

Swachh School Survekshan-2017

Evaluators' Manual

Under Ahmedabad Sanitation Action Lab Program

Prepared by:
Urban Management Centre, Ahmedabad

Ahmedabad Sanitation Action Lab (ASAL)

The Ahmedabad Sanitation Action Lab (ASAL) is a three year action research program (2014-2017) for implementing innovative solutions to school sanitation and sanitation problems in slums and slum-like settlements of Ahmedabad, in coordination with the government, NGOs and corporate partners. ASAL is led by the Urban Management Centre (UMC) in partnership with Government of Gujarat (GoG) and the Ahmedabad Municipal Corporation (AMC). The program is supported by the United States Agency for International Development (USAID). ASAL's resource partners include Sintex Industries Ltd. (Sintex) and its associate partners include Mahila Housing Trust (MHT), MICA and Theatre Media Centre (TMC).

The program will provide technical assistance to the AMC for strengthening community engagement, improving operational and management processes for provision of water-sanitation services, and designing a targeted behavior change communication campaign.

Urban Management Centre

The Urban Management Centre (UMC) is a women promoted not-for-profit organization, that works towards professionalizing urban management in India and worldwide. UMC provides technical assistance and support to city governments and facilitates change through peer-to-peer learning processes. It enhances the capacity of city governments by providing expertise and ready access to innovations on good governance implemented in India and abroad. It facilitates city governments to design, implement and evaluate municipal development and management projects. UMC extensively works in the areas of urban water and sanitation, heritage management, urban planning, urban health, municipal finance, urban management, urban transportation and institutional restructuring.

More details on www.umcasia.org



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Swachh School Survekshan - 2017

1. Background

The Urban Management Centre through its ASAL program has been working with municipal schools of Ahmedabad for improving the WASH infrastructure and service delivery and improves WASH related behavioral practices amongst students.

The Ministry of Urban Development (MoUD), Swachh Bharat Mission (SBM) recently undertook a swachh survekshan survey 500 cities across India with an aim to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, towards creating cleaner settlements and also to increase citizen awareness and participation in the SBM. The survekshan evoked a huge response among urban local bodies and citizens and led to a rapid response in improving infrastructure and systems. Hon. Minister of Urban Development in his speech on the results announcement of the Swachh Survekshan 2017 results urged other ministries and departments also to initiate a similar survekshan process.

In this light, a “*Swachh School Survekshan (SSS)*” is envisaged across municipal schools of Ahmedabad. The aim is to sensitize school officials of municipal schools of Ahmedabad to improve WASH infrastructure and O&M systems in schools.

UMC has prepared the assessment framework and tool for the Swachh School Survekshan in line with the methodology adopted for the Swachh Survekshan for cities as well as the Standard Operating Procedure (SOP) for Swachh Schools prepared by MoUD.

Objectives

The overall objective of the SSS-2017 survey is to assess the status of existing WASH scenario in municipal schools and to analyze the gaps which need to be bridged. The specific objectives are to:

- Assess the existing WASH infrastructure and related services in municipal schools.
- Help schools to improve their O&M processes and achieve a greater level of cleanliness than the existing ones.
- Familiarize school officials and other stakeholders (students, school management committees, parents) about their responsibility towards WASH improvement and behavioral change in students.

Scope

The Swachh School Survekshan-2017 will cover all 371 municipal schools under the Ahmedabad Municipal Corporation (AMC).

It is envisaged to be replicated by other urban local bodies across Gujarat and India.

2. Methodology

The survey will be conducted in two parts: Part A- Municipal School Documentation and Part-B: Independent observations.

Part A: Municipal School Documentation: this comprises of 33 questions pertaining to basic information about each school in the campus. The questionnaire also includes questions on training and behavioral aspects on WASH for school children and other stakeholders in the school. The maximum score for municipal school documentation is 20. It will be the responsibility of the Principal in- charge for school building and infrastructure development of the school campus to compile and fill the Part A in the prescribed format and

submit the same to the team of evaluators at the time of their visit (the dates of which will be shared with the schools).

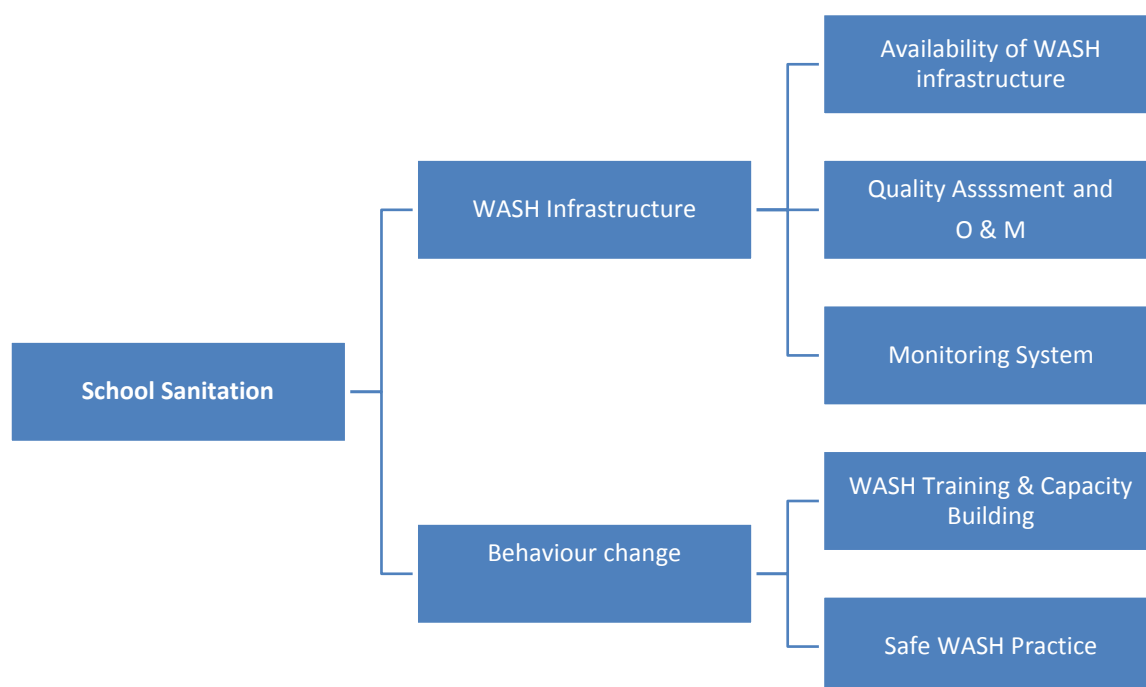
Part-B- Independent observations: This comprises of 51 questions pertaining to WASH infrastructure and services, status of hygiene behavior amongst school students and overall cleanliness of the campus. This part of the survey will be conducted by an independent team of evaluators. The evaluating team will discuss with school principals and teachers, observe and assess WASH infrastructure and interact with students to collect relevant data. The compilation of observations will be done through a mobile application- “umc citycollect”. The team will also collect photographic evidences of the observations.

3. Components and Indicator Framework of SSS-2017

The Swachh School Survekshan assessment comprises of 3 broad components of availability of WASH infrastructure and its O&M; quality assessment of the infrastructure and behavior change for WASH. These components have a weightage of 40:40:20 and each has its set of sub-indicators which also have their weightage.

Sr. No	Component	No. of Indicators	Total Score Weightage
1	Availability of WASH Infrastructure and its Operation and Maintenance (O&M)	18	40
2	Quality assessment of WASH Infrastructure & behavior change	23	40
3	Behavior change for WASH	12	20
Total			100

Indicator framework of SSS-2017



4. Survey Regarding

This survey is important to evaluate WASH related activities and improvements in municipal and municipal supported schools. It will also create a child friendly environment in the schools through WASH related improvements. Each school is a source of new information so, these survey shall not be taken as mechanical process. This manual will help to evaluators to carry out a successful evaluation and also for developing good connection with school principal or senior teacher of school.

4.1 Pre Survey preparation

The evaluator has to ensure following before undertaking survey:

- i. Get the list of all schools to be visited. The details include school address and contact details.
- ii. Ensure that the “Tablet” has adequate battery to last through the survey.
- iii. Survey manual is available for ready reference
- iv. Once the school is located, observe the environs, whether the site is close to a slum or slum like settlement etc.
- v. Consult the respondent in the school and introduce yourself and produce the photo ID issued by school board / AMC / UMC for the survey.
- vi. After the formal introduction ask the respondent for the filled survey form (part-1)
- vii. As an interviewer, your first responsibility is to establish a good rapport with the respondent. At the beginning of the interview. Describe the purpose of the survey.
- viii. If the respondent is hesitant about responding to the interview or asks what the data will be used for, explain that the information you collect will remain confidential, no individual names will be used for any purpose, and all information will be collated to write a report.

4.2 During the survey

- I. You could further probe by asking a few neutral questions if you feel that the respondent is providing ambiguous answers. You could ask
 - a. “Can you explain a little more?”
 - b. “Could you please tell me again?”
 - c. “There is no hurry. Take a moment to think about it.”
- II. Questions pertaining to children feedback (Part 2-C) are meant only for children respondent. Do not ask those questions while interviewing other respondents.
- III. Most of the questions here are multiple choice questions, you should never read out the answers to the respondents even if s/he has trouble answering.
- IV. Questions have multiple options to select for correct answer. Do not read out these options in front of respondent.
- V. If any assumptions are required to make then inform all the assumptions to respondents in advance.
- VI. **Handling hesitant children:** answering questions about their habits of sanitation could be difficult for a child. If the child seems shy or hesitant to respond, spend some time talking about things unrelated to the interview. For instance, you could talk to them about their family, last movie seen etc. If the respondent is giving irrelevant or elaborate answers, 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.
- VII. **Do not raise expectations:** You must not raise any false expectations of respondents that are beyond the scope of the survey. For instance, respondent might ask for improvements in services, provision

of toilet seat, retrofitting of toilets etc., you should inform them that while this survey will help provide specific answers to AMC.

VIII. **Language of the Interview:** The language of interview depends upon the respondent, primarily the interview would be conducted in Gujarati/Hindi

IX. **Photographic evidence:** Take photographic evidences of the observations as mentioned in the survey form.

X. **For 2C:** Students answer regarding WASH (Give preference to std. 6 to 8)

All questions shall be asked to group of students. The ideal procedure for this survey is as follows.

- a) Select any class after the due permission of school principal. Give preference to std. 6 to std. 8. If school is only up to 5th standard. Then, std. 5th class shall be selected.
- b) Note the number of students present in the class.
- c) Give your brief introduction. Discuss about the survey to students before starting the discussion.
- d) Request students to take part voluntarily. Inform them to raise hand if they want to answer. Students shall be requested to not follow others while answering.
- e) Against each question, note the number of students answering the question.
- f) Give vote of thanks to students and teachers before leaving the class.

5. General information

5.1 Steps to use the Application (UMC CityCollect)

The device that has been provided for surveys would need to have latest version of the application 'UMC CityCollect'. Also, check that the device has adequate battery power to sustain the survey through the day. Following steps must be taken to improve performance of the device on field:

- Do not use this device for purposes other than survey;
- Do not install any other application than 'UMC CityCollect';
- Power off the device if not in use for prolonged periods in the day;
- Turn off Bluetooth and Wi-Fi when not in use;
- Turn off GPS location service, whenever not on field;
- Also turn off synchronization to save power;
- Do not leave apps running in the background;
- Use power saver mode on the device, and turn off 'vibrate alert'

5.2 Steps to access the app

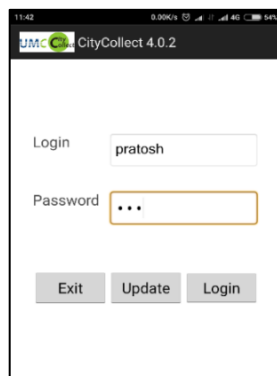
Ask administrator to install latest version of the application. You would also need a user-id and a password to access the application. These credentials must be used to log into the application and access the projects assigned for surveys.

Launch the application on the device and log in. Select the project assigned for survey and begin recording the data.

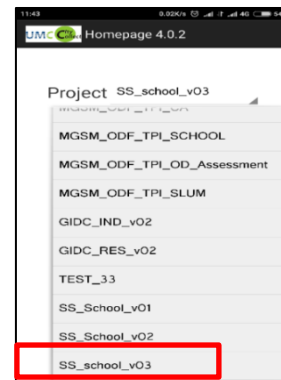
Step 1

Keep mobile's GPS settings and mobile data enabled. Photograph settings should be kept in automating mode.

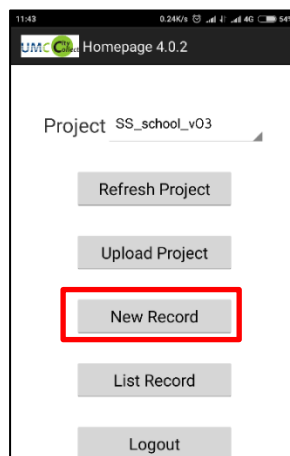
Then log in into the application with user id and password.

**Step 2**

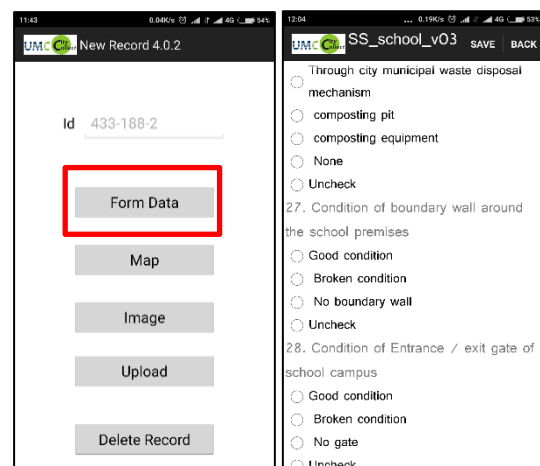
Select the appropriate project title,
“Swachh_School_Survekshan_2017_PART_2”.

**Step 3**

After selecting the project, select “New Record”..

**Step 4**

Select the “Form Data” button, and start filling data for each question.





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