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**DISTRICT GOVERNANCE ASSESSMENT
REPORT
(JANUARY – DECEMBER 2010)**

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LIST OF ACRONYMS

ADR	Alternative Dispute Resolution
APR	Annual Progress Report
APRM	African Peer Review Mechanism
CBO	Community-Based Organization
CHPS	Community-based Health Planning Services
CHRAJ	Commission for Human Rights and Administrative Justice
CRCs	Citizen Report Cards
CWSA	Community Water and Sanitation Agency
DA	District Assembly
DACF	District Assembly Common Fund
DCE	District Chief Executive
DGA	District Governance Assessment
ECG	Electricity Company of Ghana
FGDs	Focus Group Discussions
GACP	Ghana AIDS Control Programme
GPS	Ghana Police Service
MASLOC	Microfinance and Small Loans Centre
MLGRD	Ministry of Local Government & Rural Development
MOYS	Ministry of Youth and Sports
MTTU	Motor Traffic Transport Unit
MWRWH	Ministry of Water Resources, Works and Housing
NCCE	National Commission for Civic Education
NYEP	National Youth Employment Programme

PIPS

Police Intelligence and Professional Standards

PWDs

Persons with Disabilities

Introduction

The District Governance Assessment (DGA) is a perception survey aimed at measuring governance and the effectiveness and utility of the Local Government System through eliciting views of key stakeholders (district assembly members, public servants, traditional authorities, private sector and citizens).

Essentially, the District Governance Assessment provides

- a means for collecting citizen feedback on the quality of governance and service delivery;
- a scientifically rigorous basis for social monitoring/auditing; and
- a comprehensive and proactive platform for communities, service providers and local governments to engage in a meaningful dialogue and explore better ways for improving the delivery of public services.

The analysis and results of the study, it is hoped, will inform the citizens about the state of affairs in local governments, in addition to providing input to the decision-makers and governments on the need and structure of local governments that serve the citizens better.

Methodology

The District Governance Assessment (DGA) survey was conducted in 40 districts from all the 10 regions of Ghana between July and September of 2010.

1. Sampling Frame and Design

Like all previous governance assessments, the population for this assessment covered all the ten regions of Ghana. A sample size of 9,640 has been deemed sufficient to produce robust estimates at the national level within the 95% confidence level.

The forty districts selected had participated in previous assessments. A 3-stage stratified random sample was adopted for previous assessments. In the *first stage*, districts were classified into well-endowed and less-endowed based on the Ghana Statistical Services classification, and two well endowed districts as well as two less-endowed districts were randomly selected. This strata was constructed to capture inter-district heterogeneity within each region, while simultaneously increasing the spread of randomly selected districts to ensure representatives at the district level. In the *second stage*, communities were randomly selected within each district. The number of communities selected was proportional to the size of the district population. In the *third stage*, households were randomly selected (for citizen interviews), whilst purposive targeting was

undertaken for the other stakeholders (district assembly members, traditional authorities and public servants).

Table 1: List of selected Districts

Region	District
Upper East	Bolgatanga Municipal Kassena Nankana Talensi Nabdam Builsa
Upper West	Wa Municipal Jirapa Wa West Sissala East
Northern	Tamale Metropolis Bole Savelugu West Mamprusi
Brong Ahafo	Sunyani Municipal Nkoranza South Tano South Techiman
Ashanti	Kumasi Metropolitan Asante Akyem North Asante Mampong Obuasi
Eastern	Akropong North Birim Central Suhum/Kraboah/Coaltar Kwahu West
Volta	Ho Hohoe Keta Kadjebi
Greater Accra	Adenta Ledzokuku/Krowor Ga South Dangme East
Central	Cape Coast Mfantseman West Assin North Gomoa West Agona West Ejumako/Enyan/Essiam
Western	Shama

2. Data Collection and Research Tools

This assessment constitutes a multi-level approach integrating both quantitative and qualitative research methods.

The Citizen Report Card (CRC): the CRC comprise several sections. A general section covered demographics including sex, education, age, marital status and category of Respondent (district assembly member, traditional authority, public servant, citizen). The democracy and good political governance section covers issues of freedoms, participation and inclusion, civic responsibility, security of life and property, access to justice. The economic governance section covered issues of employment, transparency, disclosure and corruption. The corporate governance section covered issues of business environment and access to services, labour and the environment. The Socio-economic section dealt with issues of availability, access, and quality of services such as education, health, water, sanitation, agricultural extension, recreation facilities, HIV/AIDS.

Key informant interviews: semi-structured questionnaires were used to collect information from heads of public institutions. From the police, information was sought for crime statistics. From health professionals information on key health indicators – child and maternal mortality, doctor:patient ratio; etc. Given time and resource limitations, only public institutions were contacted.

Focus Group Discussions: a series of FGDs with representatives of stakeholders were organized in each district. These were designed to capture perspectives not fully covered in the individual interviews. Importantly, a deliberate attempt was made to ensure women, children and PWDs participation to account for the experience of women councilors at different levels.

In-depth interviews: A number of semi-structured in-depth interviews were also conducted for District Chief Executives, Presiding Members, Planning Officers, District Coordinating Officers. For each district, in-depth interviews sought to gain first hand information on the working of the local government, the challenges faced and the way forward.

3. Data Collection and Management

The capacity of members of the District Oversight Committees and the District Assembly were built in sampling, participatory monitoring and evaluation and report writing.

Monitoring: The data collection process was separately monitored at different stages of data collection. A substantial proportion of the questionnaires were randomly checked and verified by the Supervisor.

Data entry and cleaning procedures: Considerable human and technical resources were employed to minimize non-sampling errors at various stages of data processing including editing, coding, entry and cleaning of data.

Characteristics of Respondents

A total of 9640 individuals participated in the 2010 survey compared to 6,650 in the 2009 survey. This represented an increase of 31% in the number of respondents. The increase was attributed to an increase in the numbers of CRCs administered per district.

Sex

Four Thousand, five hundred and thirty out of the 9,640 respondents were female (representing 47% of total respondents).

Age Distribution

	Males	%age	Females	%age
18-25 years	1,553	30.4	1,248	27.5
26-40 years	1,654	32.4	1,067	23.6
41-60 years	978	19.1	1,435	31.7
>60 years	925	18.1	780	17.2
Total	5,110	100.0	4,530	100.0

Source: Survey data, 2010

Highest Level of Education

	Males	%age	Females	%age
None	75	1.5	96	2.1
Primary	92	1.8	218	4.8
Middle/JHS	148	2.9	539	11.9
Vocational/Commercial	318	6.2	317	7.0
SHS	326	6.4	216	4.8
A-level	205	4.0	137	3.0

Training College	1,474	28.8	1,836	40.5
Technical/Professional	595	11.6	94	2.1
Tertiary	1,790	35.0	1,046	23.1
Koranic	87	1.7	31	0.7
Total	5,110	100.0	4,530	100.0

Source: Survey data, 2010

Respondent Category

	Males	%age	Females	%age
District Assembly member	633	12.4	211	4.7
Public Servant	526	10.3	489	10.8
Traditional Authority	489	9.6	228	5.0
Private Sector	627	12.3	921	20.3
Member of Public	2,835	55.5	2,681	59.2
Total	5,110	100.0	4,530	100.0

FINDINGS

1. Freedoms

This section sought to ascertain the degree to which citizens feel they can express themselves as well as associate or join any group without fear of harm, intimidation, arrest or humiliation.

“When I disagree with an issue I voice it out. No one will do anything to me. It is when you talk, and you allow me also to talk that brings peace”

Participant at validation workshop, Jirapa

a) Expression

Majority of respondents reported they enjoyed freedom of expression and that indeed their ability to freely express themselves had improved. The number of respondents who reported that they had been abused for exercising this this freedom, however, marginally worsened from 2009 – 2.0% (2009) to 5.2% (2010) for males and 3.0% (2009) to 4.0% (2010) for females.

Explanations offered during the district validation exercises for the decrease included persons suffering verbal (especially on radio stations phone-ins) and physical assaults for voicing their opinions especially on political issues.

b) Association

The majority of respondents, 86% for males and 82% for females indicated that they had suffered no abuse or assault for associating with any groups.

“If need be, the authorities should dismantle all these keep-fit groups. The cause of most of the problems is because the youth have been divided into NDC and NPP keep-fit clubs, and they have demarcated the town for themselves”

Participant at validation workshop, Tamale

The number of respondents reporting abuse for associating with a group slightly increased for males (4.7% in 2010 up from 4.4% in 2009) and decreased slightly for females (2.1% in 2010 down from 2.3% in 2009). Participants at validation workshops indicated that there was a subtle way in which community members tended to “point fingers at a member of an opposing party who makes a comment at any public gathering”.

Available data from the Ghana Police Service indicate that there had been a marked decrease in the number of reported assault cases – 3094 (2009) to 613 (September 2010). The data, however, failed to disaggregate the assault cases, so one cannot conclusively state that they were as a result of persons expressing their opinions or associating with a group.

2. Participation and Inclusion

This section sought to ascertain how well individuals, groups or associations, despite resource constraints, are able to participate in the policy process and influence policy outcomes. It is meant to be an indicator of how well citizens voice their issues and the available mechanisms for consultations with public officials.

“They come and talk, talk. Year in year out but we see nothing. Did you see the road as you drove in? We have had several meetings on this road. The last government promised to do it...nothing. This government has also promised to do it...but still nothing. It’s a waste of time attending the meetings. They won’t implement what they promise. They only want our votes”

Participant at validation workshop, Wa West

Only 10.1% and 2.3% of male and female respondents respectively attended every public meeting in 2010. This was a slight increase for males (8% in 2009) and decrease for females (3.4% in 2009). The numbers of respondents who never attend public meetings decreased from 19.2% (2009) to 16.4% (2010) for males, and 27.2% (2009) to 24.3% (2010) for females.

Respondents who reported they had NEVER attended any public meeting cited: (1) inability to make any input during the meetings 64.4% for males (2010) and 35.1% for females (2010); (2) have no interest in such meetings, 6.5% for males (2010) and 40.2% for females (2010); (3) meetings never start and close on time, 18.2% for males (2010) and 74.3% for females (2010)

At the validation workshops, participants indicated that it appeared public meetings were organized or “stage managed” to allow only some people to talk. Women participants at the validation workshops strongly made an issue about the late commencement of meetings.

A slight majority, 51.4% for male respondents and 55.3% for female respondents indicated that they were satisfied with the level of attendance at public meetings. This was a slight decrease from 2009 figures of 54.2% for male respondents and 60.2% for female respondents. Assembly members confirmed that attendance at meetings have dropped significantly.

“The attendance at public meetings is poor because the invitations are always sent late. Sometimes by the time the invitation letter gets to you, the meeting is over or is taking place the same day. It is true announcements are made on the radio, but how do you

attend an official meeting through a radio announcement”

Assembly member, Asante Akyem North

Only 16.3% of male respondents and 11.3% of female respondents (2010) indicated that recommendations given at public meetings are ever implemented. This was a slight increase from the 2009 figures of 14.3% for males and 9.5% for females.

Some assembly members indicated that they always convey the concerns of their constituents to the Assembly during assembly meetings but unless you had strong lobbying skills nothing was done. The only time you get action was when the people made the appeal directly to the Chief Executive or the Member of Parliament or resorted to some disturbances.

Conflicts with the District Assembly

Majority of respondents 76% for male respondents and 73% for female respondents reported that there was no conflict between the District Assembly and community members. The notable exceptions were in Jirapa and Kadjebi where majority of respondents (over 85%) reported that there had been conflicts between community members and the District Assembly. All had to do with the conduct of the DCE in awarding contracts and development projects distribution.

“Most of the conflicts within the district have to do with the District Assembly’s failure to adhere to the provisions in the District Development Plan. The Plan which has been approved by the District Assembly identifies specific projects with specific towns or villages. But most often the DCE directs that a project meant for one town be executed in another town. This is what angers community members and they resort to “violent actions”.

Participant, Kadjebi

Interactions with the District Chief Executive and the Member of Parliament

Respondents indicated that there had been improvement in their interactions with their DCE (38.3% for males and 28.6% for females in 2010). This was a slight improvement on the 2009 figures of 37.2% for male respondents and 26.2% for female respondents.

Participants at the validation workshops indicated that the DCEs sometimes visited to discuss projects that were being executed in their communities. Participants also indicated that when local radio stations called the DCEs, the DCEs took time to explain issues that bothered them.

“The problem with the MPs and DCEs is that when they visit the communities for any event instead of taking time to interact with citizens they only meet members of their party. You hear in the community “our MP has come” but the people who attend such meetings are all of the same political party. They don’t even try to reach out to persons of the other party.

Participant at validation workshop,

Respondents reported an improvement in their interactions with their Member of Parliament (26.7% for male respondents and 22.9% for female respondents in 2010). This was a slight improvement on the 2009 figures of 24.3% for males and 22.1% for females.

“Instead of our MP coming here to explain to us why we should support or not support a particular government policy, they visit only to attend funerals and other high level functions like festivals or commissioning of projects. The only time we hear them talk about government policy is on radio stations. How can we convey our concerns over the radio station”

Interactions with the District Assembly

In 2010, 35.2% of male respondents and 12.4% of female respondents reported in the past 12 months they had visited/contacted the District Assembly. This was a slight improvement over 2009 figures of 33.1% for males and 10% for females. Over 80% (85% of males and 88.2% of females) of those who contacted the District Assembly for various reasons indicated that the District Assembly staff (security personnel, front staff, secretaries) were friendly and helpful. However, only 22% of male respondents and 39% of female respondents (2010) were satisfied with the service they received at the District Assembly compared to 34.2% of male respondents and 47% of female respondents in 2009.

The predominant reasons for contacting the District Assembly were “for documentation purposes” (54.2% for males and 34.1% for females in 2010, and 48% for males and 33.8% for females in 2009), “for employment” (33% for males and 37.3% for females in 2010, and 49.6% for males and 35.1% for females in 2009), “for financial support” (11.2% for males and 14.5% for females in 2010, and 14.9% for males and 11.3% for females in 2009).

Interactions with District Assembly members

In 2010, 54.2% of male respondents and 39.3% of female respondents reported contacting their Assembly member. This was an increase over 2009 figures of 42.4% of male respondents and 31% of female respondents. However, only 21.1% of male respondents and 24% of female

respondents (2010) were satisfied with the service provided by their Assembly member (in 2009 24.4% of male respondents and 23.5% of female respondents indicated satisfaction).

The predominate reasons for contacting the Assembly member were “problem with a local service such as refuse collection, water, sewerage, etc” (48% for male respondents and 65% of female respondents in 2010; 58.3% for male respondents and 72.2% of female respondents in 2009), “for assistance to access public loans – MASLOC” (in 2010, 18.3% of male respondents and 24.2% of female respondents; in 2009, 35.8% of male respondents and 52.4% of female respondents), “for financial support” (in 2010, 9.6% of male respondents and 16.2% of female respondents; 13.2% of male respondents and 28.1% of female respondents in 2009)

Interactions with Unit Committee members

In 2010, 3.4% of male respondents and 4.6% of female respondents reported contacting a unit committee member. This was a slight decrease compared to 2009 figures of 4.7% of male respondents and 5.3% of female respondents)

The predominant reason for contacting a unit committee member was “problem with a local service such as refuse collection, water, sewerage, etc” (23.2% for male respondents and 67.7% of female respondents in 2010; 24.5% for male respondents and 62.3% of female respondents in 2009).

3. Civic Responsibilities

This section sought to assess the degree to which respondents behaved as good citizens in their communities. The questions addressed payment of taxes and rates, voting in elections and participating in voluntary (community) work.

Taxes and Rates

In 2010, 82.2% of male respondents and 73.4% of female respondents reported they were engaged in economic activities that earned them income, and 43.7% of male respondents and 14% of females indicated they own property (land or house). This was an improvement over 2009 figures where 78% of male respondents and 70.8% of female respondents reported they were engaged in some economic activity, and 41.6% of male respondents and 13.8% of female respondents indicated they own property.

66.4% of male respondents and 68.5% of female respondents indicated they pay their taxes and rates (2010), an improvement over 2009 where 61% of males and 64.7% of females reported they pay their taxes and rates.

The predominate reason for reluctance in paying taxes and rates were: “the high tax imposed by Internal Revenue Service without regard to the profit made by an enterprise” (In 2010, 72% of male respondents and 85.2% of female respondents; in 2009, 74.2% of male respondents and 83.5% of female respondents), “poor consultation by the Assembly in fixing rates” (In 2010, 65.5% of male respondents and 60% of females; in 2009, 69.3% of male respondents and 72.2% of female respondents), “the services we are provided with does not merit the taxes we pay” (in 2010, 37.7% of male respondents and 48.3% of female respondents; in 2009, 41.3% of male respondents and 52.1% of female respondents).

“If the tax is called “income tax” why doesn’t the IRS calculate the income of the private actor and tax accordingly. All we hear is that you must pay this or that. How can you ask a baker in this town to pay GHC500 when these days business is slow. What they are doing is that they are gradually eating away all our capital. This is the reason why we lock up and run away when we see them coming”

Participant at validation workshop at Mfantseman West

“The Presiding Member has indicated that the Assembly consults with private business operators before fixing the rates. This is not entirely true. What happens is that, yes the Assembly meets private business operators to inform us about the rates they have fixed. When we make proposals we are told they have already sent their revenue targets for the year to Accra so they cannot accommodate our proposals. Do you call this consultation? We call it passing on information”

Participant at validation workshop at Asante Akyem North

“Why should we pay taxes when we continue to sell by refuse heaps. Every day they collect market tolls from us but we continue to sit by huge refuse heaps”

Trader at Mfantseman West

“The fish is in the sea. We buy our boats and premix and go out to the sea to catch the fish and sell so that we can make ends meet. If the government wants money for development purposes nothing stops it from buying boats and premix for its officials to go out to sea and catch the fish”

Fisherman at Shama

“You can talk of property tax when you live in Accra and Tema where government provides roads, drains, water and electricity. All you do is put up your building. So you must pay property tax. In our villages we create the road with our footsteps, there is no water, drains or electricity. So how can you talk about property tax. Those in the big cities must pay”

Participant at validation workshop at Tamale

Elections

In 2010, 79.3% of male respondents and 75% of female respondents indicated that they participated in the 2008 Presidential and Parliamentary elections. However, only 47% of male respondents and 44.1% of female respondents reported that they participated in the 2010 District Assembly and Unit Committee elections.

The predominant reasons for not participating in the 2008 Presidential and Parliamentary elections were: “was not yet 18 years” (29% of male respondents and 24.4% of female respondents), “did not register to vote” (11.2% of male respondents and 33.3% of female respondents), “have no interest in voting” (13.4% of male respondents and 25% of female respondents).

The predominant reasons for not voting in the 2010 District Assembly and Unit Committee elections were: “have no interest in voting” (38.2% of male respondents and 36.4% of female respondents), “did not register to vote (9% of male respondents and 31.4% of female respondents).

“We are playing the ostrich with District Assembly elections. You know and I know the elections are being fought along partisan lines so why do we continue to pretend it is non-political”

Participant, Wa West

“the NPP made promises, when they came nothing changed. The NDC made promises, what do we see...nothing. We only vote for them so that they and their family members get rich. Now they don’t even interact with us anymore. Maybe it is because we have bought them big cars, so they just drive by blowing dust into our faces”

Participant, Asante Mampong

4. Security of Life and Property

This section assess the degree to which authorities at the local level reduce the threat to personal security and provide a congenial climate in which fear is limited and law and order are maintained.

The majority of Respondents (57% for males and 60% for females) reported that there had not been an armed robbery incident in their community for the past 12 months. This was a slight increase from the 2009 figures of 52.5% for males and 59 % for females. The four regions (Ashanti, Northern, Upper East and Upper West) recorded the high percentages of respondents reporting armed robbery.

The majority of Police Service personnel interviewed said that the overall sense of security among the people had increased over the past two years. An overwhelming majority said that coordination between police and the public had increased due to **community policing**. They also said that police emergency systems and equipment/vehicles had increased.

District Chief Executives and Presiding Members indicated that the Assemblies assisted the police with weekly fuel allocations to enable them carry out patrols and this was helping to improve security in the districts.

“We are pleased to learn that the Assembly gives fuel allocation to the Police for night patrols. Unfortunately, we don’t see any patrolling in our community, instead we see the police use the vehicles and fuel to set up road blocks outside the communities and instead of looking out for the robbers rather collect bribes from them”

Participant, Tamale

Available crime statistics from the Statistics and Information Unit of the Criminal Investigative Division of the Ghana Police Service indicated that there had been a slight decrease (1.8%) in robbery (1,139 reported cases in January – October 2009 to 1,119 reported cases in January – October 2010).

Police detentions

In 2010, 7.1% of male respondents and 2.3% of female respondents reported they were detained by the police for various reasons. However, 48.2% of male respondents and 35.3% of female respondents indicated they knew of a community member who had been detained by the police. This was a decrease from the reportage of 2009 where 53.2% of males and 46.4% of females reported they knew of a community member who had been detained by the police.

In 2010, all respondents who indicated they had been detained reported they were granted police enquiry bail by the police, and 39.6% of male respondents and 28.8% of female respondents who reported they knew of community member who had been detained, indicated that such persons were granted bail by the police. In 2009, 41.2% of male respondents and 38.3% of female respondents indicated that community members detained by the police were granted bail.

The predominant reasons for not granting bail were: “the offence was of a criminal nature (in 2010, 34.1% of male respondents and 38.3% of female respondents; in 2009, 37.2% of male respondents and 29.8% of female respondents), “family members were unable to pay the bail money” (in 2010, 41.5% of male respondents and 36.8% of female respondents; in 2009, 36.5% of male respondents and 30.2% of female respondents).

In 2010, 76% of male respondents and 66.3% of female respondents reported that all detainees granted police enquiry bail paid some monies to the police for which no receipt was issued. This was a slight increase from the reportage of 2009 where 65.8% of male respondents and 63.2% of female respondents.

The Ghana Police Service (GPS) reported that with the new Five-Year Strategic National Policing Plan (2010 – 2014) the GPS was transforming the image of the police from a force to a service. This image cleansing is at the heart of the reforms currently on-going in the GPS.

Divisional Police Commanders at various validation workshops advised citizens not to pay any monies when they have been granted police enquiry bails. They added that there are some miscreants in the police service who were trying to exploit the innocence of the citizenry. They advised participants to report any such incidence to the station head. If they don’t get any satisfactory response from the station head they should report to the Divisional Police commanders. The Police Intelligence and Professional Standards bureau (PIPS) was there to ensure that all complaints about personnel of the Service were addressed.

“We thank the Divisional Police Commander for this information. It is common knowledge that the junior officers collect these monies – both from the road side and bail monies – and it is shared among all the police including the officers. How can you expect the senior officer who is benefiting to reprimand the junior officer from taking such monies. If you go to the police station and insist on your rights, you will seriously regret it. So we pay and go our way. Tell your officers not to collect, that is all”

Participants at the validation workshops expressed concern over the inability of the Police Service to respond to the concerns of the populace. Participants cited the inability of the police to apprehend culprits and man the major roads. They complained about the fact that they had to pay even for the paper on which their complaints are written.

The Ghana Police Service indicated that it was still way off the recommended UN police-population ratio (PPR) of 1:500. In 2008, the ratio was 1:1,008 and this improved to 1:927 in 2009 but worsened to 1:993 in 2010. The decline in the numbers of police personnel had been attributed to the high attrition rate among officers and the fact that no recruitment exercise was undertaken in 2010. The Divisional Police Commanders however indicated that despite these

challenges, the Police Service had put in place measures (community policing, joint police-military patrols, etc) to ensure the security and safety of citizens.

5. Access to Justice

A slight majority of Respondents (57% for males and 69% for females) reported an improvement in access to justice. This was an increase over the 2009 figures of 54% for males and 64% for females. Participants at validation workshops cited the following (1) presence of a magistrate to listen to their cases, (2) the use of Alternative Dispute Resolutions, (3) presence of DOVVSU and CHRAJ, as some of measures that have improved access to justice.

The Judiciary Service indicated that the addition of 199 new lawyers called to the Bar in 2010 and the Justice for All program helped to improve the dispensing of justice in 2010. Even though the average period for settling a dispute remained unchanged at 7 months, the service was able to dispose of more cases in 2010 (143,340 cases) than in 2009 (106,376 cases).

The Judicial Service reported that despite the challenges the Career Magistrate Programme was facing, it was able to train 25 magistrates in 2005, 25 in 2006, 30 in 2008 and 29 in 2010.

The number of cases settled under Alternative Dispute Resolution (ADR) decreased from 5,358 cases in 2009 to 3,754 cases in 2010. [reason?]

Obstacles to accessing justice

In 2010, 38.2% of male respondents and 32.6% of female respondents reported that the perceived corruption in the judicial service prevented them from accessing justice. This was a slight decrease from 2009 figures of 40.5% for male respondents and 35.7% of female respondents.

“In this country all you need is money for a good lawyer. Even if you are wrong you would be right in the law court. So better save the little money you have, and let the rich offender go. It is only when you are lucky and get a religious judge who would not be swayed by money. But how are you to know the good ones from the bad ones”

Participant, Tarkwa-Nsueam

In 2010, 54.2% of male respondents and 63.3% of female respondents reported that the fees paid in the courts prevented them from seeking justice in the law courts. This was an increase from 2009 figures of 51.6% for male respondents and 58.2% for female respondents.

Magistrates and Registrars at the validation workshops explained that there were some mandatory court fees that are collected. They educated participants to collect receipts for all payments made.

“The court registrar is getting the whole point wrong. The payment of monies starts from the police station. First, you report your case to the police. There you pay for the paper on which your complaint is written. Then you need to hire a car for the police to investigate the case. Then if you are lucky it goes to the court, and there you pay both “official” and “unofficial fees”. Then you have to transport yourself and your case officer to and from the court house. If you have to hire a lawyer that is a different matter all together. By the time your case is over you are totally broke”

Participant, Hohoe

In 2010, 31.7% of male respondents and 39.4% of female respondents reported that the distance from their communities to the courts was an obstacle in accessing justice. This was an improvement of 38.2% for male respondents and 44.6% for female respondents in 2009. The improvement was attributed to (1) presence of magistrates in the district courts (2) increase use of ADRs to resolve disputes (3) use of the Commission for Human Rights and Administrative Justice (CHRAJ) and the Domestic Violence and Victim Support Unit (DOVVSU).

6. Child Rights

This section assesses the degree to which local authorities (District Assembly, traditional authorities, community based organizations) are issues of child trafficking, child prostitution, teenage pregnancy, child labour and juveniles in adult cells.

Child trafficking

In 2010, 39.3% of male respondents and 44.6% of female respondents indicated that child trafficking was a major concern in their communities. This was a decrease over 2009 figures of 46.2% of male respondents and 53.2% of female respondents.

The districts that recorded the highest percentages in 2010 were Assin North (39% of all respondents), Shama (41% of all respondents), Wa West (42% of all respondents), Keta (45% of all respondents), Tarkwa-Nsueam (50% of all respondents).

40% of male respondents and 38.8% of female respondents indicated that they were satisfied with the efforts by the Ghana Police, the traditional authorities and the local radio stations in fighting this problem.

The Ghana Police Service reported that in 2010, 338 cases of child trafficking was officially recorded.

Child prostitution

In 2010, 38.6% of male respondents and 47.7% of female respondents indicated that child prostitution was a major concern in their communities. This was a slight increase over 2009 where 34.4% of male respondents and 42.5% of female respondents reported that child prostitution was a concern.

Participants attributed the increase in child prostitution to (1) economic hardships that was preventing parents from adequately catering for or had caused parents (mostly fathers) to abandon their children, (2) the influence of movies and funeral attendance, (3) the children are naughty and are difficult to correct and train, (4) unscrupulous adults (teachers, traditional authorities, etc.) who entice little children, especially the girl child, with monies and gifts.

“Parents are not taking care of the girl child. It is surprising that sometimes you overhear a mother asking her 12-year or 13-year old girl child to lend her some money. Where is the child going get the money from? So covertly, parents push their children to sleep with men for money”

Participant, Assin Foso

11.2% of male respondents and 14.7% of female respondents indicated that they were satisfied with authorities’ response in addressing this problem. Participants cited efforts by the District Assemblies and traditional authorities in enforcing the age limit on attendance to adult movies and funerals. They, however, added that for the measures to make the required impact, stiffer penalties must be slapped on offenders.

Teenage Pregnancy

In 2010, 73.2% of male respondents and 84.4% of female respondents indicated that teenage pregnancy was a major concern in their communities. This was a decrease over the 2009 figures of 76% for male respondents and 87.2% for female respondents. The reasons attributed to the high incidence of teenage pregnancy were similar to those attributed to child prostitution.

“Our teachers disturb us a lot. When they tell you that they love you and you say “no”, you will never get any good marks in class tests. But when you

give in, you get high marks. The teachers are therefore the cause of most pregnancies in the JSS”

Student, Asante Akyem North

Child Labour

In 2010, 54.3% of male respondents and 47.7% of female respondents indicated that child labour was a concern in their communities. This was a decrease from 2009 figures of 59.2% for male respondents and 55.3% of female respondents.

“We should be careful about this child labour issue. When we were children we went to the farms before or after school. We managed to pass our examinations. We have been pampering these children with “child labour, child labour”. Who should go to the farm for the children to eat – the father?”

Participant, Wa West

“We need to make a distinction between child labour and child work. Where the activity the child is engaged in affects his or her health and education it should not be countenanced at all. The child has the right to education and health and it is the responsibility of the parents to provide it”

Social Welfare Officer, Tamale

61.3% of male respondents and 58.5% for female respondents indicated that the economic activities the children were engaged in at their communities affects their health and education. Participants praised the efforts of the District Assembly, the traditional authorities and opinion under the National Programme for the Elimination of Worst Forms of Child Labour in Cocoa in addressing the problem. They, however, lamented that the problem was virtually in all sectors of the economy and in all districts not only in cocoa growing districts.

Juveniles in adult prisons

48.3% of male respondents and 41.5% of female respondents indicated that juveniles were locked in adult cells in the police station in their communities. This was a slight increase from 2009 figures of 46.2% for male respondents and 40.7% for female respondents.

Participants at validation workshops indicated that the police stations in their communities had only two cells – for male and female offenders, and juveniles are locked up with adults in the same cells.

Divisional Police Commanders and Crime Officers at the validation workshops explained that the police as much as practicable ensured that juveniles are transferred to borstal homes. They indicated that the police was very challenged for space and was also mindful of the lives and safety of the general public. Juvenile males are normally kept in the female cells (which are usually empty). It was only when the female ward was occupied that very “notorious and dangerous” boys were placed in adult male cells.

7. Chiefs and National Development

This section assesses the degree to which traditional authorities promote peace and development in their communities.

Role of chiefs in promoting education, health, water and sanitation

In 2010, 43.2% of male respondents and 39.1% of females indicated that traditional authorities were assisting to promote education, health, water and sanitation in their communities. This was a slight increase over 2009 where 41.8% of male respondents and 36.3% of female respondents indicated that chiefs were promoting such activities.

Participants at the validation workshops indicated that chiefs have been lobbying both ministers, Members of Parliament and District Chief Executives for such development projects. They also indicated that chiefs have been making available land for the construction of schools and CHPS compounds. Participants, however, indicated that chiefs could do more with the royalties they collect.

Role of chiefs in promoting peace and security

In 2010, 34.3% of male respondents and 31.5% of female respondents indicated that chiefs were assisting government in promoting peace and security. This was a slight decrease compared to the 2009 figures of 37.7% for male respondents and 34.2% for female respondents.

Participants at the validation workshops expressed appreciation for the role chiefs are playing in resolving disputes in the institution. They also highlighted the fact that chiefs were increasingly involved in the spates of violence across the country.

A major cause of litigation among traditional authorities relates to the lines of succession. As part of efforts to address this, the Ministry of Chieftaincy and Culture is documenting and legislating lines of succession. In 2009, 70 out of an estimated 265 lines of succession were

documented (representing 26.3% progress), and 11 out of the 70 documented lines of succession were legislated (representing 15.7% progress). No line of succession was either documented or legislated in 2010.

8. Employment and Empowerment

In 2010, 82.2% of male respondents and 73.4% of female respondents reported they were engaged in economic activities that earned them income. However, 48.3% of male respondents and 51.6% of female respondents reported that it was difficult to get wage employment in their communities. 21.7% of male respondents and 27.3% of female respondents reported that wage employment was **non-existent** in their communities.

Asante Akyem North recorded a significant increase in the number of respondents who indicated they are engaged in economic activities from 57% for male respondents and 53% for female respondents in 2009 to 74.4% for male respondents and 69.8% for female respondents in 2010. At the validation workshop, participants attributed the increased economic activities to **illegal gold mining activities in the district**.

Available data from the National Youth Employment Programme shows an increase in the number of beneficiaries from 110,796 in 2009 to 115,160 in 2010.

9. Transparency and Disclosure

This section assesses the degree to which citizens are able to get access to information from the District Assembly.

In 2010, 21.4% of male respondents and 18.3% of female respondents indicated that the District Assembly made available reports on projects and programmes to citizens. This was a slight improvement over 2009 where 18.3% of male respondents and 14.1% of female respondents reported they had access to the Assembly's progress reports.

It is interesting, however, to note that the respondents who had access to progress reports were either public officials or Assembly members. Only public respondents from Shama, Cape Coast, and Sunyani indicated they receive such reports.

At the validation workshops, District Chief Executives and Presiding Members indicated that progress reports were made available to members of the Assembly at sessional meetings. The missing link they claim was from the assembly members to their constituents. Assembly members on the other hand indicated that they have no resources to carry on their work hence were unable to convey such reports to their constituents. Indeed, some assembly members

indicated that they were unaware they had to carry on outcomes of such meetings to their constituents.

Commendable Practices

Shama: Following the validation exercise in 2010 the DCE undertook a number of public forums in some communities in the district to give progress reports to the populace. She highlighted initiatives the Assembly was undertaking and openly declared how much monies had been received (District Assembly Common Fund and Internally Generated Funds) and how the monies have been used.

Cape Coast: The Municipal Assembly has some dedicated days and times where it appears at some radio stations to update the populace on progress of work and what the Assemblies resources are being put to.

Sunyani: The Municipal APRM Oversight Committee gives highlights of progress reports to the populace on the radio station.

The majority of Assembly members 87% in 2010 and 88% in 2009 indicated that they do not declare their business interests in Assembly projects. Participants at validation workshops indicated that some members of the Assembly have turn into “over night contractors” busily executing projects on behalf of the District Assembly.

“Some Presiding Members are unable to exercise effective oversight over the administration because their positions have been compromised. During the election for PMs when there is no clear majority between the two main contenders, one is asked to step down with the assurance that he or she would be rewarded with a contract. In such a situation the winning PM owes his/her election to the largesse of the DCE and is unable to exercise any control”

Retired Presiding Member, Koforidua

10. Corruption

In 2010, 53.3% of male respondents and 32.1% of female respondents indicated that they had either heard or read about corruption at the District Assembly. This was an increase over 2009 where 47.6% of male respondents and 27.2% of female respondents reported reading or hearing about corruption at the Assembly.

21.4% of all respondents indicated that the corruption was in relation to nepotism in the selection for employment. The primary complaint here was that unless you were linked to a particular political party you do not get selected for any available job offer even if you are the most qualified. 10.7% of all respondents indicated the corruption was in relation to tender irregularities; 57.2% of all respondents indicated it was in relation to mal-administration of funds at the Assembly; 10.7% of all respondents indicated it was in relation to bribery of some officials.

When asked if the corruption was ever reported, nearly all the respondents (93.2%) responded in the negative. Reasons for not reporting the alleged corruption were given as (1) “no faith in the police” (16.3% of male respondents and 11.5% of female respondents), (2) “no faith in the DCE/Presiding Member” (25.4% of male respondents and 29.6% of female respondents), (3) “fear of reprisal” (28.5% of male respondents and 37.8% of female respondents), (4) “not interested/apathy” (29.8% of male respondents and 21.1% of female respondents).

For those who reported the incidence, they indicated it was reported to the political party chairman at the district level.

When asked what happens should one report an incidence of corruption, 89.2% of male respondents and 93.3% of female respondents indicated that nothing will be done by those in authority. On the other hand, those who report to the party chairman indicated that investigations are conducted and in most cases where the allegation is found to be true, the offender is sanctioned.

When asked if the respondent had ever paid a bribe to any public official to get some service done, 37.3% of male respondents and 28.5% of female respondents reported in the affirmative. When asked if they had ever given a gift to a public official for some service rendered, 53.6% of male respondents and 46.7% of female respondents indicated they had done so.

11. Public Services

Basic-Level Education

In 2010, 73.3% of male respondents and 76.7% of female respondents indicated that there had been an improvement in the **availability** of schools in their communities. This was an improvement over 2009 where 65.2% of male respondents and 66.8% of female respondents indicated there had been improvement. This was attributed to government’s initiative to remove schools under trees and the construction of new classroom blocks by the district assembly.

The Ministry of Education reported that there was a 6.3% increase in the number of Kindergarten schools from 16,739 in 2009 to 17,471 in 2010. There was a 3.9% increase in the number of

Primary Schools from 17,881 in 2009 to 18,579 in 2010. There was a 5.4% increase in the number of Junior High schools from 10,213 in 2009 to 10,768 in 2010.

73.1% of male respondents and 78.3% of female respondents indicated that there had been improvement in **access** (in relation to fees and charges) to education in their communities. This was an improvement over 2009 where 53.5% of male respondents and 52.4% of female respondents reported there had been improvement.

The Ministry of Education reported the Capital Grant was increased by almost 50% to GHC4.50 per child and expanded to cover 5,333,917 pupils for the 2009/2010 academic year. Furthermore, the School Feeding Programme was expanded to cover more children - from 656,624 pupils in 2009 to 658,225 in 2010.

45% of male respondents and 43.3% of female respondents indicated that they were satisfied with the **quality** of education (as measured by the pass rate in the BECE). This was a slight decrease from 2009 where 47.1% of males and 46.2% of females indicated their satisfaction with the results.

“If the District Assembly can assist the District Education Office with some fuel allocation it could improve school supervision. We are unable to adequately supervise all the schools because of limited resources and that explains the poor results. The Assembly should seriously consider extending the support (especially in fuel allocation) to the Education Service to help improve supervision”

District Education Director, Asante Mampong

The Ministry of Education reported a minimal improvement of 62.47% pass rate for 2009/2010 as against 62.17% for 2008/2009.

Health

In 2010, 61.4% of male respondents and 66.2% of female respondents reported an improvement in the **availability** of health facilities in their communities. This was an improvement over 2009 where 57.5% of male respondents and 62.8% of female respondents reported an improvement.

The Ministry of Health reported that it had scaled up the provision of Community-based Health Planning Services (CHPS) as a means of ensuring that health services was brought to the doorsteps of rural communities.

56.4% of male respondents and 61.7% of female respondents indicated that there had been improvement in their ability to **access** (in relation to fees and charges) health services. This was a

increase over 2009 where 50.1% of male respondents and 53.9% of female respondents indicated an improvement in access.

Data from the National Health Insurance Authority indicated that there had been an increase on the number of people on the Health Insurance Scheme from 14,511,777 in 2009 to 18,031,366 in 2010.

41% of male respondents and 49.1% of female respondents indicated they were satisfied with the **quality** of health care they receive at the health facilities. This was a decrease from 2009 where 47.4% of male respondents and 55.3% of female respondents indicated their satisfaction.

At the validation workshops participants indicated that (1) doctors prescribe medicines before they had finished explaining what is wrong with them (2) nurses and other health staff were impatient with them (3) the same medicines are prescribed irrespective of the ailment you complain of.

The Ministry of Health reported that the number of nurses increased marginally by 1.8% from 16,228 in 2009 to 16,524 in 2010. This marginally improved the nurse-population ratio from 1:1,537 in 2009 to 1:1,510 in 2010. The number of doctors also increased from 2,082 in 2009 to 2,173 in 2010. The improved the doctor-population ratio from 1:11,981 in 2009 to 1:11, 479 in 2010.

Cleanliness (refuse collection)

38.2% of male respondents and 37.4% of females rated the cleanliness of the communities as excellent/good. This was a slight decrease from 2009 where 40.3% of male respondents and 41.1% of female respondents rated cleanliness as excellent/good.

District Assembly members indicated that whilst the Assemblies faced some challenges in waste collection and disposal, the waste collectors (primarily Zoomlion) were doing the best they could. They, however, bemoaned the attitude of residents who refuse to partake in any voluntary work to clean up the communities.

“People deliberately dump rubbish into gutters and when you question them, all they say is that, “this is what Zoomlion pays its employees to do...collect rubbish”

Assembly member, Mfantseman West

Water

In 2010, 43.4% of male respondents and 36.2% of female respondents rated the overall provision of water in their communities as excellent/good. This was an improvement over 2009 where 38.2% of male respondents and 35.3% of female respondents rated it as excellent/good.

In 2010, 52.1% of male respondents and 54.3% of female respondents rated the quality of water the drink as excellent/good. This is an improvement over 2009 where 49.6% of male respondents and 51.7% of female respondents rated same.

The Ministry of Water Resources, Works and Housing (MWRWH) reported that the percentage of the population with sustainable access to safe drinking water sources increased from 58.97% in 2009 to 60.84% (for rural communities) and remained at 58% in the urban communities.

The Ghana Water Company reported that to improve water delivery in urban communities it undertook a number of initiatives including: building and rehabilitation of water treatment plants in Kumasi, Tamale, Koforidua, Bolgatanga, Mampong; rehabilitation and expansion of medium capacity water treatment plants in district capitals; rehabilitation and expansion of low capacity (minor) water treatment plants in Axim, Breman Asikuma and Kpando.

The Community Water and Sanitation Agency (CWSA) implemented the following to improve access to water: the construction of 265 boreholes; the rehabilitation of 47 boreholes; the construction of 5 hand-dug wells; the completion of 2 small communities new pipe systems; the completion of 73 small towns new pipe systems; and the rehabilitation of 2 hand-dug wells.

Sanitation (toilets)

In 2010, 38.1% of male respondents and 36% of female respondents rated the toilet facilities in their communities as excellent/good. This was a decrease from 2009 where 41.3% of male respondents and 42% of female respondents rated same.

The Ministry of Local Government and Rural Development (MLGRD) reported that the percentage of the population with access to improved sanitation services increased marginally from 12.4% in 2009 to 13% in 2010.

The Community Water and Sanitation Agency (CWSA) reported that it constructed 4,217 household latrines and 434 institutional latrines in 2010.

Fire Services

In 2010, 40.4% of male respondents and 32.3% of female respondents rated fire services in their community as excellent/good. This was an improvement over 2009 where 28.1% of male respondents and 29% of female respondents rated the services of the Fire Department as excellent/good.

The Ghana Fire Service reported that there was a 7.5% decrease in fire outbreaks from 2,708 in 2009 to 2,506 in 2010. The Service attributed the decline to the intensive fire prevention education campaign it was undertaking.

Agricultural Extension Services

In 2010, 46.8% of male respondents and 37.7% of female respondents rated agricultural extension services in their communities as excellent/good. This was an improvement over 2009 where 42.4% of male respondents and 33.2% of female respondents rated the services as excellent/good.

The Directorate of Agricultural Extension Services indicated that the role of the Service has extended beyond the mere transfer of technology to farmers to include marketing issues, resource conservation, monitoring of food security and agricultural production, food safety, nutrition, and partnering with a range of service providers and other agencies.

Overall Traffic Management

In 2010, 46.9% of male respondents and 45.7% of female respondents rated traffic management in their communities as excellent/good. This was a slight improvement over 2009 where 43.2% of male respondents and 41.2% of female respondents gave such a rating.

Participants at the validation workshops cited the absence or non-functional traffic lights, poor street lighting and reckless drivers as contributing factors to poor traffic management. Participants, however, commended the efforts by the Motor Traffic Transport Unit of the Ghana Police Service in manning some of the roads.

Housing

In 2010, 26.7% of male respondents and 24.5% of female respondents rated the quality of housing in their communities as excellent/good. This was a slight improvement over 2009 where 25.1% of male respondents and 22.8% of female respondents rated housing as excellent/good.

The Ministry of Water Resources, Works and Housing (MWRWH) reported that the Government was seriously pursuing the Affordable Housing Scheme to ensure that both poor and middle income groups have access to quality housing. The Ministry reported that work on the 4,720 housing units at various stages of completion (which slowed down) picked up again in all six sites, namely Borteyman and Kpone (Greater Accra Region), Asokore-Mampong (Ashanti Region), Koforidua (Eastern Region), Tamale (Northern Region) and Wa (Upper West Region). The Ministry added that Government was also pursuing the STX Housing Project-Ghana which would increase the housing stock by some 200 thousand housing units.

Participants at the validation workshops bemoaned the renting situation in the country. They indicated that they would have preferred to rent better accommodation, but the demand by landlords and landladies for rent advances ranging from 2 years to 3 years was too expensive and above their budgets. They wondered why the Rent Control Law was not being enforced.

Road Networks

In 2010, 25.6% of male respondents and 23.8% of female respondents rated the road conditions in their communities as excellent/good. This was a slight improvement over 2009 where 24.9% of male respondents and 21.4% of female respondents rated roads as excellent/good.

“The problem should be laid at the door steps of the politicians and road contractors. How can a contractor construct a road, dress it with coaltar and yet when it rains the following year everything is washed off. Then we have to find new monies to start all over again. Maybe, if the politicians stop collecting their 10% from the contractors then we would begin to see better road construction”

Participant, Ga South

Available data indicates that the road condition mix improved marginally from 40% (good), 29% (fair) and 31% (poor) in 2009 to 43% (good), 28% (fair) and 29% (poor) in 2010.

Recreational Facilities

In 2010, 8.2% of male respondents and 11.3% of female respondents rated recreational facilities in their communities as excellent/good. This was a slight decrease from 2009 where 9.6% of male respondents and 12.9% of female respondents rated the facilities as excellent/good.

“There are no places for relaxation here. Even the open spaces where our children used to play football have been swallowed up by buildings. Where the Assembly itself has demarcated for recreational facilities has been taken over. The only recreational places here are the akpeteshie bars. No wonder the youth are into so much drinking. They have nowhere to play”

Participant, Cape Coast

Available data from the Ministry of Youth and Sports indicated that a multi-purpose court was constructed at the Accra Sports Stadium, while four other facilities were rehabilitated, namely the Gyandu park in Sekondi, tennis court in Accra, Wa stadium, and the Robert Mensah stadium in Cape Coast.

Electricity

In 2010, 38.3% of male respondents and 35.1% of female respondents indicated that there had been improvement in electricity supply in the past 12 months. This was an improvement over 2006 where 32.5% of male respondents and 30% of female respondents reported improvement.

Participants at the validation workshop complained of none issuance of meters even when they had paid for them. Some participants complained of paying large sums of monies to Electricity Company of Ghana officials but are only issued receipts for about half the sum they paid. There were also complaints of destruction of property and food as a result of the frequent unannounced power outages.

“The ECG should show some respect to consumers. The least you can do is to at least announce that you are going to put off the lights at such and such a time so that we can take some precautions”

Participant, Asante Akyem North

District ECG officials explained that in most communities the available transformers were of a lower capacity and could not carry the load at peak times (between 6:00 p.m and 9:00 p.m). To avoid blowing up the transformer, power supply automatically shuts off. They, however, assured participants that all the low-capacity transformers were being replaced with higher capacity ones. On the issue of non-issuance of meters and irregular receipting the officials put the blame on the consumers. They asked all consumers to desist from dealing with “quack officials” and go to the ECG offices where all the official fees are displayed and they would be issued with the correct receipts.

12. Grievances and Dissatisfaction

The district electorate can hold individual DA members and public officers to account through a grievance and complaints procedure. A complaint can be made to the Public Relations and Complaints Committee which is chaired by the Presiding Member. If upheld, such complaints can lead to a district referendum to decide whether such a DA member should be stripped off his/her position, and a public officer could be reprimanded.

29.8% of male respondents and 18.8% of female respondents indicated that the Assembly had a system for receiving and addressing complaints. This was a slight improvement over 2009 where 27.9% of male respondents and 16.5% of female respondents acknowledged the existence of such a system.

13. HIV/AIDS and Drug Abuse

This section assesses the degree to which peoples' attitude towards HIV/AIDS and Persons Living with HIV/AIDS is changing.

Attitude toward HIV/AIDS

64.7% of male respondents and 62.5% of female respondents indicated that their attitude towards HIV/AIDS had improved. This was an improvement over 2009 where 60.5% of males and 59.4% of female respondents indicated so. This implied they were using condoms during sexual intercourse with multiple partners, reducing the number of sex partners, abstaining from sex, etc.

The Ghana AIDS Control Programme (GACP) reported that adult HIV prevalence decreased significantly from 1.9% in 2009 to 1.5% in 2010. It is estimated that persons living with HIV and AIDS decreased from 267,069 in 2009 to 221,941 in 2010. The number of new infections decreased from 25,531 in 2009 to 12,890 in 2010.

HIV/AIDS status

32.3% of male respondents and 38.9% of female respondents indicated that they knew their HIV/AIDS status. This was a slight increase over 2009 where 31.8% of male respondents and 37.8% of female respondents indicated they knew their status.

The GACP reported that in 2010, 251 HTC Centres were established across the country. 1,063,085 people were tested for HIV at the Centres and "Know Your Status campaigns". This was a 23% increase over the number of people who tested in 2009.

Stigmatization

87% of male respondents and 85.4% of female respondents indicated that they had sufficient knowledge and information about HIV/AIDS, its mode of spread and how to prevent yourself from getting infected. This was an increase over 2009 where 84.3% of male respondents and 84.1% of female respondents indicated they had such knowledge.

However, 43.1% of male respondents and 48.4% of female respondents indicated they would not share a meal or sleep on the same bed with a known HIV/AIDS person. This was a slight increase over 2009 where 41.7% of male respondents and 46% of female respondents expressed such sentiments.

Indeed, 32.2% of male respondents and 28.2% of female respondents indicated that special homes should be established for persons living with HIV/AIDS.

Drug Abuse

In 2010, 81.7% of male respondents and 65.3% of female respondents indicated that drug use (Indian hemp and cocaine) was a major concern in their communities. This was an increase over 2009 where 76.3% of male respondents and 60% of female respondents indicated drug abuse was a problem.

Available data from the Ghana Police Service indicates that there had been a 30.3% decrease in the possession, use and distribution of drugs from 679 cases in 2009 to 473 cases in 2010.

Divisional Police commanders appeal to the public to assist the police by providing information on persons who grow Indian hemp and those who are involved in cocaine.

“The police know where the sellers are. They go there all the time to collect “chop money” from them so what else do they want us to tell them. Everyone in the community knows where you can go for “wee” how come the police alone don’t know?”

Participant, Nkoranza South

Annex

Citizen Report Card

DISTRICT APRM GOVERNANCE PROJECT

CITIZEN REPORT CHECKLIST

Introduction

The District APRM Governance Assessment is a tool aimed at promoting good governance and effective service delivery at the district level. You have been randomly chosen as a resident in this district to provide us with an expert in-district perspective.

The information provided will be treated with strictest confidence.

In order for us to make effective comparison over time and across districts, the instrument is a pre-coded, multiple choice questionnaire. It is important to answer all questions. Missing answers make compiling and comparison difficult. Your answer should reflect your experience and perceptions of governance and service delivery in your district.

We are aware that standard questions cannot capture the full complexity of governance issues. Therefore in addition to indicating which of the answers come close to describing your case, please provide additional comments to better describe the situation in your district.

The questionnaire comprise 4 sections

- Democracy and Good Political Governance
- Economic Governance
- Corporate Governance
- Socio-Economic Development

Region Name:	Date of completion of scorecard
Name of District	Zonal/Traditional Area
Town/community	[] Urban [] Rural
SECTION A: PERSONAL INFORMATION	
A1. Age of Respondent <input type="checkbox"/> 18 – 25 years <input type="checkbox"/> 26 – 40 years <input type="checkbox"/> 41 – 60 years <input type="checkbox"/> over 60 years	A2. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female
A3. What is your highest level of education? <input type="checkbox"/> None [] Primary <input type="checkbox"/> Middle/JSS [] O-Level <input type="checkbox"/> Vocational/Commercial <input type="checkbox"/> SSS [] A-Level <input type="checkbox"/> Training College <input type="checkbox"/> Technical/Professional <input type="checkbox"/> Tertiary [] Koranic <input type="checkbox"/> Other	A4. Marital status <input type="checkbox"/> Never married <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Other
A5. Respondent Category <input type="checkbox"/> Member of District Assembly <input type="checkbox"/> Public Servant (other than member of DA) <input type="checkbox"/> Traditional Authority <input type="checkbox"/> Private Sector <input type="checkbox"/> Member of Public	

B. DEMOCRACY AND GOOD POLITICAL GOVERNANCE

Freedoms

The questions here refer to the degree to which citizens feel they can communicate without fear of harm, intimidation or humiliation.

B1. Have you ever been arrested or assaulted (verbally or physically) for speaking your mind? <input type="checkbox"/> Yes [] No → If NO skip to B4
B2. Did you report this incidence (s) to any authority? <input type="checkbox"/> Yes [] No → If NO skip to B4
B3. Which authority did you report the incidence (s) to? <input type="checkbox"/> Police <input type="checkbox"/> CHRAJ <input type="checkbox"/> Assembly member

<input type="checkbox"/> Traditional Authority <input type="checkbox"/> Other
B4. Have you ever been arrested, prevented or assaulted for associating with any group or assaulted for assembling for any cause? <input type="checkbox"/> Yes <input type="checkbox"/> No → If NO skip to B7
B5. Did you report this incidence (s) to any authority? <input type="checkbox"/> Yes <input type="checkbox"/> No → If NO skip to B7
B6. Which authority did you report the incidence (s) to? <input type="checkbox"/> Police <input type="checkbox"/> CHRAJ <input type="checkbox"/> Assembly member <input type="checkbox"/> Traditional Authority <input type="checkbox"/> Other

Participation and Inclusion

We are interested here in how well individuals, groups or organizations, despite severe resource constraints, are able to participate in the policy process and influence policy outcomes. It is meant to be an indicator of how civil groups voice their issues and the available mechanisms for consultation with public officials.

B7. How often are public meetings/committee meetings held in your community <input type="checkbox"/> More than once a month <input type="checkbox"/> Once a month <input type="checkbox"/> Once every year <input type="checkbox"/> Other, please specify..... <input type="checkbox"/> Don't know
B8. Have you ever attended a public/committee meeting <input type="checkbox"/> Yes <input type="checkbox"/> No → If NO skip to B11
B9 How are you informed about such meetings. More than one answer is allowed <input type="checkbox"/> Public notice boards <input type="checkbox"/> Radio announcements <input type="checkbox"/> Invitation letters from District/Municipal <input type="checkbox"/> Loud hailing/gongon beating <input type="checkbox"/> Other, please specify
B10. How often do you attend public/committee meetings? <input type="checkbox"/> Every meeting <input type="checkbox"/> Occasionally <input type="checkbox"/> Attended once <input type="checkbox"/> Never attended
B11. If NO/NEVER ATTENDED, why do you not attend such meetings? <input type="checkbox"/> The venue is inaccessible <input type="checkbox"/> The forum does not allow for public input (only certain individuals are allowed to speak) <input type="checkbox"/> No interest <input type="checkbox"/> Other, please specify → SKIP to B15

<p>B12. If you have ever attended, are you satisfied with the level of attendance of public/committee meetings by members of the public?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p>
<p>B13. In your opinion how effective are the forums/meetings for community participation in public discussions</p> <p><input type="checkbox"/> Non-existent</p> <p><input type="checkbox"/> Very ineffective</p> <p><input type="checkbox"/> Ineffective</p> <p><input type="checkbox"/> Effective</p> <p><input type="checkbox"/> Very effective</p>
<p>B14. Do you, through these meetings able to give recommendations to the District Assembly regarding your development priorities?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Rarely <input type="checkbox"/> Regularly <input type="checkbox"/> Don't know</p>
<p>B15. Have members of the community had any conflicts with the local assembly, e.g. boycotting meetings in the last one year?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p> <p>→ If NO or DON'T KNOW skip to B17</p>
<p>B16. If yes, what was the conflict about?</p> <p><input type="checkbox"/> Corruption</p> <p><input type="checkbox"/> Service delivery</p> <p><input type="checkbox"/> Performance of District Chief Executive</p> <p><input type="checkbox"/> Performance of some public official</p> <p><input type="checkbox"/> Issues of public participation</p> <p><input type="checkbox"/> Other, please specify</p>
<p>B17. Has there been improvement in the way the District Chief Executive (DCE) interacts with the community (consultations on development projects)?</p> <p><input type="checkbox"/> improved</p> <p><input type="checkbox"/> no change</p> <p><input type="checkbox"/> worsened</p> <p><input type="checkbox"/> Don't know</p>
<p>B18. Has there been improvement in the way the Member of Parliament interacts with the community (discussions on national policies)?</p> <p><input type="checkbox"/> improved</p> <p><input type="checkbox"/> no change</p> <p><input type="checkbox"/> worsened</p> <p><input type="checkbox"/> Don't know</p>
<p>B19. Have you visited/contacted the District Assembly in the past 12 months?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → IF NO SKIP TO B24</p>
<p>B20. What was/were your reason/s for visiting the District Assembly?</p> <p><input type="checkbox"/> documentation purposes</p> <p><input type="checkbox"/> problem with a local service (refuse collection, water, sewerage, etc)</p> <p><input type="checkbox"/> to seek employment</p> <p><input type="checkbox"/> for financial assistance</p> <p><input type="checkbox"/> other (please specify)</p>

<p>B21. Were you satisfied with the response from the District Assembly regarding your issue in B20 <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>B22. How accessible (distance and structure) are District Assembly offices to the public (male, female, youth, PWDs) <input type="checkbox"/> Very accessible <input type="checkbox"/> Accessible <input type="checkbox"/> Inaccessible <input type="checkbox"/> Don't know</p>
<p>B23. How helpful and friendly are the frontline staff (receptionists, secretaries, security staff) of the District Assembly <input type="checkbox"/> Most helpful and friendly <input type="checkbox"/> Helpful and friendly <input type="checkbox"/> Least helpful and friendly <input type="checkbox"/> Don't know</p>
<p>B24. Have you contacted your Assembly member in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p> <p>→ IF NO?DONT KNOW SKIP TO B27</p>
<p>B25. What was/were your reason/s for contacting your assembly member? <input type="checkbox"/> documentation purposes <input type="checkbox"/> problem with a local service (refuse collection, water, sewerage, etc) <input type="checkbox"/> to seek employment <input type="checkbox"/> for financial assistance <input type="checkbox"/> other (please specify)</p>
<p>B26. Were you satisfied with the response from your Assembly regarding your issue in B25 <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>B27. Have you contacted your Unit Committee member in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No → IF NO SKIP TO B30</p>
<p>B28. What was/were your reason/s for contacting your unit committee member? <input type="checkbox"/> documentation purposes <input type="checkbox"/> problem with a local service (refuse collection, water, sewerage, etc) <input type="checkbox"/> to seek employment <input type="checkbox"/> for financial assistance <input type="checkbox"/> other (please specify)</p>
<p>B29. Were you satisfied with the response from your unit committee member regarding your issue in B28 <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Civic Responsibilities

These questions seek to assess the degree to which individuals behave as responsible citizens in the district.

<p>B30. Are you employed or do you own property? <input type="checkbox"/> Yes <input type="checkbox"/> No →If NO skip to B33</p>
<p>B31. Have you paid taxes (income tax, property tax, etc) in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No if YES skip to B33</p>
<p>B32. What are your reasons for not paying your tax? <input type="checkbox"/> No one has asked me to pay any tax <input type="checkbox"/> the taxes demanded are too high considering my income <input type="checkbox"/> poor consultation by the District Assembly in fixing taxes and rates <input type="checkbox"/> poor service provision <input type="checkbox"/> other (please specify)</p>
<p>B33. Do you know any individual(s) in your community who are employed or own property BUT do not pay taxes? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know</p>
<p>B34. Did you vote in the last Presidential and Parliamentary (2008) elections? <input type="checkbox"/> Yes <input type="checkbox"/> No →If YES skip to B36</p>
<p>B35. If NO, what is/are the reason(s) for not voting <input type="checkbox"/> I was not yet 18 years <input type="checkbox"/> I did not register to vote <input type="checkbox"/> Not interested in voting <input type="checkbox"/> Other (please specify).....</p>
<p>B36. Did you vote in the last District Assembly and Unit Committee elections? <input type="checkbox"/> Yes <input type="checkbox"/> No →If YES skip to B38</p>
<p>B37. If NO, what is/are the reason(s) for not voting <input type="checkbox"/> I was not yet 18 years <input type="checkbox"/> I did not register to vote <input type="checkbox"/> Not interested in voting <input type="checkbox"/> Other (please specify).....</p>

Security and Safety

Local governments can promote rules that reduce the threat to personal security by providing a congenial political climate in which fear is limited and law and order are maintained.

<p>B38. Has there been an incidence of armed robbery in your community in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>B39. Have you ever been detained by the police for any offence? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>B40. Has any member of your community been detained by the police for any offence? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know →If NO skip to B44</p>

<p>B41. If YES, were you or the community member granted bail by the police? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know →If NO skip to B43</p>
<p>B42. If YES, did you pay any bail money before being granted bail? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know</p> <p>If NO/DON'T KNOW skip to B44</p>
<p>B43. If NO to B41, what was the reason for refusing bail? <input type="checkbox"/> the crime was of a criminal nature <input type="checkbox"/> inability to get anyone to post bail <input type="checkbox"/> police requested bail money to be deposited at the police station <input type="checkbox"/> Other (please specify).....</p>
<p>B44. Has there been any violent disturbance in your community in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know →If NO skip to B46</p>
<p>B45. If YES, what was the reason for the disturbance? <input type="checkbox"/> land dispute <input type="checkbox"/> elections <input type="checkbox"/> chieftaincy <input type="checkbox"/> issues to do with the District Chief Executive <input type="checkbox"/> issues to do with some public official <input type="checkbox"/> other (please specify)</p>

Access to Justice

We ask respondents how good the justice system in their district is in providing equal access to formal justice, regardless of ability to pay

<p>B46. Has there been any improvement in your access to justice in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know If NO, skip to B48</p>
<p>B47. What is/are the reasons for the improvement? <input type="checkbox"/> presence of a Magistrate/Judge in our district court <input type="checkbox"/> use of Alternative Dispute Resolution <input type="checkbox"/> presence of CHRAJ/DOVVSU in the district <input type="checkbox"/> Other (please specify)</p>

What is/are the major obstacle(s) preventing members of your community from accessing justice?

	Obstacle	Yes	No	Don't Know
B48	Corrupt Practices			
B49	Direct costs (court fees, lawyers fees, etc)			

B50	Distance (geographical access)			
B51	Other (please specify)			

Child Rights

These questions assess the degree to which children are protected from exploitation.

<p>B52. Are there incidence of child trafficking in your community: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B53. If yes, are authorities addressing the problem of child trafficking in the community <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B54. Are there incidences of child prostitution in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B55. If yes, are authorities addressing the problem of child prostitution in the community <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B56. Are there incidences of child rape/defilement in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B57. If yes, are authorities addressing the problem of child rape/defilement in the community <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B58. Are there incidences of teenage pregnancy in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B59. If yes, are authorities addressing the problem of teenage pregnancy in the community <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B60. Are children employed in economic entities (farms, micro and small enterprises, etc) in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B61. If Yes, are the education and health of children being compromised by such activities <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>B62. If yes, are you satisfied with measures by authorities to address the issue of child labour? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>B63. Are delinquent children put in the same cells (police/prison) as adults in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>

Chieftaincy

These questions assess the role of chiefs in national development.

B64. Has there been improvement in the role of chiefs in national development – education, health, water & sanitation? [<input type="checkbox"/>] improved [<input type="checkbox"/>] no change [<input type="checkbox"/>] worsened [<input type="checkbox"/>] Don't know
B65. Has there been improvement in the role of chiefs in national development – peace and security? [<input type="checkbox"/>] improved [<input type="checkbox"/>] no change [<input type="checkbox"/>] worsened [<input type="checkbox"/>] Don't know

ECONOMIC GOVERNANCE AND MANAGEMENT

This section assesses the degree to which economic resources are being managed at the district level to promote economic growth and reducing poverty. Issues raised here include:

- Employment and Empowerment
- Transparency
- Disclosure
- Corruption

Employment and Empowerment

This question measures the degree to which employable youth are gaining wage employment

C1. Are you engaged in some economic activity that gives you regular income? [<input type="checkbox"/>] Yes [<input type="checkbox"/>] No If NO skip to C4
C2. The economic activity is in which category? [<input type="checkbox"/>] public institution [<input type="checkbox"/>] private institution [<input type="checkbox"/>] self employed [<input type="checkbox"/>] other (please specify)
C3. Have you been UNEMPLOYED within the past 12 months? [<input type="checkbox"/>] Yes [<input type="checkbox"/>] No
C4. How easy is it to get wage employment in your community? [<input type="checkbox"/>] Easy [<input type="checkbox"/>] Difficult [<input type="checkbox"/>] Non-existent [<input type="checkbox"/>] Don't know

Transparency

C5. Does the District Assembly through your Assembly Member give progress reports to the community on Assembly projects and programmes? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
C6. Do you think the Assembly's annual report is widely distributed? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
C7. Does the District Assembly hold public meetings to discuss its annual budget? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know

Disclosure

C8. Is there a system of disclosure of business interests by members and officials of the District Assembly? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
C9. In your view is the Assembly's system for disclosure of business interests by members and officials effective? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
C10. How is information on the business interests of Assembly Members and officials made available to the public? <input type="checkbox"/> It is available at the District Assembly <input type="checkbox"/> It is not made available <input type="checkbox"/> Other, please specify <input type="checkbox"/> Don't know

Corruption

C11. Have you heard or read about cases of corruption being experienced in your district in the past year? <input type="checkbox"/> Yes <input type="checkbox"/> No →If NO skip to C16
C12. What kinds of corruption are you AWARE of in your district? More than one answer is allowed <input type="checkbox"/> Nepotism in employment of officials <input type="checkbox"/> Irregularities in the award of tenders <input type="checkbox"/> Mal-administration of public funds and resources <input type="checkbox"/> Bribery before services are rendered <input type="checkbox"/> Other, please specify
C13. To whom was the corruption reported? More than one answer is allowed <input type="checkbox"/> To the police <input type="checkbox"/> To the District Chief Executive/Coordinating Director/Presiding Member <input type="checkbox"/> District Assembly members <input type="checkbox"/> Corruption was not reported

<input type="checkbox"/> Other, please specify <input type="checkbox"/> Don't know
C14. If the corruption was not reported what was/were the reasons. More than one answer allowed <input type="checkbox"/> lack of faith in the police <input type="checkbox"/> Lack of faith in the District Assembly <input type="checkbox"/> Fear of reprisal <input type="checkbox"/> Not interested/apathy <input type="checkbox"/> Other, please specify
C15. What happens when someone is accused of corruption in your community? The accused is: <input type="checkbox"/> subjected to disciplinary action <input type="checkbox"/> Investigated <input type="checkbox"/> No consequences <input type="checkbox"/> Don't know
C16. Have you personally paid a BRIBE to a public official for some service rendered? <input type="checkbox"/> Yes <input type="checkbox"/> No
C17. Have you personally given a GIFT to a public official for some service rendered? <input type="checkbox"/> Yes <input type="checkbox"/> No

CORPORATE GOVERNANCE

Business Environment

These questions assess the degree to which local authorities are providing congenial environments for businesses to flourish.

D1. Has there been improvement in public services (water, electricity, telecommunications, financial services, etc.) to the private sector? <input type="checkbox"/> Improved <input type="checkbox"/> No change <input type="checkbox"/> Worsened <input type="checkbox"/> Don't Know
D2. Have you suffered any losses as a result of poor services within the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No
D3. Has there been improvement in financial services to the private sector in the past 12 months <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
D4. Have you personally benefitted from any public financial service? <input type="checkbox"/> Yes <input type="checkbox"/> No
D5. Has there been improvement in the business environment (taxes, registration, etc) for local businesses to develop? <input type="checkbox"/> Improved <input type="checkbox"/> No change <input type="checkbox"/> Worsened <input type="checkbox"/> Don't Know
D6. Are business operators consulted by the District Assembly before rates/taxes are fixed? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
D8. Have you benefitted from any government initiative (BAC, NBSSI training)) over the past 12 months

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Labour and the Environment

These questions assess the degree to which small-scale business employers treat their employees, as well as care for the environment in the districts

<p>D9. Have you undertaken any economic activity for pay in the past 12 months <input type="checkbox"/> Yes <input type="checkbox"/> No →If NO skip to E1</p>
<p>D10. How would you rate the treatment meted to you by your employer? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Indifferent <input type="checkbox"/> Poor</p>
<p>D11. Did the economic activity generate any harmful waste material (such as dyes, chemicals, dirty oil, etc) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>D12. How did your employer dispose of such waste? <input type="checkbox"/> dump it in the gutter <input type="checkbox"/> threw it on the ground <input type="checkbox"/> dumped it in the rubbish heap <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Don't know</p>

SOCIO-ECONOMIC DEVELOPMENT

Education

<p>E1. Has there been improvement in the availability of basic schools in your community within the last 12 months? <input type="checkbox"/> Improved <input type="checkbox"/> No Change <input type="checkbox"/> Non-Existent <input type="checkbox"/> Don't know</p>
<p>E2. Has access to basic education in your area improved within the last 12 months? (distance travelled) <input type="checkbox"/> Improved <input type="checkbox"/> No Change <input type="checkbox"/> Difficult <input type="checkbox"/> Don't know</p>
<p>E3. Taking everything into consideration, are you satisfied or dissatisfied with the quality of basic education provided in your community? <input type="checkbox"/> Satisfied <input type="checkbox"/> Indifferent</p>

<input type="checkbox"/> Dissatisfied`
E4. Are there children (aged 5 – 14 years) in the community who are not attending school? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
E5. What is/are the reason(s) for the child not attending school? <input type="checkbox"/> Parents cannot afford school fees and other charges <input type="checkbox"/> No school nearby <input type="checkbox"/> No teachers <input type="checkbox"/> No value in education <input type="checkbox"/> Child earns of economically supports family <input type="checkbox"/> Child helps at home <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Don't know

Health

E6. Has there been improvement in the availability of health facilities in your community within the last 12 months? <input type="checkbox"/> Improved <input type="checkbox"/> No improvement <input type="checkbox"/> Non-existent <input type="checkbox"/> Don't know
E7. Has access to health services in your area improved within the last 12 months? <input type="checkbox"/> Improved <input type="checkbox"/> No improvement <input type="checkbox"/> Difficult <input type="checkbox"/> Don't know
E8. Taking everything into consideration, are you satisfied or dissatisfied with the quality of health services provided in your community? <input type="checkbox"/> Satisfied <input type="checkbox"/> Indifferent <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied
E9. Are there people in the community who do not attend hospital/clinics etc <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
E10. What is/are the reasons for non-attendance <input type="checkbox"/> Cannot afford charges <input type="checkbox"/> No health centre nearby <input type="checkbox"/> No doctors and health personnel <input type="checkbox"/> Health personnel's rude behavior <input type="checkbox"/> Self medication <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Don't know

Service Delivery

How would you rank the current service delivery performance of your district?

Service Type	Excellent	Good	Fair	Poor	Non-Existent
E11. Overall cleanliness of town (refuse removal)					
E12. Overall provision of water					
E13. Quality of water					
E14. Provision of sanitation (toilets)					
E15. Provision of fire services					
E.16 Agricultural extension services					
E17. Overall traffic management					
E18. Housing					
E19. Roads					
E20. Recreation facilities					

In your view, has service delivery improved over the past 12 months.

Service Type	Yes	No	Don't know
E21. Water			
E22. Sanitation (toilets)			
E23. Electricity			
E24. Housing			
E25. Refuse Collection			

Challenges in Service Delivery

Service Type	Yes	No	Don't

			know
E26. Are you aware of payments made by communities for electricity grid extensions for which no receipts were issued?			
E27. Are you aware of electricity grid extension materials “disappearing” from your community?			

Food Security

This section assesses the ability of citizens to at all times have physical and economic access to sufficient food to meet their dietary needs for a productive and healthy life

	Yes	No	Don't Know
E28. Have you skipped a meal in the past week			
E29. Has any member of your family skipped a meal in the past week			
E30. If YES, what was the reason for skipping meals: <input type="checkbox"/> No food due to crop failure <input type="checkbox"/> No money to buy food <input type="checkbox"/> Religious beliefs (fasting) <input type="checkbox"/> Food unavailable due to flooding etc. <input type="checkbox"/> Other (please specify)			
E31. Was there a day in the past week when you did not eat the entire day			
E32. Was there a day in the past week when any member of your family did not eat the entire day			
E33. If YES, what was the reason for not eating: <input type="checkbox"/> No food due to crop failure <input type="checkbox"/> No money to buy food <input type="checkbox"/> Religious beliefs (fasting) <input type="checkbox"/> Food unavailable due to flooding etc. <input type="checkbox"/> Other (please specify)			

Reporting Grievances and dissatisfaction

E34. Does the District Assembly have a system for receiving public grievances concerning customer services and the conduct/performance of public officials <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
E35. If yes, do you think that when grievances are reported, the Assembly effectively deals with them? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other, please specify

HIV/AIDS and Drug Abuse

E36. In your opinion, do you think there has been a change in your community's attitude towards reducing the spread of HIV/AIDS? <input type="checkbox"/> Improved <input type="checkbox"/> No change <input type="checkbox"/> Worsened <input type="checkbox"/> Don't know
E37. Do you know your HIV/AIDS status? <input type="checkbox"/> Yes <input type="checkbox"/> No
E38. Do you think the education and sensitization on HIV/AIDS has given you enough information to prevent yourself from getting infected? <input type="checkbox"/> Yes <input type="checkbox"/> No
E39. Would you be comfortable sharing a meal or sleeping in the same bed with an HIV/AIDS person? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
E40. Should the nation set up special homes for Persons Living with HIV/AIDSs? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
E41. In your opinion, is drug abuse (Indian hemp, cocaine, etc.) a major concern in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know