

## 2020/21 ANNUAL REPORT



### INTRODUCTION

“ Accountability Lab Zimbabwe works with communities to improve knowledge about local problems, the accountability challenges that cause them, and drive conversations around accountability, integrity and impunity.

Accountability Lab Zimbabwe successfully launched its operations in 2020. The Accountability Lab (AL), through its Zimbabwe network lab, is implementing the NNAZ Project in Zimbabwe in collaboration with Kubatana Trust and Magamba Network. The Project seeks to address entrenched negative political, social, and economic dynamics around accountability by incentivizing communities to try new, innovative approaches to change governance outcomes from the bottom up. It supports citizens to build communities around new approaches and an evidence base underpinned by an "ecosystem" for change. Among the initiatives launched and under implementation are The Accountability Incubator, Civic Action Teams, and Arts4Change incorporating Voice2Rep Zimbabwe and the ALZ Film Fellowship, and the Integrity Icon Campaign.





## AL VISION AND MISSION

Our vision is a world in which resources are used wisely, decisions benefit everyone fairly, and people lead secure lives. Our mission is therefore to make governance work for people through supporting active citizens, responsible leaders, and accountable institutions.

## OUR STRUCTURE

Accountability Lab Zimbabwe is a registered non-profit based in Harare with 14 staff. We are part of a global trans-local network of Labs including Accountability Lab Global (registered as a 501c3 in the US), Liberia, Mali, Mexico, Nepal, Niger, Nigeria, Pakistan and South Africa, all of which are locally registered. We now have 100+ staff across this network, supported by hundreds of volunteers.



We understand accountability as a complex, political, and non-linear process. Thus, we have developed several theories of change over the lifetime of the Accountability Lab. We are proud of the fact that our understanding of the impact of our work is evolving as we iterate and learn. Accountability relates to complex social and political dynamics and building it requires multiple interrelated activities. Our efforts are just one part of the process of change we hope to see. We prefer to understand a theory of change not just as a way to map out inputs, outputs, and outcomes but as a way to understand in practical terms the causality between them; and to support double-loop learning (learning that recognizes that the way a problem is defined and solved can be a source of the problem itself).

“ Our values - integrity, innovation, humility, practicality, and collaboration- have given us the resilience to move past the challenges brought by the pandemic



Shifting norms to ensure that integrity becomes the expected behavior within societies.



Influencing policies, processes and practices, through growing coalitions and advocating for change.



Equipping reformers - inside and outside government - with the knowledge and tools to push for better governance.



## INTEGRITY ICON

Accountability Lab Zimbabwe launched the Integrity Icon Campaign on Thursday, 8 April 2021. Before the launch, the Lab developed a communication strategy identifying and engaging with several media houses including Zimbabwe's largest independent media organization, Alpha Media Holdings, as well as online channel [263Chat](#) and community broadcasters [Community Radio Harare](#) and [Centre for Innovation and Technology in Zimbabwe](#).

The lab also developed strategic relationships with several key organizations including Zimbabwe's Public Service Commission to smooth the process of engaging with public servants, and the Zimbabwe Association of Doctors for Human Rights (ZADHR), the Zimbabwe National Students Union (ZINASU), and the Media Centre. The Campaign closed for nominations on 30 June 2021, receiving 118 total nominations. The raw nomination data was verified and following a primary check 40 nominees agreed to proceed in the campaign.



Integrity Icon inspires a new generation of responsible leaders and creates a sense of positive agency

## INTEGRITY ICON BY NUMBERS

**11k**

Social media views

**118**

Nominations

**40**

Public Servants

**10**

Film Fellows

**6**

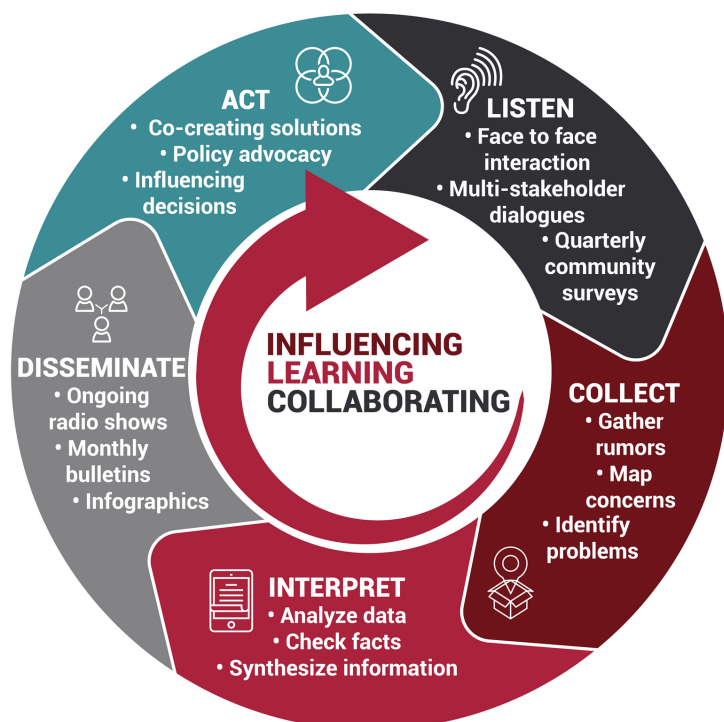
Volunteers





## CIVIC ACTION TEAMS

CivActs launched in December 2020 with the recruitment of 33 Community Frontline Associates (CFAs) from Goromonzi, Bulawayo, Harare (Glenview and Mbare), and Chitungwiza. The 33 together with the CivActs implementing partners National Association for Youth Organization (NAYO), Vendors Initiative for Socio-Economic Transformation (VISET), Zvigogodza Trust, and Amandla Centre for Development were trained on Understanding Accountability and Integrity the Accountability Lab Way (AL100), Fostering Community and Civic Action through Meaningful Feedback Loops (AL101) and data collection methods using Kobo Collect.



Following the training, CivActs conducted quarterly listening meetings to understand the challenges that communities face. The program developed quarterly deliberative surveys on these to collect empirical data. Findings from the surveys were disseminated using several methods including bulletins and community radio shows. CivActs fosters dialogue between duty bearers including Councilors and Council administrators and community members through community briefings, this process enables the co-creation of solutions to identified challenges.



The Civic Action Teams (CivActs) are a pioneering citizen feedback, dialogue and community voice platform to ensure accountability in the development process





## CIVIC ACTION TEAMS

### Harare City Council Fined by EMA over uncollected Refuse

During the second quarter of 2021 (January-March), Amandla Trust conducted a survey to establish the magnitude of the problem of failure by the city council to collect refuse in Mbare. The survey was conducted after residents had raised the issue during community meetings. 133 residents were surveyed with 55% of respondents saying the City Council does not collect refuse in their area.

Amandla hosted two radio shows in April on Heart and Soul Radio which featured residents, resident's association representatives, council officials and Environmental Management Agency (EMA) officials discussing the challenge. Residents were featured on the shows highlighting the challenges they faced with regard to lack of refuse collection which has resulted in garbage piling up. They were living in fear of contracting diseases such as cholera and malaria. Residents were also resorting to the burning of rubbish which also had a negative impact on the health of residents due to the heavy smoke that spreads across the neighborhood. Both shows had over 4000 views. On 14 May 2021, the Herald featured a story pointing out that the Environmental Management Agency had fined Harare City Council \$800 000 for uncollected refuse in Mbare and the CBD. The public attention the radio show had received together with the presence of EMA officials to answer to the environmental hazards being posed by the uncollected refuse contributed to the action taken by EMA to fine Harare City Council.

### CFAs block building of vehicle park on wetland

While conducting community outreach meetings to establish the challenges being faced by residents in Chitungwiza, Community Frontline Associates (CFAs) working under the National Association for Youth Organisations (NAYO) identified the invasion of wetlands as one of the main challenges. In particular, a private developer had begun construction of a vehicle parking lot on a wetland along Mukuvisi River in Chitungwiza. Having gathered all the necessary information from the residents, the CFAs approached the surveyor-general to gather more information about the piece of land.

They discovered that the land was indeed a wetland and the land developer was doing so without all the necessary paperwork. The CFAs took up the matter with the Environmental Management Agency (EMA), the local authority, and the Ministry of Local Government. The construction of the vehicle parking lot was subsequently blocked by the Environmental Management Agency, which then sent an email to NAYO thanking them for bringing the matter to their attention and informing them that the construction had been stopped and any further developments by the land developer would result in prosecution. The action demonstrates the positive impact that citizen agency can have on the environment and in addressing community challenges.





## CIVIC ACTION TEAMS

### City Council bows to pressure from residents

As part of the CivActs project, Amandla Centre for Development conducted community outreach meetings where they discussed the challenges faced by residents in Mbare. The residents came up with a myriad of issues but decided to focus on one specific issue, failure by the local authority to collect refuse. As a result of this failure, residents were facing a severe health risk during the rainy season as the water was washing waste into the boreholes that residents use for potable water.

The Community Frontline associates (CFAs) in Mbare, therefore, took to investigating the issue further before coming up with a strategy for engagement that would ensure that the local authority would respond. Their first action was to visit wards 3 and 4 and take pictures of the situation and speak to residents concerning the issue. Waste was being dragged into sewer lines by the rains, causing blockages and worsening the situation. They also conducted a survey to gather empirical data on this challenge.

When the CFAs, some of whom were Environmental Management Agency (EMA) volunteers who had EMA identification cards, were conducting the survey, they came across a council worker who questioned what they were doing. The CFAs explained that they were doing their job. The impression that the CFAs were EMA employees because of the identification cards had caused panic within the local authority and within 30 minutes of the interaction, waste had been collected. Furthermore, the City Council also sent more people to clean up the whole area. The actions of the CFAs directly led to a solution to the problem by 'forcing' the city council to urgently collect the refuse and clean up the area. The experience helped demonstrate to the residents the importance of citizen agency in addressing challenges faced by their communities. One of the objectives of CivActs is to facilitate the exchange of information between citizens and power holders in order to come up with solutions to community challenges. This objective was clearly met through Amandla's efforts to address the refuse collection challenge.

## CIVACTS BY NUMBERS

**3028**

Participants

**33**

CFAs trained

**12**

Bulletins

**4**

Community problems solved





## FILM FELLOWSHIP

The Film Fellowship (FF) launched through a virtual press conference on October 9, 2020. The virtual event introduced the fellowship to Zimbabweans and launched the call for applications to the first cohort of the Fellowship.

The FF recruited a diverse cohort of 10 young filmmakers from across seven provinces. During the year, Fellows received training in subjects including scripting, cinematography and visual storytelling, and mentorship, culminating in the production of nine short films cutting across different issues including child labor; sexual abuse; and the impact of COVID-19 on tourism. The FF also ran a Christmas competition and an Independence Day competition as additional learning opportunities for aspiring impact filmmakers.

Winning storytellers underwent a short training and were given access to equipment and editing suites to produce stories of their choosing. Lastly, the project launched the Film Friday podcast, an interview program that shared knowledge and insights from Zimbabwean film industry experts and insiders about how films and documentaries have worked to spotlight critical accountability and social justice issues. The podcast also profiled the Film Fellows, allowing them to share their experience of the Fellowship, the inspiration behind the films they produce, and some of the opportunities that come with working with other young filmmakers.

*"Everyone that I interacted with from the film fellowship I feel has a better understanding of trans issues that they had before. I have had good conversations with Sikha about trans representation in fashion and she is interested in providing that, I think more than she was before she met me or met Jordan. I think that by just giving marginalized people space, it becomes like an infectious thing where people's understanding just grows." - Connor Zephlen, ALZ Film Fellow*

## FILM FELLOWSHIP BY NUMBERS

**10k**

Film Friday Podcast  
views on YouTube

**10**

Film Fellows

**9**

Short Films Produced

**7**

Women Film Fellows



## OUR VIRTUAL ACCOUNTABILITY INCUBATOR FOR 2021 HAS LAUNCHED!

### MEET OUR ACCOUNTAPRENEURS FROM ZIMBABWE



**CAROLINE  
MUTIMBANYOKA**



**COURTENEY  
TAKURA MUKOYI**



**CUSTODY  
CHIKAMBURE**



**DESCENT DUBE**



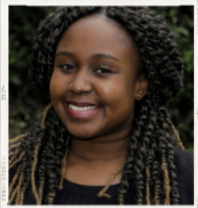
**KUDA MAPETURE**



**MTHOKOZISI  
NDEBELE**



**NKOSIKHONA  
DIBITI**



**NOMPILO  
JACQUELINE  
NKOMO**



**RICHARD MUGOBO**



**ROLAND MARIKITI**



**SISASENKOSI  
MATARUSE**



**TANATSWA  
MUKWACHA**



## INCUBATOR

The Accountability Incubator was launched for the first time in Zimbabwe in October 2020. Preparation for the launch included media outreach and engagement with different sectors in the social entrepreneurship and civic space as means to increase the diversity of applications for the Accountability Incubator.

The Accountability Lab Zimbabwe received 78 applications (52 men, 25 women and, 1 non-binary individual), the most applications received by any of the Accountability Lab networks, marking a good start to the Zimbabwe Accountability Incubator. The applications had a decent geographic spread covering all of Zimbabwe's 10 provinces. From the 78 applicants, 17 made it to the interview stage and the Lab selected 12 Accountapreneurs (4 women, 8 men, and 1 non-binary including one participant with a hearing impairment) to form the 2021 Incubator cohort.

Over the course of the year, the Accountability Incubator held three training workshops covering topics including Accountability and Integrity the AL Way (AL100), civic engagement, development of purpose documents and report writing. In addition, two virtual sessions were held by Accountability Lab global which Zimbabwe Accountapreneurs attended. The first, was an orientation session in February 2021, while the second was a networking and information sharing session in June 2021. All twelve Accountapreneurs were also paired with professional mentors who meet with them at least twice a month to provide advice and guidance as they scale up their projects.

*"Accountability is to me a generational mandate that I will pursue without fear or favor. In short, solving the issue of corruption is extremely important to me and is not a matter of choice. I am deeply motivated by the need to convene platforms and create safe spaces for reflection, listening and exchange of ideas between young people, political and Government leaders, business leaders, the international community and other policymakers and stakeholders on accountability issues." - Richard Mugobo, Accountapreneur*



## INCUBATOR

### Training builds Accountapreneurs' understanding of accountability and civic engagement

Following the training on accountability and civic engagement, Accountapreneurs' understanding of civic engagement improved by 17% while their understanding of accountability increased by 18%. In total, 44.4% of the participants reported that they were highly satisfied with the training, while another 44.4 % reported that they were satisfied. In total the training had an 88.8% satisfaction rate, which is commendable. The rest of the participants were somewhat satisfied and none of them were not satisfied at all, indicating that the training workshop was indeed worthwhile and appreciated by the participants.

### Zimbabwe Accountapreneur develops access to justice application

Courteney Mukoyi, one of the participants in Zimbabwe's inaugural Accountability Incubator has used his time in the Incubator to develop a human rights and access to justice mobile phone application called Astrea Justice. Astrea Justice seeks to bridge the access to justice gap by ensuring that all people have access to important information in order to be able to enjoy their constitutionally guaranteed rights. The Astrea Justice application, created under the aegis of Courtlex Technologies, which was founded by Courteney which is available for download on platforms such as Google Play Store provides users with information including a list of their constitutional rights, where to find a lawyer, contacts of all the courts in Zimbabwe, across all provinces and police contacts in all the provinces. The application is one of the first of its kind in Zimbabwe and would ensure that anyone with a smartphone has information to ensure their access to justice, ready on the palm of their hand.

### Accountapreneurs collaborate to help citizens understand the role of Members of Parliament in the implementation of devolution of power

Two initiatives founded by Zimbabwe Accountability Incubator cohort members Gender Accountability for Peace and Security (GAPS) and Community Podium collaborated in organizing an event to help Bulawayo residents understand the role of Members of Parliament in the implementation of devolution of power. A participant said communities have not been fully capacitated to manage their own resources, adding that they felt that local authorities had no control over their resources. The event was attended by Nicola Watson, MP for Bulawayo Central Constituency.

## INCUBATOR BY NUMBERS

**78**

Applicants

**12**

Participants

**3**

Training sessions

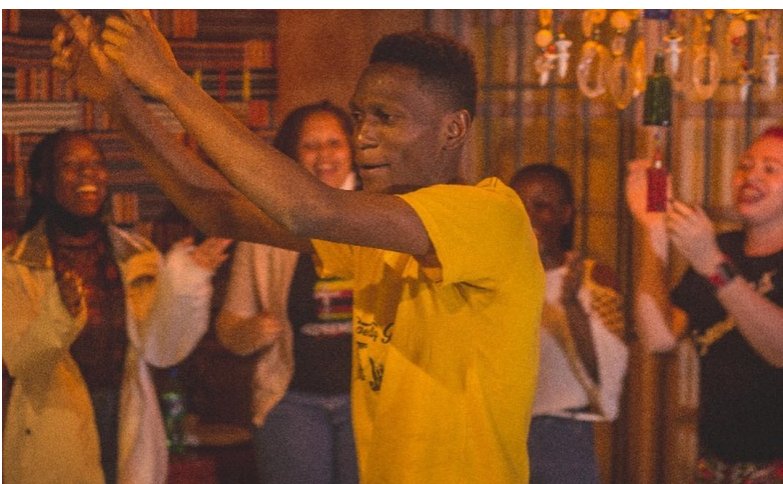




## VOICE2REP

An annual, year-long training and support program for young people with great ideas for accountability. Voice2rep Zimbabwe launched its first call for artists on August 13, 2020. The call was used to also introduce the music competition to the Zimbabwean community. Social media posts including influencer features, mainstream and community radio interviews, and podcast features were used to disseminate the call for submissions. The first cohort met in a weeklong residency where they produced the album Freedom featuring 10 individual artist tracks; a collaborative track with all artists and a guest artist. These artists competed at the 2020 virtual Shoko Festival and the winner was chosen, and had a music video produced for her song "Hear Me Now". Five of the artists were invited to local, regional, and global platforms where they shared their music, and in some cases, their perspectives on the role of music in advancing social justice.

*"V2R.... WOW, I really enjoyed working with them. It was a great experience. I discovered then that for sure I don't struggle on writing a song at all, and it was also an opportunity for me to promote my heritage and culture. I did a verse whereby I was expressing the way I felt about being part of the great team and ending discrimination in society. The experience made me discover talents I never knew I had." - Marvellous Tshuma*



## VOICE2REP BY NUMBERS

**2083**

votes

**12**

Songs produced

**10**

Participants

## VOICE2REP

**Marve Tee - The Queen of baTonga**

People living with disabilities (PLWDs) face multiple and complex challenges in Zimbabwe. As well as the challenges unique to their disability, people living with disabilities also face social and structural exclusion leading to negative stereotyping and stigmatization, and are less likely to participate in most social activities and governance processes. The same challenges also affect people from ethnic minorities that have been marginalized from State-led development for many years. At the nexus of these challenges is the 2020 Voice2Rep Zimbabwe Finalist Marvellous Tshuma, stage name Marve Tee, a young woman from Binga, and a member of the baTonga community.

Marvellous grew up in the village of Samende Syabanga in Binga, attending Samende Primary School. She later moved away from Binga, to a cooler climate as the heat was negatively impacting her health. "Being the only person with albinism in the whole family brought a lot of talk and it was not nice, but it didn't affect me at all because my mother and uncle loved and cared for me. As a person with albinism I experienced discrimination and societal segregation but that made me the stronger being I am today and it became the foundation of the work I do."

Albinism is a common genetic condition in Zimbabwe, affecting approximately one in 5,000 people. Albinism is a group of genetic conditions resulting in insufficient or no melanin production by the skin, leading to little or no pigmentation in the hair, skin, and eyes.

Like many people living with Albinism, Marvellous faces stigmatization and social exclusion. For Marvellous, these challenges are exacerbated by the fact that she is Tonga, a minority ethnic group from Binga, a very marginalized and remote community in Matabeleland North. The Tonga language, spoken in Binga, is hardly recognized despite the fact that it is one of the 16 official Languages in the Zimbabwe Constitution.

Marve Tee is a talented musician who has a passion for advancing the rights of people living with albinism and the Tonga language using her music. Unfortunately, scarce resources, among other challenges faced by artists in Zimbabwe, have limited the extent to which her music and work are recognized and supported. As a finalist in the Voice2Rep Campaign, Marve received training that provided her with a deeper appreciation of the structural roots of the issues her communities face and strengthened her skills as an advocate for social justice. The campaign also helped her to polish her lyricism and provided her with access to a recording suite through which her song Tulemekane, a song about unity, was produced for the album Freedom. Following her participation in the campaign Marvellous is a more vocal and effective advocate for the rights of people with albinism. Marve Tee's work can found on various social media platforms including on [Twitter](#) and [YouTube](#).



## TRAINING PROJECTS



### Accountapreneur Training on Report writing and storytelling

Accountability Lab Zimbabwe hosted a virtual training session on report writing and storytelling on Friday 16 July 2021. The training workshop familiarized Accountapreneurs with a template for monthly reporting, and trained participants on how to order their information according to a theme, how to aggregate and provide some analysis of data and identify trends, as well as how to report outcomes and build narratives around their work. Eleven of the twelve Accountapreneurs (4 Females and 7 Males) attended the training session.

### V2R Residency

The Voice2Rep team held a Voice2Rep residency and bootcamp in October 2020, fashioned the "Voice2Rep House". The activity provided training for the 2020 Voice2Rep cohort and a conducive environment within which to work on music for the album. As part of the residency, Voice2Rep participants lived together in one house for a week and took advantage of the creative and collective energy in the space to write, record and collaborate to produce music. The V2R team set up a studio at the residency to allow the participants to work on their music. The residency also served as a training workshop and team building exercise. The main outcome of the residency was the production of the album "Freedom", a 12 track album tackling issues including politics, accountability, gender based violence, economic challenges, and other challenges faced by Zimbabweans.

A review session with participants after the residency found that the training was very useful in equipping and empowering the artists with critical skills that enabled them to demand accountability and advocate for social justice using music. Explaining the impact of the training on his work, Voice2Rep Finalist Oxy, said:

"The experience was quite amazing, for the first time I felt like a real musician. I learnt how to be a socially conscious artist, how to market and how to use our music as a way of addressing situations faced by the community. I don't think I'm going back to the way how I created music cause of the better knowledge that I obtained from the competition"







## TRAINING PROJECTS

### FF Bootcamp

The Film Fellowship held a virtual bootcamp from Monday 1 March to Friday 5 March 2021. The bootcamp entailed four (4) classes:

- Editing
- Directing,
- Cinematography
- Documentary filmmaking.

The Film Fellowship provided internet data to all participants and availed three Wi-Fi devices to fellows in remote areas where connectivity is bad. All the classes were uploaded on Google Drive for the Fellows to look up during the evenings. The material included the videos that mentors used so they could watch them before to help in case of network challenges during the class. All mentors gave the Film Fellows tasks to complete that they reviewed over the weekend after the Bootcamp.

### CFAs training on AL100 and AL101

Accountability Lab Zimbabwe facilitated a virtual training on the principles of AL100 and AL101 for 33 CFAs from Goromonzi, Bulawayo, Harare, and Chitungwiza in December 2020. The Training modules included Understanding Integrity, Accountability the AL Way (AL100) and Fostering Community and Civic Action through Meaningful Feedback Loops (AL101), and Kobo Collect for data collection. Recorded videos of the training were also shared with participants after the sessions. These introductory training meetings helped initiate the project and facilitated interaction between AL, the consultants, and the CFAs. They were also useful in developing a common understanding of accountability among implementers, 65% of whom had never attended training on accountability, and equipping them with data collection skills using Kobo Collect that the majority (65.4%) had never used before.

### CFA's training on citizen journalism

The Lab facilitated citizen journalism training for Community Frontline Associates (CFAs) from Goromonzi, Harare, Chitungwiza, and Bulawayo in April 2021. The training was done in partnership with the Media Centre of Zimbabwe. Among the training modules were steps to becoming an effective journalist, journalism as a tool for advocacy, and safety while gathering news and data as citizen journalists. The training was attended by a total of 37 (17 males, 20 females) participants comprising both CFAs and members of the CivActs consultant's secretariat. Six of the CFAs who received this training volunteered to assist the Lab with verifying nomination data for Integrity Icon. This included nominee contact details from the nominator, contacting the nominee, and validating their participation in the campaign.



## LOOKING FORWARD TO 2021/22

Launching a feminist Fridays Platform to aid feminist analysis thought leadership at various levels in our work and in broader CSO spaces. Hopefully to be launched during 16 Days of Activism Against Gender Based Violence 2021.

## A SPECIAL THANKS TO

kubatana.net 

magamba★

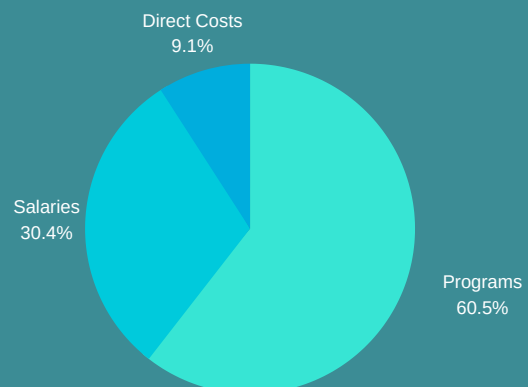


*Transforming Youth, Transforming Zimbabwe*

## AL ZIMBABWE 2020/21 FINANCES

**\$388, 823**

Total Budget for 2020



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AL Zimbabwe is a registered non-profit based in Harare, an affiliate of Accountability Lab Global.