EXAMPLES OF IDENTIFIED ISSUES WITH INDICATORS

S/N	Problem/issues to be resolved	Indicators
1	Lack of awareness of service providers of existing national SRH policy/guidelines	Service providers' attitude is not user-friendly (judgemental)
		Service is not inclusive (comprehensive)
2	Gap in implementation of SRH policies/guidelines (The principles in the guideline/policy are not implemented due to lack of accountability)	Lack of commitment and weak accountability on inclusive SRHR policy implementation?
		Shortage of financial and human resources
3	Gap in SRH service Availability (facilities, goods and services are insufficient)	Inadequate stocks of SRHR commodities (drugs)
		Availability of qualified service providers?
		Is an integrated package of essential SRH services (comprehensive) available to minoritised young people?
4	Lack of Accessibility (facilities, goods and services should be culturally appropriate and sensitive to vulnerable groups)	Is the facility open during after-school hours or at the weekend?
		Inadequate/lack of/distance to facilities (especially in rural areas)
		Does your Strategic Development Plan (SDP) provide subsidised free services for minoritised young people?
		Is the health facility accessible for people with disabilities? Are attempts made to meet the special needs of young clients, who might be wheelchair bound, deaf, blind, etc. (e.g., wheelchair access, large print documents, braille documents, staff trained in (basic) sign language)?
		Does the facility have friendly youth spaces/counselling spaces? (Does the health facility promote itself as one that provides a safe space for young people to access SRH services?)
5	Gap in Acceptability (facilities, goods and services should be culturally appropriate and sensitive to vulnerable groups)	Is the information user-friendly and confidential? Use of inappropriate disability terminology
		Is the information culturally/religiously appropriate?
		Are young clients asked for their consent before their personal information is shared with third parties?
6	Lack of Quality (facilities, goods and services must be of good quality)	Has the service provider been trained on different SRHR topics (quality assurance) and service inclusion? (Training on the SRH of minoritised youth, disability inclusion, counselling on mental health and gender norms and how they impact SRH)
		Are young clients provided with all relevant information related to the services they seek so they can make informed decisions?
		Do service providers offer non-judgemental and stigma-free SRH services to marginalised groups?
		If clients are referred to other services, is there a system in place to ensure tracking and follow-up?

		Are all young clients offered the opportunity to provide feedback on their level of satisfaction with the services they receive (e.g. suggestion box, focus group discussions, young people in clinic advisory committees, client exit interviews, etc.)?
7	Data gaps in relation to SRH service provision (data split by age, gender, disability type, gender-based violence - GBV)	Is there a template for recording and reporting information on all clients coming to the facility?
		Does the facility use a gender matrix tool?
		Are the clinic data split, analysed and used to guide decisions regarding youth health services?
		Does the facility use a health management information system with a qualified person?