



Facilitators' user manual for focussed group discussions in slums

Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam



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Part 1: Methodology Report on Primary Data Collection

Part 2: Enumerators' user manual for open defecation spot survey

Part 3: Enumerators' user manual for public conveniences survey

Part 4: Facilitators' user manual for focussed group discussions



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Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam

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Water & Sanitation for the Urban Poor Advisory



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Disclaimer

The scope of this training manual is to outline a methodology to conduct focussed group discussions in slums in proximity of identified open defecation spots. Photographs used in this manual are for representation and education only.

The document refers information collected during Urban Management Centre's (UMC) team's site visits, secondary information provided by the staff of various departments of the Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor-Advisory (WSUP-A).

During the course of the study and report preparation we were provided with both written and verbal information. We also supplemented the study with hand drawn sketches and digital drawings. Nothing has come to our attention to cause us to believe that the data or maps provided by various sources are not true or not correct. We believe this information to be authentic and therefore have not conducted an independent audit of the same. No investigations of the title of tangible, and intangible assets has been made and matters of a legal nature relating to the title of the assets have not been considered.

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Acknowledgements

We thank staff of Greater Visakhapatnam Municipal Corporation (GVMC) with a special mention to Mr. Praveen Kumar, IAS, Municipal Commissioner, GVMC; Mr. GVVS Murthy, Additional Commissioner (General) and all officials involved in providing sanitation services including sanitary inspectors of all 72 wards.

We would like to thank WSUP-A team including Akhilesh Gautam, Pramod Dabrase, Uday Singh, Kanha Godha, Prasanna Lakshmi, and Anwasha De for the assistance and support provided to the Urban Management Centre's team in data collection, coordination, feedback on methodology and logistics support in Visakhapatnam.

Acronyms and abbreviations

CRP	Community resource person
CT	Community toilet
FGD	Focussed group discussion
GoI	Government of India
GVMC	Greater Visakhapatnam Municipal Corporation
ICDS	Integrated Child Development Services Scheme
IHHL	Individual household latrine
IT	Information technology
OD	Open defecation
PPP	Public Private Partnership
PT	Public toilet
SBM	Swachh Bharat Mission
SLF	Slum level federation
SWM	Solid waste management
ULB	Urban local body
UMC	Urban Management Centre
WSUP-A	Water and Sanitation for the Urban Poor Advisory

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1. Background

The Swachh Bharat Mission (SBM) of the Government of India (GoI) has provided a thrust to sanitation related infrastructure provision and service delivery in all urban local bodies (ULB) of India. Under the SBM, ULBs are expected to achieve the objectives of SBM including

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioural change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for ULB's
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

The SBM and respective state counterpart missions provide funds to ULBs for the following activities

1. Construction of new individual household latrines (IHHL) and conversion of existing insanitary IHHLs to sanitary toilets
2. Construction of community level toilets
3. Construction of public toilets (funding through PPP)
4. Providing end-to-end solid waste management (SWM) services

In order to effectively utilise and sustain the results of improved infrastructure and service delivery, it is important for the ULBs to maintain dynamic and reliable information of infrastructure provision under the SBM and O&M thereafter. In line with this approach, Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor Advisory (WSUP-A) requested Urban Management Centre (UMC) to conduct a sanitation mapping for the city of Visakhapatnam to make it free of open defecation. Amongst other surveys, UMC proposes to conduct focussed group discussions (FGDs) in slums that are in proximity of the open defecation spots.

This document is a user manual to ensure uniform and standard understanding of the procedures to conduct and encourage such discussions and find answers to questions or problems identified by the community.

2. Conducting the Focussed Group Discussion

Focused group discussion (FGD) is one of the tools to identify issues leading to open defecation in the city of Visakhapatnam and will help devise strategies for making Visakhapatnam an OD-free city. Each FGD is a source of new information and hence should not be taken as a mechanical process.

Amongst several survey methodologies, FGDs are a good way to gather together people from similar backgrounds or experiences to discuss a specific issue. A facilitator guides the discussions, introduces the topics for discussion and helps the group to participate in a free and natural discussion amongst themselves. The strength of FGD as a survey tool is that it allows the participants to agree or disagree with each other and hence providing valuable insights into the range of opinion and ideas, thoughts and beliefs, their experiences and practices that exist in the particular community.

FGDs in Vizag must be conducted in slums within 500 metres (approx.) of an identified OD spot or in slums from where the residents come to that OD spot. The purpose is to understand the reasons, and the intensity of open defecation in various slums. This will help the GVMC and WSUP-A team to devise relevant strategies for achieving OD free wards.

The following guidelines will help you to build rapport with participants and conduct the discussion:

- a. Notify the target pool of participants about the schedule and venue (reservations of venue must be done in advance) of the discussion, and also inform them about the objective of the discussion. Representatives from the Slum Level Federation (SLF) may be assigned this responsibility;
- b. Remind the prospective participants at least 24 hours prior to the gathering;
- c. Ensure participation of at least 15-20 members of the community, subject to its size. Attempt to include men and women of all age groups in the community. Ensure that the group is not dominated by a gender or by a sub-group of the community;
- d. Conduct a transect walk of the selected sites and observe the availability of services/amenities that are subject of the questionnaire; pertaining to water and sanitation. It will help to facilitator to guide questions specific to the site;
- e. By the time, participants are gathering at the venue, begin discussion by engaging them with some general questions, informing them where their opinions will be used, and lead them to a discussion pertaining to the objectives. One of the members of the team of facilitators may be assigned the responsibility of noting down responses emerging from the focus groups, and another member may photo-document or record the event on a video;
- f. **Handling hesitant respondents:** Discussions about their habits of sanitation could be difficult for a participant. If they seem shy or hesitant to speak, spend some time talking about things unrelated to the interview. For instance, you could talk to them about their native village, their occupation, climate, etc. If the participants start discussion of irrelevant issues, do not stop them abruptly or rudely, but listen to what they have to say. Then try to steer them gently back to the original question.
- g. **Do not raise expectations:** You must not raise any false expectations. For instance, slum dwellers might ask for improvements in services, provision of individual household toilets, improve community toilets etc., you should inform them that while this survey will help provide specific answers to GVMC, the appropriate officials from GVMC will take actions.

- h. Facilitator must keep in mind that every situation has its own solution, and what may have worked elsewhere, may fail in a given situation. Also, encourage participation from all the members present, rather listening to one or two vocal persons.
- i. A detailed report should be prepared after the session is finished. Any observations during the session should be noted and included in the report.
- j. Language of the Interview: once the group is assembled, evaluate whether the interview would be conducted in Telugu/Hindi/English or a mix of all languages.
- k. Supplies and documents needed for fieldwork: Before starting fieldwork each morning, confirm that :
 - The camera is charged
 - FGD noting sheet is available
 - Survey manual is available for ready reference
 - You have your ID cards

3. Explanation of the questionnaire

This questionnaire requires information based on both: observation of the facilitator, and the outcomes from discussions of focus groups. Therefore some of the questions pertaining to general information may be answered beforehand in each case and rest of the details subsequently.

Serial	Questions
1	<p>Date of FGD: <i>dd/mm/year</i> Time: _____</p> <p>Name of UMC facilitator: _____</p> <p>Name & designation of facilitator (GVMC staff/ SHG / Slum level federation member): _____</p> <p>Contact number of facilitator: _____</p>

Explanation:

This information may be filled in beforehand or while the participants are gathering for the meet.

2	<p style="text-align: center;">Section 1: Observations of the facilitator</p> <p>1. Name of the slum: _____</p> <p>2. Number of households in the slum: _____</p> <p>3. Land title of the slum:</p> <table border="0"> <tr> <td><input type="checkbox"/> Own</td> <td><input type="checkbox"/> Railway</td> <td><input type="checkbox"/> Municipal Corporation</td> </tr> <tr> <td><input type="checkbox"/> Private</td> <td><input type="checkbox"/> Airport</td> <td><input type="checkbox"/> Port Trust</td> </tr> <tr> <td><input type="checkbox"/> State Government</td> <td><input type="checkbox"/> Central Government</td> <td><input type="checkbox"/> Forest Land</td> </tr> <tr> <td><input type="checkbox"/> VUDA</td> <td><input type="checkbox"/> Any other (describe)</td> <td></td> </tr> </table> <p>4. Location of the slum:</p> <table border="0"> <tr> <td><input type="checkbox"/> Along Nallah (major storm water drain)</td> <td><input type="checkbox"/> Along water bodies (river, pond, lake, etc.)</td> </tr> <tr> <td><input type="checkbox"/> Along railway line</td> <td><input type="checkbox"/> Along the beach or port area</td> </tr> <tr> <td><input type="checkbox"/> Along major transport alignment</td> <td><input type="checkbox"/> On a mound/ hill slopes</td> </tr> <tr> <td><input type="checkbox"/> Any other (describe)</td> <td></td> </tr> </table> <p>5. How old it is? (Tick any one):</p> <table border="0"> <tr> <td><input type="checkbox"/> Less than 2 years</td> <td><input type="checkbox"/> 2-10 years</td> <td><input type="checkbox"/> 10-20 years</td> <td><input type="checkbox"/> More than 20 years</td> </tr> </table>	<input type="checkbox"/> Own	<input type="checkbox"/> Railway	<input type="checkbox"/> Municipal Corporation	<input type="checkbox"/> Private	<input type="checkbox"/> Airport	<input type="checkbox"/> Port Trust	<input type="checkbox"/> State Government	<input type="checkbox"/> Central Government	<input type="checkbox"/> Forest Land	<input type="checkbox"/> VUDA	<input type="checkbox"/> Any other (describe)		<input type="checkbox"/> Along Nallah (major storm water drain)	<input type="checkbox"/> Along water bodies (river, pond, lake, etc.)	<input type="checkbox"/> Along railway line	<input type="checkbox"/> Along the beach or port area	<input type="checkbox"/> Along major transport alignment	<input type="checkbox"/> On a mound/ hill slopes	<input type="checkbox"/> Any other (describe)		<input type="checkbox"/> Less than 2 years	<input type="checkbox"/> 2-10 years	<input type="checkbox"/> 10-20 years	<input type="checkbox"/> More than 20 years
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Explanation:

All the above questions are also based on the observation of the facilitator. The facilitator can fill the responses while conducting a transect walk around the slum. This walk shall acquaint the facilitator with the features of the slum also.

Question 1:

Note down name of the slum(s) to which the participants belong.

Serial	Questions
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Question 2, 3, and 5:

Also, note down the age of the settlement with number of HH, and information on ownership of land occupied by the slum-dwellers (Check multiple options if applicable); with inputs from the 'Community Resource Person' (CRP), or a representative of the 'Slum Level Federation' (SLF).

Question 4:

The transect walk of the slum would help the facilitator find out about the prominent features in proximity of the slum. Check multiple options if applicable.

3	<p style="text-align: center;">Section 2: Feedback of participants of the FGD</p> <p>6. Representatives of how many houses are present in the FGD? (show of hands) _____</p> <p>7. Number of participants</p> <p><input type="checkbox"/> Number of men</p> <p><input type="checkbox"/> Number of women</p>
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Explanation:

Find out the number of participants and the number of families they represent.

If there are more than one participants from the same family, only one person of that family should raise hand and respond to all the questions.

Serial	Questions						
4	<p>8. How many families have individual water connection? (show of hands) _____</p> <p>9. How many families have individual toilets? (show of hands) _____</p> <p>10. How many families have made changes to their individual toilets built under Swachh Bharat Mission? Eq. laid tiles in the toilet, added a grab rail, changed to a better door, put lights inside the toilet, etc. _____</p> <p>11. How much expenditure did they incur in making those changes? Write the range of expenses incurred. _____</p> <p>12. How many families have a sewer connection? (show of hands) _____</p> <p>13. How many families have a septic tank? (show of hands) _____</p> <p>14. How many families have a pit? (show of hands) _____</p> <p>15. Who cleans the septic tank/ pit? (write number of families next to each option)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">GVMC</td> <td style="width: 33%; text-align: center;">Private contractor</td> <td style="width: 33%; text-align: center;">Self-appointed</td> </tr> </table> <p>16. How much do the private contractors charge? (INR in Rupees) _____</p> <p>17. How frequently is the septic tank/ pit cleaned? (write number of families next to each option)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Once in 2yrs</td> <td style="width: 33%; text-align: center;">Once in 5yrs</td> <td style="width: 33%; text-align: center;">Never cleaned</td> </tr> </table> <p>18. Where is the sludge disposed? _____</p>	GVMC	Private contractor	Self-appointed	Once in 2yrs	Once in 5yrs	Never cleaned
GVMC	Private contractor	Self-appointed					
Once in 2yrs	Once in 5yrs	Never cleaned					

Explanation:

Question 8: Find out how many families have a municipal water supply connection at the household level (this does not include households that rely on fetching water from a standpost/ well/ shared municipal connection), from a show of hands.

Question 9: Find out how many households have an individual household level toilet from a show of hands.

Note: If you came across any individual toilets during the transect walk and nobody raises hands for **question 9**, then request some families that have individual toilets to join the FGD. However, if none of the families have an individual toilet skip to **question 22**. Families who have reported having access to an individual toilet will answer the set of questions from **question 10**.

Question 10: Ask the sub-group as to how many households that have been provided a toilet under a government program/scheme including the Swachh Bharat Mission have invested in upgrading the toilet. The facilitator should ask leading questions such as whether they have modified the tiles/ toilet seat/ installed fixtures such as flush, or grab bar etc.

Question 11: Ask the range of expenditure that households have incurred in the upgrade.

Question 12: Among the same sub-group, how many toilets are connected to the underground drainage system .

Serial	Questions
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Question 13 and 14: If the families having individual toilets do not have an underground drainage connection, then find out whether they have an on-site system such as a septic tank or a soak pit (called 'nandal' in Telugu). If there is an underground drainage system in the slum, find out why have the families not been provided connections. Also, find out charges for connections, annual taxes, and the procedure for taking connections.

Question 15: Ask the sub-group that is dependent on on-site systems-who cleans or empties the system when it fills up? The facilitator must not read out the answers, but encourage receiving answers from the group and then fill in the appropriate section. Typical answers would include cleaning/emptying services by the GVMC or a private contractor or self-appointed or that such services have not yet been required.

- **GVMC:** if the Municipal Corporation provides emptying service on an on-call basis.
- **Private contractor:** if the agency that is maintaining the facility is private and maintaining the facility under a service contract with the GVMC;
- **Self-appointed:** if the owners hire an individual or an agency to have their septic tank/pits cleaned, check this option.

Question 16 and 17: Ask the range of expenditure incurred in emptying and ask when was the last time that the households emptied their tanks.

Question 18: Ask if they know where the emptied sludge is disposed.

5	<p>19. In how many families all members use the individual toilet? (show of hands) _____</p> <p>20. In how many families, children below the age of 5 years use the individual toilet? (show of hands) _____</p> <p>21. If not using, why? (options may be more than one)</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Inadequate water</td> <td><input type="checkbox"/> By habit</td> </tr> <tr> <td><input type="checkbox"/> No light/ ventilation</td> <td><input type="checkbox"/> Fear of septic tank/ pit getting full</td> </tr> <tr> <td><input type="checkbox"/> Too many family members to use individual toilets</td> <td><input type="checkbox"/> Any other (describe)</td> </tr> </table>	<input type="checkbox"/> Inadequate water	<input type="checkbox"/> By habit	<input type="checkbox"/> No light/ ventilation	<input type="checkbox"/> Fear of septic tank/ pit getting full	<input type="checkbox"/> Too many family members to use individual toilets	<input type="checkbox"/> Any other (describe)
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<input type="checkbox"/> No light/ ventilation	<input type="checkbox"/> Fear of septic tank/ pit getting full						
<input type="checkbox"/> Too many family members to use individual toilets	<input type="checkbox"/> Any other (describe)						

Explanation:

Access to toilets and usage of the facility may be independent of each other. The respondents may have very strong reasons to not use the facility or not all the members of the family may use the facility.

Question 19 and 20: Ask the same sub-group that has individual toilets –whether all the members of the family use the toilet on a daily basis? In **question 20**, specifically ask whether children below the age of 5 also use the toilet. This question is important since in many settlements, while toilets are used by adults, children are allowed to defecate in the open.

Question 21: Encourage a discussion within the sub-group of households with individual toilets on the reasons or their apprehensions for all members not using the toilet. The facilitator must not read options, but listen to the varied responses

Serial

Questions

and then select options (check multiple options if applicable). If it is any other, then mention details.

6

22. How many families do not have an individual toilet? (show of hands) _____

23. Why don't you have individual toilet? (options may be more than one)

No space to construct No money to construct

No willingness to construct Socio-cultural reasons

Waiting for subsidy/ scheme Application pending/ rejected

Hard rock strata High water table

Any other (describe)

24. What type of facility do the families use?

Community toilet	Public toilet
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25. Do you need to pay for using the facility? **Yes/No** _____

26. How much do families pay monthly for use of public toilets/community toilets?

INR 50 – 100	INR 100 – 150	More than INR 150
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27. How many families use toilets shared with neighbours? (show of hands) _____

Explanation:

Question 22: This question is meant to find out the number of families that do not have an individual toilet.

Question 23: Encourage a discussion of the focus group on the reasons of why this sub-group does not have individual toilets (check multiple options if applicable).

Questions 24 to 26: These are follow up questions for the focus-group to further find out about the access and use of a community toilet/shared facility. For families or individuals that defecate in the open, answer **questions 28** onwards.

Serial	Questions															
7	<p>28. How many families defecate in the open? (show of hands) _____</p> <p>29. Why do you defecate in the open? (Write keywords, descriptive responses, etc.)</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div> <p><i>General responses may include</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><i>Lack of individual toilets</i></td> <td style="width: 33%;"><i>Inadequate water</i></td> <td style="width: 33%;"><i>Unable to afford user charges</i></td> </tr> <tr> <td><i>PT/ CT not 24X7 operational</i></td> <td><i>Insufficient seats in PT/ CT</i></td> <td><i>Poorly maintained PT/ CT</i></td> </tr> <tr> <td><i>No PT/ CT nearby</i></td> <td><i>By Habit</i></td> <td><i>Improper drainage</i></td> </tr> </table> <p>30. Where do slum dwellers defecate in the open? (facilitators should visit these, take <u>geotagged</u> pictures of each OD spot)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">a.</td> <td style="width: 50%;">d.</td> </tr> <tr> <td>b.</td> <td>e.</td> </tr> <tr> <td>c.</td> <td>f.</td> </tr> </table>	<i>Lack of individual toilets</i>	<i>Inadequate water</i>	<i>Unable to afford user charges</i>	<i>PT/ CT not 24X7 operational</i>	<i>Insufficient seats in PT/ CT</i>	<i>Poorly maintained PT/ CT</i>	<i>No PT/ CT nearby</i>	<i>By Habit</i>	<i>Improper drainage</i>	a.	d.	b.	e.	c.	f.
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a.	d.															
b.	e.															
c.	f.															

Explanation:

This section is meant for all the participants who defecate in the open. A general collective discussion of all the participants must be done here to enable an exchange of ideas between all participants. The participants who have access to individual toilets may share their experiences of having the facility and those that do not may be motivated to have it built, or use a public, community, or a shared facility.

Question 30: It is also important to find out places where the slum dwellers defecate, identify the spot and take geo-tagged photographs of the area.

8	<p>31. How much are you willing to pay for a using a community toilet facility (for the group of people defecating in the open)? Range in INR _____</p> <p>32. How much are you willing to pay for a renovated and clean community toilet facility (if you think the community toilet/public toilet you use needs attention)? Range in INR _____</p> <p>33. How much are you willing to pay for a community toilet facility that is maintained properly (if you think the community toilet/public toilet you use is not maintained properly)? Range in INR _____</p>
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Explanation:

The facilitator must now understand the type of responses from the participants and ask the three questions here. Although, depending on the responses received to all the previous questions, not all the questions maybe relevant for every participant. Therefore ask the focus groups only relevant questions from this set.

Questions 31: This question will be most relevant to participants who defecate in the open. Present a scenario where a toilet facility is provided in the area where people defecate in the open, and ask how much would they be willing to pay for use.

Serial	Questions
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Question 32: This question will be most relevant to the group that does not use the community toilet/public toilet facility, due to issues related to poor condition of the building and those of cleanliness. Therefore present with a scenario where if the existing facility is renovated and maintained properly, and ask how much would they be willing to pay for use.

Question 33: This question will be most relevant to the group that does not use a community toilet/public toilet facility, due to issues related to cleanliness. Now present with a scenario where if the existing facility is maintained properly, ask how much would they be willing to pay for use.

Participants must be asked to consider the total monthly expenditure for their family and respond accordingly. Note the range of amount, from all the responses, in each case.

The screenshot shows a questionnaire form with the following questions and options:

- 34. How far is the closest sewer line from the slum? metres
- 35. Does the slum have Open Drain channels? Yes No
- 36. What is the predominant method of collection of waste from the slum?
 - Door to Door collection
 - Dumping on road side
 - Community waste bin
 - Other (specify)
- 37. Is there an active self-help group in the slum or a slum level federation? Yes No
- 38. Is there any Anganwadi located in the slum? Yes No
- 39. Is there a functional toilet in the Anganwadi? Yes No

Explanation:

This section also requires inputs from the participants or the SRP to find out about the availability of infrastructure and services in the slum.

Question 38 and 39: Typically based on norms of the ICDS program, one anganwadi has to be provided for every 1000 urban population. Anganwadi centres help provide supplemental nutrition, pre-school education and nutrition and health education, immunisation and health referrals.

Visit the anganwadi and click geo-tagged photograph of the same.

Note: There may be several other issues that are not covered in this questionnaire, but which emerge during the discussions. Note down all such findings at the end of the questionnaire. These issues may also present with important insights into behaviour of the community.

4. Annexure

This annexure presents samples of photo-documenting a focus group discussion.

Type	Photographs
A focus group discussion in progress	

Transect walk in the slum	
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Type

Photographs



Type

Photographs



Type

Photographs



Type	Photographs
------	-------------

**Identified
OD sites**



Type

Photographs



Type

Photographs





Urban Management Centre

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