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 |