

# User-Centred Community Engagement

## Decision-Making Session guide

This guide is for the project manager who is responsible for running a Decision-Making session with the UCCE project team.

 2hr 25min (145 minutes)

 Participants: Key project staff

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# 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.

## Priority ideas

Ideas that received the most votes from the community in the Co-Creation Sessions. We will prioritise 6 ideas per Co-Creation Session (2 for each Problem Tree reviewed in the Sessions).

# What is a Decision-Making Session?

The Decision-Making Session is an important part of the User-Centred Community Engagement Methodology. It is designed to help field staff decide which of the ideas proposed in Co-Creation Sessions should be implemented. The session will also enable field staff to document their decision-making process in a way that will close the feedback loop with the affected community.

# What do we want to achieve in this Decision-Making Session?

To explore ideas proposed by different community members and decide on the implementation plan.

## Key questions for the session are:

- *Which ideas are a priority to the community?*
- *Which priority ideas are possible to implement in the current operational context and with the available resources?*
- *What other solutions are possible?*
- *How can we communicate our decisions back to the community?*

# Who facilitates the Decision-Making Session?



**Project Manager** is responsible for facilitating the Decision-Making Session.

# Who takes part in the Decision-Making Session?



**2 x WASH Engineer**



**2 x Lead Facilitators of Co-Creation Sessions** (one male, one female)

# What to prepare before each session?

- 1 x Blank Ideas Portfolio drawn on flip chart paper OR similar style light-coloured paper OR a whiteboard/blackboard
- Markers
- Sticky notes
- 18 Ideas Lists from Co-Creation Sessions with children and adults, organised by area of sanitation facilities they relate to
- Snacks and water

# Decision-Making Session agenda:



- |          |   |        |
|----------|---|--------|
| <b>1</b> | Greetings and session introduction        | 10 min |
| <b>2</b> | Activity 1: Ideas portfolio               | 90 min |
| <b>3</b> | Break                                     | 10 min |
| <b>4</b> | Activity 2: Design decisions & next steps | 30 min |
| <b>5</b> | Session closing                           | 5 min  |

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**2hr 25min  
(145 min)**

# 1. Greetings and session introduction

 5 min

**Purpose:** To make sure that all participants understand what the Decision-Making Session is for and what they can expect from participating.




## Project Manager

1. Welcome staff to the session
2. Explain the aim of the session
3. Give a brief overview of the agenda
4. Ask if anyone has any immediate questions about the session

## 2. Activity 1: Ideas portfolio

 90 min

**Purpose:** To organise ideas from the Co-Creation Sessions by popularity and difficulty to implement. This provides a better overview of what is possible given the resources and budget available.

 **Tip:** See 'Activity: Ideas Portfolio' annex at the end of this guide for visual instructions on how to run the Ideas Portfolio activity.



### Project Manager

#### Step 1: Review priority ideas

1. Give a brief overview of the activity and introduce the Ideas Portfolio poster.
2. Take one Ideas List and read the first idea from the list.
3. Write down the idea on a sticky note.
4. Ask the team to discuss how easy or difficult this idea would be to implement. Consider materials, staff resources, time and financial resources available.
5. Considering both how popular the idea was with community members and how feasible it is when placing the idea on the Ideas Portfolio poster. Use only sections (1) through (4) on the Ideas Portfolio poster for this step.
6. If two or more ideas are the same or very similar, 'cluster them' - place them together on the poster. These are now one idea.
7. Continue the activity until all priority ideas from the Co-Creation Sessions are added to the Ideas Portfolio poster. At the end of the activity you should have 36 ideas on the Ideas Portfolio poster.

#### You need:

- 18 Ideas Lists from Co-Creation Sessions (3 copies)
- 1 x Ideas Portfolio poster
- Sticky notes
- Markers or pens
- Annex 1: Ideas Tree Activity

## 2. Activity 1: Ideas portfolio

 90 min

### Project Manager

#### Step 2: Brainstorm alternatives

1. Ask the team to take 5 minutes to review all ideas in *section (2)*: priority ideas that were the highest priority for community members but that are difficult to implement.
2. Ask the team to collectively think about alternatives to ideas in *section (2)* that can be easier to implement in the project context. Consider materials, skills, time and cost.



**Example:** Community members propose that you hire someone to maintain the cleanliness of sanitation facilities but this may not be possible due to project resources. A more feasible alternative could be setting up a schedule for different community members to maintain the sanitation facilities themselves.

1. If the team thinks of an easier alternative to an original idea, transfer the idea to *section (1)* with a note of the suggested alternative on the same sticky note. If not, leave the idea where it is in *section (2)*.
2. Continue the activity until you have reviewed all ideas in section (2).
3. Repeat the activity for ideas in section (4): priority ideas that were the second highest priority for community members but are difficult to implement. Ideas with easier alternatives in section (4) should be moved to section (3).



## 2. Activity 1: Ideas portfolio

 90 min

### Project Manager

#### Step 3: Consider additional ideas

1. Return to the Ideas Lists.
2. Take one Ideas List and read out ideas number 3 and 4 from the list.
3. If an idea is already on the Ideas Portfolio poster, skip it. If it's not, add in to *section (5) or (6)* on the poster, depending on its feasibility.
4. Continue the activity until you have reviewed all ideas ranked number 3 and 4 on all Ideas Lists.

#### Activity Variations & Tips:



If the staff are not familiar with the concept of a matrix, plan to run a quick warm-up session before this activity. Ask the team to use a simple 2x2 matrix to map something they are familiar with. For example, they can map different types of leisure activities on a matrix where the x-axis represents how often they engage in each activity and the y-axis represents how much they like each activity.

# 3. Break

 10 min

**Purpose:** Staff get a short break.



**Project Manager**

1. Invite the staff to take a 10 minute break.


## 4. Activity 2: Design decisions & next steps

 30 min


**Purpose:** Team decide on the next steps to implement selected ideas.

### Project Manager

1. Introduce the activity to staff and explain its purpose.
2. Ask the team to look at the Ideas Portfolio poster and explain next steps:
  - a. The team should implement ideas in *section (1)* of the Ideas Portfolio first.
  - b. The team should implement ideas in *section (3)* of the Ideas Portfolio second.
  - c. If there is budget left after the implementation of ideas in *sections (1)* and *(3)*, the team should implement ideas in *section (5)*.

 **Tip:** Prioritise ideas within each section by the number of votes the idea received from the community.

1. Discuss and agree on staff responsibilities for implementation of ideas with the team.
2. Agree on the implementation timeline with the team.

 **Tip:** Discuss whether you want to test several versions of one idea with the community before implementing it at scale for all sanitation facilities. For example, you might want to test different sizes of toilet slabs with children and caregiver in the community before selecting which one to procure for the whole community.

Continue to the next page...

## 4. Activity 2: Design decisions & next steps

 30 min



### Project Manager

5. Agree on the best way to share the decision-making process you went through today with community members.



**Tip:** This can be through a community meeting or posters displayed in public spaces. You should explain to the community how you used their feedback and inputs to decide which ideas to implement. This is important for closing the feedback loop and being accountable to crisis-affected people.

# 5. Session closing

 5 min



## Project Manager

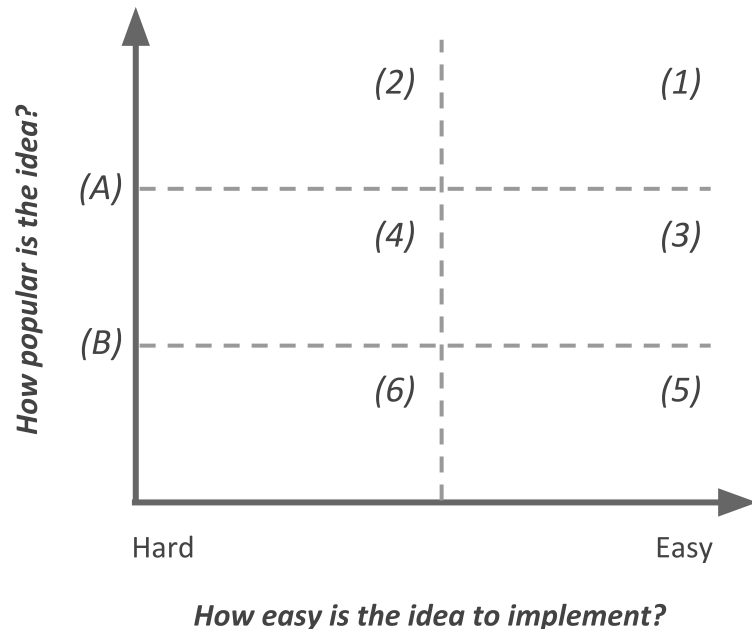
1. Tell the group that this is the end of the session.
2. Remind the team of next phases of the pilot: Implementation, Interactive Survey II and end-of-project evaluation.
3. Remind the team how the community will be informed about their decision-making process.
4. Thank the staff for participating.

# What to do after the end of the session?

- If possible, take photographs of the Ideas Portfolio to keep digital record
  - These should be uploaded to the relevant project folder and shared with project staff and decision-makers
- Collect the Ideas Portfolio and store as necessary until the end of the project period

# Annex 1: Ideas Portfolio Activity

**Note:** The following instructions are a summary. For full instructions please see the Decision-Making Session guide.



## Before the session

- Draw the Ideas Portfolio outline on a horizontal piece of flipchart paper.
- (A)** - Write the highest number of votes given to a single priority idea here
- (B)** - Write the lowest number of votes given to a single priority idea here

## Step 1: Discuss priority ideas

- (1)** - Add the priority ideas that are *most popular and easy* to implement here
- (2)** - Add the priority ideas that are *most popular but difficult* to implement here
- (3)** - Add the priority ideas that are *less popular and easy* to implement here
- (4)** - Add the priority ideas that are *less popular but difficult* to implement here

## Step 2: Brainstorm alternatives

- Review ideas in *section (2)*
- Consider how they can be adapted to become more feasible
- Move ideas from *section (2)* to *section (1)* with a note on proposed alternative

## Step 3: Consider additional ideas

- Review additional ideas from Co-Creation Sessions
- If an idea is the same as a priority idea that is already on the poster, skip it
- If an idea is new: add it to *section (5)* and *(6)* depending on feasibility