AFRICA'S
VOICES

ANNUAL REPORT 2018

"I feel involved because community consultation is always the best thing to do. I personally believe that I am part of the decisions in the community and we very much appreciate those who made this safe space to talk, like the radio presenters, the leaders involved...."

Female radio dialogue participant

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Photo: Carl de Souza/Getty

Letter from our Chair

It is a real pleasure to introduce the 2018 Annual Report of Africa's Voices Foundation (AVF). Over the past few years, we have created an unequalled combination of novel media, technology and social science to listen with skill and humility to citizens and draw insights on their views and priorities to inform equitable service delivery. This is becoming a vital tool for the growing range of distinguished social service providers we work with.

Our work in fragile societies has been particularly applauded. Our major project for the Somalia Stability Fund is testament to this. Our ability to listen to and understand the views of citizens - in many cases those most marginalised - brings the full range of the skills we have honed to create hard-worn evidence.

This has been accomplished by a growing team of dedicated people under the outstanding leadership of Sharath Srinivasan, whose time on secondment from Cambridge University will

finish in 2019. Our ability to attract quality staff at every level gives us confidence we can find leadership for the special team now in place.

The growth of our team has allowed us to organise business streams, strengthen our financial accountability and to tell the story of our efforts much better. The fact that many of our partners look to work with us over and over again gives us confidence that our impact is substantial.

It has been a hugely encouraging year.

AVF has proved its vision. The demand for our work expands rapidly. With more resources we can contribute so much more. We hope the clear value accorded to us by many sophisticated thought leaders and service providers will encourage new supporters to allow us to do more.

Lord Cairns,
Co-founder and Chairperson

Letter from our Executive Director

The world needs new trustworthy solutions to connect citizens to decision-makers. The power of digital technology and media must be deployed in socially-conscious ways. At Africa's Voices Foundation, these priorities are at the heart of our mission. This past year proved how we can deliver social impact but also offer bold examples of trusted technology for social good.

Africa's Voices seeks to make citizen voice central in the continent's transformation. Our two programme areas - Governance & Accountability, and Citizen Evidence for Social Change - are growing rapidly. In 2018, we partnered with a growing range of national and international, governmental and non-governmental, and non-profit and social business partners in Somalia and Kenya.

This report showcases some of last year's achievements. We raised the bar on the accountability of humanitarian actors to populations served in Somalia. We shaped a multi-year programme with social insights on barriers to girls education in refugee communities in Kenya. We brought new

community solutions for a displacement crisis to authorities in Mogadishu through citizen-authority dialogues. And we launched a major programme to move the dial on gender equality and social inclusion across Somalia.

A priority for AVF is sustaining our value creation. Here, 2018 saw major progress. Four years after launching, we crossed from university spin-out to a sought-after Africa-based organisation on a bold growth trajectory. We built the foundations to scale our work with a wonderful Kenya-based team. With Cambridge University researchers, we evaluated and improved our technical approaches. We can see our approach being taken up by others. And our partners are valuing our work more fully, with a self-sustaining future more within grasp. We are grateful to them, to our funders, and above all the hundreds of thousands of citizens who shared their aspirations, demands and experiences and who, every day, make us believe in our cause.
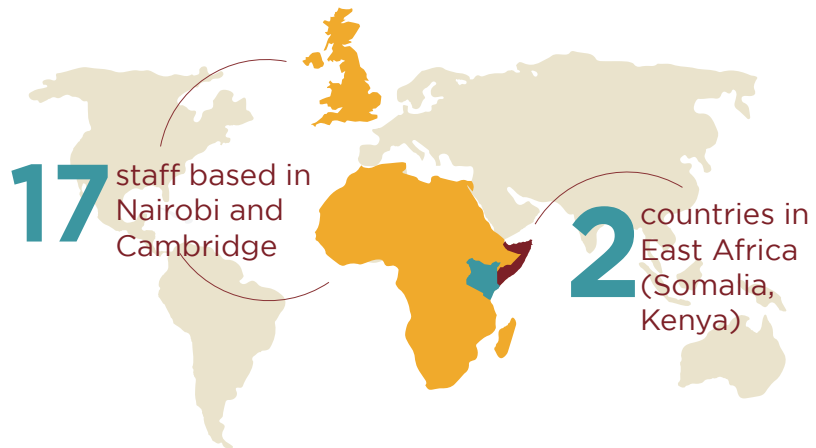
Dr Sharath Srinivasan
Co-founder and Executive Director

Highlights of 2018

10 **PARTNER ORGANISATIONS**
(up from 5 in 2017)

17 staff based in Nairobi and Cambridge

2 countries in East Africa (Somalia, Kenya)

250,000 citizen voices amplified since 2014

COMMON SOCIAL ACCOUNTABILITY PLATFORM

Launch of Common Social Accountability Platform (CSAP), our flagship initiative to establish a stronger accountability ecosystem in Somalia.

$600,000 **CORE FUNDING** granted by Hewlett Foundation

8,955 Somalis consulted on humanitarian priorities.

83% said they felt more included in aid decision-making.

10 projects in 2018 **delivered (ongoing and completed)**

We helped **18,000** households receive unhindered access to necessary humanitarian cash transfers in Somalia.

Our 9-month pilot in Dadaab and Kakuma refugee camps signalled the launch of a **3-year** scaled up project to harness the potential of interactive radio in challenging norms that hinder refugee girls' education.

Dadaab

Kakuma
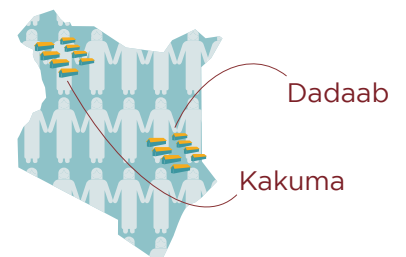
78% of participants in AVF's interactive radio consultations on displacement and durable solutions in Mogadishu, said that engaging with CSAP made them feel included in decision-making.

£869,000

programme funding in 2018 (up from £634,000 in 2017)

About AVF

Listening to citizens is at the heart of effective development and governance.

Who we are

Africa's Voices helps decisionmakers - humanitarians, development agencies, governments and other service-providers - design programmes that are grounded in people's everyday realities.

If citizens are better heard by decisionmakers, they will access more timely, relevant, and valuable services. Yet, many initiatives often fall short because the wishes and priorities of citizens are not sufficiently understood. Africa's Voices tackles this through unique solutions that enable bottom-up, citizen-driven decision-making.

How we do this

At Africa's Voices, we're dedicated to socially-conscious methods that aim to empower, respect and transform: to engage with rather than extract from citizens.

Africa's Voices curates vibrant and inclusive public discussions through digital channels and interactive media that let citizens share their voices on their own terms and in their own language.

We use innovative social research design to turn citizen engagement into robust evidence and actionable insights. We also use novel technology to support human interpretation of complex conversational data in order to understand large-scale discussions in local languages.

We are a UK registered charity, spun-out of cutting-edge research at the Centre of Governance and Human Rights at the University of Cambridge. We are based in Nairobi, Kenya and Cambridge, United Kingdom.
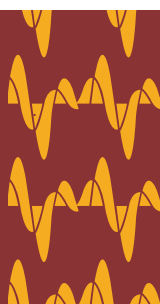
> ❝ Yes, [I feel included] because I'm asked questions about my needs. When you ask about the community's needs, it's to find out about their challenges and make informed decisions that will benefit them. ❞
>
> **Female, 47 years, Baidoa**

Watch our video:
An Introduction to Africa's Voices

Watch our video:
Africa's Voices dynamic toolbox

Our Work

Africa's Voices achieves social impact through three core outcomes:

Engagement:

Sustained inclusive and plural dialogue between citizens and authorities;
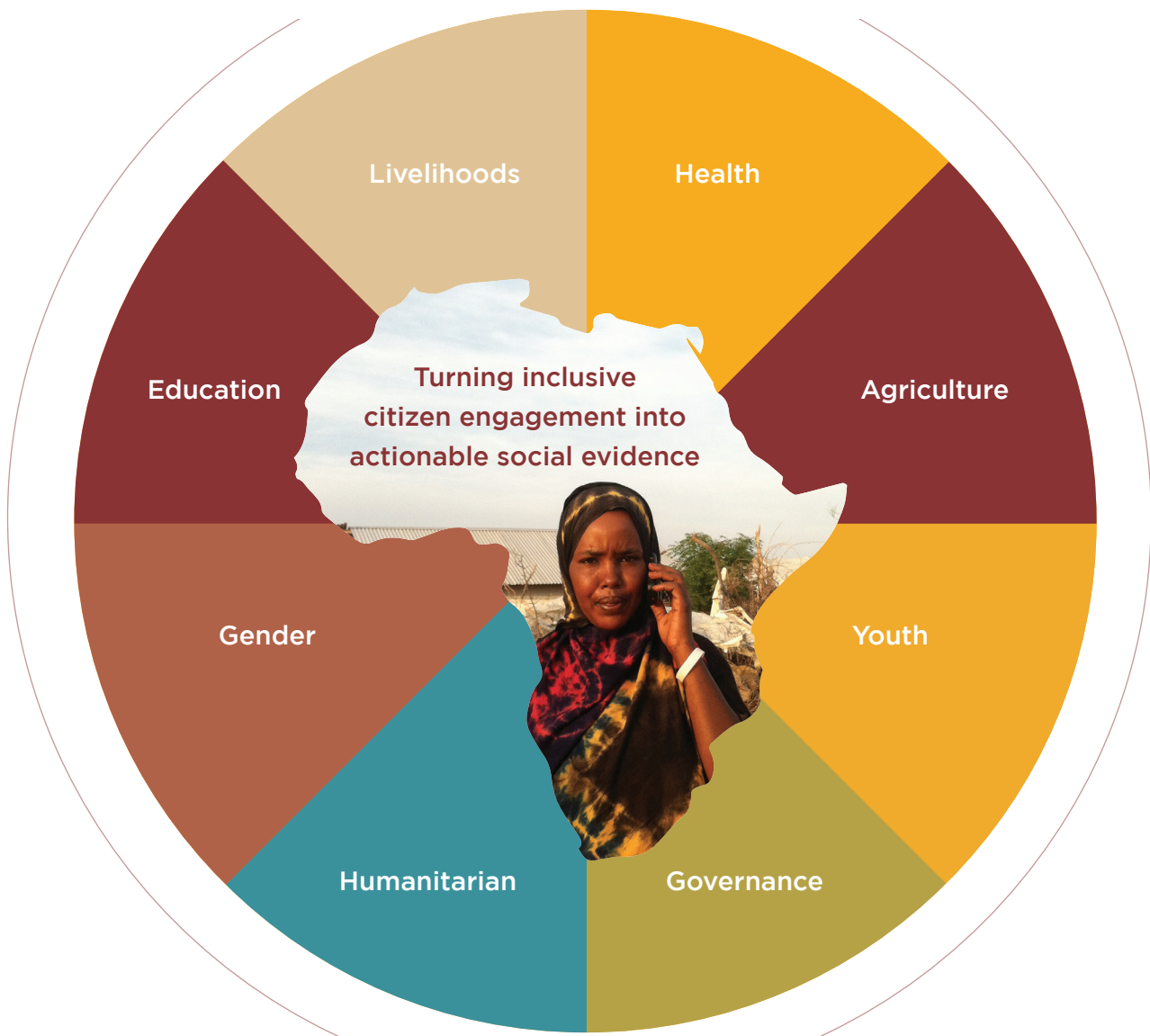
Evidence:

Robust, timely and actionable insights from citizen voice;

Action:

Influence and support to decisionmakers to act on citizen voices and close the accountability loop.

We drive this impact through two programmes, that cover a range of social sectors.

Citizen Evidence for Social Change

Livelihoods

Health

Education

Agriculture

Turning inclusive citizen engagement into actionable social evidence

Gender

Youth

Humanitarian

Governance

Governance & Accountability

Governance & Accountability

Our Governance & Accountability (G&A) programme changes how citizens in African countries participate in decision-making that affects them. We achieve this by deploying our interactive radio method shaped by audience input (via SMS, instant messaging and social media) to connect citizens, authorities, civil society and others in vibrant public discussion. In these crucial citizen-authority encounters, issues are addressed, action is identified, and those in power are held to account. AVF then turns this citizen voice into timely and compelling evidence at scale.

ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP):
We provided a platform which allowed 8955 citizens in Mogadishu to share their perspectives on humanitarian priorities and informed the aid community's response.
Partner: REACH

HUMANITARIAN CASH TRANSFERS (PART 1):
We helped UNICEF deliver unhindered cash transfers to 18,000 drought-affected households in Somalia through a feedback and accountability platform that utilises SMS and recorded voice messages to communicate with beneficiaries.
Partner: UNICEF Somalia

HUMANITARIAN CASH TRANSFERS (PART 2):
After a successful pilot, we launched a second round of support to UNICEF to elicit beneficiary feedback and allow for better programme monitoring.
Partner: UNICEF Somalia

SUSTAINABLE REFUGEE REINTEGRATION:
We deployed CSAP to amplify the EU's RE-INTEG programme's visibility among the Somali population aimed at facilitating sustainable and durable reintegration of refugees and returnees across the country.
Partner: European Union

TAX JUSTICE:
We assessed the views of citizens in Nairobi, Wajir and Turkana about their right as taxpayers and priorities for the national budget to help Oxfam shape the impact of its own tax justice project.
Partner: Oxfam

DISPLACEMENT AND DURABLE SOLUTIONS:
We deployed our Common Social Accountability Platform (CSAP) using interactive radio to consult citizens on solutions to Mogadishu's displacement crisis and to inform durable solutions programming at regional government level.
Partner: ReDDS, BRA

Citizen Evidence for Social Change

Our Citizen Evidence for Social Change (CESC) programme supports social and behaviour change through a citizen voice centred approach. CESC leverages Africa's Voices' interactive radio and mixed-methods capabilities to put citizens at the heart of norm-changing dialogue and better decision-making across various sectors and populations in Africa.

YOUTH UNEMPLOYMENT:
We devised a one-to-one communication channel using SMS to hear directly from youth in Kenya and help the Mastercard Foundation adapt their youth employment programme on youth needs and preferences.
Partner: Mastercard Foundation

REFUGEE GIRLS' EDUCATION:
We used interactive radio to identify social barriers to refugee girls' education in Dadaab and Kakuma and helped our development partners to adapt their programming to better meet the educational needs of girls.
Partner: World University Service of Canada (WUSC)

GENDER AND CHILD PROTECTION:
We convened a series of interactive radio shows to unravel the beliefs and practices of Somali citizens related to child protection and gender and generated insights that informed the social norms pillar of UNICEF's 2018 strategy.
Partner: UNICEF Somalia

HIV/AIDS PREVENTION:
We curated radio-based debates that challenged norms and generated actionable social evidence to help our partners' interventions to keep Kenyan girls in school and reduce their vulnerability to HIV.
Partner: Trocaire, Girl Child Network, LVCT Health
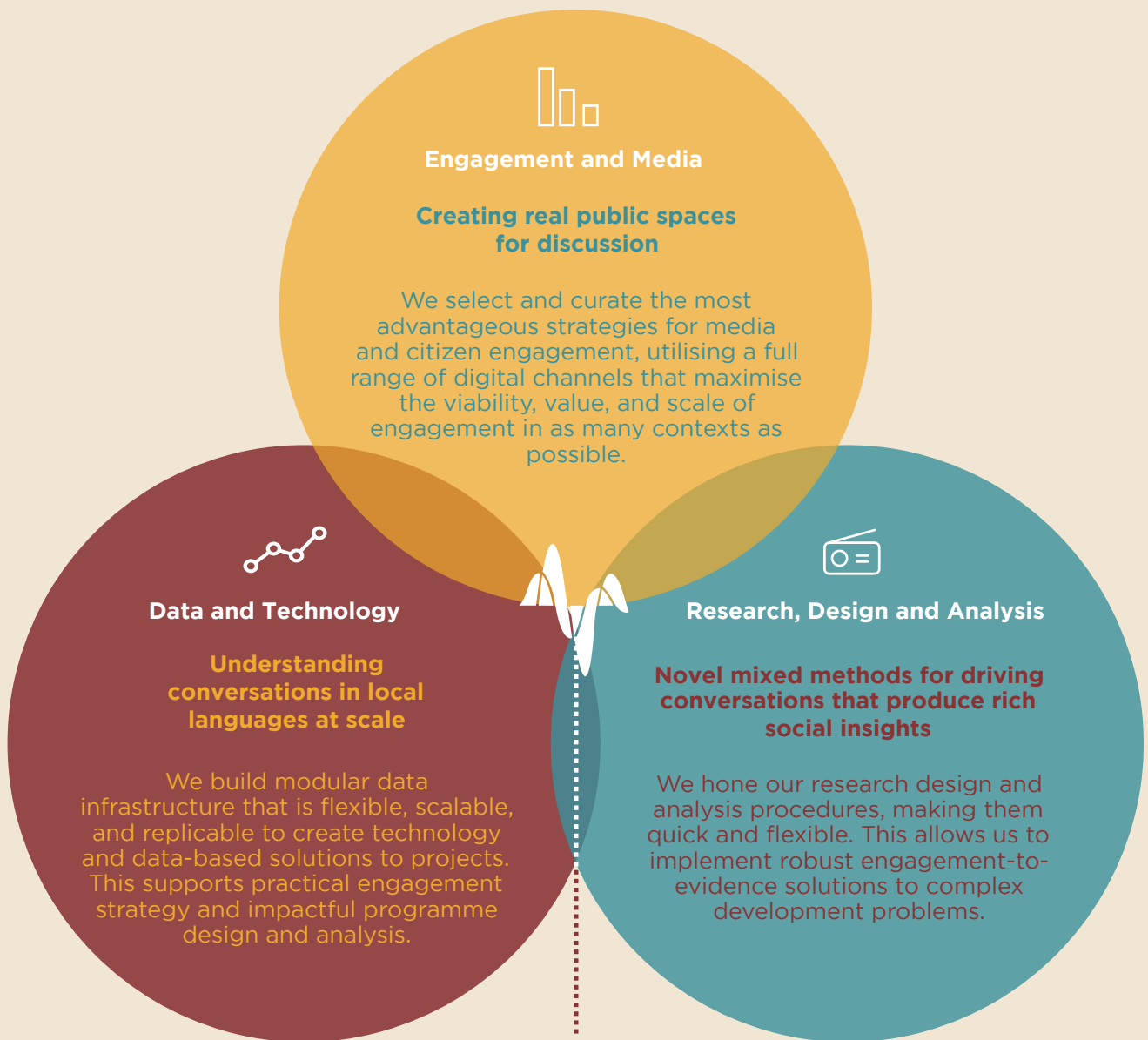
PUBLIC HEALTH EMERGENCIES:
We evaluated our interactive radio method as a means to understanding perceptions of cholera risk and preparedness in Somalia in order to better plan for future epidemics.
Partner: Wellcome Trust, DFID

Our core capabilities

Engagement and Media

Creating real public spaces for discussion

We select and curate the most advantageous strategies for media and citizen engagement, utilising a full range of digital channels that maximise the viability, value, and scale of engagement in as many contexts as possible.

Data and Technology

Understanding conversations in local languages at scale

We build modular data infrastructure that is flexible, scalable, and replicable to create technology and data-based solutions to projects. This supports practical engagement strategy and impactful programme design and analysis.

Research, Design and Analysis

Novel mixed methods for driving conversations that produce rich social insights

We hone our research design and analysis procedures, making them quick and flexible. This allows us to implement robust engagement-to-evidence solutions to complex development problems.

AVF:
Turning inclusive citizen engagement into actionable social evidence

Explore how our interactive radio method allowed Africa's Voices Somali-speaking researchers to draw rich insights on perceptions of cholera risk from thousands of SMS messages.

Programmes 2018

Governance & Accountability

Highlights

In 2018, AVF spearheaded new ways to improve the Accountability to Affected Populations (AAP) of humanitarian agencies in Somalia. We worked closely with REACH (a humanitarian assessment NGO) and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) to convene a nationwide consultation on humanitarian priorities using interactive radio, and closed the loop on decisions for the annual plan.

Our work was highlighted for its innovativeness in the UN Humanitarian Needs Overview. In 2019, AVF will strengthen collaborations with REACH, OCHA and the NGO Ground Truth Solutions to advance greater humanitarian accountability in Somalia and beyond.

Common Social Accountability Platform (CSAP) - A citizen-led solution to better governance

Launched in Somalia in 2018 and to be expanded to Kenya with a pilot in Siaya county in 2019, CSAP is a sustained channel for public dialogue between citizens and decisionmakers, built on Africa's Voices interactive radio method. AVF designed CSAP drawing on our foundational research at the University of Cambridge and our learning from a 2017 pilot for the UN Joint Programme for Local Governance in Kismayo and Baidoa, Somalia. By working across sectors, mandates and time, CSAP seeks to streamline and enhance the inclusion of citizens in decision-making across governance, humanitarian and development interventions.

CSAP builds dialogues between citizens and authorities through interactive radio debates, delivered through trusted local radio stations. We co-design CSAP consultations with authorities and service-deliverers, looking for decision priorities and evidence gaps to be filled by citizen voice. Before radio shows are aired, audiences are prompted to respond via free SMS to open questions (e.g. What do you think is the best solution to the current

displacement crisis in Mogadishu?). These responses are used to script interviews with decisionmakers who are requested on air to respond directly to citizen voice.

Beyond the shows, we quickly turn this large-scale citizen engagement into evidence - robust, timely and actionable insights from citizen voice. We jointly develop recommendations for actions with decisionmakers that are taken back to the public radio dialogues. This way, AVF catalyses stronger accountability relations to strengthen the responsiveness of authorities.

CSAP's first deployment in 2018 was launched in partnership with the Banadir Regional Administration (BRA) in Mogadishu and the Regional for Durable Solutions Secretariat (ReDDS). It consulted the citizens of Mogadishu on durable solutions to the city's displacement crisis. The radio dialogues and AVF's insights are now shaping the BRA's policy response to issues such as forced evictions and the programme priorities of key humanitarian actors.

    ❝ The use of radio has proven particularly efficient and effective in Somalia, especially in hard to reach areas. As was the case at the height of the drought in 2017, the collecting of feedback from radio listeners across the country enabled people, even from the most vulnerable communities, to share their concerns and views, consequently allowing the humanitarian community to make associated adjustments. Interactive radio programmes and SMS messaging by Africa's Voices Foundation additionally garnered feedback from 8,955 individuals across every region in Somalia. An extremely high proportion of respondents (87 per cent) indicated that they felt the consultations had made them feel more included in decision-making, and the same proportion further reported that they would like to see this process repeated in the future. This should be fully taken into account in community engagement planning in the HRP. ❞

United Nations, Somalia Humanitarian Needs Overview 2019

Consulting Somali citizens on priorities to inform annual humanitarian planning

COMMON
SOCIAL
ACCOUNTABILITY
PLATFORM

What are the most important solutions required for addressing humanitarian needs in Somalia?

After years of conflict, the emphasis in Somalia shifts towards building resilience and stability. Nonetheless, the perspectives of affected populations remain largely unheard by decisionmakers in humanitarian programming.

AVF, in partnership with REACH, delivered an innovative accountability to affected populations (AAP) intervention in Somalia in parallel with REACH's Joint Multi Cluster Needs Assessment (JMCNA). The process was intended to feedback findings from the JMCNA to communities, spark a wider dialogue on the humanitarian situation, and gather opinions from affected populations to ensure their voice influences humanitarian planning

processes. Using interactive radio debates, we placed the voices of 8955 Somalis in direct conversation with officials from the aid sector and the Somali government, giving them a platform to voice their opinions on humanitarian priorities.

Communities were resoundingly in favour of the consultation - 87% of participants felt like this project made them feel more included in decision-making and that they would like to see the process repeated. Participants stressed that they were happy to be part of a forum that resonated with their values and where their perspectives on humanitarian response were listened to by decisionmakers.

" Our collaboration with AVF allowed us to share the information gathered back to the communities of concern and also hear further feedback and thoughts on the findings. Our work is mostly used by humanitarian actors, but thanks to AVF, we were able to reach back to the people providing us with information and provide them with the opportunity to confirm, analyse and use the findings themselves. "

Yann Say, Assessment Specialist, REACH

Photo: Tobin Jones
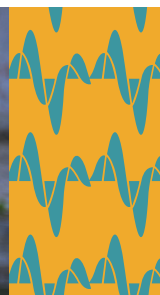
Citizen voices

What do you think are the most important solutions required for addressing humanitarian needs in your community?

Female, Mogadishu

"The humanitarian needs are for people to get shelter, water for drinking, clothes to wear and education."

Male, Hargeysa

"There is need to get clean water, health, hygiene and access to education."

Male, Balcad

"I believe what the people need is to have access to hospitals, schools and clean water.

The other important thing is that they can count on the safety and security of the area."

Female, Mogadishu

"Most importantly, there is need for medical centres that meet the needs of people."

8,955
Participants

42%
Women

59%
Youth
(under 25)

35%
Displaced

87% of respondents indicated that they felt the consultations made them feel more included in decision-making, and that they would like to see this process repeated in the future

Citizen-led discussions on displacement and durable solutions in Mogadishu that informed regional government and aid responses

COMMON SOCIAL ACCOUNTABILITY PLATFORM

What are the best solutions to support displaced people currently living in Mogadishu?

Somalia is in the midst of a displacement crisis - 1 in 6 Somalis are displaced. Mogadishu hosts a third of the country's internally displaced people (IDPs). Durable solutions to displacement are hindered by a weak accountability ecosystem.

In 2018, Africa's Voices partnered with the Banadir Regional Administration and the Regional Secretariat for Durable Solutions (ReDDS) to deploy the Common Social Accountability Platform in Mogadishu. The platform was mobilised for a four-part interactive radio series designed to build public dialogue in Mogadishu on critical displacement topics and to gather public opinion to inform ongoing durable solutions programmes and decision-making.

In total, 3267 people sent in SMS contributions as part of this social accountability intervention. Radio debate shows, covering the topics of durable solutions, discrimination against displaced groups and evictions, placed the contributions of citizen participants in conversation with one another and with key decisionmakers.

Africa's Voices is currently working with ReDDS and BRA to leverage the findings of the pilot and ensure that citizens' voices impact policy response around durable solutions. In 2019, BRA is adapting its policy-making efforts to the results of the citizen consultations on key issues such as forced evictions.

Photo: Tobin Jones

Citizen voices

Citizens responded positively to CSAP. Among all those who participated, 78% argued that the consultation process made them feel more included in decision-making. The vast majority of participants (93%) also requested that the radio dialogue process be repeated.

Male, Yaqshid
"Yes, I feel involved 100 percent. I am not in a position to help my people, at least I can share my views and opinions, which I gladly give."

Hodan
"Yes, I feel involved because I found a space where I can share my views with others, thanks to you."

Male, Yaqshid
"Yes, I feel involved because when we consult one another we get different opinions from people and can pick the best views, which will in turn impact positively in the community."

Male, Dharkenley
"Yes, because my opinions and views are considered."

Hodan
"Yes, I feel involved because community consultation is always the best thing to do. I personally believe that I am part of the decisions in the community and we very much appreciate those who made this safe space to talk, like the radio presenters, the leaders involved and those aid organisations that are involved, as well."

3,267
Participants

14,391
Messages received

40%
Women

51%
Displaced

Read the full report: Results and findings from citizen-led discussions on displacement and durable solutions in Mogadishu

Explore our multimedia presentation: Crowdfunding: A solutions to Mogadishu's displacement crisis?

Citizen Evidence for Social Change

Highlights

In 2018, we took our interactive radio method to northern Kenya, in the refugee camps of Kakuma and Dadaab, to spark conversations about dilemmas related to girls' education. We generated evidence for the implementing partners of KEEP II, a large-scale DFID-funded girls' education programme, on collective beliefs to overcome social norms that sustain harmful practices such as early marriage.

As part of the DREAMS Challenge, a US government PEPFAR-funded programme to reduce girls' vulnerability to HIV, we partnered with Trocaire to unravel the collective beliefs that prevent young Kenyan women and girls in Nairobi and Siaya counties from staying in or returning to school - a leading factor in increasing the risk of HIV infection. We heard from young women, their teachers, parents and guardians as well as other members of the community. Their voices revealed that, whereas interventions targeted the school level, reasons for school drop out stemmed primarily from the household. As a result, Trocaire and their partners adapted their programming to extend their support to families.

In mid-2018, following the 2017 cholera outbreak in Somalia that affected nearly 80,000 people, Africa's Voices deployed interactive radio as a rapid and trusted space for two-way communication with at-risk and affected communities. Funded by the Wellcome Trust, the dialogue reached 6688 people to understand their views and beliefs about cholera risk and preparedness. It revealed the importance of aligning a robust understanding of community perceptions with epidemiological and social research methods in public health response efforts. We have captured the process and impact in an interactive tool available on our **website.**

2018 culminated in a major new partnership with the Somalia Stability Fund (SSF) for a 17-month media-based intervention to promote greater gender equality and social inclusion in Somalia - the kind of long-lasting social change AVF seeks to achieve.

In 2018, we were called upon to unleash the power of interactive media to strengthen gender equality and social inclusion in Somalia.

SOMALIA STABILITY FUND

Imaqal

Imaqal, Somali for 'listen to me', is the name of our largest intervention to date. In 2018, the Somalia Stability Fund selected AVF and our partner, MediaINK, to deliver a media-based intervention to connect and amplify positive narratives around gender equality and social inclusion in Somalia. Launched in early 2019, Imaqal will spark a norm-changing media-based dialogue, centred on narratives and evidence from citizen voice - to contribute towards increased participatory governance and community resilience to conflict. Imaqal is premised on a theory of change that prioritises how media can shift perceptions of social norms by amplifying positive narratives in social and discursive settings.

Photo: UN/S.Price

Experience Africa's Voices interactive radio method in Somalia:
Rapid social insights for better interventions in health crises.

What are the factors communities believe are to blame for the high rates of HIV infection among young women and girls in Kenya?

Reducing the vulnerability of girls and young women to HIV

In Kenya, women aged 15-24 account for 21% of all new HIV infections. Evidence suggests that keeping girls in school is critical in reducing their vulnerability to HIV. In 2017, as part of PEPFAR-funded DREAMS Challenge, AVF helped frontline partners (LVCT Health, Trocaire and Girl Child Network) to understand the socio-cultural and gender-based beliefs that prevent adolescent girls from staying in or returning to school. In 2018, our second season of interactive radio shows in two urban settlements in Nairobi and in Siaya shed light on the factors communities believe make girls vulnerable to HIV infection.

The insights we generated informed our project partners, enabling them to design and deliver services more tailored to the priorities and needs of adolescent girls. Ongoing initiatives were targeted at an individual, community and school level. However, our findings emphasised the importance of family and social groups. Poverty, family relationship breakdown and lack of parental support for education were frequently expressed as key reasons for drop-outs. As a result, our partners adapted their programmes to give more attention to vulnerable girls' family and home environment. For example, community forums run by Girl Child Network shifted their focus on family-related issues as well as raising parents awareness about the support they need to give to their daughters and the value of education.

While ongoing initiatives were already targeted at an individual, community and school level, our findings emphasised the importance of family and social groups.

Read the project brief: DREAMS Season 2

Citizen voices
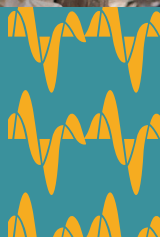
In your opinion, what are the reasons for this high rate of HIV infection (among young women and girls)?

**Male, 32 years
Kiambu**

"This issue of girls being more vulnerable to infections than boys is because girls love money and high lifestyles i.e. good phones, good clothing, posh living and sponsors."

**Male, 20 years
Homa**

"Girls nowadays prefer not to use condoms."

Do you think a girl infected with HIV should tell her teachers about her status. Yes or no and why?

**Female,
Nairobi**

"No, I was in the same situation.I decided to tell my teacher and [...] he told almost everyone in my school and due to shame I had to transfer from that school I was in from [year] one. Since I joined my new school two years now nobody knows about it and am not ready to tell anyone till am done with school."

**Male, 20 years
Migori**

"She should be frank and tell her teachers so that she gets advice and consolation".

Radio audiences were asked:

TOPIC	PARTICIPANTS	MALE	FEMALE
HIV Vulnerability "In your opinion, what are the reasons for the high rate of HIV infection?"	1,074	65.9%	34.1%
HIV Stigma "Do you think a girl infected with HIV should tell her teachers about her status. Yes or no and why?"	634	65.2%	34.8%
Cross-Generational Relationships "Would you advise [a girl in a cross-generational relationship for financial gain] to contunue with this relationship? Yes or no and why?"	1,786	64.1%	35.9%
Pregnancy and Education "In your opinion should [a pregnant girl's] parents support/allow her to go back to school? Yes or no and why?"	1,245	53.5%	46.5%

Using interactive radio to overcome barriers to refugee girls' education in Kenya

Is there any value in educating a girl?

Education remains an aspiration, rather than a reality, for millions of refugee girls around the world. Barriers to girls' education are often linked to complex social norms. By deploying our interactive radio approach in Kenya's Dadaab and Kakuma refugee camps, two of the world's largest refugee settlements, we were able to unravel stubborn norms and beliefs that prevent girls from attending school, helping our partners to adapt their programmes and design better and more effective interventions.

In 2018, AVF collaborated with the World University Service of Canada (WUSC) on the second phase of the UKAID funded Kenyan Equity in Education Project (KEEP II) in Dadaab and Kakuma refugee camps in Northern Kenya.

This pilot project tested AVF's interactive radio approach (combining radio shows with SMS feedback) as a vehicle for inclusive, norm-challenging conversations to generate evidence on how to overcome social norms that sustain harmful practices, such as early marriage, and tackle barriers to girls attending school.

We came across surprising and encouraging findings, among them that religious and cultural values that support early marriage coexist with cultural values that deem such practices anachronistic.

We also found that there is a strong support base for the argument that education is a basic human right, particularly prominent among women and youth. Breaking down stereotypes through a thorough understanding of the voices on both sides of the argument is invaluable in informing efforts to achieve better education outcomes for girls and eliminate child marriage among some of the world's most vulnerable populations.

The pilot signalled the beginning of an extended three-year intervention in Dadaab and Kakuma, starting 2019. By turning citizen engagement into actionable evidence through media, AVF is supporting social and behavioural change, assisting KEEP II partners to adapt their programming in order to best serve refugee girls' education in the camps and host communities.

> **ff** AVF's pilot report was extremely interesting and generated a lot of discussion and ideas in our team. It provoked lots of questions and ideas for how to incorporate the pilot insights and findings into our wider work, as well as thinking about how to best scale it. **JJ**
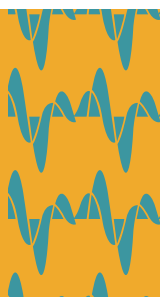
Lucy Philpott, Education Advisor, WUSC

Explore our multimedia presentation:
Overcoming barriers to girls' education: Lessons from Dadaab and Kakuma refugee camps in Kenya

Read the full report:
Findings from KEEP II Pilot study

Citizen voices

Akiru is 12 years old and has been spotted by a man who wants to marry her. The family of the man have approached her parents with an offer. The groom's family would like Akiru to move in with them until they feel she is ready to move in together with him. Akiru's parents are very poor and have been struggling to provide for the family. The dowry they receive for her marriage would help them to support the rest of the family. In your opinion, should her parents accept this offer of marriage?} Yes/No? Why?

"No, and I advise my people to get rid of this retrogressive culture and allow girls to get educated so we can progress."

Male, Ifo

"They should not accept the marriage offer and educate their daughter because an educated girl is like the whole society is educated."

Female, Dagahley

"Yes she should get married so that her family can escape poverty."

Female, 40 years, Lokichogio

Our 9-month pilot in Dadaab and Kakuma refugee camps signalled the launch of a

3-year scaled up project to harness the potential of interactive radio in challenging norms that hinder refugee girls' education.

Kakuma   Dadaab

EDUCATION IS OUR ONLY ROUTE OUT OF POVERTY

Sustaining open one-to-one engagement channels with citizens

How can the unique concerns, ideas and feedback of thousands of citizens be heard individually, but also collectively, to improve both personal outcomes and programme-wide impact in service delivery? In challenging humanitarian crises, how can aid actors be held more accountable by affected populations? And how can individuals remain efficiently and meaningfully informed and consulted to improve their access to relief?

In 2017, we began developing a new capability: using open-ended SMS to sustain one-to-one engagement that feels respectful and responsive to citizens, while also delivering timely and useful evidence to service deliverers.

In 2018, we ran two new pilots with the Mastercard Foundation and with UNICEF Somalia.

- **An engagement platform to amplify youth voices:** We devised a one-to-one communication channel using SMS to hear directly from youth in Nairobi and help the Mastercard Foundation and its partners adapt their youth employment programme on the needs and preferences of young people they aim to serve.

- **A robust system for gathering feedback from affected populations to drive more accountable humanitarian cash transfers:** We helped UNICEF Somalia deliver cash transfers to 18,000 drought-affected households through a feedback and accountability solution that utilises SMS and recorded voice messages to communicate with beneficiaries.

In 2019, we will refine our offering through renewed partnerships, including a new feedback and complaints management platform for UNICEF's Nutrition Safety Net Cash programme in Somalia.

Photo: Tobin Jones

A Feedback and Accountability platform for humanitarian cash transfer recipients.

Over the past few years, Somalia has been devastated by a prolonged drought. In 2017, at the height of the crisis, malnutrition and increasing food insecurity, cash shortages, and disease outbreaks affected thousands, many of whom were vulnerable Internally Displaced People (IDPs). UNICEF, through a joint intervention with the World Food Programme (WFP), delivered unconditional cash transfers (UCT) to 18,979 drought-affected and vulnerable families.

Africa's Voices Foundation (AVF) worked with UNICEF to design and deploy a feedback and accountability platform that utilises SMS and recorded voice messages to engage with and consult affected populations. It acts as a sustained, two-way engagement channel that enables open-ended responses.

The platform was successful in acting as a trusted two-way feedback and case

management mechanism. It resulted in faster resolution of issues reported by beneficiaries as well as some critical findings that allowed UNICEF to shape its cash transfer programming and delivery mechanisms based on the needs, priorities, and experiences of the people it serves. For example, despite the widely held perception that mobile money is empowering for women because it offers them control over household expenditure, a lot of women in Baidoa and Xudur reported that they were less likely to prefer mobile money indicating fears that a husband's phone would be registered for the household.

The two-way modality is based on open-ended questions which enable beneficiaries to express concerns which might otherwise not have been identified.
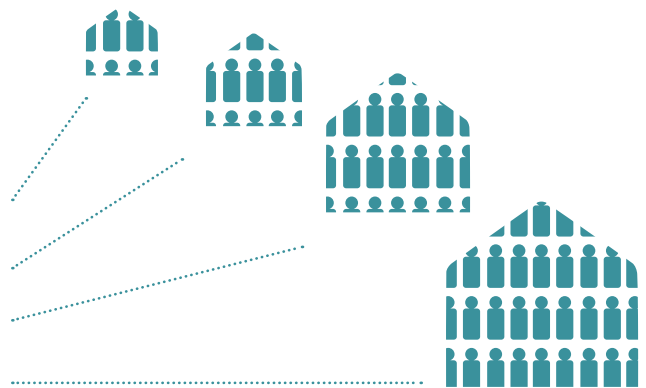
We helped over **18,000** households receive unhindered access to necessary humanitarian cash transfers in Somalia.

Over **75%** of respondents in each district indicated that the use of the platform made them feel included in programme decision-making.

Photo: Tobin Jones

Explore our multimedia presentation to find out more about the methodology and impact of our feedback and accountability platform in listening to affected populations in humanitarian cash transfers

"The work of AVF with UNICEF has led to development of a robust community engagement and complaints feedback mechanism, which has been recognised in multiple internal, UNICEF programmatic reviews as an exemplary practice in accountability to affected populations."

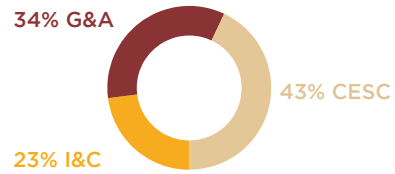**Alejandro Guzman, Emergency Specialist, UNICEF Somalia**

Photo: Tobin Jones

Financial Statement 2018

Our income in 2018

£442.5   £426.5

- Restricted income
- Unrestricted income
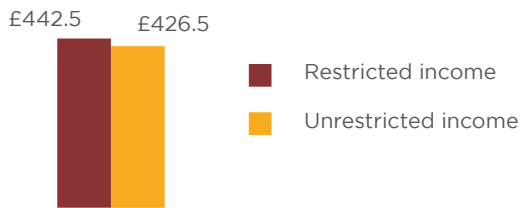
Our total income in 2018 amounted to a total of £869,000 of which £442,500 was restricted income and £426,500 was unrestricted.

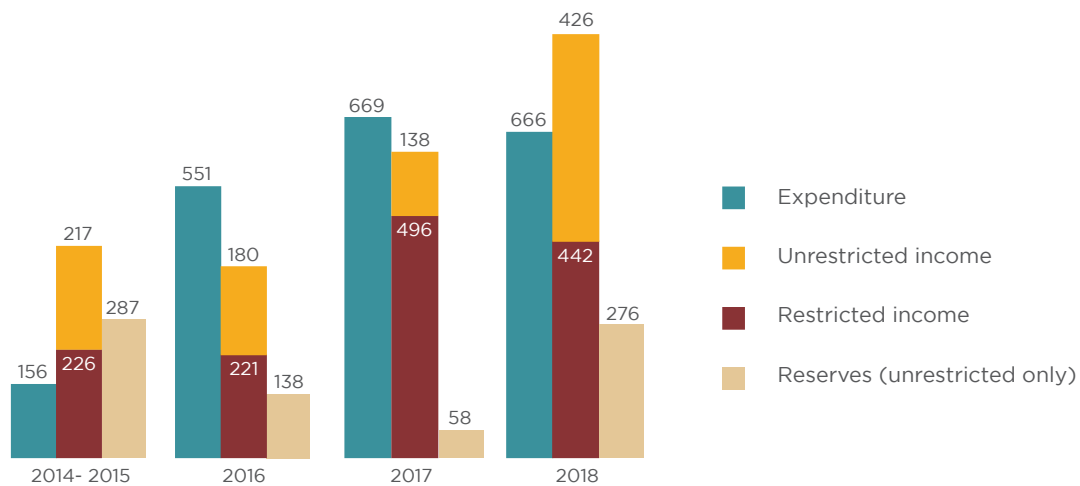## Expenditure by programmatic area

34% G&A
43% CESC
23% I&C

Our total expenditure in 2018 was £666,000 and incurred as follows:

Governance & Accountability - £227,700
Citizen Evidence for Social Change - £283,800
Innovation & Core expenditure - £154,500

Our financial status since 2014

- Expenditure
- Unrestricted income
- Restricted income
- Reserves (unrestricted only)

Our core supporters

WILLIAM + FLORA Hewlett Foundation

The Cairns Charitable Trust

The David & Elaine Potter Foundation

MAI FAMILY FOUNDATION

Linklaters

UNIVERSITY OF CAMBRIDGE

OUR TEAM

Staff

Dr Sharath Srinivasan, Co-founder and Executive Director

Ranjeeta Walia, Senior Finance Manager

Partha Moman, Programme Manager, Governance & Accountability

Joshua Holmes, Product and Innovation Manager

Moses Maina, Media and Engagement Specialist

Rita Zagoni, Lead Technologist

Deborah Sambu, Researcher, Citizen Evidence for Social Change

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Luke Church, Senior Advisor, Data and Technology

Anna Colom, Senior Advisor, Research Design and Analysis

Isaack Mwenda, Software Engineer

Gladys Tyen, Data Scientist

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Recording a radio show at Ramogi FM Photo: Africa's Voices

Photo: Tobin Jones

AFRICA'S VOICES

Africa's Voices was spun-out of cutting-edge research at the Centre of Governance and Human Rights at the University of Cambridge.

We are based in Nairobi, Kenya and Cambridge, United Kingdom.