

Discussion Guide for FGDs with Stakeholders

For the project: *Intersectionality-Informed Framework for Implementation of Effective Gender Integration in WSH: Andhra Pradesh*

1. Background:

A focus-group session is an in-depth discussion in which a small number of people from the target population, under the guidance of a facilitator (moderator) discuss topics of importance for a particular study/project. It is basically a qualitative method in which the moderator, with the help of predetermined guidelines, stimulates free discussion among the participants on the subject of inquiry. The order in which the topics are covered is flexible, but generally the discussion starts with more general issues and slowly flows into more specific ones. At the end, a few probing questions are sometimes asked to reveal more in-depth information or to clarify earlier statements or responses.

2. Objectives:

1. To understand the sanitation issues faced by women and vulnerable groups living in slums
2. To understand social exclusions and discrimination linked to access to sanitation infrastructure and services
3. To document the current situation of sanitation infrastructure/ services in the slums

3. Discussion Details:

- No of Participants: 10 to 15 people
- Target Audience: Women and vulnerable groups- differently abled, elderly, children, migrants, transgender, SCs/STs, economically disadvantaged, occupationally disadvantaged.
- Discussion flow:

Sr.No.	Discussion Points	Duration
01	Warm up	10 mins
02	General discussion on sanitation and discrimination	15- 20 mins
03	Discussion on usage of toilet	20 mins
04	Cleanliness of toilet/ O&M	20 mins
05	Communication on sanitation	20 mins

- Team members: Two members team should conduct the FGD, one person plays the role of a facilitator and the other person should record all the information, photographs and other needed data.

4. Instructions to Facilitator:

- At the beginning, introduce yourself in a very friendly manner and greet each participant individually.
- Make eye contact when you speak to them.
- Help them find a seat in the circle. If the person seems to be very chatty and you feel they might be a talker in the focus group, ask them to sit in the chair to the left or right of you. Place quieter people across from your chair in the circle.
- Chat warmly with them, including new people as they arrive.
- Smile and be friendly. You are the host for the focus group so assume the role of host.
- State the purpose of research and assure them of the confidentiality.
- After explaining the purpose of the FGD, encourage participants to raise queries and provide suitable clarifications.
- Give a clear indication about the time required for this exercise.
- Seek consent of the participants for notes taking and photograph. Tell them that information will be kept confidential if they desire so.
- Ask questions in simple language so that it is easy to understand.
- Do not encourage only observation by participants but also ensure that everyone gets an opportunity to speak.
- Do not promise anything to the community be realistic and ensure that no unrealistic expectations are raised from the participants side.
- Clearly explain the purpose of the FGD.

5. Methodology:

- Start with warmup activity, to develop the rapport with the stakeholders to use simple local language.
- The facilitator should use interpersonal communication tool to get the information about the participants.
- Start a general talk on sanitation, to collect the views of the people and observe their attitudes.
- After the general issues, talk on the usage and maintenance of the toilets.
- Discuss on the kind of challenges they are facing without toilets and what they need.

6. Implementation Process:

- Ensure that the venue and time is convenient to people as well as for holding the FGD. Invite the participants accordingly.
- Invite participants using key local contacts to identify people; they may be a municipal functionary, local community leader, SHG member, school teacher, senior member of a household, local CBO / NGO representatives, etc.
- Women and men shall constitute separate focus groups in respective areas.
- FGD should preferably be pilot tested before actually roll out.

6.1 Warm-up activity:

Have a quick warm up with the respondents to ensure that they are comfortable for further discussion:

- Please tell me your name?
- Where do you stay, is your house rented or do you own it? [*Moderator to make a note of it*]
- How many members do you have in your family?
- What do you do for a living? Do you face any challenges in social acceptance because of your occupation?
- Are you a local resident or a migrant? How long has your family been staying in this town? Are you comfortable in this town?
- Do you have an Aadhar Card/ BPL Card/Ration card? Did you face any issues in getting these?
- Religion/caste?

6.2 General discussions on sanitation:

What are the activities that should be done / or should not be done in order to maintain sanitation?

Probe:

- What are the things that you do periodically in your home (could be daily, weekly, monthly) to maintain safe sanitation practices? Why do you do so? [*Moderator to take a note of the list of activities mentioned for reference in the next question*]
- Who told you to follow these activities [*Probe – Family traditions, ANM/Doctors, media*]
- What do others in the community follow? What do you feel about their practice?

6.3 Discussion on beliefs/ norms/ risks:

What would happen if you do not do these activities [*Moderator to reiterate the sanitation related activities mentioned by the respondents and check for each activity?*]

Probe:

[*Check for any cultural belief attached*]

- Will lack of sanitation cause illness/diseases?
- What do you know of such diseases?
- What is the incidence of ill health in your family?
- Which type of health services do you prefer to avail and why?
- On an average how much does your family spend on healthcare in a month?
- What are the precautionary measures for such diseases?

[*Check if having/using Toilets is mentioned spontaneously*]

- If not, do you feel using a toilet is also a part of sanitation and related issues that we are discussing right now?

6.4 Discussion on Individual Household Toilet:

- Do you currently have a toilet in your household?
- Did you / do you face any challenges in getting a toilet constructed in your household?
[*Ask only if they have a HH toilet*]
- On that note, what do you think constitutes a sanitary toilet? Is the current toilet that you are using sanitary? If yes, how? If not, what can be done to make it “sanitary”?
- Does it have a septic tank or pit?
- Does it have the following: Roof, Fixed door, Light bulb inside the toilet, Water connection for washing and flush within the toilet. What is the type of toilet seat

- Is the toilet placed on a raised platform?
- When was it constructed? Was it along with the house?
- If it was added later, why was it added?
- Who designed and constructed the toilet?
- How much did it cost in INR to construct the toilet in your house?
- How did you finance to build toilet? Did you get a subsidy? How much, and was it enough?
- Did you face any issues while availing the subsidy?
- Do you share it with anyone? If yes, who?
- Who all use the toilet?
- Do all men in the HH use a toilet? If no, why?
- Do women also use the same toilet? If no, why?
- What about boys, do they use the HH toilet? What about girls?
[If the toilet use is different for children, check who gets to decide all this]
- What about the elderly and disabled persons in the HH, are they comfortable using the toilet. Why/why not?
- How often does everyone in your family use the toilet?
- Who cleans the toilet at home?

Probe:

[Check for irregular/ no usage and reasons for the same]

- Is there any difference in day and night usage?
- Is there any separate place within the house for use at night?
- Has the usage been same since the construction of the toilet?
Any increase/decrease in usage, reasons for the same?
- Have you heard about MHM practices?
- Do women in your HH use Sanitary napkins?
- If no, what do they use?
- How is used napkin/ cloth disposed?
- Who maintains the toilet?
- Do you think cleaning a toilet has an ill-effect on your health?
- Who takes decisions related to toilet infrastructure in your HH?
- Are you satisfied with your toilet?
- Do you know where the waste water from kitchen and bathroom gets discharged?
- Can you afford desludging?

6.5 Discussion on water supply:

- What kind of water supply do you have? Municipal individual connection/ shared connection/ deep well boring/ stand post/open well etc.
- For what purposes, do you use it? Drinking/cooking/toilet & bathing etc.
- If individual connection, do you get it every day, and for how many hours?
- If not, who usually brings the water from a well/stand post outside?
- How far is the source of water located from the toilet?

- What are the issues faced by individual when carrying the water to home?
- Is the quantity of water available sufficient to maintain the toilet in your house?

6.6 Discussion on CT/PT Use:

- Since you do not have a toilet, do you use a PT or a CT?
- Do you use a PT/CT when you are outside?
- Where is the PT/CT Located? How far is the PT/CT from your house?
- Are there enough toilets for men and women?
- Is it accessible to women?
- Is it accessible to elderly/ disabled?
- What is the status of cleanliness/maintenance of the PT/CT?
- Is there any frequent incidences of bad odour?
- For the PT/CT that you use, do you pay any usage charges? How much?
- Are the user charges for PT/CT a burden?
- Who maintains the PT/CT?
- Do you know how frequently the toilet is cleaned?
- How satisfied are you with PT/CT?
- Any specific issues or concerns (such as men crowding, unsafe, not permitted to use, etc.)
- Is the caretaker skilled enough for the operation and maintenance of the PT/CT?
- How long do you need to wait to use a PT/CT?
- Are there any instances when the PT/CT is shut?
- If yes, what do you do then?
- Do you feel safe to use the PT/CT at all times of the day? If no, which time of the day do you feel unsafe to use the CT/PT?
- If no, why do you feel unsafe?
- Any suggestions to improve the CT/PT?

6.7 Discussion on Maintenance

- How is the CT/PT maintained? How is it kept clean?
- Who does the cleaning?
- How often is it cleaned?
- Is there any designated authority that takes care of the maintenance and cleaning of the toilet? Please share details about it.
- Are they skilled enough to take care of the operation and maintenance of the PT/CT?
- Do you have to pay extra for the cleaning?
- Would you be willing to be contribute to the maintenance of the community toilets? If yes, in what capacity do you think you can contribute (resources, labour)?

6.8 Discussion on no toilet/open defecation:

[Ask if they defecate in open]

- How far do you have to go for defecation?

- What time do you go for it?
- What is the availability of water at that spot?
- Are you comfortable going in the open? Do you face any problem? Please share?
- How do women, children, elderly manage? Are they comfortable going in the open? Why/why not?
- What about boys and girls, how do they manage?
- What do you do in case of illness (such as diarrhoea)?
- If given a choice what would you prefer, using a HH toilet, CT/ PT or open defecation?
- What are the problems associated with using a CT/PT

[Check for harassment/discomfort]

- Would you be willing to pay for the use of CT?

[Ask women only- Check for usage during menstrual period]

- Usually men gather at such places, any discomfort with that?
- What are the problems associated with going in the open for defecation?
- Can go only early in the morning or after dark *[Check for risk of harassment, discomfort of not being able to use it through the day]*
- How do you manage the menstrual waste/disposal? Do you use HH toilet or CT/PT during that time? Why/why not?
- How do the girls manage during menstrual period?

6.9 Discussion on sanitation at workplace:

- Do you have access to toilet at work place? If yes, where? If no, why?
- What do you do if there is no toilet? OD? Where? What are the problems associated with OD?
- If yes, what type of toilet do you have access to where you work? IHHT, CT/PT?
- If it is an IHHT, where is the CT/PT located?
- Does it have the following: Roof, Fixed door, Light bulb inside the toilet, Water connection for washing and flush within the toilet. What type of toilet seat is provided?
- Is the toilet placed on a raised platform?

(Only if it is a CT/PT)

- Are there enough toilets for men and women?
- Is it accessible to women?
- Is it accessible to elderly/ disabled?
- What is the status of cleanliness/maintenance of the PT/CT?
- Is there any frequent incidences of bad odour?
- For the PT/CT that you use, do you pay any usage charges? How much?
- Are the user charges for PT/CT a burden?
- Who maintains the PT/CT?
- Do you know how frequently the toilet is cleaned?
- How satisfied are you with PT/CT?
- Is the caretaker skilled enough for the operation and maintenance of the PT/CT?
- How long do you need to wait to use a PT/CT?

- Are there any instances when the PT/CT is shut? If yes, what do you do then?
- Do you feel safe to use the PT/CT at all times of the day? If no, which time of the day do you feel unsafe to use the CT/PT? If no, why do you feel unsafe?
- How far is CT/PT from your work place?

6.10 Discussion on communication:

Do you watch TV, listen to radio, read newspaper etc.?

- How often and when do you access it?
- How much time do you devote daily on each medium?
- Do you have a mobile? How do you use it?
- Can you check SMS, WhatsApp? Can you reply back to an SMS/ WhatsApp message?
- How often do you use SMS? Generally for which purposes do you use it?
- Have you ever replied back to any SMS, which asks you to give answers and send back on a toll free number?
- Do you download apps on your mobile? Are these paid apps/ free ones? What kind of apps do you download?
- Have you ever heard anything about sanitation/toilet, etc. on TV, radio, newspaper, hoarding etc.? Can you tell us in details about the message and what did you learn from it?

6.11 Discussion on awareness and Interest in SBM

(Only ask those using CT/PT or OD)

- Are you aware that the State government is providing funds for toilet construction?
- Where did you gain the information?
- Have you been part of any awareness campaign related to sanitation?
- If yes, what was the medium of dissemination?
- Would you be interested in availing benefits under the SBM program?
- If no, why would you not be interested?
- Have you applied for toilets under SBM programme?
- If yes, what is the status of your application?

Private providers

- Do you have any private provider in this locality that constructs toilet? Why didn't you consider contacting them?

6.12 Discussion on governance:

- Have you recently been part of any government stakeholder consultation meetings?
- If yes, what is the major issue that was discussed?
- Have you been part of any stakeholder consultation meeting?
- If yes, how many?
- How many were related to sanitation?
- Was there an incident when you were not allowed to attend a stakeholder consultation?
- If yes, state why you were not allowed?

- Whom do you go to for solve sanitation related grievances?
- If you take the grievances to corporator or ULB, does your grievance get solved?
- If no, what is the reason?
- Has your sanitation situation improved after being part of CBO/SHG/SLF/TLF?
- Do you vote?
- Do you believe you have a voice in the governance of the city – in specific context of sanitation?
- Do you feel the need for a forum to address your specific concerns?

6.13 Discussion on households with vulnerable groups

Presence of Children in HHs:

- What type of toilet do you have access to in school?
- Does your school have separate toilet for girls and boys?
- How would you rate the cleanliness of toilets at school?
- Do you feel safe to use the school toilets at all times of the day?
- If no, why?
- (For adolescent girls), do you get sanitary napkin at your school?
- Do you have water and soap in schools?

Presence of transgender persons in the HHs:

- Do you use PT/CT?
- If yes, do you need separate toilet?
- Where do you use PT/CT?
- What problems do you face while using PT/CT?
- Are you aware of transgender pension scheme?
- Which forums do you seek support?

Presence of disabled persons in the HHs:

- If individual toilet is used, does it have vertical/horizontal handrails?
- If PT/CT is used, does it have the following:
 - Separate toilet for physically challenged
 - Suitable arrangement of vertical/horizontal handrails
 - Ramp and railing
 - Guiding block near the entry with a textural difference for visually impaired
- Are there any design specific challenges faced?
- Do you get pension monthly?

Women-headed HHs:

- As women do you think you have lesser right?
- Have you been discriminated at any instance?
- Do feel safe being in the community?
- Do you feel you have forum to voice your ideas, concerns, ideas?

