

User-Centred Community Engagement: Pilot Components

This document outlines each of the UCCE components in the approach piloted in Ethiopia in September 2019, and how they complement each other.



Figure 1. User-Centred Community Engagement process in Ethiopia pilot

Note: For this pilot, Eclipse team conducted the training, supported the back end of the Interactive Digital Surveys and helped create materials for Co-Creation Sessions. All other activities were managed by the field team in order to assess the feasibility of the methodology.



01 Training Session

The implementation of UCCE begins with a training for the field team (1-2 days). During the training the staff are introduced to the methodology and its components and are given an opportunity to practice using the Interactive Digital Surveys and Co-Creation Sessions with each other. Certain details of the methodology can be adapted on the go if they are found to be unsuitable during the training period.



02 Launch Session

A community gathering with the primary user group (children aged 5 -12 years), their caregivers and community representatives is the beginning of the engagement. It aims to build a relationship between the field team and the affected community, introduce the engagement, and represents an opportunity to address any potential participation barriers.



03 Interactive Digital Survey I

Trained field staff uses the Digital Tool to conduct the children and caregiver Interactive Digital Surveys, respectively, in the camp and/or village households for 3 - 4 days to get an initial understanding of problems with the sanitation facilities from a large part of the community.



04 Report Output

The report from Interactive Survey I is automatically produced on the WebHub and is reviewed by the Project Manager who identifies the main problem areas and uses this information to prepare the materials for the Co-Creation Sessions.



05 Co-creation Sessions

The field team run community Co-Creation Sessions with children and caregivers to explore problem areas raised in the Interactive Digital Surveys I and to generate design ideas to resolve these problems.



06 Decision-Making session

The Project Manager and WASH engineers get together to review and explore the various solutions proposed by different members of the crisis-affected community and decide on an implementation plan.



07 Ideas Implementation

Materials are procured and construction of new facilities or alterations to existing facilities are carried out based on the Decision-Making Session output.



08 Interactive Digital Survey II

6 weeks after the co-created ideas have been implemented, a second Interactive Digital Survey is deployed for 3-4 days using the Digital Tool. It engages children and caregivers in their camp households and focuses on collecting feedback on the altered designed construction from affected people to identify whether there is a need for further alterations or actions to improve the latrines further. It also measures changes in user satisfaction with implemented alterations or newly constructed latrines and their trust in the implementing organisation's ability to listen and act on their design suggestions.



09 Report Output & Design Decisions

The Project Manager and WASH engineers get together one more time to review the feedback on the altered Sanitation Facilities collected in Interactive Survey II and decide whether further alterations are necessary.



10 Further Alterations

Further alterations to sanitation facilities might take place depending on (and based on) the output of Interactive Survey II, resources and budget. This represents the end of the engagement.