



COMMUNITY INITIATIVE ACTION GROUP KENYA

SURVEY REPORT

SIAYA COUNTY

13th MAY 2020 to 14th MAY 2020

EXECUTIVE SUMMARY

The Constitution of Kenya, 2010 was a turning point in the county's history as it reconfigured balance of power and responsibilities from the national government to the 47 counties. The implementation of devolution gave citizens hope of achieving better service delivery in terms of development from the county government.

In the devolved system of government, the citizens are to be involved in the planning and budgeting. Research shows that involving citizens in a collaborative way can not only help prevent nasty surprises but can save money and bring with it a range of benefits and outcomes.

The civil society groups play a major role in the devolution government today. Its main role is to hold the county government accountable and plays an oversight role to ensure citizen access the right form of services.

It is in line with this that Community Initiative Action Group Kenya carried a Survey activity in Siaya County to gather the opinion of the people on development issues and service delivery. Public opinion is an important force in creating a democratic country. It's a mechanism through which government knows whether they are succeeding or not.

This report thus documents the results and recommendation from a survey conducted by Community Initiative Action Group Kenya across 7 wards: West Yimbo, East Asembo, Yala, East Gem, Ugunja, North Ugenya and Ukwala, in Siaya county to gather the opinion of the community members on service delivery since devolution.

The process was a two-day activity of engaging randomly selected individuals through interviews in Siaya County across 7 wards. A total of 19 individuals participated in the exercise, comprising of 12 male and 7 females. Among the 19 participants, 2 male and 1 female belong to Person with Disability group.

MALE	12	2 PWDs
FEMALE	7	1 PWD
TOTAL	19	

The objectives of this exercise include

1. To get the public opinions of community members from different sectors in the county
2. To understand the level of service delivery in Siaya county in terms of devolution
3. To get citizens opinion on the budget for the financial year 2020/2021
4. To understand the issues of human rights violation in the society

The exercise was carried out effectively, considering the government directives in controlling the spread of Covid 19 pandemic, for example the use of face masks and maintain a one-meter distance from the interviewee.

This report, therefore, outlines the key results and recommendations realized by Community Initiative Action Group Kenya for the Activity carried between 13th May 2020 and 14th May 2020.

Methodology

1. Oral Interview
2. Recording

Materials

1. Notebook
2. Recorder
3. Questionnaires

CONTEXT ANALYSIS

Siaya County is located in the Nyanza region in south west part of Kenya. The geographical area is approximately 2,496.1km² with a population of approximately 993,183 people. It borders Busia to the North Kakamega and Vihiga county to the north east and Kisumu to southeast. The county is, divided into 6 sub-counties Gem, Ugunja, Ugenya, Alego-Usonga, Bondo and Rarieda and further divided into 30 wards including West Yimbo, East Gem, East Asembo, Yala, East Gem, Ugunja, North Ugenya, Ukwala among others.

There are also learning institutions spread across the county that help shape the minds of children and youths, and this include ECDs, Primary schools, Secondary schools, Polytechnics, Vocational Centres and University.

There are also various health facilities across the county to help in provide health services to the people of Siaya county, example include dispensaries, Clinics and various hospitals for example Siaya county referral hospital.

The main economic activities practiced by the residents of Siaya county include:

- Farming which is the main source of livelihood of the people within the county. They practice small sale farming in order to sustain their families.
- Sand harvesting is also practiced along river Nzoia. Most people have engaged themselves in this activity and also mining of the rocks which are used for building purposes. The rocks are broken to small pieces which are sold to people doing construction. In that way they are able to sustain their families.
- Transport business has also boomed in the county as most youths have engaged themselves in this activity as a means of earning their daily income.
- Brick baking is also an activity which is being practiced by most people in the county which helps them earn their daily income.
- Entrepreneurship within the county is also doing well as most people run their small-scale businesses for example shops, supermarkets, salons barber shops and beauty shops.

INTRODUCTION

Community Initiative Action Group Kenya (CIAG KENYA) is a human rights, social justice and social policy non-governmental organization registered as a trust in the year 2008 with a mission of empowering community, organizations and social groups for active participation in social and development process in the society through theatre, education and capacity building.

The organization has for over 8 years enhanced community participation in socio-economic and political processes at grassroots level. The mission of the organization is to build social capital to enhance popular participation of local communities in governance and public policy development.

CIAG-Kenya has remained on the frontline of advocacy on good governance, pressing for increased accountability from duty bearers and institutions, and pushing for policies and laws, and firmly rooted ethical values that will improve service delivery and a just society.

It is in this view and in line with the role of civil societies CIAG organized interview sessions with different people from different cadres of life and from every gender in the Various Sub-Counties in Siaya County from different sectors so as to get their opinion.

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4. To understand the issues of human rights violation in the society

FINDINGS

WEST YIMBO

Positive changes brought by devolution

Some of the positive impacts felt by the people of Siaya county in terms of devolution include.

1. Siaya town by virtue of being the head- quarters of Siaya County has led to the town expand and looks like proper.
2. Access roads have been built making movement easy and places have been opened.
3. There has been street lighting and introduction of flood lights which has led to better security unlike in the past.
4. In the health sector the county has built an equipped dispensary in West Yimbo ward with a maternity wing and staff quarters that has enabled doctors on call to be housed in the facility.
5. There is availability of ambulances assisting the village members and unlike before they can now be easily accessible by the people.
6. In education, the county government has braced itself in putting up ECDE hence ensuring that every child undergoes through proper education.
7. The government has been close hence resources have been brought closer to carry out developments.
8. There used to be only rumors of budget allocation but since devolution the people are able to know the amount allocated for Siaya county.
9. Resources used to come from the national government to the county level (up bottom approach), but nowadays planning and development is done from the lowest level going up. The opinions of the people are taken into consideration.

On the negative side of the devolution.

1. Issues of stalled projects have become rampant as some projects began way back when devolution began and to date, they are yet to be completed, for example the Usenge market.

2. Equally, there is shoddy work done in building the roads with no culverts, and the marram is not placed well thus during rainy seasons they are swept off leaving the roads in worse conditions.
3. Involvement of the citizens is another problem since there is laxity on the part of the county government when it comes to this. Public participation is an issue that has not been given keen interest and the citizens are equally not informed of their rights. Despite the efforts of the NGO'S, the county equally needs to sensitize people on their role as far as development is concerned.
4. There isn't much to change in devolution except for the department of Health. In the health sector there are challenges such as strikes due salary problems, lack of adequate drugs in the facilities, Availability of only one Ambulance, inadequate equipment and Lack of enough staffs. The health facilities in West Yimbo include Got Agulu, Nyangera and Kanyigok.
5. The county government seek the opinion of the community members during public participation and afterwards start so many projects to no completion. An example, the west Yimbo market which has stalled since the financial year 2014/2015. The market was to be partitioned and water tanks availed in the market, but none of it has been done to date. In the water sector, Ngambo Usenge water has also not yet done.

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. In ensuring citizens acquire quality and reliable services, there should be proper appointment of PMCs to oversee the projects. In addition to appointment of PMC'S, they need to be sensitized on their role and get linked with contractors so that they can be held accountable. Proper motivation should also be given to the PMCs so as to make them work effectively.
2. Public participation should be done in a proper way so as to accommodate the voices and the needs of the people and to ensure that the projects are owned by the people
3. The county government should focus on one big project and complete it. for example, Water is a major problem in West Yimbo and also during the heavy rainy seasons, the area experience floods which continue to destroy farms.

4. The county government should also develop a center for the vulnerable groups where they can easily be identified and given support. It would also help in keeping proper data of this groups of people. Currently, the chief and the assistant chiefs are charged with the task of identifying the vulnerable in the society and in some cases the method is bias due to various issues such as favoritism.

On how best to involve the citizen on monitoring the county.

1. For people of Usenge to hold the county government accountable, then they need to prioritize things like how the appointment of PMC's is done and know their role so that it can help to ensure they hold the concerned parties accountable and equally do proper follow-up.
2. The citizen should also be informed of their rights through civic education to enable them monitor and question duty bearers.
3. The community members should form a group that would represent the views of the people to the leaders. The group should include all age groups, gender and abilities for fair representation of the community members.

Human rights violation experienced within the last one year

1. There is unnecessary force by the police and use of county officers to rough up people without considering the laws and the fact that they are not trained police officers.
2. Equally child labor is rampant in West Yimbo since its close to the lake which has led to most children dropping out of school.
3. Child marriages is equally high in the area since they are exposed to money which eventually leads to early pregnancies and finally marriage.
4. There was a rape case in 2019, which a child was defiled in Majimbo area although the community members have no idea how the case went about.

In this financial year the county government should give priority to; -

1. Stall projects like the Usenge market, Nambo water project and all the other projects that are stall should be completed before beginning another phase of projects.
2. The community members are not feeling the impact expected from the county government thus they ought to have done civic education.

3. For the displaced victims of the floods, the county has not done anything to assist them and social distancing to control the spread of Covid 19 is something unachievable during this situation thus they need to feel the impact of devolution.

Emerging issues

1. The CBOs should continue to be strong in assisting the community members in order to give the county government the needed pressure to provide the desired services.
2. Sensitization of the community members on Covid 19 in West Yimbo is no adequate. The county government should empower community volunteers such as Nyamreche in order to help in the sensitization process.
3. The outbreak of the Covid 19 has greatly affected the lives of the community members. Parents are struggling to find meals for their families especially since majority of the people have lost their jobs. Those in the rural areas are forced to assist their family members in the urban especially in Nairobi and Mombasa. Children are also hard to tame to stay at home since they are not going to school.
4. The community members are concerned on how they are going to assist the small businesswomen and men who have borrowed money from banks, microfinances and enterprises, since their businesses have been affected by the ongoing Covid 19 pandemic.

EAST ASEMBO

Positive changes brought by devolution

1. On changes brought about by devolution the community stated that there are Access roads which have opened up in the interior.
2. ECDE schools have been built hence enhancement in the education sector.
3. The County put up a fishpond that has been of great help to the people of the community.
4. There is security in the area

On the negative side of the devolution

1. On issues pertaining to water, there is a huge problem since CIBO is not providing water to the community members and there are not enough wells to serve the people. community members mostly depend on the rainwater and individual bow holes.

2. On issues of health, drugs are supplied to the health facilities although they are not sufficient to match the demand of the people. The infrastructure in health equally has been handled poorly. Some infrastructure is still pending despite there being a budget allocation hence the county government has not been able to build staff houses for the nurses and doctors on call.
3. The County Government do not appoint qualified people who have the capacity to do the job of a PMC.
4. Though access roads have been opened up they have not been tarmacked
5. Many ECDE schools are stalled and yet to be completed.
6. On agriculture, much impact has not been felt since manure has not been provided to the farmers in the area and equally there are no extension officers unless you go to Rarieda. Subsidized seeds are not equally being provided and the Tractors are equally insufficient and not well maintained.
7. The budgeting systems is wanting, since the views of the people during public participation are not taken into consideration. The leaders come up with projects that were not prioritized by the people
8. The bursary system is equally chaotic in that, those who really deserve it do not get it. The bursary money is usually sent direct to the bank and sometimes people are not a where that they received unless they visit the offices to confirm. In some instances, the bursary arrives late or do not come at all, for example in the last financial year only 50% benefited and in this financial year it did not come at all.
9. In the health sector, despite that in is devolved, there are no drugs and most of the dispensaries charge patients for services although it should be free. Some of the health facilities in East Asembo include Abidha health center and Ochwoga dispensary. During this period of Covid 19 pandemic, there is no sensitization or update of equipment in the health facilities.
10. Some of the access roads in the area are shadily done and narrow.
11. The community members no longer participate in public participation since there options are no taken into consideration and most of the time the county officials come with huge handouts at the last minute with no time to go through it.
12. The governors vote has never been done in East Asembo

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. Public participation should be done in such a way that the people come and air out their views and in return the County Government should consider the views and not impose projects that are not suggested the people.
2. There should also be a Meaningful public participation, which is well advertised, timely and detailed. The priorities of the community members should be adhered to for example when East Asembo needs water, then it should not be replaced with ECD.
3. They should equally constitute proper PMC's to oversee their projects so that impacts can be seen in the projects.
4. Completion of stalled infrastructure so as they are fully functioning before they begin new projects.
5. On agriculture, the county government should employ more extension officers who can advise farmers especially during planting seasons and equally how to harvest rain so as to preserve water. There should be provision of subsidized seeds for residents to plant.
6. In Agriculture, the county government should provide trucks which are fully fueled to assist the farmers at no cost or at minimal cost. There were trucks which were provide 3 years back and the farmers were required to pay a certain amount of money depending of the size of the land. A few farms were cultivated and when the rain season came the trucks never come back and some farmers lost their money.
7. Employment of qualified ECDE teachers that are well paid since the parents might not have the capacity to pay them. the county government should also provide learning materials in the ECDE centres.
8. The money given to the MCA should be increase since it is so little. It used to be 30 million but currently its 10 million, which is to be divided a month 5 sub locations in East Asembo
9. There are also few community health volunteers who are not being paid, for example some of them have not been paid for the last six months.
10. The disable groups are disregarded in terms of development and donations. There is no special allocation for the people with disabilities hence there should be a recognized committee of PWDs in charge of their welfare. All the vulnerable groups, Women,

Youths, Elderly and the PWDs should form an organized group so that issues concerning them can be addressed through the groups.

On how best to involve the citizen on monitoring the county.

1. On involvement of the citizen the County Assembly can have mobile assembly sessions that gives them a chance to interact with the citizens unlike being located in one place.
2. The citizens ought to have a say in all projects that the executive is set out to do so that it is easy to hold them accountable
3. Public participation does not include everyone. It is mostly told to a few people, yet it is supposed to attract a lot of people. They equally do not announce them publicly in order to attract more people.
4. There was an act in the County Assembly that was to include village elders from each sub locations who are proposed by the people to present the issues of the people from the grassroot. Such an Act would be effective in monitoring the county government issues.
5. There should be five individuals from each sub location who head discussions with the community members prior to the budget process in order to have a unified idea or proposal to present during public participation.
6. The community members should also be educated to prioritize projects so that the leaders do not start so many projects with less fund and ultimately stall in the end.
7. The Community Based Organizations should be steadfast in setting the Agenda of the views of the community members and in return be given feedbacks on the actions achieved through the process

Human rights violation experienced within the last one year

1. On issues of human rights violation, child labor among school going children is rampant since they are forced to work to fend money to feed their family.
2. There are very minimal cases of human rights violation in the area. The community members are no united and thus some prefer to keep silent of such matters to themselves. Cases of wife beating are mostly influenced by alcohol and the family members are usually left to sort the matter at home.

In this financial year the county government should give priority to; -

1. The county government should give a bigger chunk of the budget to health since a healthy nation is a working nation
2. The second thing they should equally consider the agriculture sector since food is a basic need to every human being
3. On Education, they should try and employ the ECDE teachers
4. Water should also be given a priority due to its shortage in the area.
5. The road from Asembo Bay to Okiro needs repair
6. The community members should be given enough time to go through the budget document prior to the public participation

Emerging issues

1. The community members are really suffering in terms of getting food for the family and this is due to the outbreak of Covid 19 pandemic. The youths are idling around due to lack of jobs and closing of schools. There is a foreseen increase in the number of teenage pregnancies.
2. We should also get the view of the ignorant and those who are not learned in the community to get as many opinions as possible.

UKWALA

Positive changes brought by devolution

1. The county government has invested in infrastructure such as roads and their maintenance.
2. Building of dispensaries within the ward that are equipped and also employed staff
3. Equally they have put up ECDE that are fully equipped.
4. They have drilled water holes in the community though they are still yet to distribute the water to the whole community
5. CHVS have been employed and hence making easy access of health services in the community
6. Development of modern market in sigomere which is due to be completed in the coming year

7. The community members are aware of their rights such as the action to take when having land issues

On the negative side of the devolution.

1. Public participation is not done effectively in that the county government does not take in account the views of the people and many at time the documents are brought at the last minute when there is hardly enough time to go through them in order to understand the content.
2. The county has not employed ECD teachers but instead there are volunteers who are not well motivated
3. There is water shortage and the available Water has not reached every homestead in the community
4. There are no drugs, and water in the dispensaries hence affecting the effective functioning of the facility
5. The county hasn't done anything when it comes to trade and enterprising.
6. Village administration bill should be passed into a policy so as to employ youths and promote public participation since village administrators can easily mobilize people
7. County hasn't invested in civic Education hence people are not enlightened on the dates and functions of the counties and the national government.
8. People with disabilities are considered last when tenders are being given and in forums, they are recognized later.
9. Emergency response team during disasters such as floods in Siaya county are not efficient in that they arrive late when called upon for assistance
10. Accessing the senator is difficult'
11. Covid 19 assistance response is not fairly done for example only the boda-boda sector received masks
12. The access roads are poorly done, and the bridge are broken hence the community members use double the price to travel to the next town
13. In Sogomre health facility, in the children sector, there are no beds and mattresses hence the children sleep on the floor

14. The disable children are neglected and most of the time not cared for when taken to the school
15. The floods greatly affected farms of the community members and some have lost their homes
16. The community members do not get feedback from the county leaders even when they take their grievances to their offices
17. People with disabilities are considered last when tenders are being given and even in forums, they are recognized last.

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. The community felt like Feedback sessions should be done periodically within the wards or sub-counties. The county should fix a date to invite all county officials from various departments to answer questions and concerns raised by citizens thus enhance their planning.
2. Initially they had enthusiasm to take part in public participation but on realizing that their opinions were not being given priority their expectations and enthusiasm for the meeting died hence only a small number of people attends these meetings. They feel like public participation is only done for formality purposes and not for the good of the people.
3. There should be communication between the community members and the county government. The representatives of the groups should take initiatives to visit the government offices to present the problems and in return there is need for feedback from the government
4. The county government should assist the flood victims for example construction of houses and food
5. The county government should work with the community members to identify the vulnerable groups
6. Enhancement of mobile clinics so as to address health challenges considering the floods
7. Promotion of subsidies seeds.

On how best to involve the citizen on monitoring the county.

1. Measures to be put in place in involving and listening to the voice of Civil societies in the County since they audit and move around the society thus, they have the picture of the community at hand
2. Equally the county should develop PMC bill and passed to a policy through public participation for the public to have their say on their experiences
3. The community members should embrace the Public barazas which is an efficient method in creating awareness and relaying information to the community members since some people do not have the televisions and radios
4. Creating groups which can help the community members find assistance from donors and government

Human rights violation experienced within the last one year

1. Child labor due to poverty and anger, and on tis not the County should put in place measures to provide relief food so that children are not forced to work as a mitigating factor
2. Early child pregnancy
3. There are rape cases affecting the disable children and another in west Ugenya of a woman who was unable to talk. She was raped by two men and the case was taken to the police station and the culprits arrested.
4. There is also another case in west Ugenya of a lady who sells drugs and the men he sells to the drugs take advantage of her leading to pregnancy and now she has many kids that she cannot take care of.

In this financial year the county government should give priority to; -

1. Modification of local resources and value addition for example there should be piped water distributed to homes to promote hygiene
2. Invest in corporative and enterprise development

3. Youth are not given opportunities and tenders are still given to the older generation since they are considered to have financial capacity. The county should pass the youth bill so as to protect the youth by law and take care of youth empowerment in general
4. The county government should consider on how the community members can be assisted through groups
5. Those who are unable to support themselves should be provided with medical cards for health care purposes
6. The county government should establish a rehabilitation center for those youth recovering from drug abuse

Emerging issues

1. The community members appreciate the work that the CBOs is doing to assist in capacity building of the community and engaging the government on the concerns of the people.
2. The PWDs groups seek assistance and support to help support the members of their group
3. In Agenda village, West Ugenya, there is a woman, a widow living with disability and no children who was severely affected by the floods. Her house was destroyed and currently she does not have a place to stay. The woman need support.
4. There are groups formed for PWDS for example in Siranga Ukwala friends disable group. They have facilities such chairs that they hair, they sell charcoals, maize to help them assist themselves.
5. APDK has an office in Siaya town although there are no facilities such as wheelchairs and they have not received any assistance from the county government

UGUNJA WARD

Positive changes brought by devolution

1. From the exercise we noticed that in Ugunja ward, devolution has contributed positively in building of ECDE's to completion and most of them have been fully equipped with chairs and other learning materials. This helps in giving the students a good foundation for learning.
2. The people are also grateful for the county bursary which helps most students to pursue their education until completion.

3. In the transport sector, the roads have been expanded and the boda-boda groups use them as short cuts thus ease the work, save energy and time.
4. Services have been closer to the people and the community members can easily reach out to the concerned Authorities

On the negative side of the devolution.

1. Most projects have been started but they are not completed. They are left pending yet there is allocation of funds for the project.
2. The PMCs are also not properly engaged, and they are also not well remunerated hence this leaves the community with no one to follow up on the project and to give them feedback.
3. The money that is coming to the ward level has also been reduced by the executive hence the funds reaching the ward are not sufficient to carry out the projects leading to pending projects.
4. The community has complained on the bursary fund in that the money is disbursed late and it is also insufficient hence most people end up missing.
5. The roads are not built to standard and there is no good maintenance hence during heavy rains season, the roads get damaged easily making them impassable.
6. There is availability of water in the area
7. In the health sector, there are not enough drugs and most of the time patients are referred to other hospitals or sent to buy drugs elsewhere. Some health facilities are understaffed

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. The community felt like what can be done differently by the county government of Siaya to help the people of Siaya access the quality and reliable services is to do away with cartels that are in the tendering processes that end up taking and benefiting from the tenders in the county government.
2. Equally the county should empower youth and women group by giving them tenders. This will give the public a chance for their voice to be heard.

3. The county government should engage and listen to the views of the citizens and deliver services as per what they have voiced in the public participation and not forcing projects on them.
4. The boda-boda have been left behind in terms of development. The county government needs to support the boda-boda groups with funds and also enlighten the boda-boda members on opportunities in the county government

On how best to involve the citizen on monitoring the county.

1. In this scenario the county government once it notices someone who is vocal and speaking out on the wrongs on the government, they mostly pay them off to silence them or put them in-charge of a particular project so as to keep them off hence it hampers monitoring
2. The community equally felt that the best way to involve the Siaya citizens in monitoring county government activities is through the EACC by reporting corruption issues in order to create transparency. This will make the public to have courage and hence they will have a voice.
3. The county government should take it upon themselves to invite the community members on forums so as to engage with them on the progress of the county.
4. Through the representatives, the grievances of the community members can be passed to the county government
5. When the boda-boda members had issues with taxation, they invited the leaders through their organization, and they were able to share and negotiate with the leaders

Human rights violation experienced within the last one year

1. For the past one year, there has been human violation right cases for example the county council who are not well trained as police officers used excess force on the citizens during the curfew and this left many people wounded and bitter to the extent they want to revenge.
2. There are various forms of human rights violations in the area such as police harassment, child labor and wife beating. There was a time that a lady was harassed and beaten by the police while fetching water in her compound during the curfew period. She was taken to the hospital treated and went back to her normal life.no action was taken.

3. Family conflicts are mostly solved at the family level
4. During this period of Covid 19, and the children are not going to school, most of them are subjected to child labor by selling staffs in the market

In this financial year the county government should give priority to; -

1. The citizens suggested that in the next financial year the government should allocate money on the drainage system within the ward. The drainage systems have blocked and there is a foul smell, and this can affect the health of the people within the ward.
2. The county should endeavor to budget for drugs to be provided in all dispensaries and health centres and those sub-county hospitals should have the entire necessary infrastructure like the x-ray machines and all machines necessary.
3. They should equally build a proper modern stage and car park that are properly equipped with shades and toilets for the citizens so that they do not have to park vehicles on the road-side considering the matatu sector contributes a lot in revenue generation in Siaya County.
4. The health sector should be improved by investing on the equipment and staffs in the health facilities for example in Ambira health center.
5. The roads should also be improved since most of them have been affected by the heavy rain that has been experienced in the area

Emerging issues

1. The outbreak of Covid 19 has brought a challenge and the economy of the people will be affected. The county government should find a way to assist the community especially those who have lost their jobs
2. The county government should also support the small groups in the community to help assist the members
3. The information gathered through the views should be directed to the relevant authorities in order to achieve a positive result from them

East Gem ward

Positive changes brought by devolution

1. From the exercise we noticed that in Ugunja ward, devolution has contributed positively in that Most of the roads have been opened up hence opening up the interior.
2. Flood lights have also been installed in various places hence security has been enhanced.
3. On agriculture provision of tractors at a subsidized price for farming and ploughing.
4. In trade Building of markets was started by the former MCA.
5. The county has adapted Tax reduction for PWDs

On the negative side of the devolution.

1. In agricultural sector the people complained that the tractors which belong to the county are very few and hence causes a lot of delay hence they most of the time decide to hire tractors which are expensive.
2. The water projected which began in the ward came to a halt and it has not been completed, hence there is no water for domestic use or for agriculture. The people mostly depend on rain for survival.
3. In the trade sector the people complain that the market project which began in the ward has stagnated. The people are forced to sell products by the roadside which puts their life at a risk in case of any road accident.
4. The slaughterhouse also was included in the financial year 2019/2020 yet nothing like that has been constructed.
5. Doctors' residence in taturu dispensary is yet to be completed yet it had been budgeted for since 2013
6. In entrepreneurship, the people were promised to be given motorbikes on loan which would help boost their livelihood but up to now it has not been implemented.
7. The roads are not built to standard and there is no maintenance of the roads hence during heavy rains season, the roads get damaged easily making them impassable
8. On the lighting there are very few floodlights that are currently working hence the lighting of the region is very poor.
9. Concerning PWDs they had these to say; Most Paralympic games which are played in many counties are not played in Siaya County hence they feel neglected.

10. In Gem ward there is no office of operation for the PWDs hence they have to go up to Siaya Town for serious engagement. Hence, they were proposing that a county office for PWDs to be constructed for them to operate easily.
11. The PWDs are not considered while building health facilities because they are forced to queue on the line like others and even the toilets which are constructed in hospitals and schools are not favorable to them. Most buildings have staircases which do not accommodate to them.
12. Policies haven't been adopted to cater for people living with disabilities especially in employment tendering process and others.

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. The community felt like what can be done differently by the county government of Siaya to help the people of Siaya access the quality and reliable services is to improve the mode of communication to the citizens. The mode of communication and disseminating of information is very poor and most people get the information late or fail to get the information at all.
2. There is need for inclusion for people living with disabilities to sit across the various boards so as to address issues pertaining PWD's be it employment or any other board their voice needs to be heard.
3. Prior communication when it comes to important dates such as public participation. Equally there should be implementation of what is voiced in the public participation not empty promises.
4. Accommodation of PWD's in the tendering processes

On how best to involve the citizen on monitoring the county.

1. The community felt that the best way to involve the Siaya citizens in monitoring county government activities is through feedback sessions which are yet to be seen in Siaya County. They instead force their office generated projects and don't explain what was done and what hasn't and why.

2. On budget, via-met where u take money from one vote head to address an important sector like in this period since health should be given priority considering the covid -19 pandemic.

Human rights violation experienced within the last one year

1. For the past one year, there have been human violation right cases for example a young epileptic girl was raped and abandoned just because she could not defend herself. Nothing was done about the case.
2. Most disabled underage girls are impregnated with people who take advantage of their condition and they end up dropping out of school.
3. A form two girl was murdered in North Gem in Lisuha village by her boyfriend and the case was not even followed up. Domestic violence has been on the increase since lockdown began and most wives are beaten to the point of death.
4. Wife beating is equally rampant in the area.
5. The people also had a suggestion that in case of divorce the court should consider which one between the parents is able financially so that the children are left under their care, because most of the children are left with their mothers who are struggling financially yet their fathers are able.

In this financial year the county government should give priority to; -

1. The citizens suggested that in the next financial year the government should work on the education sector by improving schools to accommodate the PWDs. This will keep the educated and competitive for any employment opportunity.
2. Health sector should also be included in the budget, no houses have been built for the doctors, yet they are expected to operate 24hours. The facilities should also be improved to accommodate the PWDs.
3. The business sector should also be improved and there should be equal distribution of tenders by considering the disabled. During employment a few posts should be reserved specifically for PWDs.

YALA TOWNSHIP

Positive changes brought by devolution

1. As per now, with the new MCA, there has been improvement in terms of devolution. The bad Maddy roads in Yala have been improved
2. There are streetlights that is helping the community

On the negative side of the devolution.

1. Since devolution, which has been working for seven year, comparing with other counties, Siaya county is still behind. In the issues of health, there are few improvements, though the service delivers are still not enough, for example in Sauri health centers there are only two nurses.
2. In Malanga health centres, there are not enough equipment such as beds, mattress, chairs. The isolation room for the Covid 19 patient is vacant with no equipment whatsoever. In the maternity section there are only 7 sevens beds which cannot serve the community members efficiently. The toilets are of low quality and it has not enough water. The health staff are overworked, and the county government should do something about it.
3. in other counties such as Mumias, there is a stage for the matatu drivers, and the roads are well divided with walking path but in Siaya county this is not the case
4. In Kakamega county, there is a standard stadium where as Siaya county does not have a good stadium
5. in the Agriculture department, other counties for example in Western region, the farm products come at an affordable price for example a packet of maize in western is Ksh 200 while in Siaya county it is sold at Ksh 400.
6. Three quarters of farmers in Siaya county are working on a loan system for example borrowing from one-acre fund, or the central government.

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. Every sector should be fully empowered so that they can efficiently carry out their duties. For example, in agriculture, the officers should come to the ground and find out the

problems that the local farmers are facing, where they are getting seeds and how they can be of assistance.

2. The county government should stop going abroad to benchmark since it's a waste of people's resources but instead benchmark on other counties that are doing better in agriculture for example in Kakamega and Bungoma.
3. Siaya county officials should support the common *mwananchi* in order to develop their own resources, for example, eggs that are sold in Siaya county comes from Uganda, what if the boarder is closed.
4. Whenever the county government is implementing any project, they should consult the community members for example in Sauri sub location there is a water kiosk within personal land
5. The road project in Sauri sublocation is continuing although the community members have no idea who the contractor is
6. Whenever the county government is working on the budget, the county government should take to account the view of the people and not their own

On how best to involve the citizen on monitoring the county.

1. The county government should fund the local groups in the community to sensitize and capacity build the community members on their role and responsibilities in development of the county.
2. There are members in the community who are concerned and question the government but there are still those who are not a where who need to be sensitized.
3. Budget for the special need is no being felt by the needed groups and the community should question where this money goes.

Human rights violation experienced within the last one year

1. Domestic violence and defilement are mostly influenced by poverty thus the community members should be empowered to participate in farming to reduce the rate of poverty and anger.
2. There is a case study where a man fought with his wife. When they reported the case to the police not much was done since there is no qualified person to deal with such matters. It forced the concerned persons to look for an alternative solution.

In this financial year the county government should give priority to; -

1. The county government should prioritize the health sector by adding more staff in the health facilities
2. The county government should provide an ICU at the county referral hospital and other sub county hospitals to help in the emergency issues especially during this period of Covid 19 pandemic.

Emerging issues

1. The county government should change their strategy on how public participation is conducted
2. The county government should provide a rescue centres to help those recovering children, youths, men and women who have been violated.
3. The education sector should work together with the head of schools to identify the vulnerable children in order to assist them with essential things such as sanitary towels and in this way reduce the number of teenage pregnancies.
4. The community government should assist the community members during this period of Covid 19 especially the vulnerable groups

NORTH UGENYA

Positive changes brought by devolution

1. There has been improvement in terms of how public participation is being handled.
2. In the financial year, 2020/2021, Agriculture has got a good allocation of money.

On the negative side of the devolution

1. A lot still need to be done in public participation. Most of the projects proposed by the people are not capture in the final budget
2. In as much as there is an allocation of money on the Agricultural sector, the farmers on the ground do not feel the impact. There are no extension workers assisting the farmers. The county government have no goodwill to partner with the farmers. The local farmers are struggling but not getting any support from the county government.

3. There are no proper guidelines on how access roads should be done and hence they are badly done, for example Awelo prison rural access road which was done in 2019 is now impassable
4. The PMCs need to be enlightened to enable them to understand their roles. Some of them are not selected on merit but favoritism by the MCA

What to be done differently so as to ensure the citizens acquire quality and reliable services.

1. Public engagement should be done in a proper manner. The opinions of the people during public participation should be reflected in the final budget.
2. The county government should have a proper mobilization strategy for example through radio mikai unlike the use of text messages, so that all people including the vulnerable groups can be able to attend the meetings.

On how best to involve the citizen on monitoring the county.

1. Forming groups and use of community-based organizations with professionals who can help in questioning the actions of the government
2. Through civic education, the people can also be made aware of their rights and this help in taking responsibility

Human rights violation experienced within the last one year

1. There are police brutality in the area especially during this period of curfew and Corona virus outbreak.
2. There is a case where a woman was sent out of her house after the first wife returned back to the home and the husband is doing nothing about the situation.
3. There was also another case of two teenagers getting married. They were taken to the police and forced to go back to school

In this financial year the county government should give priority to; -

1. The county government should fund agriculture and ensure that there is there enough extension officer

Emerging issues

1. Siaya county has a lot of natural resources that need to be tapped such as Ukinya dam. Such resources can be source of fish that can provide the county with
2. There is no sensitization from community volunteers taking place in Siaya township

LESSONS LEARNT

1. There are so many gaps in the county government in terms of service delivery and most sectors do not effectively carry out their duties
2. The community members desire the opportunities to voice their opinions with the hope to get result from the county government
3. The community members are aware of their rights
4. The unprecedented Corona Virus pandemic has greatly affected the lives of community members and everyone is trying so hard to adapt and coexist with the new normal.

RECOMMENDATIONS

Devolution has full potential to change the lives of the people of Siaya county only if some of these recommendations would be put to consideration.

- Completion of stall projects- the County Government should endeavor to complete all stall projects considering some of them are incomplete buildings, markets or even roads which if left in that state it constitutes wastage but if they would be completed would have gone a long way to serve the community.
- Public Participation should be done in the correct manner- public participation should be done in for the purpose it was created for so as to benefit the public. The leaders ought to give there
- On education where ECDE where there is infrastructure there ought to be necessary employment of the said teachers for the sector to be successful.
- A policy to guide proper appointment of PMC's and the policy should equally entail their roles and their reimbursement.
- A policy should be adopted for the youth women and person living with disabilities so as to ensure there is inclusion.

- Buildings should be made to accommodate persons living with disabilities

Participants List

Number	Names	Ward
1	Sylvia Anyango	Alego
2	Cyprian Opiyo	West Yimbo
3	Samson Okuku	Usenge
4	Odero Daniel	Usenge
5	Paul Njiri	East Asembo
6	Ouma Ochieng	East Asembo
7	Rose Aguko	Ukwala
8	Tobias Buga	Ukwala
9	John Omolo	
10	Maurice Owich	Alego
11	Dorothy Agunda	Usenge
12	Lilian Okoth	
13	Jackim Olola	
14	Mr. Joseph Oduor Onyango	
15	Jorim Otieno	Gem
16	Joyce Mboya	Yala
17	Christine Anyango	Ugunja
18	Moses Abiero	Ugunja
19	Chripine Odhiambo	Ugunja