



CITIZEN PERCEPTIONS 2019

Results from Kailahun district

Perceptions from the citizens of Kailahun district on health, education and social protection services.

About SABl

Strengthening Accountability, Building Inclusion (SABl) is a four-year citizen-led accountability programme funded by UK Aid, led by Christian Aid and delivered by a consortium of partners in Sierra Leone.

SABl has been operational in every district of Sierra Leone since 2016. The programme is designed to strengthen community-led accountability, increasing awareness of and demand for the delivery of basic services - including health, education and social protection. Citizen Perception Data was collected in 610 communities throughout Sierra Leone in May 2019 enabling citizens to reflect on the availability and quality of essential services. Citizens took part in face to face mobile phone surveys, based on random household sampling techniques using structured questionnaires. Full information on fieldwork and sampling is outlined in the SABl field manual, found [here](#).

Data presented here is based on the opinions, experiences and perceptions of 1,739 people in Kailahun district. More than half of the responses are from women and girls (57%). A fifth (21%) of all responses are from pregnant and lactating women and girls, the same proportion (21%) are household heads or parents.

By age, 16% of responses are from children aged 11 - 17, conducted with parental or guardian consent. Over half (52%) are from young adults aged 18 - 34. The remaining responses (32%) are from Kailahun citizens aged 35+. The oldest citizen in the sample is 100.

One in six respondents (16%) had a disability, as defined by the Washington Group Questions. This might relate to their vision, hearing, memory/concentration, communication (in their primary language), mobility or self-care. Fewer than 1% (20 responses) are Ebola Virus Disease survivors.

Data analysis was informed by the project's GESI strategy. As such, all citizen perception data is disaggregated by gender, age and disability status, as per the Washington Group Questions. Where there are statistically significant differences in the data, these are reported on in the narrative.

Statistical significance was tested within subgroups using a two-sided at confidence interval of 95%.

HEALTH

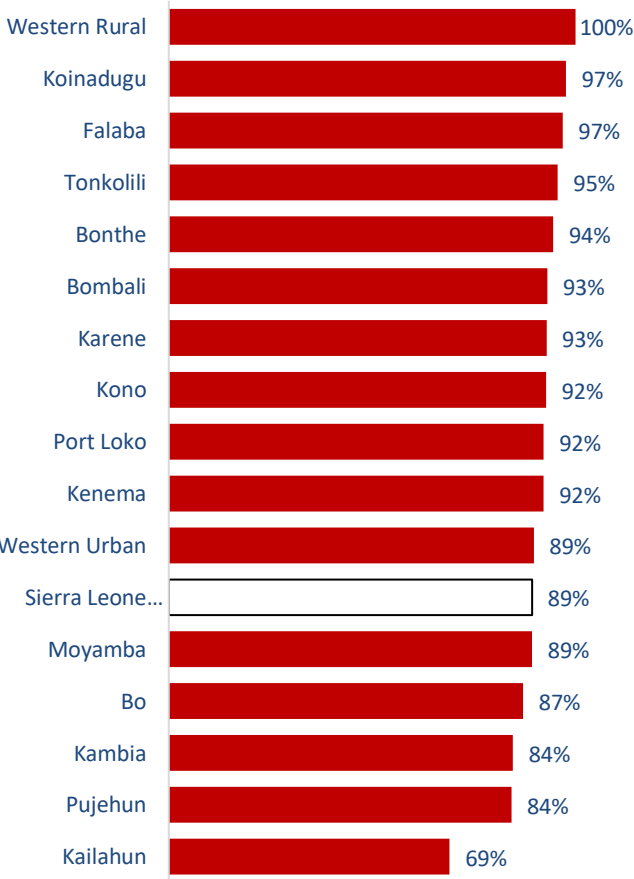
Government Health Services

Overall satisfaction with government health services in Kailahun

When asked to rate their most recent experience with government health service on a scale of 1 to 5, a third of Kailahun responded (33%) gave the service top

16th
for
satisfaction
with health

Figure: X: Satisfaction with government health facilities - high (4 or 5 out of 5)



score of five and seven in ten people (69%) rated their satisfaction highly with a score of either four or five.

This score puts Kailahun around the Sierra Leone average of 69%, and 16th overall when compared to the other districts across the country.

There were significant differences by gender, women were more positive as compare to men (72% vs 62%) and pregnant or lactating mothers were more likely to rate services highly (78%) compared to women who were not pregnant or breastfeeding.

Use of government health facilities in Kailahun

Around half (53%) of citizens who took part in the survey reported using health services in the past year. This is equal to the Sierra Leone average and puts Kailahun district joint 7th in terms of citizens use of services.

Within Kailahun district, women were more likely to use services than men (58% vs 46%).

By age, the cohort aged 18-34 (59%) and 35-64 (53%) were most likely to use health services in the past year compared to 11-17 years old (40%).

Under-use of services

The survey asked respondents whether they had been ill, despite not using facilities within the previous three months. This metric can be considered a measure of unmet need in the community. In Kailahun, 13% of those who had not visited a facility recently had been ill. This is slightly better than the Sierra Leonean average of 22%.

Analysis by disability status shows that this is much worse for those with disabilities in Kailahun, slightly above of whom – a quarter (24%) – have been ill, but were not able to access help from a facility.

Figure X: Unmet need by subgroup

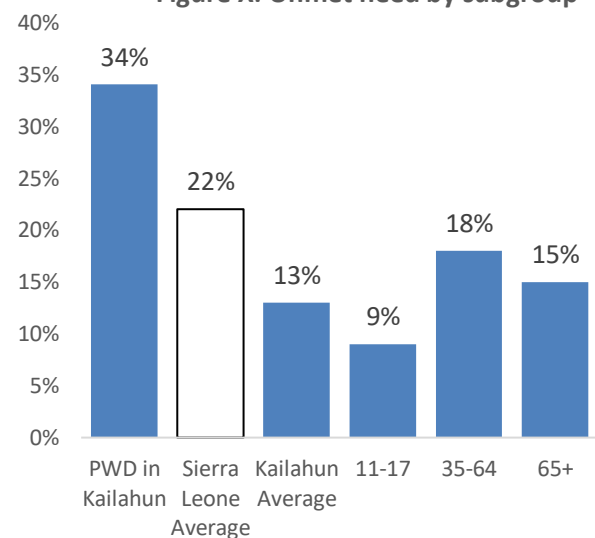
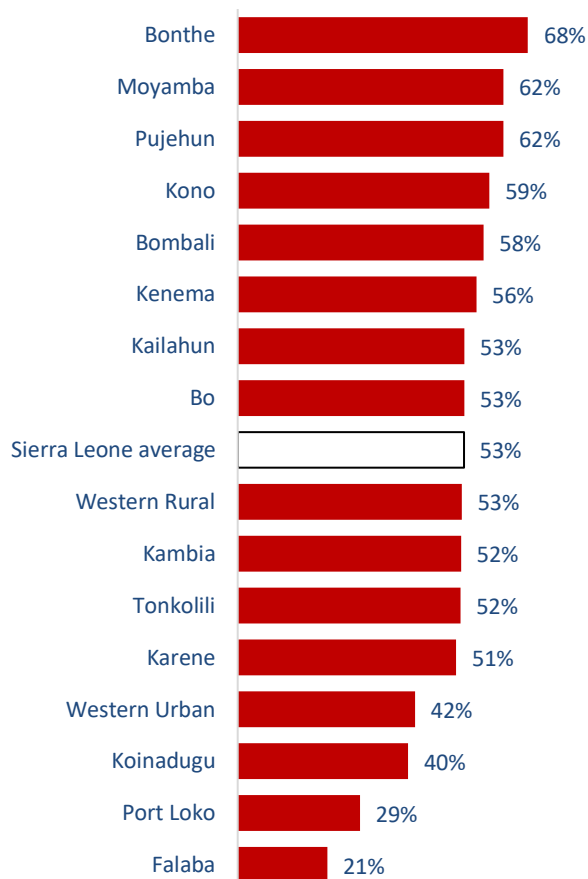


Figure: X: Use of facilities in the past year



When asked why they had not used facilities, despite being ill, responses were as follows:

- Visited another government facility: 10%
- Visited private facility: 12%
- Can't afford it: 48%
- Used traditional healer: 33%
- I believe the facility lacks the drugs I need: 8%

Knowledge

The vast majority of the citizens who took part in Kailahun knew where their local government health facility was located

99%
Pregnant or lactating women know where the facility is (96%). This

was highest among age cohort 18-34 (97%).

The following questions about citizens' experiences were only asked of people who went in the previous three months, so as to aid in accuracy of recall.

Accessing the facility

Accessing the facility appears to be a problem for many. Half of Kailahun respondents (50%) found the facility difficult to reach.

Kailahun residents with a disability had more difficulties (56%) compared with those without a disability (49%).

Distance, combined with lack of transport is the main reason - given by 71% of those who found it a challenge.

In terms of accessing the building itself, most people (97%) had no problems. However, 19% of those aged 65+, 35-64 age cohort 5% and 8% of people with disabilities did find getting into the building a challenge.

When asked what was challenging about accessing the building, most people talked about the physical structure being difficult to get into (39%).

Safety

When asked whether they feel safe at

10%
do not always feel safe at the facility

the facility, most Kailahun residents said that they 'always' feel safe (90%). However, one in ten (10%) did not always feel safe.

By age, 11-17 and 35-64 years old were less likely to feel safe (10%) compared to age cohort above 65 (28%)

Kailahun residents felt less safe on the journey to the facility than they did at the facility. More than six in ten (64%) said they 'always' felt safe when travelling to a facility. By gender women were less likely to feel safe compared to men (7% vs 3%)

Drug availability

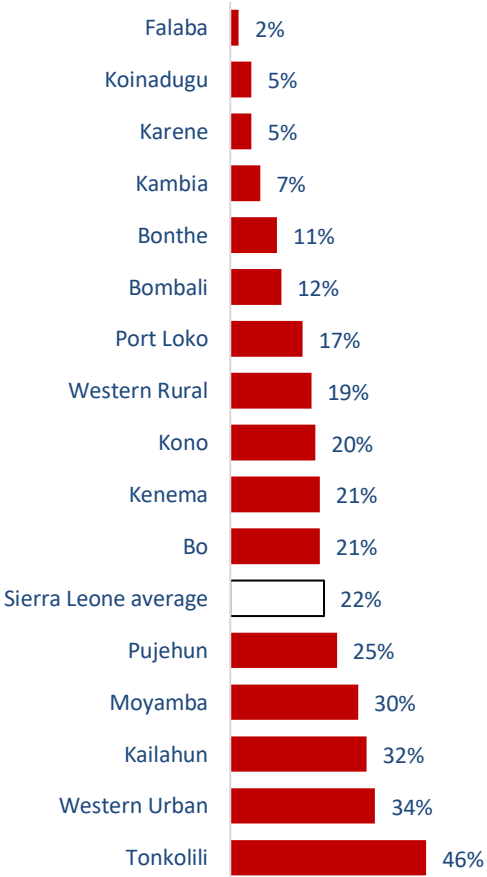
Respondents were asked whether they were told that the drugs

they needed were available when they last went to a health facility.

In Kailahun, almost a third (32%) of people who went to a health facility was told that the drugs they needed had been out of stock. This is on worse than the Sierra Leone average (22%). Kailahun district ranks 14th for all districts for drug availability as compare to the nation.

Payment

Figure: X: Were you told drugs were out of stock?



When asked whether they paid money or gave anything for the services they received during their recent visit to a government health facility, 55% of respondents in Kailahun said that they did. On this measure Kailahun ranks 4th out of Sierra Leone district for the lowest rate of payment, and do better when compared to the Sierra Leone average (41%).

When asked what they paid for, Kailahun residents said they

- Drugs: 82%
- Consultation fees: 14%
- Lab test: 22%
- Registration: 17%
- Immunization: 8%

Most people (89%) were given an official receipt.

What did pregnant women and PWD pay for?

As mentioned above, people with disabilities and pregnant women and lactating mothers were less likely to pay however those that paid, paid for the following for the following:

Pregnant women / lactating mothers

- Drugs: 56%
- Consultation fees: 13%
- Lab test: 27%
- Registration: 26%
- Immunizations: 21%

People with disabilities:

- Drugs: 74%
- Consultation fees: 15%
- Lab test: 30%
- Registration: 14%
- Immunizations: 7%

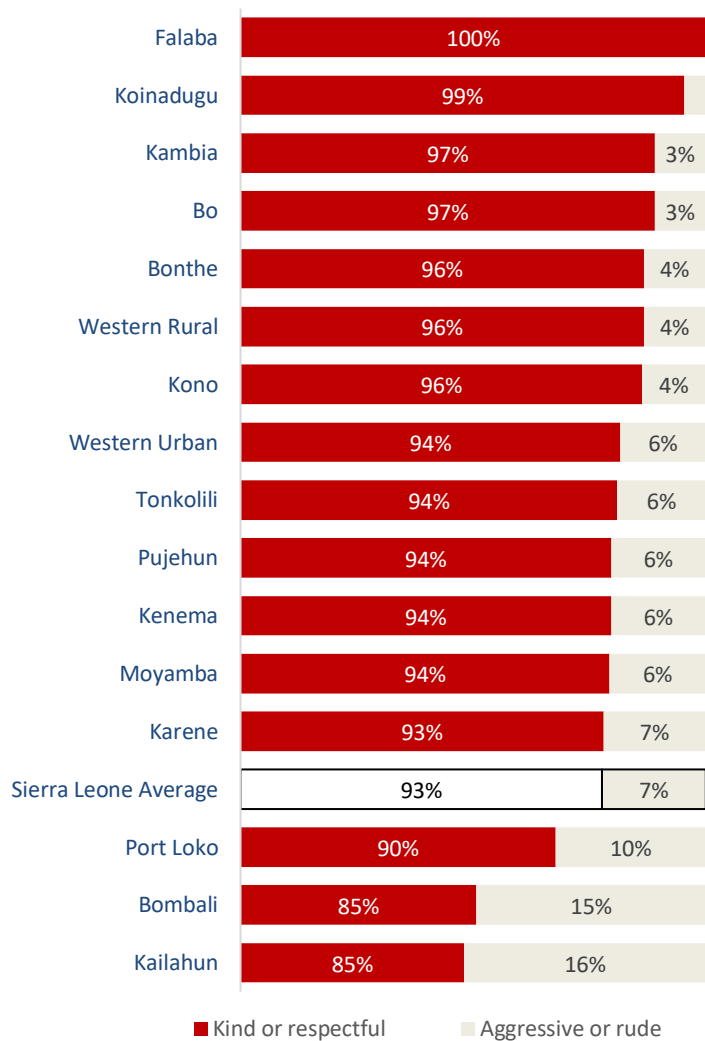
paid for the following services:

Staff attitudes

Respondents were asked to select a single word to describe the attitude of staff best for

16th

Figure: X: Staff attitudes in one word



at the government health facility, from either 'rude', 'aggressive', 'kind', or 'respectful'.

Figure 4 shows whether this was a positive word or a negative word. Kailahun ranks joint 16th in the country on this measure of patient experience, with 85%

describing staff as 'kind' or 'respectful'.

Toilets and clean water at the facility

Kailahun respondents reported that government health faculties had a toilet they could use (94%) and they were able to access clean water (81%) and handwashing facilities with soap (86%) while they were there. Most described the toilet as clean (86%) and felt it offered adequate privacy (88%). However, one in a ten (13%) found the toilet challenging to use.

What happens when people got to the facility?

Almost all (95%) of those who visited a government health facility in Kailahun felt that the right staff member was present when they needed treatment. Pregnant or lactating mothers were slightly more positive than non-pregnant or lactating mothers on this measure (98% vs 94%).

The vast majority (92%) also felt that they were adequately informed of their condition and their treatment options available to them. In almost all cases staffs at that facility were able to offer them treatment (94%) without referring them elsewhere. For Persons with disabilities, staffs at the facility were less likely to be able to treat or

deal with their issues (9% vs 5%).

Most people who visited a government health facility in Kailahun felt that the staff member who treated them knew what they were doing (94%).

Six in ten (59%) felt able to ask questions in Kailahun, although persons with disabilities felt less able to do so (47%). However, pregnant or lactating mothers are more positive compared to non-pregnant or lactating mothers (69% vs 55%)

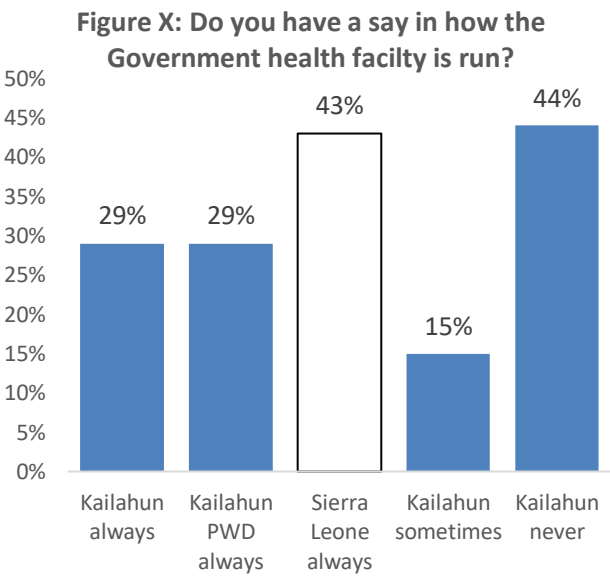
Complaints

As mentioned at the start of this chapter, respondents were asked to give an indication of their overall satisfaction with their recent experience at a government health facility. This was assessed using a scale from 1-5, where 1 is low satisfaction and 5 is high satisfaction.

Anyone who gave a low score (1-3) was then asked if they had ever made a complaint.

The vast majority (95%) of dissatisfied people in Kailahun have never complained. This was mostly because they did not think there was a specific thing to complain about (7%), although some thought the complaint wouldn't be taken seriously (64%) or said that they were afraid to complain (64%).

Of the 5% - equating to eleven people in Kailahun- who have ever complained, one complained to a DHMT representative, five to a nurse in charge, three to FMC member and two to a



Councillor. Five felt that the issue had been resolved, while the others did not.

Facility Management Committees

Citizens who had recently visited a facility (within the last three months) were asked whether they thought their nearest government health facility had a facility management committee. Half thought that there was an FMC (50%) while the rest did not know or thought there was no FMC.

When asked if they had a say in the running of their nearest government health facility, three in ten (29%) said that they 'had a say, while 15% said

'sometimes'. People with a disability were most likely to say that they 'always' had a say (29%). Across Sierra Leone 43% of people felt they always have a say.

By gender, men in Kailahun were more likely to feel they 'always' have a say compared to women (28% vs 32%) and persons without disabilities were more likely to say they 'never' have a say (46%).

Health services for children under 5

To capture citizen perceptions on government child health services, parents or caregivers of children under 5 were asked if they felt able to answer questions about children’s health services their child may have received. Caregivers who said yes were asked series of questions relating to their recent use of government services.

Overall satisfaction with child health services in Kailahun

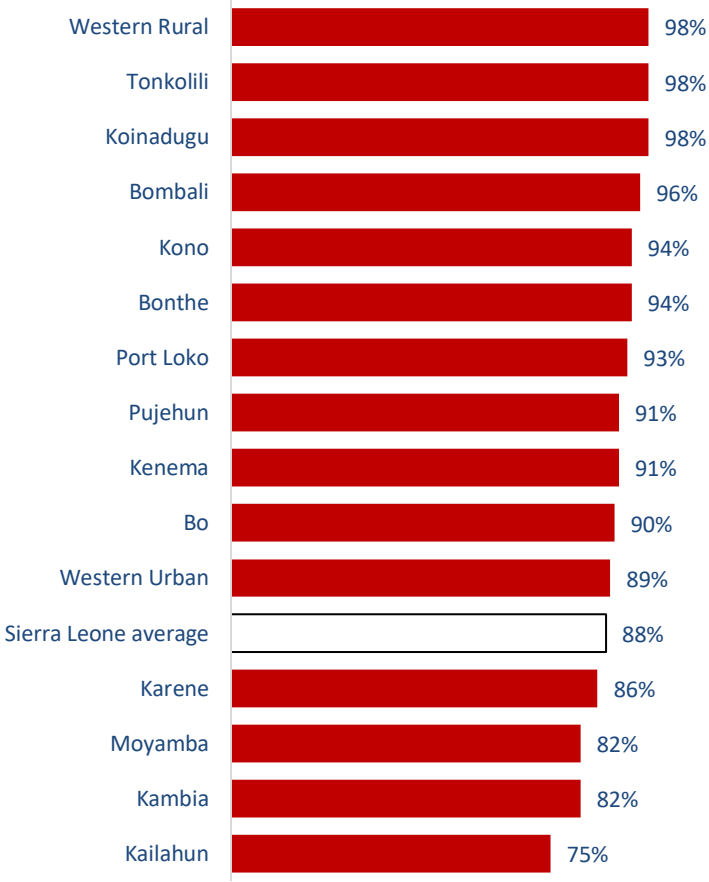
When parents or caregiver were asked to rate their most recent experience with government child health service on a scale of 1 to 5, a third of Kailahun respondents (33%) gave the service the top score of five and three quarters of people (75%) rated their satisfaction highly with a score of either four or five.

This score puts Kailahun around the Sierra Leone average of 88%, and 16th overall when compared to the other districts in across the country.

16th

for satisfaction with child

Figure: X: Overall satisfaction with child health services



NB. results for Falaba are not presented due to small sample size

By gender, women sound more positive rated (79%) as compared to men (63%) similarly pregnant or lactating mothers rated highly satisfied (85%). Although, age cohort from 35-64 were less likely to satisfied compare to 18-34 years old (34% vs 20).

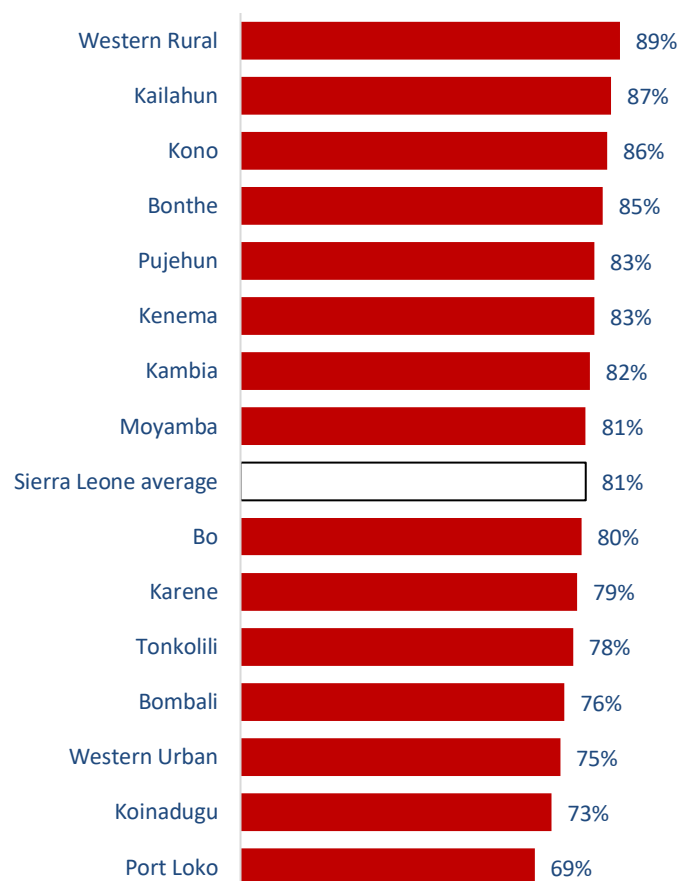
Use of child health facilities in Kailahun

Around nine in ten (87%) Kailahun caregivers who took part in the survey reported taking their child to a child health service in the past 12 months. This is far above the

Sierra Leone average and puts Kailahun district 2nd for use of child health services.

Naturally, breastfeeding women were most likely to report using child health services within the last year (99%) than any other group.

Figure: X: Use of child health services in past 12 months



NB. results for Falaba are not presented due to small sample size

Under-use of services

The survey asked respondents whether their child had been ill, despite not recently using child health facilities. This metric can be considered a measure of unmet need for children. In Kailahun, 4% of those who had not taken their child to a facility recently had an unwell child. This is much better than the Sierra Leonean average of 14%.

Analysis by disability status shows that this is much worse for parents or caregivers with disabilities in Kailahun, one in ten of whom (6%) – had a sick child who they did not take to a

facility¹.

The main reason given by those who did not take a sick child to the facility was that parents or caregivers said the child has completed immunization and others.

What services were received?

Almost all children were treated at the first facility they were taken to. Just 4% were referred elsewhere. Parents or caregivers report using the following services:

- Treatment: 75%
- Immunization: 49%
- Advice or information: 37%

Payment

Most parents or caregivers (78%) did not pay for the services their children or wards received. This compares to 70% who paid for such services across Sierra Leone.

In Kailahun, female caregivers were more likely to pay than male caregivers to pay something for child health services (23% of women vs 17% of men).

Of those who did pay, most bought medication. Far below one in ten said they don't know what they pay for.

- Medication or drugs: 64%

¹ Note the low base size of parents or caregivers with a disability of 11.

- Don't know: 2%
- Registration: 7%
- Consultations: 6%
- Immunisations: 22%

Almost all (96%) of those who paid were not given an official receipt. This is far above to the proportion across Sierra Leone who were not given a receipt (85%).

Drug availability

Parents or caregivers were told that drugs were out of stock in 22% of visits. This figure was 18% across Sierra Leone.

Staff attitudes

Respondents were asked to select a single word to describe the attitude of staff at the child health facility.

These were organised into positive words (kind/respectful) or negative words (aggressive/rude). Virtually three quarters of (75%) parents or caregivers said that staffs were kind or respectful. This is below the result across Sierra Leone (95%).

Complaints

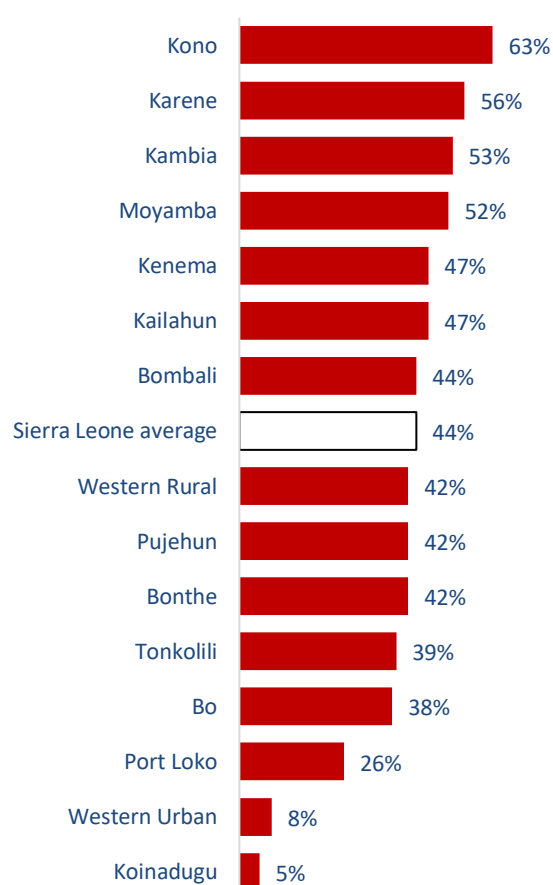
Parents or caregivers who indicated that their overall satisfaction with child health services was low were asked if

they had ever complained.

As with overall health services, the vast majority (98%) of dissatisfied parents or caregivers have never complained. Some simply didn't know how to complain (72%) or to whom they should complain (65%). Others were afraid to do so (60%).

However, most didn't complain because they thought the complaint will not be taken seriously (53%) while others said they think there was a no

Figure: X: Have you received a visit from a CHW?



NB. results for Falaba are not presented due to small sample size

specific thing to complain about

(7%) .

Visits from a Community Health Worker (CHW)

Parents or caregivers were asked whether their child had ever had a visit from a CHW.

The data from Kailahun suggests that half of parents or caregivers (47%) had received a visit. This is slightly above the Sierra Leonean average, and puts Kailahun district at joint 6th overall compared to other districts in Sierra Leone.

When a CHW visited a family in Kailahun, they were most likely to do the following during the visit:

- Test for malaria: 54%
- Give advice during an illness: 59%
- Give advice on nutrition: 44%
- Postnatal baby visit: 29%
- Measure around the arm: 52%

SRH services

including from a health worker (89%), the radio (44%), from a friend (23%), family (15%), teacher (21%) and an NGO (31%).

Availability of Sexual and Reproductive Health services (SRH)

Young citizens (under 35) in Kailahun were asked about the SRH services available to them. Six in ten (63%) thought that their nearest government facility offered SRH services. This puts Kailahun far above the Sierra Leonean average of 50% and joint 3rd compared to the other districts.

Women were more likely than men (73% vs 48%) to say that their nearest facility offered SRH services.

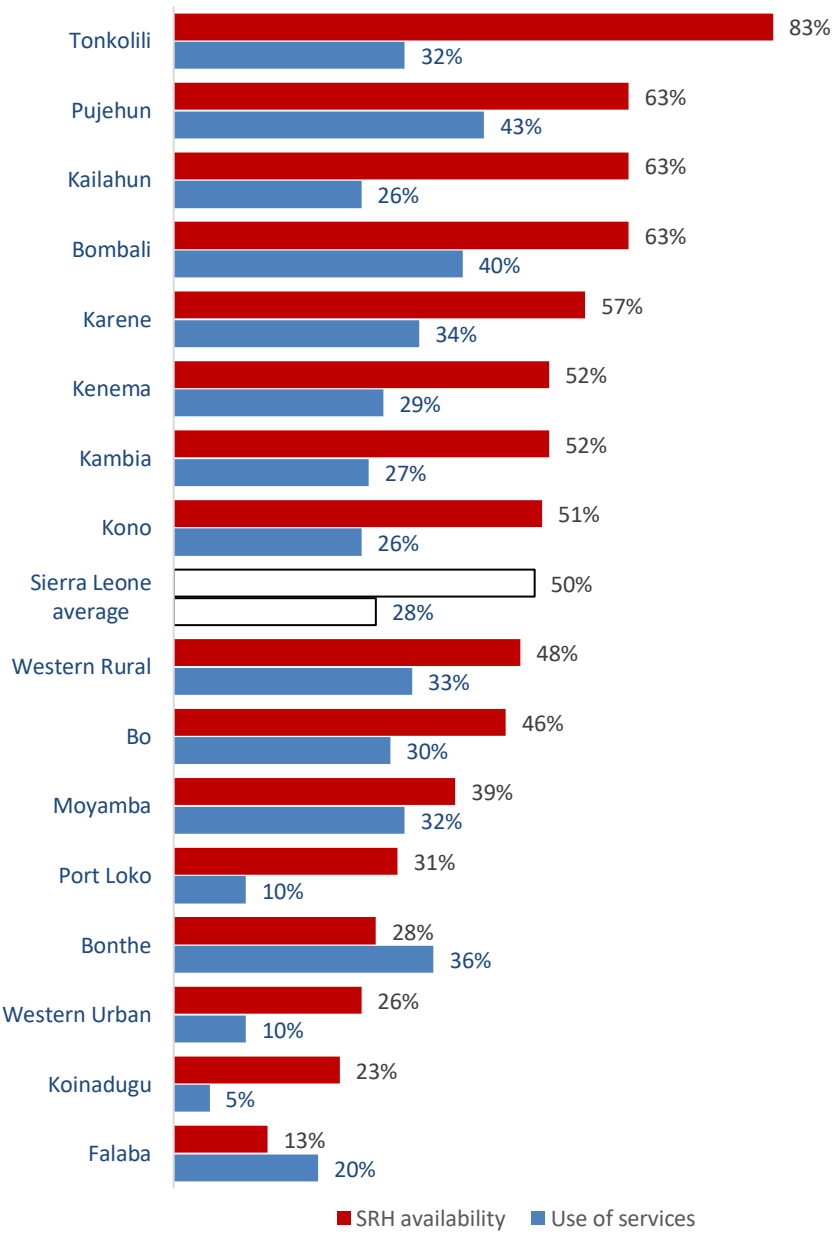
Use of SRH services

Three in ten (26%) Kailahun residents made use of SRH services in the year prior to the survey. This is at par with the Sierra Leone average of 27%.

Women in Kailahun were far more likely to have visited a government SRH service in the past year compared to men (36% to 12%). Similarly age between 18-34 years old compares to 11-17 (31% vs 18%)

People in Kailahun heard about services from various sources,

Figure X: Availability and use of SRH services



Most used the service for family planning reasons (70%), followed by seeking advice or information (40%), treatment for STIs (9%).

Unmet need

When those who didn't go were asked why they didn't attend, 67% said they didn't need to, 7% said that they had reason to go but did not, and 32% said they prefer not to say. Most pregnant women said they don't need to.

The explanations given by those that had reason to go but did not are as follows:

- I can get the services I require from elsewhere: 18%
- I feel shy: 36%
- I think they'll charge and I don't have money to pay: 9%
- Facility doesn't provide what I need: 27%
- Facility is hard to reach: 18%

Maternity services

Questions for pregnant and lactating women

Of the 1,739 Kailahun citizens surveyed in 2019, 210 were lactating mothers and 149 were pregnant women.

This group was asked several questions about antenatal care (ANC) and delivery options in their local area as well as some

overall knowledge questions relating to these same areas.

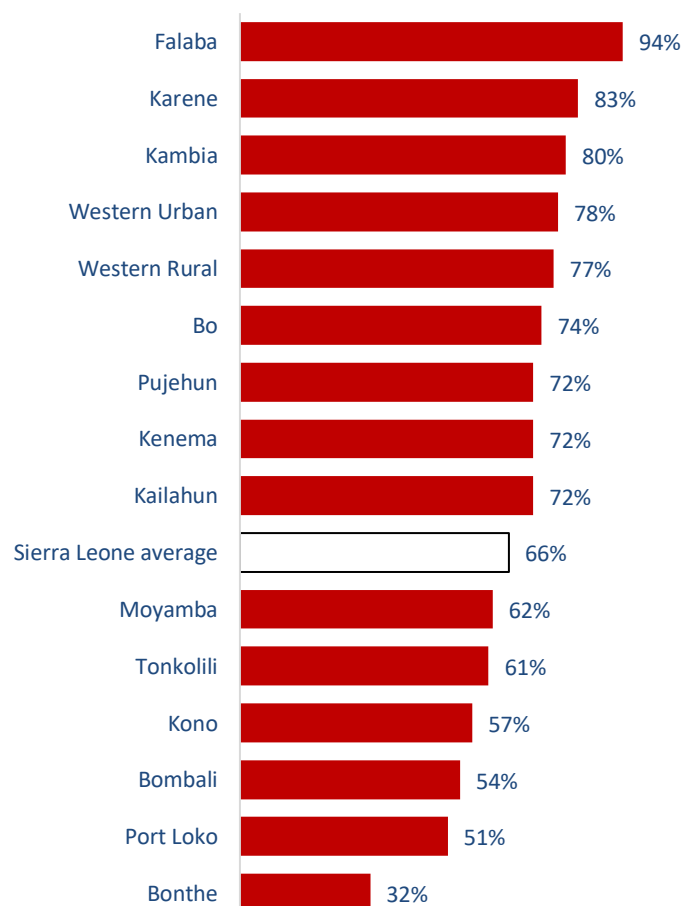
ANC attendance

Almost all (99%) the pregnant and lactating women in Kailahun said they thought pregnant women should attend ANC.

When asked if they themselves had been attending ANC (or had when they were pregnant), 72% of this group in Kailahun said they attended all their ANC sessions, a further 18% attended some sessions. This self-reported measure of 'all' antenatal care attendance is above the Sierra Leonean average of 66%.

The vast majority of women who had attended ANC did so at a

Figure: X: Full attendance of ANC

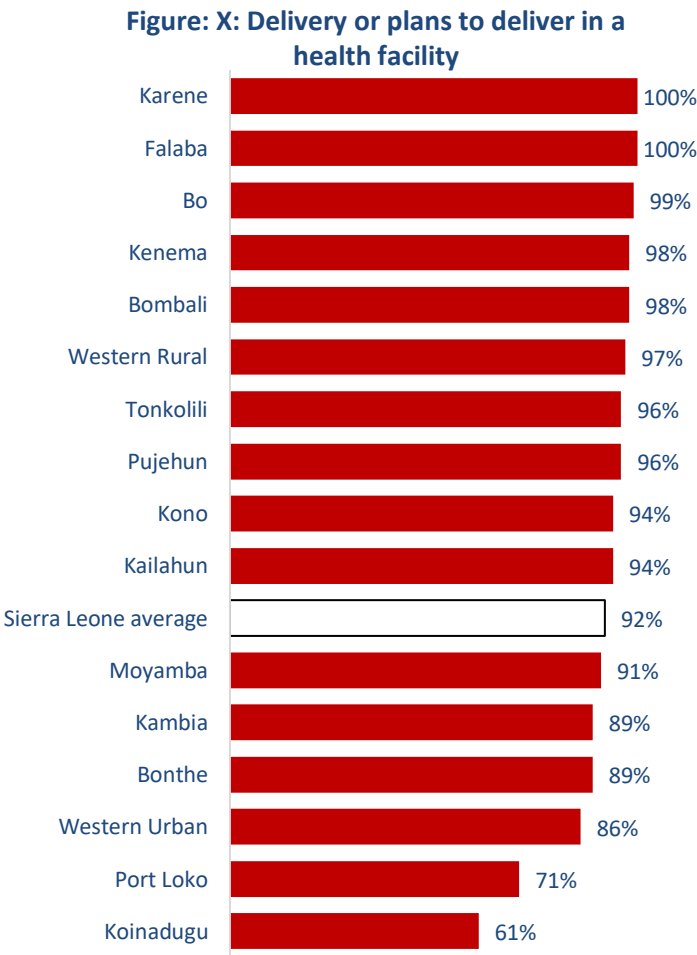


NB. results for Koinadugu are not presented due to small sample size

government facility (99%).

Of the women who did not attend any or all of their ANC sessions, the main reason given was that the health facility is too far (34%). Other reasons offered by a few women include: they will ask me to pay (2 people), the journey being dangerous (2 people), affordability of transport (7 people).

Safer delivery



Almost all women in Kailahun say that the safest place to deliver a baby is at the health facility (99%).

When asked where they delivered (or plan to deliver) their baby,

almost all women in Kailahun (94%) said the government health facility. This is better than the Sierra Leone average of 92%.

Pregnant women and lactating mother were both equally likely to say they did deliver, or planned to deliver in a facility, suggesting that for the women in this survey at last, plans tended to go to the health facility for safe delivery.

It is important to note that these (as with most other data points in this study) are self-reported measures, which are naturally subject to response bias. It may be that some women are giving the 'socially acceptable' response to this, and indeed other question. It is worth flagging here as it may be that social pressure around these questions is particularly strong.

Complications

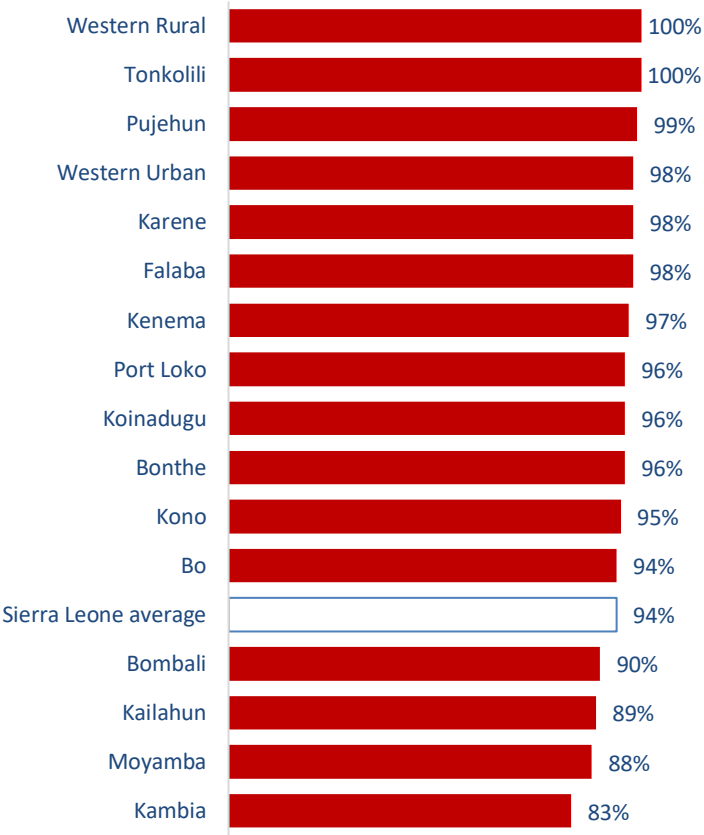
Lactating women were asked whether they had faced complications in their last birth. One in ten (9%) of women said that they had complications. This is at par to the Sierra Leonean average of 10% and means Kailahun women are the second most likely to report complications in Sierra Leone according to this data. However, it may be that detection is better in Kailahun than elsewhere so this result needs to be interpreted carefully.

Of those who had complications, half (50%) were referred to another facility but could not afford to go. Four in ten (45%) were referred elsewhere and went and 50% were not referred.

Satisfaction with maternity services

Most of the women (89%) who used maternity services in their local government facility were highly satisfied (4 or 5 out of 5) with the service. This is below the national average.

Figure: X: Satisfaction with Government maternity services - high (4 or 5 out of 5)



Public services

Several questions were asked of Kailahun citizens about the general infrastructure and services available to them in the community, which are likely to have a bearing on community health. These include community sanitation, waste disposal access to electricity and bed net usage.

Community health services

Residents were asked whether community health workers were available to them in their community. Most (76%) thought that there was a CHW. Pregnant or lactating mothers were much more likely to say yes to this question (86%).

76%
say there is a CHW in their community

The Kailahun average is far over the national average (66%), putting in 9th place compared to the other district of Sierra Leone.

Citizens were also asked for their perception of whether or not an ambulance would be available to people in their community if they need it. A third (36%) people thought there would be one in their community. This is on par with the national average (35%) and puts Kailahun 8th.

8th
For access to ambulance

Gender based violence support services

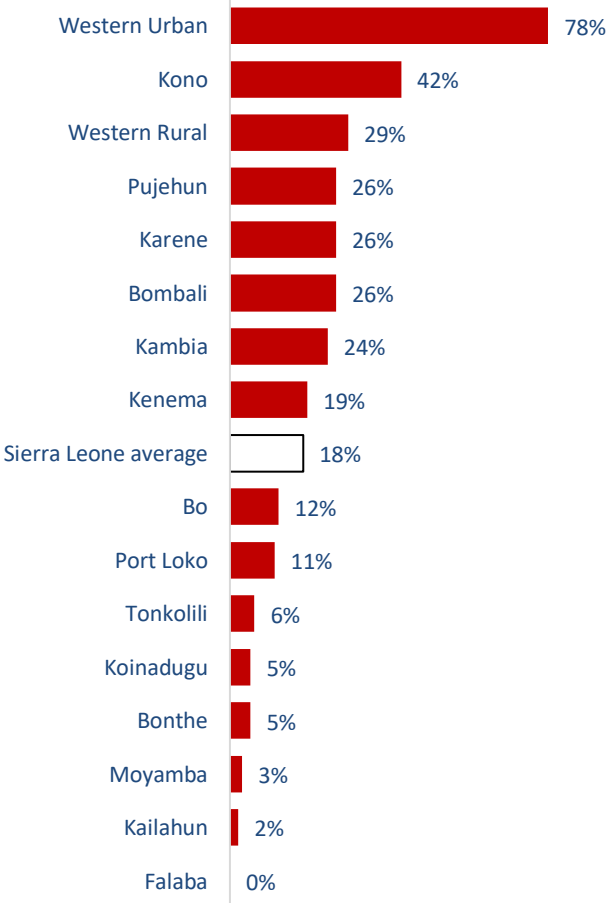
Half (46%) of Kailahun respondents thought that GBV support services are available in their community, putting Kailahun at 6th overall and outperforming the national average (50%). By gender, women are less likely to say yes (38%) and similarly to pregnant or lactating mothers (41%).

Electricity and cooking fuel

Far below one in ten (2%) Kailahun residents have access to electricity at home, which is slightly below the national average.

Of those few who had electricity

Figure: X: Access to electricity at home



at home, four in ten (40%) have a handheld solar lamp while half (53%) have a solar home system. One in ten with electricity (10%) has their own generator and two in ten two in ten buy electricity from mini-grid (17%).

The vast majority of households in Kailahun (91%) cook with wood and one in ten (8%) use charcoal. None use gas or electricity to cook.

Water source

Six in ten (64%) of Kailahun residents have access to a safer source of water. This includes tanks, boreholes, wells, taps or a bauzer as opposed to open sources such as streams and rivers. Meanwhile, 36% draw water from streams or rivers.

Kailahun is far below the Sierra Leonean average on this measure (73%).

Waste disposal

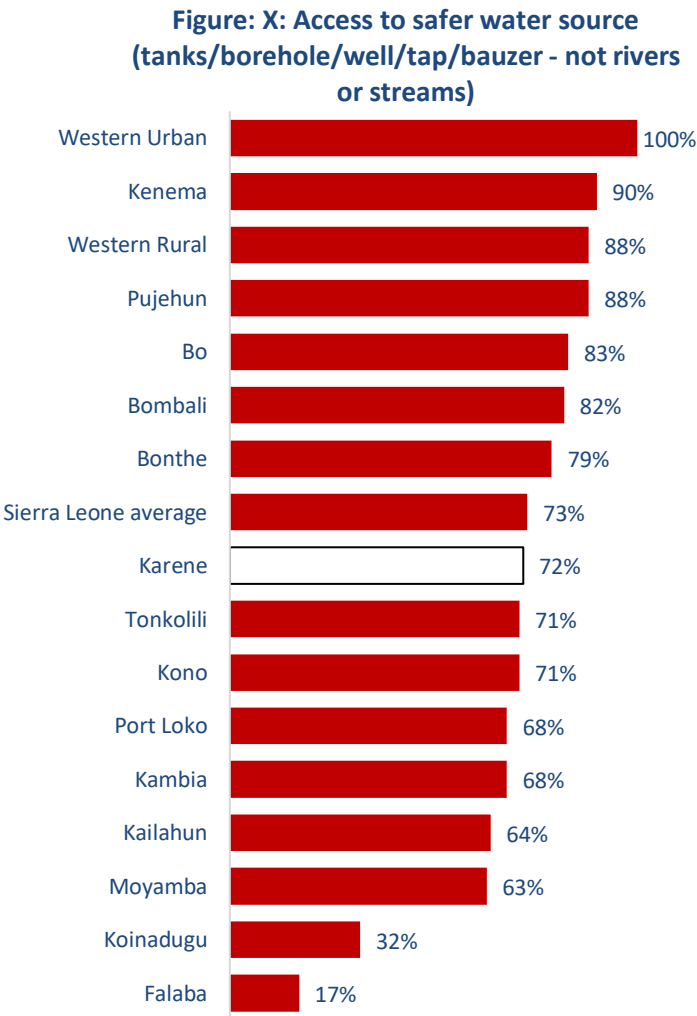
Kailahun does much better with waste disposal at 14th overall in Sierra Leone. Six in ten (64%) citizens thought that their community had a designated area for waste disposal, compared to the national average of 51%.

Toilets

Few people in Kailahun (17%) have access to public toilets in their community. This is lower than the Sierra Leonean average, and puts Kailahun district at 12th in the country. Private toilets are however common, with four in ten (43%) Kailahun residents reporting they have one at home. This is on far below the Sierra Leone average of 69%.

Bed net use

Four in five (78%) respondents in Kailahun say that they have a bed net, slightly above the national average (72%). Of this group, most 95% say they use it.



Health Care Workers & FMCs

Responses from Health Care Workers in each district of Sierra Leone were included relating to services available in their facilities. In Kailahun 17 workers responded. Those workers were based in health centres, health posts, maternal and child health posts and hospitals.

When asked if their facility had lab equipment, 18% said it did. Similarly HCWs said that their facility had staff trained in lab testing (18%) and four in ten (41%) said that they had a trained midwife attached to their facility.

When asked about the services available at the facility, HCWs in Kailahun said that:

- 100% had malaria treatment available
- 82% had ANC and safe delivery services
- 88% had children's health services (under 5)
- 94% had immunisation services available
- 29% had trauma services
- 24% had lab testing available

Physical infrastructure

When asked about the physical infrastructure at the facility, a quarter (24%) said the facility had access to electricity.

Six in ten (65%) said there was always an ambulance available, 29% said there was sometimes one available and 6% said there was never an ambulance. This compares to 60% nationwide who said an ambulance was always available.

Three in five (59%) of the HCWs said they had a solar powered refrigerator available, and 80% of them said it was working properly.

Staff training

Nine in ten of HCWs (88%) who took part in the survey thought that their facility had someone trained to provide sexual and reproductive health information, compared to 79% nationwide. However, staff in only 53% of facilities thought that there was someone trained in youth-friendly SRH services (58% nationwide). And four in ten (41%) had someone trained in PWD-friendly services (36% nationwide).

Almost three in five of healthcare workers in Kailahun thought someone in their facility had been trained in 'Life Skills' (59%, compared to 41% nationwide).

Kailahun district HCWs report consistently less training around GBV than their peers nationwide. While 76% of HCWs said their facility had links to the Family Support Unit (71% nationwide), seven in ten (71%) of staff thought their facility had someone trained in GBV support information (46% nationwide), and (24%) had a staff member trained to escalate GBV issues (22% nationwide).

Staff quarters

More than half (53%) HCWs thought the staff quarters in their facility were inadequate.

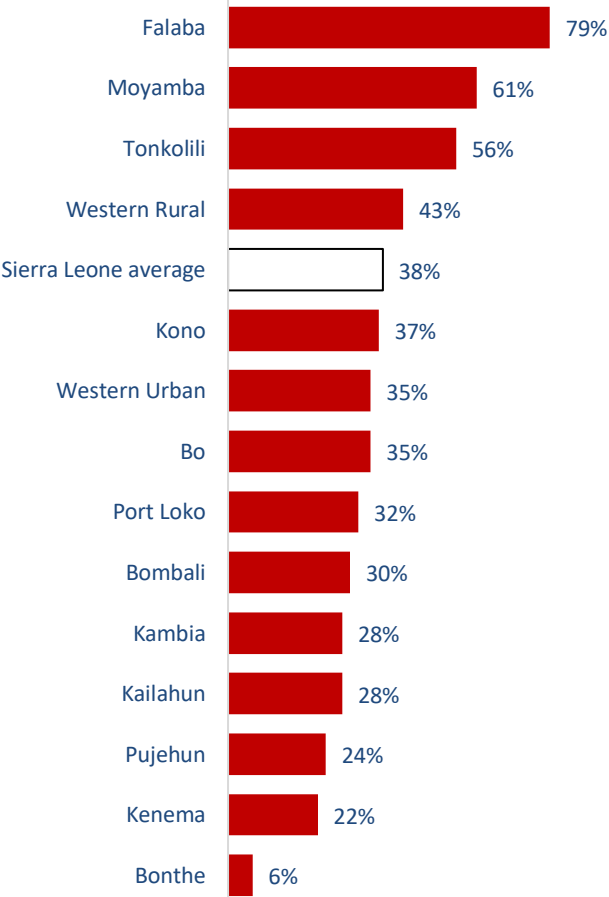
Inspections and staff attendance

Almost all (94%) also said that

staff report to work regularly at their facility. This compares with 91% at the national level.

All (100%) said that their facility had been inspected by the MOHS in the previous quarter (89% nationwide). Meanwhile six in ten (65%) said that district council inspectors had visited them for an inspection (65% nationwide).

Figure: X: Are people with disabilities represented on the FMC?



NB. results for Karene and Koinadugu are not presented due to small sample size

Facility Management Committees (FMCs)

Responses were also captured from 58 members of FMCs in Kaailahun. 12 were people with disabilities, 26 were women and 21 were young people

All FMC members were asked whether women, young people and people with disabilities are represented on the FMC. In Kailahun, 100% of FMC members who responded report that their committee has women on the committee and 98% had young people. However, only 28% had a person with a disability as a member of the group. On each of these measures, Kailahun is below the Sierra Leone average.

When asked how members of the FMC see their roles, the most common responses were as follows:

- Provide oversight on how the facility is run: 90%
- Participate in development: 81%
- Share information: 71%

Nine in ten members (93%) felt that the FMC always does what it is created to do. The remaining 7% felt they were 'not sure' or 'sometimes' does what is was created to do.

Those who were more sceptical about the effectiveness of the FMC thought that members don't

know what to do (50%) or lack of commitment from members is an issue (100%).

Ebola Survivors

Survivors of the Ebola Virus Disease participated in the survey in all district in Sierra Leone. In Kailahun, 8 survivors took part.

Due to small sample sizes caution is advised in interpreting results. Comparison to national averages should be considered indicative only.

Access to healthcare

77% EVD survivors were asked if they have access to the healthcare services they need. Only a quarter (23%) said that they did. The other 77% said that they did not. This is considerably below the national average of 53% who say they get the healthcare they need.

Six in ten (62%) have an EVD ID card.

Services received

EVD survivors were asked what services they continue to receive.

- 31% get counselling or psycho-social support
- 23% get livelihoods training

In Kailahun, this support mainly came from the Ministry of Social Welfare Gender and Children's Affairs and mostly don't know.

When asked to consider their level of satisfaction with the way EVD survivors' issues have been handled by the government, 38% of the 8 survivors in Kailahun said they were highly satisfied. This compares far less favourably with national results which suggest 75% of EVD survivors are satisfied with the government's handling of survivor issues.

EDUCATION

Students and parents

Two in five (39%) of the survey respondents in Kailahun had children or wards of school age staying with them. This group were asked questions about the schooling of those young people.

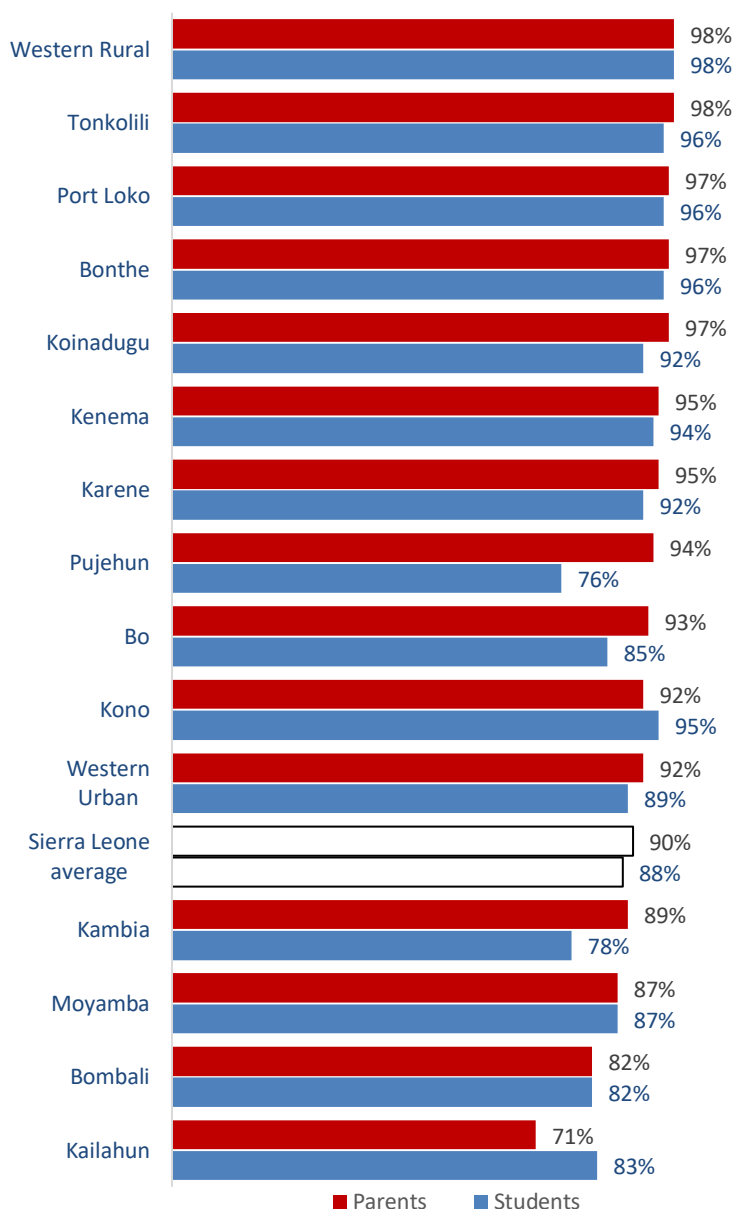
Likewise, young people aged 11-24 who took part were asked about their experiences with their local schools. The following chapter draws on these responses, as well as from Headteachers and School Management Committees in Kailahun.

Satisfaction

As in Sierra Leone more generally, both parents and students are highly positive about the education services they receive. However, Kailahun parents are less satisfied (71%) with their local school compared to Kailahun students (83%). Kailahun students are the 15th most satisfied in Sierra Leone, while Kailahun parents are the 16th

Kailahun ranks 15th for student satisfaction and 16th for

Figure X: Student and parent satisfaction education services (high - 4 or 5 out of 5)



NB. results for Falaba are not presented due to small sample size

most satisfied.

Attendance

Of the respondents who had school aged children or wards, 87% said they are sending all their children to school, 13%

send some of their children to school.

Of the young people aged 11-17 who took part, 82% in Kailahun said they attend school and 18% of young people aged 18-34 attend school.

When asked why their wards or children are not attending school, the answers were as follows:

- Pregnancy: 12%
- Child lost interest: 4%
- No schools nearby: 3%
- Parents could not afford it: 4%
- Completed studies: 3%

When asked the same question, Kailahun district students gave very different reasons, the only thing they agreed on was the

Perhaps highlighting the complexity of decisions families make, and the different recall that parents and children have regarding key moments in life, in particular regarding who is to blame.

Pregnancy accounts for 28% of dropouts nationwide according to student, putting Kailahun far below average on this measure.

The role of FQSE

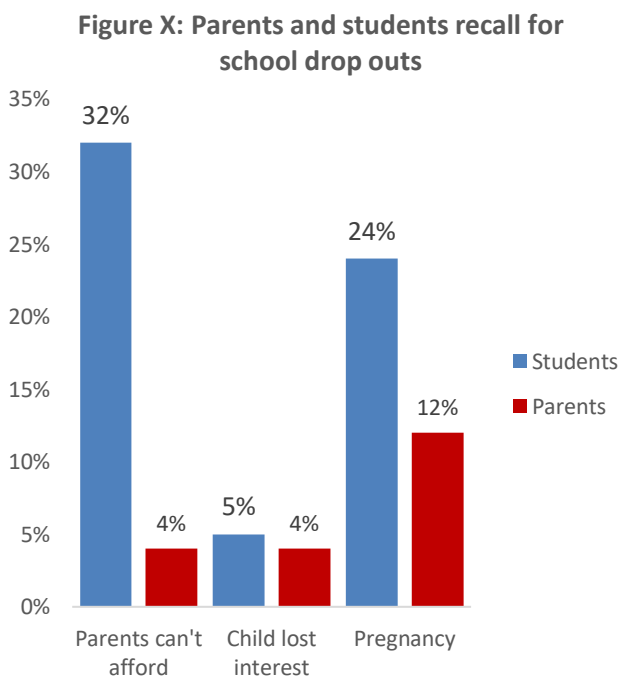
Parents were asked to what extent the Free Quality School Education Initiative had a bearing on their ability to send their children to school.

Nine in ten parents (86%) who send their children to school said that the initiative had motivated them to do so.

Schooling options

Many parents said that their child was attending an unapproved school (47%, 50% nationwide). Although eldest children seemed to be far more likely to attend an approved school (86%). Most eldest children were also attending their first choice school (84%) and a school in their community (62%).

86% of Kailahun students attend an approved school



role of pregnancy in drop-outs.

Payment

Three in ten of parents (31%) reported paying for something since September 2018. This compares less favourably to the Sierra Leone average of 30%. Parents reported paying for the following:

- Uniforms: 16%
- Admission fee: 5%
- Tuition fee: 2%
- Games/sports events: 23%
- Community teachers: 75%
- Extra lessons: 20%
- School furniture: %
- Transport: 3%
- Report card: 11%
- Building maintenance: 2%

SMC and complaining

Six in ten Kailahun parents (58%) thought there was a school management committee for the school their eldest child attends. Those that knew about the SMC were favourable about its effectiveness, eight in ten (84%) say that it is always able to do what it was created to do.

As mentioned above, only 29% of Kailahun parents were dissatisfied with education services overall. This group were asked if they had ever complained. Very few – just 11 in the sample (5%) – had. Most complained to the SMC and traditional authority. Three persons said the issue had been

resolved while the other said it hadn't. The most common reasons given by people who were dissatisfied, but didn't complain was that the complaint will not be taken seriously (69%), I am afraid to do so (67%), I don't know how to do it (77%) and I don't know how to do it (53%). However people were less likely to complain about their dissatisfaction (3%) while others don't have specific issue to complain about (10%).

Overall, Kailahun parents are less likely to say they have a say in how the school their eldest child attends is run with a third (32%) saying they always feel they have a say, compared to 47% of parents nationwide.

What is school like for students in Kailahun?

Safety and travel

All (98%) Kailahun students walk to school. A further 1% takes transport such as a bike or poda poda. A small proportion (1%) uses a bicycle.

A quarter (26%) faces challenges getting to school. The main challenges being distance and lack of affordable transport.

Nine in ten students (13%) do not always feel safe on the way to school. This is much better to the national average (24%).

Once they get to school, that

figure improves. Even so, one in ten (9%) students doesn't always feel safe in school. Again, this is broadly less than the national average (86%).

More students in Kailahun were aware of a safety action plan or protocol in their schools compared to the national average (62% in Kailahun, 65% in Sierra Leone).

How do students feel at school?

Eight in ten (89%) students in Kailahun district say that they are always happy at school. While one in ten (11%) of students say they are not always happy.

11%
of Kailahun
students
are not
always

Students were asked whether any teachers had talked to them about something unrelated to school work that had made them feel uncomfortable. Below one in ten (7%) said that this had happened to them since September 2018. This compares favourably to the Sierra Leone national average of 11%.

Nine in ten (89%) students in Kailahun report that they are flogged at school. This is the same as the national average of 89%.

In the classroom

Students were asked about their classroom environment. Almost

all (92%) report that their classroom has a roof and walls and 82% say that their class has its own room, away from other classes.

Slightly over six in ten (63%) of students have their own chair and desk, most have their own copy books for all subjects (82%) while few have text books for every subject (18%).

Students were asked about classroom configurations. Most felt that their seats were arranged in a way that limits distractions (73%), and almost seven in ten (69%) say that they are seated according to their ability, age, behaviour or other needs. Almost all say that they can interact with each (91%).

Outside the classroom

Beyond the classroom, 56% of students in Kailahun report that there is clean water they can use. This is below the Sierra Leonean average of 62%.

Students are more likely to say that there is a toilet they can use (87%). This is par with the national average (89%).

Of those who say there is a toilet in Kailahun, 86% said there were separate toilets for boys and girls, and 92% said the toilets afford them adequate privacy. However, only 82% say that they are clean. This is at par with the national average

(81%). Only two in five (38%) say there is always soap available for handwashing.

Additionally, more students in Kailahun find using the toilets a challenge compared to the Sierra Leone average (24% vs 20%).

Interactions with teachers

Four in five (81%) students report that 'all of their teachers attend most of their lessons'. While 19% report that only 'some' of their teachers attend all lessons. This is much better than the national average (73%/27%).

Nine in ten students report that teachers always ask students questions during lessons (90%), this is on par with the national average (89%).

92% of Kailahun students report teachers ask questions back to teachers (92%) this is above the national average (85%), **this makes Kailahun the second worst district for student questions.**

In most cases, teachers have sufficient space to walk around the classroom when pupils are seated (75%).

Kailahun teachers are also reasonably equipped with teaching materials, according to students. Almost all students (94%) say teachers have things they need like text books.

When asked where students would go to if they had a complaint, students in Kailahun were less likely to say a teacher (46%) than students across Sierra Leone (68%), and were more likely to say a headmaster or principal (31%) compared to students across Sierra Leone (28%). Regardless, students in Kailahun expect that action would be taken (98%) if they report a problem, just as those across the country did (98%).

Kailahun teachers: kind but strict

Students were asked to consider which of four words best describes their teachers' attitudes (cruel, kind, strict or supportive).

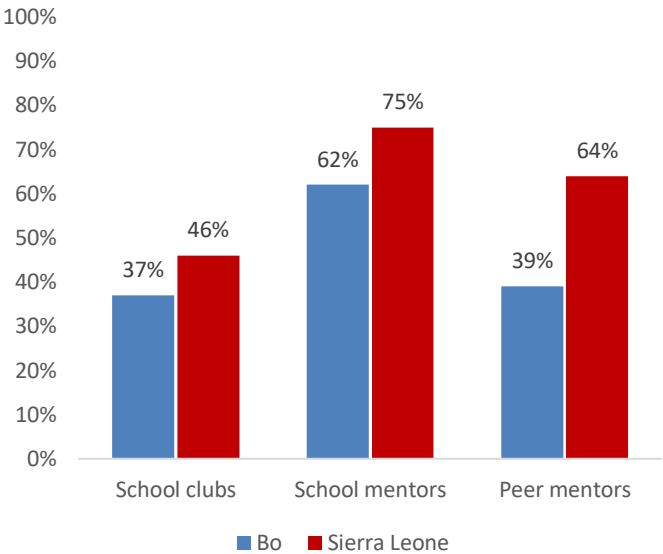
Kailahun students were most likely to say that teachers were kind (49%), followed by strict (19%), supportive (30%) and (2%) cruel.

This data suggests that Kailahun teachers are seen as less strict than those across the rest of the country (23%). But they were kinder than the average (49%).

Holistic care

Students were also asked several questions relating to non-academic support they receive in schools. This includes mentoring, sexual and reproductive health (SRH) information and details around

Figure X: Pastoral support



their schools' feeding programmes.

Kailahun students seem to have slightly more access to school feeding programmes compared to students surveyed nationwide. In both, access to feeding programmes is better. Fewer than two in ten 15% in Kailahun said that they had such programmes, compared to 9% across the country.

Six in ten (59%) Kailahun students have access to SRH information in school. This is at par with the Sierra Leone average (58%). It follows that Kailahun students therefore feel less able to talk to anyone at school about SRH issues compared to students across the nation (39% vs 48%).

Kailahun students also report less access to school clubs (39% vs 46%), mentors (68% vs 75%) and peer mentors (64% vs 63%)

than other students nationwide.

Headteachers

As well as students and their parents/caregivers, headteachers were included in this survey. Seventy seven headteachers were surveyed in Kailahun.

Headteachers were asked many questions about their schools, including around government approval, subsidies, lesson plans and staff training.

School type

Almost half of (45%) headteachers were in charge of primary schools, as Junior Secondary Schools (36%). Less than two in ten again were the principals of Senior Secondary Schools (16%) while 3% are principals of both JSS and SSS.

Two in five (43%) of Kailahun headteachers led government assisted or government owned schools. 34% were approved schools (either community schools, mission schools or private schools). A further 23% led unapproved schools.

Of the seventeen headteachers from unapproved schools, sixteen had applied for approved status, and six had heard back about their application.

Subsidy

Three quarters (73%) of all Kailahun headteachers say their school qualifies for a subsidy. This is identical to the Sierra Leone average. Of that group, 63% have received the entire subsidy, 18% have received some of it, and 19% did not receive any of it.

Headteachers report that subsidies have been used for the following expenditure:

- Structural repairs: 93%
- Administration: 91%
- Teaching materials: 66%
- Furniture: 80%
- School fees for girls: 9%

Overcrowding

Slightly above a quarter (27%) of Kailahun headteachers say they have enough classrooms to ensure there are not more than 50 pupils per class. This compares badly with the Sierra Leonean average of 37%. Kailahun district is among the bottom three districts in Sierra Leone.

A third of headteachers (34%) said they have enough furniture for all the pupils currently enrolled. This is closer to the national average (36%).

Headteachers were more critical than students of the space available to staff in their classrooms. Four in ten of headteachers (41%) say that

teachers are able to walk freely in the classroom. Headteachers were also more critical about the seating arrangements in classrooms. Two thirds (65%) said that pupils are seated in ways to limit distractions, while almost the same (64%) said that students are seated according to their abilities. Headteachers agree with students that the seating arrangements allow for the children to engage with each other: All principals (99%) say this happens.

School resources and support

Almost one in ten (18%) report that their schools have electricity, this is broadly the same as the Sierra Leone average (18%). Likewise, their links to Family Support Units (FSUs) are roughly the same, slightly below four in five headteachers (77%) in Kailahun and across (59%) saying that they have links to the FSU.

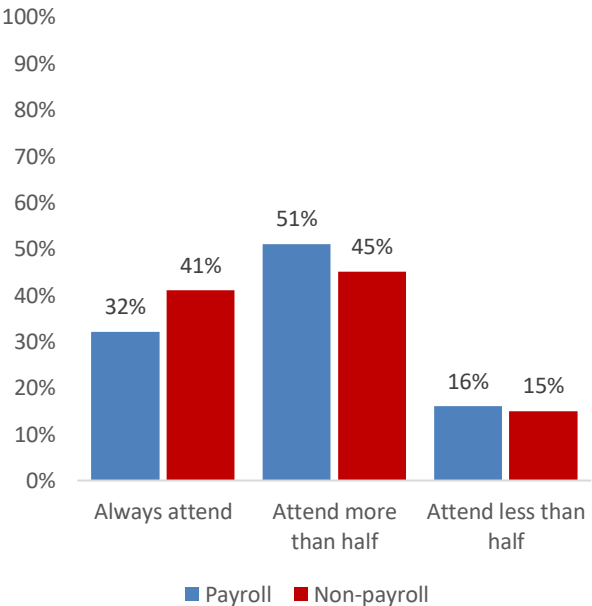
Headteachers disagree with students that SRH provision is above the national average Kailahun (82% vs 73%) as well as

school clubs (72% in vs 59% nationwide) and school mentors (86% vs 81%). Headteachers in Kailahun also report that peer to peer counselling is more widespread than headteachers nationwide (74% vs 67%)

Headteachers agree with students that access to clean water is below average in Kailahun. Half of (50%) headteachers in Kailahun say there is clean water, compared to half (51%) of headteachers nationwide. Likewise, toilet provision in Kailahun schools is lower than average (80% in Kailahun vs 83% nationwide), as is separate toilets for boys and girls (81% in Kailahun vs. 88% nationwide). Not only do Kailahun headteachers report fewer toilets, but they are also cleaner than others in Sierra Leone (92% vs 91% nationwide).

Headteachers in Kailahun were

Figure X: Teacher attendance payroll and non-payroll



Validation by researchers

Answers provided by headteachers were validated by visual checks made by Restless Development researchers. This shows a high degree of honesty from headteachers in Kailahun.

For comparison with the above figures, researchers observe clean water in 43% of schools, toilets in 73%, separate toilets in 87%, and they deemed the toilets to be

also more likely to report that their school has a safety protocol in place (91% vs 75% nationwide). This is also well communicated to pupils and staff. Less than nine in ten of Kailahun headteachers (85%) said both pupils and staff knew about safety procedures, compared to the national average (74%)

Teachers and teaching

Four in ten headteachers said that teachers in their schools had signed a code of conduct (43%). This is lower than the Sierra Leonean average (46%).

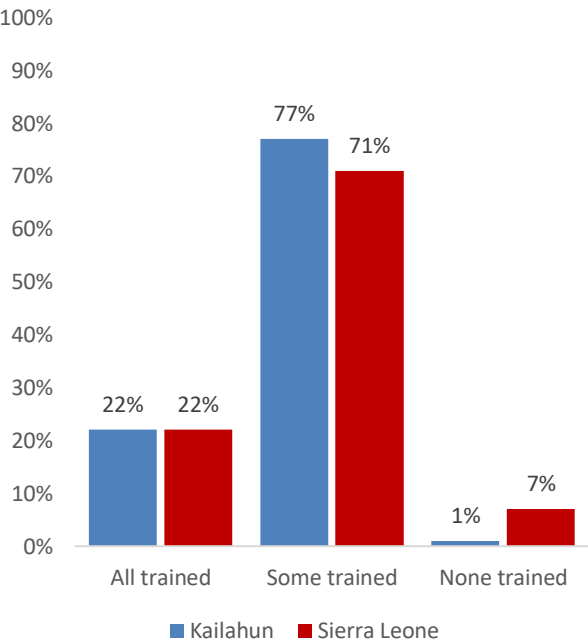
On attendance headteachers were asked to rate the attendance of staff on the government payroll and those not on the government payroll. Results in Kailahun are mixed. Teachers not on payroll in Kailahun slightly more likely to always attend (41% not on payroll vs 32% payroll), but teachers on payroll were also slightly more likely to attend less than half the time (51% vs 45%).

Comparing with the national average, looking only at teachers on the payroll, Kailahun teachers were more likely to say teachers always attend compared to teachers across Sierra Leone (32% vs 25%). However, they are more likely to say that teachers' attendance is slightly above the

national (show up half the time), two in ten Kailahun headteachers gave this answer (51%) vs three in ten (29%) across Sierra Leone.

While 22% of headteachers in Kailahun report that all their teachers are trained, 77% say that some are trained and 1% say that none are trained. Figure 21 shows this is worse on each

Figure X: Teacher training



count than the national average.

Teaching in Special Educational Needs is positive in Kailahun than across the country with three quarters (74%) headteachers reporting that they have a trained staff member, compared to more than five in ten (55%) nationwide.

Kailahun headteachers are less positive about lesson planning. Three quarters (77%) say that lesson plans have been received

- below the national figure (82%), although training in lesson plans is lagging (65% vs 79% nationwide). As at the national level almost all headteachers say that lesson plans are being used (98% vs 98% nationwide). Headteachers also report that lesson plans have been useful in their schools; with 86% saying they are 'very useful' and the remaining 14% saying they were 'useful'. No one said they were not useful. Likewise 100% said that lesson plans were 'useful' or 'very useful' in helping pupils understand lessons.

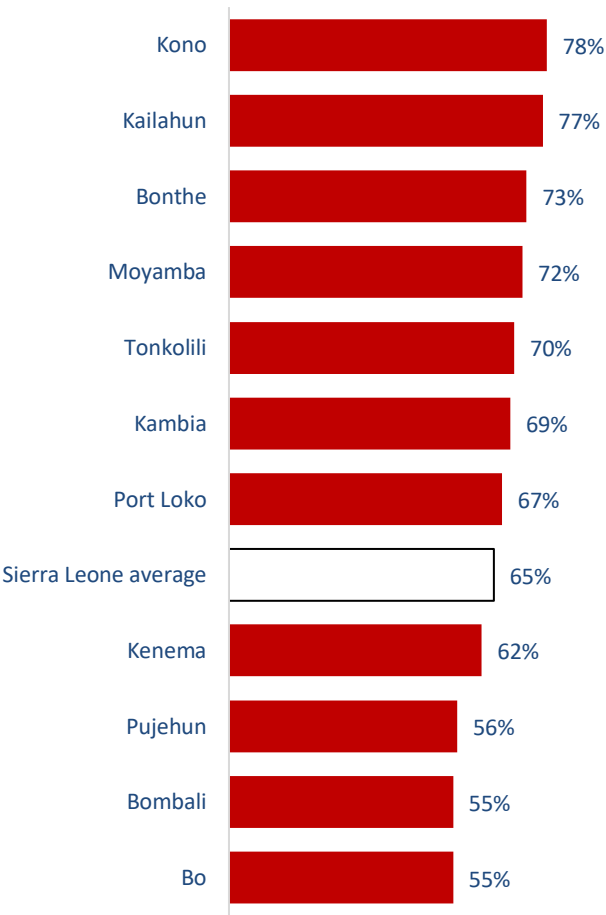
School inspections

Almost nine in ten (89%) headteachers in Kailahun report having been visited by MBSSE inspectors in the last term, while three quarters (73%) were visited by district council inspectors. Both were above the national averages (82% - MBSSE, 64% District inspection).

Enrolment and school composition

Slightly above three quarters of Kailahun headteachers (77%) say that they have pupils with disabilities enrolled at the school. This is far above the national average (65%) and puts

Figure: X: Does your school have any pupils with disabilities attending?



Kailahun district 2nd for this metric.

Slightly below four in five (86%) of Kailahun headteachers say that the enrolment process was complete [as of May 2019]. This compares to 85% of headteachers nationwide.

When asked why enrolment had not been completed, Kailahun

headteachers said the following:

- Too many new admissions: 100%
- Too few staff handling admissions: 0%

Kailahun headteachers said they decided on the number of pupils they can enrol based on:

- The number of teachers: 53%
- The number of classrooms: 69%
- Classroom furniture: 50%
- The number who sought admission: 32%
- The 50 pupils per classroom policy: 32%
- Based on last year's enrolment: 11%

Headteachers were asked whether they feel fully understand all the clauses of the Free Quality Education Initiative, and how it should be implemented. Almost all (97%) in Kailahun said they did, this is above with headteachers in Sierra Leone (93%).

School Management Committee (SMCs)

Almost all Kailahun headteachers (95%) report that their school has an SMC. Slightly above six in ten (64%) Kailahun headteachers say that the SMC always does what it was set up to do, while 30% say that is 'sometimes' does what it was set up to do. Just 7% say it 'never' does what it is supposed to do.

Headteachers who said the SMC only 'sometimes' or 'never' did what it was supposed to do were asked why they think that is. Twenty two out of 77 said it was because of a lack of commitment from members, while twenty two out of 14 said it was because members didn't know what they were doing.

Interviews with SMC members

Interviews were completed with SMC members in each district. In Kailahun the vast majority (100%) said that women were represented on the committee, on par with those who said that young people (99%) were represented, and far fewer (30%) said that people with a disability were represented. In all cases this is on par with national averages (women: 97%, young people: 93%, PWD: 34%).

In Kailahun, SMC members see their roles as follows:

- Oversight on how schools are run: 83%
- Participate in development: 91%
- Information sharing: 81%

Cash transfers

In excess of 1,297 respondents took part in this survey across Sierra Leone. Of these, just 10 (1%) received a cash transfer.

As such, the results for this section will not be disaggregated by district, instead the overall Sierra Leone results are presented here with disaggregation by age, gender and disability status where appropriate.

As mentioned, 1% of Sierra Leonean respondents received a cash transfer. This increases to 8% of EVD survivors, and 2% of people with disabilities.

Type of transfer

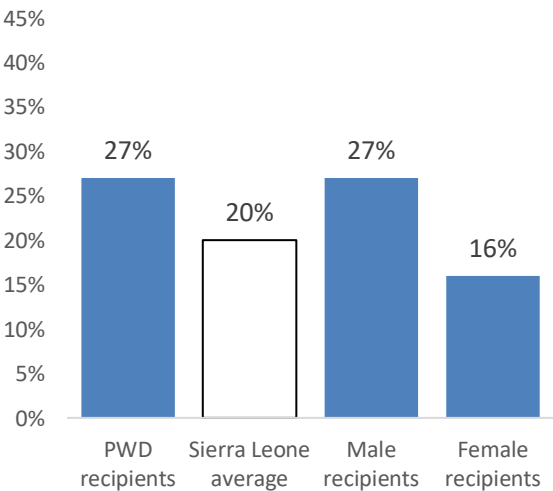
Of those who received a cash transfer in Sierra Leone, 20% received an unconditional cash transfer while 73% received a conditional transfer.

Unconditional transfers were higher for people with a disability (27%) than those without a disability (17%) transfer. The male recipients were more likely to have received an unconditional transfer (27% vs. 16% of women).

What type of work/support are you involved in?

Almost half (48%) of cash transfer recipients were engaged in agriculture-based activities. Half again (23%) were doing cleaning works, and 8% worked on road maintenance. By subgroup, PWD were less likely to be engaged in cleaning (15%) compared to people without disabilities (28%). And Ebola Virus Disease survivors were more likely to be working on road maintenance (24%) than people who had not had the disease.

Figure X: Unconditional cash transfer recipients

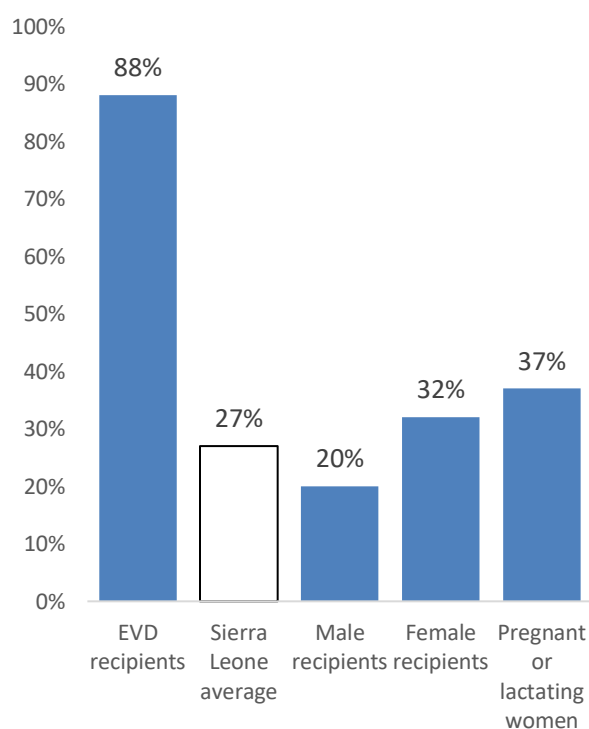


SOCIAL PROTECTION

Timely and complete payments

Almost three in ten (27%) cash transfer recipients said that they never receive the amount

Figure X: Recipients never receive what they were told they would receive



they were told they should receive. This is worse for EVD survivors (88%), women (32%), and pregnant or lactating women (37%).

Similar numbers (27%) did not receive cash transfer when they were expecting to receive them.

Again, this is worse for those same groups, EVD survivors (82%), pregnant or lactating women (42%) and women (32%).

When asked who they received transfers from, 16% got money from NACSA while 21% from the Ministry of Social Welfare, Gender and Children's Affairs.

Most recipients (57%) have at one time or another been asked by officials or community leaders to give some of their transfer back. This was worse for women than men (62% vs 49%), younger recipients (65% of 18-34s compared to 28% of those aged 65+) pregnant and lactating women (74%) and EVD survivors (88%).

Training support

Most recipients (72%) were not trained on how to use the money. Older recipients aged 65+ (61%) were more likely to report having been trained than any other group, followed by people with disabilities (36%) and those aged 35-64 (31%). Pregnant and lactating mothers were less likely to have been trained than

people who are not pregnant or lactating (15% vs 27%).

What did people do with the money?

- Business: 30%
- Education: 31%
- Daily living: 25%
- Savings: 5%
- Medical: 19%
- Farming: 11%

When asked if the money has made any difference, recipients views were mixed. Around half (48%) said it had, while 49% said it had not.

The group most likely to say it had made a big difference were the oldest people aged 65+ (83%). Those most likely to say it had made no difference were EVD survivors (82%) and pregnant or lactating women (64%).

Satisfaction with the scheme

When asked to consider everything and give a score based on their overall satisfaction with the cash transfer, the vast majority of recipients scored it highly (with a four or five out of five).

92% of recipients rated the service highly. There was no significant variation in high scores by subgroup.

When asked if they felt they had a say on how the scheme has been

run, views were mixed. 17% said they 'always' felt they had a say, 45% said they 'sometimes' had a say, and 38% said they 'never' had a say. People with disabilities were more likely to say they never have a say (50%), while EVD survivors were more likely to say they always had a say (47%).

Complaints

Of the 23 people (8%) who expressed low satisfaction - giving a score of 1, 2 or 3 on a scale of 1 to 5 - just seven of them had ever made a complaint. They complained to the traditional authority, district council staff and a NACSA representative. Three felt that the issue had been resolved, while 4 said they didn't know, or that it had not been resolved.

The remaining 16 dissatisfied cash transfer recipients explained that they did not complain for the following reasons:

- The complaint won't be taken seriously: 9
- I don't know how: 6
- I am afraid: 4
- I don't know where: 4
- Others don't complain: 4
- Fear: 1

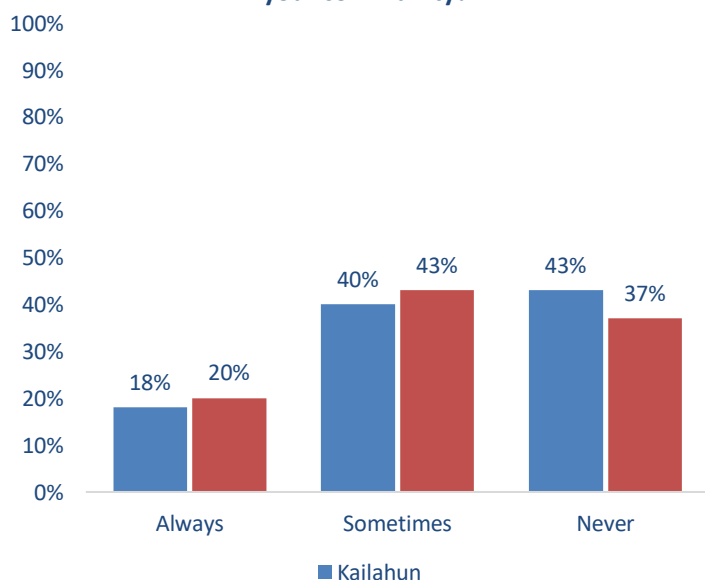
PERCEPTIONS OF GOVERNANCE

Community responsibility and having a say

To end the survey, respondents were asked whether they believe that the community has a responsibility towards improving services such as education and health and whether they feel they have a say in what happens.

Kailahun respondents were

Figure X: Do you have a say in what happens in your community?



slightly more negative about this than the Sierra Leonean average. Slightly less than one in five (18%) said they never have a say, compared to 37% across Sierra Leone.

Citizens were also asked about their responsibilities in contributing towards improving services. In Kailahun, almost three in five (58%) agreed that the community does have a role. This is far below the national average of 77%. The only significant variations are persons with disabilities and pregnant or lactating mothers were slightly more likely to say they agreed (68% and 67%) respectively.

When asked if they know how they can contribute, opinions were split. Six in ten (58%) said they knew how to contribute, while four in ten (42%) said they didn't know. This is below the national average (63%). Persons with disabilities and pregnant or lactating mothers in Kailahun were more likely to know how to contribute (68% and 67%) compared to persons without disabilities and non-pregnant and lactating mothers (55% and 56%) respectively.

When asked how they can contribute the top responses were as follows:

- Engaging with service

providers: 70%

- Attending development meetings: 87%
- Providing labour: 79%
- Giving financial support: 51%

Bribery and corruption

Participants were asked whether bribery and corruption are a major issue affecting delivery of services.

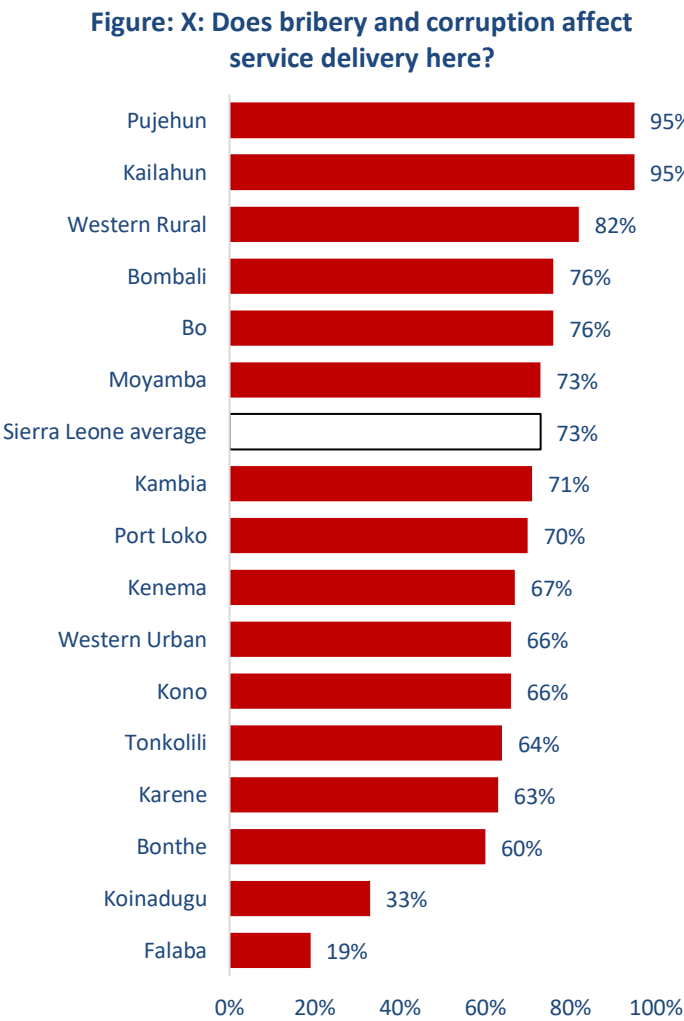
Almost all people in Kailahun (95%) thought it was an issue. This was far higher than the Sierra Leone average (73%) and puts Kailahun district joint 2nd overall.

In Kailahun, people with a disability were more likely to think that bribery and corruption is an issue.

Response

Citizens were asked whether they believe that the government would respond to citizens' reports of petty bribery and corruption, especially in the health and education sectors.

Four in five (79%) Kailahun citizens felt confident that the government would respond, this is worse than the national average (84%). As such, Kailahun district ranks third for belief in a response from government on corruption.



Conclusion

What is the state of play in Kailahun district?

How is Kailahun doing?

The use of child health services in Kailahun district was far positive compares to other district nationwide. Most young people in the district are aware about the availability of Sexual Reproductive Health services in the nearest government health facility likewise they know that the safe place to deliver their baby is in the hospital. Also students were more positive to say that teachers always ask questions during lesson in school. Moreover, headteachers or principals Kailahun district did more enrolment of pupils with disabilities compare to other districts.

Women are more confident that the government will respond to citizens report of petty bribery and corruption especially in the health and education sectors. In Kailahun district, most persons with disabilities have a say in what happens in their community.

Where are they doing less well?

In Kailahun district, citizens have less access to safe drinking water and electricity compares to other districts; this was rated far below the nationwide average. Citizens

also have less satisfaction on government maternity services. When asked on the availability of drugs at the health facility, majority said they were told drugs were out of stock when they visited the health facility.

