Anita Roddick, Founder, Body Shop
It’s a paradox: never have more people been better off in material terms than they are today but never have there been so many poor people and their numbers are swelling. Fifty years of development have yielded a lesson: new investment, inventions and businesses will do little for the poorest and those marginalised through race or conflict unless they feel they’re part of society.

Experts call this social inclusion. They say if development is to pack a punch, it needs to include the millions who feel they have nothing to gain from the system.

NARRATOR
In this week’s Hands On we look at a range of ideas which give people who have been excluded the chance to pack a punch by giving them the chance to make their own choices.

Indonesia, 1998. Riots and demonstrations shake the whole country. After thirty-two years in power President Suhato is finally toppled.

1999, the first free elections in forty-four years but three decades of authoritarian rule have left Indonesia in crisis, corruption was rampant and government projects so mismanaged that people had become disillusioned with any public works programme.

Yet with millions of rural poor below the poverty line the priority was getting the money direct to those most in need. The Ketchumatan Development Programme or KDP was set up to do just that.

Victor Bottini, World Bank
Getting the money to flow directly is really important in KDP. It was designed that way so that the money would go directly from the regional treasury office of the government into accounts held jointly by villagers with counter signatures by consultants in order to assure some control over the funds but the villagers owned the bank accounts.

NARRATOR
The scheme set up in 1998 aims to deliver seven hundred million US dollars in loans direct to the Ketchumatan, a sub-district of up to twenty five villages.

So how do they get the money?

Each village comes up with two proposals and is then given a grant or loan to fund small scale infrastructure projects or income-generating activities.

Kedung Keras village was one of the first to receive a loan three years ago. Like many of the others, their biggest daily headache was lack of access to water.

Ibu Ramiyem
People went down to the river but the river can also be dry so it was difficult. In the meantime I built a well beside my home which was enough to meet my own needs.

NARRATOR
Seeing the potential of Ibu Ramiyem’s well, villagers came up with the idea of installing an electric pump to pipe the water around the village so everyone could have access. The
money was given on condition the villagers give up their own time to install the pump and pipes.

The project is designed to be sustainable so those who want water piped direct to their homes have to pay 7,000 rupees a month for electricity to drive the pump. So far forty-two homes have signed up.

**Victor Bottini**
When we started we had those proposals discussed in a joint meeting and the women weren’t talking enough and their decisions were being second-guessed by the men sometimes so now we have separate women’s meetings.

**NARRATOR**
Involving women is crucial to the project. At first getting the women to take part wasn’t easy.

**Nurtlaela Hagana**
Sometimes they say, oh we let me to make decisions but if I ask them, do you have a problem, of course we have a problem. Our men always know your problem? No, so you can say your problem and make proper sound from you for example.

**NARRATOR**
Whether proposals come from women or the whole village, most are about basic needs: pumps and pipes for drinking water, schools for primary education and roads or bridges. Sugersi Wahuuni was in charge of building a bridge.

**Sugersi Wahuuni**
The stones were carried from the forest with a cart which was very difficult because there was an old bridge. The process began by destroying the old bridge and putting in foundations for this new bridge.

**NARRATOR**
Encouraging communities to do it themselves doesn’t just increase local skills, it also helps curb corruption.

**Victor Bottini**
And issues of so often bad services provided by contractors, we thought we needed to start with a rule that said that you cannot use a contractor. So if villagers propose a road or a water system they have to build it themselves.

**NARRATOR**
As manager of the project Sugasi had to make sure all the accounts were kept in order.

**Nurtlaela Hagana**
That’s why we set up financial management project, to help them, to give them explanation about how to use money and how to make accountability report. This is the new lesson from community so at beginning it’s difficult but after they follow the process they can understand and they can do it.

**NARRATOR**
*tve* is the trading name of Television for the Environment. Television for the Environment is a company limited by guarantee, registered in England and Wales (registered office 292 Vauxhall Bridge Road, London. SW1V 1AE, company number 1811236) and a registered charity (charity number 326585). Copyright © 2016 *tve*. 
Since 1998 about 19,000 kilometres of road have been built and the impact is already being felt. Perhaps most important people believe in a process that involves them and works

**Nurtlaela Hagana**

I said to them, oh money will come directly to you, oh is it right? That is the response from them. But after they, after they follow the process yeah they, they are starting to believe that a process can be had.

**NARRATOR**

Ecuador is rich in resources but more than half its people live below the official poverty line.

The country is still wrestling with its colonial inheritance and a legacy of bad government. Half the population live in dire poverty. Nearly all are either Indians or people of African descent who worked in plantations on the coast.

Sidestepping bureaucracy and injecting funds directly to help the poor decide how they are going to improve their lot is the challenge.

Communities along the Mira River at the foot of the Andes faced ruin when a dilapidated irrigation system failed and no crops could be grown.

**Nestor Corelio**

The old pipes used to burst every fortnight, every month. It was impossible to cultivate anything. We used to lose our crops when we attempted to cultivate. We depend highly on agriculture. To look for options in the big city is not convenient, there are no jobs.

**Blanca Flor, Prodepine**

People were desperate when the crops were drying up dying, looking for an income to help their families took them to other areas of the country, some families had small plots of land in which they lived and work for more than twenty years.

**NARRATOR**

Prodepine, an initiative set up by the Ecuadorian government realised a new irrigation system was the best and most practical way to help these Afro-Ecuadorian communities who make up some six per cent of the population.

The World Bank provided fifty percent of the funding with the government local NGOs and communities finding the rest. Matching finance gave local people a real stake in the project.

**Pedro Anulfo**

Many people left when the old pipe burst but thanks to Prodepine many people are returning with great confidence because the new system is in perfect condition.

Where there is water there is human life, water is indispensable.

**NARRATOR**

Water was also an issue for another poor community. Faced with waste water and sewage flowing untreated into their lake, the villagers themselves came up with a scheme to create
a network of ponds and aquatic plants to cleanse the waste water before it returns to the lake.

The sewage first flows into tanks where low levels of oxygen prevent it from fuelling algae growth. Here up to forty percent of the solid waste sinks. It then flows to other tanks where it is purified further by aquatic plants such as water hyacinth, the plants themselves have a dual purpose. Yoan Coral
These plants naturally absorb the contamination of the water and transform it into protein. This is potentially very useful as animal feed.

NARRATOR
Once it’s ninety percent clean, the water can be used for irrigation. The remainder returns to the lake through wetlands where the last of the pollutants are removed naturally.

Gonzalo Cabascango
We all got together to get this project ahead and we hope that this innovative project will be a good example for others to implement around the lake.

NARRATOR
It appears to be working well but one scheme and one village won’t clean a polluted lake so the biggest test is yet to come. Will this example be followed by neighbouring communities?

Sarajevo’s National Library was an early victim of the war that ravaged the former Yugoslavia. Almost a decade on, repairs to the city’s bullet-ridden and shell-shocked buildings are nearly complete but the human scars are less easily healed. More than 10,000 people in this city of 350,000 were killed and peacekeeping troops remain a daily reminder.

It’s been estimated that up to forty percent of the country’s hospitals were badly damaged and a third of its medical professionals were either killed or fled.

The health care system became overwhelmed by the urgent psychological and physical needs of hundreds of thousands of war-wounded and traumatised people. Five years ago the World Bank approved a ten million dollar loan to the government’s pilot project: to develop a new health care system for post-war Bosnia and Herzegovina.

Dr Nedim Jaganjac
Although the war brought destruction, death, devastation, horrible things to the sector, to the country, to the people of Bosnia Herzegovina, it did create the opportunity for us to help the country build a new much more efficient system with much more equity.

NARRATOR
The new health care system is moving away from costly and inaccessible city-based hospital treatment. The loan had funded Ambulantus, small state of the art clinics. The Ambulantus can deal with 80% of all patients’ health care needs. It’s an innovation tried and tested in the developing world. Most problems from diseases to flesh wounds don’t need specialists. The clinics can bring effective and wide ranging treatment to remote communities.
Dr Batic Mujanovic has completed her three year re-training programme and is now passing on her skills to a first year student at the Faculty of Family Medicine at Tuzla University.

**Dr Batic Mujanovic**
I chose to be family medicine doctor because I like to work with my patients, to have primary contact with them.

**Esveda Kabil**
Very important to have my family doctor because my family doctor knows everything about my medical history. It is a very important, sometimes I even wait for a week when she is not available or when she is not in the town if it is not matter or urgency I would wait for whole week until she comes.

**NARRATOR**
So far thirty-one percent of all doctors and nurses from Bosnia and Herzegovina have been re-trained under the project. Now these local doctors are taking over the teaching.

**Professor Muharem Zildzic, Tuzla University**
As patients said us, about family medicine, they are very satisfied because in the first hand they, they can find doctors who can understand their needs, who can understand how they suffered.

**NARRATOR**
It's still a pilot project on both the Federation of Bosnia and Herzegovina and the Republic of Srpska, the two entities previously at war that now make up the country.

A new approach to health care offers common ground and maybe a bridge of sorts to a more peaceful future.

The respective health ministers meet regularly and primary heath care is a safe topic for discussion.

**Tomo Lucic, Fed Bosnia & Herzegovina**
We talk to each other on the phone very often and we meet each other very often in different health facilities where we discuss the next steps to be taken in the health sector.

**Marin Kvaternik, Republic of Srpska**
For sure this project contributed to increase the flow of co-operation between the entities and ministers. In general we can say that the situation in Bosnia Herzegovina is improving and is more relaxed.

**NARRATOR**
This doctor and nurse are on a weekly visit they can now spend a lot longer with their patients and bring them the medicines they need. Under the previous health system this elderly husband and wife - one recovering from a stroke, the other coping with long-term rheumatoid arthritis - would have been resigned to living apart in hospital beds.

**Slavica Koplena**
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As a nurse I now have more responsibilities and we are in much closer contact with our patients, and we spend more time with the patients which was not the case before.

NARRATOR
Each health centre and field clinic supported by the project has been equipped with a pharmacy and spacious waiting rooms. Appointments are scheduled to allow doctors more time with their patients. This group of patients with high cholesterol are attending a workshop on preventing illness - another important part of the project.

Dr Nedim Jaganjac
The war and post conflict brought a lot of psychological trauma and the model of family medicine that is implemented from basic health project actually helps patients establish better relationship with their family doctors and express themselves and therefore help the healing process.

NARRATOR
The experiment is not only making health care more widely available in the short term. In the longer term it’s demonstrating that wars do end and reconstruction can happen.

In Afghanistan decades of war have taken a heavy toll and the rule of the Taliban brought in many repressive laws, particularly for women. Girls were excluded from education, and forbidden to take jobs. A teacher training centre for women which started in Pakistan has now relocated to Jalalabad in Afghanistan.

It aims to bring support directly to the desperately needed female teachers.

Faridah Ataullah
I want to work if I can but I’m unemployed now.

Rahma Gul Rahmani, Swedish Committee for Afghanistan
Women were at home during the Taliban regime. They were deprived of education. This situation was very harmful to our education system and damaged it very badly.

NARRATOR
This teacher training programme supported by the Swedish Committee for Afghanistan opens a new chapter.

Since it began about four hundred and fifty women teachers have graduated from the course.

Faridah Ataullah
I’ve learnt many new things, and I will be able to use them in teaching. Before we just had students but now we are trying to get them to participate more, eighty percent from students and twenty percent from the teacher.

NARRATOR
The women are given lessons in teaching skills and a wide range of subjects.

Attaulah Wahid Yar
In teaching we have two major problems. The first problem is the lack of subject knowledge, and the second problem is the lack of professional knowledge. So to combat these two major problems in Afghanistan on a teacher’s level this project, this project was designed and when we cope with these two problems it ultimately contributes to the learning achievements of students and it enhances the learning achievements of the students which is the ultimate goal of an education programme.

NARRATOR
Education is essential for a well functioning society but the Afghan school system was one of the first casualties of conflict and religious fanaticism.

Attaulah Wahid Yar
The main purpose of this project was to upgrade the education level of female teachers and also enhance their professional knowledge. This will contribute to the learning achievements of students in Afghanistan.

Faridah Ataullah
We have learnt how to ask questions and how to answer questions, methods of teaching for children from years one to four.

NARRATOR
This kind of assistance direct to the teachers may raise educational standards, improve life for the next generation –and provide a hands on example to other communities of what can be achieved.

Malawi in southern Africa. The battle here is against decades of bad government and grinding poverty. Malawians have a life expectancy half that of a rich country. Small rural health centres are the only option for medical care.

But patients are unhappy with their treatment. Until now there has been little opportunity for feedback. Now a new scheme is giving patients and their families the chance for hands on involvement in the running of their community health centre.

Virginia Kamowa, Local Initiatives for Health
What the project is doing basically is to also try to bring about interface between the service users who are right holders and the duty bearers.

NARRATOR
A simple score card system helps patients evaluate the quality of service from the local health centre. Staff members also get the chance to evaluate themselves.

George Vilili
We are able to give feedback to the people that we are serving to say this is how we see us offering our services to you, and then the community is able to give the feedback as if to say, this is how we see you doing your services. And then come together and consult a better way of doing the service to the community.

NARRATOR
At the women's meeting they agree the health centre staff members have improved their listening skills and that confidentiality is more reliable than before, but some of the staff score zeroes for attitudes and for care given to starving children.

Meetings like this are held in every village and in each case a village health committee has been elected to present the results to the health centre staff.

**Fred Nkhungudzu**
I am the chair person of the committee, I realise that we as members of the committee are a bridge between the community and health staff.

**Mary Sefa**
I never knew that this health centre belongs to us as community members so this encourages me to play a role in the running of the health facility.

**Agnes Milanzi**
Previously a lot of mothers used to give birth within the village and traditional birth attendance but now they know the importance of coming to the health centre through the kind of work that we are doing and as a result, maternal deaths have been reduced.

**Humphreys Masuki**
The uptake of certain services have improved, simply because people in the communities they are able to discuss the issue they are able to assess their needs and they are able to prioritise solutions to their problems.

**Virginia Kamowa**
In one community committee members say it is good to work in this project because what you have done is you've taught us how to fish. Instead of giving us fish you are teaching us how to fish. So to them they think it is very good because even if the project phases out they still remain with the skills and the sustainability will be there.