of citizen-authority relations that can underpin a strong, stable and productive social contract, while challenging the opacity around how domestic elites along with foreign actors channel, access, organise and distribute resources.

A total of 4,816 individuals participated in the radio discussions hosted over 10 days of PSAs and one time show.

The project capitalised on this momentum to inform World Bank planning for investment priorities in Somalia in the coming year.

The full report can be accessed [here](#).

Figure 4: Frequency of themes in response to the question “If you experience problems with service delivery, who do you go to in your community to help you resolve it?”



Distribution of Themes

- 1. Family and Friends
- 2. The Community
- 3. Experts and Scholars
- 4. National Government
- 5. GOD
- 6. Local Government
- 7. Service Deliverers
- 8. Traditional Leaders

Deploying the Common Social Accountability Platform to support TIS+ in Building Youth Capacity in political participation

As Somalia prepared for a radical shift in the electoral process, and a comprehensive constitutional review, questions remained about the extent to which Somali citizens, and youth in particular, are informed and involved in these activities. Africa's Voices utilised its Common Social Accountability Platform (CSAP) to deliver the project in partnership with TIS+. CSAP prioritises the use of digital public discussion spaces, such as interactive radio and more recently social media, to achieve improvements in public levels of trust and efficacy, as well as responsiveness. A total of **6288** individuals participated in the program through SMS. Of the 6288 participants, **5634** consented to have their data included in the analysis. **603** Facebook participants responded to the three questions posted on the Facebook pages.

The full report can be accessed here.

Education in Emergencies in Protracted Crisis 2019-2023 programme

Listening to citizen voices to understand education service delivery in Somalia

Due to continuous violence, environmental shocks, and inadequate governance institutions, access to education remains a challenge in protracted crisis contexts like Somalia. The outbreak of the COVID-19 pandemic exacerbated the woes in Somalia's education sector as a result of control measures put in place to curb the spread of the virus.

Foreign and Commonwealth Development Office (FCDO) partnered with Africa's Voices Foundation to support implementation of the Education in Emergencies in Protracted Crisis 2019-2023 programme. Africa's Voices deployed its Common Social Accountability Platform for radio dialogues and SMS feedback Kati-kati for 1-1 SMS engagement that allowed participants to share their views. The aim was to ensure that citizens are meaningfully consulted, and their voice, agency and influence are used to inform education service delivery.

A total of 28,121 messages were received from 6,585 participants and a total of 35 participants were engaged in the 1-1 conversations.

The full report can be accessed here.

Deploying the Common Social Accountability Platform to Support the Banadir Regional Administration in Civic Education and Engagement through Interactive Radio

Between April - July 2020, the Banadir Regional Authority (BRA) worked in partnership with Africa's Voices Foundation (AVF), supported by the Joint Programme for Local Governance (JPLG) under UNICEF, to facilitate social accountability during the Mogadishu COVID-19 response. Through a combination of interactive radio dialogues and capacity building workshops, the activity aimed to strengthen the capacity of BRA to listen and respond to their constituents through a process of civic engagement and education. A total of **1,818 individuals participated** in the radio discussions hosted over three weeks by sending their views via SMS. A total of **5,754** messages were received.



Awareness Creation and Feedback Collection Through Interactive Radio Shows in Kitui and Makueni Counties in Kenya

Containing and stopping the COVID-19 pandemic in Kenya requires equitable access to trusted, reliable information, particularly in counties outside of the main urban centres where access to information and adequate healthcare may be less available. In order to assess citizen's knowledge, attitudes and practice on COVID-19, in partnership with World Vision, Africa's Voices deployed the Common Social Accountability Platform (CSAP) in Kitui and Makueni through two radio shows. We received a total of **2030 messages**, from **1303 participants**.

The full report can be accessed here.

We Launched our New Website

After months of hard work and dedication, in December 2020, we were excited to announce the launch of our newly designed website. Visit us at <https://www.africasvoices.org/>.

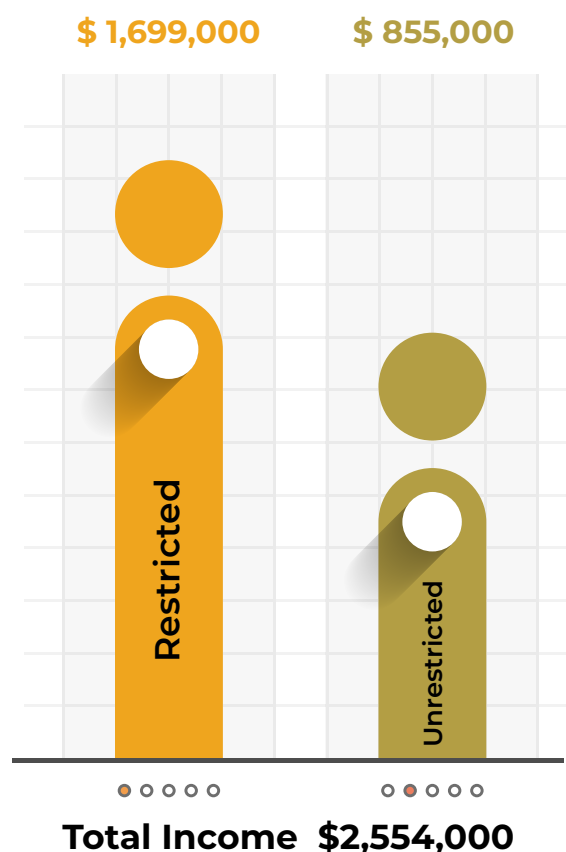
Through this website we aim to provide our visitors an easier and interactive way to learn about Africa's Voices. The new website gives better access to information on Who We Are, What We Do, Our Programmes, Our Approach, Case Studies, and Our People.

The site contains integrated social media buttons for Facebook, LinkedIn, and Twitter to foster improved communication with our stakeholders. We will be constantly updating our content with helpful information.

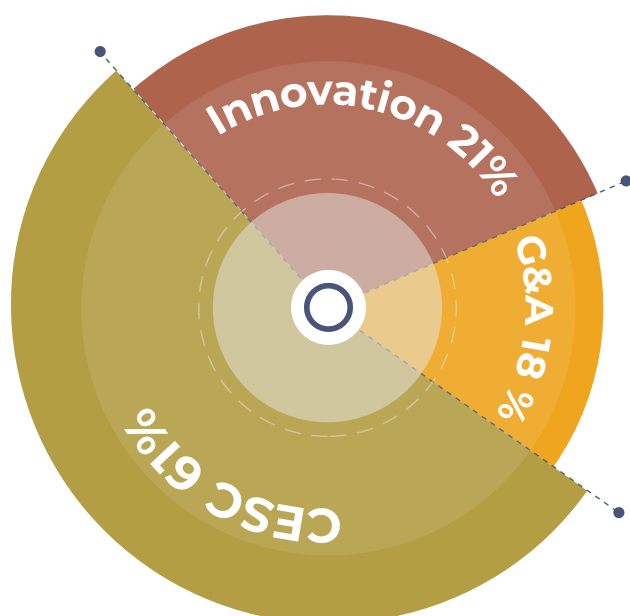
We thank our amazing staff at Africa's Voices who donated their time and energy to make this site what it is.

Our 2020 Financial Statements

Income



Expenditure



Total Expenditure USD 2,354,000:

- Innovation core expenditure**
USD 492,000 - 21%
- Citizen Evidence for Social Change total expenditure**
USD 1,439,000 - 61%
- Governance and Accountability total expenditure**
USD 423,000 - 18%



Board of Trustees

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Jemimah Njuki - *Trustee (Appointed in December 2020)*

Our Senior Advisors

Sharath Srinivisan, PhD. University of Cambridge - Senior Advisor
& Co-Founder

Luke Church, University of Cambridge - Senior Advisor

Our Team

Samuel Kimeu:

Executive Director

Damaris Ndegwa:

Director Business Operations

Anna Colom:

Director Innovation & Learning

Anna Tomson:

Senior Programme Manager

Agnes Gakuru:

Senior Programme Manager - Citizen Evidence for Social Change

Elena Georgalla:

Business Development and External Relations Manager

Hassan Ali:

Research Assistant - Citizen Evidence for Social Change

Zakaria Adan:

Research Assistant - Governance & Accountability

Daniel Mwenda:

Junior Operations Engineer

Salahweli Harun:

Research Officer - CESC

Nasri Abdi:

Project Officer - Governance & Accountability

Mercy Njung'e:

Research Officer - Citizen Evidence for Social Change

Lucas Malla:

Quantitative Analyst

Marianna Marasoju:

Senior Software Engineer

Kenneth Thuku:

Software Engineer

George Gathigi:

Senior Media Advisor

Mary Nzilani:

Grants Officer

Alexander Simpson:

Software Engineer

Isaack Mwenda Muriuki:

Software Engineer (Operations & Reliability)

Moses Maina:

Programme Officer - Citizen Evidence for Social Change

Anne Mwaniki:

Finance & Grants Officer

Mary Ondiek:

Office Manager

Samatar Abdi:

Programme Officer - CESC

Joram Tayo:

Senior Accountant

Amina Ali Abdullahi:

Research Assistant

Meymuna Mohammed Hussein:

Research Assistant

Ayan Abdullahi:

Research Assistant

Khulud Mohamed:

Research Assistant

Mohamed Abukar:

Research Assistant

Suada Mohammed Abdullahi:

Research Assistant

Kenneth Kioi Ndung'u:

Programme Officer - Governance & Accountability

Derick Ngaira:

Communications Assistant

Edgar Omungo:

Project Officer - Citizen Evidence for Social Change

Sharon Mwangi:

Programme Officer - Governance & Accountability

Khadija Mohamed:

Programme Officer - Governance & Accountability

Rosemary Khasiala:

Office Cleaner

Our Partners



Donations

- Lisa Curtis
- Cairns Trust
- William and Flora Hewlett Foundation

Photo credits:

USAID • World University Service of Canada • Eric Lafforgue • Global Partnership for Sustainable Development • Internews Europe • FAO

Our Contact

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