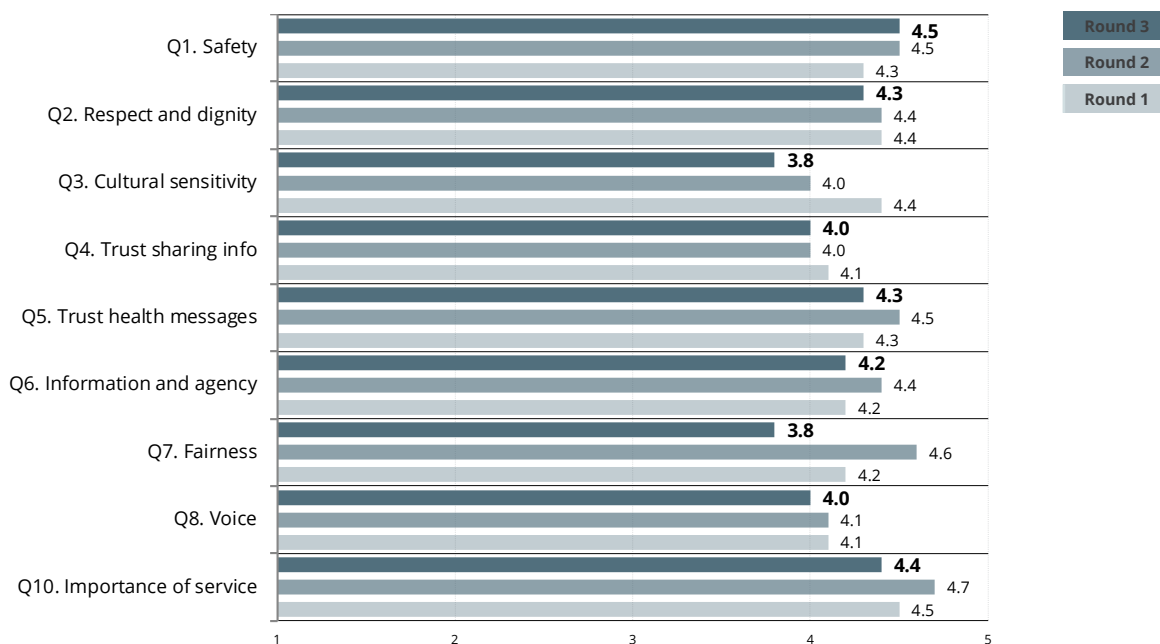




Client Voice and Choice Initiative Kakuma / Kenya - Round 3

Trend of mean scores



SUMMARY

The third round of data collection shows positive perceptions of most aspects of the programme. Scores remained generally high through all three rounds of data collection, however, the significant improvement between the first round in April and the second round in July was not sustained in this third round, with most scores having slightly decreased.

Respondents have less trust in the health messages (Q5) and are less positive about the information they get to make health choices (Q6). There has been a sharp decrease in people's satisfaction with the fairness

of service provision (Q7). Since the first round of data collection, there has also been a marked decrease in the perception of Community Healthcare Practitioner (CHP) sensitivity to respondents' culture and tradition (Q3). Another area of concern is the importance of services in meeting respondents' health needs (Q10).

On the plus side, the awareness of complaints mechanisms has further improved with 80% of respondents knowing how to raise a complaint (Q9) compared to 73% in the previous round.

HEADLINES

Female respondents feel less positive about the cultural sensitivity of CHPs compared to men (Q3). Meanwhile, **male respondents** have less trust in CHPs when sharing their confidential information (Q4). The focus group discussions (FGDs) also suggested that more young men felt that the majority of CHP services were only directed towards women and children, and are therefore less relevant to their own wellbeing.

Young respondents aged 15 to 25 feel less positive about the cultural sensitivity of CHP (Q3) and less involved in determining how the programme is run (Q8).

In contrast to the previous round, respondents from **Somalia** and from **South Sudan** are generally less positive compared to other nationalities. This is true for CHP cultural sensitivity (Q3), information provision to enable making health choices (Q6), fairness of CHP services (Q7) and involvement in determining how the services are offered (Q8). Findings from the Nubian FGD also suggest that there may be issues with fairness. It was reported that some groups receive more CHP support than others.

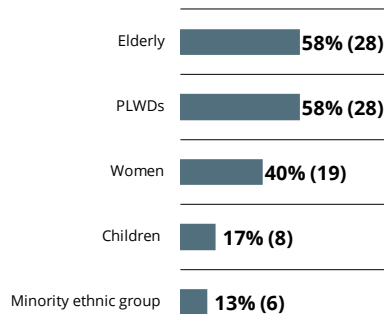


Respondents from **DRC** as well as **respondents aged 26-49** feel less involved in determining how the programme is run (Q8). In addition, the FGDs suggest that both Nubian community members and PLWDs feel less consulted about CHP services.

Respondents from **Burundi** are generally more positive about CHPs and their service, reporting a high level of trust in CHP's health messages (Q5), getting the necessary information to make health choices (Q6) and feeling they have a say in how the services are offered (Q8).

QUESTION ANALYSIS

Q7a: Which of the following groups are excluded?

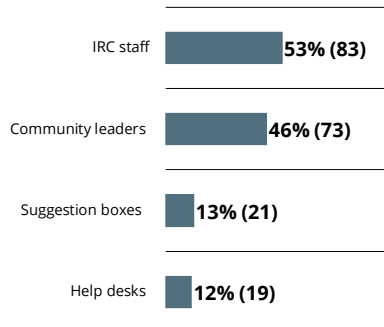


74% of respondents agree that CHP services are provided fairly without discrimination (Q7) compared to 96% in the previous round.

Most of them consider the elderly (58%), PLWDs (58%) and women (40%) to be the most discriminated against.

Correlations across survey questions suggest that those who feel the CHP is sensitive to their culture (Q3) tend to consider services as fairly provided (Q7).

Q9a: Which mechanisms do you feel most comfortable using?

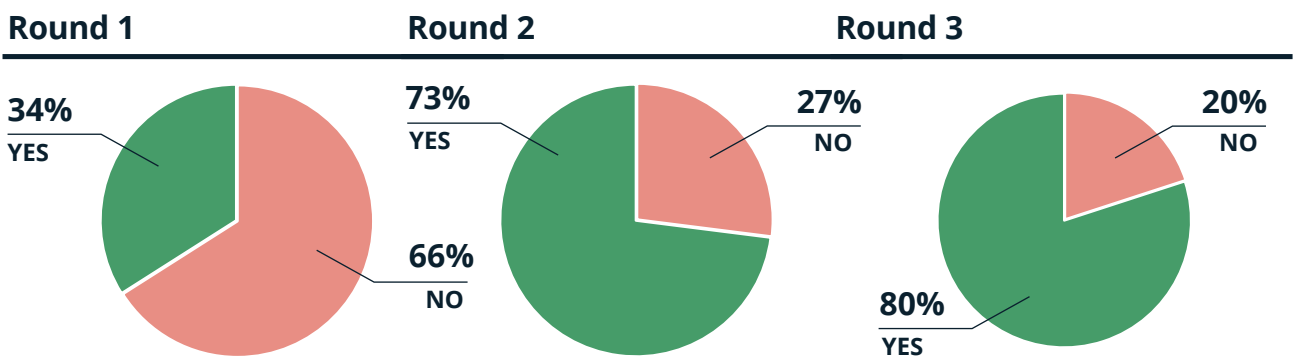


80% of respondents from this round know how to make a complaint.

Most of them feel comfortable making complaints through IRC staff (53%) and community leaders (46%). A further 13% prefer suggestion boxes and 12% help desks. Members of the Nubian community report not knowing how to make complaints in the FGDs and, along with other groups – male elders and young women – would like more response to their complaints and feedback.

* The graphs show the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

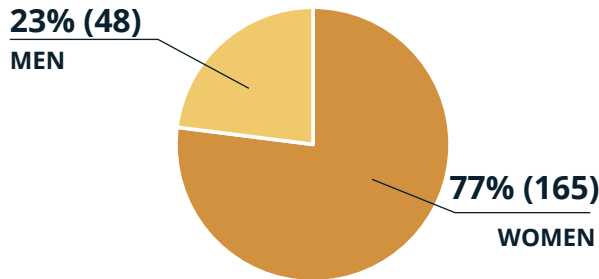
Do you know how to make a complaint about the CHP?



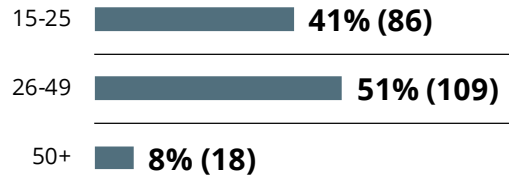


DEMOGRAPHICS

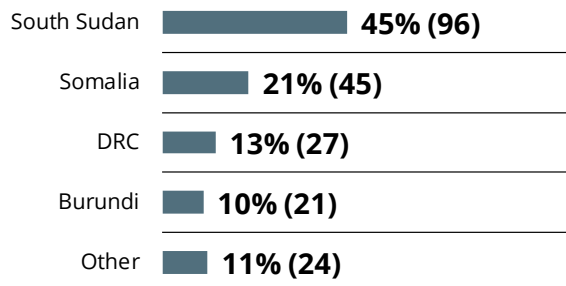
Gender



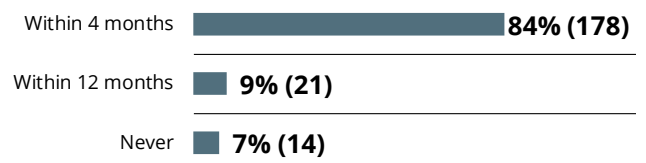
Age



Country of origin



Last visit by CHP



METHODOLOGY

This report presents the feedback from 213 inhabitants of the Kakuma Refugee Camp, Turkana County, Kenya. The data was collected between 16 and 17 November 2016 via household surveys conducted by IRC trained incentive staff in English, Kiswahili, Somali and Arabic. The camp was randomly divided into clusters.

Within each cluster, blocks were selected using purposive sampling to ensure ethnic diversity among respondents. Within blocks, households were selected randomly. The survey was overseen by an independent consultant, who also ran some focus group discussions on the data from round 2.

ANNEX

Q1. To what extent do you feel safe when the CHP visits your home?					
Gender	Not at all safe	Not very safe	Uncertain	Quite safe	Very safe
Female	1%	1%	3%	41%	54%
Male	0%	7%	4%	24%	65%
Nationality	Not at all safe	Not very safe	Uncertain	Quite safe	Very safe
DRC	0%	0%	3%	44%	52%
Somalia	0%	0%	2%	38%	60%
South Sudan	0%	5%	3%	33%	59%
Burundi	0%	0%	5%	43%	52%
Other	8%	0%	0%	50%	42%
Q2. To what extent does the CHP treat you with respect and dignity?					
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	1%	1%	1%	60%	36%
26-49	1%	1%	5%	50%	43%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	0%	0%	52%	48%
Somalia	0%	0%	0%	78%	22%
South Sudan	2%	1%	6%	48%	43%
Burundi	0%	0%	5%	38%	57%
Other	0%	9%	0%	55%	36%
Q3. To what extent are the CHP sensitive of your culture and tradition?					
Gender	Not at all	Not very much	Uncertain	Mostly yes	Very much so
Female	15%	9%	5%	31%	40%
Male	2%	12%	7%	26%	53%
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	11%	16%	9%	29%	35%
26-49	11%	7%	3%	33%	47%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	11%	7%	4%	22%	56%
Somalia	9%	16%	5%	41%	30%
South Sudan	15%	8%	4%	25%	48%
Burundi	5%	0%	15%	30%	50%
Other	9%	27%	0%	45%	18%
Q4. To what extent do you trust the CHP with your confidential information?					
Gender	Not at all	Not very much	Uncertain	Mostly yes	Very much so
Female	3%	3%	12%	50%	31%
Male	10%	2%	14%	50%	24%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	4%	4%	22%	48%	22%
Somalia	2%	5%	11%	66%	16%
South Sudan	4%	3%	12%	43%	37%
Burundi	16%	0%	5%	47%	32%
Other	0%	0%	27%	45%	27%
Q5. To what extent do you trust the health messages the CHP shares with you?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	4%	0%	4%	67%	26%
Somalia	0%	0%	9%	70%	20%
South Sudan	2%	0%	5%	47%	45%
Burundi	0%	0%	5%	33%	62%
Other	0%	9%	9%	45%	36%



ANNEX

Q6. To what extent do you have the information you need to make health choices for yourself and your family?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	8%	4%	40%	48%
Somalia	0%	5%	2%	82%	11%
South Sudan	2%	4%	7%	46%	40%
Burundi	0%	0%	10%	29%	62%
Other	0%	0%	0%	64%	36%
Q7. To what extent are the CHP services in this camp offered fairly without discrimination?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	4%	8%	8%	42%	38%
Somalia	0%	17%	7%	67%	10%
South Sudan	7%	13%	5%	38%	36%
Burundi	0%	5%	15%	30%	50%
Other	9%	45%	9%	18%	18%
Q8. To what extent do you feel you have a say in how the CHP services in this camp are offered?					
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	3%	1%	28%	35%	32%
26-49	0%	3%	21%	38%	38%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	0%	19%	38%	42%
Somalia	2%	5%	38%	48%	7%
South Sudan	1%	1%	22%	38%	39%
Burundi	0%	5%	10%	25%	60%
Other	0%	9%	18%	18%	55%
Q9. Do you know how to make a complaint about the CHP?					
Age	No			Yes	
15-25	21%			79%	
26-49	19%			81%	
Nationality	No			Yes	
DRC	11%			89%	
Somalia	16%			84%	
South Sudan	23%			77%	
Burundi	24%			76%	
Other	27%			73%	
Q10. How important is the CHP service in meeting your health needs?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	0%	4%	52%	44%
Somalia	0%	2%	0%	61%	36%
South Sudan	1%	0%	6%	41%	51%
Burundi	0%	0%	29%	24%	48%
Other	0%	0%	0%	45%	55%