

OUTCOME PROGRESS REPORTING

January – December 2019

Purpose and Methodology

The outcome progress reporting format measures *Effectiveness* and *Relevance* of the programme specific interventions continuously on a semi-annual basis. The purpose of the outcome progress reporting is to assess:

- the progress towards outcomes
- the reasons why certain aspects of the programme have or have not been implemented as planned
- use this information to inform the further planning of the interventions and make the necessary adjustments in order to achieve the intended outcomes

The progress towards programme outcomes will be measured through a set of qualitative *key learning questions* specifically defined for the reporting period cf. the implementation guide for the current year. The guiding questions linked to the three intervention strategies will guide the overall reflection on the intervention logic and the extent to which the strategies are working towards achieving the programme outcomes.

The progress towards outcomes is presented in connection to the three programme outcomes of the SAIC result frame and related outcome indicators. Thus, both quantitative outcome indicators and narrative analytical assessments of outcome progress is captured in the outcome progress reporting. By including the consolidated output targets reached connected to the outcome indicators of the result frame, we make sure to reflect on the contribution of the output monitoring data into the overall outcome level data. This way, we summarize on the interconnections between the different M&E inputs/learning elements (quantitative output progress reporting + narrative outcome progress reporting).

How to use the template

In your report, please clarify how this reporting period has followed up on the previous implementation related to each intervention, and added on the existing knowledge. For most sections, you will find a number of guiding questions. These are meant as *inspiration* to help you reflect on the reporting period. Please feel free to focus more on some of the questions or even to add your own to capture all learning.

Outcome 1:	Urban violence and conflict affecting young women and men have declined in the programme city/cities
To what extent has the outcome target set for 2019 been achieved under Outcome 1?	Number of young women and men actively engaging in safety initiatives at community level or in public transportation in 2019.
To what extent has the <i>Safe Communities and Safe Transport Interventions</i> contributed to reaching Outcome 1?	Guiding questions: <ul style="list-style-type: none"> - What types of urban violence and conflict affecting young women and men are the intervention trying to reduce? Are the types of violence different for young women versus young men? Please specify? - To what extent has awareness on safety concerns, rights and responsibilities in communities and public transport increased among young women and men respectively? - How has the information from the safety profiles been used? - What types of youth-led safety initiatives have been carried out to reduce violence affecting young women and men? - How have the youth-led safety initiatives contributed to reducing physical, psychological, or sexual harassment and violence in the communities (in terms of behavioural/attitude changes)? - What multi-stakeholder initiatives have been planned and initiated at city-level on safety in public transportation? How have these multi-stakeholder initiatives contributed to reducing violence affecting young women and men?
How will the lessons learned from 2019 be taken forth in 2020 implementation?	<ul style="list-style-type: none"> - What has worked well in 2019? What has been challenging in 2019? - How are these lessons learned going to inform implementation and programming in 2020?
Were there any contextual changes with implications for implementation?	Did any new developments occur in the reporting period with implications for the activities planned relating to Outcome 1, e.g. new/changed laws, policies, strategies and/or government priorities? If yes, please refer to updated risk matrix.

Outcome 2	Young women and men in the informal sector have safer, more decent and sustainable economic opportunities in the programme city/cities										
To what extent did you achieve the outcome targets set for 2019 under Outcome 2?	<p>Number of young women and men involved in skills development (e.g. entrepreneurship, financial literacy, life and technical skills) in 2019. The table below shows the number of young men and women equipped with skills in 2019.</p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Planned Target</th> <th>Male</th> <th>Female</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Training of young women and men in vocational and livelihood</td> <td>200</td> <td>10</td> <td>271</td> <td>377</td> </tr> </tbody> </table>	Activity	Planned Target	Male	Female	Total	Training of young women and men in vocational and livelihood	200	10	271	377
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skills		6		
Coaching and Mentorship in VSLA model	250	3 groups were formed and these comprises of young people training in vocational skills in the centres.		
Coaching and mentorship in the need Assessment	250	87	195	282
Exchange learning visits	5	6 exchange learning visits were conducted to Uganda industrial research institute, SAWA world, Master electronics, Kyanja Agricultural resource centre and Kyambogo university.		
Apprenticeship training in motor vehicle mechanics	5	5	-	5
Coaching and mentorship in sports	50	46	17	64
Coaching and mentorship in talents development (Actors, Music) Manzi music Hub Ltd, Bakayimbira Dramactors & Mariam Ndagire school of performing Arts.	10	5	10	15
Training in Media and photography	5	3	2	5

To what extent has the *Decent Work Intervention* contributed to reaching Outcome 2?

Guiding questions:

- How has skills development contributed to enabling young women and men respectively to engage in decent employment (wage or self-employment)?

Improved ability of slum youth to engage and start small scale businesses as a follow on recommendation from the Youth-led Market survey.

The findings of the youth-led market survey showed that there is a gap of business skills training among the young women and men in informal sector. The UYDEL team organized trainings for the youth undergoing vocational skills training in all the five divisions in business skills. As a result of the training, youth were empowered with skills of starting their businesses, record keeping, customer care, proper display of their products and developed business plans that would guide them while starting their own businesses after training.

Empowering of youth with life skills to enable them make informed decisions and

377 young men and women training in vocational skills received life skills training in all the five divisions. The training aimed at equipping the youth with techniques of self-confidence, self-expression and making decision. The training also provided them with knowledge and information about sexual and reproductive health so as they can be able to improve on their health seeking behaviors. As a result young people acquired skills in public speaking, self confidence and are able to make informed decisions about their lives after

analyzing the risks and also developed protective assets to support them in case they are faced with any risks or forms of exploitation in their communities

Provision of startup grants in terms of materials

Young men and women were supported with startup grants in terms of items like computer software, laptops, washing machines. This came as a result of the need Assessment as some youth lacked startup capital and gadgets. They have been able to increase the capital base as well as profit margins since they can provide extra services with the help of the grants/ items received.

Support youth develop positive attitude towards work as a followup on Need assesment and market survey

Negative attitude towards work was one of the challenges that are faced by youth in a bid to access decent work. Street business skills and life skills training and exchange learning visits conducted involved sessions of field visits and sharing experiences where the young men visited established businesses in the communities and shared with business owner about dynamics of work. This boosted the motivation of youth to start their own business enterprises and develop business plans and other were able to develop soft skills and business/ work related attitudes to support them develop their businesses and improve their work environments

Exchange visits to bench mark good practice and provision of inspiration to the young people.

5 exchange learning visits were done to established business to inspire the young men and women and also for them to acquire new skill sets. Visits were made to Kyambogo university, SAWA world and Kyanja agricultural center young people learnt new skills of urban gardening, jewelry making that were adopted by young people and trainers at their centres.

2 young women at Kamwokya centre adopted urban gardening at their homes and grew vegetables that they have started earning some little income from them. Nakulabye center adopted the skills and have a vegetable garden at the centres as demonstration garden for the young people to practice the skills attained.



Young women and men during exposure learning visit.

Similarly as a result of exchange learning visit at uganda industrial research institute, UYDEL recieved scholarships for beneficiaries and One beneficiary known as Winifred Namuyiga 21 years of Katwe 1 parish makindye division succeeded in

accomplishing her course in Tailoring and awaiting for her certificate very soon.

Increased access to vocational training opportunities and increased capacities for youth out of school to attain marketable skills and compete favourably in the labour market for decent jobs.

377 young women and men were enrolled for vocational skills training and are currently undergoing training in the 5 divisions of Kampala. They have been equipped with different skills that needed to start-up business enterprises or earn income. 10 young women from Nakawa division have acquired jobs and started earning from the acquired skills.

Through community based training, UYDEL reached out to a group of 4 young men with disability in Kamwokya central division and equipped them with skills in electrical installation and wiring. The group has acquired skills and they were supported to start a social enterprise where they earn money to improve their standard of living.



Youth training in vocational skills, motor vehicle mechanics, electronics and bakery

Support the promotion of youth talents

As a result of needs Assessment, youth recommended for a boost in their talents so that they can be able to earn decently from them. As a result therefore, 15 young people are undergoing coaching and mentorship in talents development in music, drama and acting. They have been linked to accomplished acting groups like Manzi music Hub, Bakayimbira dramactors and Mariam Ndagire music and performing Art centre. As a result, 5 young men from Nakulabye have started earning income from talent especially dance and this have helped them to improve their standard of living.



Young men training in musical instruments, vocals and production at Manzi music hub.

Coaching and mentorship in sports.

Young people have been mentored in sports. This was a recommendation from the need assessment and they have been able to start clubs especially in banda and makindye that have participated in local leagues for exposure to learn professional ethics. The youth under safe and inclusive cities project in makindye participated in the gender -sport tournament aimed at celebrating the 15 days of activism against gender based violence in munyonyo courtesy of American embassy where they emerged winners. They are still under -going training so that they can be linked to local clubs to play professional football.

The young mentored in sports in Banda are currently in a community sports league (Isma Cup) where they are competing and engaged with other sports leagues. This will move them further into other local leagues as they target national leagues.



Young wome and men that participated and won the tournament

Provision of social enterprise grants to young women and men. Young people were trained in both vocational and soft skills. They were formed into groups that strengthen their skills and capacities. They were supported with items to support thier socia enterprises. Yorghurt making group in nakulabye have supported with a freezer to support thir business and reduce some costs.

- How has the information from the youth-led market surveys been used? The information form the market surveys have been used to plan for activities that have resulted into marketable opportunities for the young men and women through;

Exchange learning visits, these helped the project beneficiaries to acquire skills like urban gardening where 2 young people from Kampala central have been able to earn from grown vegetables. In addition to the above, 5 young people from Nakawa division were awarerd scholarships to study computer skills at Uganda industrial research institute Nakawa after the exchange learning visits.

Apprenticeships, 5 young men were placed for in garages for training in motorvehicle

mechanics. This was a recommendation from the market survey where the young men requested that the project should provide for training that suit their needs.

Diversification of the skill sets that are being trained to the youth. A case is electrical installation that was highly recommended by the young men during market survey has been introduced at bwaise centre to provide a wide range of opportunities for them to train at the centre.

- How have youth-led initiatives contributed to addressing barriers for young women and men to access decent work?

VSLA groups have helped to provide a platform for the young women and men to access loans that have helped them to boost their capital base and expand their businesses.

Social enterprises that were provided to the young men with disabilities in Kampala central as well as training in electronics helped to reduce stigma from the community. The community based training approach improved their attitude towards work and they have been able to start earning income through their project to improve their standard of living.

One of the major challenges of the young men and women identified during needs assessment was lack of startup capital. Thus the project has provided startup grants in terms of materials that have helped to broaden the businesses of the young people contributing to decent income.

Rebranding and registration of business has helped to increase competitiveness of the businesses of the young people. This has led to a wider clientele that provides market for the products of the young people.

Provision of licenses to the businesses of the young women and men helped to legalize their operation thus solving the challenge of illegal business operation.

- What multi-stakeholder initiatives have been planned and initiated at city-level to address barriers for young women and men in accessing decent work? How have these multi-stakeholder initiatives contributed to improving the economic opportunities and environment for young women and men respectively?

Meeting the division mayor of Lubaga. The youth advocacy group met with mayor and submitted their petition in which they were asking for support to enable them acquire safe working environment free from violence. As a result of this engagement the mayor committed to help them submit their petition to the Lord mayor of Kampala city and attorney general.

The mayor also committed to summon all lodge owners and bar owner so that they be registered and adopt codes of conduct for protecting girls against

	<p>sexual and physical exploitation and abuse.</p> <p>As a result of the engagement with the mayor, the young people got an opportunity to exhibit their products where they emerged the best exhibitor and received a gift of cash UGX 200,000 that was used to expand their capital.</p> <p>This also opened their opportunities to the public as one of the public figures invited the group to exhibit in another place so that they could sell their products.</p> <p>The multi stakeholder initiative also opened opportunity for young people to access free airtime on a local radio station to express their views in regards to achieving decent work for young people in their communities.</p> <p>- To what extent have youth groups created linkages to other financial institutions such as banks, MFIs and government funds?</p> <p>Young women and men were linked to financial institutions such as banks for example Baroda Bank where they opened up accounts for their VSLA savings.</p> <p>Youth groups have been supported to register CBOS so that they can access CDD and youth livelihood funds.</p>
<p>How will the lessons learned from 2019 be taken forth in 2020 implementation?</p>	<p>What Has worked well in 2019?</p> <ul style="list-style-type: none"> + 20 young men have acquired employment opportunities that provide an income for them that have helped to improve their standard of living. Other young people are still undergoing training in the centres and others shall be going for internship in this forth coming period. + Soft and short term skills like bakery enabled trainees to supply snacks to some shops and restaurants in the morning before coming to the youth vocational centers for training and thus earn some income to support their basic needs like food and care for their children while at the vocational centers. + Exchange learning visits helped the young people learn extra skills like yoghurt making, urban gardening which they adopted and have mastered. They have been able to get income through selling yoghurt and vegetables in their communities. + The young woman who got a government scholarship to acquire skills in tailoring at Uganda industrial research institute has completed training and awaiting graduation. + VSLA groups have been able to share out their savings. This has helped to boost their capital base as well as profit margins. One of the groups has turned into a local SACCO that is giving loans to members as well as

community members.

- ✚ Young people have been able to start a gardening project at Nakulabye centre.
- ✚ Young people mentored in MDD have started earning income from their acquired skills.
- ✚ All the young people that received start-up grants have been able to increase their customers and profit margins.
- ✚ The trained 6 youth Advocacy coalitions have been able to draft petitions on issues of decent work.
- ✚ Young people working in informal sector were able to present their petitions to duty bearers & conduct a stakeholder analysis on who to engage on issues of decent work in the multistakeholder forums.
- ✚ Young people groups have been able to engage duty bearers at local, parish and city level. The youth group engaged in washing clothes have petitioned the mayor of Lubaga division to demand her support on ensuring they get better working conditions in terms of better pay and reducing sexual and physical violence at work place.
- ✚ Youth group in Makindye have submitted a petition to ward administrators asking for reduction in licenses and for KCCA to provide a gazetted place where youth can work with reduced or no charges. The ward administrators will be submitting the petition to town clerk
- ✚ Youth groups in Nakulabye were able to obtain Free Airtime on CBS radio where they discussed their work challenges and called government to help them attain better working environment.
- ✚ Nakulabye youth group exhibited their products at Mayor gardens between 17th -19th December 2019 during CBOs exhibition and emerged as best exhibitor. The group received a certificate and money worth 200,000/= to boast their business by the Mayor and Lord mayor. They were provided another opportunity to exhibit their products on 18th January 2020 by one of another business lady in the city.

What has been challenging in 2019?

- ✚ Most of the youth lack National identity cards yet it's one of the major requirements for accessing government programs. This has made the registration of youth CBOs difficult as well as making the process to be prolonged since they have to first get national identity cards before the process can be accomplished.
- ✚ Politicization of government programs, given the fact that we are in political season, it's been noted by the youth that the programs have been affected by politics hence making it impossible for them to access government loans or funds if they don't subscribe to certain political organizations.
- ✚ The bureaucratic procedures that some government programs/ officials use to register the formed Community Based Organizations as well as accessing government loans, grants has been a great challenge among the youth groups as they take a lot of time to materialize and yet the

- ✚ youth need the money immediately to sustain their businesses.
- ✚ Youth in informal sector lack occupational health safety equipments/gears like the overalls, overcoats, gumboots, Helmet, and pliers among others to ease their working conditions and environment.
- ✚ Limited capital to expand businesses or increase supply. Although youth are saving in groups, sometimes they also do not have enough money to bring to the saving groups as they have limited working capital. Having limited capital has also prevented youth from investing in massive production of goods and services and thus is only able to meet a few demands and it's also hard for them to afford the rent.
- ✚ Youth in informal sector lack sufficient knowledge in business skills and management
- ✚ Insecurity in their environment (slum area); they are at a high risk of getting robbed especially in Rubaga Division.
- ✚ Unstable incomes among the young people in the groups. This is attributed to high levels of unemployment and the fact that youth are earning through casual work. This has affected the savings groups leading to inconsistencies in membership.

How are these lessons learned going to inform implementation of programming in 2020?

- ✚ The Village Saving and Loans Association Methodology (VSLA) training among the young women and men emphasized financial literacy and formation of a leadership structure among the youth. These have been to form leadership committees that have been responsible for organizing the group members to ensure active participation of the members in every VSLA sitting. We will **continue** to capitalise on the VSLA methodology to facilitate the organising of youth groups and empower the leaders to support the formation of youth forums for advocacy and dialogues with key stakeholders in the further implementation of the decent work intervention. The VSLA methodology has improved the saving culture of the young people however the VSLA trainer should make regular monitoring visits to the saving groups to guide them and mentor them more about saving.
- ✚ The license fees were reduced through negotiations with K.C.C.A trading officials as to enable the young people obtain the license at a lower cost so as to improve on their working economic environment with the enforcement agencies. The project team will embark on these relations created to encourage and support other youth enrolled on to the project and those running similar businesses in the communities to also apply and pay registration fees to legalise their businesses and improve their working environment to avoid the confiscation and harassment from KCCA officials.
- ✚ Provision of startup grants to young people operating informal business has helped the young people to increase capital base, clientele as well as profit margins. This will be done subsequently to ensure that informal businesses are supported to compete with other businesses.
- ✚ Rebranding and Renovation of the young people's businesses has attracted more customers and improved their standards of living as well as their social status in the community. The project teams will continue to encourage other

	<p>youth who would like to start businesses to follow the same procedures, support others to get safety gears and also embark on improving hygiene at work place as this will make their businesses more competitive and the numbers of customers will increase and thus increased income and profits</p> <ul style="list-style-type: none"> ✚ Grouping and training of youth in advocacy and governance has build their esteem as well as confidence to engage KCCA. Therefore the team will continue to support the trained youth to register coalitions that can continuously engage the government to acquire set favourable policies and regulations in line with decent work. ✚ Groups that have social enterprises making goods like yoghurt shall be supported to improve quality of their products through registration with uganda national bureau of standards (UNBS) to enable have standardise goods that can favourably compete on the market. ✚ Emphasis shall be put ensuring continued dialogue with local authorities for proper cooperation and networking with the youth at community level and amongst all relevant stakeholders regarding decent work. i.e. Gender, town clerk, Chairperson, LC 1, youth council and area councilors to obtain their support while lobbying for better working conditions. ✚ Joint mobilization and awareness raising compaigns with all stakeholders to ensure that the youth benefit from other programs from the government; are linked and referred to other opportunities within the public and private sector and through coaching and mentorship sessions with youth on decent work opportunities. ✚ Through multistake holder forums, the youth were able to interact with Trade and Tax officers, CDOs, Law enforcemnt team and the Youth officers in KCCA, therefore UYDEL will continue creating platforms for youth to dialogue and participate in other livelihood programs by the Government. ✚ The young people in the informal sector have also raised the challenges of limited capital to support growth and sustainability of their businesses and thus UYDEL aims to plan and or lobby KCCA to fast track the process of giving out loans and grants to the youth for those that have applied or are in the process of applying fso that they can build on to these opportunities to build their capital base and grow their businesses. <p>The VSLA group shall be supported to register as SACCO so that they can be able to provide soft loans to other young people in the communities.</p>
<p>Were there any contextual changes with implications for implementation?</p>	<p>Did any new developments occur in the reporting period with implications for the activities planned relating to Outcome 2, e.g. new/changed laws, policies, strategies and/or government priorities? If yes, please refer to updated risk matrix.</p> <p>The minimum wage bill 2018 that had passed in February 2019 by parliament was rejected in August 2019 by the president of republic of Uganda. The president refused to assent to the bill with reasons that the current law didn't have any gaps and thus was taken back to parliament. This affects the efforts of the young men and women to advocate for better pay especially in the informal sector as they cannot request for a minimum wage for their work</p>

	<p>since there is no clear regulation for it.</p> <p>The government is prioritising skilling for the youth and many programs are currently on going therefore we shall have to work with the local structures so as to be able to tap in the available government programs that we can be able sustainably provide skills for the young men and women.</p>
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Outcome 3	Through strong CSOs, young women and men are influencing urban governance and planning on safety and economic opportunities in the programme city/cities						
To what extent did you achieve the outcome targets set for 2019 under Outcome 3?	<p>Number of young women and men who have been supported to strengthen their participatory governance.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e1eef6;">Training of young people coalitions on engaging KCCA on issues of licences, registration and proper handling</td> <td style="background-color: #e1eef6;">25</td> <td style="background-color: #e1eef6;">25 young people (6 youth groups were formed & trained in advocacy, governance , drafting petitions and engaging duty bearers on issues of decent work. The trained groups include those that are selling snacks, Cutex, collecting scrap, operating washing bays)</td> </tr> <tr> <td style="background-color: #e1eef6;">Support young women and men to start social enterprises (a group of 5 young men with disability in kamwakya were trained in electronics and supported to start a social enterprise)</td> <td style="background-color: #e1eef6;">1 group comprising of 4 young people with disability were reached through community outreach training & support.</td> <td></td> </tr> </table>	Training of young people coalitions on engaging KCCA on issues of licences, registration and proper handling	25	25 young people (6 youth groups were formed & trained in advocacy, governance , drafting petitions and engaging duty bearers on issues of decent work. The trained groups include those that are selling snacks, Cutex, collecting scrap, operating washing bays)	Support young women and men to start social enterprises (a group of 5 young men with disability in kamwakya were trained in electronics and supported to start a social enterprise)	1 group comprising of 4 young people with disability were reached through community outreach training & support.	
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Support young women and men to start social enterprises (a group of 5 young men with disability in kamwakya were trained in electronics and supported to start a social enterprise)	1 group comprising of 4 young people with disability were reached through community outreach training & support.						
To what extent have the programme interventions contributed to reaching Outcome 3?	<p>Guiding questions:</p> <ul style="list-style-type: none"> - What urban governance and planning processes have young women and men participated in at local/community level and at city level? <p>Multi stakeholder forums, UYDEL organised 3 forums in 2019 where the young men and women were able to engage the duty bearers at both local and city level to help review their petitions and guide them on the needed duty bearers that can be engaged to cause change.</p> <p>Young men and women in Nakulabye participated in Mayors exhibition that was aimed at helping the CBOs exhibit their products so as they can register as CBOs and access Community demand driven funds(CDD).</p> <p>Youth groups were trained in Advocacy and governance. As a result they were able to conduct a stakeholder analysis to be able to identify stakeholders that can be reached to help in causing change with regard to handling the challenges</p>						

of decent work for young men and women in Kampala.

- What skills have the youth acquired to enable them to meaningfully engage in such decision-making processes?

Public speaking and self-confidence, the young men and women went through life skills training that equipped them with skills of self-confidence, esteem and assertiveness. These helped them to freely express themselves during the multi stakeholder forums to express their challenges so that they could get meaningful solutions to work challenges.

Engagement and Negotiation skills, the young men and women have been able to acquire engagement and negotiation skills. This has been as a result of the life skills training as well as coaching and mentorships sessions. This is because UYDEL employed a methodology of working with duty bearers to mentor young people on different aspects of decent work like business registration, government programs and licences. This created a platform for youth groups to freely relate with duty bearers since it wasn't their first time meeting.

Skills of writing and drafting petitions. The young people were mentored in drafting petitions that were presented during the multi stakeholder forums and to the duty bearers.

Advocacy and lobby skills, the young women and men were trained in advocacy and governance. This included all techniques of lobbying government duty bearers that they were used to engage duty bearers.

Mobilisation skills. The young men and women were helped to acquire mobilisation skills through supporting them form VSLA groups and advocacy groups with a common goal. In addition, they were engaged in identifying other vulnerable groups to be trained in vocational skills.

Skills of managing group dynamics, through coaching and mentorships sessions and VSLA training, they acquired skills of handling conflicts and strengths in groups and the groups have grown over time and learnt to work effectively.

Leadership skills, the young men and women have been taking leader ship positions in the VSLA groups and advocacy groups. This has helped them to acquire leadership abilities and can easily organise other youth to work and achieve decent living.

- What social accountability processes have young women and men participated into reduce violence and increase economic opportunities?

Multi stakeholder forums. UYDEL organised multi stakeholder forums were

the youth groups engaged KCCA officials by presenting their petitions and holding them accountable so that they could help them identify solutions to the challenges faced in obtaining decent work.

Meetings with the Mayor, the youth advocacy group in Nakulabye had meetings with division mayor as a way of seeking her support in helping them obtain a safe working environment free from violence.

Radio talk shows, the young people had a radio talk on CBS radio where they shared their work challenges. This was a means of challenging the duty bearers so that they could take the responsibility of devising means of supporting the girls to overcome the work related challenges.

The youth advocacy of Makindye presented their petitions to the local authorities. As a result the ward administrators committed to present the youth petition to the town clerk so that he can help them achieve their goals towards obtaining reduced licence fees and a gazetted work place for the youth in the division.

- How have young women and men engaged in dialogue and cooperation with local authorities regarding reduction of violence at community level and within public transport? What changes have come out of these engagements?
- How have the youth engaged in dialogue and cooperation with local authorities at community level regarding decent work?

Youth Advocacy/groups coalitions have been able to draft petitions on issues of decent work and present them to local leaders at LC1, ward leaders and preparation to be submitted to city mayors.

Young people working in informal sector were able to present their petitions to duty bearers & conduct a stakeholder analysis on who to engage on issues of decent work in the multi stakeholder forums.

Young people groups have been able to engage duty bearers at local, parish and city level. The youth group engaged in washing clothes have petitioned the mayor of Lubaga division to get her support on ensuring they get better working conditions in terms of better pay and reducing sexual and physical violence at work place.

Youth group in Makindye have submitted a petition to ward administrators asking for reduction in licenses and for KCCA to provide a gazetted place where youth can work with reduced or no charges. The ward administrators will be submitting the petition to town clerk

- **What changes have come out of these engagements?**

Youth groups washing clothes in Nakulabye were able to obtain Free Airtime on CBS radio where they discussed their work challenges and called upon government to help them attain better working environment. The presenter at the radio station committed to take them forth to the Mayor so that they can present their challenges to her to support them get better working conditions.



The girls at CBS radio station presenting their petition.

Young people were able to conduct a stakeholder analysis of the different duty bearers to engage at different levels to ensure that they obtain better working conditions. The stakeholders recommended that the young people need to engage ministry of trade as they are responsible for setting taxes and can work on a regulation to consider reduction in licence fees for young people in informal sector.

The youth group that met the mayor were provided with free slot to exhibit their products in a CBOs exhibition fair organised by the mayor between 17th – 19th December 2019. They emerged the best exhibitors and awarded certificates and cash worth Ugshs 200,000 by the division mayor and city lord mayor. They received cash sales from their products worth ugshs 180,000/=that shall be used to buy more materials. In addition, one of the prominent business ladies provided them with another free opportunity to exhibit their products in her exhibition fair on 18th January 2020. They were able to register their CBO with support of the community development officer of Lubaga division.



The mayor inspecting the Youth stall, the certificate and young people exhibiting their products

The CDO and the youth officer were able to explain more about the youth livelihood program to the young people

- What recommendations and plans have been made to reduce violence

	<p>and increase access to decent work for young women and men?</p> <p>The Rubaga division mayor recommended the youth Advocacy group of Nakulabye to work with her secretary to apply for CDD funds to boost their business.</p> <p>The Advocacy groups were encouraged to submit their petitions to the Lord Mayor at city level who will help them reach out to the Attorney general so as to address their concerns in regard to addressing challenges to decent work.</p> <p>The youth groups were encouraged to standardise their products and branding so as to lobby for more market opportunities as well as reach out to the ministry of trade & industry that have the mandate to change policy with regard to taxes and licences so as to enable them obtain reduced taxes on their businesses.</p>
<p>How will the lessons learned from 2019 be taken forth in 2020 implementation?</p>	<ul style="list-style-type: none"> - What has worked well in 2019? <p>Youth were mobilized and organised into advocacy groups with clear goals of influencing governance and urging duty bearers to support them in improving their working conditions. They drafted petitions that were presented to duty bearers to support them and hold them accountable to support them address the challenges they are faced with as they undertake their duties in the informal sector and turn their work into decent work.</p> <p>Through the multi stakeholder forums, the youth were able to present their petitions and were able to receive feedback from the duty bearers about their needs. They also supported them identify the key stakeholders to reach out in certain aspects of governance in relation to decent work.</p> <p>The meeting of the youth with the mayor of Lubaga opened opportunities for the young men. They were given an opportunity to exhibit their products and they emerged the best exhibitors. They were given a cash prize that they used to increase their capital base but also a business lady provided for them another opportunity to further show case their products at her exhibition fair.</p> <ul style="list-style-type: none"> - What has been challenging in 2019? <p>Competing priorities of the government authorities.</p> <ul style="list-style-type: none"> - How are these lessons learned going to inform implementation and programming in 2020? <p>Engagement of duty bearers for change needs commitment and therefore the</p>

	youth groups shall be able to be mentored to move forward and hold others accountable through constant dialogues and meetings.
Were there any contextual changes with implications for implementation?	Did any new developments occur in the reporting period with implications for the activities planned relating to Outcome 3, e.g. new/changed laws, policies, strategies and or/government priorities? If yes, please refer to updated risk matrix.

Working with youth	
How have your experiences been with working with youth during the reporting period?	<p>Mobilizing:</p> <ul style="list-style-type: none"> - How have young women and men been mobilized in the reporting period? Did you use different mobilization strategies per intervention? Did you use different strategies/approaches to mobilize young women and young men respectively? - Several mobilization strategies have been used in youth mobilization and identification and on youth matters that relate to decent work intervention like in identifying slum young people and the challenges they are facing the following strategies were used that involved the use of UYDEL social workers, community local leaders, youth leaders especially those in the informal sector, former beneficiaries who mobilize their fellow youths, community mobilizers, police especially with the Community Liaison Officer and K.C.C.A divisional officials in the directorate of gender services in identifying as well as during the profiling of the young people's business plan in the various divisions of Kampala District. - The meetings held at ward level which included all the local leaders and councilors. - Referrals from community members, peers, artisans, social workers and organizations - Community outreaches and moonlight activities with the help of the local leaders - To what extent do young people or youth groups participate in more than one intervention? Is there an observed difference between the participation of young women and men? - Some of the youth that are currently training in vocational skills training double as safety champions under safe communities. This implies they participate in both interventions that is safe communities and access to

decent work.

- Some young people participated in C4D intervention training and also were trained in VSLA Methodology and are good members in the saving groups or associations.
- UYDEL supported 2 young men in public transport in Kawempe division to acquire riding permits so as to be able to operate their businesses legally without being arrested.
- Which groups or individuals were NOT targeted in the interventions – and why?

The groups that were not targeted included;

1. Young women and men in school because they are still under the care of their parents and guardians
2. Youth working in the formal sector because they are not vulnerable.

- To what extent does youth lead in terms of planning, implementation and monitoring of activities/interventions? Is there an observed difference between young women and men taking on a leadership role?

Youth have been able to lead in writing petitions regarding their work challenges and submitting them to the local councils.

Some youths who were trained in VSLA methodology have leadership committees i.e. Chairpersons, treasurers and secretaries that they lead in their various saving groups committees and have always taken lead in organizing their fellow saving members in saving meetings as well as advocating for creation of CBO's within the structures of K.C.C.A.

Facilitating:

- What sort of mentorship did you provide to young people across the interventions?
- UYDEL has mentored young people on how to engage duty bearers at all levels. They were trained in advocacy and governance to build their confidence skills, esteem to express themselves at all levels of governance. As a result, they were able to draft petitions that were presented to duty bearers.
- Through street business skills training, all young people undergoing vocational skills training have been mentored in conducting market surveys, customer care and drafting business plans as well as business management with limited capital base.
- Life skills training, the youth have been mentored on how to make informed decisions and choices regarding their personal and sexual reproductive health issues affecting their lives i.e. condom use, Family

planning as well as safer sex practices.

- The career guidance sessions conducted helped to mentor young people on how to make informed decisions regarding career choices that are relevant as well as appropriate for them to earn decent income.
- Through the mentorship and coaching sessions with different stakeholders like K.C.C.A, the young people have been mentored in issues that relate to laws and regulations that govern established business and the government programs that support youths like Youth Livelihood Programs, Community .Demand Driven Programs, Uganda Women Entrepreneur Program, Agri-business enterprises & NAADS programs and disability fund.
- The mentorship and coaching has also mentored the young people in taking up leadership roles in their saving groups such as becoming elected chairpersons, Treasurers and secretaries and have become champions of change in their various saving associations/ groups.
- What challenges occurred in working with youth and what did you do to solve them? Were the challenges different for young women than for young men or were they the same?
- Lack of national Identity cards by the young people yet one of the requirements for getting government programs is having a National Id. This has delayed the process of registering CBOs to obtain CDD funds
- Changing the mind set of some young people into the culture of saving and hence this calls for continuous and daily supervision, monitoring and follow ups the challenge has to a great extent being minimized through the regular interventions.
- Some of the young people are money minded. For instance, some wanted to withdraw their savings before the saving cycle ended and they did not appreciate the services that had been provided as they did not get any money out of it. This was also solved through counseling and guidance.

Organizing:

- What kind of youth groups have been involved in the interventions?

The targeted youth group include youth between 14 and 25 years as shown in the categories below:

- Slum youths, boda-boda riders, chapatti sellers, hawkers and CSW's
- Youth in the informal sector (selling food, charcoal, firewood, retail shops, Karaoke Dancers, food vendors, washing clothes, selling Cutex, car washing)
- Youths (PWD's)
- Youth engaged in gambling and indoor games
- Youth Abusing drugs and alcohol use

	<ul style="list-style-type: none"> - Young people living with HIV/AIDS - Teenage mothers - To what extent have the interventions targeted existing youth grassroots and CBO structures vs. forming new groups? - How have young people been supported to self-organize? Has support been given to young women and men in the same way? Why/Why not? - Youth have been supported to form homogenous groups with a common goal and challenges so as they can form coalitions that can engage KCCA on issues of decent work. 6 youth groups (selling snacks, cutex, washing clothes, making chapatti) have been formed and trained in advocacy and governance. Another unique group is one with youth with disability in Kampala central. - Through formation of saving associations, the young people have been able to set up leadership committees among themselves as well as laying down their own constitution, rules and regulations that enable them to follow clear saving guidelines and procedures as well. - Youth have been supported to register CBOs so that they can access funding from government programs. Youth in Bwaise-Kawempe Division have submitted their applications, and being supervised by CDO so that they can get a certificate and start the process of applying for government community demand driven fund. <p>Communication for development:</p> <ul style="list-style-type: none"> - What C4D activities have been carried out during this reporting period? - Where possible, present a good story from the C4D team with the key learning elements of the programme. - How does the C4D youth collaborate with other youth groups in the programme (across interventions)? - Which other groups are the C4D team members affiliated with?
Capacity building of partners(in-country and cross-country)	
To what extent has capacity building contributed to programme quality and civil society strengthening?	<p style="color: red;">Capacity building plan, budget used for boot camps and as such not much has been done</p> <ul style="list-style-type: none"> - What capacities have the partners wished to strengthen in 2019 (according to the capacity building plan)? ➤ Review and update the UYDEL Strategic Plan ➤ Development of a Communication Strategy ➤ Attain more Knowledge and skills in Mobilising, Facilitating and

organising Youth into forums to influence governance and participate in Advocacy

➤ M& E training and gender transformative programming training.

- What steps/activities have Plan taken to build such strategic, organisational and thematic capacities (e.g. trainings, mentorship, follow-up sessions, etc.)?

With the support of PLAN Uganda a Consultant was outsourced and he mentored and worked closely with the UYDEL Management and staff to review and develop a New Strategic PLAN for FY 2019 to FY 2023

Plan conducted a two day write shop for partners on development of a communication strategy and during this writeshop every partner was able to develop a Communication strategy for their organisation with the support and mentorship of PLAN Uganda Staff

Two workshops were organised by Plan Denmark and Plan Uganda aimed at equipping UYDEL, ACT Together and PLAN Staff and Youth under C4D with skills and knowledge in Facilitating, mobilization and organising youth into forums that can influence governance and participate in advocacy

PLAN conducted a 3 days training in monitoring and evaluation as well gender transformative programming.

- What has such capacity building strengthened the partners to do as civil society actors?
- Increased ability of UYDEL, ACT Together and PLAN Staff and Youth under C4D to mobilise, facilitate and organise Youth in forums that can influence governance in Kampala at both the grassroots and city level
- Development of realistic and functional Organisational Communication Policies/ strategies that will guide the partners' operations and that are linked to the organisational goals, strategic objectives and values
- Updated and revised UYDEL Strategic Plan to guide operations and provide strategic direction for staff and management from FY 2019 to FY 2023

What other capacity building needs exist among partners?

- Support in improving the UYDEL Performance appraisals tools and other HR management tools

	<ul style="list-style-type: none"> - Review and update the UYDEL Procurement Manual to address the current procurement trends, Procedures and guidelines - Gender Transformative Programming - Documentation of Learnings, Case studies, Data Interpretation and publication and Quality Improvement. - UYDEL management and Board would also like to reflect on how UYDEL can harness from the success attained and build sustainability of UYDEL beyond projects - Capacity building for the UYDEL Management Team and Board of Directors in setting up social enterprises and resource mobilization strategies to increase the sustainability of UYDEL (for example UYDEL would like to learn from Plan Uganda revolving Fund Approach [SACCO]) - Refresher trainings for the UYDEL teams in facilitating engagement and organising youth in the informal sector into forums to influence governance - Trainings for UYDEL staff and young people in Advocacy and governance <p>Finalise the development of an Advocacy Strategy for the Safe and Inclusive Cities Project and integrate some of the Empowerment of girls Project aspects on influencing governance</p>
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Building Better Partnerships

<p>What is the overall reflection on the partnership between Plan and partners in the reporting period?</p>	<ul style="list-style-type: none"> - To what extent are you practising mutual respect and listening to each other as partners? <p>UYDEL has maintained open dialogues with PLAN Uganda and ACT Together through emails, attending regular reflection and review meetings. We have also listened to feedback and tried to address all issues raised during the reflection and review meetings and given written and or oral feedback to PLAN Uganda and ACT Together during meetings.</p> <ul style="list-style-type: none"> - To what extent do you know each other’s purpose, values, strategies, objectives, resources, approaches and capacities? <p>The UYDEL Team has been oriented about the purpose, values, strategies, objectives, resources, approaches and capacities of PLAN Uganda during the various meetings and trainings they have organised. However, we still need to understand the values, operations and be guided on how to work well with the National Federation of Slum Dwellers under ACT together</p> <ul style="list-style-type: none"> - To what extent have you clearly defined objectives and non-negotiables for your relationship/partnership, including sustainability and exit
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	<p>strategies?</p> <p>UYDEL Staff and Management clearly read, understood and signed the MOUs with PLAN Uganda and these clearly state the objectives and non-negotiables to guide the partnerships. We however need to put in place a clear plan for sustainability and exit strategies for the partnership and documenting the successes attained during this partnership</p> <ul style="list-style-type: none"> - To what extent are you sharing responsibilities and risks (including assessing risk related to the partnership)? <p>We hold quarterly reflection meetings with the Project steering committees and the project teams to review progress and make recommendations to issues and or challenges identified. During these meetings we reflect on the project risk matrix and monitor the matrix to ensure that we put in place timely mitigation strategies to deal with issues that may arise before they happen</p> <ul style="list-style-type: none"> - To what extent are you learning from each other and striving for mutual growth and oversight, including regular feedback and annual reviews from the partners? <p>During the periodic reflection meetings, peer to peer joint monitoring visits to project sites and annual review meetings we make presentations of what we have achieved to all the partners we get feedback and provide positive criticism on how to improve performance and reflect on strategies to improve performance.</p> <ul style="list-style-type: none"> - To what extent are you practicing good judgement in terms of adapting Plan procedures and approaches to the size and skills of the partners? - Overall, what has worked well and what has been more challenging within the partnerships? <p>The Periodic review and reflection meetings held by the project team have supported timely feedback on gaps to improve on the project approaches and track performance of the partners. Inclusion of the key stakeholders in the reflection meetings and joint monitoring has ensured technical assistance and guidance is provided onsite to the project teams. However there is need for frequent communications between partners to support understanding and listening and appreciation of each partners' values, procedures, and polices</p>
<p>Overall assessment of gender transformative programming</p>	
<p>Assessing gender equality in the programme</p>	<p>To what extent does the programme contribute to challenging gender and discriminatory norms relevant to Outcome 1, 2 and 3?</p> <ul style="list-style-type: none"> - In whatever youth led initiative or activity both the boys and girls are involved in to ensure non-discriminatory norms and challenges due to

gender especially on issues that relate to decent work.

- When we are doing interventions, we target the inclusion of all men and women.
- Data is segregated according to sex and gender.

To what extent does the programme contribute to building girls and young women's agency (confidence, ability to speak up about issues etc.)?

- Through lifeskills training, we were able to train young women to acquire skills of self-confidence, esteem and decision making as well as understanding their roles in obtaining their goals
- Young women groups working in the informal sector have been mentored to identify their work challenges, draft petitions and engage duty bearers to respond to their needs. A Case study of young women washing clothes in Lubaga division have been able to engage the mayor of Lubaga division to help them reduce sexual and economic exploitation by their employers so as to improve their working conditions.
- As a result of the training in life skills, advocacy and governance, the young girls acquired skills of self- confidence, self- expression and were able to present their work related challenges during the radio talk on CBS radio so as to seek for support of duty bearers. This inspired the radio presenter who committed to support them reach the mayor of Lubaga division at city level to engage her support them overcome exploitation at their work place.
- Through coaching and mentorship in sports, UYDEL has empowered girls to participate in football through its female coaches. The young women formed a football team that included men to participate in gender sports tournament to commemorate the 15 days of activism against GBV at Makindyecentre. The team was well mentored that they managed to take the trophy. It was much appreciated by the ambassador of US in Uganda who presided over the function as chief guest on 30th November 2019.
- To what extent does the project work with and support boys and young men to promote gender equality, positive masculinities and address their gender-specific vulnerabilities?

In the formed groups forexample the MDD groups boys have taken ahead to mentor girls to be at the same level to them. Even in leadership, the boys have developed a positive attitude towards the needs to have gender balance.

We have young men that taken on skills that are considered to be for females like hair dressing and jewelry making. This has promote positive gender norms and perceptions. As girls have also taken on electrical wiring.

In every program or activity we ensure both boys and girls are equally involved

	<p>to ensure gender equality and positive masculinities among the young people.</p> <ul style="list-style-type: none"> - To what extent does the programme contribute to improving the conditions (daily needs for support, resources, services) and position (value or social status, roles and responsibilities) of girls and young women? - When dealing with, daily needs, services, resources, positions, roles and responsibilities of girls and women we ensure that gender equality is considered. And we have designed the activity and registration lists to specifically address the gender aspects of the program - Through the different surveys like the needs survey and Market Surveys that were conducted, UYDEL ensured that in the focus group discussions and the focal interviewers both the males and females were put into considerations and in conducting enumerations and statistics both male and females were put into considerations. - To what extent does the programme contribute to improving structures, systems and services to enable gender equality and inclusion? <p>When making recruitments and job placements we ensure that both genders are put into considerations as a way of improving structures, systems and services to enable gender equality and Inclusion among the young people.</p> <p>UYDEL safe spaces have adopted skills as a way of providing masculine skills like electrical wiring that can be taken up by young men as well as encouraging women to study them. ForexampleBwaisecentre provided space for training of electrical wiring for the project beneficiaries.</p> <ul style="list-style-type: none"> - To what extent does the programme have sufficient technical expertise and financial resources to ensure the capacity and resources needed for gender responsive design and implementation process? <p>The organization addresses gender policies and programs to employ both male and females in the implementation process as well as technical expertise to ensure the capacity and resources needed for gender responsive design at all levels</p>
<p>Unexpected learnings and changes/challenges</p>	
<p>Has there been any unexpected learning not directly linked to the programme outcomes?</p>	<p>We learnt during the multi- stakeholder forums where young people presented their petitions to the duty bearers and other KCCA officials that some of the issues like reduction in taxes especially in Nakawa Division can be addressed by the technical teams at the KCCA headquarters in Nakawa and that the young people just need to know th w right person to talk to about these issues and not present them in a petition to the political arm. As such in the next year will focus on understanding the mandate of the technical teams versus the</p>

	political team and map out the key stakeholders that young people can reach out to address their challenges in decent work
Has there been any changes or challenges affecting the programme?	For example: administrative issues or contextual changes?

Success stories one

FROM VULNERABLE FAMILY TO SELF SUSTAINED

Name; Nanto Shakirah

Nanto Shakirah is a 17 years old and a resident of kinawataka village Mbuya parish Nakawa Division. Shakirah lives with both her mother and father who are poor and cannot take care of the basic needs of the family. She dropped out of school when she was in S.3 due to lack of scholastic materials and school fees. As a result, her parents asked her to just get married as they had nothing to do for her.

She was surprised to hear this from her parents. The situation went worse as the parents suggested some men such that she can choose who would fit up with her. In the process of preparing for forced marriage, one of the beneficiaries at Banda Youth Centre interacted with her and informed her about the services rendered at the youth centre.

Shakirah had to inform her parents and ask for permission to start attending the youth programs and fortunately she was granted permission to start pursuing her favorite skill hairdressing. When she appeared the following day at the centre, Shakirah was enrolled and she started training in the skill of hair dressing in July 2019. By the end of August 2019 shakira had coped up with her challenging situation and mastered more of the styles in hair dressing like pencil, crochets, blow drying and different other hair treatments. She was then linked to the sherubs salon in Banda via Kyambogo road where she is currently working as a permanent employee. Now the employer gave her full responsibilities of the salon because she is honest, trust worthy, and hardworking young girl.

Shakirah presently is able to cater for herself and contribute much to her family economically from the 200,000/= she gets every month. She loves what she does and she is very grateful with UYDEL for initiating these programs that caters for vulnerable young people outside there. She really thanks whoever that has been a turning point in her life and especially the staff that took her through individual counseling after her sharing of her life story to them.

COMPLIED BY MARVIN – project officer (Nakawa Division).

Success story Two

SUCCESS STORY OF PEOPLE LIVING WITH DISABILITY GROUP IN CENTRAL DIVISION



(During life skills session and business skills training)

This group of people living with disability was identified as a target group during identification who are between 19 to 24 years. They are two females, one in hairdressing, the other tailoring and four, males living in a slum of kamwokya 2, mulimira area. They came together in this place as a common characteristic with the disability and showed interest of skills in hairdressing, tailoring, electronics which they benefit from twice a week (Monday and Thursday) from their community through uydel artisans doing an outreach service to them at a venue that this particular group improvised.

This category was supported with a startup grant in terms of electronics materials like a computer, which can help them cut music, and have benefited through this project in terms of repairing hoover, radio, televisions. They are also able to put music on a flash, create folders hence as time goes on, they are planning to open up a workshop.

They also have registered challenges of one computer not enough for every one of them since they need to use it daily for practice and also paying electricity bills is a challenge in terms of asking from the neighbor. The other challenge is not having money to pay for their helpers who push them or escort them to their different destinations. so their recommendation is for the project to also cater for helpers whom they can send when doing their daily work or repairs.

This group is now useful to the community because they are no longer idol, they are empowered with a skill and can be exemplary to the others. They have benefited from life skills and business skill trainings at UYDEL. Complied by, Akot Jennifer, Project officer.

SUCCESS STORY THREE

Katumwa Shaffic aged 24years lives in Lufula zone bwaise 11 Parish kawempe division. owns a business known as Shaafficity Repair Services that deals in phone repair, computer software, printing, scanning & Photocopy services. During his time with UYDEL he has been able to register his business and he now operates legally, he admits that before registration of his business, they used to close it and he would miss out on clients and sometimes lose his daily clients as well.

His business was among those repainted and branded making it more attractive which also increased on the number of customers, promoting sanitation, hygiene and advertisement with posters where by customers can now easily contact him even when the shop is closed.

During a follow up visit to his business, Shaffic shared his progress and also requested that the project supports him further with business equipment like CM2 and a Miracle machine used to flush mobile phones, as a result this was provided which he confesses that has boosted his business through increased clients and thus profits. He also received safety gadgets for usual operations to avoid minor injuries and accidents at work.

His income has increased from 500,000/= to 800,000/= monthly, he adds that last year he was in partnership but now he is a sole proprietor (he owns his business)

As a member of the Village Savings and Loans Association group known as Tukulakulane Savings group where he has benefited from the social fund through borrowing 420,000/- to boost his business, he attributes this to the VSLA training he received at the UYDEL Bwaise Centre

Shaffic lost his father this year but as a result of his successful business, he is now able to educate his siblings in higher institution of learning like Muteesa 1 Royal and the other is at YMCA in Wandegeya branch, in addition he feed his family, medication and also taking care of other basic needs

Additional knowledge acquired by Shaffic as a result of the Safe and Inclusive Cities Project for urban slum youth includes financial literacy, entrepreneurship, skills development, work ethics, occupational health and safety, record/book keeping, stock taking which has greatly improved his business

His attitude towards saving developed positively through the VSLA training since he had a bias about it from the previous cash rounds he was engaged in where his money was being stolen or paid back in instalments.

Currently, he takes a position of money counter in the Tukulakulane Savings group of Bwaise II ward and the group is thinking of using the CDD grant to purchase more phone spare parts, computers, and his workplace is going to be used as a training centre for phone repair and maintenance.

Increase in the number of customers due to the branding of his business and being provided with a poster by UYDEL which has created awareness among the community through spreading what he deals in (describes his job properly). The business poster has also created high levels of advertisement for his business too. However, on the centrally as a result of this, his landlord has a view of increasing his business rent fee because he thinks he has large sums of money now.

He says that he appreciated the coaching and mentorship sessions on skills development at a great deal because he was reminded of what he is supposed to put in place in terms of business operation.

His relationship with the community and the fellow VSLA members was strengthened and they also refer to him customers to receive his services.

He also makes bank slip copies for the money being deposited in Bank of Baroda after being saved on every Wednesday of the week

His first encounter with UYDEL was through business profiling which he was not afraid of, and he was willing to join the VSLA group. Before the trainings of UYDEL he had a poor relationship with his fellow workmates where they had decided to achieve a certificate of registration collectively and also renovate their work place by December 2018 but this is where their plan came to perish on the last moment and so it was only himself to fulfil this plan. He thought of closing his business down because he had nowhere to get money from but nevertheless this is where UYDEL intervened and he was really very grateful because his work mates had chosen the operation work area which was a bit expensive to him and manage it individually.

On the 26th of July.2019, at the end of the first cycle of Tukulakulane savings group in Bwaise II ward he was able to receive three forms of cash that is savings, social fund and saving charge which were 200,000, 27,000shs and 1,900 respectively which he used to buy a computer, and the other part to pay school fees for his sibling.

The major problem he faces right now is lack of material since new types of phones have been invented so this calls for the demand of these phone's new spare parts.

To sum up this, he wants to purchase phone spare parts or accessories once he has received his savings at the end of the cycle because he thinks it will not be enough to buy himself a flashing box which is a bit expensive.