

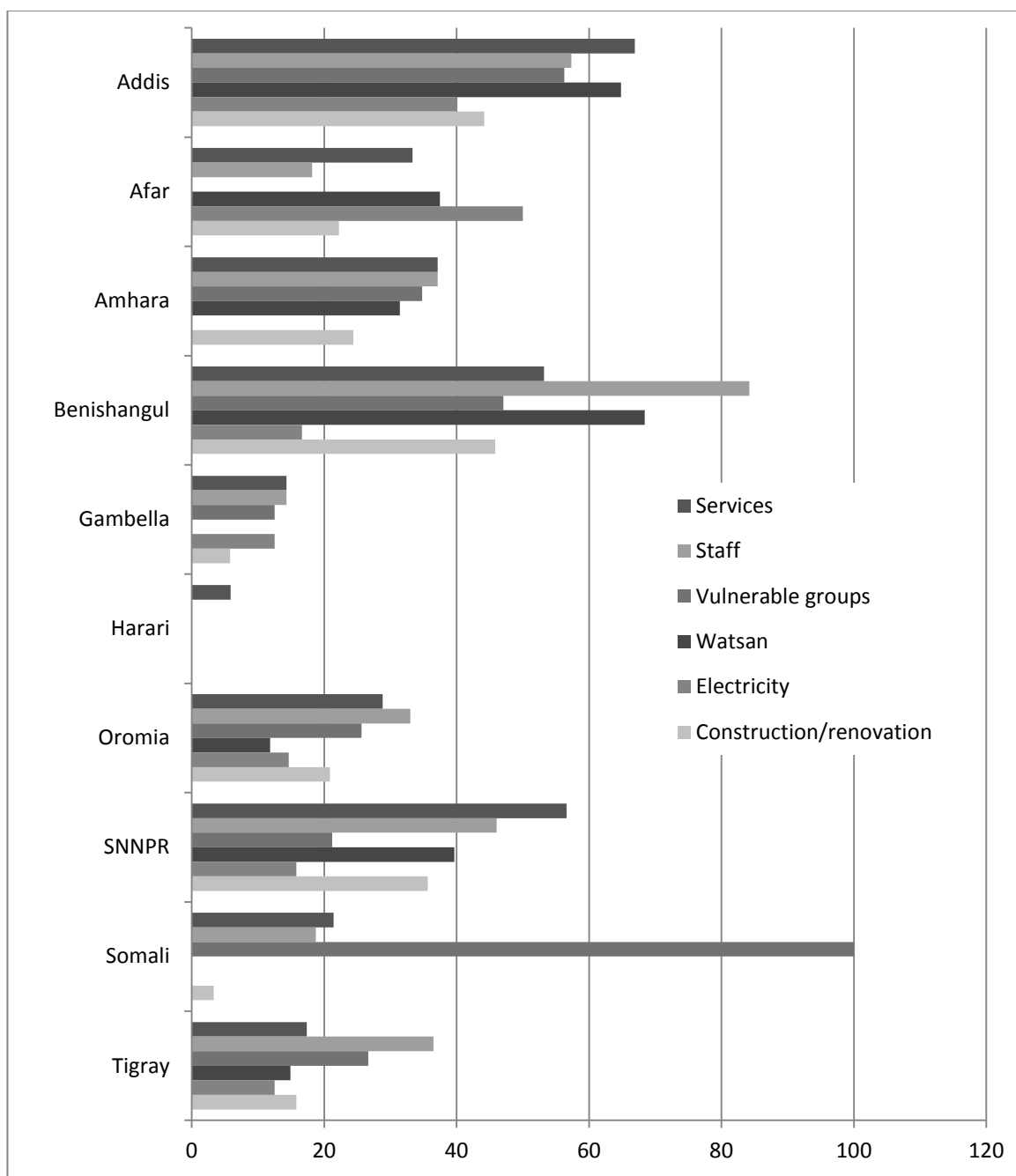


**FTA-SA regional partnership meeting June 2017**

## **Sector Dialogues – Amhara region**

*Sector data were collected by Social Accountability Implementing Partners in April 2017.  
Data graphs and tables are produced by the Management Agency to support regional sector dialogues.*

**Graph: Education issues % solved by category<sup>1</sup> compared across regions**



**Study this graph and the next table, discuss:**

- Why can some issues in the education sector easily be solved while others are more difficult? SAIPs give practical examples from their experience.
- What are the implications of this situation in terms of equity, transparency and accountability in the region? How to best explain to the people?

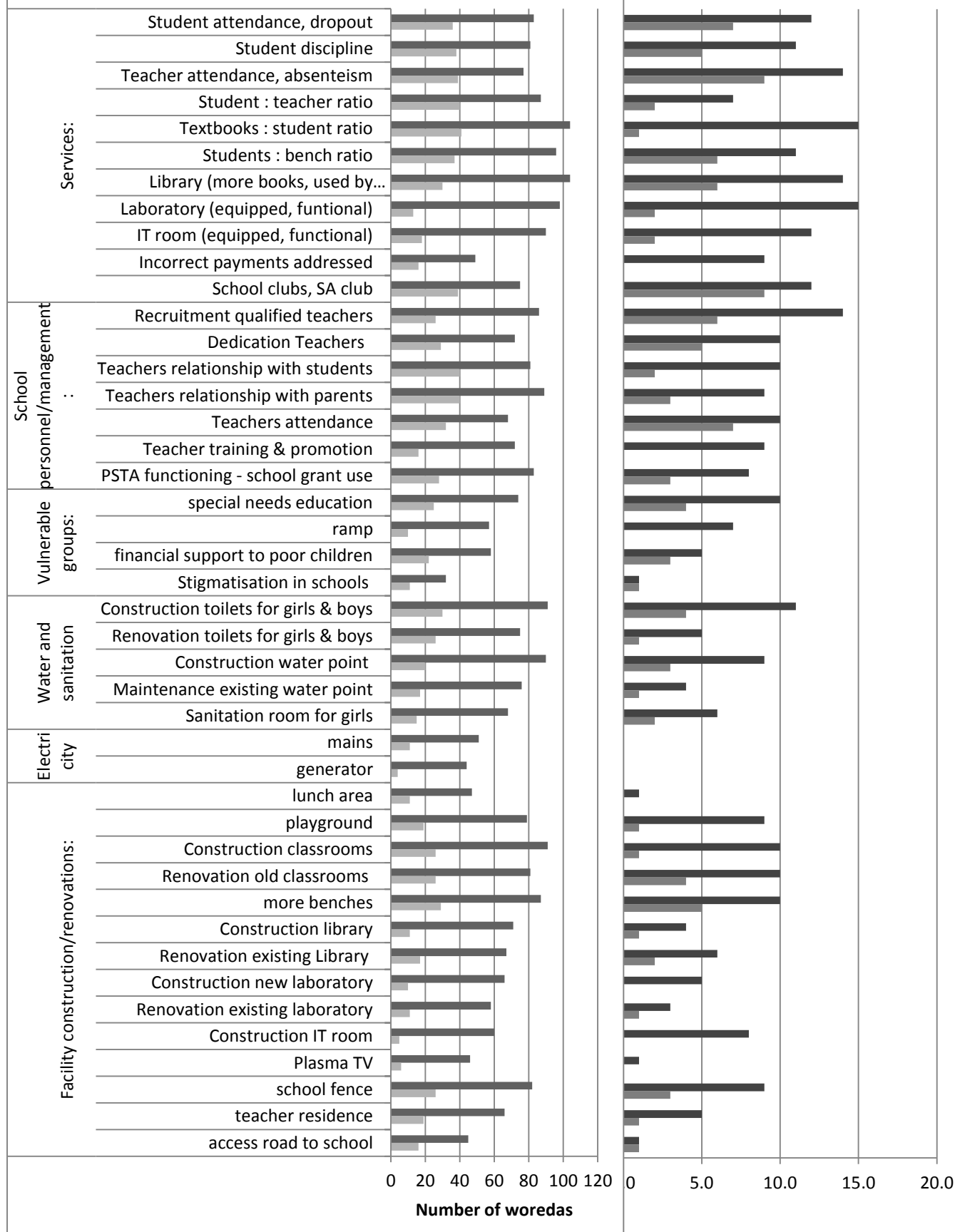
<sup>1</sup> For details of the categories, see the graph on page 3.



Education issues	# woredas Raised	# of woredas Solved	% solved
School clubs, SA club	75	39	52.0
Teacher attendance, absenteeism	77	39	50.6
Teachers relationship with students	81	40	49.4
Student discipline	81	38	46.9
Student : teacher ratio	87	40	46.0
Teachers relationship with parents	89	40	44.9
Student attendance, dropout	83	36	43.4
Dedication of Teachers	72	29	40.3
Textbooks : student ratio	104	41	39.4
Students : bench ratio	96	37	38.5
financial support to poor children	58	22	37.9
access road to school	45	16	35.6
Renovation toilets for girls & boys	75	26	34.7
Stigmatisation in schools	32	11	34.4
special needs education	74	25	33.8
PSTA functioning - school grant ok	83	28	33.7
more benches	87	29	33.3
Construction toilets for girls & boys	91	30	33.0
Incorrect payment practices addressed	49	16	32.7
Renovation of old classrooms	81	26	32.1
school fence	82	26	31.7
Recruitment of qualified teachers	86	26	30.2
Library (more books, used by students)	104	30	28.8
teacher residence	66	19	28.8
Construction of new classrooms	91	26	28.6
Renovation existing Library	67	17	25.4
playground	79	19	24.1
lunch area	47	11	23.4
Maintenance of existing water point	76	17	22.4
Teacher training & promotion	72	16	22.2
Construction of new water point	90	20	22.2
Sanitation room for girls	68	15	22.1
mains	51	11	21.6
IT room (equipped, functional)	90	18	20.0
Renovation existing laboratory	58	11	19.0
ramp	57	10	17.5
Construction new library	71	11	15.5
Construction new laboratory	66	10	15.2
Laboratory (equipped, functional)	98	13	13.3
Plasma TV	46	6	13.0
generator	44	4	9.1
Construction of IT room	60	5	8.3

## Education issues raised & solved - all ESAP woredas

■ # raised  
■ # solved

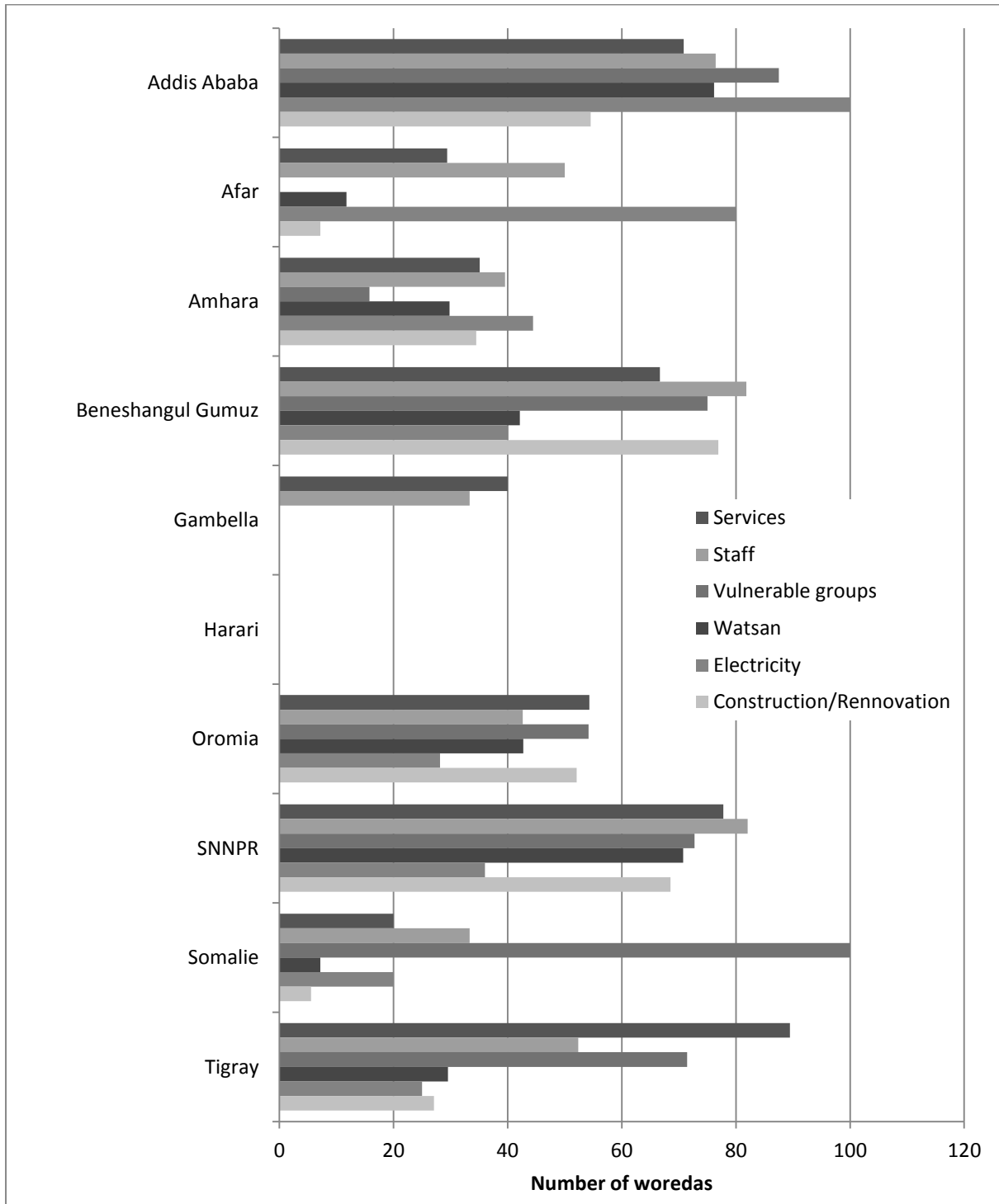


**Discuss the issues raised & solved graphs on the previous page:**

- What are the citizens saying about the issues raised? (SAIPs explain the situation.)
- How is the kebele/woreda/town responding?
- What is the contribution of communities? How is transparency about financial contribution to the people organised?
- What could the regional bureau do to further improve the situation?
- How might this information be used for the next years' regional plan/budget?



**Graph: Health issues % solved by category<sup>2</sup> compared across regions**



<sup>2</sup> For details of the categories, see the graph on page 7.



Health issues	# of woredas raised	# of woredas solved	% solved
patient registration	54	37	69
24h service at health center	66	42	64
free health care system	55	34	62
Stigmatisation in health institutions	34	21	62
Supply and availability of drugs	92	55	60
health board functioning-budget ok	54	32	59
TB room	41	24	59
health staff respectful	80	45	56
Privacy in family planning rooms	38	21	55
Availability family planning room	38	21	55
waiting area	46	25	54
Ambulance service	70	38	54
facility cleanliness (e.g. delivery room)	76	41	54
Incorrect payment practices addressed	39	20	51
safe waste disposal pit	77	39	51
Recruitment qualified health personnel	85	42	49
Maintenance toilet & shower facilities	59	29	49
delivery room	59	29	49
Laboratory equipped, operational	86	37	43
access road to health facility	46	19	41
more beds	61	25	41
ramp	44	17	39
generator	58	22	38
mains	39	14	36
Maintenance water points	69	24	35
Construction toilet & shower	59	19	32
Construction water points	68	16	24
health staff residence	59	11	19

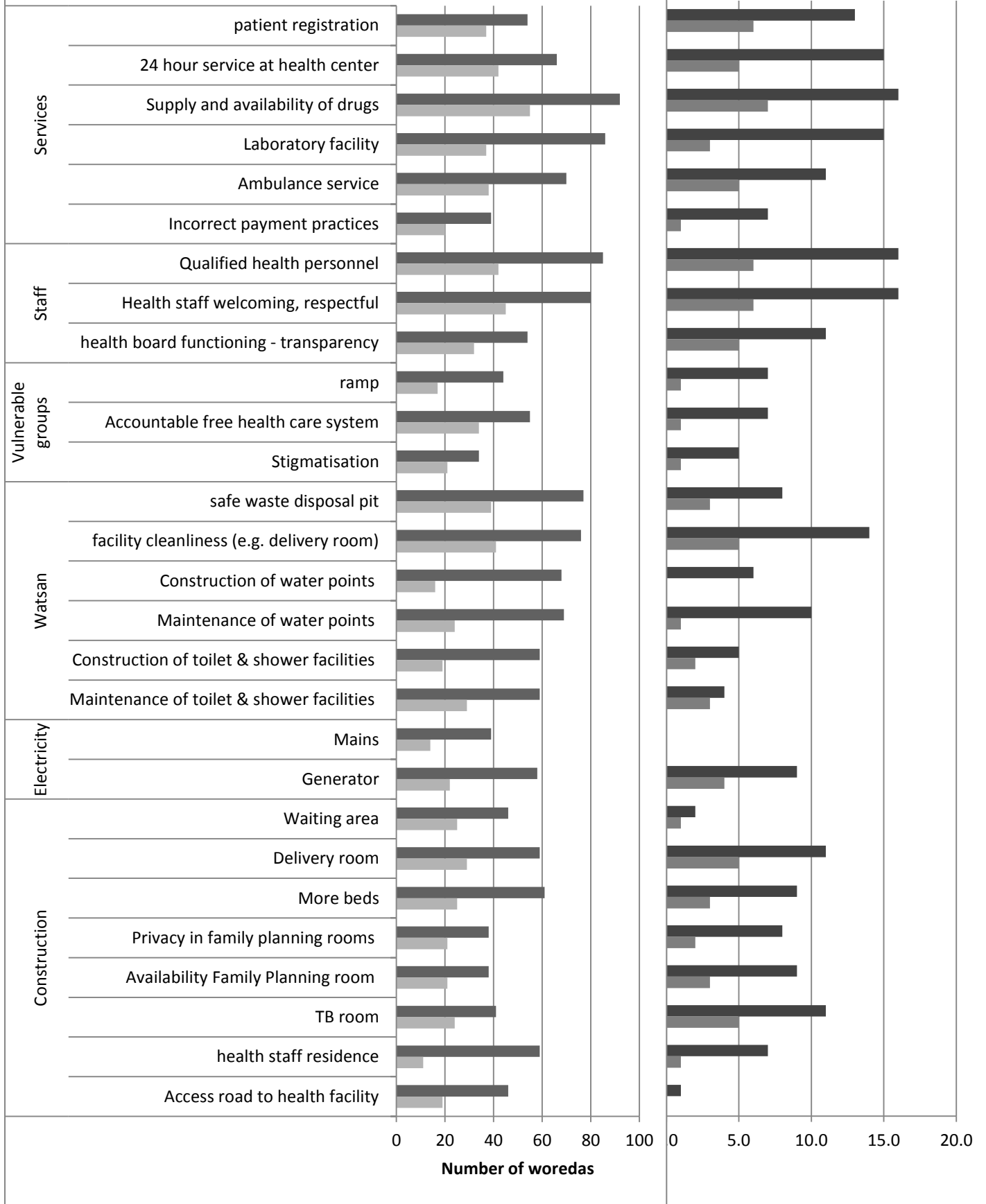
**Study the table and the graph on the previous page, discuss:**

- Why can some issues in the health sector easily be solved while others are more difficult? SAIPs give practical examples from their experience.
- What are the implications of this situation in terms of equity, transparency and accountability in the region? How to best explain to the people?

# Health issues raised and solved - all ESAP woredas

Amhara

■ # raised  
■ # solved



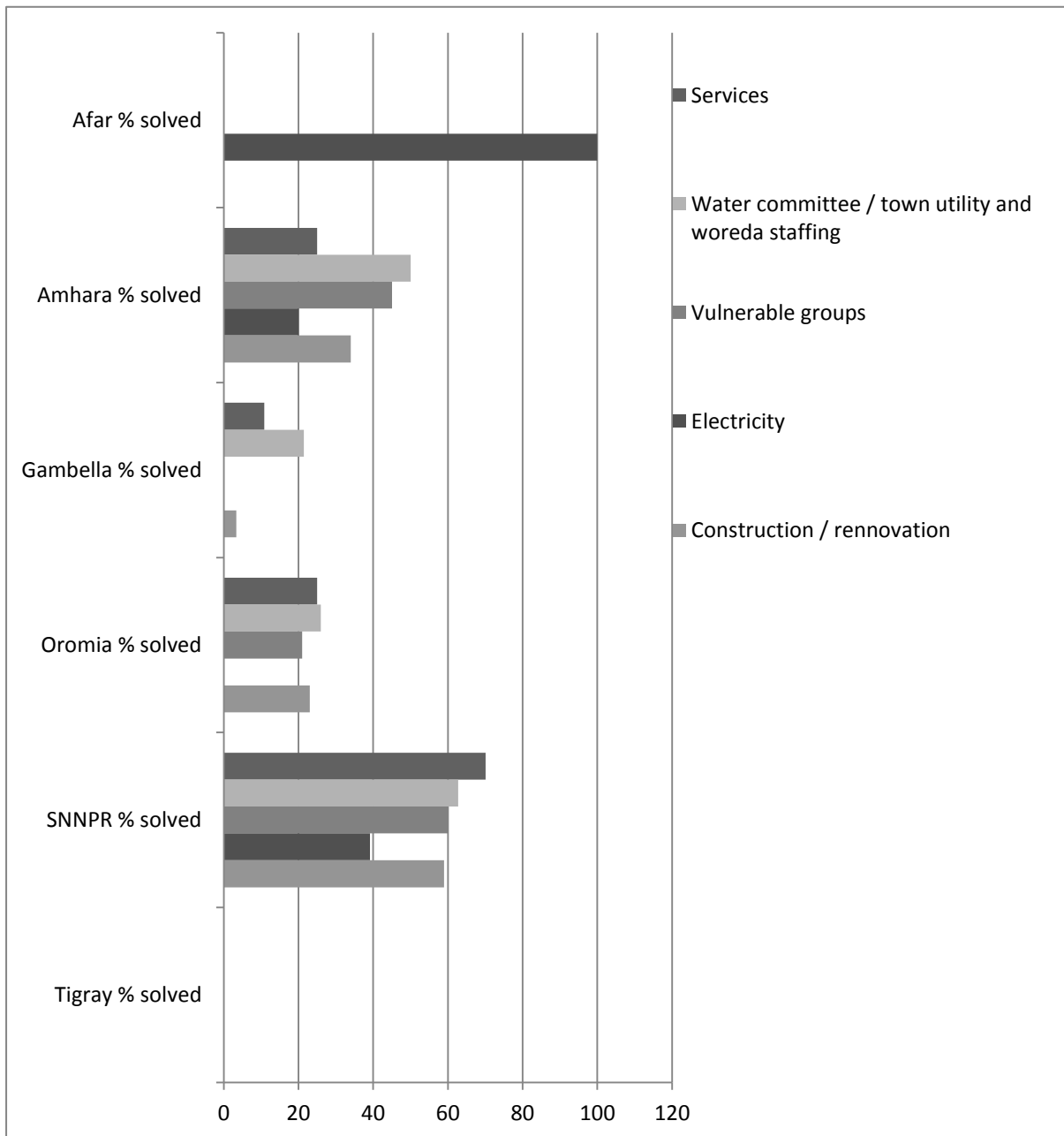


**Discuss the issues raised & solved graphs on the previous page:**

- What are the citizens saying about the issues raised? (SAIPs explain the situation.)
- How is the kebele/woreda/town responding?
- What is the contribution of communities? How is transparency about financial contribution to the people organised?
- What could the regional bureau do to further improve the situation?
- How might this information be used for the next years' regional plan/budget?



**Graph: Water issues % solved by category<sup>3</sup> compared across regions**



<sup>3</sup> For details of the categories, see the graph on page 11.



**Table: % of water issues solved in all woredas**

Services	# raised all woredas	# solved all woredas	% solved all woredas
Stigmatisation in WASH service	19	10	53
Cleanliness around water point	44	20	45
Construction of household toilets	33	15	45
Public toilets	39	17	44
Water committee functioning	44	19	43
Household latrines (ODF)	38	16	42
Fee collection - budget transparency / use	33	13	39
Distance to water point	47	18	38
Timely repair services	47	18	38
Access path/road to water point	29	11	38
Cost of water	37	14	38
Maintainance of existing public toilet & shower facilities	27	10	37
Water point fencing/protection	46	17	37
Incorrect payment/expenditure practices addressed	33	12	36
Spring protection	31	11	35
Safe water / chlorination	46	16	35
Fee exemption for poor families	36	12	33
Waste management	43	14	33
Qualified engineer(s)	31	10	32
Construction of new water points	47	15	32
Maintenance/repair of existing water point	51	16	31
# of liters per household	45	14	31
Safe and easy access to the water point	34	10	29
Additional water lines to uncovered areas	36	10	28
# households per water point - waiting time	47	13	28
Additional taps / outlets	33	8	24
Qualified / trained operation & maintenance	44	10	23
24 hour access to water	36	8	22
Water for animals	37	8	22
Generator	33	7	21
Construction of new public toilet & shower facilities	37	7	19
Mains	32	4	13

**Study the graph and the table, discuss:**

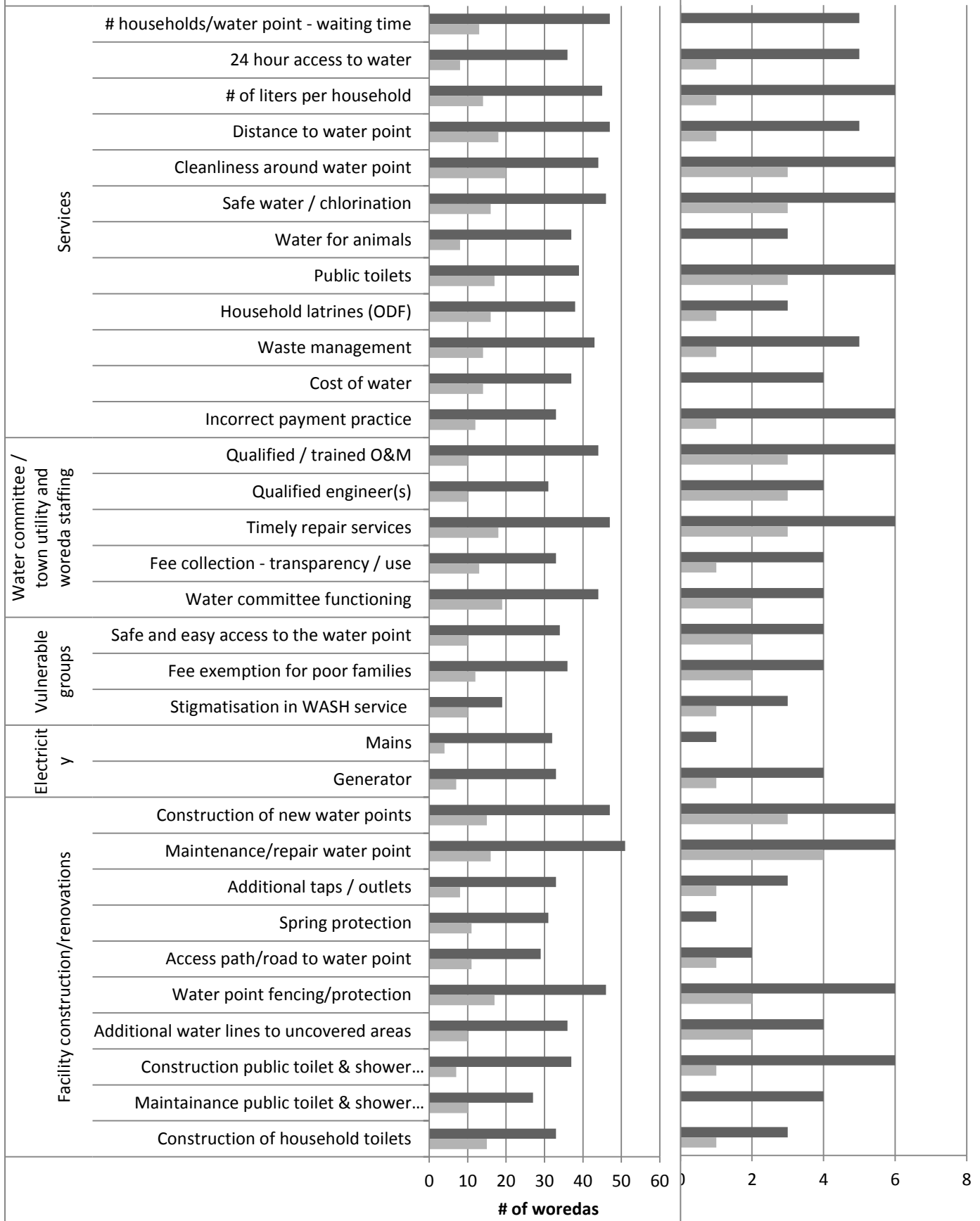
- Why can some issues easily be solved while others are more difficult? SAIPs give practical examples from their experience.
- What are the implications of this situation in terms of equity, transparency and accountability in the region? How to best explain to the people?



# Water issues raised & solved - all ESAP woredas

Amhara

■ # raised  
■ # solved



**Discuss:**

What are the citizens saying about the issues raised? (SAIPs explain the situation.)

How is the kebele/woreda/town responding?

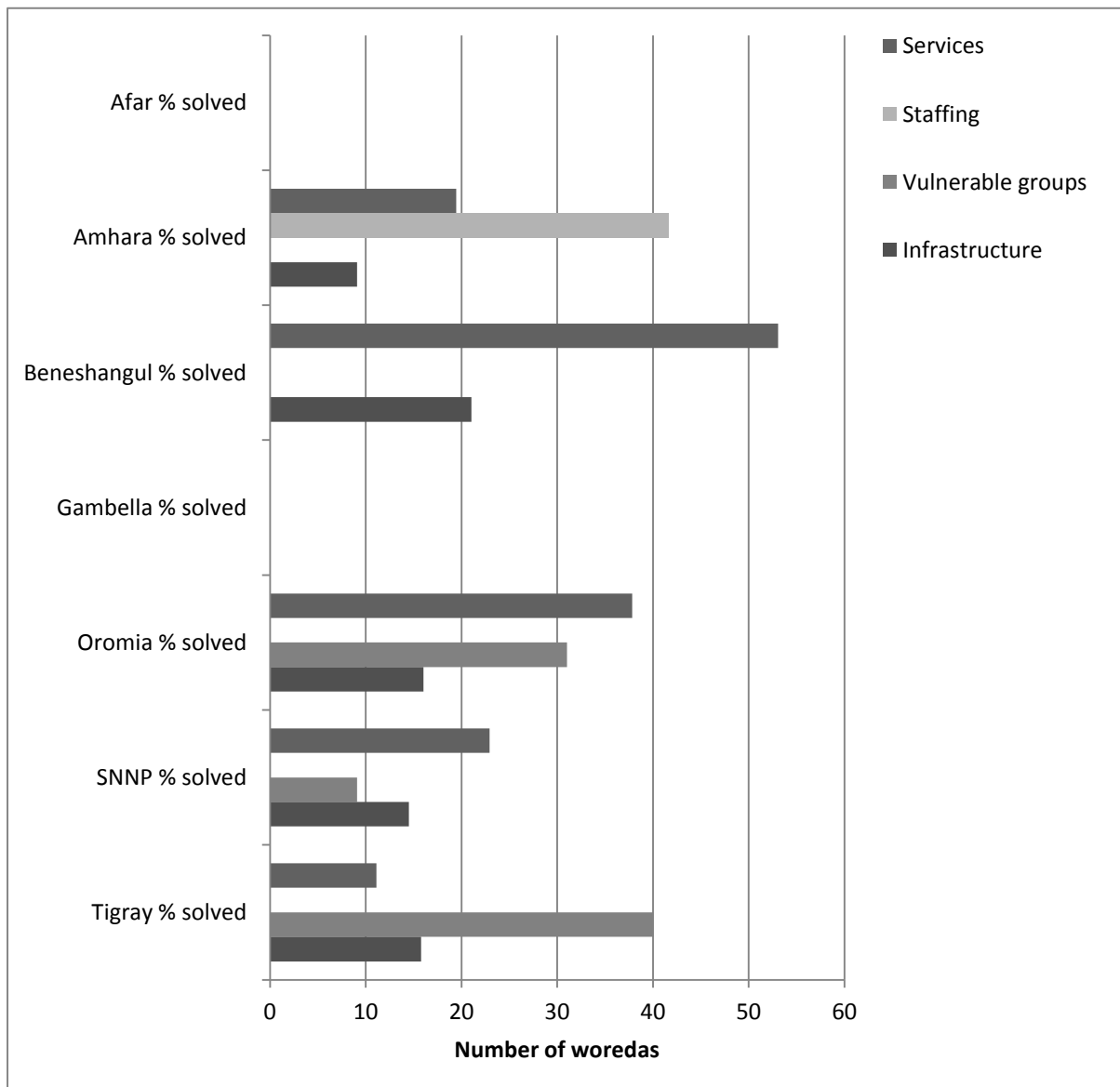
What is the contribution of communities? How is transparency about financial contribution to the people organised?

What could the regional bureau do to further improve the situation?

How might this information be used for the next years' regional plan/budget?



**Graph: Agriculture issues % solved by category<sup>4</sup> compared across regions**



**Study this graph and the next table, discuss:**

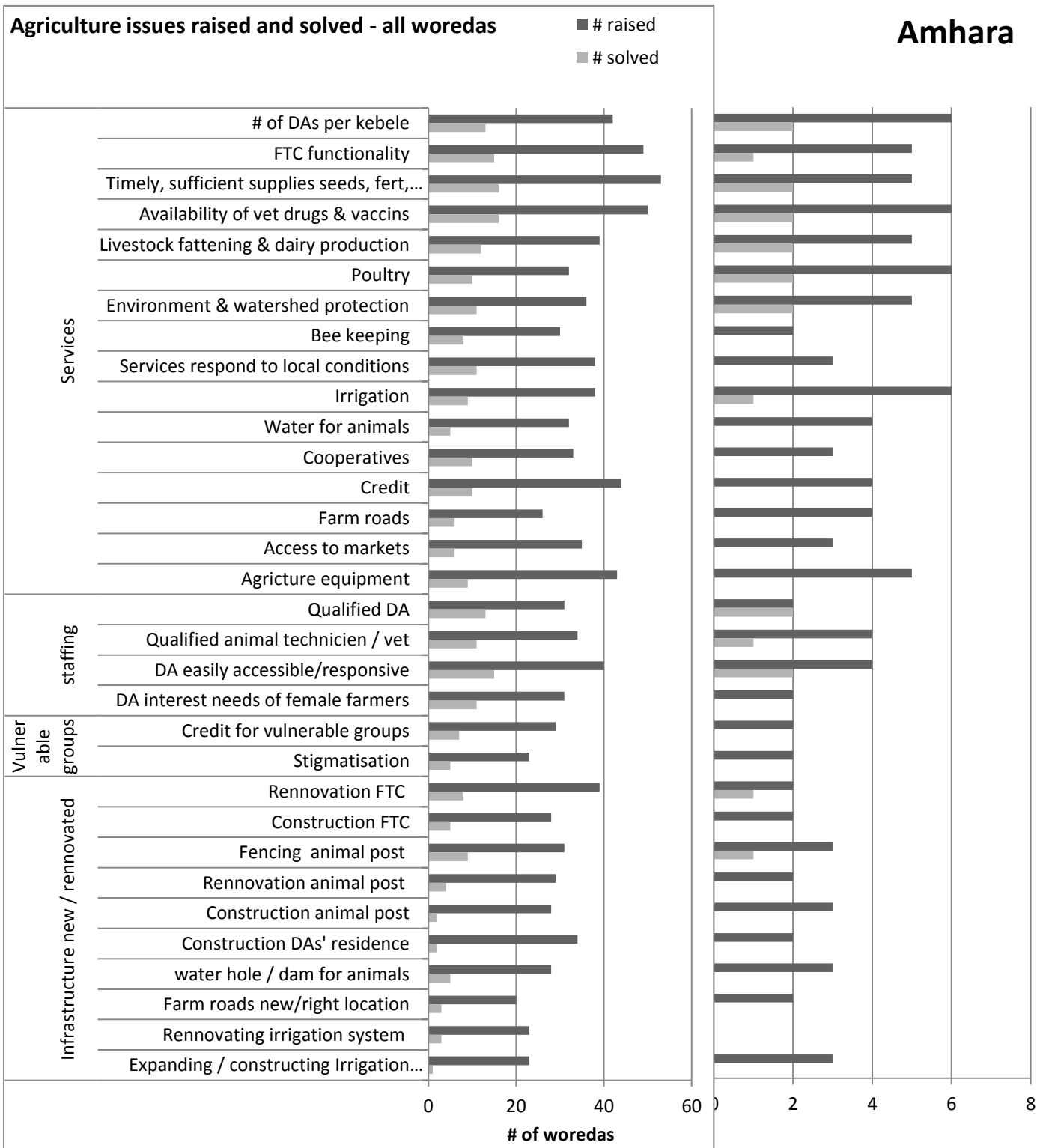
- Why can some issues in the agriculture sector easily be solved while others are more difficult? SAIPs give practical examples from their experience.
- What are the implications of this situation in terms of equity, transparency and accountability in the region? How to best explain to the people?

<sup>4</sup> For details of the categories, see the graph on page 15.



**Table: Agriculture issues % solved in all woredas**

Service issues	# raised all woredas	# solved all woredas	% solved all woredas
Qualified DA	31	13	42
DA easily accessible/responsive	40	15	38
DA interest needs of female farmers	31	11	35
Qualified animal technician / vet	34	11	32
Availability of vet drugs & vaccines	50	16	32
Poultry	32	10	31
# of DAs per kebele	42	13	31
Livestock fattening & dairy production	39	12	31
FTC functionality	49	15	31
Environment & watershed protection	36	11	31
Cooperatives	33	10	30
Timely, sufficient supplies seeds, fert, herb, pest	53	16	30
Fencing animal post	31	9	29
Services respond to local conditions	38	11	29
Bee keeping	30	8	27
Credit for vulnerable groups	29	7	24
Irrigation	38	9	24
Farm roads	26	6	23
Credit	44	10	23
Stigmatisation	23	5	22
Agriculture equipment	43	9	21
Renovation FTC	39	8	21
Construction FTC	28	5	18
water hole / dam for animals	28	5	18
Access to markets	35	6	17
Water for animals	32	5	16
Farm roads new/right location	20	3	15
Renovation animal post	29	4	14
Renovating irrigation system	23	3	13
Construction animal post	28	2	7
Construction DAs' residence	34	2	6
Expanding / constructing Irrigation system	23	1	4



**Discuss:**

What are the citizens saying about the issues raised? (SAIPs explain the situation.)

How is the kebele/woreda/town responding?

What is the contribution of communities? How is transparency about financial contribution to the people organised?

What could the regional bureau do to further improve the situation?

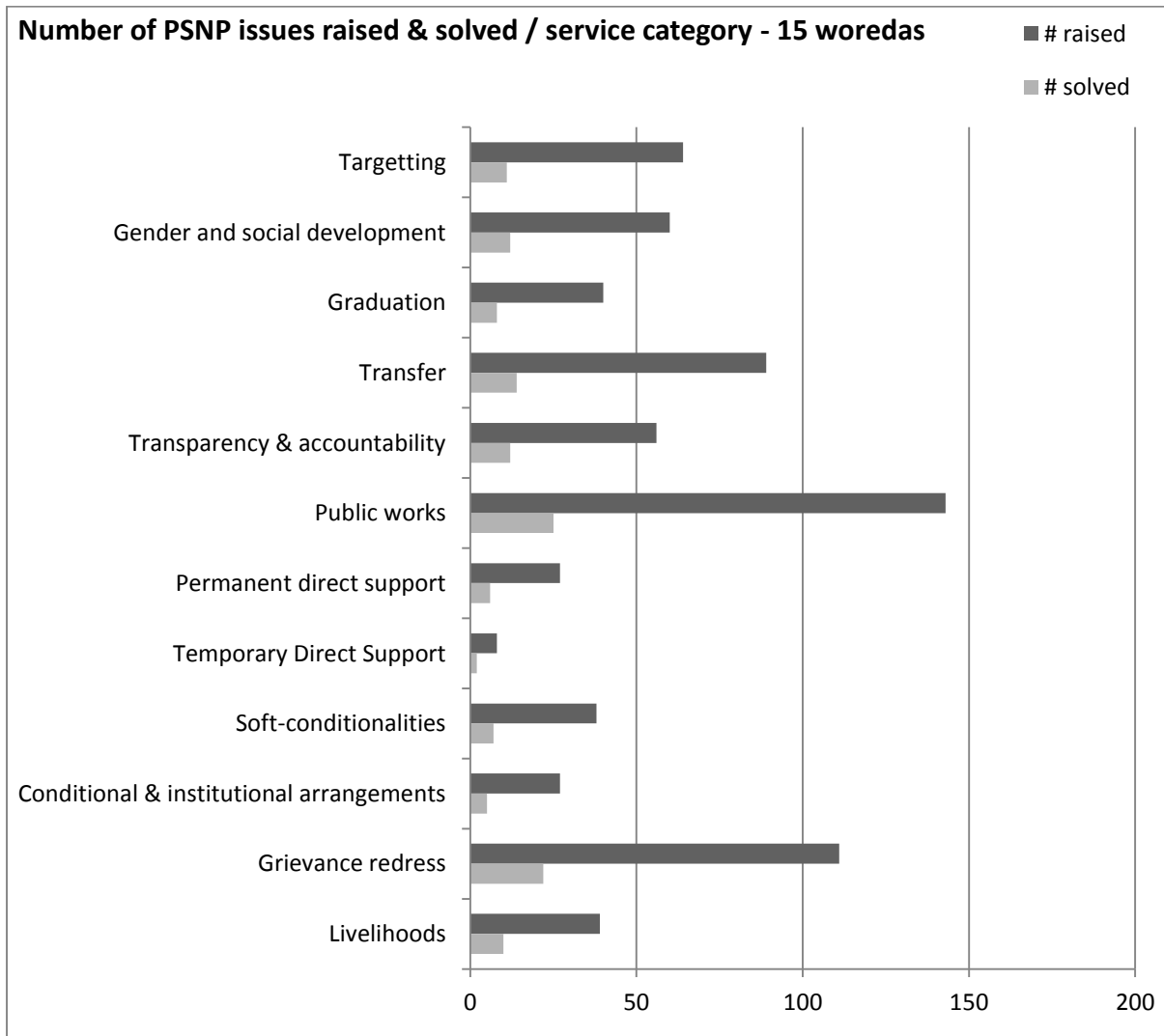
How might this information be used for the next years' regional plan/budget?





# PSNP pilot

The following graphs summarize issues raised by citizens and PSNP clients **across 15 PSNP-SA pilot woredas**.



## PSNP issues raised and solved in 4 pilot woredas of Tigray (no data for Ebinat)

Service details	Ebinat		Libo Kemkem		Tenta		Kalu	
	Raised	Solved	Raised	Solved	Raised	Solved	Raised	Solved
Total targetting			3	0	6	0	6	0
Total gender and social development					6	0	6	0
total graduation					4	0	4	0
Total transfer			2	0	9	0	7	0
total transparency and accountability			3	0	6	0		
Total public works			2	0	11	0		
Total permanent direct support					3	0		
Temporary Direct Support					1	0		
Total soft-conditionalities			2	0	4	0		
Total conditional and institutional arrangements					2	0		
Total grievance redress			5	0	11	0		
total livelihoods			1	0				

### For each of the categories discuss:

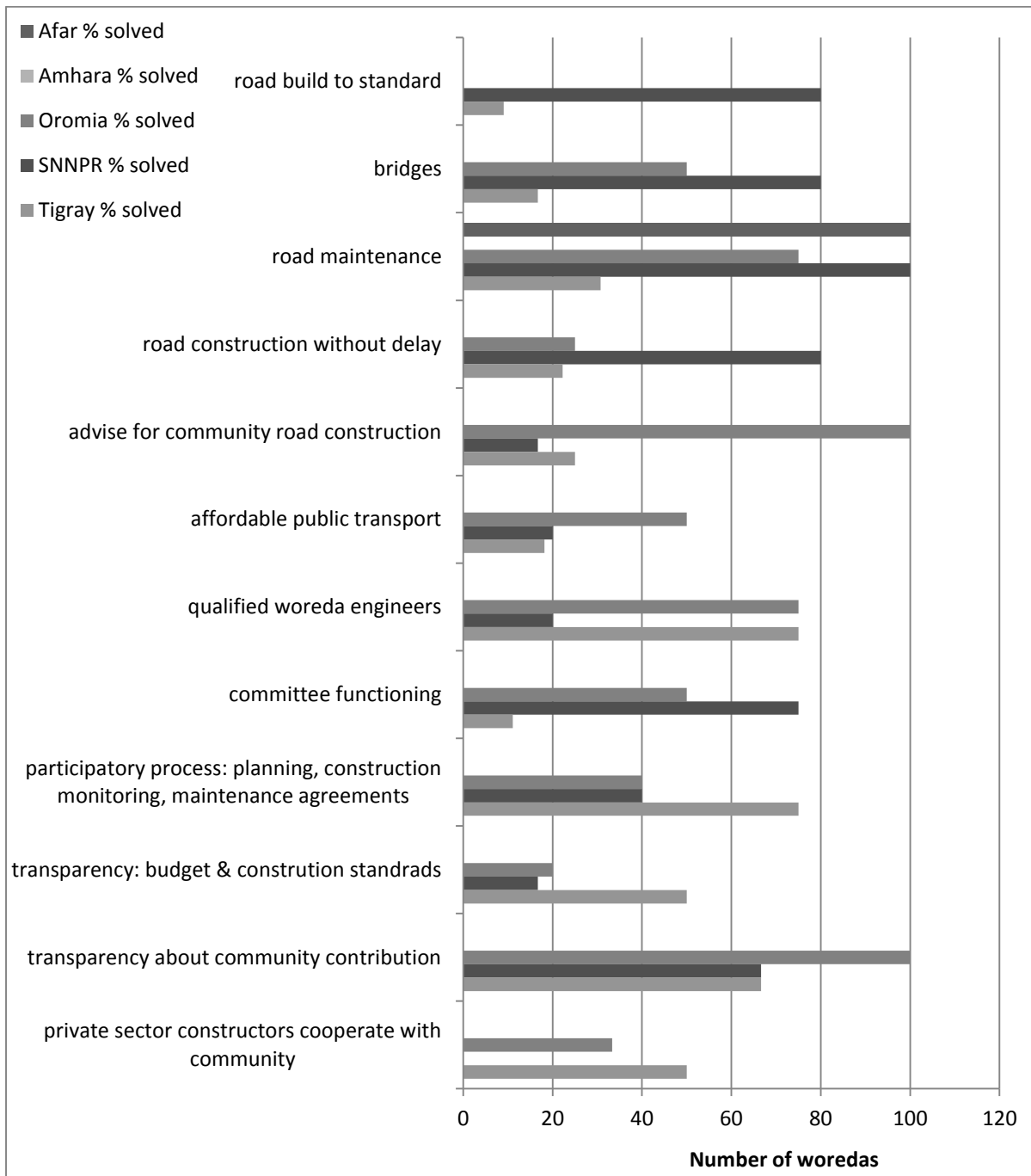
- Which are the 2-3 critical issues emerging in each category? (Below and next pages: service details for each category)
- How can these critical issues best be handled by the kebele/woreda/region?
- How can the SAIP collaboration with the regional PSNP gender and social development experts be enhanced? What practical arrangements do you want to make for this?

PSNP category	PSNP service details
<b>Targeting</b>	Targeted households should be members of the community that are chronically food insecure (3 months of food gap or more per year) in the last 3 years or have suddenly become more food insecure as a result of a severe loss of assets
	Fairness/transparency (i.e. targeting lists should be posted and/or read orally for community endorsement)
	Full community participation in targeting process
	Inclusion of all family members as PSNP clients (up to cap of 5)
	Inclusion of households with malnourished children as Temporary Direct Support Clients (all things being equal)
	In polygamous households, second (and additional) wife considered as a female headed household

PSNP category	PSNP service details
<b>Gender and Social Development</b>	Fair inclusion of men and women in PSNP as either PW or Direct Support clients
	Ensure 50% women representation and active participation all committee's and governance structures (i.e. KFSTF, KACs, Community Watershed Task Force, etc.) (50% quota for committee participation)
	Special consideration of female-headed households (i.e. all things being equal women headed-household is prioritized for inclusion)
	Women have 50% less working hours than men and lighter tasks
	Early transition to pregnancy leave and longer duration of leave after birth (1 yr)
	Client Card includes picture and name of both male and female household heads
<b>Graduation</b>	Households graduating in the previous year should be given at least 12 months' notice
	Graduating household should be food secure for full 12 months
	Full community participation in selecting graduates
	Graduation benchmarks posted
<b>Transfer</b>	Payments made within agreed timeframe (20 days for cash and 30 days for food)
	Transfers received within 3 hours walking distance
	Transfers received have value of at least 15kg of cereals and 4kg of pulses per person per month (i.e. full entitlement should be received, without deduction)
	Use of transfer should be decided jointly by husband and wife
	Contingency resources received within 60 days of threshold being reached/identification of needs (e.g. 5% woreda and 11% federal)
	Awareness of fixed payment date (i.e. transfer schedule/payment data should be posted at kebele level)
	Use of contingency resource to address malnourished children under TSF/CMAM
	Women's right to access to collect transfer
<b>Transparency &amp; Accountability</b>	PSNP Clients should have a Client Card and timely replacement of lost Client Card
	Awareness of program objectives, targeting criteria and methods, payment dates, amount of cash or food transfer, purpose of the transfer and importance of using it to meet the basic needs of the households, purpose of PWs and how they are planned, purpose of livelihoods interventions and how a client can participate, gender provisions, responsibilities of implementers and clients, importance of working towards graduation and existence of mechanisms for grievance redress.
	Woreda, kebele and community staff and Task Forces to make use of all opportunities to share above information (e.g. community meetings during targeting, PW planning meetings, community livelihood consultations, meetings to inform clients and communities, etc.)
	All Clients are issued a Client Card with name, photograph, details regarding entitlements and space to record receipt of transfers.
	Clients lists posted in public locations in PSNP areas
	Charter of Rights and Responsibilities posted next to Client List but remains posted throughout the year (also included on Client Cards)
	PSNP Program Posters describing specific aspects of program implementation will be available and put up in offices at woreda and community level
<b>Public Works</b>	PSNP PW clients are entitled to transition to Temporary Direct Support if required (i.e. sickness or pregnancy)
	Households should not work more than 5 days per household member per month
	No one person should work more than 15 days per month (if a person is covering 2 other labour poor household members). If there are other able bodied people, the whole family is expected to work no more than 20 days/month.
	Proper setting of labour cap to the actual level of adult able bodied labour available to participate in PWs (no more than 15 days/able bodies adult)
	Ensure that women's 50% workload and PLW are considered in Person Days (PDs) calculation
	PW planned and implemented following GoE's Community Based Watershed Guidelines

PSNP category	PSNP service details
	or Rangeland Management Guidelines
	PSNP clients satisfied with PSNP planning process (organization, community participation, incl. women, identification of need, final selection) and reflect needs
	PW norms are followed (50% workload reduction for women)
	PW subproject constructed according to technical standards in info-techs
	Mitigating measures are implemented for PW subprojects
	Arrangements for community engagement and/or operation and maintenance are established for PW subprojects
	PW subprojects implemented following all gender and social development (GSD) considerations
	PW are located within walking distance of Client's home
	No participation of children (under 18) in PWs
	Working conditions are satisfactory
	Adult male and female PW Clients participate in monthly (min of 6 sessions/year) community based health and nutrition and sanitation BCCs (3 sessions = 1 PD)
<b>Permanent Direct Support</b>	Aged, labour-poor, sick, pregnant, children (<18), people with HIV/AIDS, etc. are not required to engage in PW
	Direct Support clients are entitled to 12 months support
	Direct Support Clients participate in soft-conditionalities
<b>Temporary Direct Support</b>	Pregnant and women transition to temporary Direct Support before 4 months on the basis of health facility referral (amongst women who reach the 4th month of pregnant during the PW period)
<b>Soft-Conditionalities</b>	Provision of Community Based Nutrition Activities (PLW participation)
	Provision of community based nutrition counselling services
	Transfers should not be deducted from clients for non-participation in soft conditionalities
<b>Coordination &amp; Institutional Arrangements</b>	Committees must be elected and comply with the guidelines
	Committees hold regular meetings
	Ensure participation of women (50%)
<b>Grievance Redress Mechanism</b>	Clients complaints are addressed timely (99% resolved within one month)
	If Client not satisfied with KAC decision, complaint have be escalated to Kebele Council
	Complaints are recorded and registered (i.e. use of standard formats)
	Kebele Appeals Committee membership should be impartial and not overlap with individuals involved in central roles in the implementation of the Program, particularly targeting (i.e. no member of the KAC should also be a member of the KFSTF / CFSTF).
	Women should be represented on KAC
	KAC should be elected by community representatives
	Pre-scheduled meetings times for KAC members
	Timely reporting of summary of cases addressed to Kebele Council
	KACs receive capacity building
	Immediate and timely replacement of KAC members who drop-out
	Linkage with formal GRM at kebele and woreda levels
<b>Livelihoods</b>	Households self-select into the Livelihoods Component (i.e. no-one is forced to participate) and prioritized based on a) targeting for the livelihood transfer, or b) readiness to take the next step in their livelihoods.
	The poorest households are targeted for Livelihood Transfer
	50% of livelihoods clients are women (including female household heads as well as women in households with men)
	Livelihoods support is provided at places and times that enable women to attend
	Livelihoods training is provided as per the Livelihood Checklist.

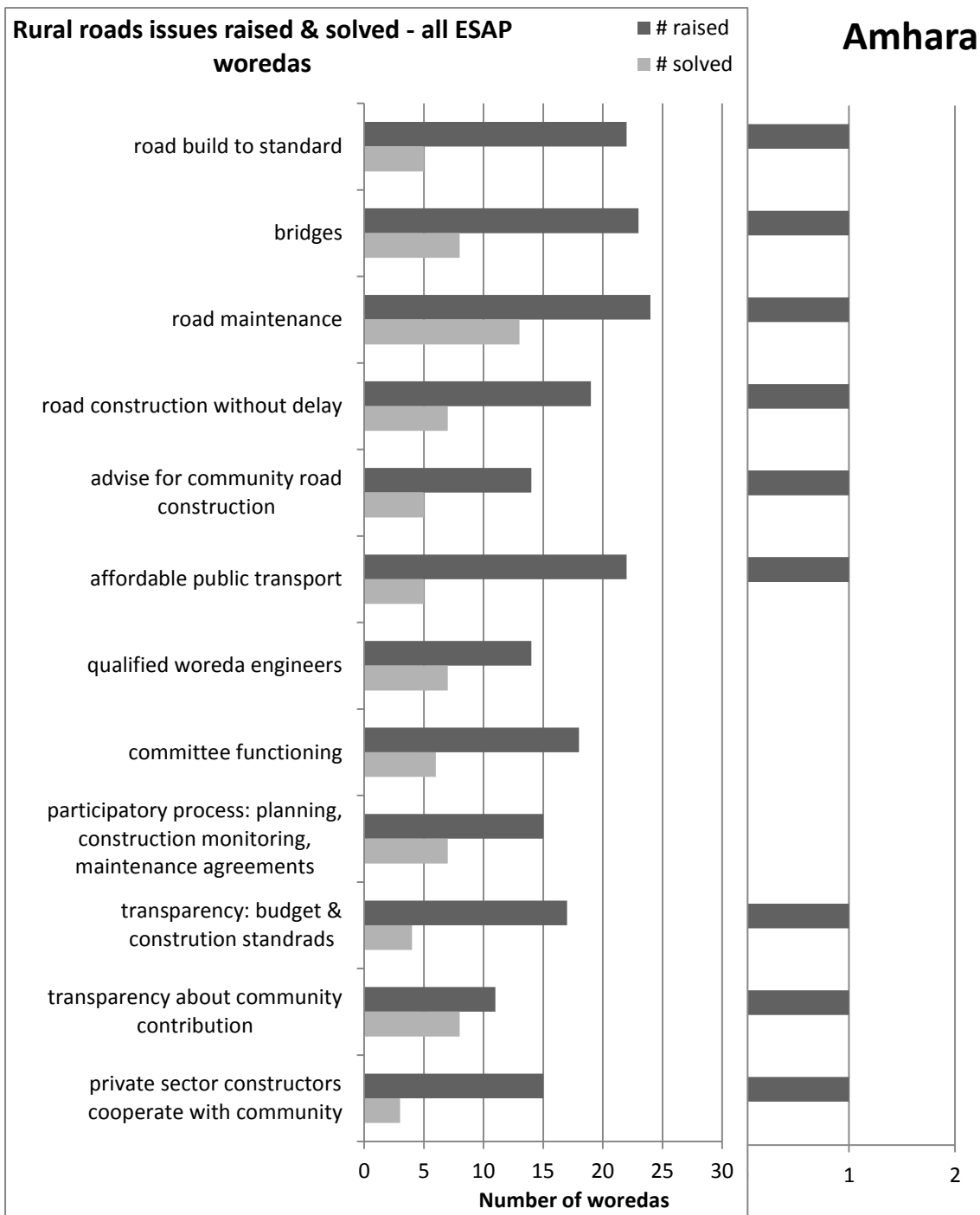
**Graph: Rural roads issues % solved compared across regions**



Rural roads issues	# woredas raised	# woredas solved	% solved
transparency about the use of community contribution	11	8	73
road maintenance	24	13	54
qualified woreda engineers	14	7	50
participatory process, community involved in road planning, construction monitoring, and agreements on maintenance	15	7	47
new road construction without delay	19	7	37
advise for community road construction	14	5	36
bridges	23	8	35
committee functioning	18	6	33
transparency about budget and construction standards	17	4	24
road build to standard	22	5	23
affordable public transport	22	5	23
private sector constructors cooperate with community and committee	15	3	20

**Study this table and the graph on the previous page, discuss:**

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