Table 2: Young people's views and experiences of available Sexual and Reproductive Health services

| Facility type | Gender | Positive views and experiences of SRH services | Negative views and experiences of SRH services |
| --- | --- | --- | --- |
| Integrated facility  | Girls | * Good and friendly services
* Positive health service providers’ (HSP) attitude
* Low cost of services
 | * HSP attitude sometimes judgmental
* Provider gender – not always female
* Long waiting time – long queues
* Lack of essential drugs
* Corruption in health facilities
 |
| Boys | * Organisation of services – services perfect for women and children
* HSP attitude is positive
* Cost of services – affordable, waiver system available
* Facility is clean
* Qualified HSP
* Facility location- walking distance
 | * HSP attitude poor
* Lack of awareness of available services
* Youth-related resources not available such as library, games
* Provider’s gender not always male
* Long waiting time
* Corruption in public health facilities:
* Lack of proper directions to facility and service areas
* Lack of privacy
* Boys feel uncomfortable sitting between women
 |
| Youth centre (YC) | Girls | * Good services - youth-only
* Health service providers are younger
* Non-health benefits of participation in YC activities – personal gains, self development, career progression
* Youth centre attractiveness promotes step-wise use of services
 | * Lack of full-time clinical staff
* SRH services not provided around the clock
* Occasional lack of supplies such as drugs
* Lack of awareness of services offered
 |
| Boys | * Wide range of services available: voluntary counselling and testing (VCT), treatment of STIs, contraception, counselling, games, educational films watching movies
* Health provider attitude – positive
* Youth centre attractiveness
* Non-health benefits of the YC
 | * Limited hours of operation for public facilities
* Inaccessibility – with regard to public transportation
* Lack of essential supplies
* Lack of awareness of available services
* Poor system of getting updated SRH information
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