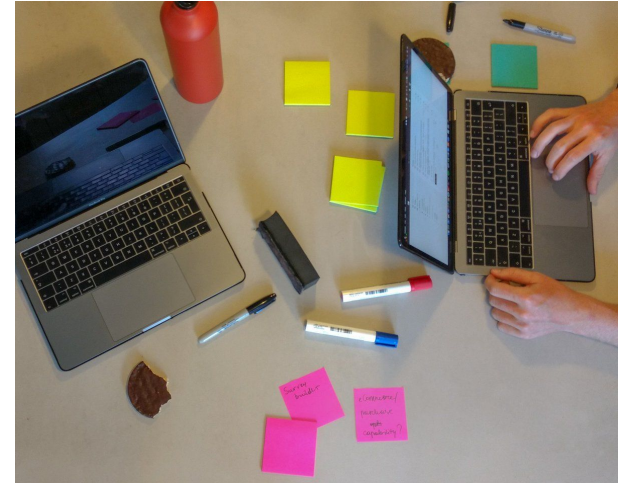


# UCCE Training session

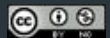
📅 [Date]

🕒 [Timing]

📍 [Location]



The goal of this session is to introduce you to User-Centred Community Engagement and the methods involved, and to train you on how to use them through hands-on experience.



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# What you will learn

- An overview of User-Centred Community Engagement (UCCE) methodology, plan, timeline, and roles for this project
- Hands-on practice conducting surveys using the Digital Tool
- How to synthesise survey report outcomes and turn them into input for Co-Creation Sessions
- Hands-on practice facilitating Co-Creation Sessions

# Agenda

🕒 6.5 hr

- |   |          |
|---|----------|
| <b>1</b> Ice-breaker  | 15min    |
| <b>2</b> Introduction to User-centred Community Engagement      | 45min    |
| <b>3</b> Launch session guidance                                | 15min    |
| <b>4</b> Interactive Survey walk-through and hands-on practice  | 2h 15min |
| <b>5</b> Synthesis of survey results                            | 30min    |
| <b>6</b> Lunch break  | 1h       |
| <b>7</b> Co-Creation Cession walk-through and hands-on practice | 1.5h     |
| <b>8</b> Wrap up  | 15min    |

# 1. Ice breaker

# Let's get to know each other!

1. Let's stand in a circle in between people you don't know (ideally!)
2. Turn to the person next to you and find out each other names, your job roles, and one interesting fact about each other
3. You have 3 minutes to get to know each other
4. Remember what they tell you! You will introduce your neighbour to the group afterwards

## 2. Introduction to User-centred Community Engagement

1. What is user-centred design?
2. Explanation of language
3. What is UCCE
4. Why use UCCE
5. UCCE key components
6. Project timeline
7. Project team roles
8. High level review of activities

# What is user-centred design?

- Designing a service or a product with a deep understanding of the users' needs
- Using a mixture of research methods (e.g., surveys, interviews, participatory sessions) and generative ones (e.g., brainstorming)
- Usually follows an iterative process (i.e., design, build, test)

# Explanation of language

## Key terms:

- 1. 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).
- 2. 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.
- 3. Problem:** A problem is something that makes it difficult or impossible for children to use sanitation facilities.
- 4. Cause:** A cause is something that contributes to a problem with sanitation facilities.



# What is UCCE?

## User-Centred Community Engagement:

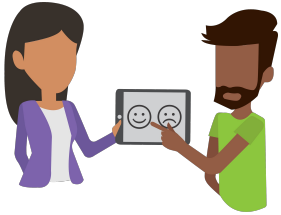
- A **research and design process** that starts with people we are designing for and building deep understanding of the problems they face with the sanitation facilities
- **Generating lots of possible ideas** with community members
- Deciding on **new solutions that are tailor-made** to suit the community's needs

# Why use UCCE?

Engaging displaced communities in a user-centred way can:

- **Significantly impact the health of the community** by building well-informed child-friendly sanitation facilities
- **Increase the sense of ownership of the facilities** among the affected community by involving them in the design
- **Reduce costs in the long term** by informing the design of sanitation facilities tailored to the needs prioritised by the affected population
- **Build trust between affected people and humanitarian agencies** by demonstrating how the feedback of affected communities translates into action and improved services

## Interactive Digital Surveys



- Deployed on **tablets**
- Designed to **engage community members quickly and effectively** to identify their priority humanitarian needs
- The insights from these interactive surveys **help you gain initial understanding of issues** from a large sample of members of your target community

## Co-Creation Sessions

- The initial understanding is then taken into community Co-Creation Sessions with children and caregivers
- It enables interaction with WASH engineers and other decision-makers so that community insights and input can directly influence sanitation design alterations.



# Project timeline



1 Launch Session



2 Interactive Survey I



3 Report Output



4 Co-Creation Sessions



5 Decision-Making



6 Alterations I



7 Interactive Survey II



8 Report Output & Decision-Making



9 Alterations II

# Project team roles

1. Project Manager:
  - a. Oversees the overall planning and implementation of the UCCE project.
2. WASH Engineers
  - a. Present during some of the data collection and during the Co-Creation Sessions
  - b. Make design decisions based on the ideas from the Co-Creation Sessions
3. Data Collectors & Co-Creation Session Facilitators
  - a. Responsible for deploying interactive surveys and facilitating the Co-Creation Sessions (Lead Facilitators & Co-Facilitators)

1

2

3

4

5

6


7


8

9

# Launch session

 [Date]

 [Duration]

 [Location]



## Objective:

To introduce the project and the team and to provide background to the engagement work and activities that will take place in the next few days/weeks to the community.



Project Team (all)  
Community members

1

2

3

4

5

6


7


8

9

# Interactive Survey I

 [Date]

 [Duration]

 [Location]



## Objective:

To get an initial understanding of problems with the sanitation facilities from a large part of the community



Data Collectors  
Community members

1

2

3

4

5

6


7


8

9

# Report Output

 [Date]

 [Duration]

 [Location]



## Objective:

- To review survey report outcomes and turn them into input for Co-Creation Sessions
- To prepare materials for Co-Creation Session



Project Manager  
Project Team (Co-Creation  
Session Facilitators)



1

2

3

4

5

6


7


8

9

# Co-Creation Sessions

 [Date]

 [Duration]

 [Location]



## Objective:

To explore problem areas raised in Interactive Surveys I and to generate design ideas to resolve these problems.



Project Team  
WASH Engineer  
Community members

1

2

3

4

5

6


7


8

9

# Decision Making

 [Date]

 [Duration]

 [Location]



## Objective:

To explore the various solutions proposed by different members of the crisis-affected community and decide on an implementation plan.



Project Manager  
WASH Engineers

1

2

3

4

5

6


7


8

9

# Alterations I

 [Date]

 [Duration]

 [Location]



## Objective:

To construct the first altered designs of sanitation facilities based on surveys and Co-Creation Session outcomes.



WASH Engineers

1

2

3

4

5

6


7


8

9

## Interactive Survey II

 [Date]

 [Duration]

 [Location]



### Objective:

- Reach as many households across the 4 days as they can
- To interview at least one caregiver per household and as many children as possible



Data Collectors  
Community members

1

2

3

4

5

6

7


8

9

# Report Output & Decision-Making

 [Date]

 [Duration]

 [Location]



## Objective:

To review the feedback on the altered Sanitation Facilities collected in Interactive Survey II and decide whether further alterations are necessary.



Project Manager  
WASH Engineers

1

2

3

4

5

6


7


8

9

# Alterations II

 [Date]

 [Duration]

 [Location]



## Objective:

To construct further alterations to sanitation facilities based on community feedback from Interactive Survey II



WASH Engineers

# 3. Launch session guidance

1. Guidance walk-through
2. Team and logistics decisions

# Launch Session



Launch Session guide

## Team and logistics

1. Define team roles (Facilitator and Co-Facilitators)
2. Choose location
3. Decide on starting time



# 4. Interactive Survey walk-through and hands-on practice

1. Purpose of Interactive Surveys
2. Introduction to Interactive Surveys
3. Digital tool walk-through
4. Tips for conducting surveys
5. Team and logistics
6. Team practice: role play
7. Break (15 minutes)

# Purpose of Interactive Surveys

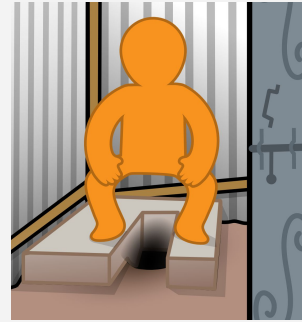
The purpose of the Interactive Surveys is to engage a large part of the community and get an initial understanding of problems with the current sanitation facilities. This understanding is later explored in more depth in the Co-Creation Sessions.

# Introduction to Interactive Surveys

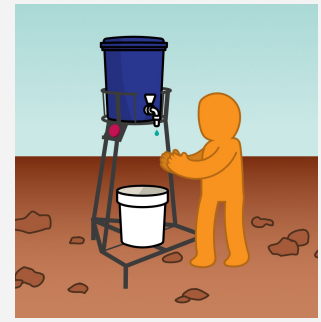
- Interactive Survey use illustrations to make conversations with children easier
- They broadly follow three areas of the sanitation facilities



1. Outside of the latrine



2. Inside of the latrine



3. Hand-washing facilities

# Digital tool walk-through

1. Tablet intro
2. The role of the Master Key
3. The Main Screen
4. Buttons:
  - a. Download surveys
  - b. Upload responses
  - c. Unlink
5. Switching to translated version
6. Start a survey
7. Conduct and complete a survey

# Tips for conducting surveys

- 1 Be proactive.** Approach people in a friendly way and ask them if you can briefly get their thoughts on the topic. If they say no, don't worry, just try asking the next person
- 2 Always ask for consent.** All participants must provide verbal consent to take part in the survey. These must be obtained from caregivers before conducting the children survey - however, children also have the right to refuse to take part, and that's okay!
- 3 Let responders interact with the survey.** Make sure the tablet is always facing the respondent and that they get to interact with the survey by tapping the images and responses when prompted.
- 4 Keep on track.** Explain the survey focuses on sanitation facilities and other concerns they should discussed via the usual procedure.

# Team and Logistics

## Team

1. Define roles (Data Collectors)
2. Define teams

## Logistics

1. Decide on start and end time
2. Responsibility for tablets & data upload

# Team practice: role play

## Role play:

1. Split into groups of two (4 groups)
2. One of you is the data collector, the other one the respondent
3. Data collector conducts the “Caretaker Survey I”
4. Switch roles
5. Repeat with the “Children Survey I”

## Follow up:

1. As a group, discuss:
  - a. What did you find difficult?
  - b. What did you find easy?
  - c. Any questions?

**Break (15 minutes)**



# 5. Synthesis of survey results

1. Reviewing Interactive Survey I report
2. Problem tree posters

# Reviewing Interactive Survey I report

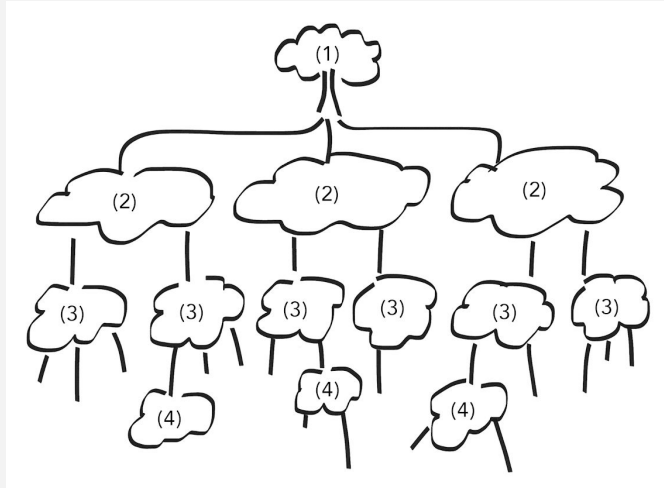
1. Web hub report section
2. Review “Caregiver Survey I” report
3. Identify main problems for each sanitation facility area

# Problem tree posters

## What is a problem tree?

- The problem tree is the tool that connects the Interactive Surveys with the Co-Creation Sessions
- The top 3 problems for each area of the sanitation facilities are written into the problem tree
- In the Co-Creation Sessions these are then discussed with the community so that ideas for addressing them can be found

# Problem tree posters



**We will not create two Problem Trees together**

1. EE team leads on populating Problem Tree 1
2. PM leads on populating Problem Tree 2, 3, 4

## **6. Lunch break**

# 7. Co-Creation Session walk-through and hands-on practice

1. Purpose of Co-Creation Sessions
2. Team and logistics
3. Co-Creation Sessions walk-through
4. Team practice: Role play

# Purpose of Co-Creation Sessions

The purpose of a Co-Creation Session is not just to hear people's voices but to empower them. You'll gain valuable insight into the problem and potential solutions, and the community will (hopefully!) be more likely to adopt the service that it helped create.

## Co-Creation Session Roles

**Lead Facilitator** is 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.

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

**WASH Engineer** should be present during the Co-Creation Sessions for this project focused on child-friendly sanitation facilities.



## Facilitators' responsibilities

- 1** Establish the right conditions to make participants feel comfortable and safe.
- 2** Manage conversations and ensure all participants have an opportunity to take part in the activities and contribute.
- 3** Ask questions or provide participants with examples if they can't immediately think of something.
- 4** Encourage out-of-the-box thinking and ask participants to think aloud when coming up with potential solutions.
- 5** Seek inclusive solutions that work for everyone.

## Facilitators' attitude

- 1** Be positive and optimistic, and encourage participants to do the same.
- 2** Remain unbiased about decisions.
- 3** Emphasise that the participants are the experts and that they can express themselves freely.
- 4** Acknowledge and respect different points of view, and seek opportunities to find common ground.

# Team and Logistics

## Team

### 1. Define roles

- Lead Facilitators
- Co-Facilitators

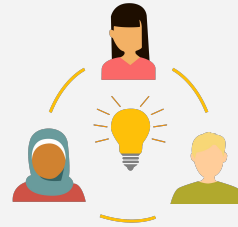
### 2. Form two teams

*Ideally all facilitators have some previous experience of running participatory design or community engagement sessions*

## Logistics

1. Decide on start and end time
2. Decide on location

# Co-Creation Sessions walk-through



**Caregivers**

**Caregiver Co-Creation Session guide**

**Children**

**Children Co-Creation Session guide**

# Team practice: role play

## Role play:

1. Split into groups of four (2 groups), with one Lead Facilitator in each
2. Within each group, the Lead Facilitator leads the first practice
  - a. Practice the “Bean throw” ice breaker activity
  - b. Practice the “Problem Tree” activity using the Problem Trees we prepared together
  - c. Practice “Voting” and “Session closing”
3. Repeat with a Co-Facilitator taking over

## Follow up:

1. As a group, discuss:
  - a. What did you find difficult?
  - b. What did you find easy?
  - c. Any questions?

# 8. Wrap up

- Next steps
- Q&A