



Strengthening accountability, building inclusion



SABI Implementing Partner Quarterly Report Template

Name of Organisation	
Project Name	Strengthening community led accountability to improve service delivery in Sierra Leone programme-SABI
Reporting Period	
SABI Outcome <i>(This is the same for all SABI activities)</i>	Increased awareness and demand for improved services, with service providers increasingly accountable to citizens for results.
SABI Output <i>(State which SABI output your activity contributes to, as stated in the SABI Logical Framework)</i>	Output A - Strengthened dialogue and collaboration between citizens and government at all levels to improve service delivery
FOR SABI STAFF Report Reviewed & Approved by: - (Name, date & Signature)	

1. Activity Report.

Citizens' perception survey findings Presentation to frontline service providers, Ward Development Committee Members and traditional leaders at ward level.

The citizens' perception survey data was presented in all the operational wards in five districts: Kenema, Kailahun, Kono, Western Rural and Urban districts, attended by 1002 people of which 505 were men. The presentations captured information on school heads, health staff, Women leaders, chiefs, councillors, WDCs, Youth leaders, Religious heads and PWDs. Field staff in the five districts supported by the ward champions presented the findings on eight (8) indicators: five (5) on health and three (3) on education to community members to know if the information represents their voices, views and understanding on service usage and delivery. Participants were able to confirm and agree with some of the information after lengthy discussions on all the indicators and also expressed disagreement on issues around the school feeding program, payment for other charges in school compared to the current situation.

As a result of the various presentations, community members shared their views, provided comments and added their views to validate the CPs information on services such as health, education and social protection and shaped their understanding of how services are delivered. The sessions created the platform for target citizens to develop self-initiatives in order to resolve service delivery challenges and to dialogue with local and national service providers to improve on the delivery of stated services.

The SABI Community engagement manual, CPS infographics, SABI strategic communication manual and policy documents on health and education shaped the implementation of this activity.

Citizen participants were able to recognize their voices through the info-graphics on set indicators interpreting their understanding on service usage and delivery in their respective communities. Community members in all the thirty (30) operational wards contributed greatly to the discussions around the findings.

The following comments and useful input were put forward by participants in the thirty wards.

In the Western Area Rural,

the nurse in ward 379 Newton Community Health Post, Fatmata Koroma was able to explain to citizen participants in the infographic session the categories of drugs available for the free health care, the category of people benefiting from the free health care package and the drugs supply schedule, she clearly made it known to all that the drugs supply is on quarterly bases and most times the supply is delayed and not even adequate for the catchment population. This results to the shortage of drugs in the health facility. The nurse further appealed to all stakeholders to kindly help to educate pregnant women to visit the health centre for treatment, even if medicine is out of stock, the health staff will examine to the pregnant women the prevailing situation and give nutritional advice on her balance diet and the appropriate drug prescription.

The village headman at Brama town community in ward 379, Saidu Koroma commented that, 'the frequent medicine out of stock and PHU difficult to reach are factors responsible for the low ANC attendance.

He also agreed with the findings that the distance to the health centre is far in line with the bad road condition and transportation not available, although others are very close to the health centre but the lack of knowledge on the importance of attending ANC is another contributing factor to the low ANC attendance. Some are not interested to attend because of the frequency at which the drugs run out of stock'. He recommended for an effective sensitization at both community and ward level.

to increase the awareness of pregnant women to improve on their clinic visit, the more they become aware the more they develop interest no matter the distance.

“Some pregnant women and lactating mothers are using their medical visit as a business to their husbands, they frequently collect money as hospital cost from their husbands which is completely wrong, for all men present here, please extend to others at any time your wife ask of hospital fees ask her to come with medical paper as receipt in return and call the number on that paper to verify. Husband should learn to monitor the health visit of their wives, the hospital book can be used as a monitoring tool, and this has a column to track the last day of visit and the date of next visit. I’m encouraging husbands once in a while to accompany their wives to the hospital to have knowledge of what is happening on the health status of the woman and her pregnancy and how regular the woman is attending ANC visits.”, said Memenatu Kargbo in charge Nyagba town community health post, ward 378.

“SABI is an eye opener to the people , we’re faced with series of challenges in our different communities and works of life, through this engagement of CPS data info-graphic presentation we’ve seen real pictures of problems in the area of health and education which is a strategy for us to tackle the happening and find solution for better service delivery. For education the inadequate sitting accommodation become worst in plenty schools due to the free quality education package and it’s a serious challenge, let’s not see SABI as witch-hunt but as partners in development. I’m encouraging all stakeholders and parents to put hands on deck to remedy the situation”, said Joseph Sesay, senior teacher at RC primary school Songo colony.



Figure 1. Infographic presentation in Ward 378, Joe Town community

Councilor Simeon George at ward 378 commented on the information displayed on low ANC attendance, “this is a big challenge for me as a councillor, but I want to bring to your notice that, the issue of low ANC attendance is as a result of not having Community Health Workers (CHW) structures in the ward. It is a call for an engagement with all village heads, youths, husbands and wives and in charge by extension to DHMT to know that it is important to form these structure so it will function well and help mitigate the low ANC attendance which I believed can be solved at

community level.

The chairman for persons with disability Moses F. Boima, expressed disaffection on the biasness displayed on the info-graphic, he said nothing much is captured about PWDs on the info-graphics presented, and by so doing how PWDs issues can be discussed at community level by authorities and stakeholders concern. He therefore recommended to SABI that PWD challenges should be captured on the info-graphics as to showcase inclusion.

"I always sign the document of drugs supply at Nyagba town health post, most times only 1000 tabs of paracetamol is given for three months and for a facility of 14 catchment communities, so the issue of drugs out of stock is not counted on nurses but from the central government, said Mohamed Kanu FMC chairman.

Amie Kargbo lactating mother at Joe Town ward 378 encourage her colleague women that she has never missed her appointment date to attend ANC visit therefore she has certainly not faced with difficulty in giving birth to her children.

Government and government assisted schools do ask for extra charges payment from pupils due to inadequate supply of learning materials like chalks, register, repairing of benches, even the up keeping of the school building and also the payment of community teachers, we do ask for extra charges to sustain the required needed materials because government don't supply on time and not enough school materials, schools are under staff we just have to encourage community teachers to assist us. Said Imran Turay head teacher at the nine (9) battalion primary school Goderich, ward 387.

"Extra charges payment is agreed together by parents and teachers to boost the educational capacity of our children. With all the challenges on education we as responsible parents will not sit and hope for the government to be doing everything for our children education, we need good quality education for our kids. Government provisions is not sufficient and did not come on time, in that light the government is contributing to all the payment of this extra charges because they're not proactive and committed to their responsibility as a government". Said Fatmata Mansaray, WDC secretary at ward 387

In Western Area Urban,

the nurse, Aminata K. Turay in Allentown health post ward 399 confirmed the CPS finding that the issue on drugs out of stock is not their fault as they are being supplied on a quarterly bases with specific drugs and specific amount. Once the supply is finished, they are left with no option than to write a prescription for the patients to go and buy outside the PHU. She also commented on the relationship between the nurses, pregnant women and the lactating mothers on their visit to the health centers where she said the period of pregnancy can be very difficult and challenging, which sometimes makes women aggressive and impatient. Sometime when they get to the health centers, they do not exercise patience to get the treatment and sometimes don't know how to talk to the service givers, and they end up getting miss-understandings, and also some women use the pregnancy condition as a menace of extorting moneys from their husbands and so they sometimes come to us to help them. They will say "Nurse my husband is very stingy; please just tell him I need to buy some drugs so he can give some money "and if we don't comply, they get angry. She said the distance to the PHU can be challenging but she pleaded with the CHW, stakeholders and community members to encourage the pregnant women to attend ANC, as it is very important for them and their babies, to prevent complications during delivery. Another thing she said, that is affecting the attendance of the ANC is the Traditional Birth Attendants (TBAs), she said these TBAs are still operating in these communities. So, they have encouraged the TBAs to come on board and be trained as Community Health Workers (CHWs), so they can be doing referrals to the various health centers and not treating the pregnant women at home.

A Ward Development Committee member Mabinty Kamara in ward 408 Rokupa community said the attitude of health workers in the PHU is one of the reasons why the ANC attendance is low in their community. If a patient does not buy water from nurses, they will not attend to you quickly. She further said that few months ago she took her daughter in-law for antenatal care visit and she was

asked to register with the sum of twenty-five thousand Leones (LE25,000) then she told the nurse that she is a community member and also pregnant women are under the free health care package that she is not supposed to pay for treatment. 'For this statement, the nurses delayed us and I ended up paying one hundred and seventy thousand Leones (Le 170,000) during delivery and I also lost my grandchild.'

Councilor Sheku A.G. Turay in ward 408 also affirmed that the doctor in the hospital is not in good working relationship with the community people, and that they have done all what they could but things are still the same. So, they are still pleading for quality service.

Councillor Maferah Turay in Thunder Hill Community ward 411 agreed with the findings that there is no health facility in her ward. "But with corporation from the stakeholders and community members we will make sure we bring health facility in our ward".

The payment for extra charges in schools came up repeatedly in all the four wards in Western Area Urban. Mohamed M Jalloh head teacher of S.L.M.B primary school Allen Town said, the Allen Town community do not have enough government approved schools and as community occupants who believed on the importance of educating their children they decided to construct community schools whilst they await government approval. As community schools, they do not have government approved teachers therefore they ask for extra charges to pay community teachers on a monthly basis.

Member of the School Management Committee (SMC) Joseph Fallah affirmed the findings on payment on extra charges "we do ask for extra charges because we have to pay for cleaning the compound and for road crossing, even though the police station has provide us with police officers to help children for crossing, but they are not efficient, so in order for them to do their work more efficiently we have to give them money to boost them up as motivation. Therefore, parents and teachers agreed to pay minimal amount for their children to avoid the frequent and terrible accident that has been occurring while crossing to and from school".

"For development to take place in any ward or community the stakeholders and community members need to work together, because one cannot do it alone", said Rev. Emik Gage of Aberdeen Road community ward 441.

In Kono District,

Mr Aiah Nelson Kanesie head teacher of UMC primary in Nyamundu ward 78 Nimikoro chiefdom, applauded the findings made that the school has inadequate furniture. He concluded his statement by saying that " I am however disappointed for not seeing any infographics on social protection since it is part of the three sectors mentioned in the SABI project."

Madam Theresa Lebbie a parent in Bumpeh community ward 78 Nimikoro chiefdom made comment on the infographic that two key issues were absent in all the pictorial findings presented in health, education and social protection. The infographic did not capture the aged and persons with disability that are the most vulnerable people in accessing services in their communities.

Sahr Gbessay kaimokai headteacher at Aldura Primary Yiegbeda community in ward 77 commended the finding as factual and reflective on their community for both education and health sectors presented. He further said "the free quality education is a welcome one but with huge challenges if not addressed will lead to unfriendly relationship between the community people and the teachers because most teachers are not on payroll and there is no motivation for community teachers in the free quality education package, the government has maximised the approval of schools but contrary to the approval of plenty teachers who are not on payroll. Over the years, parents have being contributing to pay volunteer teachers but now government is saying that teachers should not request money from parents for their children. He appealed to the government to increase subsidy per pupil from ten thousand Leones (Le 10,000) to at least thirty thousand Leones (Le 30,000) so that the issue of inadequate sitting accommodation as portrayed in the infographics will be

addressed. He concluded by saying that nothing much was captured on the sector of social protection on the infographic presented.

The findings on health on low antenatal care attendance by pregnant women is reflective of us said Peter S. Konoboy, a teacher at RC Primary School Tefeya in ward 92. The reasons of far distance and bad roads to the health centre is not only the factors affecting the low antenatal care attendance but also “I am an eye witness that the CHO in Tefeya is taking money from patients as consultation fees and nurses asking for registration fees before attending to health seekers”.

Mr. Kai Motor headteacher RC primary Waidala ward 92 expressed concern on social protection sector that their no presentation on easy accessibility of pupils with disability into classrooms and toilets. He therefore recommended that this aspect should be taking into consideration to enhance complete inclusion.



Figure 2. Infographic presentation in ward 92

In Bayaima in ward 77, the chairman for persons with disability expressed that the infographics presented are factual findings but he is however disappointed that they are not only excluded by the government but even non-governmental organizations because there was nothing presented on social protection to capture persons with disability said Tamba Ansumana. He continued to appeal to government and non-governmental organizations to create space for inclusion of persons with disability.

In Sukudu village in ward 82, Soa chiefdom, the infographic presentation on health and education were confirmed by the community people. Moreover, one passionate question was asked by a seventy (17) year old person living with disability Sia Pessima who said “why am I neglected by the government and some humanitarian organization am totally and physically challenged my father is dead and my mother is a poor farmer and cannot afford to take care of my schooling and I am now in class six, will this going to be the end of my education? She burst into tears”. She therefore appeal to the government and NGOS to consider her and other PWDs in Sao chiefdom as their future is in doomed. She also said that in all of the presentations nothing was captured on social protection.

Chief Tamba Fama in Mboama community ward 77 challenged the findings presented on education that Mboama community does not have school, their children walk seven miles to access the nearby school in Niagbwema. He further asked where was the data collected which indicates that Mboama community has school. “I continue to plead to the ministry of education and other key stakeholders to support us with a school so that the issues of children covering seven miles every day especially during the rains will be addressed which is also a factor for high dropout of school pupils in my community said Chief Tamba Fama”.

Regarding the infographic presentation on health in ward 78, one contesting issue was the availability of PHU, solar and functional refrigerator in Bandafayie community in accordance with the CPS infographic presented. The town chief Pa Timothy Komba challenged the findings that Bandefayie community has no PHU rather than Bumpeh community with solar and functional refrigerator in the CHC. He however commended the findings as reflective of the realities in their communities and pleaded for at least a mobile clinic to be organize once every week that will help

redress the issue of distance in accessing the CHC in Bumpah which he said is also part of the factor responsible for poor ANC attendance as rightly indicated in the infographic.

In Kailahun District,

The “Sabi project has transformed my leadership from being a ruler to a leader”. The infographics presented on health and education are factual existing problems affecting our people which we will use our voices and level of influence to engage MDAs, district council and non-governmental organizations operating within the chiefdom for their intervention to redress some of these problems that needs to be addressed at district level said PC Emmanuel Ganawa in ward 04 Kissi Teng chiefdom.



Figure 2. PC Emmanuel Ganawa explaining the CPS data on education in the local dialect to participants at Kangama in ward 04 Kissi Teng chiefdom

“The CPS infographics and lessons shared by community people have enabled me to know and feel the suffering of my people in accessing health care services. Therefore I am committed not only to address issues at community level, but to engage public duty bearers through constructive dialogue together with the community people for durable solutions” said Chief Bringo Alpha Ndolleh in Luawa chiefdom.

Councilor Yankuba Amara in ward 09 Luawa chiefdom said that, “the people of ward 009 should take advantage of SABI concepts. It’s time for the community people to act collectively as change agents in addressing their problems instead of waiting for SABI

to tell them what to do”. He also mentioned that “development is like a football team where everybody’s effort is needed to score more goals that SABI is geared to achieve

In Kenema District,

The health in charge Lansana S. Gobba in Largo community ward 46 Nongowa chiefdom said the CPS infographic findings on the low ANC attendance and medicine out of stock are true. Prior to this date “the PHU was not benefitting from the Free Healthcare drugs supply for quite a long time, but recently we received drug supply for five categories of persons, like pregnant and lactating mothers, under five children, Ebola survivors, and persons with disabilities.”

In ward 45 Hangha community, Nongowa chiefdom, participants deliberated on” the medicine out of stock “in the health facilities. Persons living with disability expressed their “dissatisfaction that they have not been benefitting from the Free Healthcare package. He asked, when will persons with disability benefit from the free healthcare service?

Councilor Denis Massaquoi responded that “the Free Healthcare service for persons with disability is a concern to me, the PWD Act of 2011 clearly spelt out that PWD should have access to free healthcare services” I have planned to present the issue in council meetings for the Government to create a unit in council for PWDs in the health sector.

The health in charge in ward 45 Hangha Community Health Centre (CHC) raised comment on the ineffectiveness of the Facility Management Committee (FMC) members that prior to this, the government was providing Performance Base Finance (PBF) fund to health facilities to boost the management of the facility. The PBF fund has been enabling the motivation of FMC members to effectively carry out their roles and responsibilities in the community. The youth leader of Hangha Mohamed Fofanah added that “the Councillors need to lobby with the central government to bring back the performance base finance fund”.

In ward 36 communities such as Konjo, Konia, Patama and Majihun the issue of low antenatal care visit is predominant in these communities. “Distance to the health center”, “medicine out of stock” and regular absent of health workers are factors leading to low ANC attendance said “Majihun Sarrah Kanneh women’s leader”. Councilor Alpha Vandí in his respond affirmed that he had received complaints from community members on the frequent absence of health workers in Majihun. He assured community members that he will meet with the section chief and other stakeholders to discuss it with the health workers in Majihun PHU.

Activity ii. District Service summit

Five (5) service summit sessions were held in the district headquarter towns of Kenema, Kailahun, Koidu Town, Waterloo and Freetown Central. Participants in attendance were 293 of which 182 were men including community members, health staff, school heads, ward development committee members, Persons with Disability, Chiefs, women leaders, youth leaders and district stakeholders including MDAs like MBSSE, MSWGCA, MOHS, District Council, Members of Parliament, Media, Religious Heads, SLUDI, NACSA, INGOs. The MBSSE was represented by the Deputy Director of Education and supervisor of schools, the Deputy Director and the Senior Social Services Officer for MSWGCA, District Medical Officer, District Health Sister, Social Mobilizer and Monitoring and Evaluation Officer from the MOHS, the District Chairperson, Chief Administrator, Development and Planning Officer and the Monitoring and Evaluation Officer from the district council. SEND SABI team and some citizen participants facilitated the various sessions in the three districts in the Eastern Region (Kenema, Kono and Kailahun districts) and the Western Area (Rural and Urban districts). The CPS findings were displayed by sector in three market stalls on different thematic areas on education, social protection and health for participants to have pre-knowledge on the data. In the presentations, citizens were also educated on the SABI concept, its operational districts and wards, the Free and Quality Education Policy, previous ward action plan. Besides, both the previous ward action plans and the CPS data were presented to participants to enhance their participation and development of quality action plans

Objectives

- Bring state institutions/actors, citizens, service providers and service users to discuss the citizen’s perception data and issues around improving service delivery.
- Develop joint action plan to address gaps identified in the citizen perception data and improve on service delivery
- Discuss success and challenges and redefine strategy approach for future engagement
- Share experiences and lessons learnt from the field.
- Strengthen relationship between the state actors and the citizens
- It promotes transparency and accountability

The district service summit created the platform for service providers and citizens to discuss issues around services. Participants were able to identify key issues/gaps on service delivery and usage. This enabled participants to develop a joint action plan on how to address some of the issues identified in all the presentations on the CPS findings. Moreover, the district stakeholders and community leaders agreed to take the lead in implementing the plan developed in the various sectors. The previous action plan was also

presented and reviewed by participants to track progress on implementation. Most of the action points were addressed by community members with some district action points still pending. Participants were able to incorporate some issues not addressed in the previous action plan developed in 2017 into the current action plan.

Tools

- SABI Strategic communication Manual
- CPS data
- Ward action plan
- Policy document(Free quality education policies, Free health care policies)

Outcome

Participants were able to interact and discuss the findings on the CPS presented to them in the all five (5) district. The various sessions were participatory that encouraged participants to make salient statements and recommendations on how to improve on services related to the three sectors. Below are some of the quotes and contributions expressed by the participants.

Western Area Rural District

The village head in Brama town, Saidu Koroma confirmed the reality of the data on the ineffectiveness of the FMC, and the frequent shortage of drugs in the health facilities. He recommended that the FMC members should not stay too long in their respective position to avoid corruption.

“I’m much more interested in the area of ANC attendance, as a woman I know how important it is, and I strongly believed it’s a problem that can be solved at community level.

We don’t need to wait on government; council and NGOs to do everything from start to finish for us, community as well have a role to play. Thus I’m encouraging all stakeholders especially the youths and religious leaders to effectively pass on the message of sensitization on the important of ANC attendance. Most maternal death today is caused by ineffective attendance to health facility by pregnant women.

For we the councillors, let’s to think politics is over we’re still on the political seat and the auxiliary to that seat is our community people, as councillors we still have key roles to play, we still have questions to answer, one of the questions is what are we doing towards this, we’re expecting councillors to champion the sensitization in their various wards and community to tell your people that you’re serving them. So far I would like to call on all colleague councillors to take the lead and incorporate others, thank you”, said Alimatu H. Kamara councillor ward 379.

The supervisor of schools in the Western Area Rural district, Albert Kamara, said “my son is three (3) years old and can’t walk on his legs due to the inconsistency attendance of ANC by his mother” I was so busy that I did not monitor her attendance I only paid the hospital bills, today my son suffers the consequence. With my experience, I’m asking all husbands to support and monitor their wives ANC visit during the period of pregnancy.

Access to services by PWD in the area of health is affecting us in diverse ways. I believe most of the people who said the PHU difficult is to reach are PWDs and majority of those who said they have not visited the Health Centre for the past three months are also PWDs, because the environment is not PWD friendly at all. The PWDs are not recognized by the ward Stakeholders service providers

including the nurses and teachers. The attitude of the nurses to PWDs is a challenge. I'm making this appeal to all, our condition is not our making and we can only feel good if the society accept to live with us, if society fails to accept us

Definitely service provision will not be inclusive. Said MOSES FAIA BOIMA chairman for the persons with disability.

Umu Kamara the village head woman at Morabie asked the education committee on the use of the school subsidies after the presentation on the education findings.' What is the purpose of the school subsidy?'

Edward Krooma the head teacher at St, Joseph's primary school explained that, the subsidy is to buy some school materials and rehabilitate benches and upkeep the school environment tidy.

The village head woman challenged the explanation of the head teacher that, she felt ashamed to hear such brilliant explanation from the head teacher, by reality, all what he said is just on black and white not practical at all." I visited the very school of this head teacher, only two class rooms have ten benches and the rest is not good to explain, so I'm doubt. It's a call to attention Mr School supervisor." Said Umu Kamara the village head woman at Morabie village ward 378.

"We the disable people especially kids going to school are faced with plenty challenges more the girls in the area of access to toilet facilities, most of our girls feel ashamed some may even stop going to school because the toilets are not disable friendly. Continuously asking somebody to assist you and always seeing your nakedness is a total embarrassment to us, these are some of the factors contributing to the large number of drop out in schools". I'm asking all authorities concern to put accessible toilet structures in place for inclusion said Agness Turay the PWD chairlady.

The head teacher at SDA primary school in kissi town waterloo, Henry K. Sankoh said, "I have established a PWD children foundation in my school, I therefore recommend that PWDs pupils should be given special attention, head teachers should also consider PWDs in planning for the provision of all facilities in the schools "

The supervisor of schools in the Western Rural district Albert Kamara made a statement in response to the challenges on the education findings " I will start by expressing thanks and appreciation to SABI and all partners for the laudable venture, honestly during the presentation I picked out all what is happening down to the communities though the data was collected in selected wards and communities, as a ministry we're convinced that these challenges cut across the district. This data sent a signal to the ministry that more work needs to be done, we all know the challenges the ministry faced in the past years, I promised everyone here that, this is something I will report immediately after here to my boss.

Notwithstanding, we know we can't solve all these problems in a day but I have to share with you, what is currently operating in the Ministry of Basic and Senior school Education.

Presently, the ministry is effectively working on the NPSE, BECE and WASSCE fees and also develop and distribute an updated template of enrolment to all school heads to capture the number of pupils for the school subsidies to address the issue of extra charges or payment for other things in schools.

Also the recruitment and approval of teachers in schools will effectively commence from December, 2018 to January 2019.

"I'm also pleased to bring to your notice that, we have 122 government and government assisted schools in the district with only three (3) school supervisors which posed a challenge to the

supervision of schools in the district. Therefore we're asking all parents, teachers, WDCs and SMC bodies to intensify on the effective monitoring of school subsidies as all government and government assisted schools are provided with subsidies.

The supervisor explained in details the amount paid by government per child for subsidy, he said for primary pupils is Le 10,000 per child, junior secondary school is Le 50,000 per child and senior secondary school is Le 60,000 per child.

He further said that majority of the schools aren't approved because they did not meet the required criteria. Thus, he recommended that before building a school someone must go through the district council and council to make the recommendation to the ministry, with that right your school will easily be approve because council is aware of it and the ministry as well. The supervisor further said that all schools that didn't meet the required criteria are going to be closed down with immediate effect. He therefore calls on the attention of all to serve as watch dogs for the protection of our school children.

Santigie Kargbo the education committee head at the Western Area Rural District Council said "Education is the flagship priority of the current government but still posed challenges in different ways, especially the inclusion aspect for person with disability. As a council we've engaged and agreed that for any school construction or any public building should have a ramp facility". In the area of access to transportation by PWDs I believed if PWDs work as a team is a success move for them and SABI says identify the problem and take the lead to find solution. I'm recommending to PWDs to officially write to the ministry head office and request for a school bus then council together with social welfare will make the follow up. Said Santigie Kargbo. He continued by saying that people are always requesting for council to develop their areas, they fail to agree with their responsibilities. We as community people have a role to play in the development of the district. Council main source of income is tax payment but majority of us today choose not to pay our taxes which is not developmental at all, without tax payment ,council will not do anything developmental. We are therefore calling on all citizens to comply with the tax payment in other to develop their wards.

Thomas Liewer the social welfare representative said "I'M pleased to inform the public that, MSWGCA in the district is completely not recognized, even PWDs don't accept the existence of the ministry in the district if so, then how the office can advocate for them or make any move in addressing their demands. PWDs choose to work with the media journalist and decided to channel their challenges to the government head quarter office at New England vile which will not bring solution to their problems, thus I'm asking PWDs to be going through the right channel. Though the offices is under staffed and constrain a lot towards financial issues which ignite so much challenges towards PWD issues but we believed if we speak with one voice we must have solutions to address some of the problems. He further made the clarification on the cash transfer issue that social welfare isn't in charge of it but NACSA, social welfare and council are just supervising the process. But to the greatest disappointment NACSA doesn't have any office in the district which is affecting the whole process. As a monitoring team together with council we will try to engage NACSA to know what is happening to the poor cash transfer issue in the district.

Western Area Urban District

The district service summit organized in the western Urban district created the platform for the honorable members of parliament for constituency 130 Honorable Usman Timbo of Aberdeen road

ward 441 and Rose Kanu of constituency 113 in ward 399 Allen town, ward stakeholders and community members in the district to discuss the CPS findings,

Honorable Usman Timbo of ward 441 Aberdeen road community said “he is happy to be part of the sabi project in the bid to discuss and dialogue for quality service delivery”. Honorable Rose Kanu of ward 399 Allen Town communities said “it is good that sabi invited us as MPs and other stakeholders to be part of the presentation of the C.P.S findings, but I think we should have been informed and involved in the survey process right from the start”.

The senior section chief of Aberdeen road in ward 441 Pa Alimamy Kargbo said” it is difficult to develop our communities because of our non-contributions in the development processes by the state actors, if the local government wants to succeed in their functions it will be good to work with the chiefs, we are living with the community members. They only think of us when they are faced with constrains or obstacles, we believe we should work hand-in-hand”

Marwan Kamara the PWD from Thunder Hill community said they are faced with many challenges especially in the area of education, health and social protection, and in the area of social protection, “ we obviously have lot of communities with PWDs and we see that most of these communities are left out, because if there is a large number of PWDs in a community, and they don’t have access to the basic necessities, it’s a big challenge, many a time we see these PWD women especially the visually impaired being sexually abused, molested and even impregnate them ” he said if they don’t get support from the community members then it’s a big problem, so they are pleading with the MSWGCA to please take note of these challenges and find means of addressing them.

Alhaji Mustapha SY Kanu is the chairperson for the PWDs in Rokupa community and has contributed greatly in developing their skills by establishing a skill training center. He made it clear to participants that “in the area of education I think you should create a way for us the household heads to access adult literacy education in this free education system”.

The Senior Social Services Officer of the Ministry of Social Welfare Gender and Children Affairs Moses Kabia welcome the initiative to bring duty bearers and citizens together to discuss burning issues on social services and dialogue on how to address them, he further said, “ the wish of the government is for it citizens to have a better life, but unfortunately government does not have all the resources to do that, but with the help of partners like sabi who is coming on board to support and compliment the effort of the government, we say thank you,. Because they have a data base of disable organizations that works with the ministry and have received several support from the ministry of finance. The data is real sabi should shear this report with the two ministries so that we can seat as team to discuss it and get solutions”.

Kailahun District

The SABI Field officer for Kailahun presented the CPS data in three phases on health, education and social protection so that the participants would have the chance to tour the market stalls, interact and discuss the findings. After the presentation on social protection findings, Samuel Kamara, (MSWGCA) social service officer said that, the data on social protection issues are realistic and valid, he assured all the persons with disability that the ministry will work with the district council, MDAs and other agencies to combat discrimination and stigmatization through awareness raising campaign and community sensitization as disability is not an inability he concluded.



Figure 4. District service summit presentation in Kailahun

The inspector of schools for Kailahun district Jacob Campbell said that “the summit is very necessary, it brings understanding as to what is happening in schools that needs attention and the approach the government can use in solving these problems. He also stressed that the disability package on free education will

soon come. The SLUDI district coordinator Francis Tucker with a smile said that, some of their challenges have started receiving attention from the relevant stakeholders due to the CPS survey responses on PWD issues. The District health sister 1 in Kailahun Hawah Daramy said that, The DHMT appreciates the findings on health as it speaks bigger amount of truth to Address issues presented on the health findings is the collective responsibility of the district council, DHMT and development agencies in ensuring that quality service delivery is enhanced in the district she added. in addition to this, the DHMT monitoring and evaluation officer Morlia Kamara, mentioned that, the findings presented by SABI is acceptable, credible and will serve as an eye opener to the district medical team for proper planning on how to improve on the service delivery system in the district.



Figure 5. District Health Sister 1 responding to health findings on the CPS presentation in Kailahun Town

The NACSA district coordinator for Kailahun Aminata Vandy, mentioned that, the CPS findings on cash transfer is real because the cash transfer only targeted small number of beneficiaries based on the limited funds available at that time, but they will use the citizens perception survey as a reference material to advocate for more funds to donors.

SABI has urged the people to demand for better services in, their communities this was clearly demonstrated in Jawei chiefdom Nyandehun junction ward 19, the

intervention of SABI facilitated the engagement between the district council, DHMT and the people of Nyadehun it was a constructive

engagement that urged the District Medical Officer, Desmond Kangbai and team in Kailahun district to include their demand into the 2019 development plans. The summit was interactive and participatory as service users and service providers use the summit platform to hold duty bearers accountable.

Kenema District

The district service summit organized in Kenema town was very interactive and inclusive that captured the views, contributions, comments and questions from different categories.



Figure 6. District service summit in Kenema

The DHMT health education officer Mr. Suma said “the community health workers should relay information to communities for pregnant and lactating mothers to visit the health centers regularly. That is part of their responsibilities.”

The PWD representatives were very proactive and also supportive in the discussions on the CPS findings. They considered the three sectors to be equally important in terms of service delivery and usage.

Hawa Koroma, The PWD Chair lady for the opportunity training center said “Health workers are reluctant to provide quality services to PWDs. She was bold to explain to the public that They are not treated like human beings when accessing health services in the Kenema Government Hospital. “The Government should provide ramps for PWDs to easily access buildings” said Hawa Koroma. She further told participants that it was difficult her and other colleagues to enter the district council Hall during the service summit.” We are not bag or log gage that people should always carry.

Councillor Denis Massaquoi in ward 37 asked participants to know why is it that most of the community health workers are not effective in doing their job and not accountable to the community people?

Mr. Suma, the health education officer for Kenema district responded that access to good health is a right. He said the CHW came in to existence to support the government, the district Council and local authorities to reach all communities in providing health services. Authorities have the responsibilities to select the CHWs based on integrity, willing to sacrifice for the communities, willing to learn and support the health center. CHWs are to sensitize communities on health issues, identify those who are sick and make referral to the health center. He said malaria treatment is free in the country. Malaria, pneumonia and other common illnesses should be treated in community health facilities. Communities should be encouraged to build public toilets, use of bed nets and behaviour change. They should also be accountable, when they hold monthly meetings and give feedback to their communities.

Paramount chief Fowai of ward 35, Dama chiefdom who is also the secretary of the council of paramount chives said “I think it is the responsibilities of the CHWs and health workers in the wards to inform the people when drugs are available in the health canters for public usage.

Councillor Bockarie Mansaray of ward 37, Tunkia Chiefdom, said the DHMT needs to clarify the data presented on the payment for medicines and the demand for money to administer treatment to pregnant women and lactating mothers.

Mr umar Koroma, the principal of the Kenema government secondary school asked participants to know what is the motivation available for FMCs to work effectively. Mr Suma, health education officer said there is no motivation for FMCs. Their work is voluntary. He also said the PHUs meetings should be held every month to highlight some of the problems that exist in the health centres and make report to DHMT. During their monthly coordination meetings, DHMT will channel those challenges to partners for redress.

Hanafi sowa coordinator for SLUDI, Kenema District asked the health education officer from DHMT on the PWD representation in the FMC. The representative of the DHMT Mr Suma responded that, it is the responsibilities of the traditional authorities to ensure that the persons with disabilities are part of the FMCs. He further told the forum that they have identified the issue and will soon take actions in addressing it. In the area of PWDs not in most of the FMCs, Mr Suma said DHMT has identified key community members to support health delivery services in the communities, but community elders should ensure all categories of people are represented in the FMCs. “It is the responsibilities of the community elders”.

KONO DISTRICT

Health issues on Poor ANC attendance and PHU difficult to reach



Figure 5. PC Emmauel T. Foryoh – Chairman Council of Paramount Chief Kono District giving statement

PC Emmanuel T. Foryoh chairman council of paramount chiefs Kono district: welcome the service summit initiative and hard work of the sabi team on behalf of his colleagues paramount chiefs in the district and emphasised on the service summit by saying “sabi don make we know en sabi watin da happen na we chiefdom en community dem”. In his contribution after the presentation on health, he admonished the gathering that as traditional leader who takes health issues very seriously has instructed his sub chiefs in his chiefdom to regulate bye laws punishable with a fine of fifty thousand Leones for any pregnant woman who fail to attend the ANC

visit for two consecutive times in a month without valid reasons. He further said that they have restructured the CHWs attached to the PHUs in the district to embark on constructive sensitization in the communities.

Madam Isatu Songowa Ward Development Committee member in Sandor chiefdom Ward 92: made her comment on the findings presented on health for poor ANC in the chiefdom. She made a reference to the CHC at Tefeya and why pregnant women prefer to go to the TBAs rather than the health centre at Tefeya. "As an authority in the community, it was made clear to me and other community members that pregnant women are paying fifty thousand Leones after delivering their babies in the health center, this is urging many other pregnant women to deliver in their homes to TBAS where they pay limited money for services than the PHU". She further said that lactating mothers also give money to the nurses before administering treatment to their children, this she said are some of the factors for the poor ANC attendance. She therefore recommended that the DHMT and other district stakeholders to put proactive measure that will check the behaviour and conduct of some of the health workers.

The Monitoring and Evaluation Officer for the DHMT in Kono district David Yorpoi: congratulated the sabi project for providing detail account and analysis on CPS findings on services deliver sectors in the district. He confessed that as the M&E of the DHMT, "all the finding presented on health are undisputable and real" he therefore said concerted effort are needed not only by the DHMT but also the local authorities as well , they are crucial players in all sphere of life in their communities. So they have stake to remedy most of the challenges since they are resident with both the community people and the health workers. He concluded his statement by saying that a district action plan is needed and the DHMT should work with SABI and the community members to take the lead in addressing the problems.



Figure 6. M&E Officer Kono District DHMT

Councillor Abel Falleh Konday in ward 78 Nimikoro Chiefdom: re-echoed some of the statement made by colleagues and stated that developing bye law is agreed as a strategy to redress the issue of poor ANC, he recommended that a hybrid (English and customary law) by law to be jointly design by both the local chiefs and the DHMT that will regulate not only the community people but also the conduct and behaviour of the nurses so that they will be equally checked and punish for their conduct if found wanting.

Social Protection concern and comments from the participants.

Mr Tamba Skeku secretary SLUDI Kono district: applauded the entire presentation made and said they are all fact of the realities in the communities and the district at large. He further asked to know why the high rate of gender base violence in Sandor than the other chiefdoms " as a son of Sandor chiefdom he believed that the perpetrators are the authorities themselves and sometimes their relatives he sounded". He also stated that the chiefdom is almost half of the entire district and police presence is limited in the chiefdom coupled with terrible road network. He therefore pleaded

with sabi to support them in reaching the government for the establishment of GBV court in the district so that the issue of impunity will be checked. He concluded his statement by expressing his desertification and frustration by telling the gathering that nothing was particularly said or captured on persons with disability and other sect of marginalized persons including youth who are the most disadvantaged not only in the three sectors presented but also other sectors that provide services in the district.

Commitment from MDAs in Kenema district, MBSSE: The supervisor of schools in Kenema district, Mr Mowia told participants that they have learnt much from the CPS findings, and told participants that the information will reach the ministry for collective action to address the challenges identified.

DHMT: Mr suma expressed thanks to SEND and SABI for organizing the summit that mobilized state actors to interact and discuss health issues in the district. This has been an opportunity for the DHMT to know their areas of weaknesses and progress. The CPS findings will also enable the DHMT to know the areas of improvement for effective health services.

Representative of the **Council of Paramount Chiefs**, PC Fowai said that he hopes all the challenges highlighted from the CPS data will be addressed by council and relevant MDAs to improve on service delivery in the communities. He will relay the information to the councils of paramount chiefs in their next meeting.

2. Report Against Output Indicators and Milestone in the Logframe

Output Indicator A.1- Good quality community, ward/chiefdom and district-level action plans developed and being followed up effectively*

- a. # of Tripartite agreements between implementing partners, District Councils and WDCs that are signed in all districts.
- b. In other to strengthening the relationship and coordination with the council Five (5) MOUs were developed, discussed and signed
 - One for the Freetown City Council
 - Four for the district councils in the eastern region and western area rural district
- c. 65% of all community, ward/chiefdom and district-level action plans developed are of good quality and being effectively followed up.
- d. 25% of substantive service delivery issues in ward-level action plans are responded to* by services providers (District Councils, Paramount Chiefs, MDAs)

Output Indicator A.2 - SABI engagement with service providers (linking local to national level) supports dialogue, planning, budgeting and policy development which incorporate the needs and demands of citizens.

- a. # of Story of change
- b. # of service summit

- c. Five (5) district service summits were organized in the district Headquarter towns of Kenema, Kailahun, Kono and Western Area Rural and Urban district.
- d. # Of MOU with Media houses.
- e. Four MOUs on the SABI HOUR were discussed and signed with The Sierra Leone Broadcasting Cooperation(SLBC) in Kenema,Kailahun ,Kono and Western Area districts(one for both the Western Rural and Urban district)
- f. # of District Development plan that incorporate action plans from Ward/Chiefdom and district

Output Indicator A.3 -Of all individuals taking forward action plans, % who are women, youth and PWDs.

- a. 60% participation in the development of action plans - (Women, youth and PWDs)
- b. 40% of (Women, youth and PWDs) adopting leadership role.

4 Key challenges Emerging

Use this section to describe any key challenges you have encountered during this reporting period, which may inhibit the programme from reaching its overall goal.

Opportunity	Action planned	Responsible owner
Sectorial Heads (deputy directors) for Edu, Health, MSWGCA and the district coordinators for NSCSA sent reps to attend the district summit in all the five districts. This created a serious challenge in developing the district action plans especially when issues were identified that has to do directly with their input.	Strengthen dialogue and coordination with sectorial heads	SEND/SL and Focus 1000
The time allotted to effectively facilitate the service summit sessions was very limited, A day was not enough to go through the CPS presentation for all the three sectors with discussions comments and action plan developed within this same time frame and also go through the market stalls for participants to understand the data and effectively contribute to the discussions.	To increase on the number of days to two (2) for the district service summit session	CA and SEND/SL

6 Key Lessons Learnt

Use this section to describe any other key lessons learnt during this reporting period.

1. PWDS have less representation in the Health and Education Management committee (FMC and SMC) because of the structures or categories of people identified to form the composition of both committees. The PWD structure is not recognized unless the person belongs to any of the structure identified. PWDS should work hard and try to be part of the structures identified.

2. The questions and comments made by community members created the understanding that the school heads did not engage parents, chieftdom leaders and the school management committees on the disbursement of the school subsidies and the free quality education. This came up strongly when the supervisors of schools for Kono and Western Area Rural Urban explained to participants the package in the school subsidies and how to manage it for the smooth running of schools.

7 Story of Change

Provide one significant story of change, using the template below. More information on how to complete the template can be found in Annex 1.

Introduction
The challenge
The SABI intervention
The change (result)
Conclusions

8 Gender Equality and Social Inclusion

Use this section to outline specific approaches or things you have done to ensure gender equality and social inclusion in your activities.

9 Value for Money

Use this section to outline specific approaches or things you have done to ensure value for money in the implementation of your activities. Taking in to consideration

Economy

(Ensuring that we get the best value inputs. Spending less money, keeping cost down while maintaining quality)

Efficiency

(Maximizing the output for a given level of inputs. Spending less money per input)

Effectiveness

(Ensuring that the outputs deliver the desired outcome. Getting results that are worth the money)

Equity.

(Ensuring that the benefits are distributed fairly)

NEXT ACTIVITIES and Timeline