

**COMPLIANCE OF PUBLIC INSTITUTIONS
IN LAGOS STATE TO THE PROVISIONS
OF THE LAGOS STATE SPECIAL
PERSONS LAW (2011)**

By

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ABBREVIATIONS

BRT:	Bus Rapid Transit
CCD:	Center for Citizens with Disability
DFID:	Department for International Development
DPO:	Disabled Persons Organization
DREDF:	Disability Rights Education and Defense Fund
DSD:	Department of Social Development
DWCPD:	Department for Women, Children and Persons with Disability
FGDs:	Focus Group Discussions
GM:	General Manager
HPTM:	Health Policy Triangle Model
IDI:	In-depth Interviews
KIIs:	Key Informant Interviews
LASODA:	Lagos State Office of Disability Affairs
LASRRA:	Lagos State Resident Registration Agency
LGA:	Local Government Area
LSSPL:	Lagos State Special People's Law
MDAs:	Ministries, Departments and Agencies
MOPOL:	Mobile Police
NGO:	Non-Governmental Organization
PPT:	Policy Process Theory
PWDs:	People with Disabilities
SMWASD:	State Ministry of Women Affairs and Social Development
SPSS:	Statistical Package for Social Sciences
UNICEF:	United Nations International Children's Fund
WAPA:	Ministry of Women Affairs and Poverty Alleviation
WHO:	World Health Organization

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ACKNOWLEDGEMENT

This research is part of our project activities for the implementation of our project on Promoting Disability Rights and Citizens with Disabilities Participation in Electoral Process in Lagos State. It is also our contribution to knowledge around persons with disabilities in Lagos State and electoral process.

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EXECUTIVE SUMMARY

BACKGROUND

The needs of the disabled persons are as important as the needs of the physically-able majority. For this reason, planning and designing for the majority should take into account the requirement of PWDs. One of the complaints of PWDs is the challenge of inaccessibility they experience as a result of architectural barriers. It has been said that most communities do not have disability-friendly amenities that will allow for functional independence and full social integration of PWDs in the society. Poorly designed physical environments exclude Persons with Disabilities (PWDs) from participating in mainstream society. Changes can be brought about by legislation, policy changes, capacity building, or technological developments leading to, accessible design of the built environment and transport; signage to benefit people with sensory impairments; more accessible health, rehabilitation, education, and support services; more opportunities for work and employment for persons with disabilities.

Efforts have been made to protect the interest of PWDs in Nigeria. From the Military decree on disability 1993, lobby for assent to the Disability Rights Bill to the passage of disability laws at state level with an example being the Lagos State Special People's Law (LSSPL). Lagos State Special People's bill was passed by the 6th Lagos State House of Assembly in June 2011 and assented to by the then Governor of the state, Governor Babatunde Fashola. The provisions of the law seek to protect PWDs and uphold their rights. It also provides the perfect case for social inclusion and access. However, Implementing the LSSPL consistently and successfully has been a challenge. This study was conducted to investigate the compliance of public institutions to the LSSPL. The study also explored the social context in which PWDs are currently existing in Lagos state as well as their accessibility to public buildings and spaces as well as their inclusion for development.

METHODOLOGY

The design for this study was based on the pragmatic research paradigm and mixed-methods was used for data collection. Data collection was cross-sectional in nature using the following qualitative and quantitative methods; Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs). KIIs was used to elicit data from stakeholders involved in the Lagos State Special People's Law process. FGDs on the

other hand was used to elicit data from PWDs. Observational checklist was used to conduct 'on the spot assessment' of public buildings. Descriptive analysis of quantitative data was analysed using Statistical Package for Social Sciences (SPSS) version 22 and Atlas.Ti version 6 was used code qualitative data after which thematic analysis was done.

KEY FINDINGS

The key findings in this study are as follows;

1. Policy actors were aware of the LSSPL but do not have thorough knowledge of its provisions.
2. A substantial amount of PWDs were not aware of the law and most did not the knowledge of its provisions.
3. The LSSPL is weakly enforced and compliance with the provisions of the law is generally poor. This is evident in the findings around accessibility, inclusion and welfare of PWDs.
4. The MDAs observed in this study were fairly accessible but vital facilities were still missing and the existing facilities such as specialized parking spaces are not available for the use of PWDs.
5. As pointed out by PWDs, other public buildings and spaces beyond MDAs were poorly designed and inaccessible. This falls short of the provisions of the LSSPL.
6. Mechanism to handle the welfare of PWDs varied from one MDA to the other. Welfare of PWDs was attributed to existence of subsidized or free health services, free education and employment of PWDs. However, mechanism to manage the concerns of PWDs at MDAs is lacking. This is evident in the unavailability of designated personnel to attend to their concerns in majority of MDAs.
7. MDAs do not have their own policy to help protect PWDs. They all thought the LSSPL was sufficient enough. This gave credence to the notion that LASODA was seen as the only agency that should be concerned with disability issues.
8. PWDs continue to face a lot of problems. The challenges identified in this study were centered on accessibility, inequality, financial needs, unemployment and stigma.

RECOMMENDATION AND CONCLUSION

The recommendations of this study was centered on the need for reorientation of MDA officials about the LSSPL, advocacy for multi-sectorial approach in implementation of the LSSPL, sensitization of PWDs on the LSSPL and the need for more effective methods to ensure the enforcement of PWDs.

CHAPTER ONE

1.1 BACKGROUND TO THE STUDY

Disability is the umbrella term for impairments, activity limitations and participation restrictions, referring to the negative aspects of the interaction between an individual (with a health condition) and that individual's contextual factors (environmental and personal factors) (WHO, 2010). The main causes of disability has been attributed to a number of factors such as poor nutrition, inadequate health care at the material time of need and road accidents which has been known result in fatalities that render people disabled (CCD, 2016). It was suggested in the World Disability Report of 2011 (WHO, 2011) that the environment could be changed to improve health conditions, prevent impairments, and improve outcomes for persons with disabilities.

The needs of the disabled persons are as important as the needs of the physically-able majority. For this reason, planning and designing for the majority should take into account the requirement of PWDs (Uslu, 2008). By the United Nations standard, all work areas in which PWDs may be employed should be accessible (Ansah and Owusu, 2012). Social inclusiveness represents a challenge that should be met by the design of urban environment and it should bring up many questions regarding mobility and participation in everyday life. Among other things, accessibility signifies the opportunity to reach a number of social, educational, recreational and work destinations. This too, implies the opportunity of accessing the basic transportation system (Basha, 2015).

Environments – physical, social, and attitudinal – can either disable people with impairments or foster their participation and inclusion. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) stipulates the importance of interventions to improve access to different domains of the environment including buildings and roads, transportation, information, and communication. These domains are interconnected – people with disabilities will not be able to benefit fully from improvements in one domain if the others remain inaccessible (WHO and World Bank, 2011).

One of the complaints of PWDs is the challenge of inaccessibility they experience as a result of architectural barriers (Pierce, 1998). It has been said that most communities do not have disability-friendly amenities that will allow for functional independence and full social integration of PWDs in the society (McCain, Cram, Wood and Taylor, 1998). Poorly

designed physical environments exclude Persons with Disabilities (PWDs) from participating in mainstream society (DSD, DWCPD and UNICEF 2012:20). Wolanin and Steele (2004), for example, submitted that 'curbs and stairs that cannot be navigated by wheelchairs or mounted by the physically frail; [the unavailability of] tactile maps for the blind, and no telecommunication devices for the deaf'. Lack of elevators, ramps, automatic doors, Braille signage and telecommunication devices are among the more obvious factors that deter and restrict the equal participation in various spheres of public life of PWDs (Gal, Schreur, and Engel-Yeger, 2010). Accessibility to public buildings and services have been highlighted as a challenge for PWDs in a research report titled "Enhancing Access to Justice for Persons with Disabilities in Lagos". The research had been carried out in 2014 by the Centre for Citizens with Disability (CCD). One of the major findings were as follows; "PWDs have as major challenges to the use of the Courts to get justice, cost of litigation, absence of infrastructural provisions such as access ramps, Braille instructions and court officials with training in the use of sign language."

This result was emphasized by a similar study to this proposed study where there was an assessment of access to public infrastructures by PWDs. The following were also reported by CCD in 2015;

"Majority of public buildings and offices in the country lack basic infrastructural facilities (for example, elevators, ramps, maps etc.), that provide access to all PWDs. Thus, the line MDAs established to increase access of PWDs to services, in the real sense, actually deny PWDs access to these services in Nigeria.

Most of the MDAs surveyed had no policy instruments in place to guide service provision to PWDs. This has further institutionalized insensitivity towards the needs and rights of PWDs".

Brujin (2012) has suggested that environmental and attitudinal barriers are the most visible barriers that affect the access, mobility and participation of PWDs. Changes can be brought about by legislation, policy changes, capacity building, or technological developments leading to, accessible design of the built environment and transport; signage to benefit people with sensory impairments; more accessible health, rehabilitation, education, and support services; more opportunities for work and employment for persons with disabilities. (WHO, 2011).

There have been different policies around the world making access to social amenities bearable to PWDs and in fact it has been made mandatory to put up public buildings that are disability-friendly however, in most cases especially in Africa little has been done on the provision of access for people with disabilities (Ansah, and Bamfo-Agyei, 2014; Danso, Ayarkwa, and Dansoh, 2011). The case of Nigeria is no different.

During Gen. Babangida's defunct military rule, a Decree titled "Nigerian with disabilities

Decree 1993” was purportedly promulgated. The law provided that the disabled persons shall be guaranteed equal treatment with able bodied Nigerians (DREDF, 2000). The decree had a lot of potential to solve the challenges of PWDs. The Section 8(2) of the decree addresses the issue of accessibility for PWDs as follows; of this decree “It shall be the responsibility of all organs in the Federal Republic of Nigeria to provide for the disabled ;(a) Access and adequate mobility within its facilities, (b) Suitable exits for the disabled.”

There also exists a national disability law for Nigeria. The National disability bill which spent years at the senate before it was finally passed to law in 2017 though it is still awaiting presidential assent Ugonna (2016). Some form of legislation on disability could be found in some states in Nigeria with the Lagos State Special People's Law (2011) being atypical example. The Lagos State Special People's Law (2011) was passed into law in 2011 by the then governor of the state, Mr. Babatude Fashola. He famously said;

“In terms of attention that have been paid to physically challenged people in Nigeria, the new law will challenge architects, engineers and policy makers more than before on the need to realise that the practice of yesterday will have to give way to more contemporary practices where it is ensured that no member of the society is left behind”

Passage of the law has helped in setting up an Office of Disability Affairs whose functions include: The issuance of guidelines for the education, social development and welfare of persons living with disability; investigation, prosecution and sanctioning in appropriate cases the violation of any of the provisions of the law subject to an individual's right to seek redress in court; re-orientation and education of the public on the right attitude towards persons living with disabilities; issuance of directives and guidelines on all manner of disabilities, preventive or curative exercises; actualising the enjoyment of all rights in the law by persons living with disabilities; keeping and updating a register and database of persons living with disabilities.

1.2 PROBLEM STATEMENT

According to the WHO, about 15% of the world's population lives with some form of disability, of whom 2-4% experience significant difficulties in functioning. The rising estimates of disabilities has been attributed to the rapid spread of chronic diseases, as well as improvements in the methodologies used to measure disability. The 2006 Nigerian census reported 3,253,169 people with disabilities, or 2.32% of the total population of 140,431,790 in that year (Umeh, and Adeola, 2016). According to Ugonna (2016), The World Health Organization has estimated that over 20 million Nigerians are living with disability which makes them the largest minority group in the nation.

Efforts have been made to protect the interest of PWDs in Nigeria. From the Military decree on disability 1993, lobby for assent to the Disability Rights Bill to the passage of disability laws at state level with an example being the Lagos State Special People's Law (2011). Lagos State

Special People's bill was passed by the 6th Lagos State House of Assembly in June 2011 and assented to by the then Governor of the state, Governor Babatunde Fashola. The provisions of the law seek to protect PWDs and uphold their rights. It also provides the perfect case for social inclusion and access. For example Section 24(5) states that;

“From the date of the commencement of this Law, there shall be a transitory period of 5 (five) years within which all public buildings, roads, pedestrian crossings and other structures shall be modified to be accessible to and usable by person living with disability”

Implementing this consistently and successfully has been a challenge which has been attested to by stakeholders. An example is the Executive Director of the Centre for Human Rights and Empowerment, who once said at a media roundtable that;

“Today, implementing the law is still a problem, this is because the government is not fully committed to its implementation” (The Nation, December 1, 2016)

Akinpelu, and Sadri, (2017) in their work on accessibility of public spaces had shown that observed public buildings were not designed to aid use by mobility impaired people, coupled with the poor state of public building services. It was also observed that majority of principal entrances were restrictive and alternative accessible entrance in common use was not provided. It was thought that this development pose challenges for PWDs and will discourage their usage of public spaces.

The Lagos State Special People's Law has potential by providing relief to the hardship faced by PWDs on a daily basis. It could also be a perfect template for other states to copy from. However, it is imperative to understand how the law has been implemented so far in terms of social inclusion and accessibility for PWDs. This study explored the compliance of public institutions to the Lagos State Special People's Law (2011).

1.3 RESEARCH QUESTIONS

This study was seeking to answer the following research questions

1. What is the level of compliance of MDAs to the Lagos State Special Peoples Law (2011)
2. What is the implementation process of the Lagos State Special Peoples Law (2011)?
3. What is the social context in which PWDs exist in Lagos State?
4. What is the perception of PWDs about the implementation of the Lagos State Special Peoples Law (2011)

1.4 GOAL

The overall goal of this study was to investigate the level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011)

1.4.1 SPECIFIC OBJECTIVES

1. To assess the level of compliance of MDAs with the Lagos State Special Peoples Law (2011)
2. To determine the implementation process of the Lagos State Special Peoples Law (2011)?
3. To assess the social context in which PWDs exist in Lagos State
4. To assess the perception of PWDs on the Lagos State Special Peoples Law (2011)

1.5 THEORETICAL MODELS AND CONCEPTUAL FRAMEWORK

The theoretical models considered for this study were the health policy triangle model and the policy process model. These two models helped in creating a conceptual framework that will guide the design of the instruments as well as the analysis. The Health Policy Triangle Model (HPTM) was developed by Walt and Gilson (1994). It has majorly been used to analyse health policies. However, its application is not limited to health policies alone. It has four major constructs which are as follows; context, content, process and the actors.

The context construct of the HPTM refers to the circumstances that surrounds the policy. In this case certain questions are considered. These questions include; what necessitated the policy? and why the policy is needed? The content refers to the provisions of the law and how it addresses the reasons that necessitated the establishment of the law. The process in the HPTM refers to the different stages of the life of the law from its formulation to the possibility of its evaluation. The actors which is the last element of this model is perhaps the most important component. This is more so as it refers to the identified stakeholder involved in the conceptualization of the law as well as its operationalization.

The Policy Process Theory (PPT) is similar to an element in the HTPM – the Process construct. They are typically the same thing. The PPT emphasizes that policy first begins on an agenda, it is then formulated, adopted, implemented and evaluated. For the sake of this study, the last three elements of this theory will be considered - the adoption of the policy, implementation of the policy and the evaluation of the policy (Anderson, Brady, Bullock, and Stewart, 1984; Palumbo, 1988).

1.5.1 CONCEPTUAL FRAMEWORK

For this study, the conceptual framework will be looking at the context that gave rise to the establishment of the Lagos State Special People's Law (LSSPL) as well as possible factors influencing the implementation of the law. The conceptual framework will also help in assessing the content of the law, especially how the law is meant to protect the PWDs in terms of the stated provisions. The process of the LSSPL in terms of the adoption, implementation and evaluation will also be assessed. Key actors such as the officials of the Lagos State Office of Disability and PWDs will be identified and their role in the implementation and compliance to the law will be assessed.

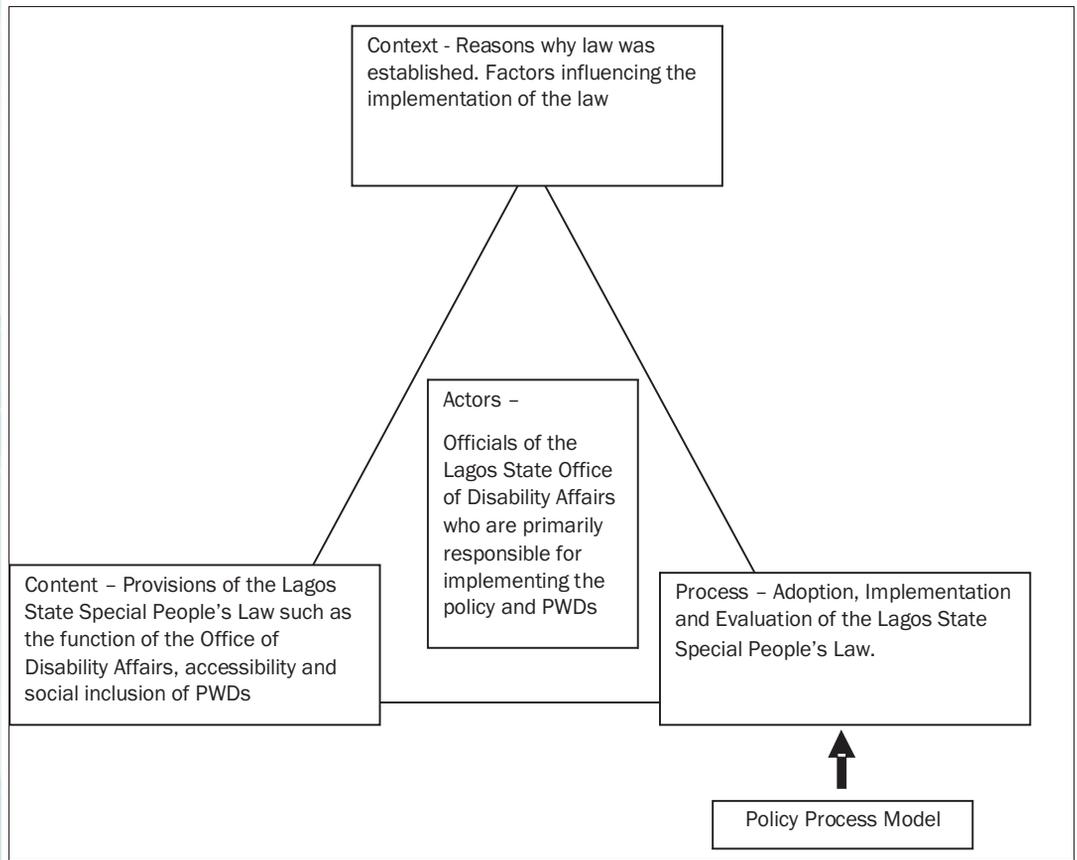


FIG 1: Conceptual framework to guide the study. It combines the Policy Triangle model (Walt and Gilson, 1994) and the Policy Process Model



Inaccessible Staircase and lift of Ministry of Justice

CHAPTER TWO

METHODOLOGY

2.1 STUDY DESIGN

The design for this study was based on the pragmatic research paradigm and mixed-methods was used for data collection. Data collection was cross-sectional in nature using the following qualitative and quantitative methods; Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs). KIIs was used to elicit data from stakeholders involved in the Lagos State Special People's Law process. FGDs on the other hand was used to elicit data from PWDs. Observational checklist was used to conduct 'on the spot assessment' of public buildings.

2.2 RESEARCH SETTING

This study was conducted in Lagos State. Lagos State, South West Nigeria, a principally urban state, comprising mostly the Yoruba tribe of Nigeria. The state has an estimated population size of 17,552,940, with women constituting about 48% of the total population (Lagos Bureau of Statistics, 2013).

The state is considered the commercial and economic capital of Nigeria with a population of 9,013,534 according to the 2006 national population census. The southern boundary framed by a 180-kilometer long Atlantic coastline, northern & eastern boundaries by Ogun state while the Republic of Benin forms the western boundary. The smallest State in the Federation, it occupies an area of 3,577 sq km. 22% or 787sq. km of which consists of lagoons and creeks.

The state is made up of twenty local government areas (LGA's), and three senatorial districts namely, Lagos west, Lagos south and Lagos central. Ikeja is the administrative headquarters of the state. The State is a socio-culture meeting point attracting both Nigerians and Non-Nigerians. Lagos was the former capital of Nigeria; still the commercial, industrial, socioeconomic and political nerve of the country. The tertiary institutions in the state include University of Lagos, Lagos State University and Yaba College of Technology among others.

2.3 STUDY POPULATION

The study population for this study included the officials of the Lagos State Office of Disability Affairs (LASODA), relevant officials in the State Ministry of Women Affairs and Social Development (SSMWASD) and other Selected Ministries, Departments and Agencies

(MDAs). They were included in this study because they were policy actors involved in the translation of the Lagos State Special People's Law (2011) (LSSPL). The second group of participant for this study were PWDs drawn from three randomly selected LGAs in the state. The PWDs were included in this study as they are the end users and beneficiary of the LSSPL.

Data collection	Key Informant Interviews	Focus Group Discussions	On the spot assessment
Study Population	Policy actors such as the officials of LASODA, SSMWASD and MDAs	People living with Disabilities drawn from the three senatorial districts of the state	Buildings of Ministries, Departments and Agencies
Sample Size	8	18	12
Timing	3 weeks	3 weeks	3 weeks
Informed Consent	KII consent form, Annex I	FGD consent form, Annex II	Not applicable
Study Instruments	KII guide, Annex III	FGD guide, Annex IV	Observational Checklists, Annex V

2.4 SAMPLE SIZE AND SAMPLING PROCEDURE

8 policy actors were purposively selected for Key informant interviews while between 18 PWDs were selected for Focus Group Discussions. For 'on the spot' assessments, 12 public buildings which included the Ministries, Departments and Agencies were purposively selected.

2.5 INSTRUMENT FOR DATA COLLECTION

Three instruments was used to collect data in this study and they were the Key Informant Interview Guide (Annex III), the Focus Group Discussion Guide (Annex IV) and the Observational Checklist (Annex V).

2.5.1 KEY INFORMANT INTERVIEW GUIDE

The guide was used to facilitate key informant interviews with representatives of the identified public officials for this study such as officials of Lagos State Office of Disability Affairs (LASODA), State Ministry of Women Affairs and Social Development. It will also be used to elicit information from officials of identified Ministries, Departments and Agencies (MDAs). The key informant interview guide was categorized under the subtopics:

Functions of LASODA, Implementation process of Lagos State Special People's Law (LSSPL), Accessibility of People with Disabilities (PWDs), Compliance of MDAs with LSSPL and Welfare of PWDs. There are specific questions for the different categories of respondents. Officials of LASODA were to answer Q1, 2, 3, 5 (i) and 5 (ii); officials of SMWASD were to answer Q2, 3, 5 (i) and 5 (ii); officials of MDAs were to answer Q2, 4 and 5 (iii).

2.5.2 FOCUS GROUP DISCUSSION GUIDE

The guide was used to facilitate the focus group discussions with PWDs. The focus group discussion guide was categorized under the following subtopics: Social context of PWDs in Lagos State, Awareness, Knowledge and Perception of PWDs towards the LSSPL, Accessibility and inclusion and PWDs concerns.

2.5.3 OBSERVATIONAL CHECKLIST

The Instrument was used to conduct assessment of MDAs. The instrument was designed to gather information on the presence or absence of vital aids for the accessibility of PWDs and it was categorized under the subtopics: parking lot and public spaces, accessibility of entrance, use of stairs and ramps, use of lift, signage for PWDs, transport, entrance, and welfare of PWDs.

2.6 RIGOUR

Rigour was ensured in this study through the following steps;

1. Peer review and piloting of research instruments before data collection.
2. A note of the audit trail on all decisions that will be made during the course of the study was kept.
3. Inter-codal reliability was ensured. This was done by involving two or more independent coders using the same coding scheme and then allowing the extent to which they agree on the coding influence the analysis.
4. Questions on reflexivity which will include reflection on assumptions and preconceptions were considered.
5. There was triangulation of the different data collection methods

2.7 DATA COLLECTION

Research assistants were trained on data collection. Training involved how to approach participants in the field, how to probe for information and how to ensure that the right information have been gathered. At least two data collectors were responsible for a data collection activity where one served as a facilitator and the other served as a note taker and was responsible for the audio recording of the session. Data collection started with initial visits to sites of data collection and observation. The necessary gatekeepers were identified and permission to carry out interviews were sought.

On the day of data collection, rapport was established between the data collector and

participant. This was followed by obtaining informed consent from the participant during which the objectives, expectations and nature of the study was explained. The potential risk and voluntariness was disclosed as well. For focus group discussions, participants were given a code – participant code ranging from P1 to P6 for confidentiality reasons and ease of identification.

The key informant interviews and focus group discussions lasted for 45 minutes to 1 hour to complete. The on the spot assessments of MDAs took close to 30 minutes to complete. The whole data collection process was completed in three weeks.

2.8 DATA MANAGEMENT AND ANALYSIS

All audio recordings and electronic copies of transcripts were stored on password-protected computers. Audio recordings were deleted after their contents have been fully transcribed and analysed, and the study report finalized. All hard copies of consent forms were kept under lock and key at the CCD office and was only be accessible to the members of the research team. Statistical Package for Social Sciences (SPSS) version 22 and Atlas.Ti version 6 was used to analyse the data.

A code was be appended on all transcripts and checklists for ease of recall and reporting while a coding guide was developed to help facilitate data entry for checklists. Entry was then be done using a designed template on SPSS version 22. Transcripts was read, cleaned and generally checked for completeness. Analysis of data gathered using observational checklist was subjected to descriptive statistics, presented in frequencies and percentages and organized into tables.

For qualitative data, after transcription, line by line coding was performed on transcripts randomly selected by two independent researchers so as to develop an initial thematic framework. The codes generated was then tied to questions from the discussion guide to form a codebook which helped explore key concepts and themes and organize codes into code families. The codebook was subjected to a reliability test by having the independent researchers who coded the data go through the codebook, discuss coding decisions and reach a consensus. Transcripts was then be coded using Atlas.Ti 6 software. Memos was used to collate emerging thoughts, highlight areas of importance and develop ideas throughout the analysis process. In reporting the qualitative data, descriptive codes was generated and attached to each quotes to distinguish them.

2.9 ETHICAL CONSIDERATIONS

In order to ensure confidentiality of data, the names of participants or any identifier that could be linked to them in any way was not used. All tools such as the transcripts and the checklists was kept in a safe place and then discarded immediately after analysis. The

computer system used for storage of data and analysis was only be accessible to the research team and the opinion of all participants will be respected.

Beneficence to Participants: This study explored the level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011). It is expected that the findings from the study will help to inform decisions and measures centered on advocacy for PWDs.

Non-maleficence to participants: The research did not pose direct harm on the participant of this study except for the inconvenience of the time used during interview and discussion sessions.

Voluntariness: Participation in the research by research participants was entirely voluntary. They had the right to voluntarily withdraw after initial consent.



Focus Group Discussion with PWDs on the Compliance of Lagos State Special Persons Law

CHAPTER THREE RESULTS

3.1 KEY INFORMANT INTERVIEWS WITH STAKEHOLDERS IN MDAS

This section shows the report of Key informant interviews with stakeholders at MDAs, Focus Group Discussions with PWDs and Observation of MDAs. Eight Key informant interviews were conducted among stakeholders at selected MDAs. These MDAs were as follows; Ministry of Health, Ministry of Transport, Ministry of Information and Strategy, Ministry of Women Affairs and Poverty Alleviation, Ministry of Youth, Sport and Social Development, High Court, LASODA and Ministry of Wealth Creation and Empowerment. The average age of the stakeholders engaged was 47.0 ± 6.0 . The median age was 47 years with the minimum and maximum age being 36 and 56 years respectively. 62.5% of the participants were males and all participants were of the Yoruba ethnic group. Majority (87.5%) of participants had spent more than 10 years with the mean number of years spent being 12.3 ± 8.8 years. The minimum year spent was 2 years and maximum number of years spent was 30 years. The report of the KII has been organized into the following sections; purpose of LASODA, implementation of LSSPL, Accessibility of PWDs, Compliance of MDAs with LSSPL and Welfare of PWDs. The responses are summarized below.

3.1.1 PURPOSE OF LASODA

A major function of LASODA as revealed in this study was to create equal opportunities for people living with disabilities in Lagos. Besides this, it was indicated that LASODA collaborates with other MDAs to operationalize the LSSPL. An official of the agency opined thus;

“LASODA has a lot of functions; one is to equalize opportunity for people living with disability right and privileges... If we have any idea or observation that we want them to implement as regards PWDs we call their [MDAs] attention to it and they work on it. Same way we work with other MDA's to ensure the PWD's are taken care of.” [Participant, LASODA]

On the registration of Disabled Persons Organizations in the state as well as reorientation and training of DPOs, the official stated thus;

“Disabled persons organization, registration yes (a lot of them are coming to register with us) we have a prerequisite for them to be recognized but the training we are not that involved in their training. In terms of reorientation we do carry the along in most of our engagement and issues that

deals with disabilities. Even what goes on outside Nigeria as a country, we try to re-orientate them as well as other stakeholders” [Participant, LASODA]

3.1.2 IMPLEMENTATION OF LSSPL

On the LSSPL, the law is being implemented in different ways by the MDAs. The participants generally reported on how their MDAs have played a role in implementing the law. The representative of the Ministry of transport stated that the Ministry ensures that building are up to code as it regards the accessibility of PWDs

“We initiated it! In this Ministry (MOT), we mandate developers to ensure that law goes by the provision of the PWDs car pack.” [Participant, Ministry of Transport]

There was also the belief that even though the primary responsibility of implementation rests with LASODA, for the law to fully work, there has to be a multi-sectorial collaboration with other MDAs as well as people with different professional backgrounds. Participants shared their view as follows;

“Yes, there are some the law that we have to carry out by ourselves and we have some that we have to use some other agencies, which is what we use some MDA's to do. For instance, registering people with disability is our own responsibility although we still need the assistance of some agency like Lagos state residence registration agency (LASSRA) because we do it intending with them. When we talk of removing structural barriers for PWD's we do that with the building control agency. We have officers in LASODA, LASODA is an off suit of the law in the sense that it was created to make sure and ensure that we implement the law and in that regard we have officers in LASODA in different position and many of us was deployed from different ministry base on our professional qualification to make up LASODA as a body. We have lawyers, those in the admin office and so on. In months to come we are going to have area offices, in other to be able to reach out even more closer to people with disabilities' in different areas so we can get into them easily. So those are some of the ways that we are operating to make sure LASODA seems to be a thing of reality.” [Participant, LASODA]

“The law is to be implemented by Lagos state office for disability affairs thou in conjunction with other ministries, department and agencies of government like ministry of work, ministry of education etc. house of assembly is responsible for making laws and the judiciary implement the law and executives saddle the implementations of laws, so the governor will not come and implement it, he appoint a GM to the office to see to the implementation of the law to ensure that the citizens are aware that the law exist and other MDA's are aware about the law. For instance in terms of free health is not LASODA that will grant, this will be done in conjunction with the ministry of health they both set up the parameters that will guide the minimum standard of free health that is available for the PWD's. Same is applicable to other ministries.” [Participant, High Court]

In contrast, a participant from the Ministry of Women Affairs and Poverty Alleviation was of the notion that the implantation of the law has nothing to do with WAPA. The participant opined thus;

“This is majorly being handled by an agency called LASODA together with the Youth ministry. LASODA is an agency under youth ministry. They are the ones overseeing this. Also, it is this agency (LASODA) that is solely responsible for the implementation of the LSSPL. On day to day activities on how the law is implemented, that has nothing to do with us unless they are posted here” [Participant, Ministry of Women Affairs and Poverty Alleviation]

3.1.3 COMPLIANCE OF MDAS WITH LSSPL

Participants generally stated the efforts being made by their own MDA to comply with the provisions of the LSSPL. It was revealed that MDAs try to comply by carrying out tasks that is relevant to them.

“We have already mentioned that under the Lagos law, PWDs are part of vulnerable people and this law has been passed and implemented by all the state public health institutions to a large extent. In terms of welfare, the free health scheme covers that. In terms of complaints, we have complaints mechanism all over. If they lodged their complaints they will be addressed accordingly.” [Participant, Ministry of Health]

A general opinion on compliance by MDAs was given by a participant. The participant was of the notion that it was only in the areas of accessibility and inclusion that the law is being complied with. The participant felt that compliance in terms of health and education, compliance is poor.

“To a very large extent they are complying in terms of accessibility, 1% employment and all. Its only in terms of free health that they are not complying at all. It has been tested one time on time on part of education but LASODA failed in that regards. A boy was admitted into Lagos state university and he was told to come to LASODA to get a letter if truly the law covers that free education should be given to them and I don't think he was given that letter so I won't say they are not complying, rather it is the agency that is saddled with the implementation that are not doing their job well. On the issue of free education I will say they are complying to some extent.” [Participant, High court]

In a largely different opinion from other participants, there was the belief that compliance of MDAs with the LSSPL has been underwhelming

“If am to be honest, rating them generally they are all below average. It is like most people at the end of affairs are not yet working or doing what is expected of them, as far as disability matters is concerned in this state they are still working against the interest of the state.” [Participant, LASODA]

INCLUSION

The idea of inclusion of PWDs in this study was centered on employment for them. The opinion of respondents were given below;

“In terms of inclusion of PWDs, they have just been employed, any time from now (the time of the interview) one of them can come in; he is coming to trace something in this office. They (Lagos State Government) really employed them. I think they employ 500 PWDs into the service recently around November last year (2017). I think 500 or 5,000 of them I am not sure but they were massively employed. On the welfare, I don't have sufficient information in that regards but there are special packages for them.” [Participant, Ministry of Information and Strategy]

3.1.4 ACCESSIBILITY OF PWDS

On accessibility, most of the participants opined that the buildings of MDAs are accessible to PWDs in that there are special facilities created to aid the mobility of PWDs. Some of the opinions of participants are shared below;

“I am aware of the directive on the restructuring of buildings which most ministries have complied to but for ours (WAPA) here, I think there is another door where those on wheel chair can make use of.” [Participant, Ministry of Women Affairs and Poverty Alleviation]

“If you go to the car park, there's a special reserve for them. If you park there you will be fined. If you go to the back, there's a ramp for them before it wasn't like that. It is just help me. Now they can at least move. You there not park were they are supposed to. There's a lot reserved for them, although some people use it as a means to exploit because you'll be fined.” [Participant, Ministry Of Works, Youth and Social development]

“All MDAs have ensured walkway, driveway (special parking lot) for PWDs because they all have special people in their ministries.” [Participant, Ministry of information and strategy]

“As you are entering this building, you see that there is a special entrance for them, we purposely built it for them and even there are certain areas for their parking, they have a special parking that nobody parks there except the people that are physically challenged and even at the entrance too, they have a special park.” [Participant, Ministry of Wealth and Employment Creation]

While accessibility has been a major issue for government, it was said that some of the facilities provided did not meet the expected standard. This notion was put this way

“Accessibility is one the major areas that this administration has called high point as regards affecting the special peoples law of Lagos state. Around the secretariat prior to 2013 you won't have any building that is accessible for persons with disability but since the law came into being you see some structure where they now consider the PWD's , like ramp are created for better access. Although some have not met the real standard that is expected.” [Participant, LASODA]

However, there were indications that despite the availability of some facilities to aid PWDs, vital facilities such as lift in storey buildings are missing. This was explained thus;

“And again, look at this building it's a three storey building and there is no lift. So you hardly see them up, better they are on the ground floor. Although I cannot say if there is anyone on the ground floor because in some cases. We still have one working with us. You can imagine anytime we have management meetings they always carry him, on his wheel chair, they will have to carry him. Even the person wheeling is not easy, so for his sake let the meeting just stay or they will shift the meeting. Then when it comes to examinations too, they are not giving so much stress like that. They quickly come and go.” [Participant, Ministry Of Works, Youth and Social Development]

3.1.5 WELFARE OF PWDs

Mechanism to handle the welfare of PWDs varied from one MDA to the other. Welfare of PWDs was attributed to existence of subsidized or free health services, free education and employment of PWDs. Some of the participants alluded the responsibility of PWDs' welfare to LASODA – the primary office in charge of disability issues in the state. Participants put it this way;

“If that's the case, the respective offices in LASODA are doing that to the best of their ability and also based on the level of resources that are available at a particular point in time, the resources is very crucial in the sense that you can't do beyond what you have at hand.” [Participant, High Court]

“Those who are working here have already acquired formal education before being employed. The special agency that is responsible for their welfare (LASODA) is the one in charge of overseeing their welfare in relation to receiving free education but the ones that are currently here have acquired formal education. On access to public schools, they should have and LASODA does that for them by giving them some special packages such as wheel chair and the rest and I learnt that last year they gave them about a 100,000. On trained personnel attending to PWDs, we have. Someone here (in this department) went for their course just recently. On special facilities for PWDs, I don't know if they have because there is none presently in my department. The PWDs we have in this MDA are not in this department so I wouldn't know.” [Participant, Ministry of Information and Strategy]

A participant was of the opinion due to the date which the MDA was established much has not been done. Non-discrimination was highlighted as one of the ways through which the welfare of PWDs are considered.

“You see, this ministry just started, the ministry was established in year 2015 but we don't discriminate anybody to assess our services in terms of employment opportunities and in terms of

other benefits from this ministry, as for the physically challenged, we are planning to have a programme for them but it is not yet established.” [Participant, Ministry of Wealth and Employment Creation]

The participant also had this to say about employment of PWDs

“You see, generally (laughs), you know, we deliver our services to everybody who want to assess any our services, so if they do come, we bring them on board?” [Participant, Ministry of Wealth and Employment Creation]

Some of the participants attributed the welfare of PWDs to free education and free or subsidized health services. The opined thus;

“Free education is for PWD's attending Lagos state schools only. Is supposed to be free up to the university level, for other people free education ends at secondary school level but for the PWD's they have it up to the university level. They have access to free education” [Participant, LASODA]

“... For people with PWDs, specialists are required for their training. The government sometimes invests in some people to specially train them. I know of a friend who is a caterer who was trained for such purpose. Also, when they are employed, they are trained in relation with their peculiar task and not based on their disability. If you are posted to administration department you will be trained in that line. They relate their training to their task.” [Participant, Ministry of Women Affairs and Poverty Alleviation]

“Under the Lagos State Free Health Care Scheme and in accordance with the provision of the LSSPL, the PWDs are eligible and are even already enjoying free health care services in all our public institutions from Primary Health Care to Secondary, State own General Hospitals and even Tertiary Health Institutions in Lagos State due to the implementation of this LSSPL law” [Participant, Ministry of Health]

MDA specific policies

Most of the participants interviewed stated that there was no existence of MDA specific policies to protect the interests of PWDs. Few of the participants attributed such laws to the LSSPL or LASODA. There responses are given below;

“We do not have a policy to handle them, but in this ministry any PWDs working with us we take care of them when there is need.” [Participant, Ministry of Women Affairs and Poverty Alleviation]

“That is why there is LASODA” [Participant, Ministry of Youth, Sports and Social Employment]

“Lagos state special people's law is there to protect the right of the PWD's and to equalize opportunity, defend their right and protect their interest.” [Participant, High Court]

Complaints of PWDs

It was reported that there were mechanisms to manage the complaints of PWDs in MDAs. The responses were given below;

“In terms of complaints, we have complaints mechanism all over. If they lodged their complaints they will be addressed accordingly” [Participant, Ministry of Health]

“We treat their complaints as early as we see their complaints, even not only the physically challenged, anybody that come to the ministry with one complain or the other are being responsive and responsible.” [Participant, Ministry of Wealth and Employment Creation]

A dissenting opinion revealed that managing the complaints of PWDs is still below average. A participant put it this way;

“Dealing with complains from PWDs they have not been able to reach above average.” [Participant, LASODA]

Trained people to manage PWDs

There were trained personnel in some MDAs to assist on PWDs issues as reported by this participant;

“There are trained personnel to attend to them in this ministry.” [Participant, Ministry of Information and Strategy]

This was different at another MDAs;

“We have not gotten to that level” [Participant, Ministry of Wealth and Employment Creation]

A participant representing LASODA opined that staff of MDAs are trained by LASODA to assist with disability issues.

“Not quite, what we try to do is that every year we try to train civil servant and we enforce it that all the MDA's sends to us at least two personnel from their ministry for training in some basic communication skill for people with hearing implement. And we encourage them with cash and we have been doing that since 2013” [Participant, LASODA]

3.2 FOCUS GROUP DISCUSSIONS

The second data collection activity in this study was focus group discussions. These discussions were used to elicit information from PWDs in three randomly selected Local Government Areas of Lagos State. These LGAs were Koshofe LGA, Ikeja LGA and Surulere LGA. Six male PWDs participated in the discussion that took place in Koshofe LGA, the average age participants in the discussion conducted was 29.5 ± 8.9 , 66.7% of the participants were single and the occupation of participants ranged from athlete, social worker, barber to cobbler. The participants that partook in the discussion at Koshofe LGA reported that they had lived in Lagos since birth. For the discussion that took place in Ikeja

LGA, six female PWDs participated in the discussion. The average age participants in the discussion conducted was 36.0 ± 4.4 , only one participant was single and the PWDs were generally athletes. Lastly for Surulere LGA, six male PWDs participated in the discussion. The average age participants in the discussion conducted was 35.5 ± 10.7 , two participants were married and the occupation of PWDs ranged from journalist, business owner to athlete.

3.2.1 SOCIAL CONTEXT OF PWDs IN LAGOS STATE

Challenges faced by PWDs

The challenges faced by PWDs as identified in this study includes the poor accessibility of public spaces and buildings, inequality, financial needs, unemployment and stigma. A participant linked the poor accessibility of public spaces and buildings to bad design and also faulted private organisation for not following the law in terms of equal employment of PWDs put it this way;

“First of all, I feel it is the public orientation towards the exiting Public Law for Special People that is the very poor in the sense that if you look at the ways things are going in Lagos State especially as regards the welfare of PWDs and specifically people who are visually impaired, we called Lagos State a Mega city but before a Visually Impaired people can walk around the City of Lagos as it is now we still need people to take us around but we are not supposed to need people if the road are properly constructed as it were in those advanced countries. So, the way roads are constructed is not favourably unto PWDs at all. Another challenge is the fact that there is a provision in the LSSPL that talks about enforcing the private organizations to give job opportunities to PWDs but the question is how many of those private organizations give job to PWDs? Due to poor orientation and awareness about the provisions in the law for special people in Lagos State and the wrong notion that PWDs do not have anything in their brains having known fully well that we are in the era of technology in which we have several devices to get fact and figures out of the computer. So for me, I feel the poor orientation of the public about the existing Law for PWDs is one of our big challenges. Thank you!” [P3, Surulere LGA]

Some others indicated financial needs, unemployment and poor perception of people towards PWDs. The opinion of the participants are shared below;

“Well, I will use myself as an example. In my own case, the major challenge of PWDs is financial needs because if there is money you will be able to do whatever you wanted to do As I am now, I am on the wheel chair, I do sport but I need a good wheel chair for me to be able to compete and cope very well but I do not have the money to do so! Honestly, it is not all the PWDs that have jobs. We need financial aid.” [P4, Surulere LGA]

“I think in corroboration to what others have said, I think unemployment is one of the basic challenges faced by persons with disabilities, you know most of these employers of labour are not

ready or willing to employ persons with disabilities, also in terms of accessibility, most of these public buildings are not accessible.” [P5 Ikeja LGA]

“I have an instance. I went to cover an event, I was invited I didn't gate crash. I'm too busy to gate crash anywhere. I went to cover an event and a Mopol was telling me that can a blind be a journalist? For God's sake! Is it my eye that I will use to write. All those kind of things should be eradicated. That is what will make the public law work. Orientation!” [P2, Surulere LGA]

How PWDs cope with challenges

The major coping method highlighted in this study was support of significant others. PWDs reported that help in managing challenges come from family members in terms of needs such as education and housing. The participants opined thus;

“As for me, it's easier for me to cope because my family cares for me despite the fact that all my friends deserted me during my trials my family has been of great help. My parents are behind everything for me even my education so it is easy for me.” [P2, Koshofe LGA]

“It is not easy but anytime I am pregnant I make sure I have a family member to myself, when I go for antenatal the person is always there to assist me with the ramp. When I go out during that period (pregnancy) I ensure I have excess transport fare in case the usually provision is not available on time I can just use alternatives like “kekenapep”. In the area of accommodation, I decided to return to my family house since they are majorly turning their backs on me.” [P5, Koshofe LGA]

In a contrary opinion, some other participants were of the opinion that they have not been coping as things are still difficult. They also expressed the need of help in mitigating their challenges. The participants put it this way;

“As for me I am not coping at all, I really need assistance.” [P6, Koshofe LGA]

“For instance, PWDs who have learnt a vocational training or one skill or the other may not have money to set up themselves and some who went to school do find it very difficult to get a job in formal organizations. Long and short is that we are not easily coping but we are bearing the situations because is as if there is nothing we can ordinarily do about it.” [P2 Surulere]

3.2.2 AWARENESS, KNOWLEDGE AND PERCEPTION TOWARDS LSSPL

Awareness and knowledge of the law

Generally, participants had heard of the LSSPL. But it was glaring that they do not know the full provisions of the law. Others they reported the awareness of the law were of the opinion that the law has not been effective as people do not comply with the provisions of the law. The participants gave the opinion below;

"I have heard about the LSSPL but not all the provisions. I heard through someone. I do not know all the provisions in the LAW. I have heard about LASODA as a registration centre for PWDs in Lagos State." [P1, Surulere LGA]

"I have heard about it. I know it in the area of transportation and parking space. The law is not being implemented especially in churches. I heard about the law through word of mouth- I was told." [P4, Koshofe LGA]

"I am aware but the law is not effective even at the Lagos State secretariat, the workers go against the law for the parking space for PWDs. I was at the state secretariat almost a month back; there was a man who parked at the space for PWD and openly telling someone who challenged him that what is it? We own this place. That was the first time because the person in charge lamented." [P5, Koshofe LGA]

Existence of LASODA

There were some of the participants that had not heard about the law but have an idea of governmental intervention and policy process in terms of the existence of LASODA. A participant put it this way;

"I haven't heard of LSSPL. I am aware of the existence of LASODA. They are the one issue us certificate. Also, another way they function is the area of transportation (BRT) in the state. With my wheel chair it's easier for those in charge to recognize me a PWD but those who don't use wheel chair will definitely need the certificate to enjoy the benefit of PWD with BRT." [P6, Koshofe LGA]

"I don't know about the law. On the existence of LASODA, I have heard about them but I don't much about them. On their functions, just last week, I got my certificate there." [P2, Koshofe LGA]

"I don't know anything about the law aside for LASODA I haven't heard about LSSPL. On LASODA, I know they are meant to cater for our welfare but they don't it is not being done. I have four children and their responsibility lies on me. They are meant to cater for our welfare and make provisions for us but they don't. LASODA issue us certificate." [P1, Koshofe LGA]

Some participants showed thorough knowledge of the functions of LASODA as the office responsible for disability issues in the state. A participant opined thus;

"Let me quickly chip in this for clarification, LASODA is just a unit, just like intermediary to cater for persons with disability, what they are doing they are not the one doing it directly, it is under the ministry of youths and sports, their own is to carry out the programme or project, it is not them that are doing it from their own pocket, it is from government to them, to persons with disability."

[P2, Ikeja LGA]

One participant was of the notion that LASODA were not carry out their duties well enough. This was expressed in the quote below;

“Well, they are saddled with a lot of responsibilities but recently to my utmost surprise I am not getting their roles again because I am kind of confused, in terms of the empowerment that was held recently, it was highly disappointing that LASODA was not responsible for selecting those that will be empowered, they had to give it to some sections. So if you are not a member of those associations, automatically you are not qualifies whether you are a person with disability or not. Having registered with LASODA, that is one of their functions, they register persons with disability and they issue certificate and ID card as well. Those re their primary responsibilities for now and they also give us batch and they ensure that the law is implemented. That is some of their functions” [P5, Ikeja LGA]

Perception of the Law

There were indications from some of the participants that the LSSPL captures the need of PWDs however, interpretation of the law has been poor. A participant identified lack of knowledge of the law and underlying ignorant view about the PWDs issues. The participant opined thus;

“Yeah. The law is okay. But the interpretation of the law to every citizen... There are some people, even in the civil service commissions they've seen disabled persons o, but they don't know what they should do. Imagine someone telling me that ehn “why should I worry myself, I should sit down at home that my parent will provide what I will eat” with my age. I went to school, so because one is blind, there are supposed to be at home. When I was in the University we did a course we call Mercy design and it is all about attitudinal change. So government, maybe LASODA or agency like you. What you need to do is to work for the attitudinal change of Lagos and Nigeria as regards the concerns of people with disability. Are you with me?” [P2, Surulere LGA]

Another participant stressed the ineffectiveness of the law. The participant put it this way;

“They have said it all. The law has been passed already but you know just like people normally say that Rome was not built in a day. Having passed the law, we the people with disability, we have not seriously experienced the effectiveness of the passage of the law you understand. Which means it has not been fully effective?” [P5, Surulere LGA]

In contrast to the previous opinions, some other participants were of the view that the law has helped with education and transportation. There were however calls to do more in terms of improving the lives of PWDs

“I will say to some extent because the law encompasses so many provisions (education, transportation, health) but I don't have much to say about health but education and transport, that is the area I think I can talk on because I had experience on these two, let me first with

education. Ijanikin is a mixed school for both able and disabled students, Ijanikin is a school which is under Lagos State if I am not mistaken. It caters for people with disabilities. There are a lot of provisions which I feel the school is getting from Lagos state which is really helping them and this law is a reason why this thing is happening. Another thing is the transportation. I don't know maybe anyone here is not benefitting from the BRT that Lagos State government put down. It is in line with this law another thing is any building you want to have in Lagos state, you have to put into consideration, the persons with disability so that there should be a total inclusion among able and disable persons so far.” [P2, Ikeja LGA]

“Yes, it is addressing it about the disability law in Lagos state. You can look for example now BRT make it compulsory, as the speaker has said earlier there is no queue. That is a way forward. Secondly we can see that they have create a job for PWD almost 250 and it still stand that they will still do another more and this can be a follow up with other state that have not pass the disability bill in their state they should look on top Lagos state as Lagos state are been encouraging people with disability, other state should look at that and do more, that is my own contribution.” [P4, Ikeja LGA]

3.2.3 ACCESSIBILITY AND INCLUSION

Accessibility of public spaces and building is still poor according to participants. Participants expressed dissatisfaction in their use of public facilities as the design and facilities are generally not disability friendly

“Accessibility level is zero, was banking with access and the bank manager made it known to me that I can't enter the bank because of the metal am using and he made it known to all the security that anytime I come around they should give me preference and a one on one relationship. How many bank can we go to and we still get that level of audience and accessibility, the public institution should sensitize their worker because we are not beggars, accepted some of user but then is due to their situation. We are part of the society and disability can come to anyone at any point in time.” [P5, Koshofe LGA]

“Basically what I feel is that pertaining to the, because I need to speak based on the experience I have had, so far so good the buildings I have entered, the ministries I have entered let me just say, ha should I mention names now?... This one is a federal, okay ministry of women affairs the one at Surulere, I think it is their unit there sha, but what I can deduce there is that the building is not accessible for PWDs because when we say something is accessible for PWD they have probably ramp, all these things so that you don't even need anybody's assistance before you can climb or access the building, but what I can see there is not really encouraging and with that it is not good at all. I don't know if I can use my school as an example here?” [P2, Ikeja LGA]

“It is not easy oh, even when we want to enter motor, we will need assistance to carry me inside, if the place I am going is far I may not take wheel chair, I may get a taxi. The way I came here today now I took drop to under bridge. Even before I got the taxi sef...” [P3, Ikeja LGA]

3.2.4 PWDS CONCERNS

It was generally believed that PWDs' concerns were not treated well. A participant identified the LSSPL as a vital tool in addressing the demands of PWDs but highlighted non-implementation as a major challenge in the policy interpretation process. This notion is expressed below;

“My own point about this issue is that those that are supposed to be in charge are they doing their job well? A lot of them will come and tell us they are fighting for us but trust me they are fighting for their personal pocket, when they claim to represent us its all lie. Then the mechanism, we know the government has tried enough but they are throwing stone inside the wrong tunnel in the sense that LSSPL is good thou because they make us feel they feel our plight by coming up with the law. But the implementation is not solid; if they use one of those people in charge of the implementation as case study other people will sit right.” [p5, Koshofe]

“They don't take us value, we are useless in the public.” [P1, Surulere]

Generally, participants reported the unavailability of designated people to address the concerns of PWDs except at LASODA where a participant stated that complaints are channeled through a PWD working with the agency. The quotes are as follows;

“I don't think so.” [P2, Surulere LGA]

“No there is no particular place for you to go to go and report your case or what you are going through.” [P4, Ikeja LGA]

“The deaf, one of the staff there is hearing impaired in LASODA so they will just channel their complaints to him.” [P6, Ikeja LGA]

3.3.1 OBSERVATION OF MDAS

The observation of MDAs as it relates to the accessibility of PWDs to public spaces and buildings is presented in this section. In all, 12 MDAs were observed and these MDAs were; LASODA, Ministry of Economic Planning and Budgeting, Ministry of Works and Infrastructure, Ministry of Youth, Sport and Social Development, Ministry of Justice, Ministry of Wealth Creation and Employment, Ministry of Housing, Ministry of Women Affairs and Poverty Alleviation, Ministry of Information and Strategy, Ministry of Health, Ministry of Transport and the High Court.

3.3.2 PARKING LOT AND PUBLIC SPACES

For parking lot and public spaces at MDAs, It was observed that accessible spaces were reserved in all the MDAs observed and accessible parking spaces were located closest to the accessible route and accessible building entrance. Similarly, in all MDAs it was observed that

the accessible space identified had a permanently installed sign 5 to 7 feet above grade which includes the international symbol of access. However, only 33.3% of the observed MDAs had accessible public transportation stops on site.

3.3.3 ACCESSIBILITY OF ENTRANCE

Majority (83.3%) of observed MDAs had an entrance that could be accessed without difficulty. Similarly, 91.7% of the observed MDAs had accessible entrance that provided direct access to the main floor, lobby, or elevator. All observed MDAs had stable, firm and slip-resistant entrance.

3.3.4 USE OF STAIRS AND RAMPS

There was presence stairs with a non-slip surface in 90.9% of observed MDAs while 81.8% of the observed MDAs did not have stairs with continuous rails. In 80.0% of the MDAs it was seen that handrails were sturdy and non-slippery. It was reported that there was availability of a ramp or lift at main entrance in 54.5% of the MDAs while identified ramps was firm, stable, non-slip and designed to prevent water buildup on the surface in 70.0% of the MDAs.

3.3.5 USE OF LIFT

For the use of lifts, it was reported that in observed MDAs the lift could be used without assistance, there was a clear space for a person using a wheelchair to approach the controls and use the lift and the controls of the lift were at good height for use.

3.3.6 SIGNAGE FOR PWDS

There was availability of a directional signage to provide directions from inaccessible entrances to accessible entrance in 54.5% of the observed MDAs. Signs designating permanent rooms and spaces, such as restrooms, meeting rooms and offices, comply with the appropriate requirements for accessible signage in 63.6% of the observed MDAs. It was reported that alarms did not have both flashing lights and audible signals in all observed MDAs while disabled toilets was also absent in all observed MDAs.

3.3.7 WELFARE OF PWDS

Majority (60.0%) of the observed MDAs had provisions such as notices, guidelines, leaflets, posters to aid PWDS while in 66.7% of the observed MDAs, and the staff were trained to attend to PWDS

Items	Yes (%)	No (%)
Parking lot and public spaces		
Whether accessible parking spaces reserved (N=12)	12 (100.0)	0 (0.0)
Whether accessible parking spaces are located closest to the accessible route and accessible building entrance (N=12)	12 (100.0)	0 (0.0)
Whether the accessible space identified had a permanently installed sign 5 to 7 feet above grade which includes the international symbol of access (N=12)	12 (100.0)	0 (0.0)
Whether there are accessible public transportation stops on site (N=6)	2 (33.3)	4 (66.7)
Accessibility of Entrance		
Availability of an entrance of the building accessible without difficulty (N=12)	10 (83.3)	2 (16.7)
Whether the accessible entrance provide direct access to the main floor, lobby, or elevator (N=12)	11 (91.7)	1 (8.3)
Whether the entrance stable, firm and slip-resistant (N=12)	12 (100.0)	0 (0.0)
Whether main entrance is not accessible, is a public entrance to the building accessible? (N=4)*	2 (50.0)	2 (50.0)
Use of stairs and Ramps		
Whether the treads of stairs have a non-slip surface (N=11)	11 (90.9)	1 (9.1)
Whether stairs have continuous rails on both sides (N=11)	2 (18.2)	9 (81.8)
Whether handrails were sturdy and non-slippery (N=10)	8 (80.0)	2 (20.0)
Availability of a ramp or lift at main entrance (N=11)	6 (54.5)	5 (45.5)
Whether available ramp is firm, stable and non-slip and designed to prevent water buildup on the surface (N=10)	7 (70.0)	3 (30.0)
Use of Lift		
Whether lift can be used without assistance (N=5)*	5 (100.0)	0 (0.0)
Whether there is a clear space for a person using a wheelchair to approach the controls and use the lift (N=5)*	5 (100.0)	0 (0.0)
Whether controls of the lift are at good height for use (N=5)*	5 (100.0)	0 (0.0)
Signage for PWDs		
Availability of directional signage to provide directions from inaccessible entrances to accessible entrance (N=11)	6 (54.5)	5 (45.5)
Whether signs designating permanent rooms and spaces, such as restrooms, meeting rooms and offices, comply with the appropriate requirements for accessible signage (N=11)	7 (63.6)	4 (36.4)
Whether all alarms both have flashing lights and audible signals (N=10)	0 (0.0)	10 (100.0)
Presence of disabled toilets (N=12)	0 (0.0)	12 (100.0)
Welfare of PWDs		
Are notices, guidelines, leaflets, posters...regarding PWDs provided (N=10)	6 (60.0)	4 (40.0)
Whether the staff are trained to attend to PWDs (N=9)	6 (66.7)	3 (33.3)

CHAPTER FOUR

DISCUSSION, RECOMMENDATIONS AND CONCLUSION

4.1 CONTEXT IN WHICH PWDs EXIST IN LAGOS STATE

The disproportionate challenges faced by PWDs has a huge influence on their context as seen in this study. In Lagos state, PWDs continue to face preventable challenges due to their condition. Challenges identified in this study were centered on accessibility, inequality, financial needs, unemployment and stigma. This finding is not dissimilar from what has been identified in the other parts of the world. For example in a review a literature on the challenges experienced by people with disabilities in the employment sector in Australia by Ruhindwa, Randall and Cartmel, (2016) revealed that People with disabilities experience barriers to employment which are driven by discrimination in the workplace, stigma, prejudice and stereotypes.

It is not unexpected that financial needs were identified by PWDs in this study as a challenge. Due to the system in place, PWDs are disposed to be in the low socioeconomic status category and the extra costs associated with their condition has major financial implications for them. This further reinforces the fact that disability is both a cause and consequence of poverty' as poverty and disability reinforce each other. This development in turn contributes to increased vulnerability and exclusion (DFID, 2000; Trani and Loeb, 2012).

It was revealed in this study that PWDs cope with challenges by using the support of family and significant others. The forms of support identified were financial, structural and emotional. It has been stated that family is a significant contributor to the quality of life of the person with a disability. (Brown and Brown, 2004). However, in this study PWDs are using family support because that is the only method available to them. The reason for this could be that they are not getting the necessary support from the authorities in charge of their affairs. It could also be that initiated programs to support PWDs by the authorities do not have the needed impact.

On the management of PWDs welfare at MDAs. It was indicated that some MDAs were carrying out their functions in line with the LSSPL. Subsidized or free education and health services were specifically identified as ways in which the government are supporting PWDs to live a better life. It was however noticed that despite the gains of the government there are still gaps in effectively prioritizing the needs of PWDs. This was evident in the lack of

mechanism to specially treat complaints and concerns of PWDs at MDAs.

4.2 THE LAGOS STATE SPECIAL PEOPLE'S LAW

In this study, the policy actors that were interviewed were generally aware of the LSSPL and had a satisfactory knowledge of its provisions. They understood the role their MDA played in translating the law. A substantial amount of the PWDs on the other hand were either not aware of the law while most did not have a thorough knowledge of the provisions. It is difficult for the issues of PWDs to be managed if they do not have a full grasp of what their rights are. This phenomenon has been explained by the Executive Director, Legal Action For Persons with Disabilities Uganda in a report where it was stated that most PWDs are not aware of their rights and therefore cannot claim them (Tumusiime, 2013).

Most of the policy actors that were not working for LASODA believed that LASODA should entirely be in charge of disability issues and also implementation of the LSSPL. Compliance to the law was generally related to the provision of facilities to aid the accessibility of PWDs. However, there were indications that compliance with the other aspects of the law was below average. PWDs generally had the view that the law has not been implemented well and believed more should be done to meet their needs. For example, it was revealed in this study that MDAs do not have trained personnel to attend to PWDs. Also, there are lack of employment opportunities of PWDs.

Lack of satisfactory compliance with the LSSPL could be attributed to the lax implementation by the concerned authorities. Poor policy implementation is a key issue in Nigeria with huge negative implications for development. This has been expressed overtime and was identified by Sule, Allinno and Ikwegbe, (2013) as one of the major reasons why good government programs fail. It could also be that MDAs do not see disability issues as one that should be solved with a multi-sectorial approach.

4.3 ACCESSIBILITY AND INCLUSION

The PWDs in this study specifically identified the fact that public spaces beyond the MDAs were not accessible. This gives credence to the fact that accessibility remain the one of the biggest challenges for PWDs. MDAs observed in this study were fairly accessible by PWDs. However, there facilities such as disabled toilets, ramps and signage were unavailable at most of the MDAs. Besides this, it was also revealed in this study that facilities reserved for PWDs are not available for their use as other people take advantage and use these facilities.

This fact is in line with the submission of Brujin (2012) that environmental and attitudinal barriers are the most visible barriers that affect the access, mobility and participation of PWDs. It could be argued that development is an offshoot of the weak enforcement of the LSSPL. Another possible reason could also be ignorance towards the plight of PWDs. This

hinders inclusion of PWDs in society and blocks their path to empowerment and development (DSD, DWCPD and UNICEF 2012:20). This also proves that accessibility influences and decides the inclusion of PWDs. For example, A MDA with an inaccessible building will make life difficult for an employed PWD and also discourage potential PWD employment hopeful.

Beyond accessibility of public spaces and buildings, lack of inclusion in terms of unemployment was shown in this study. This is against the provisions of the LSSPL as explained the second section of this chapter. This notion is hinged on inequality and poor perception towards PWDs. This is in line with the study conducted by Mizunoya and Mitra, (2013), where it was reported that people with disabilities have lower employment rates than people without disabilities.

4.4 RECOMMENDATIONS

1. There is need for a reorientation of MDA officials on the LSSPL and disability issues by extension. This is to ensure that the issues affecting PWDs remain important and more importantly increase the level of knowledge of the LSSPL to better ensure compliance.
2. It is important to note that challenges faced by PWDs remain one that can only be successfully managed through a multi-sectorial approach. Even though there is an established disability office in LASODA, other MDAs should be made to see their role in the implementation of the LSSPL. This could be done through consistent advocacy and sensitization so as to ensure inclusion of PWDs.
3. PWDs through the organisations they belong to need to be sensitized on the LSSPL as well. It was noted from this study that awareness and knowledge of the law was low. So as to fully hold officials accountable, it is important that PWDs understand the law that was designed to protect their rights.
4. Government should come up with more effective ways to ensure the enforcement of the LSSPL especially in the aspects of accessibility for PWDs, equal employment for PWDs and overall attention to the welfare of PWDs.

4.5 CONCLUSION

This study was conducted to investigate the compliance of public institutions to the LSSPL. The study also explored the social context in which PWDs are currently existing in Lagos state as well as their accessibility to public buildings and spaces as well as their inclusion for development. The study used mixed methods and the following data collection methods; key informal interviews, focus group discussions and structured observations.

The key findings from this study showed that policy actors were aware of the LSSPL but do not have thorough knowledge of its provisions, a substantial amount of PWDs were not aware of the law and most did not the knowledge of its provisions. The LSSPL is weakly

enforced and this is evident in the findings around accessibility, inclusion and welfare of PWDs. The MDAs observed in this study were fairly accessible but vital facilities were still missing and the existing facilities such as specialized parking spaces are not available for the use of PWDs.

The recommendations of this study was centered on the need for reorientation of MDA officials about the LSSPL, advocacy for multi-sectorial approach in implementation of the LSSPL, sensitization of PWDs on the LSSPL and the need for more effective methods to ensure the enforcement of PWDs.



A field Researcher administering questionnaire to a PWD

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ANNEX I:

INFORMED CONSENT FORM FOR KEY INFORMANT INTERVIEWS

Title of research:

The level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011).

Name and affiliation of researcher:

This study is being conducted CCD, one of the leading Disability Persons organistaion in Nigeria.

Sponsor(s) of research:

This study is sponsored by CCD

Purpose(s) of research:

The purpose of this research is to investigate the level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011)

Procedure of the research:

This study is qualitative in nature and will be using methods such as key informant Interviews, focus group discussions and observation. Key informant interviews will be used to gather data from 10 stakeholders in the policy process such as yourself. Stakeholders will be drawn from the Lagos State Office of Disability Affairs and the Ministry of Women Affairs and Social Development and selected ministries, departments and agencies. You have been invited to participate in this study as someone who is knowledgeable about the Lagos State Special People's Law. You have also been identified as a result of the role you play in the policy process. This interview session will be recorded with an audio recorder. This is to ensure that all data are well captured.

Expected duration of research and participant(s) involvement

Key informant interviews will generally take between 45 minutes to 1 hour to complete.

Risk(s):

There are minimal risks associated with the study. However, we understand the risk attached to disclosure of information particularly from a government employee. We will try our best to make the interview process at ease. You do not have to respond to any question that makes you uncomfortable. You are free and encouraged to ask for further clarifications as need be and as the interview is underway.

Cost to participants:

There will be no cost of participation other than the time it will take for the participants to

answer the questions in the questionnaire.

Benefit(s):

The study will not have a direct benefit on participants particularly the PWDs. However, the findings from this study will serve as a reference for advocacy on disability issues in the future.

Confidentiality

Information that is collected during the interview will be kept private. No one, except our research team, will be told that you have participated in the study. The research team will make every effort to protect your privacy and maintain the confidentiality of all the information that you provide. Your name or other identifiers will not be included in reports generated from this study. You will only be identified by a code and personal information. Data will be stored in a password-protected computer that only the research team can access.

Voluntariness

Your participation in this study is completely voluntary. You are free to make enquiries to fully understand the study before you agree to participate and you may decide to terminate the study at any time without facing any consequences.

Alternatives to participant:

If any respondent choose not to participate, this will not affect him/her in any way.

Due inducement:

Participants will not be paid any fee for participating in this research.

Consequences of participants' decision to withdraw from research and orderly termination of participation:

The participant can choose to withdraw from the research at any time. Please note that some of the information that has been obtained about you before you chose to withdraw may be modified or used in reports and publications. These cannot be removed anymore. However, the researcher promise to make effort in good faith to comply with your wishes as much as is practicable.

Statement about sharing of benefit among researchers and whether this includes or excludes research participants:

There is no plan to contact any participant about any benefit that will arise from this research

Any apparent or potential conflict of interest:

There is no apparent or potential conflict of interest. The researcher is not aware of any

information that may cause the work to be done with fear or favour.

Statement of person obtaining informed consent:

I have fully explained this research to have given sufficient information, including about risks and benefits, to make an informed decision.

DATE: _____ SIGNATURE: _____

NAME _____

Statement of person giving consent

I have read the description of the research and I have understood it. I have also talked it over with the researcher to my satisfaction. I understand that my participation is voluntary. I know enough about the purpose, methods, risks and benefits of the research study to judge that I want to take part in it. I understand that I may freely stop being part of this study at any time. I have received a copy of this consent form and additional information sheet to keep for myself.

DATE: _____

SIGNATURE (of finger/toe print as the case may be): _____

NAME _____

Detail contact information including contact address, telephone, fax, e-mail and any other contact information of researcher;

In addition, if you have any question about participation in this research, you can contact the principal investigator:

Telephone Numbers: +234 (0)1 453 5253, (0)805 1977 606

E-mail: danyaele@ccdnigeria.org, david.anyaele@gmail.com

PLEASE KEEP A COPY OF THE SIGNED INFORMED CONSENT.

INFORMED CONSENT FORM FOR FOCUS GROUP DISCUSSION**Title of research:**

The level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011).

Name and affiliation of researcher:

This study is being conducted by CCD, one of the leading Disability Persons organisation in Nigeria.

Sponsor(s) of research:

This study is sponsored by FORD Foundation

Purpose(s) of research:

The purpose of this research is to investigate the level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011)

Procedure of the research:

This study is qualitative in nature and will be using methods such as key informant Interviews, focus group discussions and observation. Focus group discussions will be used to gather data from PWDs on their knowledge, awareness and perception about the Lagos State Special People's Law. You have been invited to participate in this study as someone who is protected by the Lagos State Special People's Law. You have also been identified as a result of the role you play in the policy process. The discussion will be recorded with an audio recorder. This is to ensure that all data are well captured.

Expected duration of research and participant(s) involvement

Focus group discussions will generally take between 45 minutes to 1 hour to complete.

Risk(s):

There are minimal risks associated with the study. You do not have to respond to any question that makes you uncomfortable. You are free and encouraged to ask for further clarifications as need be and as the interview is underway.

Cost to participants:

There will be no cost of participation other than the time it will take for the participants to answer the questions in the questionnaire.

Benefit(s):

The study will not have a direct benefit on participants particularly the PWDs. However, the

findings from this study will serve as a reference for advocacy on disability issues in the future.

Confidentiality

Information that is collected during the interview will be kept private. No one, except our research team, will be told that you have participated in the study. The research team will make every effort to protect your privacy and maintain the confidentiality of all the information that you provide. Your name or other identifiers will not be included in reports generated from this study. You will only be identified by a code and personal information. Data will be stored in a password-protected computer that only the research team can access.

Voluntariness

Your participation in this study is completely voluntary. You are free to make enquiries to fully understand the study before you agree to participate and you may decide to terminate the study at any time without facing any consequences.

Alternatives to participant:

If any respondent choose not to participate, this will not affect him/her in any way.

Due inducement:

Participants will not be paid any fee for participating in this research.

Consequences of participants' decision to withdraw from research and orderly termination of participation:

The participant can choose to withdraw from the research at any time. Please note that some of the information that has been obtained about you before you chose to withdraw may be modified or used in reports and publications. These cannot be removed anymore. However, the researcher promise to make effort in good faith to comply with your wishes as much as is practicable.

Statement about sharing of benefit among researchers and whether this includes or excludes research participants:

There is no plan to contact any participant about any benefit that will arise from this research

Any apparent or potential conflict of interest:

There is no apparent or potential conflict of interest. The researcher is not aware of any information that may cause the work to be done with fear or favour.

Statement of person obtaining informed consent:

I have fully explained this research to have given sufficient information, including about risks and benefits, to make an informed decision.

DATE: _____ SIGNATURE: _____

NAME _____

Statement of person giving consent

I have read the description of the research and I have understood it. I have also talked it over with the researcher to my satisfaction. I understand that my participation is voluntary. I know enough about the purpose, methods, risks and benefits of the research study to judge that I want to take part in it. I understand that I may freely stop being part of this study at any time. I have received a copy of this consent form and additional information sheet to keep for myself.

DATE: _____

SIGNATURE (of finger/toe print as the case may be): _____

NAME _____

Detail contact information including contact address, telephone, fax, e-mail and any other contact information of researcher;

In addition, if you have any question about participation in this research, you can contact the principal investigator:

Telephone Numbers: +234 (0)1 453 5253, (0)805 1977 606

E-mail: danyaele@ccdigeria.org, david.anyaele@gmail.com

PLEASE KEEP A COPY OF THE SIGNED INFORMED CONSENT.

ANNEX III:

KEY INFORMANT INTERVIEW GUIDE FOR PUBLIC OFFICIALS (LASODA, SMWASD, MDAS)

Study title: The level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011).

Please use this guide to facilitate the Key Informant interviews with representatives of the identified public officials for this study such as officials of LASODA, SMWASD and MDAs.

The key informant interview guide is categorized under the subtopics: Functions of LASODA, Implementation process of LSSP, Accessibility of PWDs, Compliance of MDAs with LSSPL and Welfare of PWDs. There are specific questions for the different categories of respondents. Officials of LASODA are to answer Q1, 2, 3, 5 (i) and 5 (ii); officials of SMWASD are to answer Q2, 3, 5 (i) and 5 (ii); officials of MDAs are to answer Q2, 4 and 5 (iii).

Participants should be thoroughly probed for information. Researchers to start by introducing themselves and a brief about the project. They should collect the information needed in the table below before proceeding with the questions

In-depth interview code:	
In-depth Interview date:	
Narrative Interviewer's name:	
Ethnicity of the participant:	
Gender of the participant:	
Age of participant:	
Number of years lived in State:	
Number of years at MDA	
Designation of Participant	
Organization he/she is representing	
Other relevant demographic information of participant:	
Language in which narrative interview was undertaken:	
Informed Consent given by participant (Purpose of the interview and confidentiality explained. Informed Consent forms signed and collected:	
Consent given by participant to audio record the narrative interview: Participants' copy of informed consent form given:	

S/N	Questions	Guidelines
	LASODA only	
	Functions of LASODA	
1	What is the purpose of the Office?	Probe for work with relevant bodies for the affairs of PWDs; guidelines on education, social development and welfare of PWDs; Registration of DPOs how current are the registers? Reorientation and training
	Implementation process of LSSPL	
2	How is the LSSPL implemented	Probe for; Process of implementation how the law is translated into reality People responsible for implementation Day to day activities on how the law is implemented
	LASODA, SMWASD only	
	Accessibility	
3	What is being done to make the following accessible for use of PWDs <ul style="list-style-type: none"> 1. Public Buildings 2. Transportation 3. public spaces 	Probe for Possible work with other government agencies to ensure public buildings are accessible What has been done or planned to ensure that Lagos State public transportation system allow for accessibility and use by PWDs in accordance with the Law?

		How accessible are roads, sidewalks, pedestrian crossings and other facilities be accessed and used by PWDs – What is being done to solve the problem of accessibility
	MDAs only	
	Compliance of MDAs with LSSPL	
4 (i)	How have MDAs complied with the LSSPL?	Probe for; Inclusion of PWDs, Welfare of PWDs Dealing with complaints from PWDs
4 (ii)	How does the MDAs ensure that the building plans for all public buildings conform to the Building Code before granting approval?	Probe for Collaboration with LASODA Compliance with LSSPL
	Welfare of PWDs	
5 (i)	What is being done about the education?	Probe for; Are PWDs receiving free education? Are PWDs able to access public schools? Is there at least one trained personnel to attend to PWDs? Probe for; Are there special facilities for PWDs? Is the curriculum in accordance with the Law?
5 (ii)	Health care	Probe for; Existence of free health care or subsidized cost for health care

5(iii)	How do MDAs ensure the welfare of PWDs	Probe for; Designated personnel that are trained to attend to PWDs Specific MDA policy to protect the rights of PWDs
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The Entrance of Lagos State Ministry of Economic Planning and Budget

ANNEX V:

OBSERVATIONAL CHECKLIST FOR 'ON THE SPOT' ASSESSMENT AT MDAS

Study title: the level of compliance of public institutions in Lagos State to the provisions of the Lagos State Special Persons Law (2011).

Please use this Instrument to conduct assessment of MDAs. The instrument is designed to gather information on the presence or absence of vital aids for accessibility of PWDs and it has been categorized under the subtopics: parking lot and public spaces, accessibility of entrance, use of stairs and ramps, use of lift, signage for PWDs, transport, entrance, use of meeting rooms and welfare of PWDs

S/N	Items	Yes (Compliant)	No
	Parking lot and public spaces		
1	Are there accessible parking spaces reserved?		
2	Are the accessible parking spaces located closest to the accessible route and accessible building entrance?		
3	Is the accessible space identified with a permanently installed sign 5 to 7 feet above grade which includes the international symbol of access?		
4	Are there public transportation stops on site, if so, is an accessible route provided to the building from the stop?		
	Accessibility of Entrance		
5	Is the entrance of the building accessible without difficulty?		
6	Does the accessible entrance provide direct access to the main floor, lobby, or elevator?		

7	Is the entrance stable, firm and slip-resistant?		
8	If main entrance is not accessible, is a public entrance to the building accessible?		
	Use of stairs and Ramps		
9	For stairs, do treads have a non-slip surface?		
10	Do stairs have continuous rails on both sides?		
11	Are the handrails sturdy and non-slippery?		
12	If there are stairs at the main entrance, is there also a ramp or lift present?		
13	Is the ramp firm, stable and non-slip and designed to prevent water buildup on the surface?		
	Use of Lift		
14	Can the lift be used without assistance?		
15	Is there a clear space for a person using a wheelchair to approach the controls and use the lift?		
16	A controls of the lift at good height for use?		
	Signage for PWDs		
17	Do all inaccessible entrances		

	provide directional signage to the accessible entrance?		
18	Do signs designating permanent rooms and spaces, such as restrooms, meeting rooms and offices, comply with the appropriate requirements for accessible signage?		
19	Do all alarms both flashing lights and audible signals?		
20	Presence of disabled toilets		
	Use of meeting rooms		
21	Are Assistive Listening Devices available in meeting rooms, auditoriums and similar occupancies with a seating capacity of 50 or more people?		
22	Are all controls that are available for use by the public (including electrical, mechanical, window, cabinet and self-service controls) located at an accessible height?		
	Welfare of PWDs		
23	Are notices, guidelines, leaflets, posters...regarding PWDs provided		
24	Whether the staff are trained to attend to PWDs		