

## UNHCR WASH ASSESSMENT PRIMER QUESTIONS FOR KEY INFORMANT INTERVIEWS AND FOCUS GROUPS

- This assessment tool has been designed to assist UNHCR and WASH actors collect data related to WASH conditions during assessments. The aim of the tool is to help collect background information that may not be obvious from direct observation, in particular...
  - i). *What key informants from the displaced population feel are the key problems related to WASH including their underlying causes?*
  - ii). *What key informants from the displaced population feel are the solutions?*
- If the questions are used during key informant interviews, try to interview a number of key different individuals (community leaders, teachers, religious leaders, medical staff, women, men and any other knowledgeable individuals) and triangulate responses.
- If the questions are used during focus groups, try to keep the group as small as possible (max 8 persons) of the same sex, age and social standing. Try to triangulate responses between groups.
- The list of questions is not exhaustive and is merely intended as a conversation primer.
- The questions have been designed as an aide memoire so try not to simply read the questions directly off the list. Instead use the themes as conversation starters.
- Additional questions should be formulated based on the replies received and the context.
- Try to keep questions as open-ended as possible. Ask staff for their opinions. Keep asking 'why?'.
- Try to avoid overburdening respondents - concentrate on the greatest health risk first.
- It is often better to carry out interviews after any infrastructure assessments and observation walks have been completed so the questions can be directly related to what has been observed.

UNHCR WASH PRIMER QUESTIONS – GENERAL INFORMATION
<p><b>A. Interviewer contact information</b></p> <p>Name of displaced setting: _____ Population size: _____</p> <p>Interviewer's name: _____ Organisation: _____</p> <p>Date: ___/___/_____ Email: _____ Contact phone: _____</p>
<p><b>B. Key informant contact information</b></p> <p>Name of key informant: _____</p> <p>Title of key informant: _____</p> <p>Address of key informant: _____</p> <p>Email: _____ Contact Phone: _____</p>
<p><b>C. General background information and population numbers</b></p> <p><input type="checkbox"/> <i>How many displaced women, men, children and families are present?</i></p> <p><input type="checkbox"/> <i>Have you seen the number increase as a result of the emergency or do you expect it to increase?</i></p>
<p><b>D. Water supply</b></p> <p><u>Water availability</u></p> <p><input type="checkbox"/> <i>From where are water supplies currently being collected</i></p> <p><input type="checkbox"/> <i>(note also the origin i.e. groundwater, surface water, rainwater)?</i></p> <p><input type="checkbox"/> <i>How far are these water sources?</i></p> <p><input type="checkbox"/> <i>Who owns these water sources?</i></p> <p><input type="checkbox"/> <i>How many people are using them?</i></p> <p><input type="checkbox"/> <i>Who takes care of these sources?</i></p> <p><input type="checkbox"/> <i>What is the physical condition of these water sources?</i></p> <p><input type="checkbox"/> <i>Are the water supplies protected from contamination?</i></p> <p><input type="checkbox"/> <i>Is there sufficient yield / quantity?</i></p> <p><input type="checkbox"/> <i>Is water available all day?</i></p> <p><input type="checkbox"/> <i>Are the water supplies reliable?</i></p> <p><input type="checkbox"/> <i>What do you feel needs to be done to improve these water sources?</i></p> <p><input type="checkbox"/> <i>Are there any alternative water sources nearby?</i></p>

### Water quality

- Is there any water treatment infrastructure in place?*
- Is it functioning?*
- Are water supplies chlorinated?*
- What do you think about the quality of the water (taste, smell, colour, contamination)?*
- Does the yield or quality of the water change much during the year?*
- What do you think can be done to improve the quality of the water?*

### Practices concerning water collection

- How much water is typically collected per household per day?*
- Who is typically collecting the water?*
- What containers are typically used for collection?*

### Household water treatment

- Do people practice any form of household water treatment (boiling, filtering, chlorination, disinfection)?*
- What resources do people have for practising household water treatment?*
- What do you think can be done to improve water treatment at the household level?*

### Local water supply service providers

- Are there any persons with water related expertise (water technicians, handpump repair technicians, water quality officers)?*
- Who is responsible for water supply within the displaced or host population?*
- Can the organizations responsible for water supply cope?*
- What resources (infrastructure / water tankers / staff) do they have?*
- Do you have any suggestions for improving the water supply services supplied by local service providers?*

### General perceptions of water related public health risks

- What do you feel are the biggest public health risks related to water supply?*
- What do you feel are the solutions?*

## **E. Excreta management**

### Excreta management in the displaced population

- Are there any existing toilet facilities?*
- If so are they used? Are they sufficient? Is there sufficient space for toilets?*
- Are they being operated successfully? Can they be adapted, improved or extended?*
- Do you like the design of the toilets? Is it culturally acceptable? Comfortable? Safe to use?*
- What designs are the displaced population familiar with back home?*
- Are people familiar with the design and construction of toilets?*
- What local materials are available for constructing toilets?*
- Is there any existing toilet infrastructure nearby (e.g. sewer networks or treatment facilities)?*
- How many communal toilet facilities exist and how many households have their own toilets?*
- If open defecation is practiced, is there a designated area?*
- Are there any threats from defecation to water supplies or living areas?*
- Would the community be willing to move directly to shared toilets or are communal facilities preferred?*
- Is there permission from the land owner to construct toilets?*
- Where in the displaced community are the biggest sanitation related hazards in the community?*
- What do you feel are the solutions?*

### Protection of users at toilet facilities

- Do users feel safe using the toilet facilities during the day? How about at night time?*
- Have there been any security problems related to use of the toilet facilities?*
- Is there sufficient privacy? Do the locks on the doors function adequately?*
- Is there sufficient night time lighting? Would the use of night-time community patrols be beneficial?*
- What do you think can be done to improve the security of toilet facility users?*

#### Water availability for toilet facilities

- What is the practice for anal cleansing? Is water preferred?*
- How much water is needed for toilet flushing, handwashing and cleaning of toilet facilities?*
- How much water is available for toilet flushing, handwashing and cleaning of toilet facilities?*
- What do you feel could be done to increase the availability of water?*
- What are the main sources of water for toilet facilities?*
- How far are these water sources? What recommendations do you have to improve the situation?*

#### Geographical conditions

- What is the level of the groundwater table?*
- What is the soil like? Is the ground hard and difficult to dig?*
- Is there sufficient soil infiltration capacity? Is there sufficient soil bearing capacity?*
- Does the soil have a high sand content? Is there a risk of pit collapse?*
- When does the winter season start and end? Are temperatures below zero?*
- What excreta management difficulties are encountered during the winter season?*
- What solutions do you propose for the winter season?*

#### Operation and maintenance

- Are there any toilet facilities with problems (e.g. full, leaking, fly infestation, cleanliness)?*
- Who is responsible for cleaning the toilets and how often are they cleaned?*
- Whose responsibility is it to get the system working when it breaks down?*
- Do you feel there are enough staff to operate and maintain the toilet systems?*
- Do you feel they have sufficient tools, materials, and training?*

#### Public health hazards from toilet facilities

- Where along the sanitation chain do you feel are the biggest public health hazards?*
- Is any part of the system leaking or open to the exterior?*
- Are there any high risk activities such as excreta conveyance, handling, tankering, lagooning?*
- Where is the excreta finally disposed?*

#### Universal access, disabled users, and child friendly designs

- Do you think the toilet design is generally acceptable to all users in particularly children, the elderly, the infirm, pregnant women, disabled users?*
- Do you have any suggestions for improving the design?*

#### Handwashing after defecation

- How is water stored for handwashing and cleaning of toilet facilities?*
- Do you feel there is enough water storage? Does water ever run out?*
- Are there handwashing points in every toilet block?*
- Do you feel that generally there are enough handwashing points?*
- Do any of the handwashing points have problems (e.g. low flowrates, blockages, lack of soap)?*
- Can you suggest any ways that handwashing operation and maintenance can be improved?*

#### Management of children's faeces

- How and where are children's faeces disposed?*
- Does the population require potty, trowels or chamber pots?*

#### Surface water management

- When it rains, are there any problems with surface water intrusion around toilet facilities?*
- Do you have any suggestions for improving surface water management?*

#### Disease vectors

- Do you have any problems with the presence of disease vectors in and around the toilets (such as vermin, bats, birds, mosquitoes, ants, cats, dogs)?*

## **F. WASH services**

### Laundry and drying facilities

- What facilities currently exist for clothes laundering and airing?*
- How did families launder and air their clothes in their place of origin?*
- Is laundering soap readily available and affordable?*
- Would people be willing to share laundering and drying facilities?*
- What do you feel can be done to help families launder and dry their clothes?*

### Bathing facilities

- What facilities currently exist for bathing?*
- Do current facilities offer sufficient levels of privacy and security?*
- How did families bathe in their place of origin?*
- What is the most appropriate design for bathing facilities?*
- Would people be willing to share bathing facilities?*
- Do people have access to bathing soap?*
- What do you feel can be done to help families bathe in privacy and security?*

## **G. Hygiene**

### Household water management

- How is water typically stored at the household level?*
- How much water storage capacity do families have?*
- What is the condition of water storage containers?*
- Is water stored safely?*
- What do you think can be done to improve water storage at the household level?*

### Hand hygiene

- Is soap available?*
- What are the different sorts of soap and what are they used for?*
- What sorts of soap do people like and dislike?*
- Is handwashing soap available in the communities and do people use it?*
- When do people in the communities wash their hands and why?*
- Is this the same for all groups (men, women, children, rich, poor, elderly)?*
- Are there any special times for washing hands (including religious rituals)?*
- What motivates people to wash their hands with soap?*

### Food hygiene

- How do families typically store food at home and why?*
- How do families commonly share and eat their food and what instruments are used (plates, spoons etc.)?*
- What are the food reuse practices in the community and why?*
- What do you think can be done to support households to prepare and store food safely?*
- How do people wash and dry their food utensils and why? Is this the same for all social groups?*

### Public food vendors

- Are there any risks with eating food from markets, or communal kitchen?*
- Are any public food safety measures in place?*
- How do public food vendors store their food materials, and how is food typically prepared?*
- For how many days is food kept and reused?*

## **H. Solid waste management**

### Current practice related to solid waste management

- How is solid waste currently managed?*
- Are there designated waste collection points? How frequently is waste collected?*
- Are wastes handled or transferred manually in any way during collection and disposal?*
- Where is waste taken and how is it disposed?*
- Are there any locations with uncontrolled dumping of wastes?*

- Are there any problems of festering wastes? How can this be prevented?*
- Is the waste service accessible to children, the elderly, the infirm, or disabled users?*
- What are current solid waste management related beliefs and practices? How did people manage solid waste in their place of origin?*
- Is there evidence of any open burning of wastes? How can this be prevented?*

#### General perceptions of solid waste management related public health risks

- What do you feel are the biggest challenges in ensuring that the community is free from waste?*
- What do you feel are the biggest hazards related to solid waste?*
- Are current waste management practices a threat to water supplies or living areas?*
- Where in the displaced setting are the biggest hazards located?*
- What do you feel are the solutions?*

#### Estimation of waste types and volumes

- What types and volumes of wastes are being produced each day?*
  - Paper and cardboard*
  - Plastics and rubber*
  - Metals and Glass*
  - Organic wastes*
  - Market, slaughter and animal wastes*
- What are the most optimal systems for collection, and management of each of the waste streams?*

#### Capacity assessment of local solid waste service providers

- Who is responsible for waste collection and disposal within the displaced or host population?*
- Can the organizations responsible for waste management cope?*
- What resources (excavators / trucks / staff) do they have?*
- Do you have any suggestions for improving the waste management services provided?*

#### Existing resources for waste management

- What resources are available locally for waste management (excavators / trucks / staff)?*
- Are there existing landfill sites? Who owns the site? Is there a tipping fee? Is the site operating successfully? Can they be improved, extended or adapted?*
- Is there sufficient space for a new landfill? What is the slope of the terrain? What is the level of the groundwater table? Are geological conditions suitable for landfill?*

#### Reduction, recycling, reuse and composting

- What activities are being undertaken to reduce, recycle or reuse solid wastes? Are there any recycling companies? Is composting of organic wastes being undertaken?*

#### Waste collection from public spaces

- Who is responsible for cleaning public spaces and how often are they cleaned?*
- Do you feel there are enough street cleaners considering the size of the displaced setting?*
- Do you feel the waste collection staff have the correct tools, cleaning equipment, and personal protective equipment?*

#### Hazardous wastes

- How are the following hazardous wastes managed? Where are these wastes created or situated?*
  - Used batteries*
  - Used engine oils*
  - Paints, solvents, and varnishes*
  - Broken electrical equipment*
  - Medical waste – sharps*
  - Medical waste – infectious*
  - Medical waste – non-sharp, non-infectious*

#### Market waste management

- What sorts of wastes are created in market areas?*
- Who is responsible for wastes from market areas and how often are they managed?*
- How can waste management in market places be improved?*

### Medical waste management

- How are sharps, infectious waste, and non-sharp non-infectious waste managed?*
- Do you feel there are enough appropriate waste collection containers?*
- Do you feel health-care wastes are adequately separated and managed?*
- Do you have any suggestions for improving current practices?*
- How is the health-care waste transported within the facility?*
- Is health-care waste stored anywhere while it waits for treatment, collection or final disposal?*
- What do you feel could be done to improve the transport or storage of wastes?*
- Do you have any suggestions for improving how health-care waste is treated or disposed?*

### Leachate management

- Are there any problems of leachates from waste dumps or landfills contaminating local water supplies or the local environment?*
- Are groundwater supplies effectively protected from waste dumps*
- When it rains, are landfills protected from surface waters with diversion canals?*

### Solid waste legislative environment

- What national or local legislation exists for waste management and environmental protection?*

## **I. Disease vector control**

### Disease vector control

- Is solid waste creating problems with disease vectors (such as vermin, bats, birds, mosquitoes, flies, ants, cats, or dogs)?*
- What do you think is causing the problems with disease vectors?*
- Are landfills covered daily with at least 20cm soil cover?*
- Is solid waste creating problems of stagnant water, or, blocked ditches?*
- Do you have any suggestions how vector populations can be reduced?*

***Use this section for any notes or recommendations***