User-Centred Community Engagement

Caregivers Co-Creation Session guide

This guide is for field staff who are responsible for running Co-Creation Sessions with adult caregivers of children aged between 5 to 12 years old.

🕐 2hr 5min (125 minutes)

👥 Number of participants: 15 caregivers

In this guide you will find:

💡 Helpful tips or Examples

❗ Important information to remember

👥 Role of Facilitators and WASH Engineer

eclipse

Explanation of language:

We use some terms in this guide in ways that you may not be familiar with. Here are the key definitions you need to know:

Sanitation facilities	We use this term when talking about public latrines, all features and items inside the latrines, (e.g., the latrine slab or seat, doors, locks, refuse bins) and relevant features around the latrines (e.g., hand washing stations, pathways and signage).
Problem area	A problem area is an area of sanitation facilities that contains one or several problems that make it difficult or impossible for children to use sanitation facilities. Main problem areas are identified by children and caregivers in the Interactive Surveys.
Problem	A problem is something that makes it difficult or impossible for children to use sanitation facilities. Main problems are identified by children and caregivers in the Interactive Surveys.
Cause	A cause is something that contributes to a problem with sanitation facilities. Understanding problem causes will help your team and the community members better understand what solutions are needed to resolve the problem you're looking at. Causes may not be clear right away. They are discovered and discussed with community members during the Co-Creation Sessions.

eclipse

What is a Co-Creation Session?

Co-Creation Sessions are an important part of the User-Centred Community Engagement methodology. In Co-Creation Sessions, field staff and crisis-affected people explore problems with sanitation facilities and their causes to understand how these problems can be best resolved.

What do we want to achieve in this Co-Creation Session?

We want to better understand - from the perspective of adult caregivers - how their children use sanitation facilities, what problems they face and why, and how we can solve these problems.

Key questions we want to answer:

- *What problems do children experience when using existing sanitation facilities?*
- *What are the causes of these problems?*
- *How can these problems be addressed with the resources and skills available in the project context?*
- *Which solutions are a priority for children and their caregivers in this context?*

eclipse

Who takes part in this Co-Creation Session?

Adult caregivers of children aged between 5 and 12 years old.

> 💡 **Tip:** Hold separate Co-Creation Sessions for male and female caregivers. Women and men may have unique views and opinions about sanitation facilities that they may not want to talk about if caregivers of the opposite sex are present.

Where can we hold this Co-Creation Session?

Select a location that is familiar, comfortable and safe for the caregivers who will be participating in the session. Appropriate locations include school classrooms, women-friendly spaces and community centres.

> 💡 **Tip:** If some caregivers have small children and can't come to the Co-Creation Session without them, you can provide a space for the children to play in and an additional staff member to look after them while the caregivers are participating in the session.

eclipse

What to prepare before each session?

The list below includes the main things you may need during this Co-Creation Session.

You can change the list or use alternative items depending on the resources and materials available in your project context.

- ❏ Colored markers, pencils or crayons
- ❏ Tape or push pins
- ❏ Flip chart or similar style light-coloured paper
- ❏ Sticky notes
- ❏ Consent forms if required by your organisational policy
- ❏ 3 prepared Problem Tree posters, one for each of the top 3 problem areas identified in the Interactive Surveys (see Problem Tree example)
- ❏ Stickers or another way of voting
- ❏ A separate piece of flip chart paper for collecting out-of-scope ideas
- ❏ Snacks and water

eclipse

Who facilitates Co-Creation Sessions?

1 x Lead Facilitator

- Responsible for the overall planning and implementation of the Co-Creation Session.

- She/he leads on each session activity and is responsible for collecting and recording session outputs.

2 x Co-Facilitators

- Responsible for supporting the *Lead Facilitator* in the planning and implementation of the Co-Creation Session.

1x WASH Engineer

- Should be present during the Co-Creation Sessions for this project focused on child-friendly sanitation facilities.

eclipse

Co-Creation Session agenda:

🕐

1	Greetings and session introduction	10 min
2	Activity 1: 'My Neighbour' ice breaker	10 min
3	Groups break out	5 min
4	Activity 2: Problem tree	60 min
5	Snack break	10 min
6	Activity 3: Report back	20 min
7	Activity 4: Voting	5 min
8	Session closing	5 min

**2hr 5min
(125 min)**

eclipse

> **Purpose:** To make sure that all participants understand what the Co-Creation Session is for and what they can expect from participating in this Co-Creation Sessions.

You need:

❑   Consent forms, if using

👥 Lead Facilitator

1. Introduce yourself and other staff who are participating in the session.

2. Give a brief overview of the UCCE process and explain what this Co-Creation Session is for.

3. Give a brief overview of the session agenda.

4. Explain how participants' ideas will be used by the field team to make programme decisions.

5. Explain that in the session you will focus only on a limited number of problems with existing sanitation facilities. Tell the participants that these problems were identified in the Interactive Survey with members of their community. Explain that if they tell you about unrelated problems during the session, you will not be able to address them but you will write them down and share them with relevant colleagues.

6. Explain that while you cannot promise that every idea they propose will be used, your team will do your best to implement as many ideas as possible.

7. Explain that if participants don't understand something, they can ask questions at any moment during the session, and that they can also leave the session at any moment without penalty.

8. Ask if anyone has any questions and ask for consent.

👥 Co-Facilitators and WASH Engineer

1. Observe the activity.

eclipse

2. Activity 1: 'My neighbour' ice breaker

🕐 **10 min**

> **Purpose:** This activity allows participants and staff to get to know each other and makes participants feel more comfortable in the session.

Lead Facilitator

1. Invite all caregivers and staff to stand in a circle and introduce the activity.

2. Tell everyone in the circle to turn to the person next to them and ask their neighbour 3 questions:

   a. *What is your name?*

   b. *How many children do you have?*

   c. *Tell me one interesting fact about you.*

3. Then, tell their neighbour to ask them the same 3 questions.

4. Give 3-4 minutes for people to answer the questions in pairs.

5. Invite everyone in the circle to introduce their neighbour to the group.

Co-Facilitators and WASH Engineer

1. Join the circle to participate in the activity.

eclipse

3. Groups break out

> **Purpose:** This is a quick way to break up all participants into three smaller groups.

👥 Lead Facilitator

1. Thank everyone for the warm up and ask caregivers to count off to 3 one by one.

2. Tell the caregivers to break out into groups based on the number they said:

   a.   Caregivers who counted '1' join a small group with **Lead Facilitator**.

   b.   Caregivers who counted '2' join a small group with one **Co-Facilitator**.

   c.   Caregivers who counted '3' join a small group with another **Co-Facilitator**.

👥 WASH Engineer

1. Join one of the groups.

eclipse

4. Activity 2: Problem tree

🕐 **60 min**

Purpose: During Problem Tree activities each group explores 3 main problem areas in a specific part of the sanitation facilities to better understand the problems that children experience with the sanitation facilities and come up with solutions to these problems so that we can make the sanitation facilities more child-friendly.

You need:

- ❑ 3 problem trees (see Problem Tree example)
- ❑ Colored markers, pencils or crayons

👥 WASH Engineer

1. Move between 3 groups during the Problem Tree activity to observe the activity.

2. Where appropriate, you can participate by adding more ideas to the ones proposed by the caregivers.

3. ❗ **Important:** Your role during this activity is to manage expectations while also allowing for the participants to be creative and to suggest a wide range of different ideas. If the participants are suggesting something that may be difficult to implement, you can tell them about it and explain why it may be difficult but do not discard any ideas at this stage. You can also suggest more feasible alternatives to the proposed ideas where appropriate.

eclipse

👥 All Facilitators in their small groups:

Step 1: Welcome caregivers to the group and introduce the activity.

1. Tell caregivers about the Interactive Survey and explain how information from the Survey is used in this activity;

2. Explain the purpose of the activity: to better understand the problems that children experience with the sanitation facilities and come up with solutions to the problems so that we can make the sanitation facilities more child-friendly;

3. Tell caregivers which part of sanitation facilities your group will focus on: Inside the latrines, Outside the latrines, or Hand-washing Facilities.

Step 2: Discuss the problem areas written down on the Problem Tree poster:

1. Tell caregivers that from the Interactive Survey we know what most caregivers in the village don't like about these 3 problem areas: read the top 2 problems from the poster.

2. Then, looking at one problem at a time, ask caregivers one of the following Why questions:

   a. *Why do you this problem exists?*

      OR

   b. *Why is this a problems for you?*

💡 **Example:** If caregivers say they don't like the space outside the latrines because it is too dark, you can ask *"Why don't you like that it's too dark outside the latrines?"* OR you can also ask *"Why is it dark outside the latrines?"*

eclipse

Activity Variations & Tips:

💡 **Try using both *Why* questions for each problem you discuss.**

If you get stuck on one of these question, try asking the other one. The point of this activity is to discover different problem causes. These can be very personal to individual caregivers (answers to the *"Why is this a problem for you?"* question) or relevant to the overall context (answers to the *"Why does this problem exist?"* question).

💡 **You may need to ask one or both Why questions up to 3 times to get to the real cause of the problem.**

Example: If caregivers say they don't like that it's dark outside the latrines because they feel it's unsafe for their children to use them at night, ask them *Why* they find it unsafe. OR, if caregivers say it's dark because there are no lights outside, ask them *Why* there are no light. The answers might surprise you! Remember: There is no right or wrong answer.

💡 **In sessions with illiterate caregivers, you can write down the caregivers' answers on the Problem Tree themselves.**

💡 **If caregivers hesitate to speak out or some caregivers are speaking more than others, you can call on caregivers one by one going in circle to make sure everyone has a chance to speak about their views.**

eclipse

5. Snack break

⏱ **10 min**

Purpose: Participants and staff get a short break.

👥 Lead Facilitator

1. Invite everyone to take a 10 minute break & have some of the snacks and drinks provided.

14

eclipse

6. Activity 3: Report back

Purpose: The three groups come back together and each group presents their Problem Tree to everyone.

You need:

❏ Post-it notes and markers for additional ideas

👥 Lead Facilitator

1. Ask everyone to return to their seats in their groups.

2. Invite one of the groups to the front of the room and ask them to present their Problem Tree poster to everyone in the room.

3. Ask the group to say which part of the sanitation facilities they looked at, which problem areas and problems they talked about, and what ideas they thought of.

4. Give the group no more than 5 minutes to present their poster.

5. Once the group finishes their presentation, ask others in the room if they have any additional ideas to add to the group's poster. If they do, write them down on sticky notes and add them to the poster.

6. Continue the activity until all 3 groups have presented their posters.

👥 WASH Engineer

1. Observes the activity.

2. If you see that an idea is may be difficult to implement in the project context, tell everyone why it could be difficult but <u>do not</u> reject the idea at this time. If possible, suggest a more feasible alternative.

eclipse

7. Activity 4: Voting

Purpose: All caregivers vote for the ideas they like the most.

👥 Co-Facilitators

1. Hand out stickers to caregivers before starting the activity: each person should get 6 stickers in total.

👥 Lead Facilitator

1. Explains the activity and tells the caregivers that the 2 ideas with the most votes from each poster will be prioritised by field staff for implementation.

2. Tell the caregivers they can only use 2 stickers on every poster.

3. Ask the caregivers to come up to one of the Problem Trees and place a sticker next to the idea that they like.

4. Repeat the activity with the remaining Problem Tree posters.

5. Once everyone has voted, tell the caregivers which 2 ideas got the most votes on each Problem Tree poster (6 ideas in total).

👥 WASH Engineer

1. Observes the activity.

eclipse

8. Session closing

👥 WASH Engineer

1. Thank the caregivers for their ideas and explains what will happen next:

    a. All ideas will be ranked by the number of votes but the 6 most popular ideas will be prioritised for implementation.

    b. All ideas will also be rated by how easy or difficult they are to implement.

    c. The team will consider available budget, time, staff and construction materials when reviewing the ideas.

    d. The most popular and feasible ideas will be implemented.

👥 Lead Facilitator

1. Tell the caregivers that this is the end of the session.

2. Remind them that while we cannot promise that every idea from today will be used, we will do our best to implement as many as we can.

3. Thanks the caregivers for participating and helping the field team to come up with ideas for improved facilities, and encourage them to engage in similar exercises in the future.

👥 Co-Facilitators

1. Observe the activity.

eclipse

What to do after the end of the session?

- If possible, take photographs of all posters to keep a digital record.

    - Add these to the relevant project folder and share with project team and Project Manager.

- Write down all ideas from each Problem Tree poster in 3 Ideas Lists (make one list per Problem Tree; see Ideas List template) and return it to the Project Manager. He/she will take the ideas into the Decision-Making session.

- Collect all posters and give them to the Project Manager.

    - The Project Manager will keep these until the end of the project period.

    - The Project Manager will take problems and ideas that were out of scope and communicate them to relevant colleagues/ sectors.

- Take 15 minutes to talk about the session as a team. Talk about:

    - *What went well?*

    - *What didn't go well?*

    - *What could be done differently next time?*

eclipse

Annex 1: Problem Tree Activity
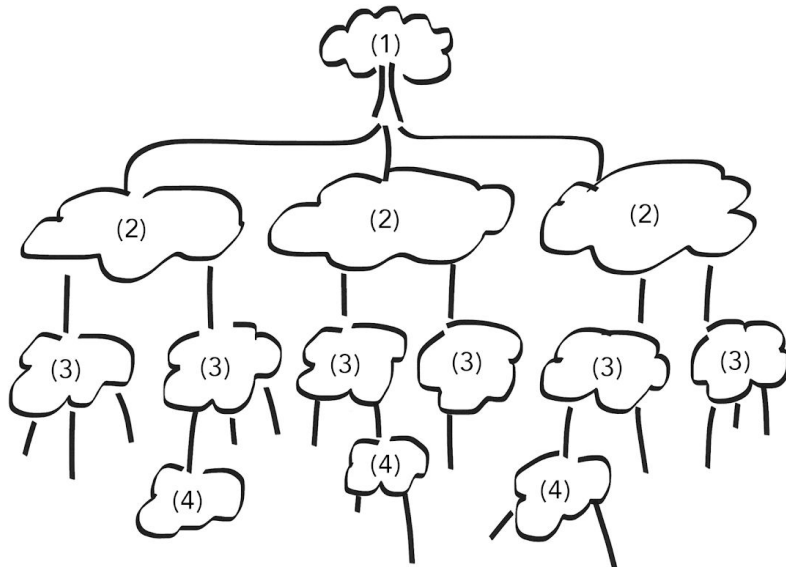
Before the session

Draw the Problem Tree outline on a horizontal piece of flipchart paper.

(1) - Write the name of the area of sanitation facilities you will be reviewing here

    - Attach a printed out image of that area below the name

(2) - Write the top 3 problem areas in these spaces

(3) - Write the top 2 problems related to each problem area in these spaces

During the session

(4) - Write participants' answers to your Why questions in these spaces

    - Add more spaces as needed

    - Ask participants to come up with ideas to solve these problem causes

    - Add participants' ideas next to these causes on sticky notes

eclipse