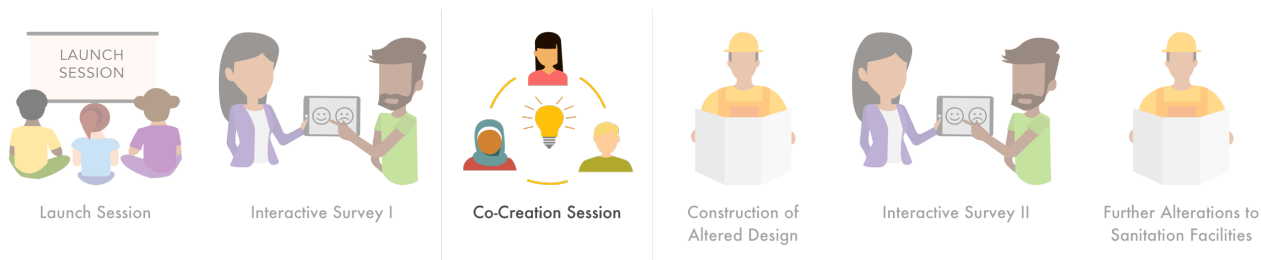


Guide 3: Co-Creation Session (Caregivers)



Date	
Total # of participants in the session	
Location	
Approx. age range	
Other notes	

Agenda

1. Introduction and background (15min)
2. Icebreaker - Step in/Step out (10min)
3. 5 Whys Activity (60min)
4. Voting Session 1 (10min)
5. Voting Session 2 (10mins)
6. Feedback from participants

1. Introduction and background (15min)

1.1. Welcome everyone

- Thank everyone for coming
- Introduce yourself & other facilitators
- Divide caregivers by gender (males and females)

1.2. Explain why we are here

- We are making changes to the toilets in the camp.
- We're talking to you to understand how we can make toilets and hand-washing stations better for children + caregivers.
- Ask your group to raise their hands if they:
 - Feel safe using the toilets in the day
 - Ask why or why not - Record this in the following table
 - Feel safe using the toilets at night
 - Ask why or why not - Record this in the following table

# of participants who <u>feel safe</u> using the toilets in the day	
Why do they feel safe?	
# of participants who <u>DO NOT feel safe</u> using the toilets in the day	
Why do they NOT feel safe?	
# of participants who <u>feel safe</u> using the toilets at night	
Why do they feel safe?	
# of participants who <u>DO NOT feel safe</u> using the toilets at night	
Why do they NOT feel safe?	

- We know that caregivers + children might feel uncomfortable using toilets in the camp. But if they don't use toilets, there can be serious health risks.
- We are going to do a few activities today to understand how we can improve toilets so everyone is healthy + happy.
- We will listen to everything you say today, but we can't change everything because we have limited resources.
- Remember that this session is only about toilets and things related to toilets. We cannot answer anything else about the camp, your health or your well-being.

1.3. Talk about the other ways we are talking to caregivers + children

- Household visits to understand what aspects of toilets and hand-washing stations children + caregivers don't like.
- We will explore the most popular things they don't like today and come with ideas to change them.
- We will take everything you tell us today and make changes to the toilets.
- Then we'll visit households again to see how happy people are with the changes.
- We'll making final changes to anything that still doesn't meet your needs.

1.4. Get consent to participate and take photos

- Explain that:
 - They don't have to answer questions if they are uncomfortable.
 - We will take notes but we will not share names with anyone.
 - Everything discussed today is confidential.
 - They can leave at any time.
 - Ask: 'Do you all agree?' [If anyone says no, allow them to leave]
- Photos
 - Tell them we would like to take photos during the activities.
 - We will not take photos of anyone's face, just the backs of the head or the worksheets we will use today.
 - Ask: 'Are you happy for us to take your photo?'
 - If anyone says no, don't take their photo.
 - Write down the names of anyone who says "yes" in the table below. You need names to take photos.

Consent given for photos:	# of Yes [] # of No []
Names of people who said 'Yes'	

2. Icebreaker - Step in/Step out (10min)

2.1. Give instructions

- Ask everyone to stand in a circle facing each other.
- Explain that:
 - You will read a statement
 - If the statement applies to them (it is something they do or like), they will take one step forward to the centre of the circle.
 - If the statement does not apply, then they will stay where they are.
 - There are no right or wrong answers.

2.1. Read following statements:

- I do the house chores.
- I love to sing songs.
- I like to dance.
- I like to tell jokes [*Ask them to tell a joke*]
- I am the funniest person in my household.
- I am the messiest person in my household.
- I think the toilets here could be way better.


3. 5 Whys Activity (60min)

What you have to do before the session

3.1. Create '5 Whys Worksheets' (x3) like the one below

- On the top of each worksheet write 1 of the top 3 pain points (things people didn't like) found in Interactive Survey I.
- Include the illustrations used in Interaction Survey I and with a marker highlight the pain point you wrote
- Next to the the picture draw a box and write 'why?' next to it.
 - Do this 5 times down the paper.
 - In the first box, write the top reason to come from Interactive Survey I.

#1 Latrine Size



Why?

It's too small

Why?

Why?


Why?

Why?

3.2. Create Alteration worksheet (x3) like the one below.

- On the top of each worksheet write 1 of the top 3 pain points (things people didn't like) from Interactive Survey I.
- Include the illustrations used in Interaction Survey I and with a marker highlight the pain point you wrote.
- Next to the picture, draw 3 boxes and write "Idea 1", "Idea 2" and "Idea 3".

#1 Hole size



Idea 1:

Idea 2:

Idea 3:

What you have to do in the session

3.3. Explain that:

- On each worksheet is an aspect that caregivers did not like (from the household visits).
- We want to explore the reasons why these aspects create problems or make it difficult for caregivers and children.
- There are no right or wrong answers.

3.4. Introduce pain points [*5 Whys worksheet*]

- Read out the first pain point and cause in the Why? box.
- Ask participants: *'Do you agree with this cause?'*
 - If not, *'what is a more important cause?'*
 - Change the cause if they suggest a different cause.
- Write down the pain point in '*5 Whys worksheet*' (Appendix 1)

3.5. Get to the root cause

- Ask caregivers to think about a recent experience they had with this pain point and cause.
- Ask them *"Why is this a problem?"*
 - For example, if the first cause is *"too small"* ask them *"why is being small a problem?"*
 - Write down their answer in the next 'Why? box'.
- Keep asking *"Why is this a problem?"* and every time write the answer in each *"why?"* box.
 - Sometimes you might need to ask *"why?"* a few times before you get to the root problem.
 - Other times you might find the root problem before the 5th *"why?"*
- Stop asking, *"Why is this a problem?"* when there are no more useful responses.
- Make sure to:
 - Explore any cultural norms that might come up.
 - Explore any gender specific topics.
 - Look for answers that come from real experiences.
- Write down the 5 Why reasons and the root cause in '*5 Whys worksheet*' (Appendix 1)

3.6. Creating improvements [*Alteration worksheet*]

- Explain that now that we have identified the real problem, let's think of ways to improve it.
- Ask them:
 - *What would prevent this from happening?*
 - *What could we change to make this better?*
- Write down the top 3 suggested improvements in '5 Whys worksheet' (Appendix 1)

3.7. Repeat 3.4, 3.5 and 3.6 steps with the other two pain points.

4. Voting Session 1 (10min)

What you have to do before the session

4.1. Prepare materials:

- Set of stickers (or sticky notes) all the same colour.
- Alterations worksheets
 - Move to the wall at the front of the room / on to the floor / on a table.
 - Worksheets to be grouped by the pain point they address.

What you have to do in the session

4.2. Bring participants from each group together:

- Tell them the first pain point, its root cause and the 3 suggested improvement ideas
- Give each participant a sticker or post-it note.
- Ask participants: if they had to choose one idea, what would it be?
- Tell them to stick their dot or post-it note on that one idea.
- Repeat this with each pain point group.
- At the end of this activity, each participant will have placed a sticker on one idea from each pain point group.
- Write down the most popular improvement in the 'Voting Table 1' (Appendix 2)
 - **Most popular improvement:** ideas with the most dots/stickers
 - There will be one improvement idea for each pain point

5. Voting Session 2 (10mins)

What you have to do before the session

5.1. Prepare materials:

- Set of stickers (or sticky notes) all the same colour.
- Alteration worksheets
 - Bring together most popular suggested improvements from Voting Session 1 for each pain point from each group
 - Move to the wall at the front of the room / on to the floor / on a table.
 - Worksheets to be grouped by the pain point they address.

What you have to do in the session

5.2. Bring groups together:

- Tell them the first pain point, its root cause and the most popular improvement ideas from each group from Voting Session 1
- Give each participant a sticker or post-it note.
- Ask participants: if they had to choose one idea, what would it be?
- Tell them to stick their dot or post-it note on that one idea.
- Repeat this with each pain point group.
- At the end of this activity, each participant will have placed a sticker on one idea from each pain point group.
- **Write down the most popular improvement in the 'Voting Table 2' (Appendix 3)**
 - Most popular improvement: ideas with the most dots/stickers
 - There will be one improvement idea for each pain point

5.3. Inform participants of them the most popular improvement idea for each pain point

6. Feedback from participants

Write down responses in 'Feedback Table' (Appendix 4)

6.1. Ask them how satisfied they are with the type of information we shared during:

- the launch session
- interactive survey
- co-creation session

6.2. Ask them how satisfied they are with how we shared information during:

- the launch session
- interactive survey
- co-creation session

Appendix 1: 5 Whys Worksheet

Paint Point	5 Whys	Root cause	Suggested improvements (#of votes)	Notes
1	1. 2. 3. 4. 5.		1. 2. 3.	
2	1. 2. 3. 4. 5.		1. 2. 3.	
3	1. 2. 3. 4. 5.		1. 2. 3.	

Appendix 2: Voting Table 1

Pain point	Most popular improvements (from each group)	# of votes	Notes
1			
2			
3			

Appendix 3: Voting Table 2

Pain point	Most popular improvements	# of votes	Notes
1			
2			
3			

Appendix 4: Feedback Table

# of participants who were satisfied with the type of information we shared during the launch session? During the digital tool?	Launch session:	Interactive survey:	Co-creation:
What did they like?	Launch session:	Interactive survey:	Co-creation:
What could be better?	Launch session:	Interactive survey:	Co-creation:
# of participants who were satisfied with how we shared information during the launch session? Digital tool? Co-creation session?	Launch session:	Interactive survey:	Co-creation:
What did they like?	Launch session:	Interactive survey:	Co-creation:
What could be better?	Launch session:	Interactive survey:	Co-creation:



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