



County Citizens' Score Card - Kisumu, Mombasa & Nairobi

15th May 2018

Trends & Insights
For Africa

County Budgetary Allocations



Budgetary allocation (2017/18);

- Nairobi County - **Ksh.16.7 Billion**
- Mombasa County - **Ksh.9.2 Billion**
- Kisumu County - **Ksh.8.8 Billion**

Citizens Score Card for Nairobi, Mombasa and Kisumu County Governments.

- ❑ The county governments' performance in the delivery of **key devolved services**.

The Big Four Agenda

- ❑ Focus on **health** and **food security**
- ❑ Specifically, the **uptake of NHIF** and the current **household food security** status.



Grading System

Percent	Grade
80-100%	A
75-79%	A-
70-74%	B+
65-69%	B
60-64%	B-
55-59%	C+
50-54%	C
45-49%	C-
40-44	D+
35-39	D
30-34	D-
0-29%	E

Methodology



Fieldwork Dates	1 st to 4 th April 2018
County	Nairobi, Mombasa, Kisumu
Coverage	All sub-counties
Target	Both males and females aged 18+ years
Data collection	Mixed method (face to face interviews & telephonic)
Sample Size	Nairobi (n=500); Mombasa (n=500); Kisumu (n=500)

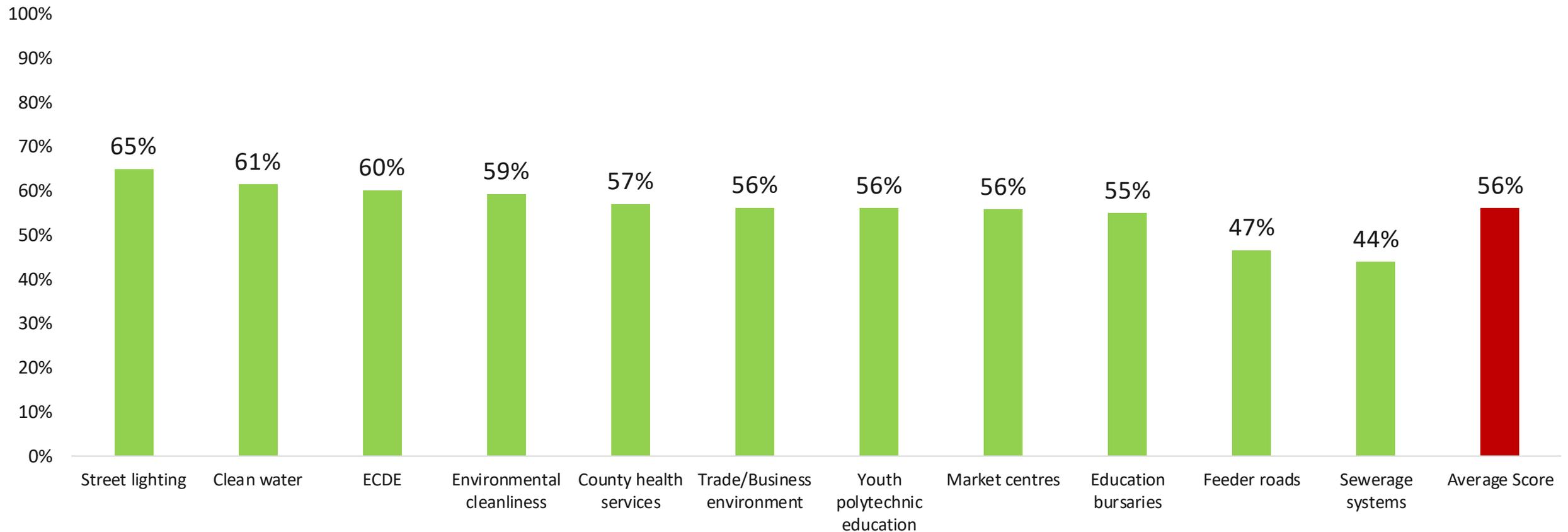


Kisumu County – Findings

County Government Performance Rating



Kisumu County : Service Delivery Ratings



Q. How would rate the performance of your of Nairobi County Government for the following devolved services?

Base: business/trade environment – those self employed; ECDE – households with children aged 4-7 years; others - all respondents

Kisumu Residents' Report Card



Name: Professor Anyang' Nyong'o
County: Kisumu
Year: 2017/18

C+



Thematic Area	Marks	Grade
Street Lighting	65%	B
Clean Water	61%	B-
ECDE	60%	B-
Environmental Cleanliness	59%	C+
Trade/Business Environment	56%	C+
County Health Services	57%	C+
Youth Polytechnic	56%	C+
Market Centers	56%	C+
Education Bursaries	55%	C+
Feeder Roads	47%	C-
Sewerage Systems	44%	D+
Overall Score	56%	C+

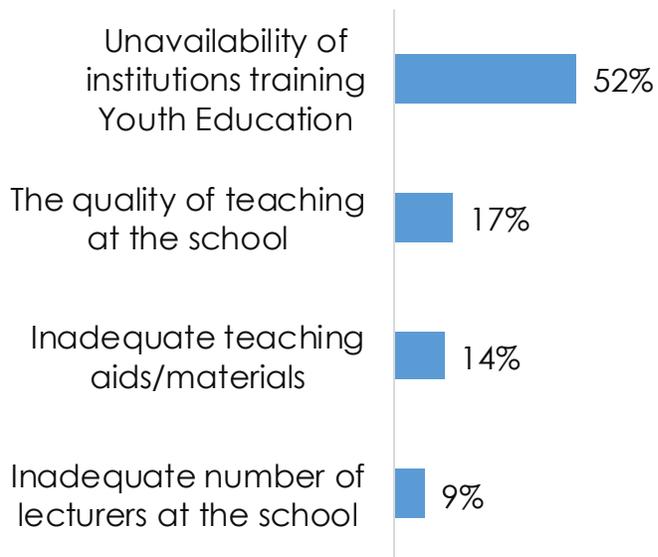
Education: Youth Polytechnic, ECDE & Bursaries



Score: 56%
Grade:



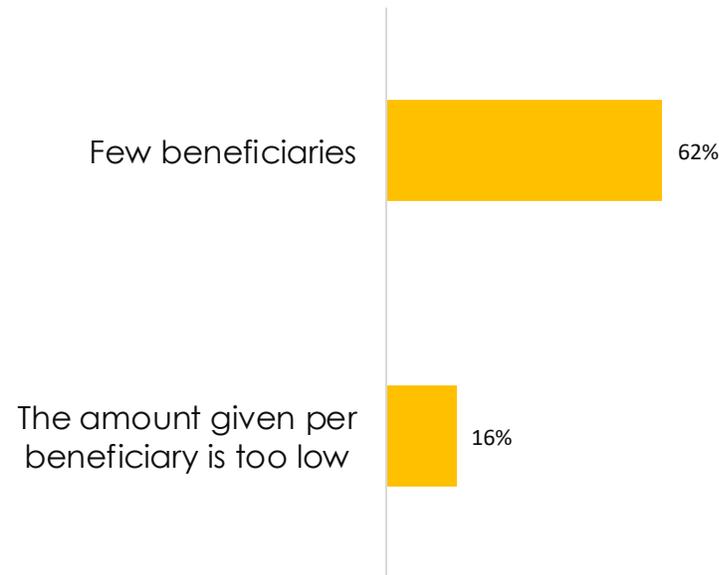
Youth Polytechnic Education Reasons for Dissatisfaction



Score: 55%
Grade:



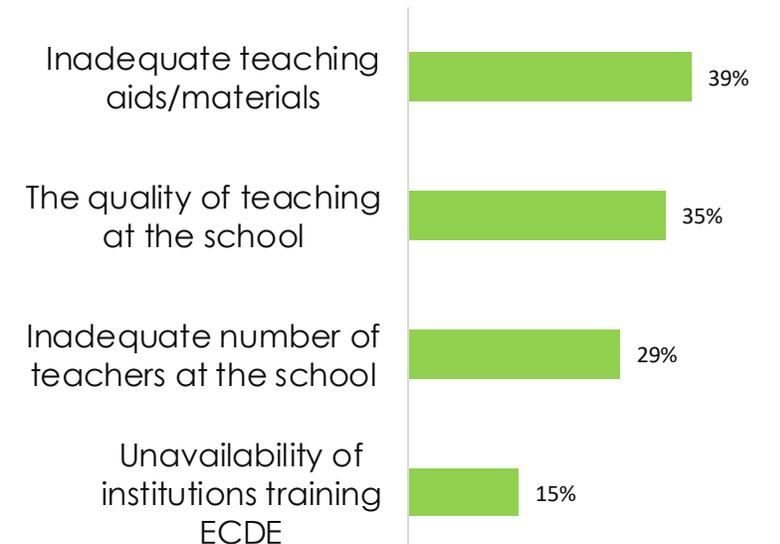
Education Bursaries Reasons for Dissatisfaction



Score: 60%
Grade:



ECDE Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

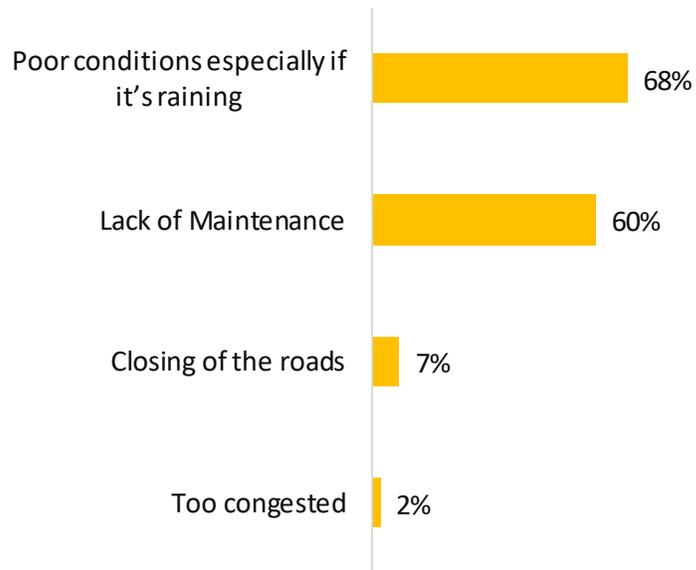
Feeder Roads, Business Environment, Markets



Score: 47%
Grade: C-



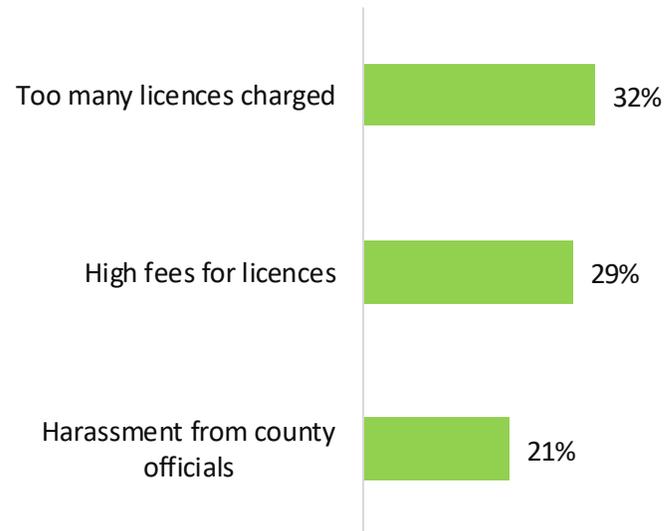
Feeder Roads Reasons for Dissatisfaction



Score: 56%
Grade: C+



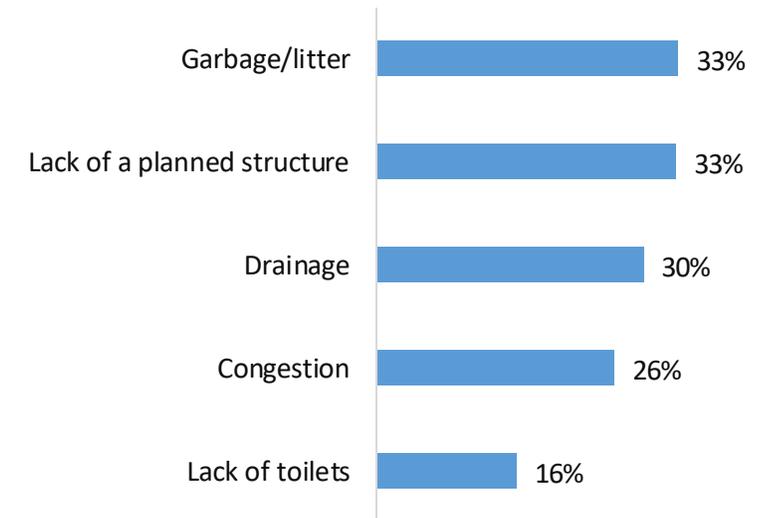
Trade/Business Environment Reasons for Dissatisfaction



Score: 56%
Grade: C+



Market Centers Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

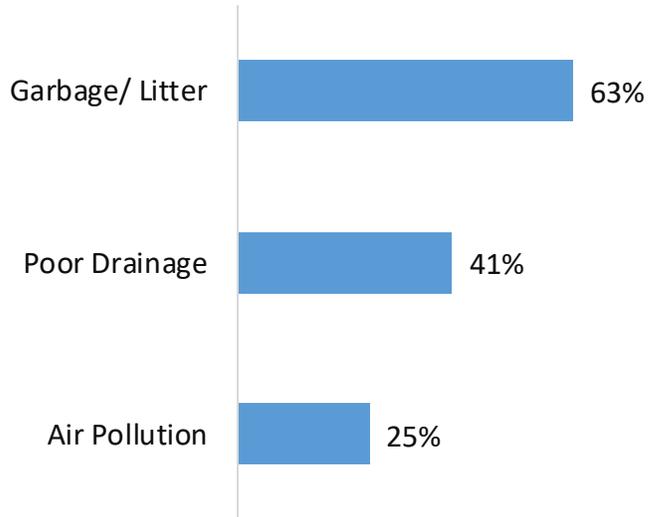
Environmental Cleanliness And Sewerage System



Score: 59%
Grade: C+



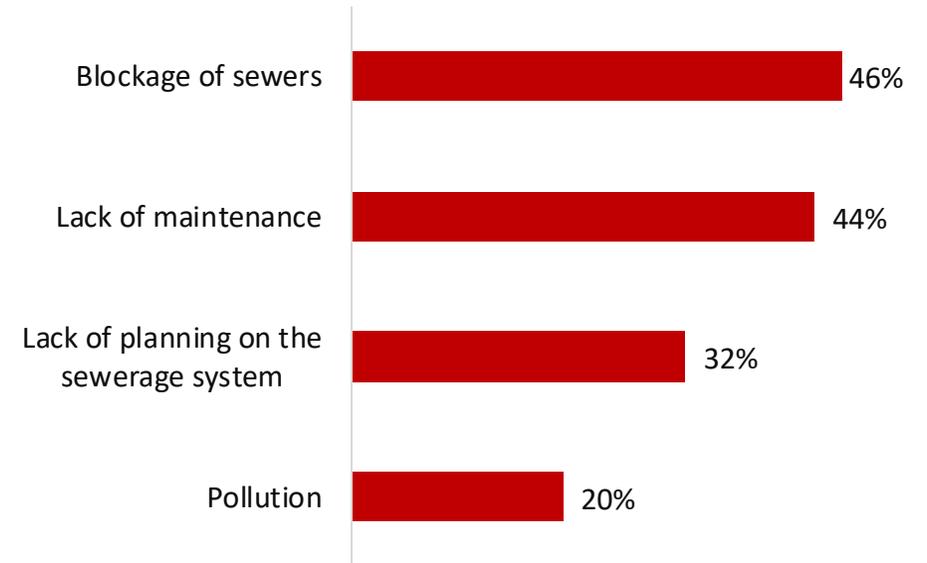
Environmental Cleanliness Reasons for Dissatisfaction



Score: 44%
Grade: D+



Sewerage System Reasons for Dissatisfaction

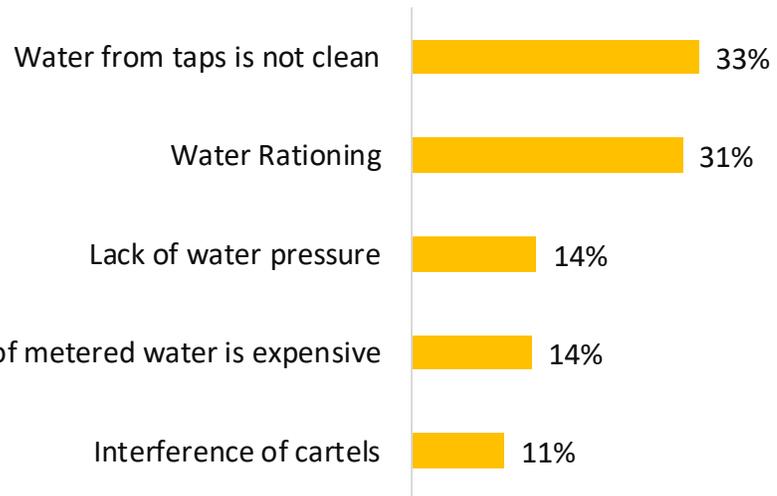


Base: those dissatisfied with service delivery

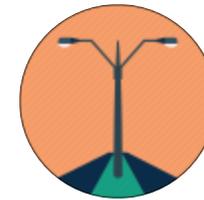
Score: 61%
Grade: B-



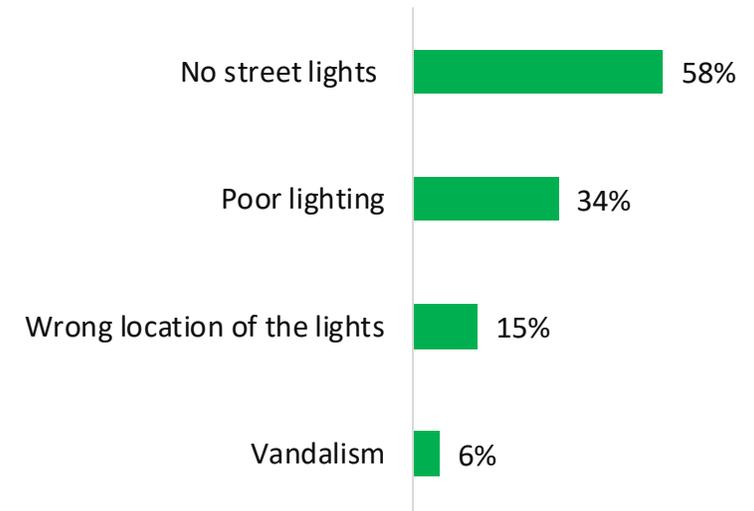
Access to Clean Water Reasons for Dissatisfaction



Score: 65%
Grade: B



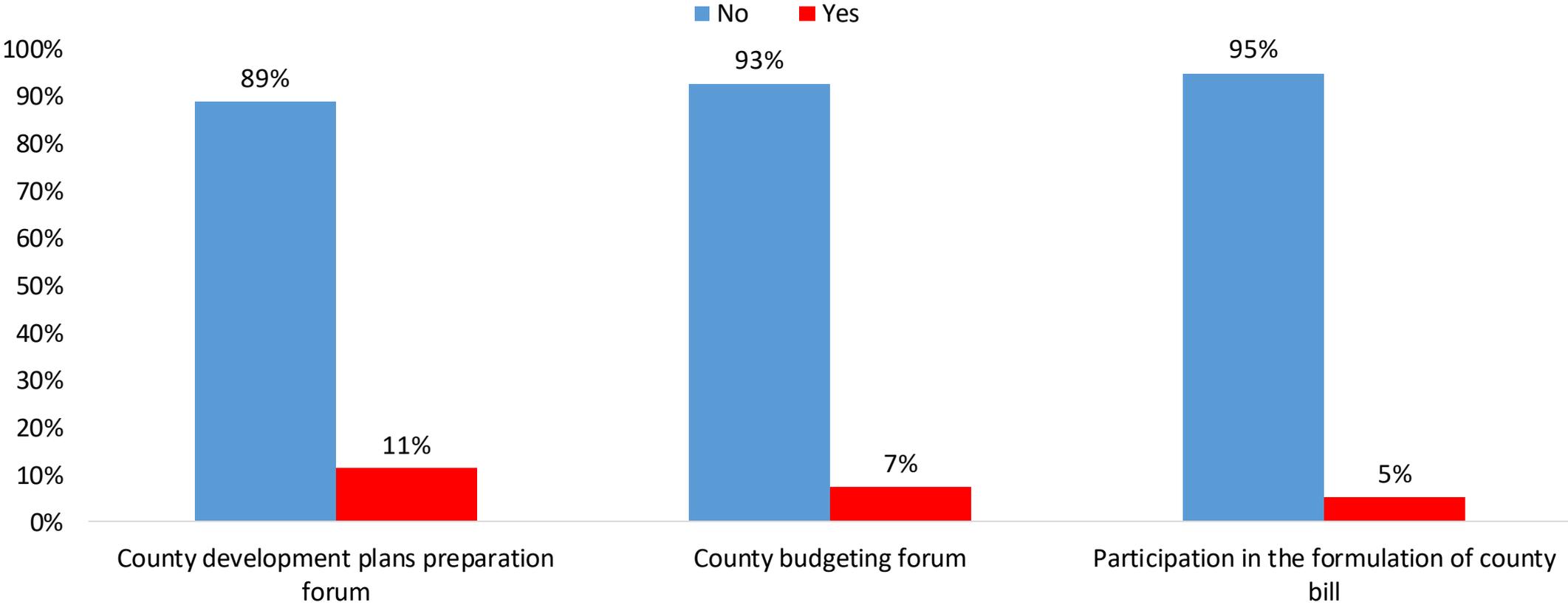
Street Lighting Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

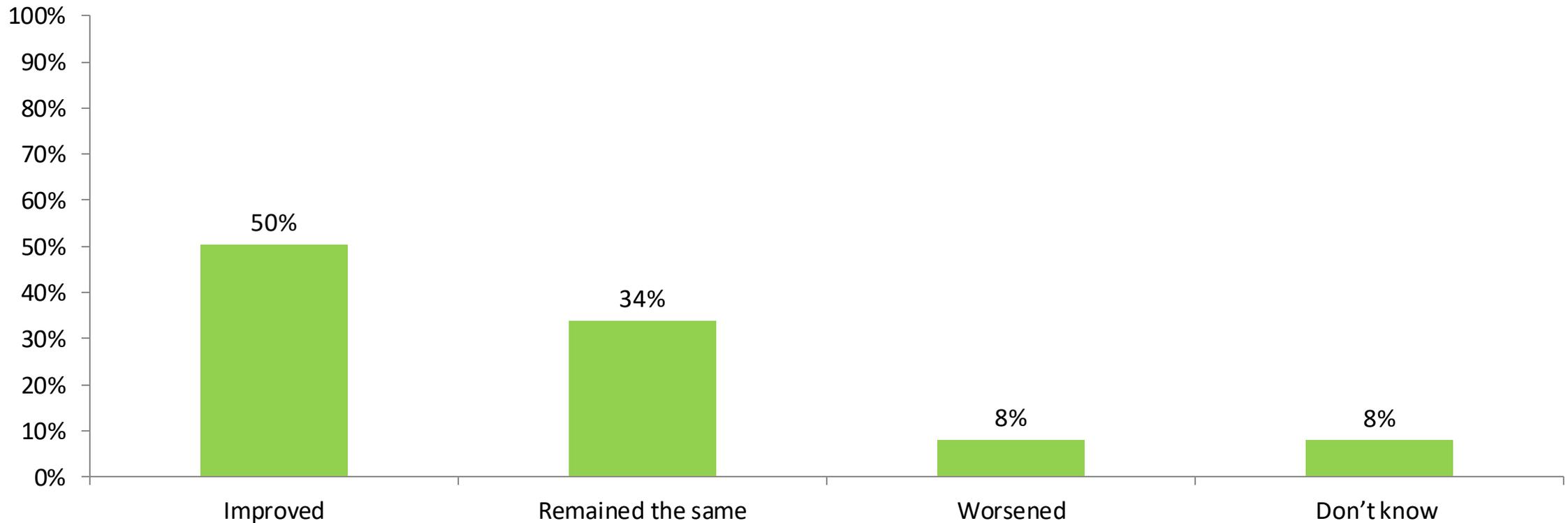


Participation in Forums



Q. In the last 6 months, have you or any member of your household participated in any of the following forums?

Devolution Effects on Household Welfare



Base: all respondents

Q. Looking at the last 4 months, to what extent do you think that devolution has improved your welfare? Would you say it has ?



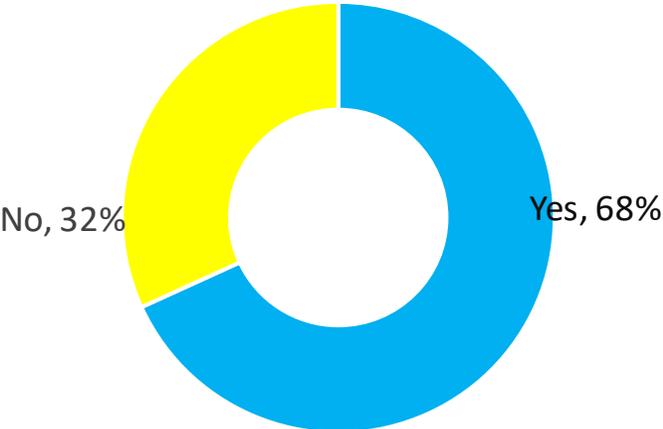
The Big Four Agenda

- Satisfaction – Public Health Services
- Registration & Usage of NHIF
- Food Security

Visits to a Public Health Facility

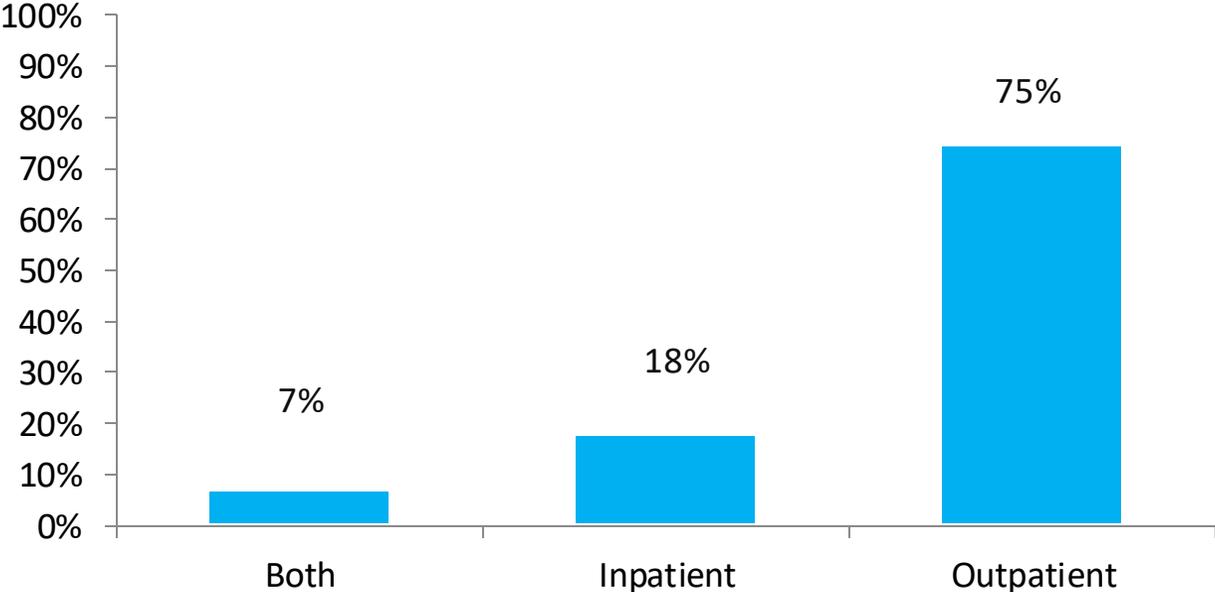


Visited a County Public Health Facility in the Last 12 Months



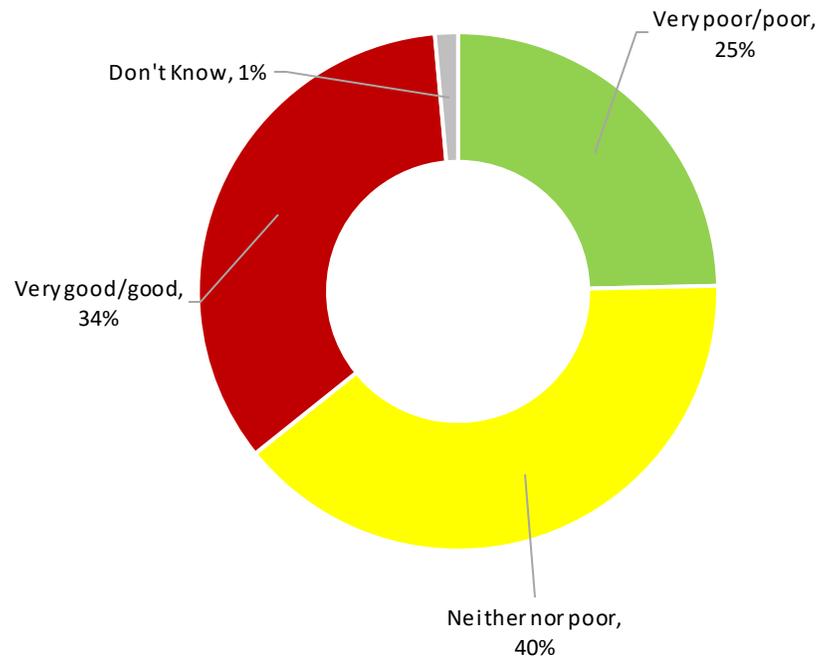
Q. Have you or a member of your household gone to a county public health facility in the last 12 months for medical care?

Visit for Inpatient or Outpatient Health Services

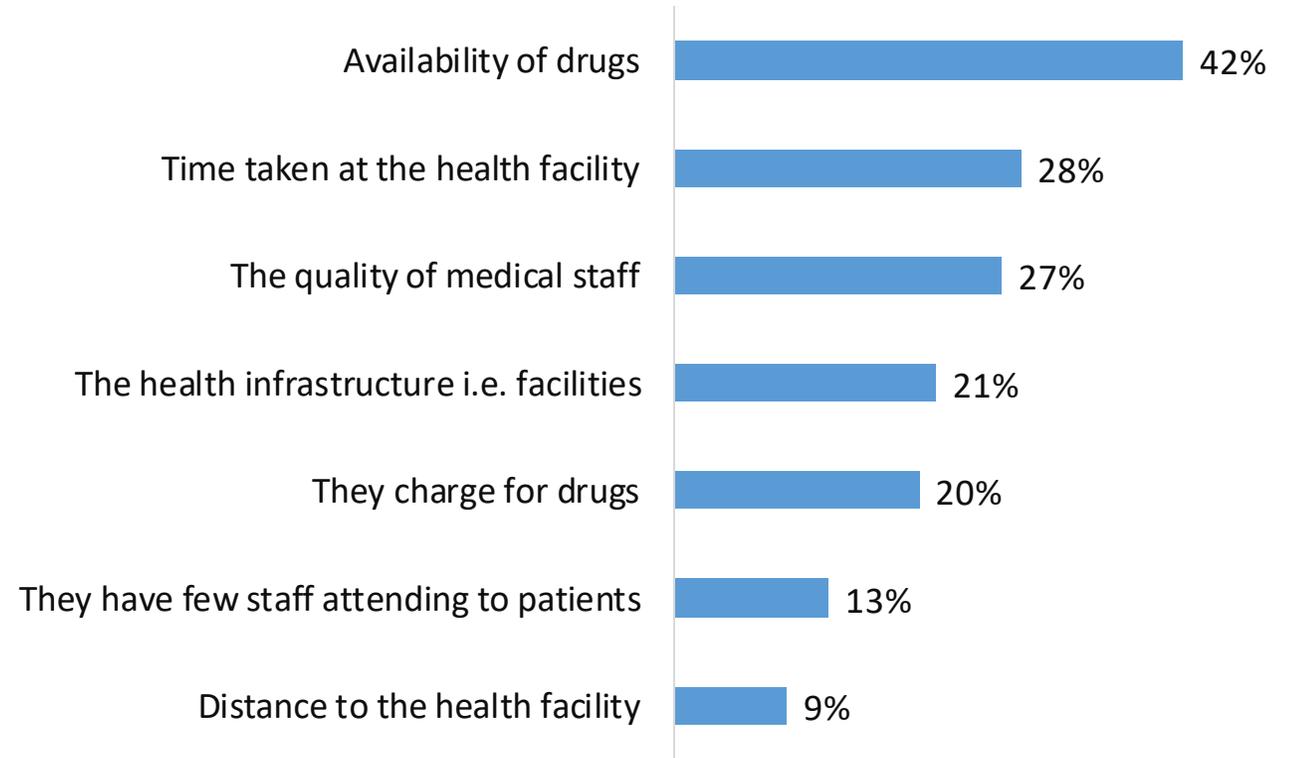


Q. Was this visit inpatient or outpatient health services for the last time you visited the public health facility?

Public Health Services



Public Health Services Reasons for Dissatisfaction



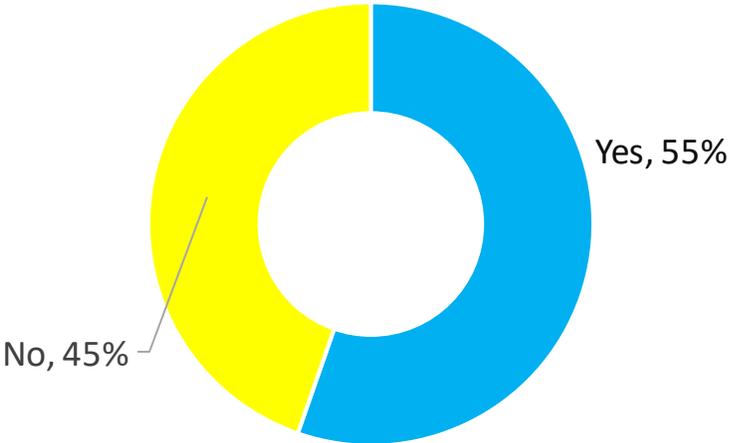


NHIF Registration

Registration & Usage of NHIF

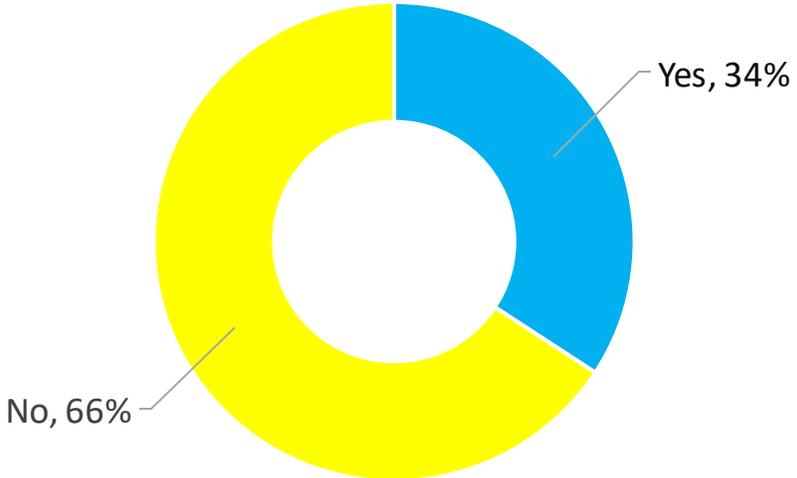


Registered for NHIF



Q. Have you registered for NHIF?

Usage of NHIF



Q. The last time you visited the health Center did you use your NHIF card?

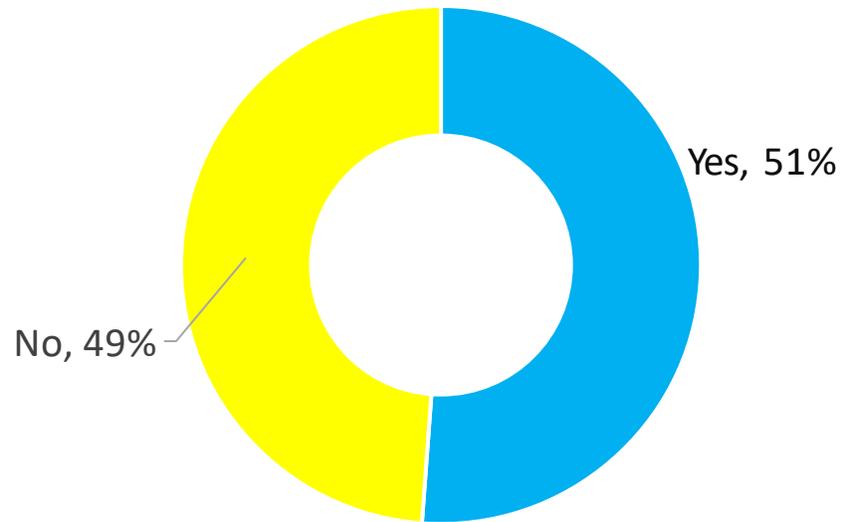


Food Security

Incidence of Food Insecurity

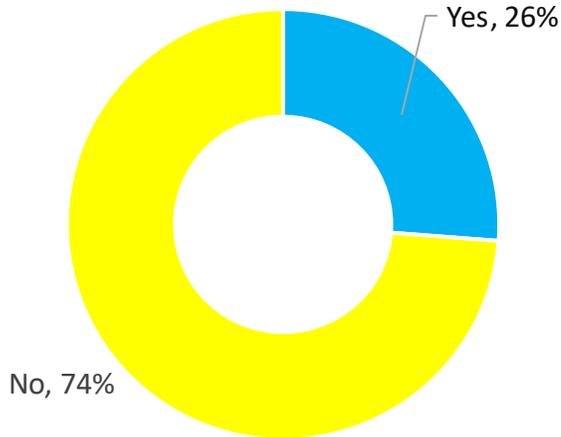


Cut Size of Meal or Skipped Meals



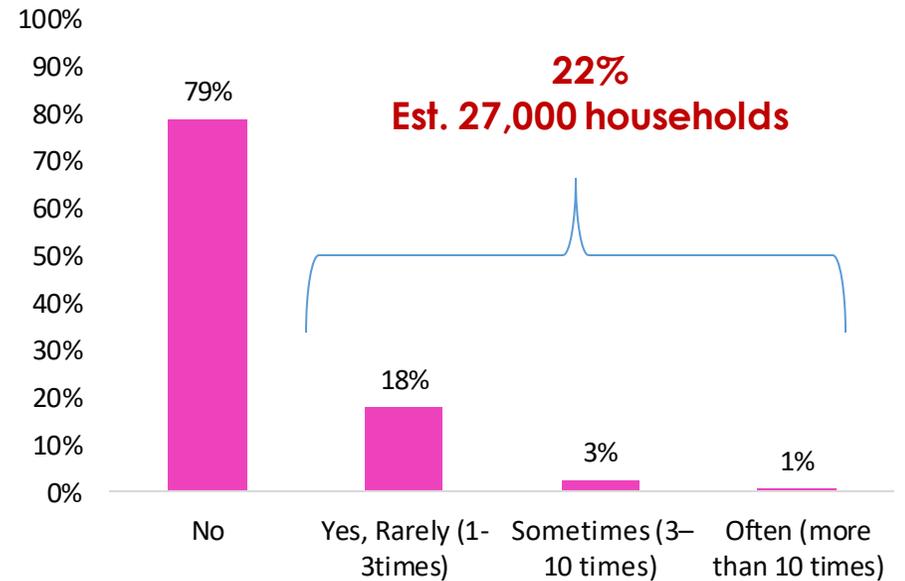
Q. In the last 12 months, have you ever cut the size of your meals or skip meals because there wasn't enough money for food?

A Whole Day Without Eating



Q. Did you or any member of your household go a whole day without eating in the past month?

Gone to Bed Hungry in the past seven days



Q. Did you or any member of your household go to bed hungry during the last 7 days?

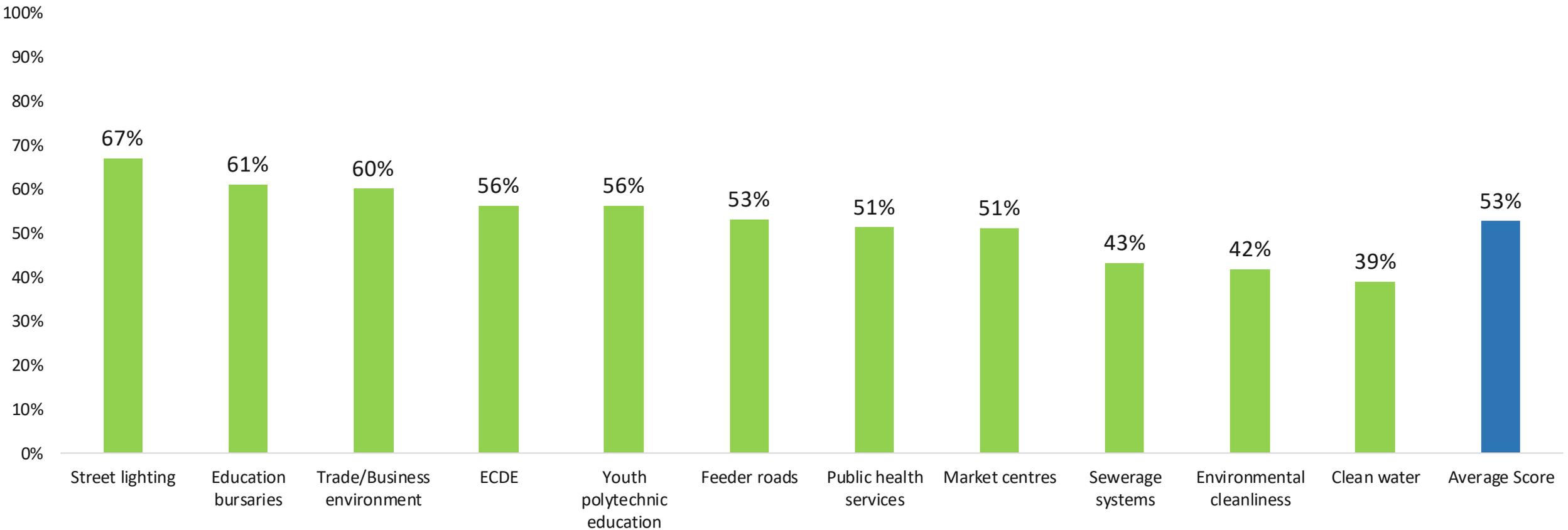


Mombasa County – Findings

Mombasa County Government : Service Delivery

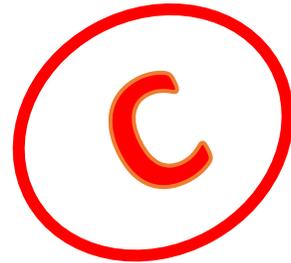


Mombasa County : Service Delivery Ratings



Q. How would rate the performance of your of Nairobi County Government for the following devolved services?

Mombasa Residents Report Card



Name: Hassan Ali Joho

County: Mombasa

Year: 2017/2018

Thematic Areas	Marks	Grade
Street Lighting	67%	B
Business Environment	60%	B-
Education Bursaries	61%	B-
ECDE	56%	C+
Youth Polytechnic	56%	C+
Public Health Services	51%	C
Clean Water	39%	D
Market Centers	51%	C
Environmental Cleanliness	42%	D+
Feeder Roads	53%	C
Sewerage Systems	43%	D+
Overall Score	54%	C

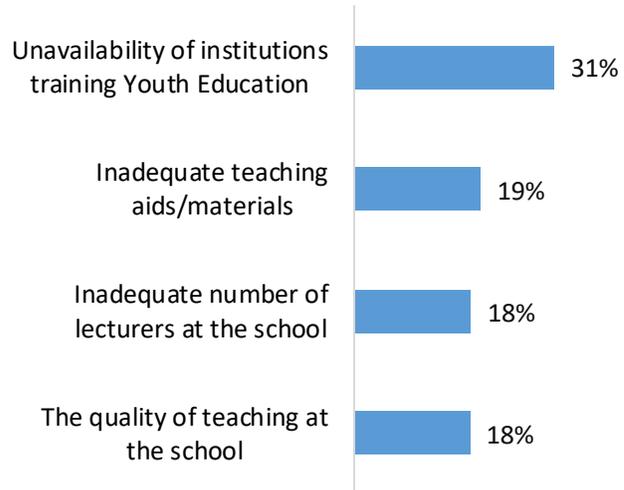
Education: Youth Polytechnic, ECDE & Bursaries



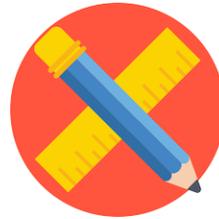
Score: 51%
Grade: C+



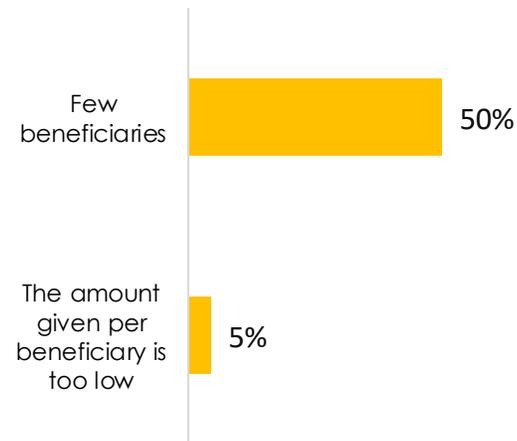
Youth Polytechnic Education Reasons for Dissatisfaction



Score: 61%
Grade: B-



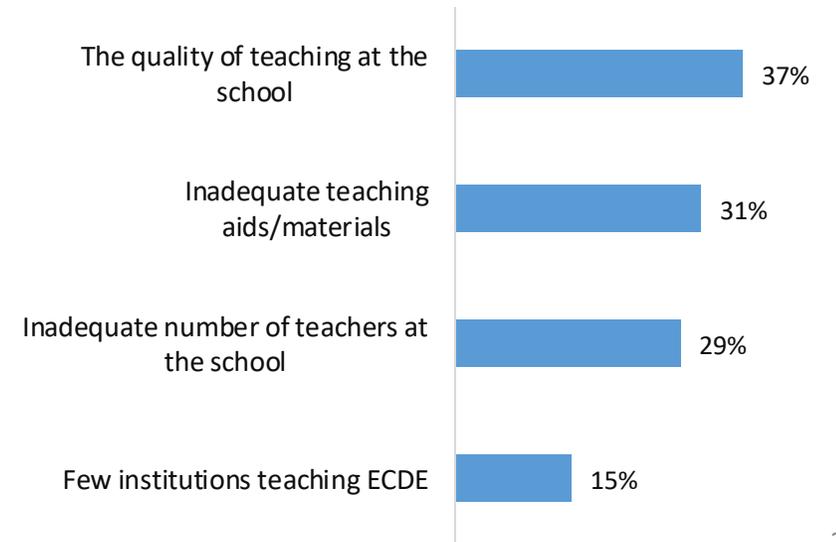
Education Bursaries Reasons for Dissatisfaction



Score: 56%
Grade: C+



ECDE Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

Feeder Roads, Business Environment, Market Centers

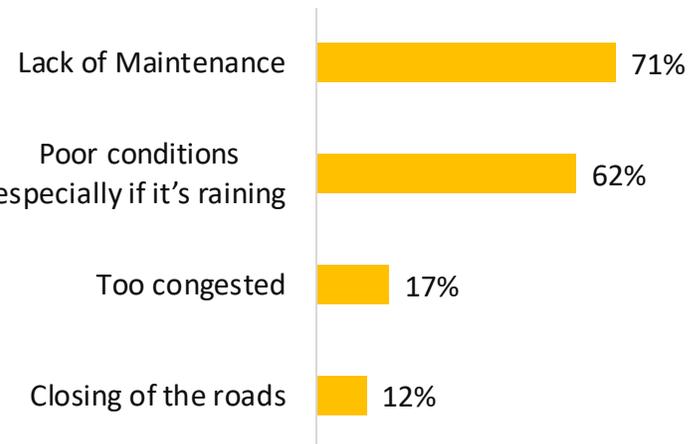


Score: 53%
Grade: C



Feeder Roads

Reasons for Dissatisfaction

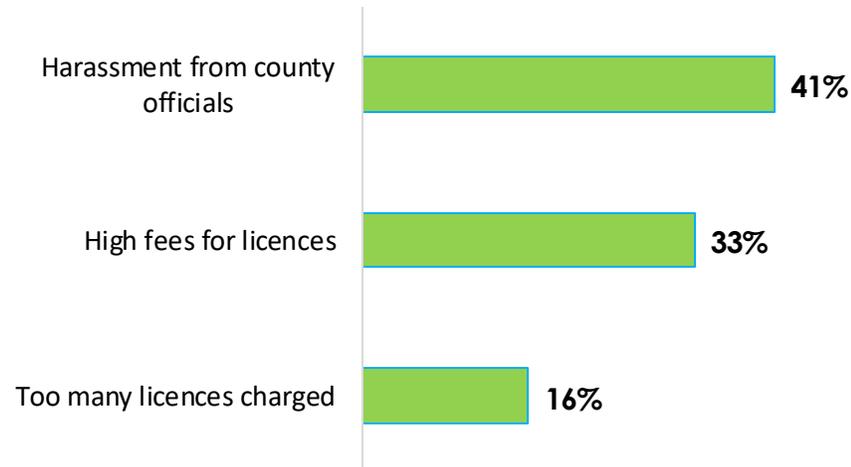


Score: 60%
Grade: B-



Business Environment

Reasons for Dissatisfaction

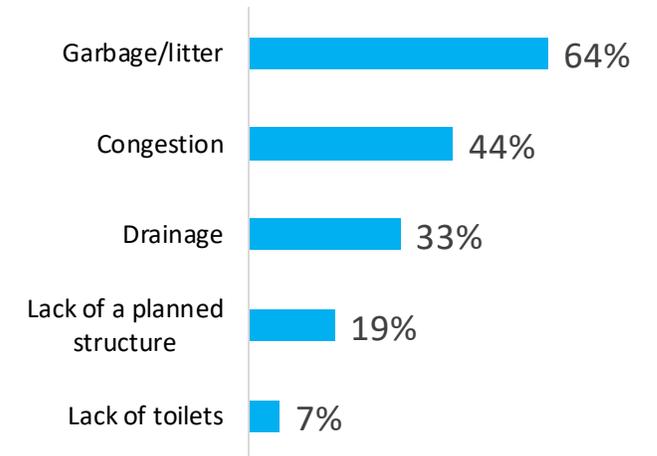


Score: 51%
Grade: C



Market Centers

Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

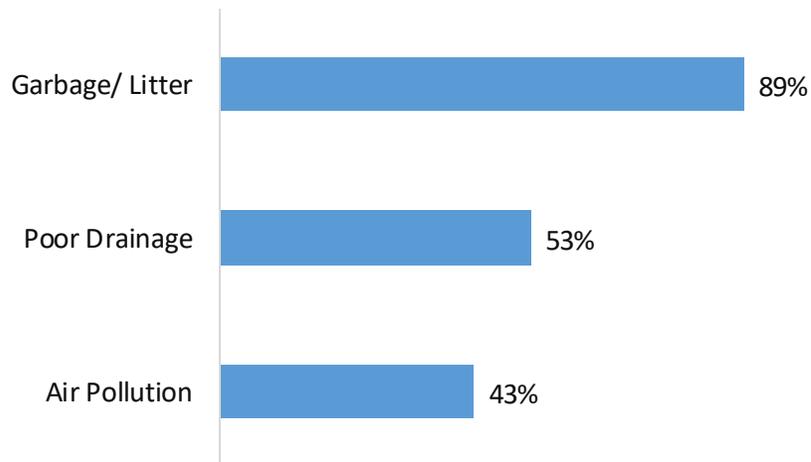
Environmental Cleanliness and Sewerage System



Score: 42%
Grade: D+



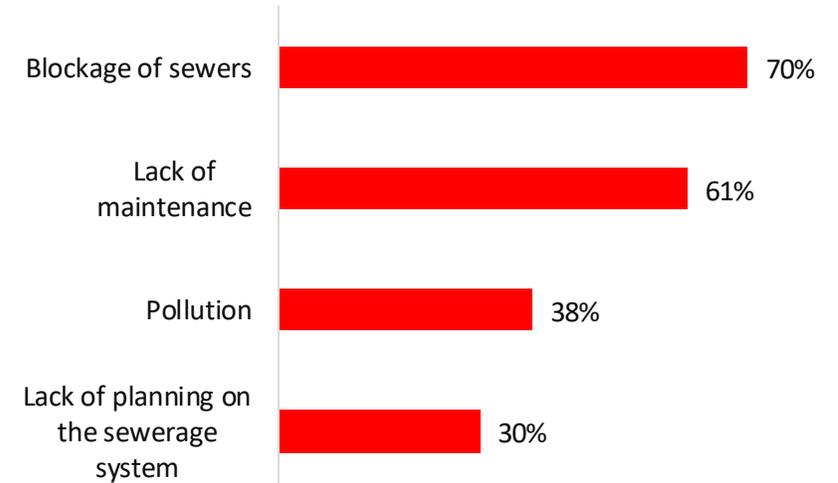
Environmental Cleanliness Reasons for Dissatisfaction



Score: 43%
Grade: D+



Sewerage System Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

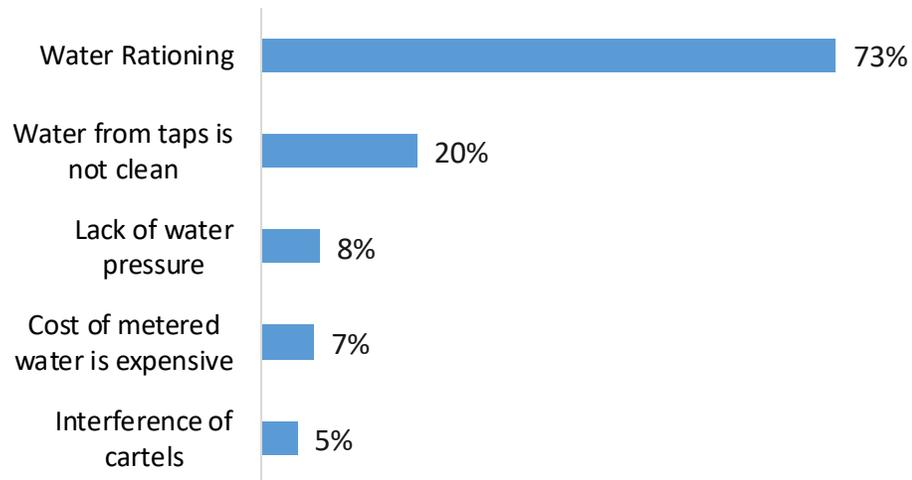
Access to Clean Water and Street Lighting



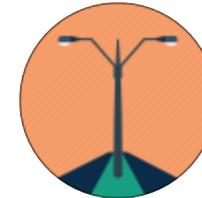
Score: 39%
Grade: D



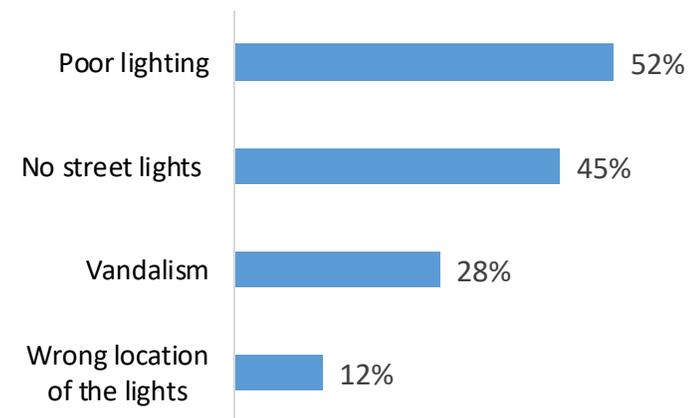
Access to Clean Water Reasons for Dissatisfaction



Score: 67%
Grade: B



Street Lighting Reasons for Dissatisfaction



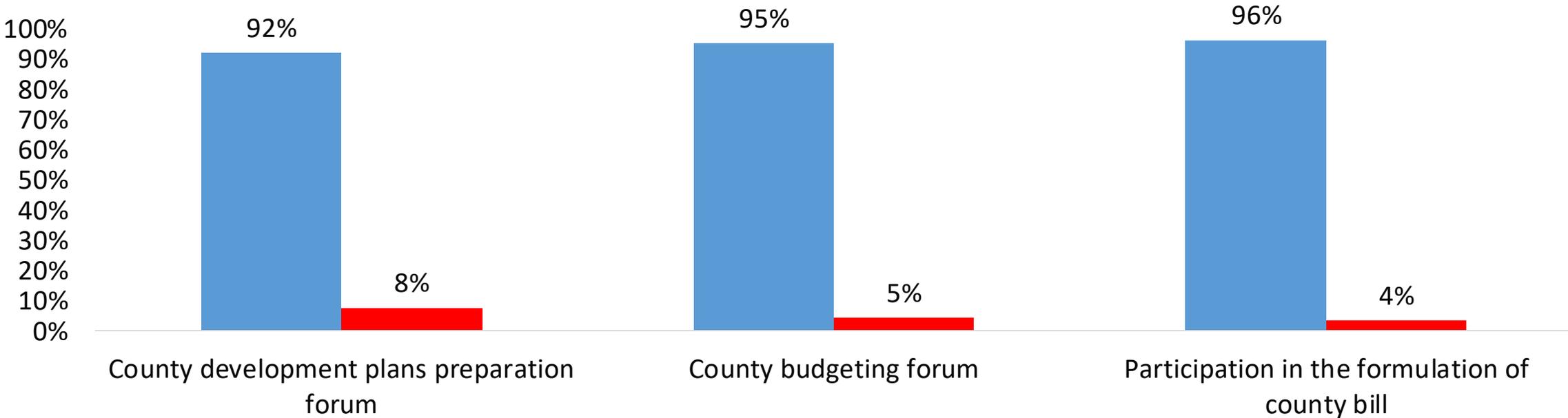
Base: those dissatisfied with service delivery

Public Participation



Participation in Forums

■ No ■ Yes



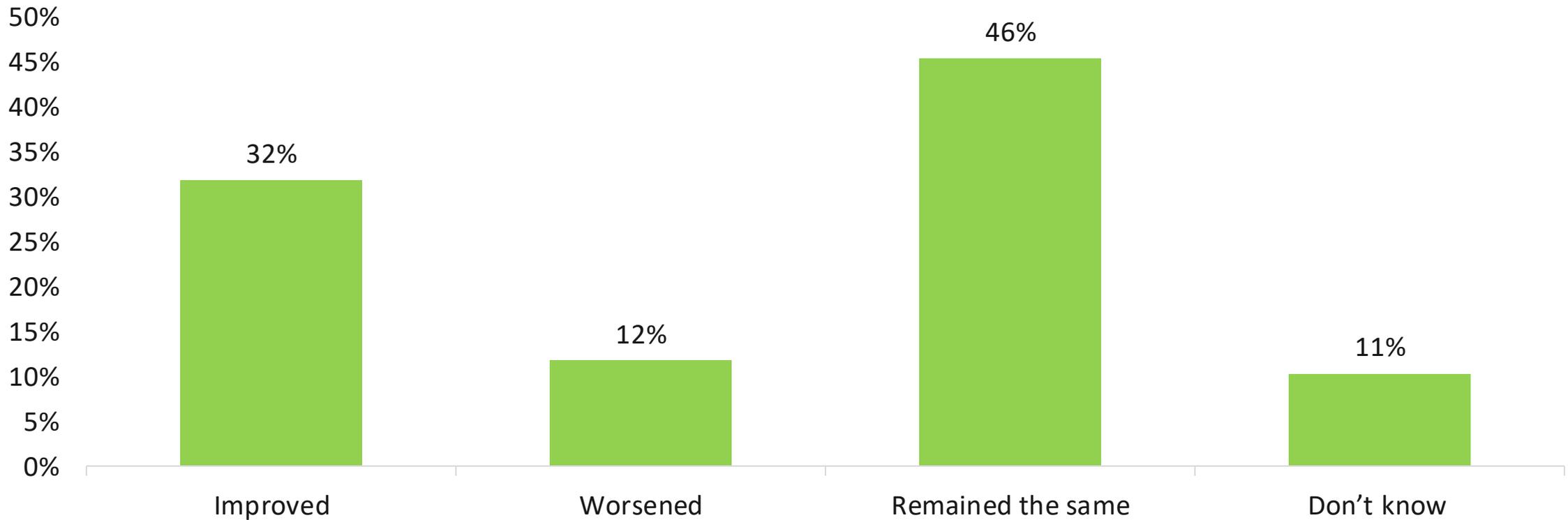
Base: All respondents

Q. In the last 6 months, have you or any member of your household participated in any of the following forums?

Effect of Devolution on Household Welfare



Devolution Effects on Household Welfare



Base: All respondents

Q. Looking at the last 4 months, to what extent do you think that devolution has improved your welfare? Would you say it has ?



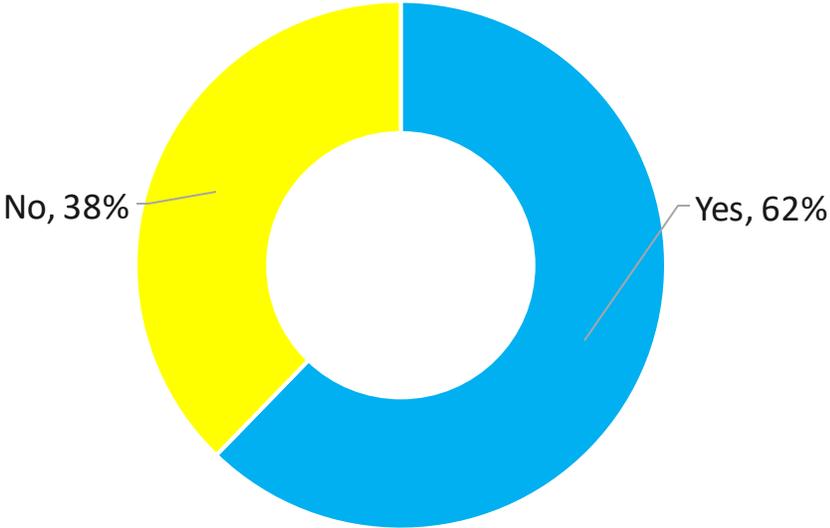
The Big Four Agenda

- Satisfaction – Public Health Services
- Registration & Usage of NHIF
- Food Security

Visits to a Public Health Facility

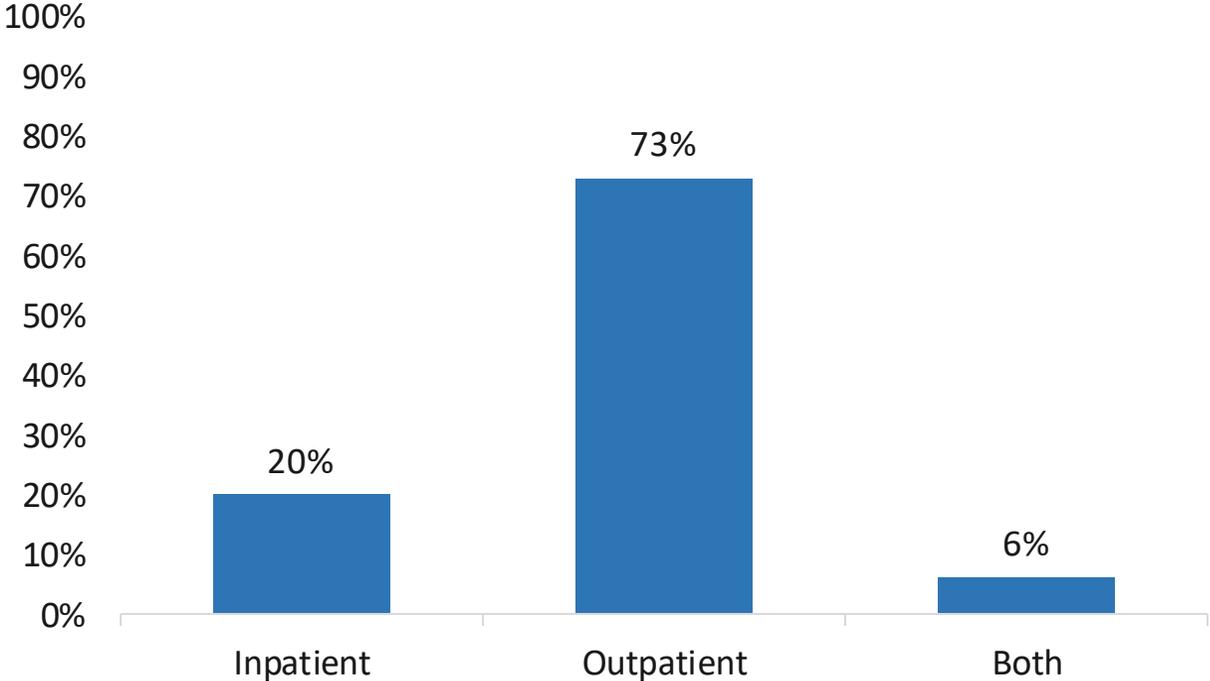


Visited a County Public Health Facility in the Last 12 Months



Q. Have you or a member of your household gone to a county public health facility in the last 12 months for medical care?

Visit for Inpatient or Outpatient Health Services

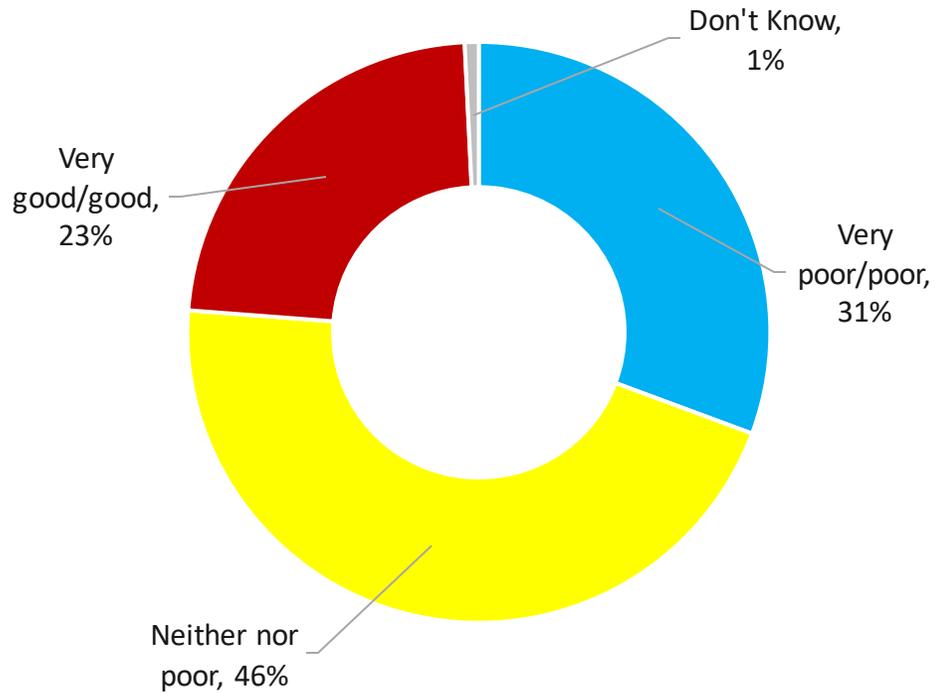


Q. Was this visit inpatient or outpatient health services for the last time you visited the public health facility?

Public Health Services Rating

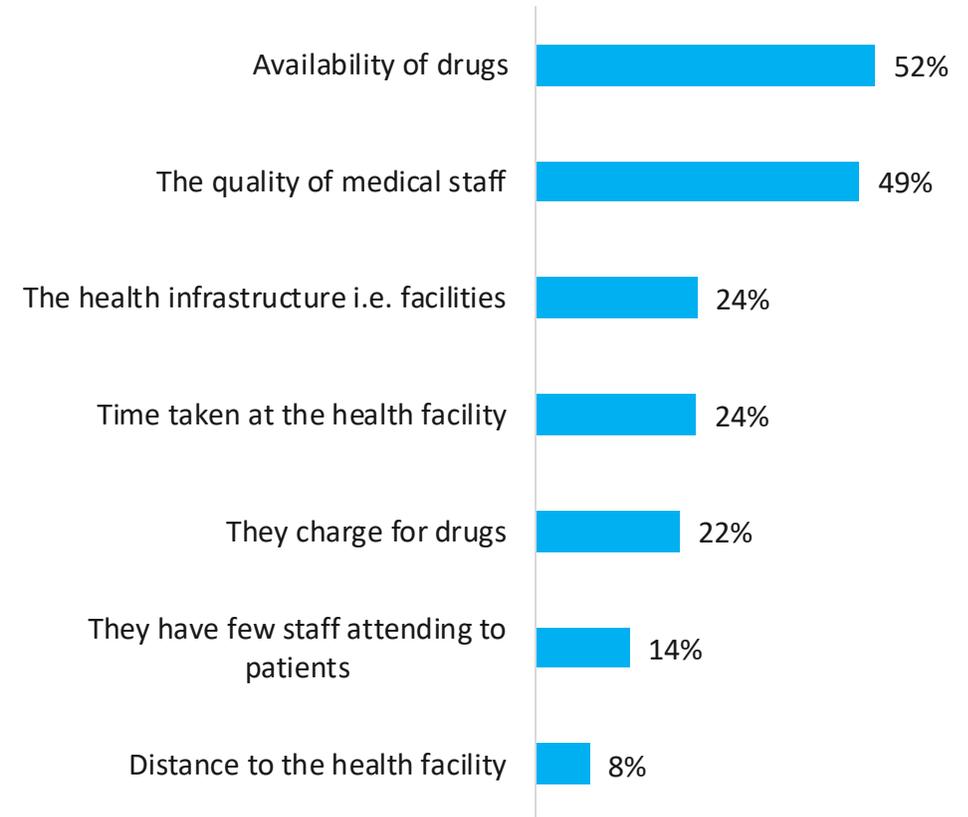


Public Health Services



Q. Why are you dissatisfied with Public health services?

Public Health Services Reasons for Dissatisfaction



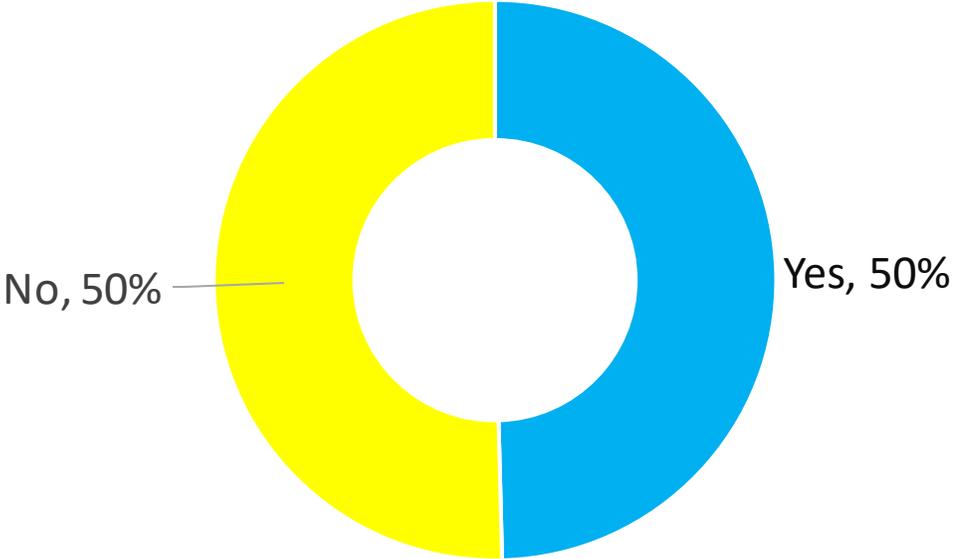


NHIF Registration

Registration & Usage of NHIF



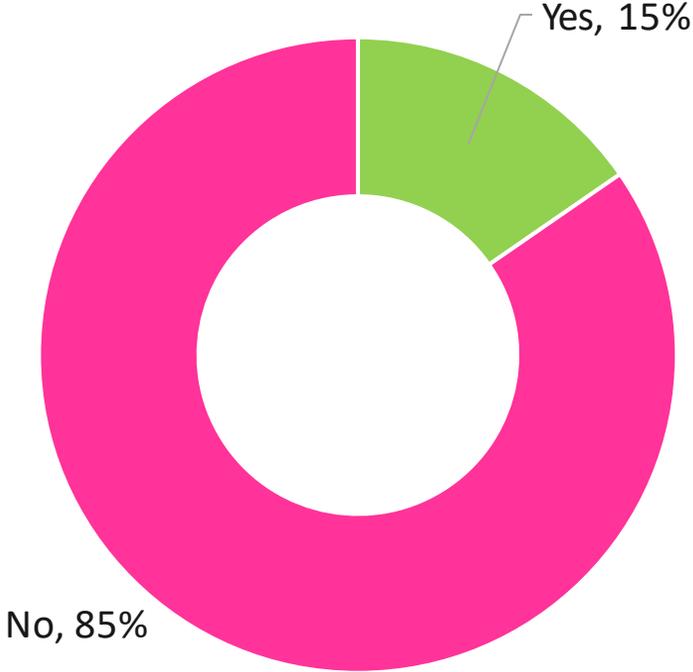
Registered for NHIF



Base: all respondents

Q. Have you registered for NHIF?

Usage of NHIF



Base: those how have been to a public health facility

Q. The last time you visited the health Center did you use your NHIF card?

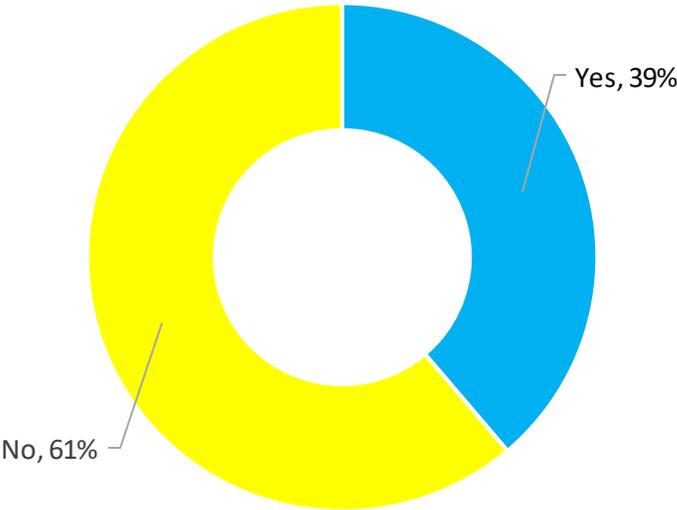


Food Security

Incidence of Food Insecurity

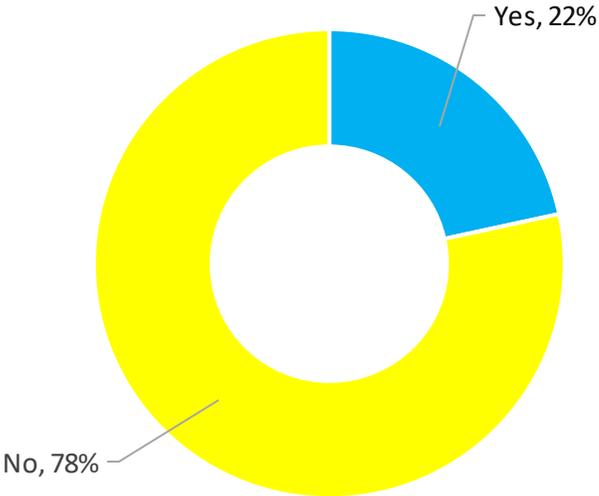


Cut Size of Meal or Skipped Meals



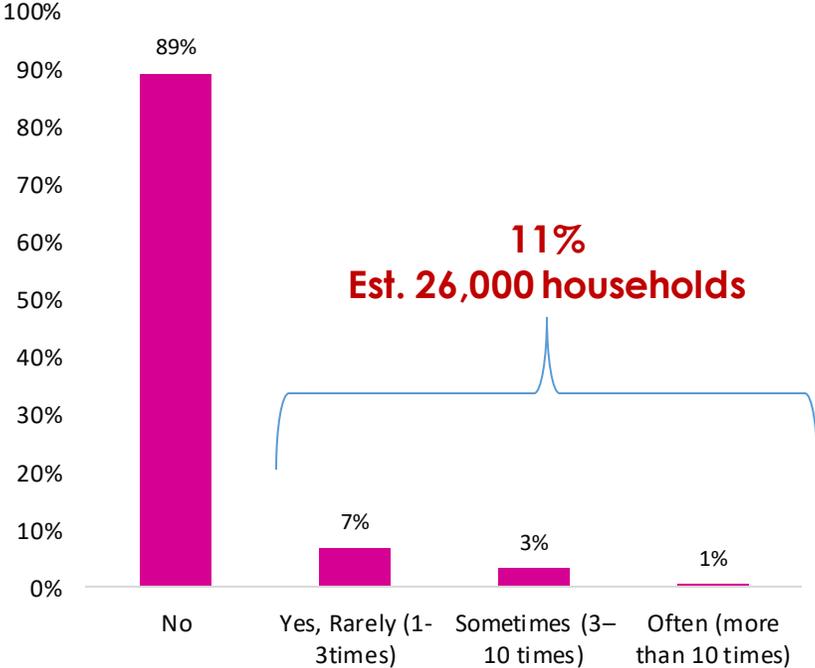
Q. In the last 12 months, have you ever cut the size of your meals or skip meals because there wasn't enough money for food?

A Whole Day Without Eating



Q. Did you or any member of your household go a whole day without eating in the past month?

Gone to Bed Hungry in the Past 7 Days

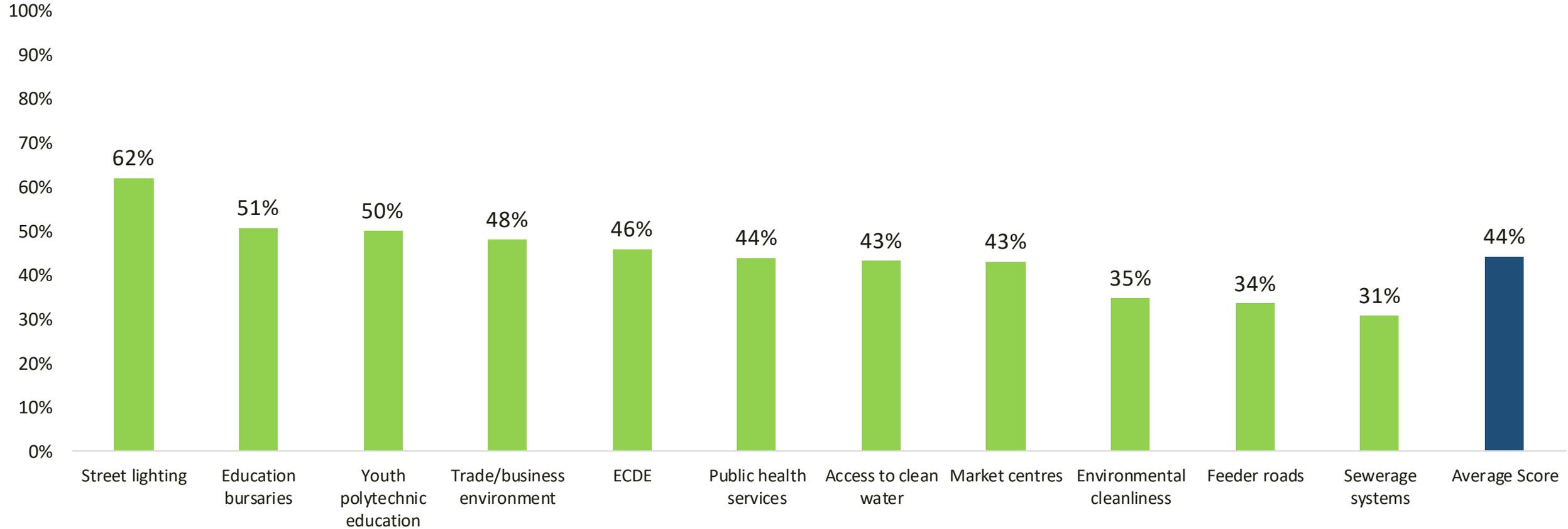


Q. Q. Did you or any member of your household go to bed hungry during the last 7 days?



Nairobi County – Findings

Nairobi County Govt - Service Delivery Ratings



Q. How would rate the performance of your of Nairobi County Government for the following devolved services?

Base: business/trade environment – those self employed; ECDE – households with children aged 4-7 years; others - all respondents

Nairobians' Report Card



Name: Governor Mike Sonko
County: Nairobi
Year: 2017/18

Thematic Areas	Marks	Grade
Street Lighting	62%	B-
Education Bursaries	51%	C
Youth Polytechnic Education	50%	C
Trade/Business Environment	48%	C-
ECDE	46%	C-
Public Health Services	44%	D+
Access To Clean Water	43%	D+
Market Centres	43%	D+
Environmental Cleanliness	35%	D+
Feeder Roads	34%	D-
Sewerage Systems	31%	D-
Overall Score	44%	D+

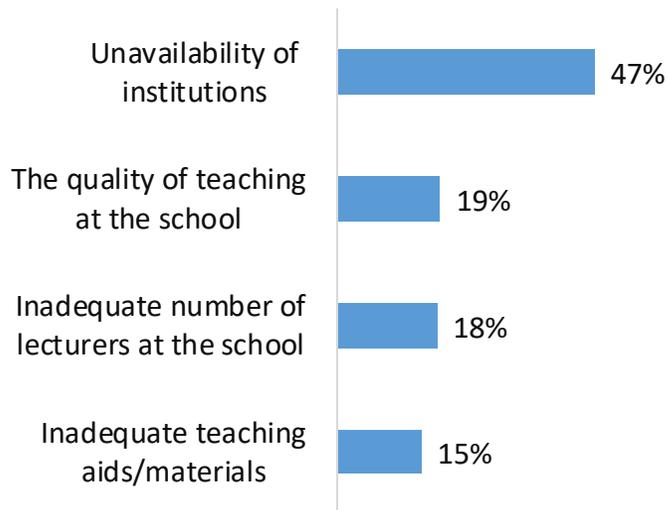
Education: Youth Polytechnic, ECDE & Bursaries



Score: 50%
Grade: C



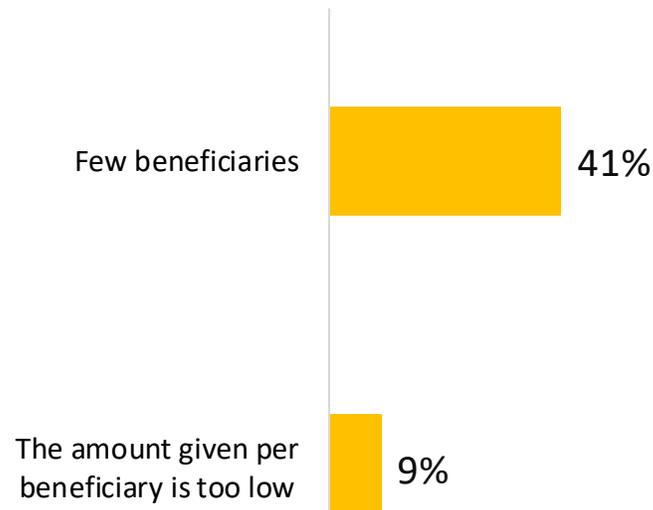
Youth Polytechnic Education Reasons for Dissatisfaction



Score: 51%
Grade: C



Education Bursaries Reasons for Dissatisfaction

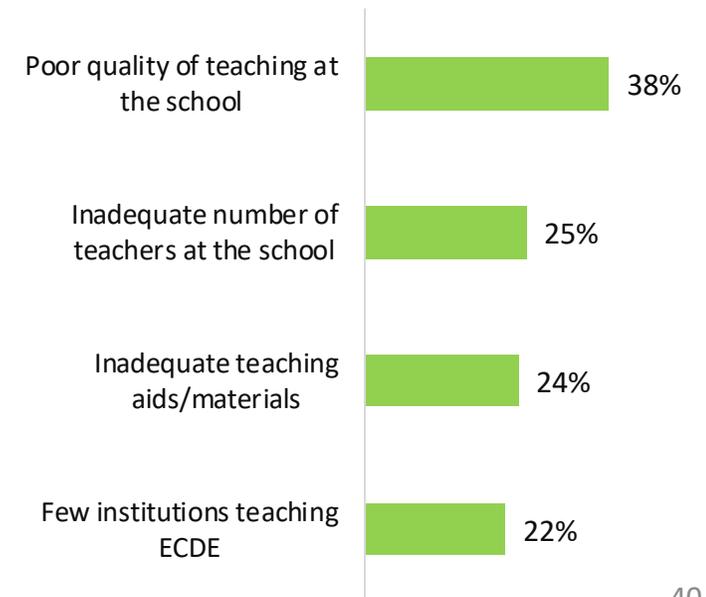


Base: those dissatisfied with service delivery

Score: 46%
Grade: C-



ECDE Reasons for Dissatisfaction



Feeder Roads, Business Environment, Market Centers

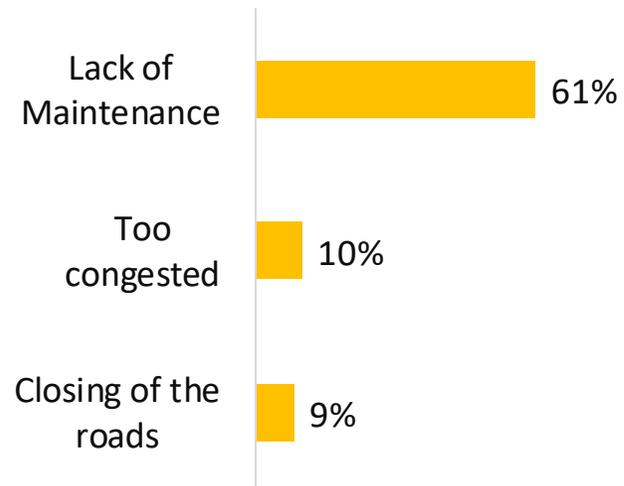


Score: 34%
Grade: D-



Feeder Roads

Reasons for Dissatisfaction

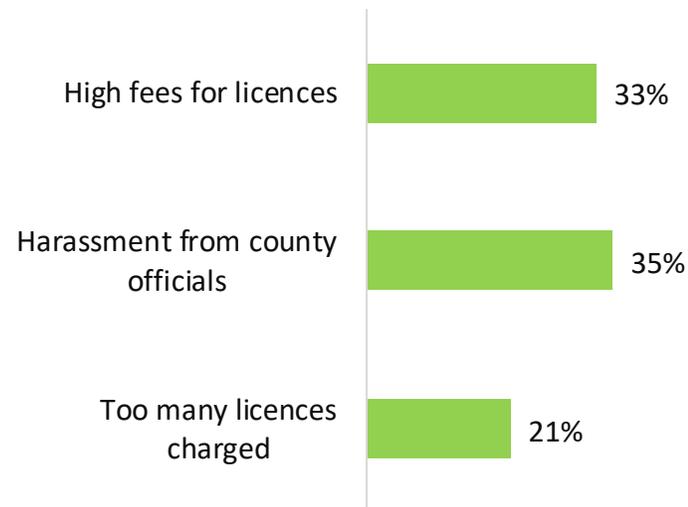


Score: 48%
Grade: C+



Business Environment

Reasons for Dissatisfaction

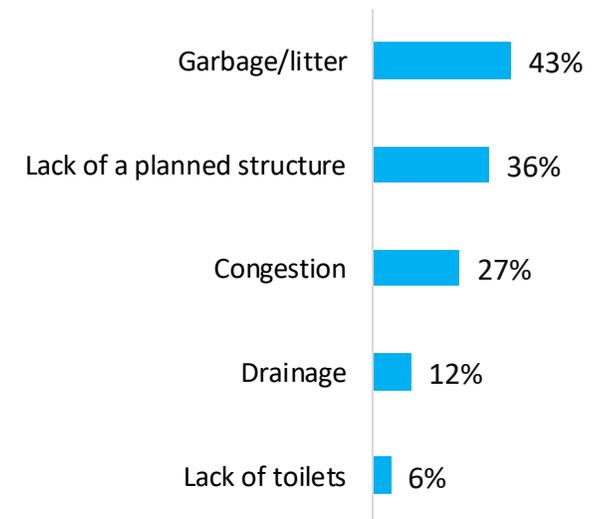


Score: 43%
Grade: D+



Market Centers

Reasons for Dissatisfaction



Base: those dissatisfied with service delivery

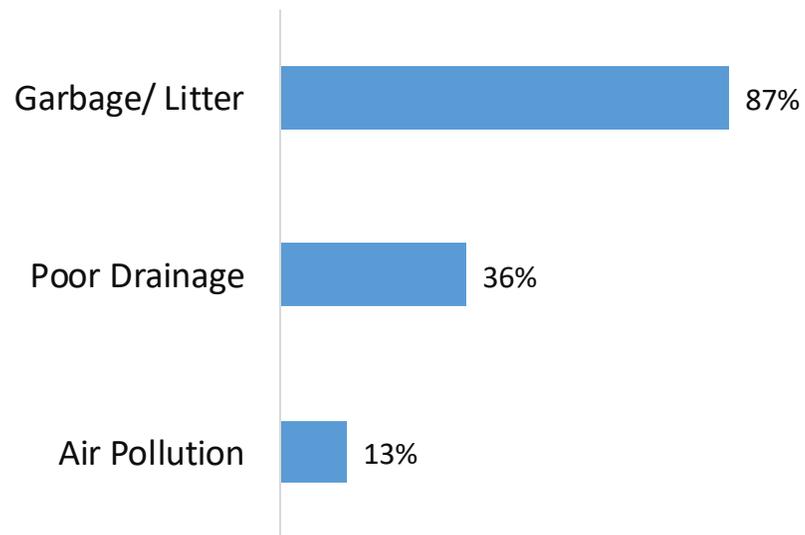
Environmental Cleanliness And Sewerage System



Score: 35%
Grade: D



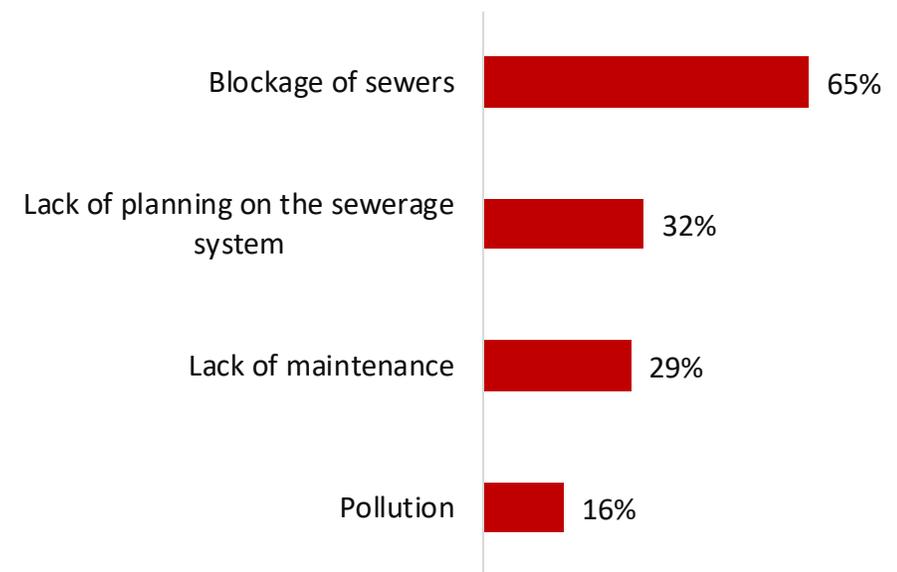
Environmental Cleanliness Reasons for Dissatisfaction



Score: 31%
Grade: D-



Sewerage System Reasons for Dissatisfaction



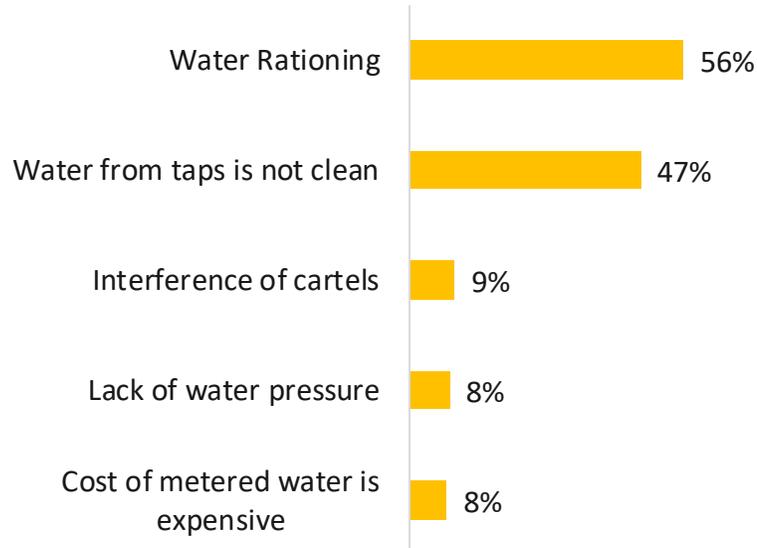
Clean Water and Street Lighting



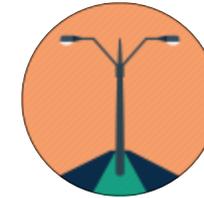
Score: 43%
Grade: D+



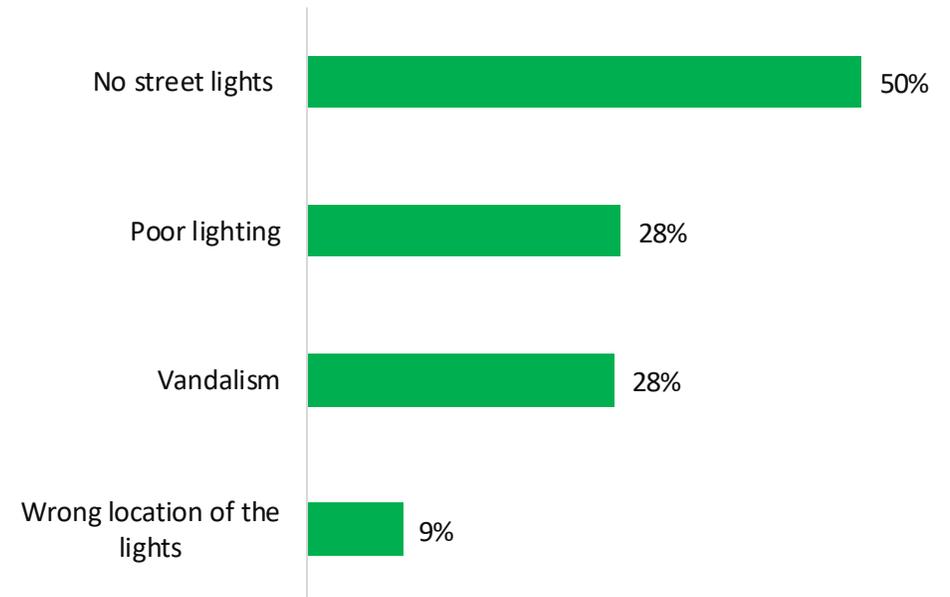
Access to Clean Water Reasons for Dissatisfaction



Score: 62%
Grade: B-



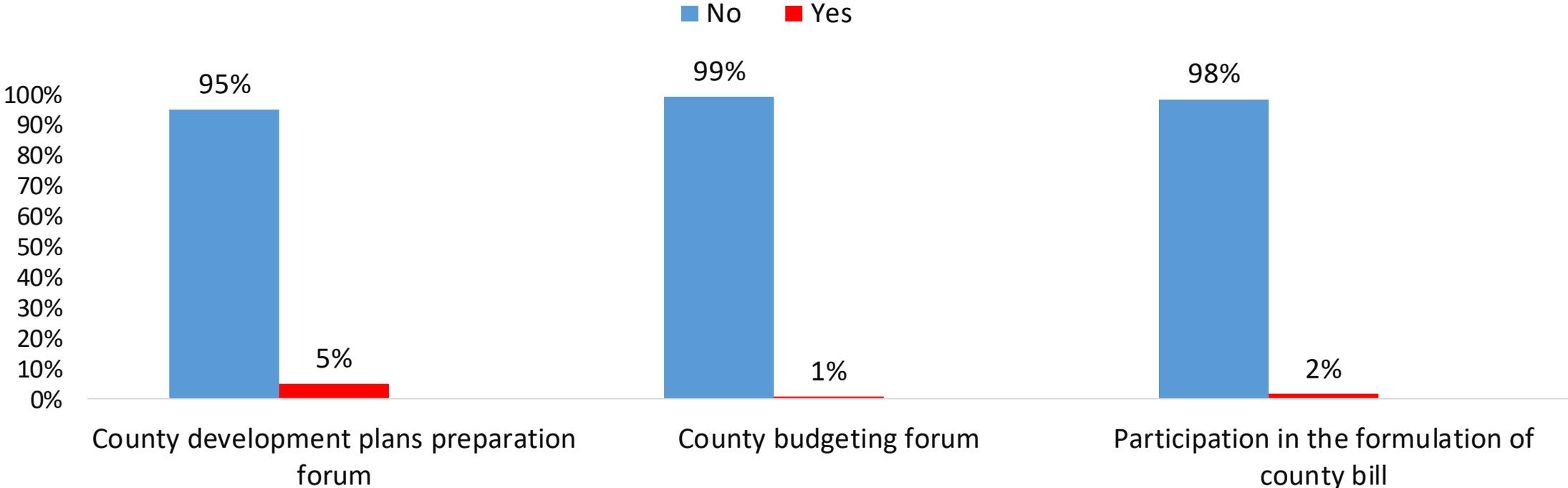
Street Lighting Reasons for Dissatisfaction



Base: those dissatisfied with service delivery



Participation in Forums

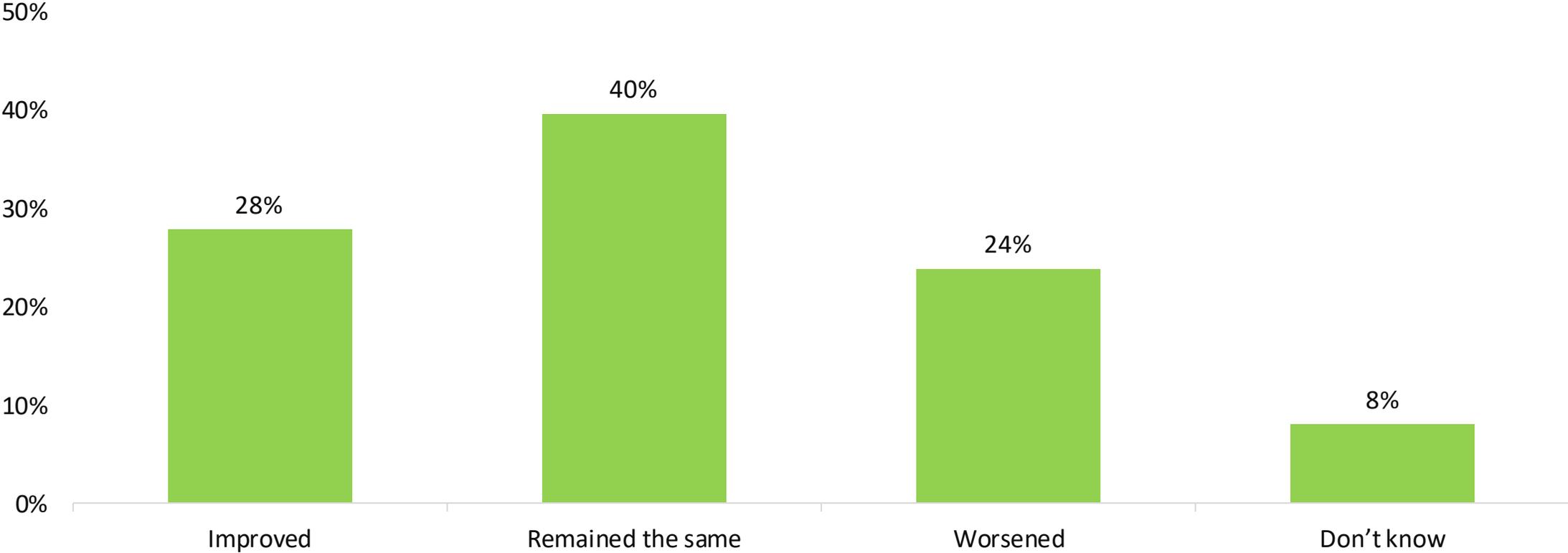


Q. In the last 6 months, have you or any member of your household participated in any of the following forums?

Effects of Devolution on Household Welfare



Devolution Effects on Household Welfare



Base: all respondents

Q. Looking at the last 4 months, to what extent do you think that devolution has improved your welfare? Would you say it has ?



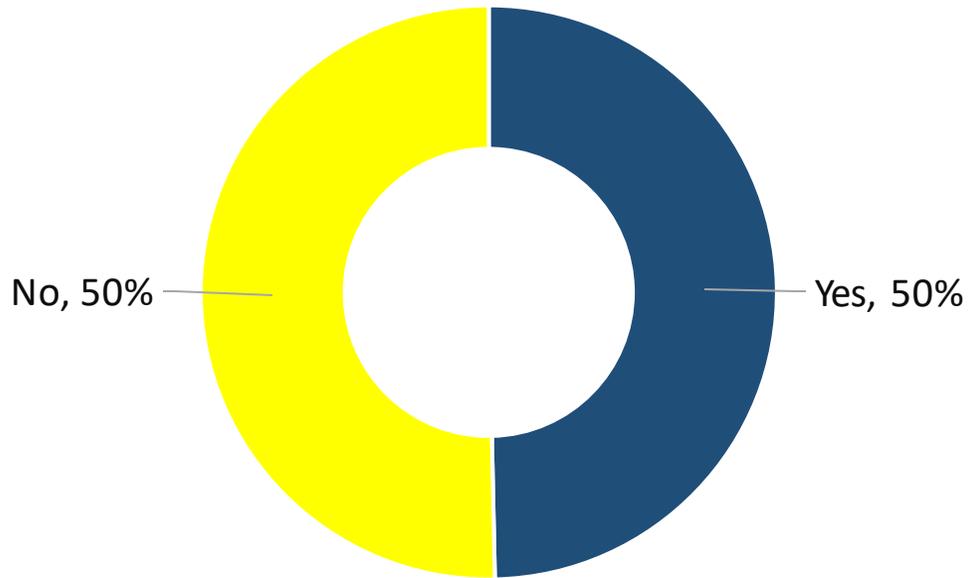
The Big Four Agenda

- Satisfaction – Public Health Services
- Registration & Usage of NHIF
- Food Security

Visits to a Public Health Facility



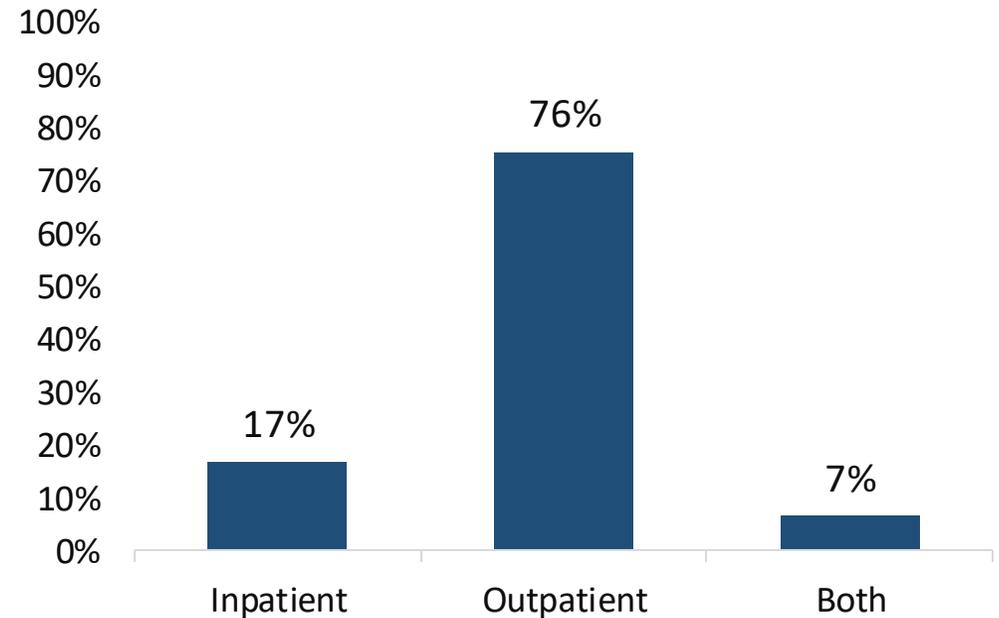
Visited a County Public Health Facility in the Last 12 Months



Base: all respondents

Q. Have you or a member of your household gone to a county public health facility in the last 12 months for medical care?

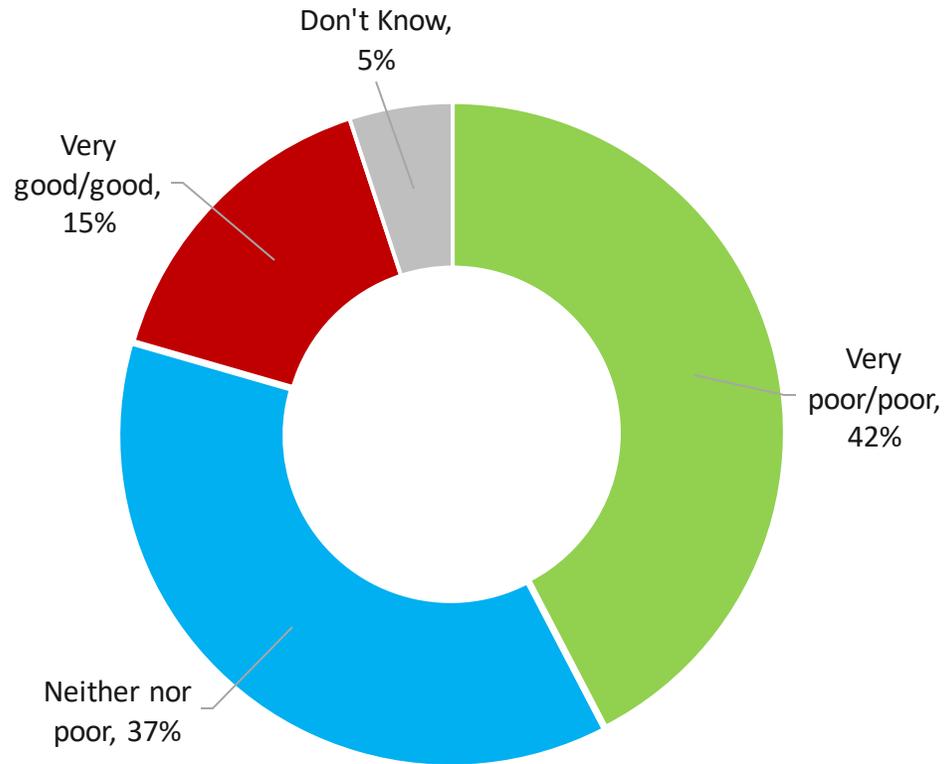
Nature of Visit



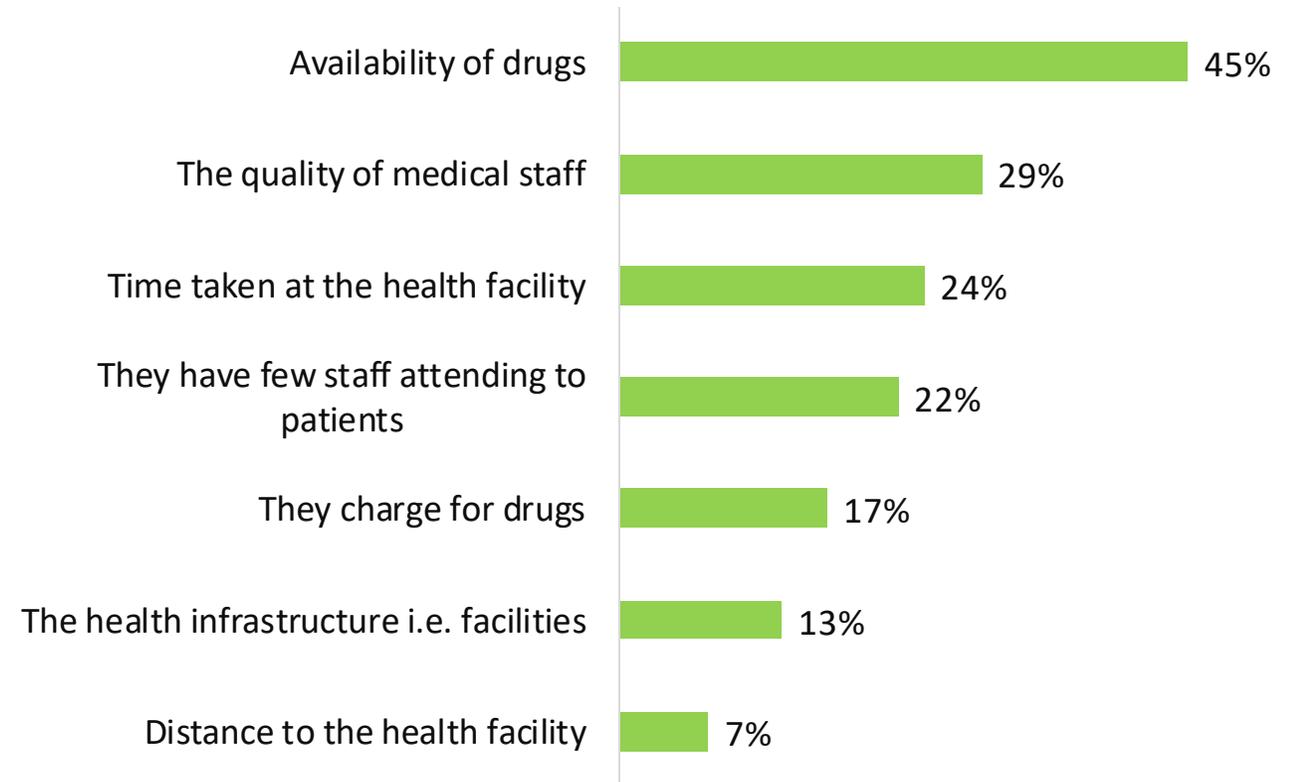
Base: those how have been to a public health facility

Q. Looking at the last time you visited a public health facility, was this visit inpatient or outpatient?

Public Health Services Rating



Public Health Services Reasons for Dissatisfaction

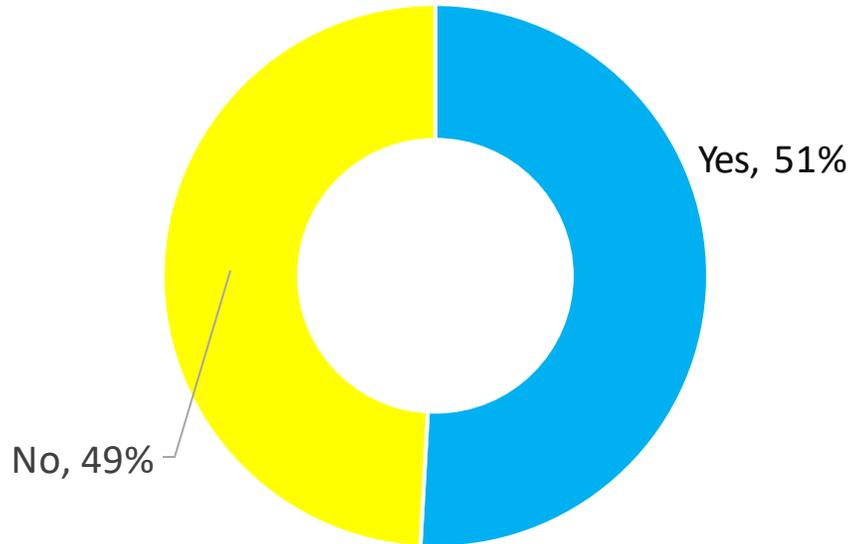


Q. Why are you dissatisfied with Public health services?

Registration & Usage of NHIF



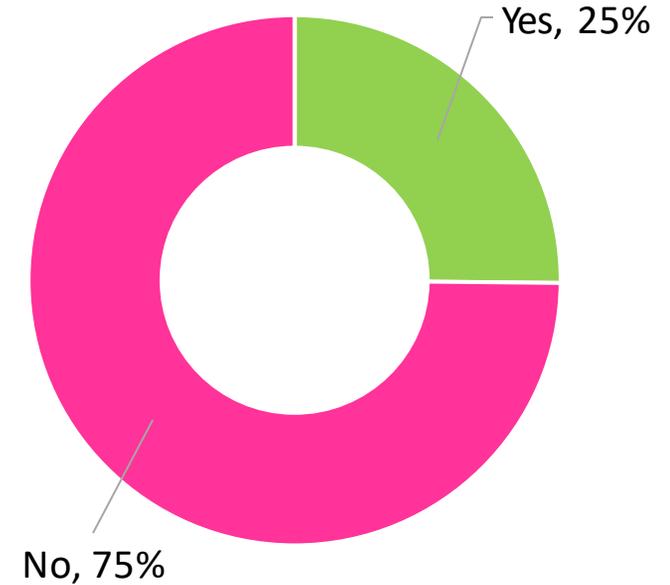
Registered for NHIF



Base: all respondents

Q. Have you registered for NHIF?

Usage of NHIF Card During Last Visit to Health Centre



Base: those how have been to a public health facility

Q. The last time you visited the health Center did you use your NHIF card?

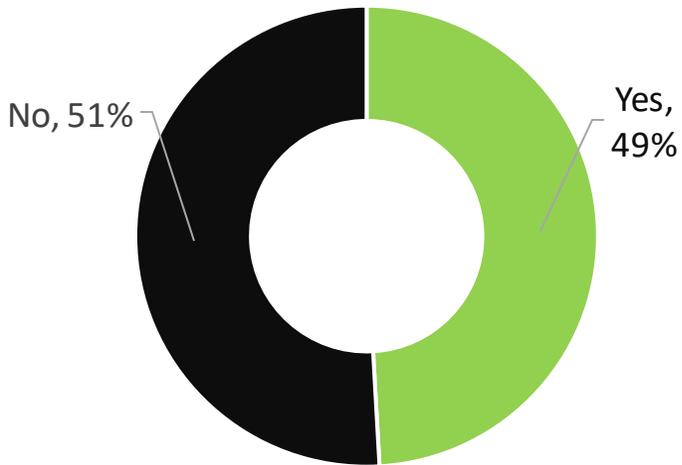


Food Security

Incidence of Food Insecurity

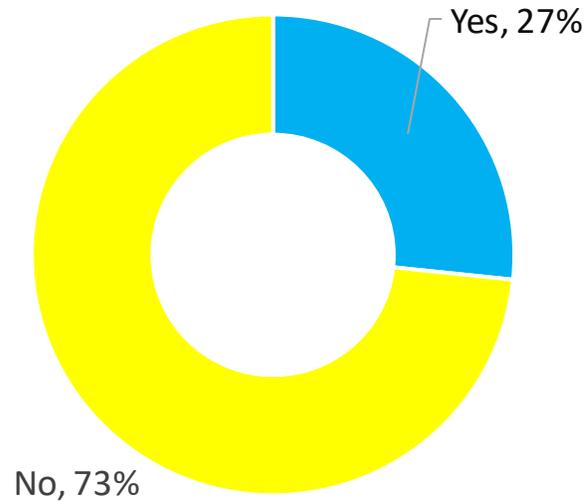


**Cut Size of Meal or Skipped Meals
Past 12 months**



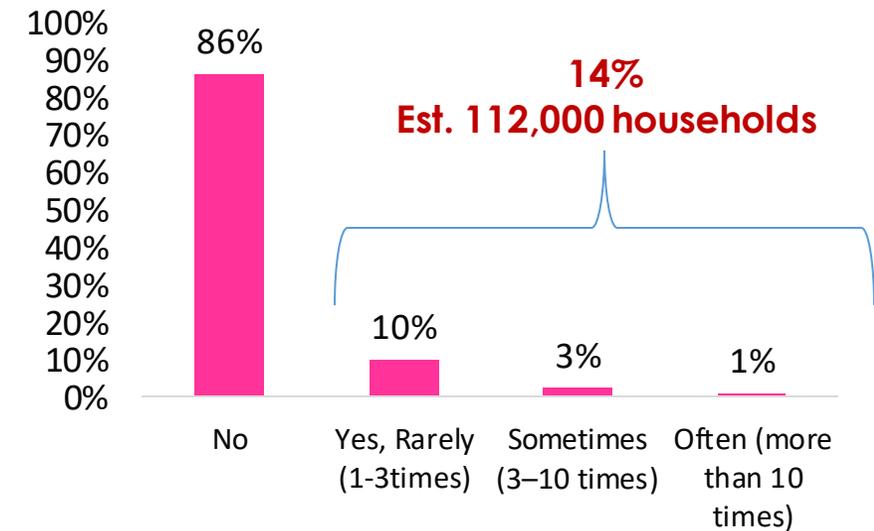
Q. In the last 12 months, have you ever cut the size of your meals or skip meals because there wasn't enough money for food?

**A whole day without eating
Past 1 Month**



Q. Did you or any member of your household go a whole day without eating in the past month?

**Gone to Bed Hungry in the past 7
days**



Q. Did you or any member of your household go to bed hungry during the last 7 days?

Base: all respondents



County Comparisons

County Residents Score Card



56% **C+**



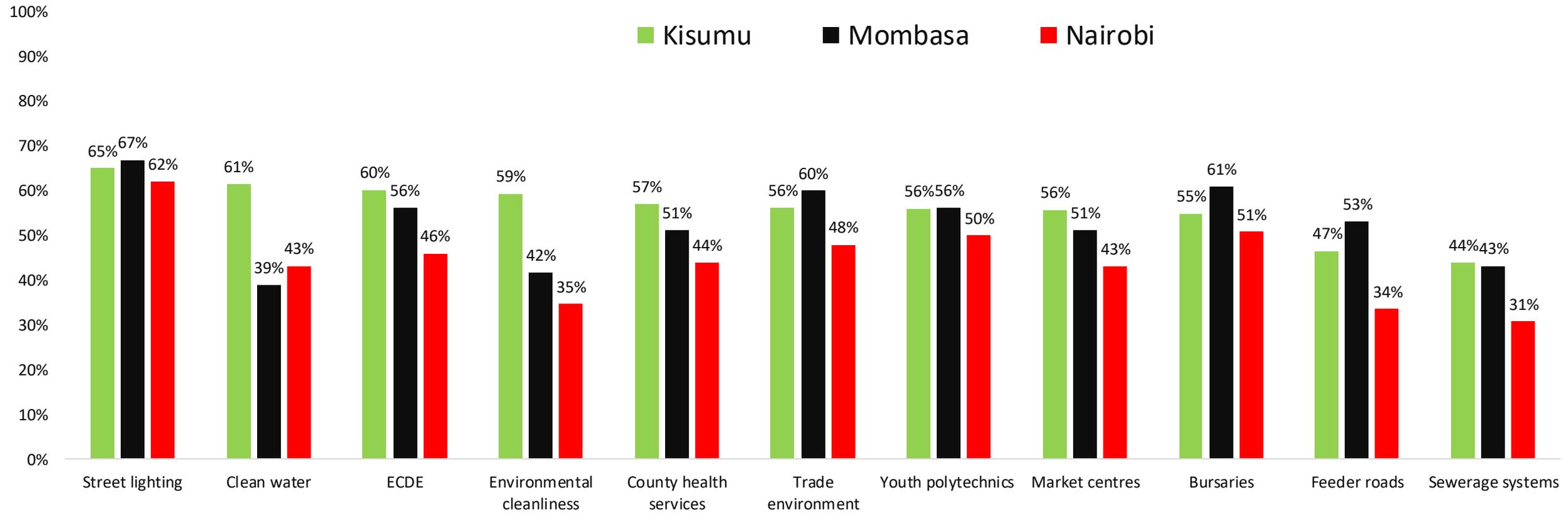
54% **C**



44% **D+**



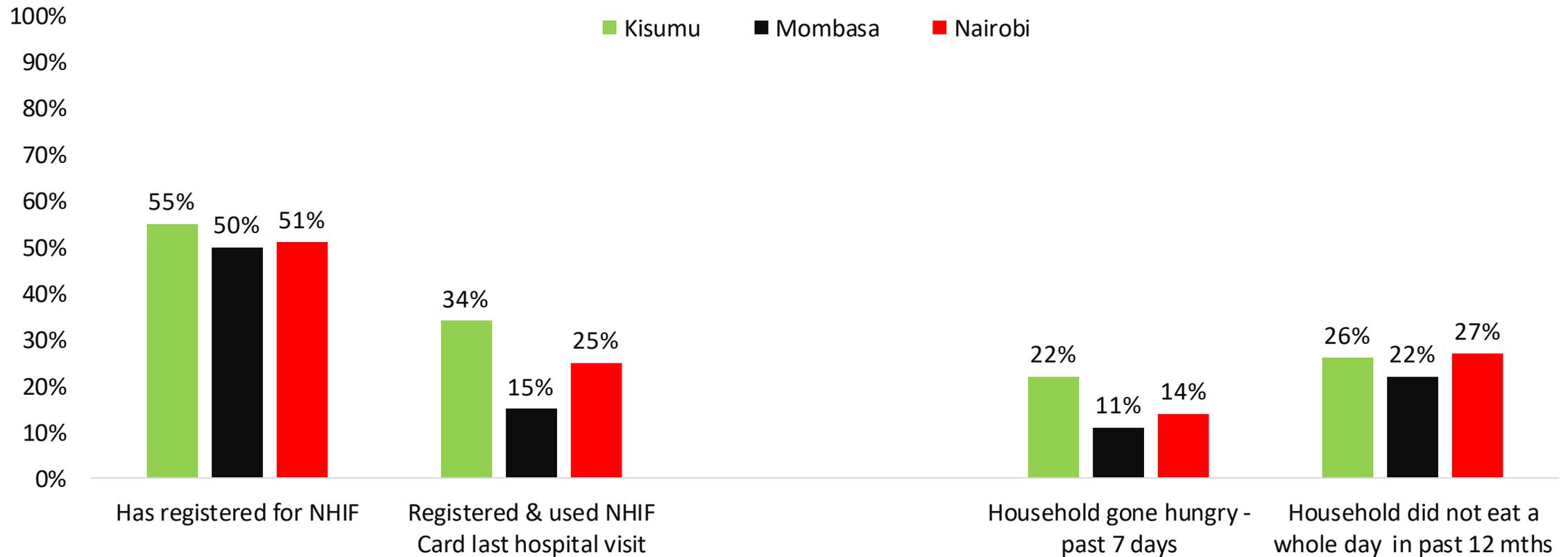
County Service Delivery – Comparisons



Big Four Agenda – Health & Food Security



NHIF and Food Insecurity



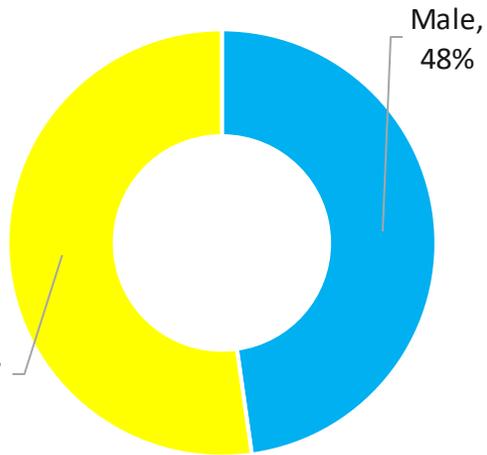


Respondent Demographics

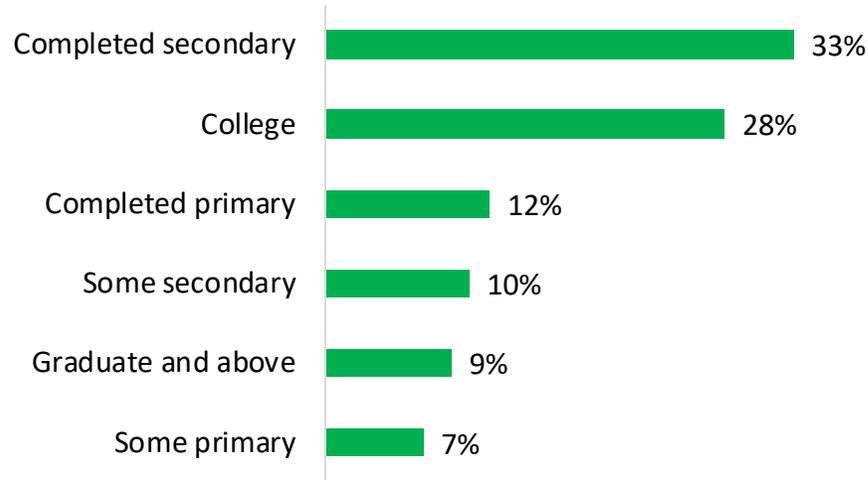
Nairobi Respondent Demographics



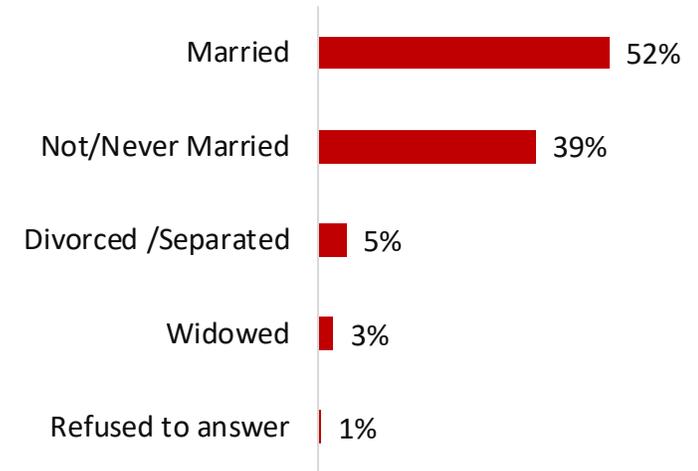
Gender



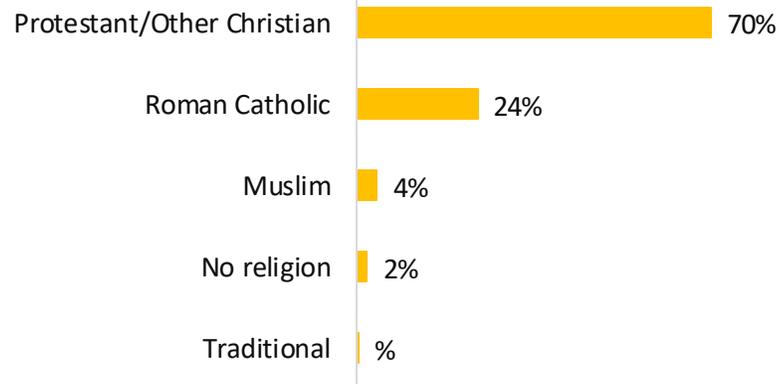
Highest Level of Education



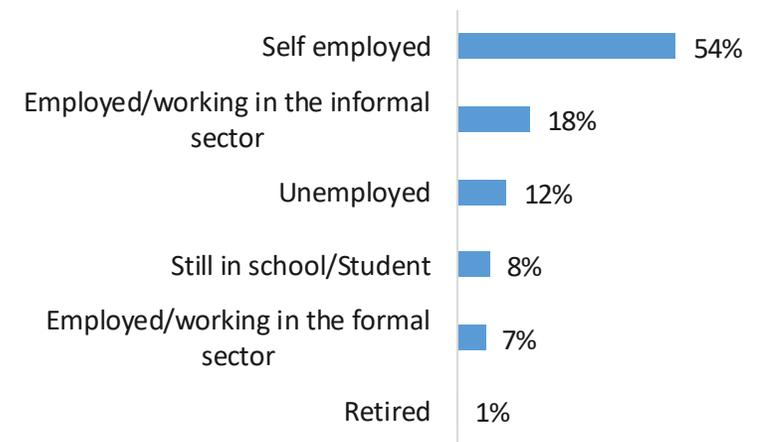
Marital Status



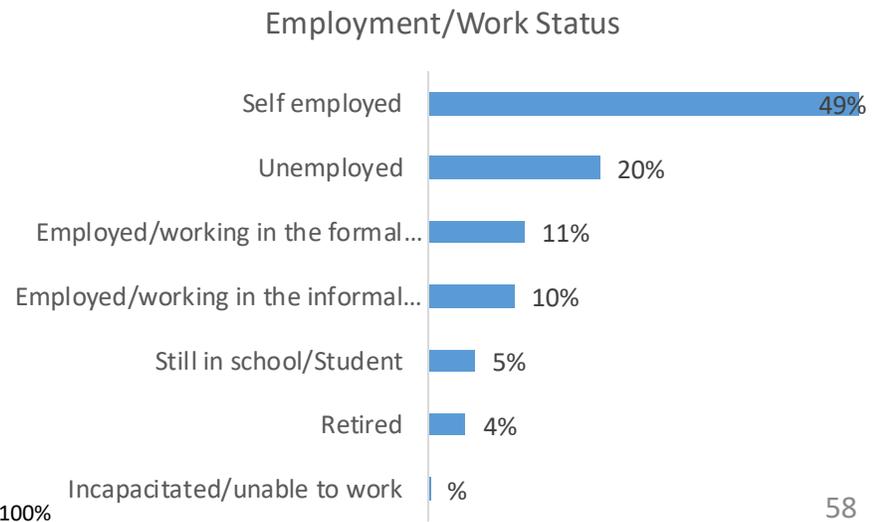
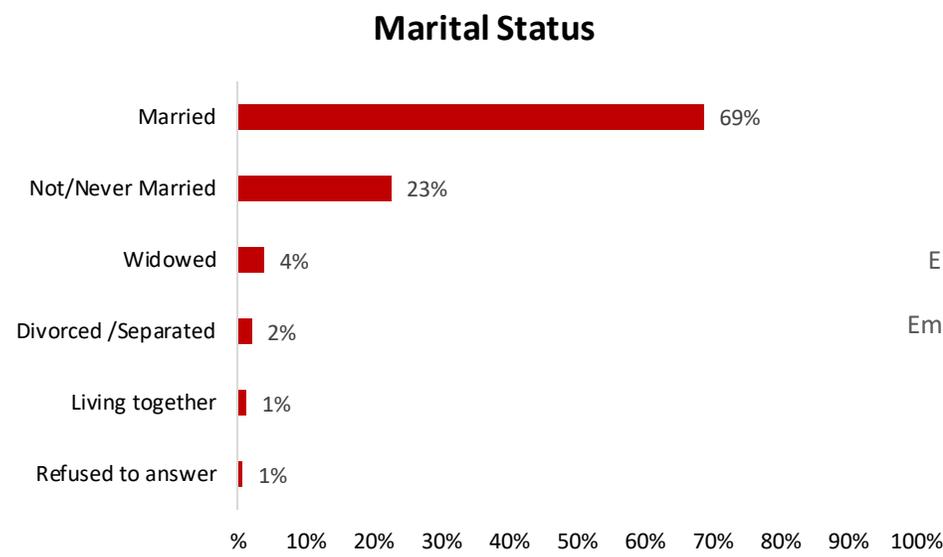
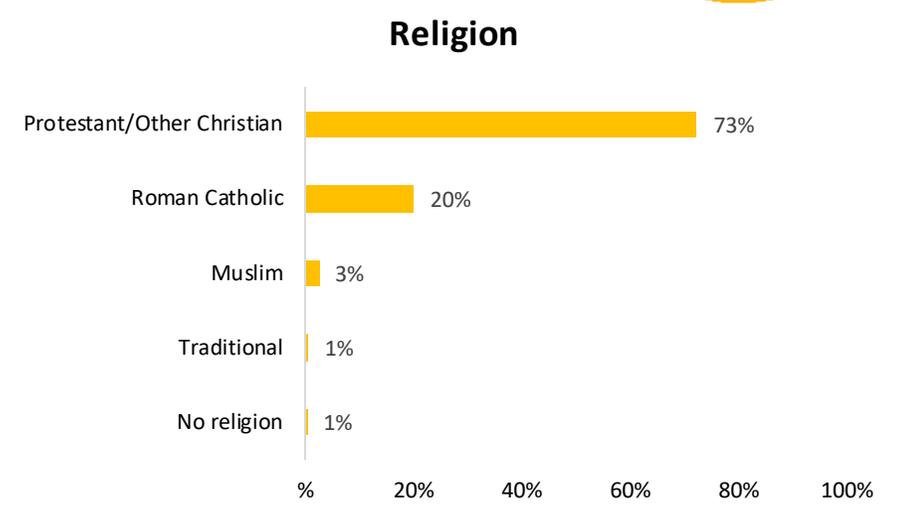
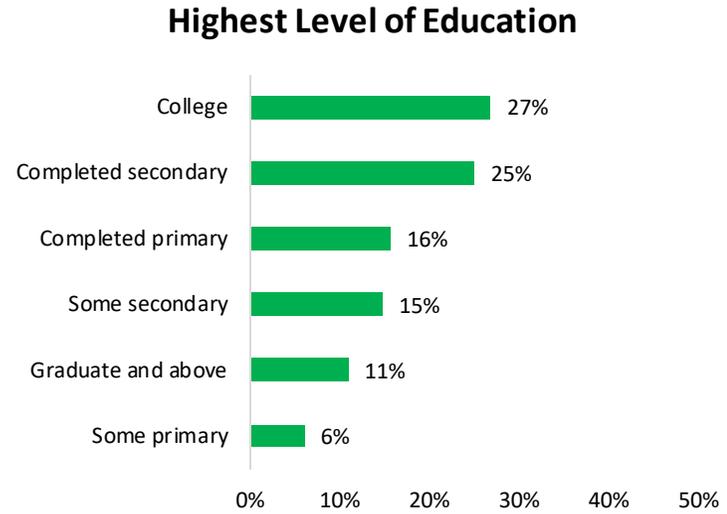
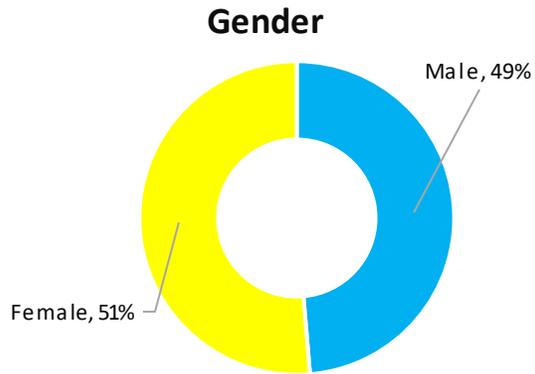
Religion



Employment/Work Status



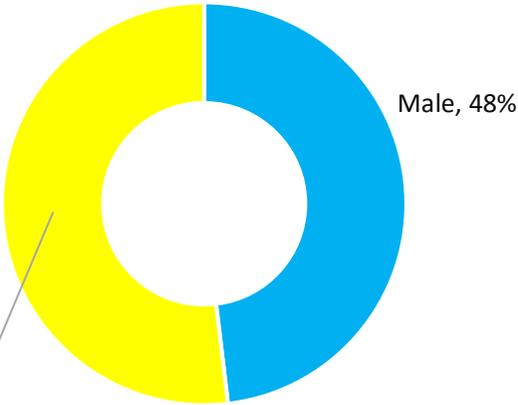
Kisumu Respondent Demographics



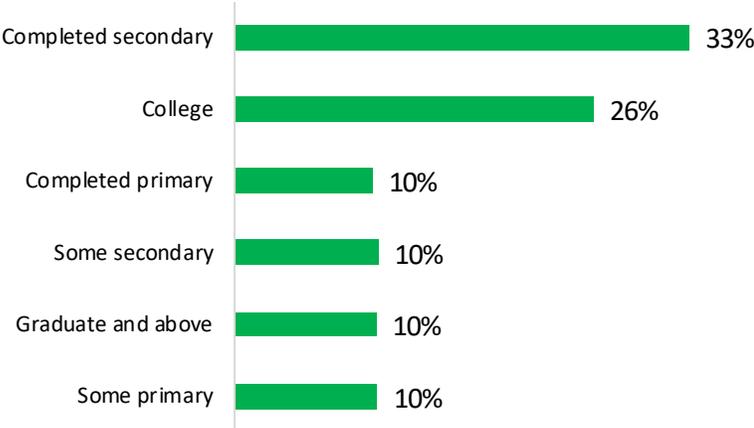
Mombasa Respondent Demographics



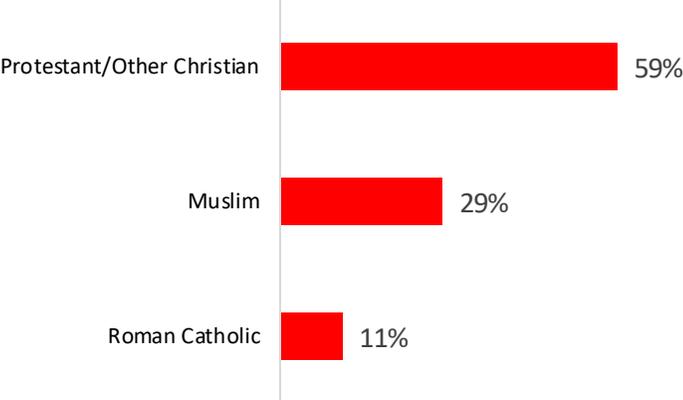
Gender



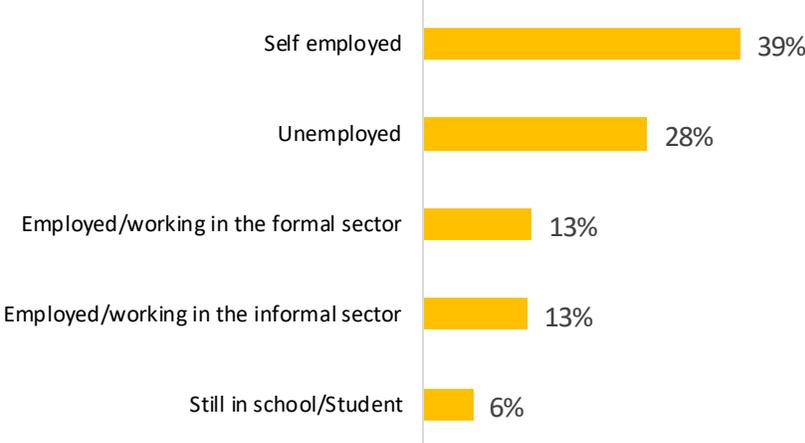
Highest Level of Education



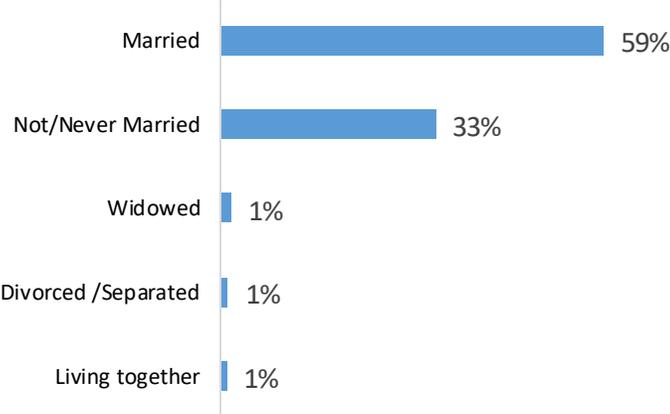
Religion



Employment/Work Status



Marital Status





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