

COMMUNITY SCORECARD FINDINGS

BONDENI DISPENSARY AND GILGIL SUB-COUNTY HOSPITAL

HOW THE STUDY WAS CONDUCTED (METHODOLOGY)

The study sampled two health facilities in Nakuru County: Bondeni Sub-County Hospital in Nakuru East and Gilgil sub-county hospital.

The evaluation employed 10 Focus Group Discussions and 7 Key Informant Interviews with various groups and validation of findings with County Health Management Teams, County Treasury officials.

The different groups targeted during the study were; **(youth- Boy, youth- Girl, Persons living with disability, Adults(men and women), and service providers)**.

The objective of the exercise was to evaluate gaps in family planning budget allocation, expenditure and the quality of family planning services provided and generate evidence for advocacy targeting decision makers in Nakuru County.

DATA ANALYSIS

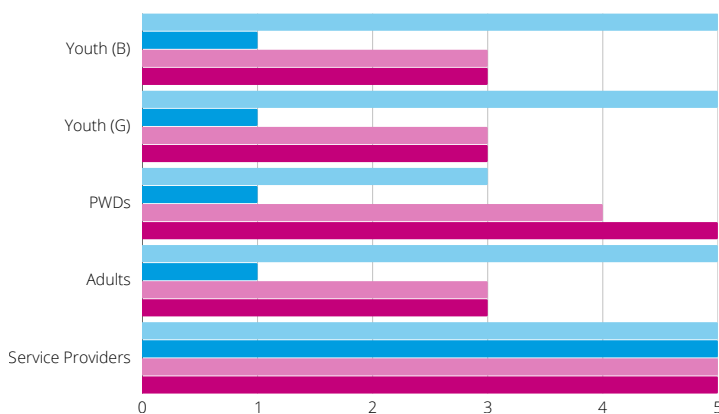
The study used a five-point scoring guide applied to selected Family Planning service delivery indicators to analyze Community Score Card data.

Under this guide, 1 represented very poor/very dissatisfied, 2 represented poor/dissatisfied, 3 represented fairly satisfied, 4 represented good/satisfied, and 5 represented very good/very satisfied.

FINDINGS

AVAILABILITY OF FAMILY PLANNING SERVICES

Availability of FP Services - Bondeni Dispensary



In **Bondeni dispensary** the availability of FP services was rated as fair. All users ranked the availability of FP services as fair while the service providers rated it as very good.

- Availability of short-term FP services
- Availability of long-term FP services
- Availability of FP services targeting specific segment of the community
- Availability of FP services

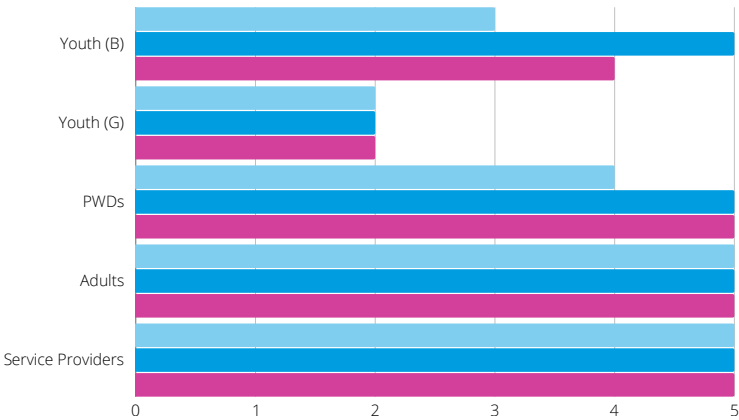
Availability of FP Services - Gilgil Sub-County Hospital



In **Gilgil sub-county Hospital**, the availability of FP services was rated as good. Boys and service providers rated the availability of FP as very good while girls and PWDs rated the availability of FP services as good. Adults rated the availability of information regarding FP as fair.

AVAILABILITY OF FAMILY PLANNING INFORMATION

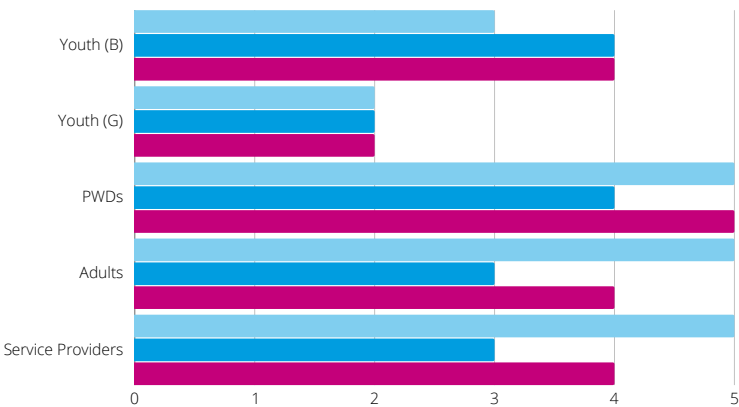
Availability of FP Information - Bondeni Dispensary



In **Bondeni dispensary**, the availability of information regarding FP was rated as good. PWDs, Adults and service providers rated the availability of information regarding FP as very good while boys and girls rated it as good and poor respectively.

- Is information on FP available?
- Satisfied with the available information?
- Availability of information regarding FP (Overall)

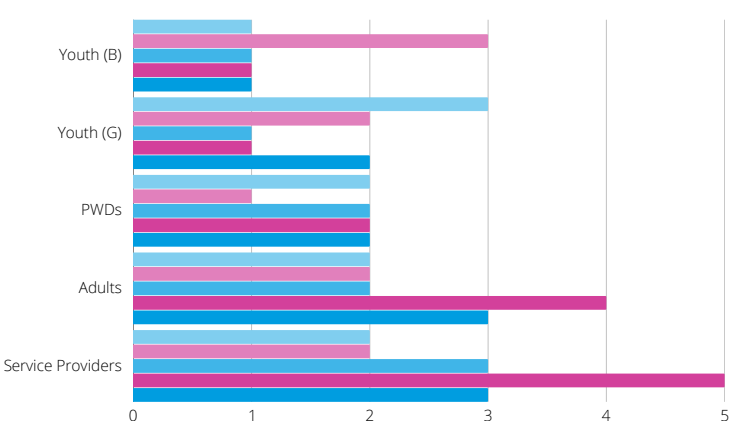
Availability of FP Information Gilgil Sub - County Hospital



In **Gilgil sub-county Hospital**, the availability of information regarding FP was rated as good. Boys, adults and service providers rated the availability of information regarding FP as good while girls rated the availability of information regarding FP as poor. PWDS rated the availability of information regarding FP as very good.

YOUTH INVOLVEMENT IN FAMILY PLANNING

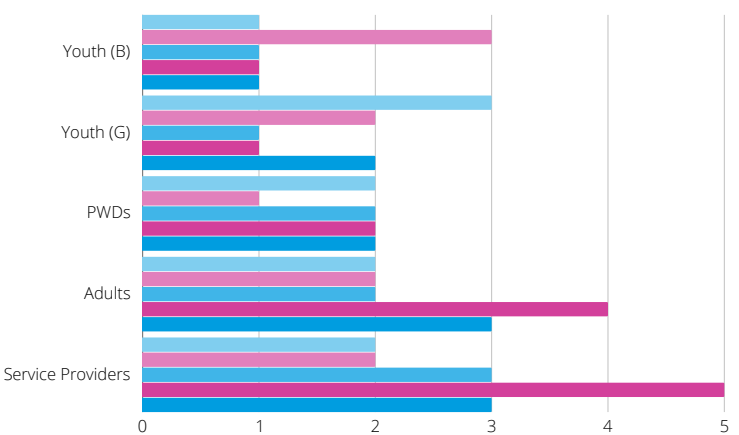
Involvement of youth in FP - Bondeni dispensary



In **Bondeni dispensary**, youth involvement in family planning was rated as poor. Girls and PWDs rates youth involvement in family planning as poor while adults and service providers rated youth involvement in family planning as very fair. Boys rated youth involvement in family planning as very poor.

- Are youth-friendly services available and accessible?
- Understanding of youth- friendly services?
- Satisfied with what is provided as youth- friendly services?
- Youth involvement in determining and shaping youth-friendly services
- Involvement of Youth in FP - Bondeni Dispensary

Involvement of youth in FP - Gilgil Sub-County Hospital



In **Gilgil Sub-County Hospital**, youth involvement in family planning was rated as very poor. Boys and girls ranked youth involvement in family planning as poor while service providers rated youth involvement in family planning as fair. PWDs and adults ranked youth involvement in family planning as very poor.

PROVISION OF FAMILY COUNSELLING

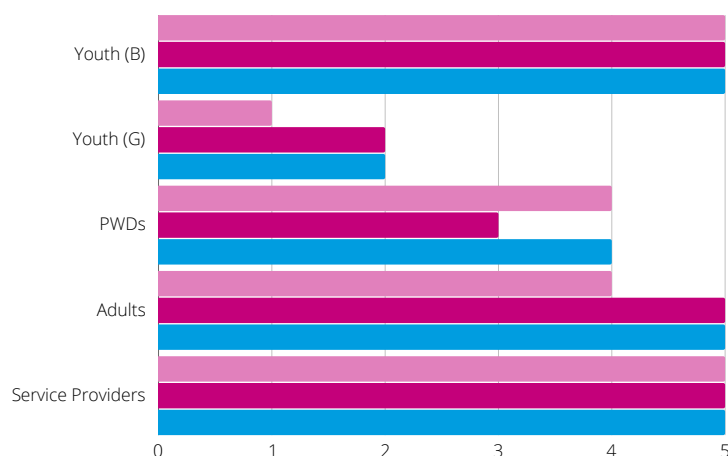
Provision of family counselling when accessing FP - Bondeni dispensary



In **Bondeni Dispensary** on average, provision of Family planning counselling was rated as good. Girls, PWDs and adults rated provision of Family planning counselling as fair while service providers and boys rated provision of Family planning counselling as very good.

- Availability of counselling in provision of FP services
- Satisfaction level with quality of counselling offered
- Provision of counselling when accessing FP

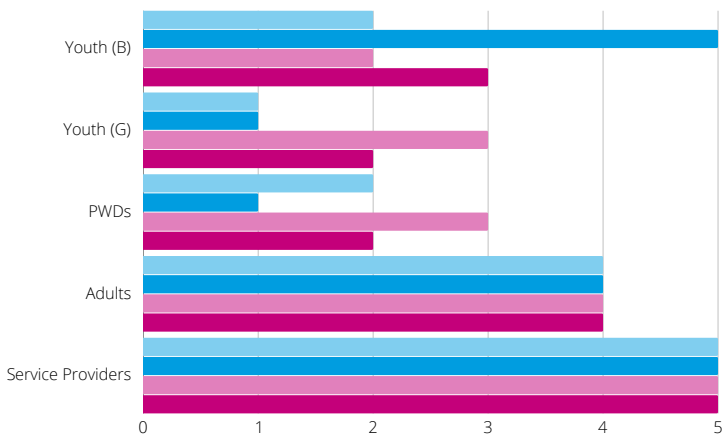
Provision of family counselling when accessing FP - Gilgil Sub-County Hospital



In **Gilgil sub-county hospital** on average, provision of Family planning counselling was rated as good. Boys, service providers and adults rated provision of Family planning counselling as very good while girls and PWDs rated provision of Family planning counselling as poor and good respectively

QUALITY OF FAMILY PLANNING SERVICE PROVISION

Quality of service provision when delivering FP services - Bondeni dispensary



In **Bondeni Dispensary** on average, quality of service provision when delivering FP services was rated as fair. Girls and PWDs rated quality of service provision when delivering FP services as poor while boys, adults and service providers rated quality of service provision when delivering FP services as fair, good and very good respectively.

- Service provider attitude
- Privacy and confidentiality
- Inclusion and non-discrimination
- Quality of Service Provision when delivering FP services

Quality of service provision when delivering FP services - Gilgil Sub-County Hospital



In **Gilgil Sub-county hospital** on average, quality of service provision when delivering FP services was rated as fair. Boys and service providers rated quality of service provision when delivering FP services as very good while adults, girls and PWDs rated quality of service provision when delivering FP services as good, very poor and fair respectively.

Y axis: Focus Groups X axis: Score scale 1 - 5

RECOMMENDATIONS

1. County Government of Nakuru has a Family Planning Costed Implementation Plan (2017-2022), which estimates how much funding the county requires to provide the highest-level of family planning information and services. The county health department needs to advocate for family planning investments through the budget making process based on the Family Planning. Costed Implementation Plan estimates to guarantee availability of high-quality family planning information and services in the county.

- **Special attention needs to be directed at youth friendly services by** strengthening the capacity and technical skills of service providers to encourage provision of Youth-Friendly Services. Better availability of youth friendly sexual and reproductive health information and services will help in tackling sexual and reproductive health issues affecting the youth such as teenage pregnancy, as well as deaths and injuries associated with unsafe abortions.

2. The County Government of Nakuru needs to work towards eliminating legal, policy and programmatic barriers that impede youth participation in decision making, planning and implementation of development activities at all levels by 2030 in line with Kenya's commitment at the ICPD25 Nairobi summit.

Additionally, the County Government of Nakuru should develop a strategy for inclusivity particularly among vulnerable groups, young women and PWDs at the center of family planning decision-making spaces.



DSW Kenya, July 2021

Every effort has been made to verify the accuracy of the information contained in this publication. All information was believed to be correct as of July 2021. DSW Kenya does not accept responsibility for the consequences of the use of the report's contents for other purposes or in other contexts.

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