



In Guinea-Bissau, political instability and low human development have left its increasing urban population without access to basic goods and services. The situation is especially acute in the capital, Bissau.

Three local NGOs (**ESSOR**, **ALTERNAG** and **ANADEC**) wanted to help residents of Bissau's most vulnerable neighbourhoods learn how to access basic goods and services and advocate for better service delivery.

They received funding via the Cities Alliance Innovation Programme **Know Your City!** call.



The project:

One-stop-shops were created through public-private partnerships to help residents learn how to access basic services such as education, health care, vocational training, and jobs.

The project team mapped information on service providers, created toolkits for guidance, and trained social workers to help residents navigate the process.

Themed **"City Days"** created spaces for dialogue so all stakeholders could understand community needs and improve service delivery. The outcomes were broadcast on national radio.

The City Days helped stakeholders develop mutual understanding, find joint solutions, and build partnerships.

Transformative change:



One-stop-shops are a novelty in Bissau and recognised as an effective way for citizens to connect with public and private stakeholders and improve service delivery.



Systematising and digitalising data on available public and private services is an innovation for Bissau's social services.



City days helped facilitate agreements with local authorities to improve access to basic services, such as guaranteed financial contributions to garbage collection. They also helped citizens develop an awareness of their rights and responsibilities.

Sustainability:

Through the success of the project, ESSOR secured follow-up funding from the European Union to continue the project and explore the possibility of establishing additional one-stop-shops in new neighbourhoods.

In numbers:



Three one-stop-shops reached a total of **7,190** people.



3,520 people received information from the one-stop-shops, of which **1,751** were guided towards public and private services.



3,670 people took part in **118** community activities organised by the one-stop-shops.



Women comprised **45%** of all beneficiaries.



Technical training sessions benefited **187** staff from various organisations.



Five City Days mobilised **84** residents.



19 thematic spaces were established for dialogue and consultation.

Cities Alliance is the global partnership supporting cities to deliver sustainable development.