

CENTRE FOR ACTIVE LEARNING

AND

INTEGRATED DEVELOPMENT



CALID



2019 ANNUAL REPORT

*ENHANCING COMMUNITY LED DEVELOPMENT INITIATIVES BY PROMOTING
GOOD GOVERNANCE, HEALTH AND ACCESS TO QUALITY BASIC EDUCATION*

January to December, 2019

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LIST OF ACRONYMS

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| ACIC | Atlantic Council for International Cooperation |
| BECE | Basic Education Certificate Examination |
| CALID | Centre for Active Learning and Integrated Development |
| Carter | Centre A Partner |
| CDM | Community Development Monitors |
| CETAGE | Citizen Empowerment for Transparent and Accountable Quality Education |
| CHPS | Community-Based Health Planning Services |
| CHRAJ | Commission on Human Rights and Administrative Justice |
| CLA | Citizens Led Assessment |
| CMC | Community Monitor Committee |
| CRC | Citizen Report Card |
| CS | Circuit Supervisors |
| CSC | Community Score cards |
| CSO | Civil Society Organisation |
| DPAT | District Performance Assessment Tools |
| DSW | Department of Social Welfare |
| EC | Electoral Commission |
| EGRA | Early Grade Reading Assessment |
| EMMA | East Mampurusi Municipal Assembly |
| FOAT | Functional Organisational Assessment Tools |
| FOSDA | Foundation for Security Development in Africa |
| FUChASS | Fighting Unapproved Charges for Health Services |
| GES | Ghana Education Service |
| GIZ | An NGO |
| GNAT | Ghana National Association of Teachers |
| GSAM | Ghana Strengthening Accountability Mechanism |
| ICT | Information Communication Technology |
| INGOs | International Non-Governmental Organisations |
| ISODEC | Integrated Social Development Centre |
| LoYA | League of Youth Association |
| M & E | Monitoring and Evaluation |
| MA | Municipal Assembly |
| MCE | Municipal Chief Executive |
| MDAs | Ministries, Departments and Agencies |
| MMDAs | Metropolitan, Municipal, District Assemblies |
| MPCU | Municipal Planning Coordinating Unit |
| MSC | Municipal Steering Committee |
| MTDP | Medium Term Development Plan |
| MWD | Municipal Works Department |
| NaBco | Nations Builders Corps |
| NCCE | National Commission on Civic Education |
| NCDMs | Network of Community Development Monitors |
| NGOs | Non-Governmental Organisations |
| NHIA | National Health Insurance Authority |

| | |
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| NHIS | National Health Insurance Scheme |
| NORSAAC | An NGO |
| NRCC | Northern Regional Coordinating Council |
| NYA | National Youth Authority |
| OXFAM | An NGO |
| PPUs | Project Performance Updates |
| PTA | Parent Teacher Association |
| PWD | People With Disabilities |
| RCC | Regional Coordinating Council |
| SA | Social Accountability |
| SHS | Senior High School |
| SMC | School Management Committee |
| SMS | Short Message Service |
| SNV | An NGO |
| Songtaba | An NGO |
| STAR Ghana | Strengthening Transparency Accountability and Responsiveness |
| STKD | Sawla Tuna Kalba District |
| TCH | Tamale Central Hospital |
| TLMs | Teaching and Learning Materials |
| TTH | Tamale Teaching Hospital |
| TV | Television |
| TWH | Tamale Central Hospital |
| URBANET | An NGO |
| USAID | United States of America International Development |
| VSO | Village Savings Organisation |
| WASSCE | West African Senior School Certificate Examination |
| WMMA | West Mampursi Municipal Assembly |
| WUSC | World Universities of Canada |
| YDA | Youth Development Authority |
| YEF | Youth Enterprise Funds |
| YEfL | Youth Empowerment for Life |

FOREWORD



Mr Coleman Agyeyomah, Board Chairman

The Chairman of the Board of Directors of CALID extends his greetings and gratitude to you all for your support in whatever way in ensuring that the year 2019 was a success. A new Board of Directors was constituted in 2019 and has since started working. Membership of the board is made up of professionals from various backgrounds.

CALID in the course of the year with the support, cooperation and commitment of donors, communities and other major stakeholders, all projects have been implemented successfully. Stress and challenges associated with programme management and implementation has been overcome.

I salute our donors for their wonderful support to CALID for without them, the objective of CALID would not have been met. CALID is forever grateful to; Care International, GIZ, OXFAM and STAR Ghana.

We will not forget the overwhelming contributions of citizens and community structures like; Youth Networks, PTA/SMCs Networks, Young Women groups, PWDs, media and Community Development Monitors among others who played great role in our advocacy agenda.

The Board is also grateful to the entire staff and management of CALID for their resilience, hard work and dedication to duty.

I hope and believe that we will together sustain the partnership in the interest of developing Ghana. To achieve this, your continue support and in year 2020 and beyond will still be relevant.

Best regards.

CHAPTER ONE

ORGANISATIONAL PROFILE

1.1 ABOUT CALID

The Centre for Active Learning and Integrated Development (CALID) was formed in April, 2001 as a Non-Governmental, Non-profit and Non-Partisan organisation committed to the promotion of quality life for the poor and marginalized in society particularly women and children. CALID is registered with the Registrar General's Department with registration number: **CG203202015** and with the Department of Social Welfare with registration number: **DSW 3053**. CALID has over sixteen years' experience in development work. CALID major areas of interest or thematic areas are; Education, Governance and Health.

1.1.1 Geographic operational areas and location of offices:

Geographic operational areas of CALID are; North East, Northern and Savannah Regions of Ghana. The head office is based in Tamale, the capital city of the Northern Region, Ghana with sub offices in Bole and Sawla-Tuna-Kalba Districts in the Savannah Region.

1.1.2 Board of Directors and Staff

CALID has 9 (6males/3females) member board appointed on the bases of professional competence, skills, knowledge and interest in community development. The staff strength is 9 (5males/4females) paid staff and 4 volunteers/interns.

CALID has a three member Senior Management Team responsible for the day to day running and decision making.

1.2 OUR VISION, MISSION, GOAL, STRATEGIC OBJECTIVES AND VALUES

1.2.1 Vision

A society of equal opportunities, where every person is able to assert their rights, fulfils their responsibilities and enjoys a secure life with dignity.

1.2.2 Mission

To work with communities to expand their capabilities to assess their rights, maximize their potential and provide for the wellbeing of its members.

1.2.3 Goal

To build the capacities of right holders and communities to access their rights to: quality education, good governance, quality health services delivery and secure livelihood for their wellbeing.

1.2.4 Strategic Objectives

1. To enhance the opportunity of poor and marginalised children to have access to quality basic education through improved retention and ability of girls to complete Junior High School by 2020.
2. Empower citizens to actively participate in decision making at the local and national levels and demand transparency and accountability from traditional authorities, local government structures and basic services delivery institutions for the wellbeing of citizens.
3. To improve health care delivery to the doorsteps of marginalized citizens and communities.
4. To secure access of poor and marginalized men and women to a decent livelihood through access to productive resources, skills training and enterprise development.

1.2.5 Values

CALID is guided by these values:

1. Equity and Justice
2. Mutual Respect
3. Honesty & Transparency
4. Solidarity with the poor and marginalized.

1.3 Our Strategy and Approach to Work

- Human Rights Based Approach to development
- Participation
- Promoting Gender Equity
- Partnership and Collaboration
- Learning and Sharing

1.4 Theory of Change

CALID theory of change is an empowered citizen especially the youth and girls driving the agenda of change in their communities through vibrant networks, groups and coalitions that challenge duty bearers in dealing with developmental programmes.



Mohammed Awal Sumani Bapio, Executive Director -CALID

CHAPTER TWO

KEY PROGRESS MADE IN THE YEAR 2019

Citizens of the Sawla-Tuna-Kalba District and the Sagnarigu Municipality, through the SMC and Youth Networks are affecting education and learning outcomes in these areas. Academic performance of children in these districts has been taken seriously as a result of the interest taken by citizens to improve the poor performance of students at the BECE. Teachers attendance and punctuality in STK District and Sagnarigu Municipality has increased as the GES have intensified their monitoring and supervision to schools.

Youth Networks are getting drop out students back to school as such reducing the rate of school dropouts in the operational areas. As a result, they are challenging duty bearers and other stakeholders of unaccepted and unprofessional conducts.

There has been an improved performance, transparency and accountability of MMDAs in Capital project delivery. Assembly's oversight responsibilities on capital projects monitoring have improved as the involvement and contribution of citizens have been pronounced.

The governance programme has led to an increased in citizen and CALID's knowledge, capacity in capital project monitoring and social accountability as well as their oversight of capital projects and participation in the development process. Citizens now see themselves as the primary beneficiaries of capital projects and are therefore playing critical roles to ensure that projects are constructed well.

Equally, citizens' engagements with MMDAs have seen a great increase. Citizens are constantly engaging the Assembly through several channels including; meetings, WhatsApp page, interfaces, and Town Hall interactions.

Evidences of corrupt practices have been gathered and documented into a baseline survey, SMS messages and reports. This has resulted into putting in place a Customer Care Unit by the Tamale Teaching Hospital (TTH) to attend to clients who have concerns when they visit the facility and this has been replicated by other hospitals who have put notices at vintage points. As a result security surveillance has been intensified to protect clients from fraudsters.

The revenue base of hospitals has increased as a result of closing down the lump holes staff are using to extort from clients. This is also because Laboratory, scan and X ray services which were defunct have started running in some of the hospitals.

The NHIA has stop the practice of co-payment (Top ups) clients were made to pay before giving drugs. Stern warnings were given through letters by the NHIA to pharmacies engaged in the practice. In effect, quality health care delivery has improve as the confidence level in reporting cases of corrupt practices increased.

CHAPTER THREE

REVIEW BY THEMATIC FOCUS

3.1 RIGHT TO QUALITY BASIC EDUCATION

The overall goal for this thematic focus is *“to enhance the opportunity of poor and marginalized children to have access to quality basic education through improved retention and ability of girls to complete Junior High School by 2020”*. In the year 2019 CALID implemented a **project titled: “Citizen Empowerment for Transparent and Accountable Quality Education” (CETAGE)** as a contribution to the achievement of the above goal.

CETAGE has two components made of the Education for Active Citizenship and Youth Development and Empowerment. The project is implemented in Sawla Tuna-Kalba District and Sagnarigu Municipal.

Under the Education for Active Citizenship, the focus is on citizens advocating for increased investment and financing of education. Strategies used in our advocacy efforts include; the use of networks thus SMC/PTA, Young Women and Youth Networks in STK District and Sagnarigu Municipality in ensuring quality learning outcomes. The effort of primary change agents is ensuring that the funding of workable models, improvement in the academic performance of children and the equitable distribution of education resources have been much concentrated on by CALID.

These structures and networks have built and are becoming credible alliances in the advocacy agenda of CALID. They are also advocating for better resources, opportunities using dialogue and engagement meetings as strategies. These citizen groups are therefore seen as change agents in their respective Districts. As a result, they were provided with the requisite advocacy and influencing skills as well as platforms for engagement to change their lives and others in society.

Under the Youth Development and Empowerment component, the project aimed at empowering young women to assert their rights as active citizens in participation in decision making as democratic rights. As a result, these Youth groups /networks lead campaigns that guarantee equal rights to education and employment opportunities for young people especially young women.

3.1.1 Project Objective

The overarching objective of the project was *“to empower citizens, citizens’ groups/networks, school children, the youth and other civil societies with the relevant skills to demand their rights to quality education, skills development and employment opportunities while actively participating in decisions making processes that affect their lives”*.

The specific objectives for the year under review are;

1. Enhanced efficiency, progressive public financing/investment and accountability in education through CSO campaigns.
2. Youth groups /networks-led campaigns that guarantee equal rights to education and employment opportunities for young people especially young women.
3. CSOs, citizen groups and Networks are strengthened to engage duty bearers for accountable and efficient use of public resources especially education.

3.1.2 Strategy for Activities Implementation

CALID deployed the strategy of allowing citizen groups to lead in the advocacy path as a build on already existing community structures as a way of ensuring sustainability of actions at the community and district levels. The Youth, SMC/PTAs are into Networks including the Past Students' Association of STK Girls Model School (PSAGMS) which made them strong to advocate on educational issues. The strategy used has supported these groups to become credible alliances to advocate for better resources, opportunities and using dialogue and engagement meetings.

3.1.3 Project Results

Based on the project activities implemented, the following results were achieved;

Result 1: Number of MMDAs/MMDEOs Increased investment and financing of education resources and other pro-poor policies for quality education in public schools.



A women writing down her scores at a Scorecards Generation exercise in the Sawla-Tuna-Kalba District

- SMC and Youth Network Members using the concept of the Scorecards generation/tracking tools in the Sawla-Tuna-Kalba District and the Sagnarigu Municipality, the SMC and Youth Networks are demanding accountability from

duty bearers. The performance of education service delivery and learning outcomes/BECE performance in the two MMDAs has been assessed. Citizens reflected on the issues affecting education and learning outcomes in their communities and to get the issues addressed by duty bearers. Issues identified included; inadequacy of Teaching and Learning Materials, ineffectiveness in monitoring and supervision of teaching and learning activities, inadequacy in teacher deployment, attendance and contact hours and irresponsible parenting in ensuring children's learning among others.

For example duty bearers were engaged to support Circuit Supervisors with fuel which resulted in the STK District Assembly budgeting in their 2020 budget to support in that regard whiles the Sagnerigu Municipal had supplied the Ghana Education Service a drum worth of fuel.

SMC/Youth Networks with evidence from the Community Score Card on students learning outcomes engaged educational stakeholders thus the GES on posting of more teachers to less endowed schools, provide the requisite teaching and learning materials, strengthen monitoring and supervision of teachers as well as teaching and learning activities.



CALID engage Local government authorities on efficient utilization of education resources

- Local government authorities were engaged on efficient utilization of education resources to support increased spending on pro-poor education policies and programmes. As a result, STK Assembly had captured in their 2020 budget that Circuit Supervisors will be supported with an amount of GH¢8,000.00 to strengthen monitoring and supervision of teaching and learning activities in the district.

Result 2:

Local government authorities including education offices at the local levels are investing to improve the performance of Basic Education.



SMCs/PTAs Network discussing teachers attendance and punctuality

- The SMCs/PTAs Networks tracked teachers attendance and punctuality to school in STK District and Sagnarigu Municipality and the reports were used to engage education authorities to institute measures that will improve teachers attendance and punctuality to school as well as improving their contact hours. GES is currently building dossiers on teachers and it is hope that GES will punish teachers who continuously absent themselves from school by either issuing warnings, blocking of salaries, reversing salaries, termination of appointments, etc.
- Local government authorities were engaged on efficient utilization of education resources to support increased spending on pro-poor education policies and programmes. As a result, STK Assembly had captured in their 2020 budget that Circuit Supervisors will be supported with an amount of GH¢8,000.00 to

strengthen monitoring and supervision of teaching and learning activities in the district.



CALID engage Local government authorities on efficient utilization of education resources

Result 3:

Empowered young women campaign on equal education rights and employment opportunities at all levels resulting in policy/practice changes benefiting increased number of marginalised youth, particularly female youth in Ghana.

- The Leadership of STK District Youth Network and the Past Students Association of Sawla Girls Model Junior High School were trained on gender analysis and leadership. As such the STK District Youth Network are gender sensitive and are demonstrating strong leadership values in the management of the network and in their campaign processes.

Result 4:

Youth groups are strengthened as active citizens claiming their rights and advocating for education, youth representation in local government decision making processes in Ghana especially for young women

- STK District Youth Network have educated citizens of their communities to take advantage of gazetted bye laws of the STK District Assembly on negative socio-cultural practices militating against children education. In recent times a

consistent checks from the Department of Social Welfare, GES, the Police Service and some communities members in the Sawla-Tuna-Kalba District have revealed that issues of negative socio-cultural practices like “So-ireba”, forced or early marriages, elopement of children to distant places in the name of marriage, funerals mourning leading to teenage pregnancies among others have not been recorded for the past two years.

- The STK Youth Network had engaged duty bearers (STK District Assembly Authorities, GES, Philanthropist, Members of Parliament, etc.) on the need to stock the District Library with the requisite materials for improved learning outcomes and acquisition of knowledge and also to reconnect the library facility with electricity. Plans are currently underway by the STK District Assembly to pay off the electricity debts of the facility. There will be a consistent follow up by the Youth Network until the facility is reconnected with electricity and resourced with the relevant books.
- The Youth of Kulmasa took up an unaccepted professional conduct by an invigilator at Tuna Senior High Technical School during the 2019 BECE exams. The invigilator in question has been released from STK District. CALID issued some recommendations to be considered by WAEC and it is hoped that such conducts will never be repeated.
- CALID had supported STK Youth Network to develop an advocacy plan which included issues from their individual youth groups ranging from; education, health, sanitation and development. As a result the Youth of Gindabo had sensitised drop out students to go back to school. It is hoped that school dropout among students in the district will be reduced if not totally eradicated as the youth are taking interest in it.

3.1.4 Success/Change Stories

Negative Socio-Cultural Practices that affect Children Education among the Birifos in Sawla-Tuna-Kalba District in a Decline.

The Sawla-Tuna-Kalba (STK) District is dominated by the Birifor tribe. There are however other minority tribes like the Gonjas, Vaglas, Dagaabas, Waalas and the others. Formerly, some socio-cultural practices that were reported to be predominant among the Birifors in STK District were issues of “Sor-eribe”, Bagri, Funerals Mourning (when there was funeral, school children do not go to school), Elopement of girls to distant places, Forced and Early Marriages. These socio-cultural practices badly affect the education of children who became victims.

CALID has over the years kept and is still keeping in place interventions to eradicate these socio-cultural practices. The strategy have been that CALID works with the; Girls Clubs, Past Students of Sawla Girls Model School, Youth and Opinion Leaders in the

communities in which such practices happened. So that these group of people act as agents of change towards the eradication of these negative socio-cultural acts.

For over two years now, there has not been any reported case(s) of victims of such practices from the Birifor communities in the STK District. CALID from the field and crosschecking from the Youth Groups in these communities had it that what used to happen where every year dozen of children are transported to other nearby countries for the initiations had ceased. This was confirmed by the; District Social Welfare Officer, GES, District Police Commander and community's members/Opinion leaders themselves.

If they happened and are not reported one could hear of them from the community members but the community members themselves do not have such reports.

Some of the intervention CALID embarked on among other things included Youth Associations engaging Chiefs and Elders of the Birifor communities in the STK District on some of the socio-cultural practices identified to be militating against children education in most Birifor communities. Notable amongst them is the 'sor-eribe', Bugre, funeral mourning, elopement/early child marriages.

As a result, a number of advocacy efforts of the Birifo Youth Association on negative socio-cultural practices stimulated discourse around modifying these practices. Putting in place bye-laws facilitated by the STK District Assembly to fight this menace was one major thing that was fought for and achieved.

As we speak, the Birifors are competing and taking up key positions in the District. For some time now, the Member of Parliament (MP) of the STK District has been a Birifor. They have equally contested for the positions of the District Chief Executive and the Presiding Member. The current Presiding Member (PM) is also a Birifor. They could have taken all the key positions in the district except that the other tribes raised some concerns.

Their children are now attending higher levels of education. Their Youth groups are equally very active and supportive in getting these practices off for children to be educated.

3.2 PROMOTING GOOD GOVERNANCE AND ACTIVE CITIZEN PARTICIPATION

The overall goal for the Governance thematic area is to “*empower citizens to actively participate in decision making at the local and national levels and demand transparency and accountability from traditional, local government structures and basic service delivery institutions for the wellbeing of citizens*”. Projects implemented in this area were titled: “Ghana Strengthening Accountability Mechanism” (GSAM) and “*Enhancing Citizen Participation and Social Accountability at the District Level*”.

Both projects the main drivers for the Governance programme for CALID aimed at empowering citizens with information, skills and knowledge of monitoring of capital projects of local authorities and also ensuring citizens involvement in participation in the decision making processes of assemblies.

These projects were implemented in the; Central Gonja District, East and West Mamprusi Municipal Assemblies in the North East and Savannah Regions of Ghana.

3.2.1 Project Objective

1. Strengthening the capacity of citizens to monitor capital projects of their respective assemblies and to use the information generated through their monitoring to demand accountability and improvement in capital project delivery.
2. Enhancing Citizens’ Participation and Social Accountability at the local or community level.

3.2.2 Strategy for Activities Implementation

The strategy deployed by CALID the use of citizen groups identified as Community Development Monitors (CDMs) who lead in the generation of information and using evidence from the information gathered for advocacy as well as correction of defects.

3.2.3 Project Results

Some of the results achieved in the year 2019 are as follows:

Result 1: Improved Transparency and Accountability as well as performance of MMDAs in Capital Project Delivery:

Assembly oversight of contractors’ work has improved because they know that they are being monitored by citizens as well. Hence this has improved project delivery in a way. Where necessary the monitoring team from the Assembly make changes to the original design and corrections on the works of the contractors. Opportunities are created for citizens’ representatives in the persons of the Assembly members to inquire more about progress and issues emanating from capital projects in their communities. This has ensured transparency and improved accountability to a large extent on the part of the Municipal Assemblies staff. Other citizens who are community monitors on the WhatsApp platforms are seeking for clarifications from the Assembly staff on the platforms. This has essentially boosted citizens’ confidence with regards to delivery and performance of the Assembly on projects.

The findings from the GAS Performance Updates (PPUs) disseminated in communities using 30 alternative spaces/communities in the East and West Mamprusi Municipals reached a total of **225 (127 males and 98 females)**. In both Municipals, 27 PWDs participated in the dissemination.

The dissemination which was further done in the form of a Town Hall Meeting had about **156 (122males and 34females)** participants including; the Regional Minister, Municipal Chief Executives (MCEs) and their staff, Traditional Authorities, Religious Leaders, Chairpersons of selected Committees within the Assembly and other Citizen groups such as GPRTU.

The Regional Minister of the North East Regional Minister Mr Solomon Boar and the MCEs and Assembly staff lauded the GSAM project for promoting performance audits, which will help to protect the public purse. The Minister was convinced that performance audits, which involved amongst others assessing actual projects vis-à-vis the contract specifications, would ensure that projects were done according to specification to promote quality, saying that would help to transform the country within the next few years.

Coordinating Directors, Engineers, and Planners at the assemblies and community members were challenged to intensify monitoring of projects under construction to ensure that such projects were executed according to specification to ensure quality work to last a long time to serve the needs of the people.



Cross section of Chiefs, Assembly persons and Community Development Monitor at a Town Hall Meeting at Walewale.

Mr Sayibu Yarifa, the MCD of the WMMA who stood in for the MCE urged staff of the Assembly to follow the rules religiously to avoid flouting the procurement law, which could be dire for their careers, despite the political pressures. He advised staff of the Assembly that if any of their superiors pushed them to do something, which would go against the rules, they should “Put it into writing and give it to them to sign and if they refuse to sign it, then do not do it”.

According to him “It may cause disaffection for you and possibly transfer, but it is better than destroying your career or landing you in jail”.



Mr Sayibu Yarifa, the MCD of the WMMA addressing the team from GAS, OXFAM and CALID

A Senior Planning Officer from the North East Regional Coordinating Council, Ms Belinda Bukari said, “Politicians will go and you will remain at the Assembly to be surcharged by the Auditor-General because you sign the major documents”.

General Findings

- ✓ There was no evidence of the MAs consulting the communities in drawing up Community Action Plans (CAPs). This could have helped in prioritizing the needs and aspirations of the citizens.
- ✓ Assembly does not capture capital projects implemented in the Annual Action Plan (AAP) of the assemblies.
- ✓ Some projects were not captured in the procurement plan or manual e.g. the Nalerigu HATS project and so the MA must regularly and constantly update the procurement plans of the assembly

- ✓ The contract for the Nagbo project did not provide a performance guarantee of the capital project
- ✓ Projects are not approved by appropriate authorities before execution
- ✓ Citizens are not usually educated and explain to why some projects had not been furnished according to project specification and the reasons for the delayed.
- ✓ Contractors are in most cases not introduced to citizens before start of projects.
- ✓ The MAs did not document the process involved in the budget estimates and must correct the anomaly going forward.
- ✓ Projects not executed according to the specification and so must follow the execution of the contracts according to the stipulated guidelines.

Some Recommendations

- ✓ There should be an effective and efficient collaboration between community members and the Municipal Assemblies so that they complement each other's efforts regarding the implementation and planning of project at all levels for an improved delivery of capital projects.
- ✓ The Ghana Shared Growth and Development Agenda is aimed at making sure the district assemblies draw their DMTDP by involving the people and factor their various community needs and aspirations into consideration. So the implementation and development of the districts assembly capital projects must reflect the needs and aspiration with the aim to prevent the community projects becoming a white elephant.
- ✓ The MAs must conduct post project evaluation regarding the implementation of capital projects at the districts and community levels.
- ✓ Projects must be constructed according to the contract specification in order to bring value for money and efficiency in the delivery of capital projects.
- ✓ The process by which the Engineers arrive at the budget estimates should be documented.
- ✓ Invitation of tenders should be advertised as required by PPA
- ✓ The MMDAs agree to increase supervision and instructs the removal of defect works and maintain instruction book of recording of capital project sites
- ✓ The MAs should follow the internal control process for payment of the capital projects. The internal Auditor should pre audit all the payment vouchers and must audit all payment vouchers regarding the implementation of capital project delivery.
- ✓ The MAs must make information regarding contract details available to citizens.

Result 2: Increased citizens and CALID's knowledge and capacity in capital project monitoring and social accountability:

Citizens were better informed to help in their monitoring of capital projects of their Municipalities. In the sense that, they have been sensitized through Trainings, Town Hall meetings and 'GSAM Day', on what to look out for when monitoring capital development project and the appropriate channels to follow for redress. Additionally, Community Monitors have been selected to monitor projects always on behalf of the larger community.

A total of 650 people (425 males and 225 females) were engaged at community interface level in the East and West Mamprusi Municipals. They were able to validate coming from the Municipal Assemblies.



Dissemination of GAS results at Alternative spaces/communities

Result 3: Increased citizen oversight of capital projects and participation in the development process:

Citizens now see themselves as the primary beneficiaries of capital projects and are therefore playing critical roles to ensure that projects are constructed well. The

community monitoring committees have been trained and are very active using WhatsApp group created and are constantly channelling grievances to the Assembly on the WhatsApp page. Discussions on this platform are given the needed attention by the assembly. 70 Network of Community Development Monitors (NCDMs) (39 males, 31 females) from both East and West Mamprusi Municipalities are using WhatsApp and other social platforms to assess the planning and budgeting processes of the Assemblies.

Result 4: Increased citizens' engagements with MMDAs:

Citizens are constantly engaging the Assembly through several channels created under GSAM thus; MSC meetings, GSAM WhatsApp page, BI-Weekly monitoring, interface meetings and Town Hall meetings and periodic visitations to the Assemblies. It is hoped that these channels would be adopted by citizens to continue engaging the Assemblies even after the project.

3.2.4 Success/Change Stories

Staff of MMDAs advised to uphold integrity in their job

Mr Sayibu Yarifa, the MCD of the WMMA urged staff of the Assembly to follow the rules religiously to avoid flouting the procurement law, which could be dire for their careers, despite the political pressures. He advised staff of the Assembly that if any of their superiors pushed them to do something, which would go against the rules, they should "Put it into writing and give it to them to sign and if they refuse to sign it, then they should not do it".

According to him "It may cause disaffection for you and possibly transfer, but it is better than destroying your career or landing you in jail".

A Senior Planning Officer from the North East Regional Coordinating Council, Ms Belinda Bukari advised staff of MMDAs to be diligent in the discharge of duties and avoid yielding to political pressures so as to circumvent rules and regulations in approving projects.

She said, there is the need for officers of the MMDAs especially senior officers to uphold their integrity as technocrats and insist that the rules and regulations are strictly followed to prevent infractions.

According to her, "politicians will go and you will remain at the Assembly to be surcharged by the Auditor-General because you sign the major documents".

3.3 BRINGING HEALTH CARE DELIVERY TO THE DOORSTEPS OF CITIZENS

The overall goal of this thematic focus area under our Health project is “to improve health care delivery to the doorsteps of marginalized citizens and communities”. Project implemented under the Health programme was titled: “**Fighting Unapproved Charges for Health Services**” (FUCHaSS).

The prime focus was to tackle the phenomenon of charging unapproved fees/extortion of clients in hospitals in the Tamale Metropolis. The four main hospitals thus; Tamale Teaching Hospital (TTH), Tamale Central Hospital (TCH), Seventh Day Adventist (SDA) Hospital and Tamale West Hospital (TWH) were the target. The issue of negligent attitude of some health staff had equally been a concern raised by clients. A situation which negatively affecting health care delivery in the Tamale Metropolis and Ghana at large in that citizens tend to shy away from accessing health care in the hospitals for fear of being charged exorbitant fees illegally.

In some cases, what clients are asked to pay has actually been covered by the National Health Insurance Scheme (NHIS). The NHIS caters for the provision of free maternal care for pregnant and lactating mothers therefore any payment in connection of these makes the said payments illegal. The worst of all has been that such payments do not come with receipts. Health personnel coerce pregnant women who are due for delivery to buy items needed to aid their delivery from some particular places even if these women had bought them before their due date.



3.3.1 Project Objective

The objective of the project is to improve quality of health care delivery to citizens as a result of elimination of unapproved charges by health officials in the Tamale Metropolis.

3.3.2 Strategy for Activities Implementation

Strategies used for the effective implementation of this project were; Citizens Report Cards (CRC), Interface Sessions, Media Investigation, People Centered Advocacy, Radio Programmes, Pilot Project Approach (PPA), Capacity building and Evidence Based Advocacy.

3.3.3 Project Results

Results achieved under this project for the year 2019 are as follows:

Result 1: Evidence of corrupt practices (charging unapproved fees) at Health Care Centres/hospitals gathered and documented.

- Evidences of corrupt practices have been gathered and documented into a baseline survey, SMS messages and reports. A total of 25 reports were presented on the platform which were investigated and acted on by hospital authorities and NHIA.

Contact numbers of reporters on the SMS Voices platform have now been provided in radio jingles for citizens to have access to and report when they experience acts of extortion/unapproved charges and abuse in the hospitals.

- TTH has now put in place a Customer Care Unit to attend to clients who have concerns when they visit the facility. Numbers to call when in doubt, posters displaying the contact and location of the Customer Care Unit have been pasted at vantage points for clients to have access to. This to a larger extent will enable the hospital to immediately gather more evidence of unapproved charges/ extortion of clients to enable them sanction perpetrators. The other hospitals have replicated the example of the TTH and have equally put notices at vantage points at the hospitals..

As a result the TTH has intensified its security surveillance as part of efforts to protect clients from fraudsters. As a result fraudster was reported and chased out from the premises of TTH.

- There have been changes in the Management of Tamale West Hospital (TWH) as a result of the project advocacy efforts from evidence gathered. New officers including; Medical Superintendent, Procurement and Accounts Officers have been transferred to the hospital.



CHRAJ official in community sensitization session

Result 2: Improved access to quality health care delivery by citizens as a result of increased confidence level in reporting cases of corrupt practices.

- Laboratory Services have started running again at the TWH as a result of our media advocacy work. Even X ray services now at the TWH as a result of the advocacy work of CALID and the League of Youth.
- At the Tamale Central Hospital (TCH), the Assistant Administrator; Mr. Yohannes Bodza revealed that, some clients are now courageous to report cases of extortion to the administrators for action. He gave an account of one such situation.
- Citizens are now very aware of the various channels for reporting extortions/unapproved charges and abuse in the hospitals to hospital authorities, NHIA and CHRAJ. Complaints from clients of the TTH on extortions/unapproved charges and abuse have increased.
- Reports/complaints of extortion at the theatre has reduced at the Tamale Central hospital because a lot of education is now given to pregnant women/expectant mothers at the Ante Natal Clinic at the Tamale Central Hospital about the things they should bring for childbirth.
- Reports/complaints about the practice of co-payment (Top ups) have reduced as a result of the stern warning given through a letter by the NHIA to pharmacies engaged in the practice of co-payment. It was a practice where accredited NHIS pharmacies ask beneficiaries to pay more on NHIS drugs. For example, in a letter, the Metro Manager of NHIA warned pharmacies to desist from asking patients to top up monies before some drugs covered on the NHIS are served to them.
- The League of Youth petitioned CHRAJ to investigate on the death of a student from Ghana Senior High School due to negligence on the part of nurses on duty and a referral case from the TTH to a clinic in Tamale.

- Management of hospitals have stopped the payment of unapproved fees by pregnant women, forced purchasing and selling by health workers.
- Introduction of paperless or electronic payment system at the TTH and other hospitals to help deal with extortions.



3.3.4 Success/Change Stories

Provision of a Climbing Aid for the Physically Challenged at TTH

Hitherto, Physically Challenged Persons faced problems in climbing onto/off beds to receive medical care. Madam Memunatu of the Choggu community and a member of the Ghana Society of the Physically Disabled gave an account during a Town Hall meeting that was held last year on her ordeal when she was admitted to the Tamale Teaching Hospital. *“I had problems ascending my bed and I asked the nurse to help me mount the bed but she told me to just try harder and climb the bed which I was not pleased with. I think the hospital authorities should make provisions for beds to be adjusted to help us have access to beds easily.*

This issue was brought to the attention of the TTH authorities during the Town-Hall meeting and there were subsequent follow ups on this issue to get the hospital authorities to address that challenge and make beds accessible for Physically Challenged Persons. There has been some improvement in terms of accessibility of

physically challenged persons to beds. According to Madam Memunatu, *“the hospital has now provided some sort of an improvised staircase to aid in our ascending unto the beds which has made it a bit easier. Even though this can still be improved, it is fine for now. I am glad for that change”*.



Madam Memunatu explaining her point at the Town Hall meeting

CHAPTER FOUR

OUR SUPPORTERS AND DONORS

4.1 Collaboration and Partnership

Our partnership with organisations is guided by our mission, vision and core values.

4.1.1 Donors/Partners

The major donors of CALID in the year 2019 who supported our work are;

1. Care International
2. OXFAM
3. STAR Ghana
4. GIZ

4.1.2 Other NGOs/ Collaborators

The organisation CALID more often than not collaborates a lot with the following like-minded organisations.

| | |
|--|---|
| <ul style="list-style-type: none"> • Choice Ghana • FOSDA • ISODEC • NORSAAC • League of Youth Association • PAPADEV | <ul style="list-style-type: none"> • Northern Network for Education Development (NNED) • Songtaba, • Trent University • Youth Empowerment for Life(YEFL) • ACEP • Carter Centre |
|--|---|

4.1.3 Government Institutions and Community Level Collaborators

The following institutions, bodies and networks are often collaborated with whenever CALID has an activity that falls within their mandates.

| Government Institutions Collaborators | Community Level Collaborators |
|--|--|
| <ul style="list-style-type: none"> • Ghana Education Service (GES) at Regional and District levels • Regional Coordinating Council • Metro, Municipal and District Assemblies, • CHRAJ, • NCCE, • Department of Children • National Youth Authority • Electoral Commission | <ul style="list-style-type: none"> • Traditional Rulers, • Religious leaders • Community/Youth Organisations (CBOs) • STAMPATA • Youth Networks • PTA/SMC Networks • Girls Clubs /Parliament • Young Women <p style="text-align: right;">Based</p> |

CHAPTER FIVE
HUMAN RESOURCE, ADMINISTRATION AND FINANCE



Programme Staff educating citizens



Finance Team of CALID undergoing training

5.1 Human Resource

The staff strength of CALID for the year 2019 was 9 (5males/4females) paid staff and 4 volunteers/interns in. We have worked with over 10 volunteers/interns both national and international for the past years.

5.2 Income and Expenditure

CALID have been audited for the period of 31st December, 2019 by Sappor & Agyekwena, Chartered Accountants of the Institute of Chartered Accountants (Ghana). Our budget for the fiscal year 2019 stood at **GHC384,617.00**. The year under review was equally used for extensive fundraising both internally and externally.

CHAPTER SIX

LESSONS, RECOMMENDATIONS AND CONCLUSION

6.1 Lessons Learnt

Some lessons that have been learnt throughout the projects implementation that can be useful for future projects design and implementation are as followed;

- ✓ The use of the media platforms as a form of engagement by citizens on the issues of extortion/abuse/service delivery of hospitals made the authorities take the issues serious.
- ✓ Collaborating with citizens' groups in project implementation of issues directly affect them to make passionate and owned the process. This approach, eventually forced duty bearers not to take the project for granted.
- ✓ It has been revealed that, to be able to fight extortion from expectant mothers in the theatres, there is the need for a review of the NHIS on absorbing certain critical drugs. Drugs like cytothec needed for deliveries and its attendant complications which are not captured in the NHIS drug list will have to be considered.

6.2 Key Implementation Challenges

It is important to note that the implementation of the projects have not been completely smooth but fraught with some challenges. Below are some of the challenges we faced:

- ✓ The Municipal Assemblies also complained that some projects delay as a result of the delay of government's release of funds to contractors and encouraged citizens to check on the source of funding. As a result contributing to projects lagging behind schedule.
- ✓ The views of participants divided along their personal interest and political lines. Thereby questioning their commitment to monitoring of capital projects.
- ✓ Citizens attached to politics or afraid to be tagged find it difficult to accept the responsibility of presenting findings of scorecards at Town Hall meetings.
- ✓ There was also a serious delay in disbursement of funds from CARE to partners.
- ✓ Most citizens (victims of unapproved charges) are reluctant to report issues of unapproved charges and to open up and report to CHRAJ for fear of victimization.
- ✓ Coldness on the part of duty bearers in taking actions on issues of extortion and abuse rose due to what they term as legal issues.
- ✓ Difficulty in getting duty bearers to come on radio as a result of bureaucratic issues in their organizations/departments.

6.3 Recommendations

Based on the issues identified or encountered in the course of the projects implementation, it is therefore recommended that;

- ✓ To deal with corruption effectively, there will be the need to collaborate our efforts, resources and strategies.
- ✓ CALID would have to continue to collate key advocacy issues to other bigger platforms like those created by STAR Ghana, OXFAM, Care International etc for effective and national level actions to be taken on them.

- ✓ There should be a push for the absorption of a drug like cytothec needed for deliveries and its attendant complications captured in the NHIS drug list.

6.4 Conclusion


The year 2019 though with some challenges had been successful. The plan for the year has been more than 90% complete. It is our hope that the coming years will be very prosperous.

APPENDIXES

Appendix 1: News Items

A link to media report on the Abuse of a BECE candidate at Tuna Senior High Technical Exams Center

Posts



Nkilgi 103.7 FM- Bole
10 hrs · 🌐

BECE Supervisor forces female candidate to urinate on her dress
Source: Nkilgi 103.7Fm, Bole (Savannah Region)

A female student of Kulmasa D/A Junior High School in the Sawla-Tuna-Kalba district of the Savannah Region presently writing the Basic Education Certificate Examination (BECE) was allegedly forced to urinate on her dress by the Assistant Headmaster of Tuna Senior High/Technical School who double as the supervisor of this years BECE at Tuna.

The innocent student disclosed to Bole based Nkilgi Fm that she felt like urinating during the Religious and Moral Education Exams Paper 2 yesterday 10th June, 2019 and asked for permission two times but the supervisor denied her.

She later urinated on herself in the exam room and subsequently collapse during the process and was rushed to the Tuna Health Center.

Bole based Nkilgi fm is following this story and will bring the details later.



Ghana News Agency

Friday 22nd November, 2019

Minister lauds GSAM for promoting accountability



By Albert Futukpor, GNA

Walewale (NE/R), Nov 22, GNA – Mr Solomon Boar, North East Regional Minister has lauded the Ghana’s Strengthening Accountability Mechanisms (GSAM) project for promoting performance audits, which will help to protect the public purse.

He was convinced that performance audits, which involved amongst others assessing actual projects vis-à-vis the contract specifications, would ensure that projects were done according to specification to promote quality, saying that would help to transform the country within the next few years.

He was speaking during a town-hall meeting organised by the Centre for Active Learning and Integrated Development (CALID) at Walewale to present findings of a performance audit conducted by the Ghana Audit Service (GAS) in 2018 on two capital development projects executed by the West Mamprusi Municipal Assembly (WMMA)

from 2014 to 2017. It was attended by officials of WMMA, citizens' groups and some civil society organisations.

This formed part of the Ghana's Strengthening Accountability Mechanisms (GSAM) project being implemented by OXFAM, CARE International, and ISODEC with funding from USAID to strengthen citizens' oversight of capital development projects to improve on local government transparency, accountability and performance. The projects included; two three-unit classroom blocks with ancillary facilities at the Buakudow and Namiyela communities.

The performance audit report, which was presented by Mr Abdul Samad Issahaque, Senior Performance Auditor at GAS, showed that the WMMA did not strictly adhere to the Public Procurement Act in the award of the two contracts and the execution of the projects, which led to poor quality of the projects.

Based on the performance audit, a scorecard generated by GSAM project implementers, citizens' groups and GAS, gave the WMMA an overall score of 55 per cent as assessment of the projects in the areas of project initiation and planning, procurement and contracting, execution, and project benefits to the people.

This score placed the WMMA at 21st position in comparison to 49 other Assemblies in which the GAS conducted the performance audit on capital development projects as part of the GSAM project.

Mr Boar challenged coordinating directors, engineers, and planners at the assemblies and community members to intensify monitoring of projects under construction to ensure that such projects were executed according to specification to ensure quality work to last a long time to serve the needs of the people.

Mr Sayibu Yarifa, West Mamprusi Municipal Coordinating Director, urged staff of the Assembly to follow the rules religiously to avoid flouting the procurement law, which could be dire for their careers, despite the political pressures Mr Yarifa advised staff of the Assembly that if any of their superiors pushed them to do something, which would go against the rules, they should "Put it into writing and give it to them to sign and if they refuse to sign it, then do not do it". He said "It may cause disaffection for you and possibly transfer, but it is better than destroying your career or landing you in jail".

Chief Emmanuel Sebiyam, Chief of Namiyela described the forum as an eye-opener expressing hope that the Assembly would henceforth follow the procurement law in awarding contracts to ensure value for money.

Mr Mohammed Awal Sumani Bapio, Executive Director of CALID, advised the people in the area to respect time and attend events on time to help increase productivity.

GNA



Ghana News Agency

Friday 22nd November, 2019

MMDA staff warned not to circumvent rules to approve projects



By Albert Futukpor, GNA

Gambaga (NE/R), Nov. 21, GNA - Senior staff of Metropolitan, Municipal and District Assemblies have been advised to be diligent in the discharge of their duties and avoid yielding to pressures from politicians to circumvent rules and regulations to approve projects.

Madam Belinda Bukari, Senior Planning Officer at the North East Regional Coordinating Council, who gave the advice, said there is the need for the senior staff to uphold their integrity as technocrats and insist that the rules and regulations are strictly followed to prevent infractions. She said "politicians will go and you will remain at the Assembly to be surcharged by the Auditor-General because you sign the major documents. She was speaking during a town-hall meeting organised by the Centre for Active Learning and Integrated Development (CALID) at Gambaga to present findings of a performance

audit conducted by the Ghana Audit Service (GAS) in 2018 on two projects executed by the East Mamprusi Municipal Assembly (EMMA) from 2014 to 2017.

It was attended by officials of EMMA, citizens groups and some civil society organisations. This formed part of the Ghana's Strengthening Accountability Mechanisms (GSAM) project being implemented by OXFAM, CARE International, and ISODEC with funding from USAID to strengthen citizens' oversight of capital development projects to improve on local government transparency, accountability and performance. The projects included a three-unit classroom block with ancillary facilities at Nalerigu Health Assistants Training School (HATS) and a three-unit classroom block with ancillary facilities at Nagboo.

The performance audit report, which was presented by Mr Benjamin Danso, Principal Auditor at GAS, showed that whilst only the HATS project was captured in the District Medium Term Development Plan, there was also a significant difference between the estimated cost and the contract sum of the two projects. It revealed that the Engineer and the Planning Officer of the EMMA were part of the panel to evaluate the tenders for the projects and were also directly involved in the award of the contract.

It also revealed that whilst the contractor for the Nagboo project did not provide a performance guarantee before undertaking the contract, the contractors also used sub-standard materials and the projects were not executed according to specification. The report recommended the need for the EMMA to adhere to the rules and regulations to award contracts as well as need for the Engineer of EMMA to increase supervision of projects to ensure quality of the projects. Based on the performance audit, a scorecard generated by GSAM project implementers, citizens groups and GAS, gave the EMMA an overall score of 50 per cent as assessment of the projects in the areas of project initiation and planning, procurement and contracting, execution, and project benefits to the people.

Madam Bukari described the situation at the EMMA as captured in the GAS report as appalling adding that there is the need for the Coordinating Director, the Engineer and Planning Officer to work to ensure that such a practice did not occur again. She told them not to succumb to the pressures of politicians to do the wrong things, which she said would negatively affect the development of the Assembly.

Mr Bukari Basintale, East Mamprusi Municipal Coordinating Director, said those who committed the infractions were no longer at the Assembly adding that measures have been instituted to ensure that such practice did not recur.

Mr Mohammed Awal Sumani Bapio, Executive Director of CALID, commended the citizens groups for their keen interest in the affairs of the Assembly, and said it would improve on its transparency and accountability efforts.

GNA



Ghana News Agency

Sunday 23rd February, 2020

Public urged to report unprofessional acts of health staff



By Albert Futukpor, GNA

Tamale, Feb. 23, GNA – Management of the Tamale West Hospital (TWH) and the SDA Hospital have urged the public to make use of the various reporting avenues like suggestion boxes and complaints units to report unprofessional acts of staff.

They also gave the assurance of their determination to address all concerns and remind their staff of the code of conduct and client-nurse relationship to ensure quality health care delivery.

This was the outcome of a town hall meeting held in Tamale to find amicable solution to challenges patients and their relatives encounter with nurses at the four main health facilities in the Tamale Metropolis.

These are the Tamale West Hospital, Tamale Central Hospital, SDA Hospital and the Tamale Teaching Hospital. The meeting was attended by officials of some of the hospitals and the public.

The challenges patients and their relatives encounter with nurses at the four health facilities were raised during a scorecard assessment conducted in the Tamale Metropolis, which included charging pregnant women illegal fees, and charges for retrieval of bodies at the mortuaries without offering receipts.

The rest were paying for drugs and services that were covered by the National Health Insurance Scheme (NHIS), which the facilities still charge against the Scheme, and midwives at the theatre and labour wards forcing patients to buy products such as soaps and delivery kits from their health facilities, among other things.

The scorecard was conducted as part of measures to Fight Unapproved Charges for Health Services (FUCHASS) Project, being implemented by the Centre for Active Learning and Integrated Development (CALID). It was partnered by the League of Youth Association and funded by the STAR-Ghana Foundation.

The FUCHASS Project, which began in 2018 and will end in March 2020, seeks to ensure quality health care delivery by eliminating unapproved charges and extortions by health officials in the Tamale Metropolis.

Mr Abdulai Gomda, the Administrator of the TWH, said those acts were illegal and reprehensible, adding that the facility punished staff found guilty of such offences. He advised the public to always demand receipts for payments made at the facility, saying that would help prevent illegal and unauthorised payments.

Mr Benjamin Anankpeing, who represented the SDA Hospital, condemned the unprofessional acts of the health staff and urged the public not to be discouraged by such acts to want to seek healthcare elsewhere other than the hospitals.

Mr Mohammed Awal Sumani Bapio, the Executive Director of CALID, commended the hospitals for the measures put in place to curtail unprofessional acts by the staff.

He encouraged patients and others who visited the hospitals to make good use of the customer care centres to report their concerns to the appropriate bodies for redress.

GNA



[Tamale Hospitals Institute Measures To Eliminate Illegal Payments](#)
By [Albert Futukpor](#)



[Tamale, Dec 14, – Public hospitals in the Tamale Metropolis have instituted measures to eliminate unauthorized payments by clients to the staff at the facilities as part of efforts to improve health care delivery for all.](#)

[The facilities include Tamale Teaching Hospital \(TTH\), Tamale West Hospital and Tamale Central Hospital.](#)

[All health staff at the TTH have been issued with identity cards, which they must compulsorily wear when at post for clients to identify them when they misconduct themselves whilst at the Tamale West Hospital, all payments by clients are receipted officially.](#)

[The measures are in response to the findings of the Fighting Unapproved Charges for Health Services \(FUCHASS\) project implemented in the Tamale Metropolis by Centre for Active Learning and Integrated Development in partnership with League of Youth Association with funding from STAR-Ghana.](#)

[As part of the project, which started in 2018, and will end by March, 2019, citizens with assistance of a community scorecard tool, assessed the performance of the hospitals and also gave their experiences on extortion and payment of unapproved fees at the hospitals.](#)

According to the scorecard, citizens complained of making payments to health staff of the hospitals without being issued receipt, being made to go for laboratory services at private facilities at higher costs, being made to pay money before seeing their new-born babies amongst others.

Mr Iddrisu Mohammed Tamimu, a Nurse at TTH, who spoke about the measures in an interview in Tamale, said clients paid only approved charges at the bank at the hospital's premises and be issued with receipts for treatment.

He emphasised that no staff was authorised to receive any payment on behalf of the hospital urging clients to report such staff or acts to Management for action to be taken against them.

He said staff of the facility had also been trained on customer relations to enhance their relationship with clients especially in the area of communications for improved health care delivery.

Mr. Mohammed Abdul Rashid, Health Service Administrator at the Tamale West Hospital said the facility had installed new equipment, which ensured that laboratory services were undertaken at the facility to reduce the cost of securing such services outside the facility.

They commended the FUCHASS project, which had led to the new measures eliminating corruption at the facilities while ensuring affordable and quality health care for all.

Mr. Mohammed Inusah, General Secretary of League of Youth Association urged the hospitals to maintain the gains made by intensifying their internal monitoring and customer relations systems to receive feedback from clients.

Mr. Mohammed Awal Sumani Bapio, Executive Director of CALID expressed need for the hospitals to strengthen their customer relations units to also receive complaints from clients for quick redress to ensure improved health care delivery.

MODERN GHANA

[16.12.2019 General News](#)

[Report Unprofessional Acts Of Health Workers – CHRAJ](#)

[By Albert Futukpor](#)



[The Commission on Human Rights and Administrative Justice \(CHRAJ\) has urged the public to report unprofessional acts of health workers for proper investigation and redress.](#)

[Mr Nantomah Adam Baani, Northern Regional Anti-corruption Focal Person at CHRAJ, who made the call, said unprofessional acts by health workers could be costly to patients advising them to report such acts at customer service units of the health facilities and or CHRAJ for proper investigations.](#)

[He was speaking at a forum at Moshie Zongo, a suburb of Tamale, to educate members of the community on human rights abuses that occurred at health facilities such as negligence, unapproved charges, and payments not receipted amongst others.](#)

It was to empower them to report such acts to the authorities of the hospitals, and or CHRAJ if they involved human rights abuses.

The forum was organised as part of the Fighting Unapproved Charges for Health Services (FUCHASS) project being implemented in the Tamale Metropolis by the Centre for Active Learning and Integrated Development in partnership with League of Youth Association with funding from STAR-Ghana.

This was the fourth community engagement as part of the FUCHASS project, which began last year to draw the attention of hospital authorities to perceptions of citizens on some forms of unapproved fees charged at health facilities in the Metropolis and to create space for them to restore confidence of citizens in accessing quality health service by dealing with corruption at the hospitals.

Members of the community mentioned top up for payment for drugs covered by health insurance, long queues at out-patient departments, payment for blood not used, referring them to particular pharmacies to buy medicines not available at the health facility amongst others as some of the issues they experienced at the hospitals in the metropolis.

Mr Baani said the health sector was an essential sector of the economy adding combating corruption within the sector to ensure that health workers acted professionally would help to deliver quality health care to the people.

Mr Mohammed Inusah, General Secretary of League of Youth Association expressed the readiness of the Association to support patients, who experienced unprofessional acts at health facilities, to report them, and go through the investigations to seek justice.

Mr Inusah said “When health workers know that people now know their rights and they are reporting such issues, that is when we believe that things will be better and such experiences will become things of the past.

Mr Osman Abdul Fasit, one of the residents of the area, was happy about the forum saying it had enlightened them on what to do when they experienced unprofessional acts on the parts of health workers at the hospitals.

He expressed hope that investigations should be expedited when such issues were reported to ensure justice for patients.



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