

SWP Biometric Device Report

1. Background

In Q6, the Sex Worker Programme has successfully rolled-out phase 1 of the use of biometrics devices to SRs with a total of 352 devices distributed to SRs. All SRs have been trained on using the devices. A series of trainings was conducted during Q5 using different approaches. In April 2023, the ToT approach was used and RQ Tech provided training to SR champions for the biometrics elements, and these champions will cascade the training to other cadres within their organizations with support of technical team from AFSA and RQ Tech. This was then followed through by onsite training by AFSA and RQ Tech technical teams during the month of June 2023 and a virtual training using MS Teams was done in July 2023. A survey was conducted in August 2023 to collect feedback from SRs on the use and uptake of the biometric devices. This survey will be conducted monthly for the next period to monitor the use of biometrics devices.

2. SR selection

District	SR Name
Amathole	Keiskamma Trust
Nelson Mandela Bay	PE Rape Crisis Centre
Alfred Nzo	Passionate Unlimited Peers In Action
Buffalo City	Sex Workers Education and Advocacy Taskforce
Lejweleputswa	Guardian Angels Care and Support Centre Organisation
Thabo Mofutsanyane	Tholwana e Molemo
Sedibeng	AGAPE Lerato Community Services
West Rand	Centre for Positive Care
Zululand	Humana People to People in South Africa
Ugu	LifeLine Durban
King Cetshwayo	Lifeline Zululand
Capricorn	Centre for Positive Care
Mopani	Hoedspruit Training Trust
Sekhukhune	Humana People to People in South Africa
Bojanala	Centre for Positive Care
Frances Baard	LifeLine Northern Cape

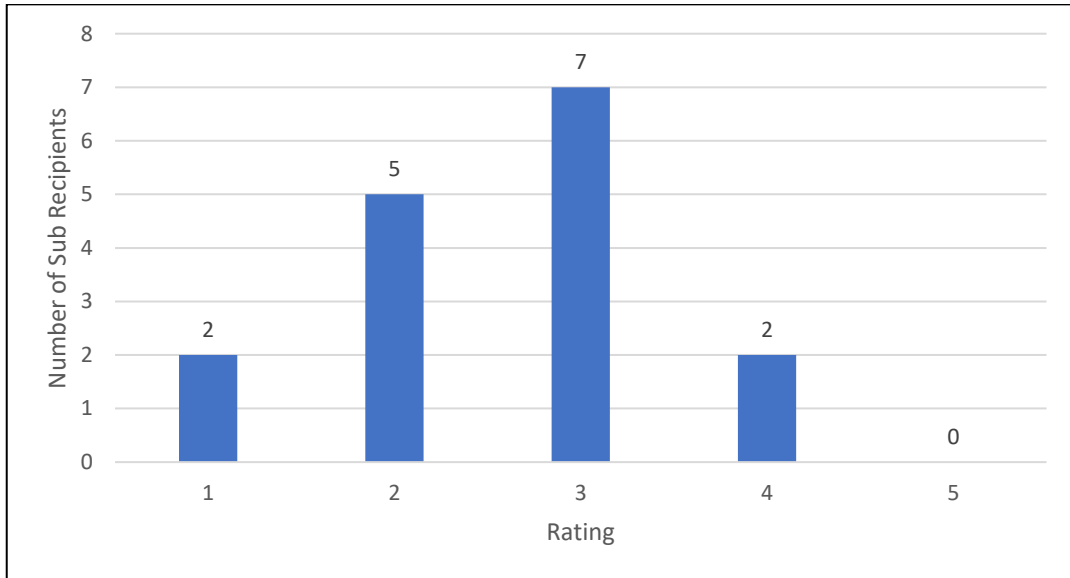
All Sex Worker programme SRs (16/16) were required to complete the survey.

3. SR Feedback survey results

Completion rate: 16/16 SRs have completed the feedback survey.

A total of 15 questions were posed to SRs using Microsoft Office Forms which comprised of a mixture of open and closed ended questions. The results of the survey is presented below.

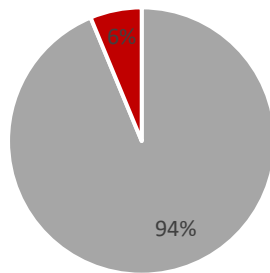
Overall rating on the use of biometric devices:



Rating rubric:

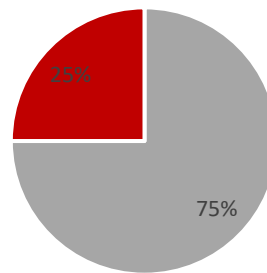
1 = Poor; 2 = Fair; 3 = Good; 4 = Very Good; 5 = Excellent

Was the training helpful in you using the biometric device?



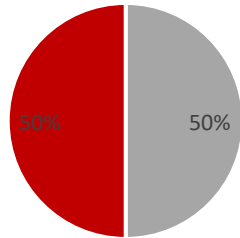
■ Yes ■ No

Is the biometric device user friendly?



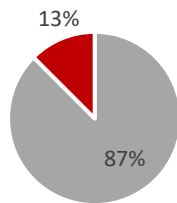
■ Yes ■ No

Do PE and other interventionists require additional training on the use of biometrics?



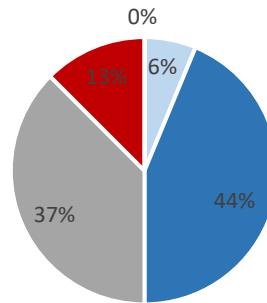
■ Yes ■ No

Have you conducted any information, awareness, or sensitisation sessions to SWs regarding the change from paper based to biometric devices?



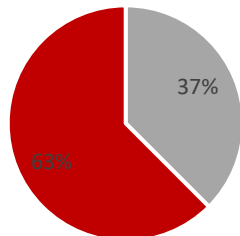
■ Yes ■ No

How is the biometric devices being perceived by SWs?



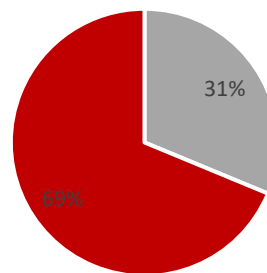
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor

Are SWs reluctant to provide personal information due to the use of biometric devices?



■ Yes ■ No

Has the use of biometric devices improved service delivery?



■ Yes ■ No

How are you ensuring safety of the biometric devices whilst conducting activities in the communities?

- Conduct outreach in pairs/groups.
- Carry bags to keep the devices.
- Interventionists collect and return the devices daily (safe keeping in the offices).
- Used more effectively in safe spaces.

Challenges:

- Network coverage
- System glitches and offline upload capabilities.

4. Next steps

- Share findings with GF and LFA.
- Review of challenges and gaps identified with mitigation plans.
- 100% data verification planned for Q6 as a way of validating the transition process to using biometric devices.
- Discussions have started with Zenysis to refresh pipeline from Orbit to align to revised data collection tools for NFM3. These will be concluded by end-August 2023. All data for year 2 will have the same structure.
- Repeat feedback survey monthly during the 1st quarter to continually improve the overall process of implementation.