

# User-Centred Community Engagement: Ethiopia Pilot Outcomes

This document outlines the background and outcomes of the pilot we conducted with internally displaced people living in Tukaley, Somali region, Ethiopia. During this pilot, the Eclipse team trained and observed a Save the Children International team deploy the [User-Centred Community Engagement](#) methodology to consult children aged 5 -12 years and their primary caregivers on the design of the camp sanitation facilities. For user research insights, read the Learnings & Implications Briefs [here](#).

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## Background

**Location:** Tukaley, Kebridahar, Korahe zone, Somali Region, Ethiopia

**Camp population:** 560 households, including 1,131 children aged 5-12 years old

**Community engaged:** Internally displaced people

**Type of response:** Chronic displacement



**Scope of pilot:** Informing alterations to make existing sanitation facilities more child-friendly in collaboration with children aged 5-12 years old and their primary caregivers

### Number of people engaged in Interactive Digital Survey I (September 2019):

- 524 Children



- 312 Caregivers



### Number of people engaged in Co-Creation Sessions (September 2019):

- 60 Children



- 30 Caregivers



**Number of people engaged in Interactive Digital Survey II (January 2020):**

- 362 Children



- 318 Caregivers



**Where engagement took place:**

- **Interactive Digital Survey I & II:** Households of affected population
- **Co-Creation Sessions:** School classrooms and community gathering spaces



## Field team

### Who

- 1 SCUK Humanitarian WASH Advisor
- 1 SCI Ethiopia WASH Manager
- 3 SCI Ethiopia WASH Officers
- 1 SCI Ethiopia MEAL Manager
- 5 data collectors



### Capacity & Skill

- All team members were trained in UCCE methodology by Eclipse Experience researchers
- All team members had sufficient capacity to fulfill all required activities of the project
- All team members had at least a basic understanding of English
- All team members were able to communicate with the affected community in Somali
- All team members had sufficient digital skills to interact with the tablet used to deploy the Interactive Digital Surveys
- Most data collectors had some previous experience conducting surveys, either digital or paper-based
- Most data collectors had little to no experience facilitating community engagement sessions with adults or children.





## Informed design changes

Design decisions made by the SCI WASH team were informed by ideas put forward by community members in Co-Creation Sessions and were based on two factors:

- How popular a particular idea was with the community members (i.e., how many votes it received in the Co-Creation Sessions);
- How feasible it was to implement, with feasibility understood in terms of time, skills, materials and resources required to implement a given idea.



### Inside the latrines:

Issues identified through UCCE	Actions taken by SCI Ethiopia
Latrine hole too big for children	WASH team made the holes in the latrines smaller, so they would be more suitable for children
No supplies to clean the latrines	WASH team distributed cleaning kits, including brooms, buckets, gloves, cleaning powder and body soap
Foot rests too small for children	WASH team made foot rests in the latrines larger, so they would be more suitable for children

### Outside the latrines:

Issues identified through UCCE	Actions taken by SCI Ethiopia
Door is broken	WASH team assessed the damage to latrine doors and fixed 4 doors that were found to be damaged
Handle is broken	WASH team fixed door handles that needed repairing

### Hand washing facilities:

Issues identified through UCCE	Actions taken by SCI Ethiopia
No soap	WASH team included body soap in the cleaning kits distributed to the community
Tap is broken	WASH team fixed taps on four hand washing stations
Bucket is broken or missing	WASH team provided new buckets for four hand washing stations

## Outcomes

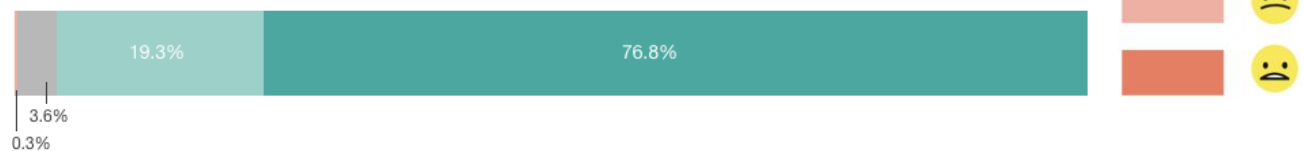
Data for the following indicators was collected through **Interactive Digital Survey I**, before the construction of alterations, and through **Interactive Design Survey II**, after the design alterations were implemented in the camp.

### Children's satisfaction with latrines

**Before:**



**After:**

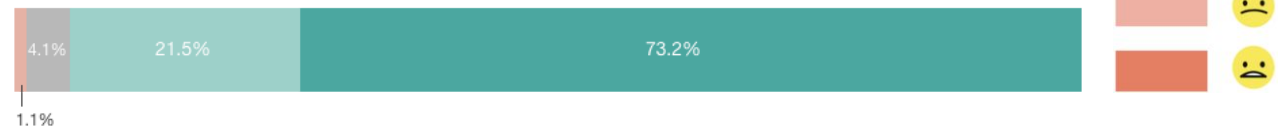


### Children's satisfaction with handwashing facilities

**Before:**

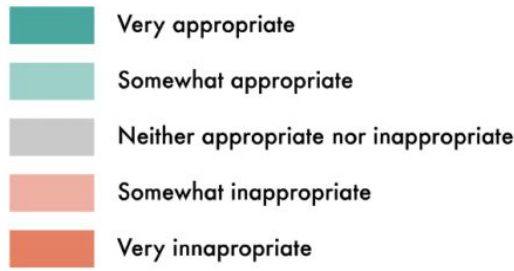


**After:**

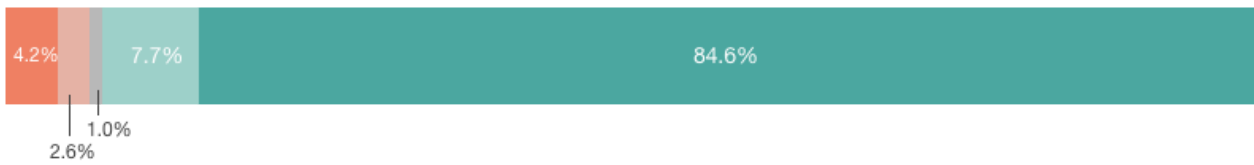


A comparison of baseline and endline data shows an overall improvement in satisfaction with both latrines and handwashing facilities among children. Improving the design of the sanitation facilities by helping the Save the Children team make them more child-friendly was the main objective of this UCCE pilot - and the data presented here shows that this objective was successfully fulfilled.

## Caregivers' perceptions of latrines' appropriateness for children



**Before:**

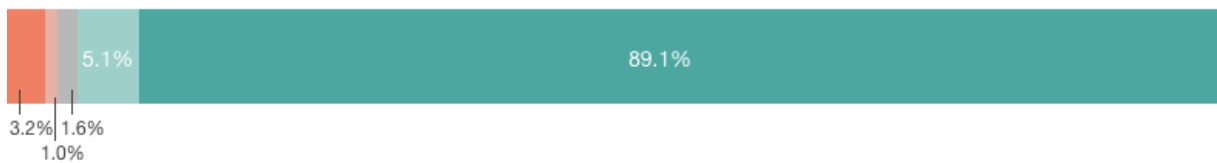


**After:**



## Caregivers' perceptions of handwashing facilities' appropriateness for children

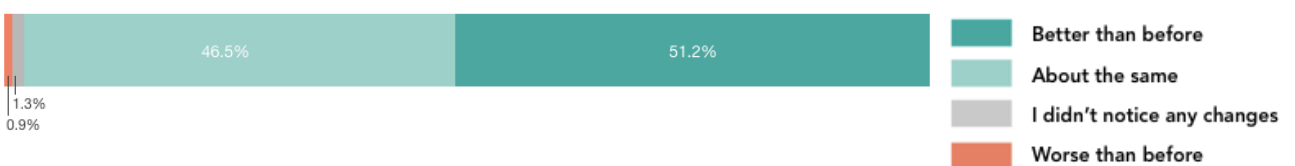
**Before:**



**After:**



## Caregivers' perception of modified facilities



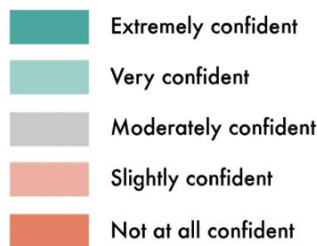
In addition to measuring children’s satisfaction with the sanitation facilities, we asked their primary caregivers about how appropriate they thought the facilities were for their children. In the second survey we also asked what the caregivers thought of the modified latrines.

Interestingly, while the overall perception of appropriateness increased for both latrines and handwashing facilities, fewer caregivers said that the latrines were ‘very appropriate’ in the second survey than in the first survey.

There are many factors that could have led to these results. For example, the community’s priorities may have changed in the time since the first survey, leading to a changed understanding of what they deem to be ‘very appropriate’ when it comes to sanitation facilities. Or the overall state of the sanitation facilities may have deteriorated with time, as the facilities were brand new at the time of the first survey. Of course, without further exploration of these findings directly with the caregivers, any possible reasons we can suggest are little more than an educated guess.

Lastly, we asked caregivers how confident they were that SCI would listen to them and act on their feedback. While trust in the agency was already high at the time of Interactive Digital Survey I, we still saw a further increase in trust by the end of the pilot, as shown below.

## Caregivers' confidence that Save the Children would listen and act on feedback



### Before:



### After:

