Baseline Assessment on CCCM Activities in UN House and Bor PoCs and WaSH Activities in UN House PoC3

UN House PoC, Central Equatoria State
Bor PoC, Jonglei State
South Sudan

For the project:
Provision of Camp Management and WASH services for IDPs
in the most vulnerable states of South Sudan
Cooperative Agreement: AID-OFDA-G-15-00096

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Executive Summary

The goal of this baseline survey is to measure ACTED's current progress towards the provision of camp management and WASH services for IDPs in Bor and UN House PoCs. As long term service providers within the site, this assessment is an opportunity to track progress to date and highlight areas to potentially direct additional attention and resources towards in the coming months.

Project title:	Provision of camp management and WASH services for IDPs in the most vulnerable states of South Sudan
Donor & project duration:	OFDA, April 1, 2015- April 1, 2016 (12 months)
Date of survey:	June 8th – June 12th 2015
Survey objective:	To assess the current state of camp management and WASH activities in UH House and Bor PoCs.
Specific objectives:	Within the area of camp management, specific objectives to be assessed within this survey include: • Knowledge, Attitudes and Practices regarding the Complaint Feedback/Complaint Response Mechanism • Knowledge, Attitudes and Practices regarding ACTED facilitated Community Leaders meetings and community leadership structures • Knowledge, Attitudes and Practices regarding communication methods and information sharing within the camp Within the area of WASH in PoC3, specific objectives to be assessed within this survey include: • Latrine use and community attitudes towards facilities • Shower use and community attitudes towards facilities • Waste disposal practices and attitudes towards waste collection activities • Knowledge, Attitudes and Practices involved in Environmental Cleanups • Recycling knowledge and practices
Location:	UN House PoCs, Juba, CES and Bor PoC, Jonglei State
Sample & data collection tool:	In UN House, based on IOM's most recent population figure of 27,948 (PoC1& PoC3) a minimum sample size of 379 households was needed to achieve a 95% confidence level and confidence interval of 5, margin of error +/- 2.5%. Ultimately, 415 households were included in the survey, tightening the confidence interval to 4.77. Enumerators were instructed to begin at various points around PoC1 and PoC3 and visit every 25th HH in PoC3, every 5th HH in PoC1. By dividing the PoCs geographically, the probability of covering all shower and latrine facilities increased.

	As ACTED WaSH only works in PoC3, only the 203 data points collected in this PoC were utilized for WaSH analysis. This led to a 95% confidence level and a confidence interval of 6.84. All data was collected using ODK software on Samsung Galaxy Duo 2 smartphones and analyzed in Excel. In Bor PoC, a sample size of 325 households was selected for surveying based on a total of 2,700 IDPs living in the PoC in order to achieve a 95% confidence level and a confidence interval of 5, margin of error +/- 2.5%. Enumerators were instructed to begin at different points throughout the PoC and attempted to interview an adult member of every 3rd household. If no adult was present, enumerators were instructed to visit a neighbouring house until they were successful in finding a willing adult respondent.
Findings Summary:	Major CCCM (Camp Coordination & Camp Management) findings include: • Relatively low recognition rates of ACTED as the Camp Management Agency- 28% in UN House, 48% in Bor PoC • Few community members in either site have registered a complaint or feedback using the Complaint Feedback Mechanism (24% in UN House, 22% in Bor) • Most UN House respondents cite megaphones as their primary sources on information reception in UN House: 67% (n=276), followed by Boda Boda Talk Talk: 35% (n=144) • In Bor PoC, the most common way to receive information was through Boda Boda Talk Talk, 47% of respondents cited this as the most common means (n=152) • Only 22% of residents in Bor are aware of the Complaint Feedback Mechanism Major WaSH findings include: • Most respondents do perceive their WaSH facilities to have problems with 72% of respondents reporting an issue with their latrines • 58% (n=118) of respondents do not feel safe in the latrine facilities with overcrowding (37%) cited as the primary reason (n=43) • Latrines being dirty 50% (n=101), smelly 39% (n=80) or too full 33% (n=68) were the top reported issues • People are divided in their willingness to participate in an environmental cleanup campaign, however 85% (n= 173) are willing to participate if they are paid • The average amount respondents say they would need to be paid to participate is 207 SSP

Background

Violent conflict erupted in Juba on Sunday the 15th of December 2013. It quickly intensified across the city and spread to other States. The impetus of conflict was political but there have been reports of extensive ethnic targeting. The number of IDPs and refugees has exceeded one million people across South Sudan, with many seeking refuge in UNMISS protection sites around the country.

Since December 2013, some 1.9 million people have been displaced from their homes. According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) 349,040 people reside in PoCs, collective centers and spontaneous settlements. There are currently over 110,000 IDPs seeking safety on the Protection of Civilian (POC) sites located within UNMISS bases.

In Juba, there are currently 28,527 IDPs located in the POC site at the UNMISS base – UN House. The site is divided into 3 smaller sites (POC1, 2 and 3). POC1 is the original site of the IDP influx into the UN base in December 2013 with a current population 7,434, POC2 currently now houses a small group of foreign nationals and POC3 houses 20,514 people. The majority of POC3 residents were relocated over the course of the second half of 2014 into POC3. ACTED is also the camp manager for the Bor PoC site which is currently home to approximately 2,722 IDPs.

In order for ACTED CCCM and the other agencies providing basic goods and services in the PoC to ensure that activities are done in an inclusive manner and within transparency, a functioning Complaint and Feedback Mechanism (CFM) system has been institutionalized throughout the sites. The CFM system should enable IDPs to raise their complaints and general feedback about the services provided to the camp management.

Objectives

The objective of this baseline assessment is to assess the current state of UN House and Bor CCCM services and ACTED WaSH services in UN House PoC3.

As Camp Managers, ACTED is responsible for facilitating community meetings, leading community mobilization and facilitating information dissemination throughout the site.
- The present survey aims to measure the inclusiveness of community meetings and community buy in to the community leadership structure.
- It further aims to measure how people receive information in the site and whether current messaging strategies have been effective

A Complaint and Feedback Mechanism has been functional in UN House since December 2014 and in Bor POC since June 2015 for IDPs to voice their concerns over services or other issues within the camp.

- The present survey aims at measuring the effectiveness of this system by providing baseline data regarding its functionality and IDPs knowledge about the CFM. The assessment of CFM throughout the project lifespan will enable the ACTED camp management team to determine the challenges and the successes of the mechanism.
- Moreover, the survey aims to assess ACTED coordination efforts with the actors working in the PoC, including the UN agencies, NGOs and community Leaders, for improved efficiency in the services provided to IDPs.
- The survey also focuses on the communication system within the PoC in order to assure that the IDP community and all actors are informed about the activities implemented by ACTED and other agencies.

Methodology

The questionnaire for this baseline survey was designed by ACTED AMEU with input from ACTED CCCM staff based in UN House and Bor PoC. The survey was pretested in UN House PoC1 and PoC3. It was then finalized and programmed onto Samsung Galaxy smartphones using Open Data Kit software.

A sample size of 325 households and 415 households were selected in Bor and UN House respectively. Sample size was based on the population of the sites: 2,700 IDPs (Bor) / 27,514(UN House) in order to achieve a 95% confidence level and a 5% margin of error. A team of 7 IDP data collectors in Bor and 10 in UN House were trained on the data collection methodology, the use of smart phones, data entry and the translation of the questionnaire from English to Nuer. The survey took place in Bor PoC from the 9th to the 12th of June 2015 and in UN House PoC between the 8th and 12th of June 2015.

Data analysis and report writing took place between the 22nd and 29th of June 2015.

Survey Findings

Demographic Profile

UN House

Of the 415 respondents, 24% were male and 76% were female. Of those surveyed, 59% (n=245) of the households surveyed were female-headed households, with male-headed households representing 41% (n=170). Female respondents were likely oversampled as a percentage of the UN House population due to data collection taking place during working and school hours when many men are away from their shelters. As surveys were exclusively conducted in residential areas of the site, women, who are often responsible for cooking, cleaning and caring for small

children during the day, were more likely to be found at home.   Respondents ranged from 19 to 70 years old, with the mean age of respondents being 30.9 years. Household sizes ranged from 1 to 30 members, with the average household containing 7.0 persons. 13 respondents reported household sizes larger than 15 people.

Bor PoC

The average age of respondents in Bor PoC is 34 years old and 69% of respondents (n=238) are female. A large majority of the households are headed by women (92%, n=320). This is reflective of the larger Bor PoC community. The average number of members per household is 4.5 people.

Camp Management

UN House

Figure 1: Knowledge of CCCM Agency   **Figure 2: Name of Organization Managing UN House**
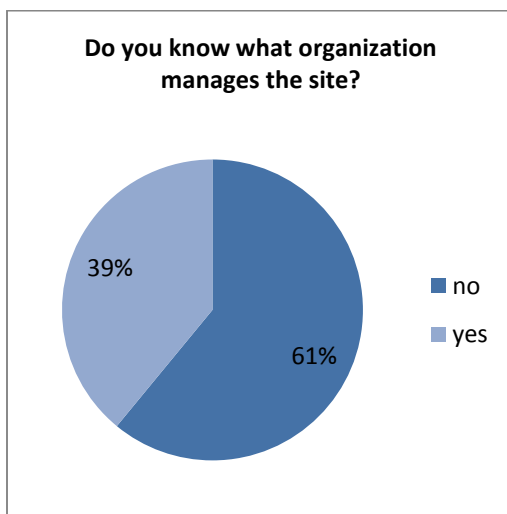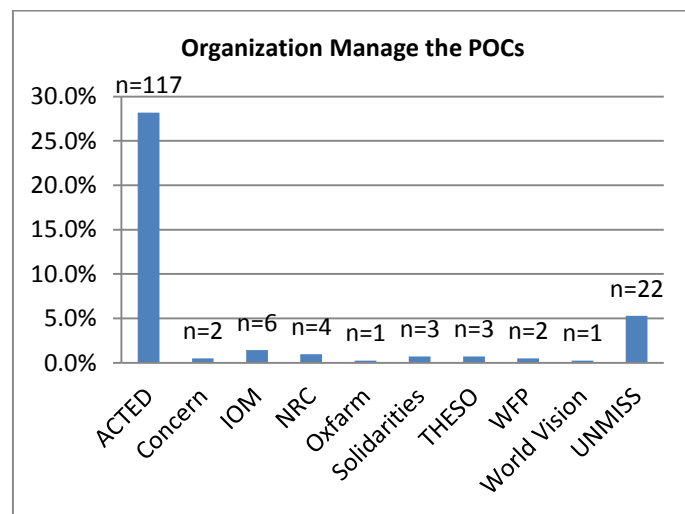
In UN House, when asked if they knew which organization manages the PoC, 39% of respondents (n=161) said yes. Of those respondents that said they knew who managed the PoC, 117 of those 212 people said ACTED, while 44 people gave a wrong answer. As can be seen in Figure 2, a few respondents listed UNMISS, Solidarities, or IOM. Overall, 28% of households know that ACTED is the Camp Management Organization.

Bor PoC

Figure 3: Knowledge of Camp Management Agency   Figure 4: Name of Camp Management Agency (Bor)
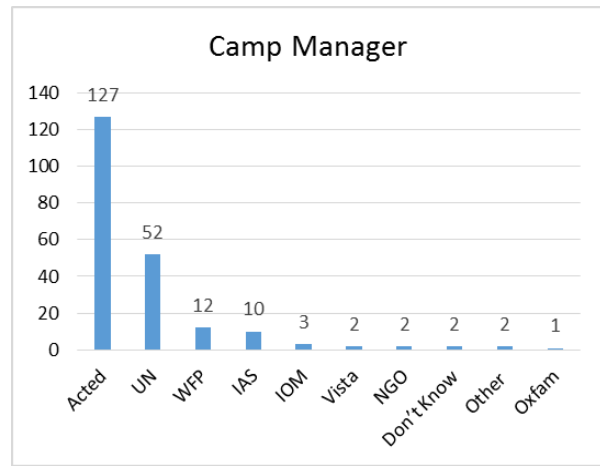
In Bor, when asked if they knew which organization manages the PoC, 61% of respondents (n=212) said yes. However, when asked the name of the organization, 127 of those 212 people said ACTED, while 85 people gave a wrong answer. As can be seen in Figure 4, a few respondents listed UN, WFP, IAS or IOM. Overall, 48% of households know that ACTED is the Camp Manager Organization.

Figure 5: Knowledge of Community Meetings (UN House)
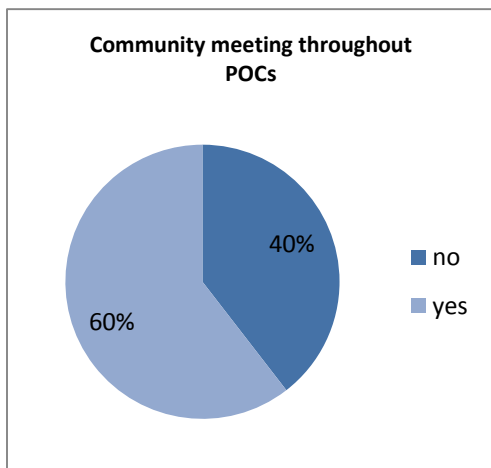
In UN House the majority of respondents knew that community meetings take place regularly within their PoC (60%). However despite regular community meetings now held weekly for over 17 months, 40% were still unaware of their existence suggesting that information given and received during these meetings may not be as widely disseminated as desired by NGOs and UN agencies.

Among respondents who cited a knowledge of such meetings, the large majority 91% (n=226) correctly identified the locations where the meetings are held: Hanger 5 in POC1 and the Community Center in POC3.

Figure 6: Knowledge of Community Meeting Day (UN House)

Meetings schedule in the POCs
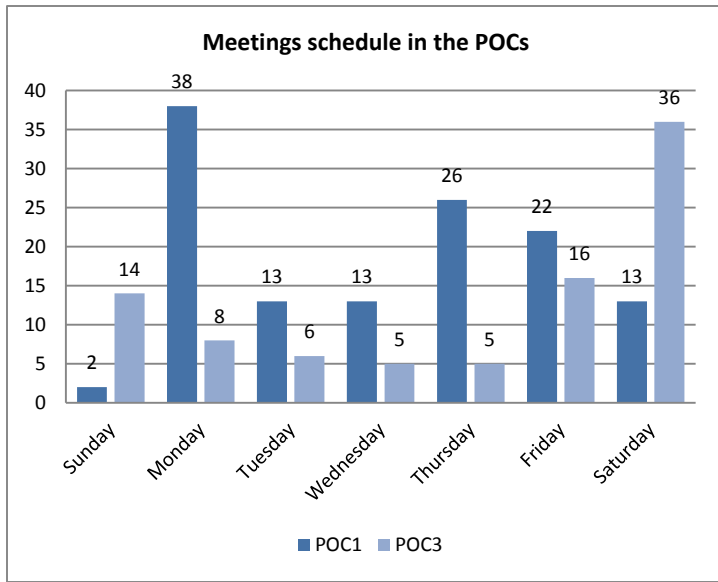
Among respondents who cited an awareness of community meetings (60% of the population), 38% affirmed a knowledge of the day of the meeting. However, only 20% of PoC1 respondents (n=26) stated Thursday while 18% (n=22) of PoC3 respondents stated Friday, each the respective day of the week on which community meetings are held in that PoC.

Given the high rate of incorrect responses it is likely that respondents identify other meetings as 'the community meeting'. This may be seen as an opportunity for camp management to connect with community members at other gatherings or use other avenues to disseminate messages.

Bor PoC

Figure 7: Knowledge of Community Meetings (Bor)   **Figure 8: Knowledge of Community Meeting Day (Bor)**

Do you know if there are Community Meetings organized in the Camp ?

When are the Community Meetings held ?

Figure 9: Knowledge of Community Meeting Location (Bor)
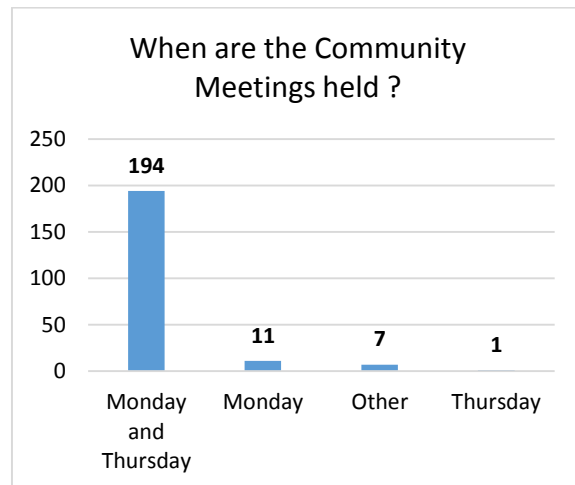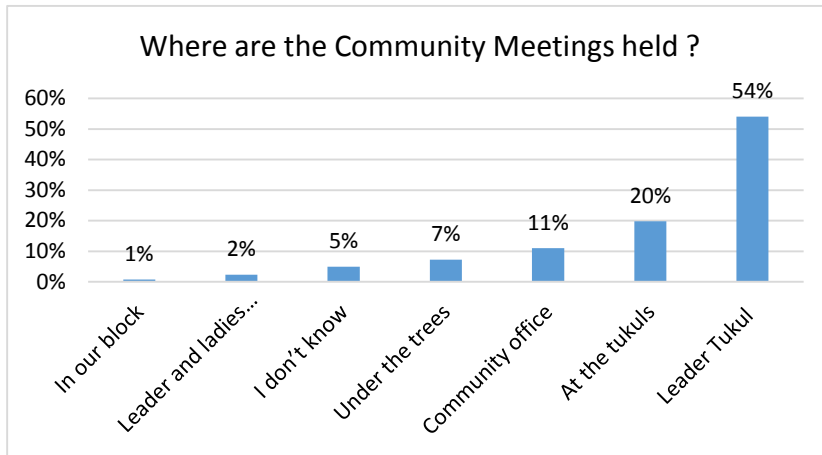

The survey intends to find out if IDPs are aware that community meeting are held in the PoC twice a week. As can be seen in Figure 8, 77% (n=267) of respondents know that community meetings are held in the PoC. Households were then asked if they knew when and where the community meetings were held. 194 repondents stated that the meetings were held on Monday and Thursday, which is the correct answer, and 11 said Monday only. Futhermore, Figure 9 shows that only 5% (n=13) of respondents didn't know where the meetings where held. The majority of the households know that community meetings are held under the trees, near the leaders or ladies tukul.

UN House

Figure 10: Knowledge of Block Leader (UN House)
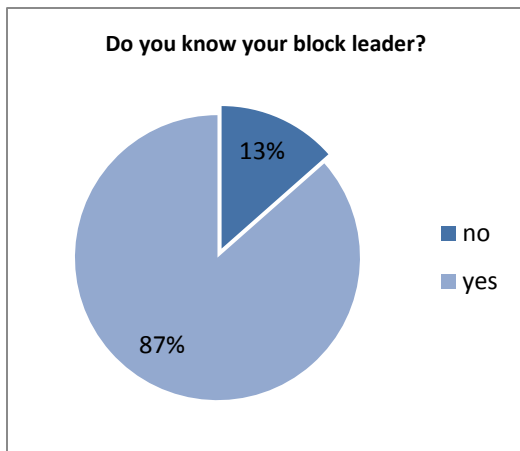
 In both UN House and Bor PoCs, the sites are divided geographically into small sections. Community members chose leaders of each section called Block Leaders who are responsible for representing their block at community meetings.

The majority of respondents in UN House, 87% (n=361) know who their block leader is. However, they were less sure of their Block Leader's attendance at community meetings, 68% (n=282). This suggests that community members either are not holding block leaders accountable for one of their core responsibilities or do not fully buy into the Block Leadership system enough to care to do so.

Figure 11: Attendance at Community Meetings (UN House)

Block meetings are opportunities for community members to discuss block-level issues and to raise complaints for their block leaders to bring up in larger meetings. They serve to give voice to community concerns and are a core tenant of ACTED CCCM Camp Management Community Structures.
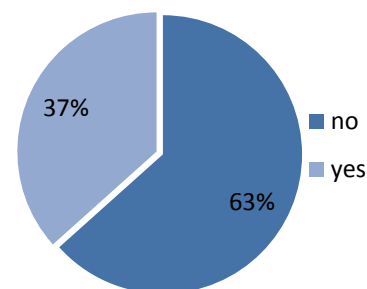
Most community members (63%, n=261) have never attended at least one block-level community meeting. This suggests that the block system is not as inclusive or representative as the system is designed to be.

Figure 12: Attendance at Zone Meetings (UN House)

Have you one day attended zone meetings?

- no
- yes

36%

64%

In PoC1, block leaders feed directly into the PoC wide Community Leadership structure. In UN House PoC3 there is an additional level where blocks are grouped geographically into larger areas called Zones. Each Zone elects a Zone leader from among the Block leaders within the Zone. Zone meetings occur regularly and Zone leaders are a key link in communication between NGOs/UN and the larger communities. Somewhat surprisingly given the increased geographic reach of such meetings and the respective prestige as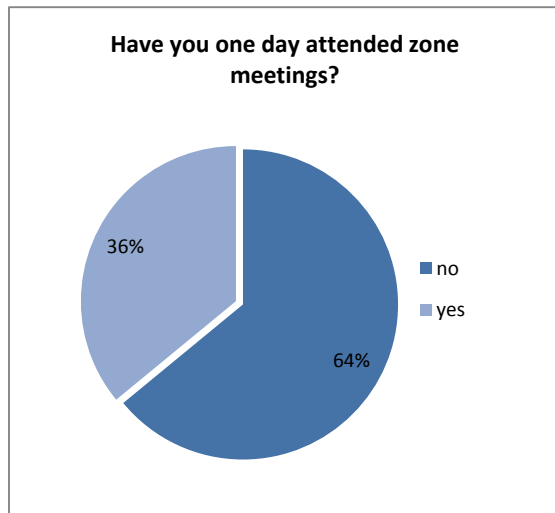sociated with it, PoC3 residents (N=203) report nearly equal attendance at Zone level meetings as a Block level meeting (36%, n=73).

Figure 13: Attendance at a PoC-wide Level Meeting (UN House)

Have you one day attended a PoC-wide meeting?

- no
- yes

34%

66%
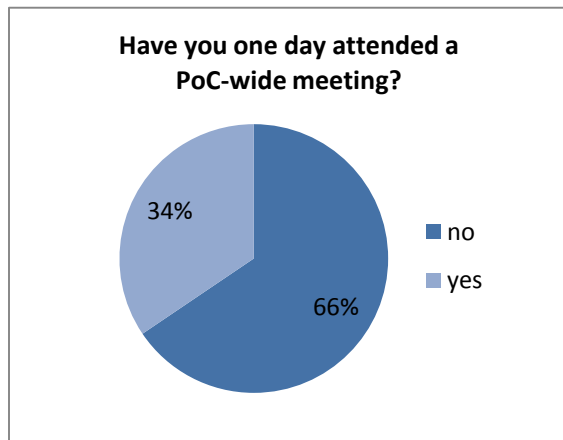
PoC-wide level meetings are high-level events that include the Chairman and his committee and are the forum through which the UN and NGOs communicate messages to community leaders. 34% (n=141) of respondents report attending a PoC-wide meeting.

Among those respondents who report never attending a community meeting at any level (63%, n=261), a number of reasons were cited with the top four responses being:
- I am too busy to attend, 66% (n=102)
- No one to look after my children, 55% (n=85)
- I have no interest in attending, 36% (n=55)
- I am at work when the meetings take place, 16% (n=25)

In the context of UN House, the top two reasons apply primarily to women and suggest that efforts to remove obstacles from women's participation may be successful in allowing more women to take part in the representative structures available to them.
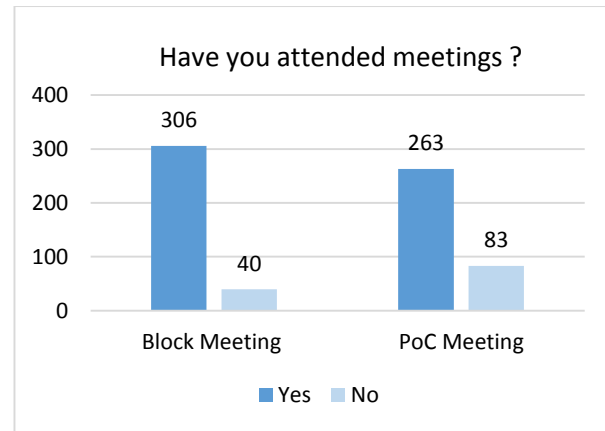
Bor PoC

Figure 14: Block leader activity (Bor)

Figure 15 : Participation in Community Meetings (Bor)

In Bor PoC, all of the households surveyed know their block leaders (except two) and a full 97% (n=335) of them state that their block leader attends the community meetings. Furthermore, the survey reveals that a majority of the respondents have attended a meeting before. Figure 15 shows that 306 respondents have attended block meetings and 263 have attended a PoC meeting. Those who have never attended a meeting list several reasons for not attending, mainly:
- Having nobody to look after the children, 23% (n=34)
- Having no interest in the meetings, 16%, (n=23)
- Being too busy, 15%, (n=22)
- Having a job, 11% (n=16)

UN House

Figure 16: Interactions with CCCM Staff (UN House)
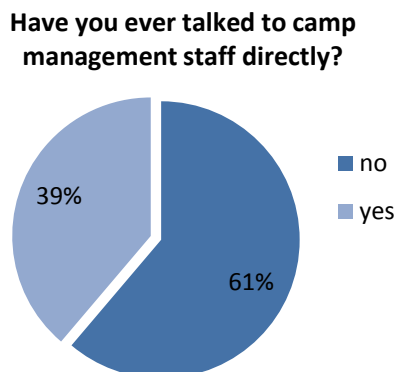
Within UN House, there is a CCCM team which consists of Community Mobilizers, Outreach Workers, Information Officers, Camp Assistants, Camp Officers and a Camp Manager. Among the goals of their work is the facilitation of community mobilization, ensuring representative structures of leadership with the PoC and maintaining a functional complaint response/complaint feedback mechanism. They are active within the PoCs on a daily basis with many of the staff being members of the IDP community itself.

When asked if they had ever talked to a member of the Camp Management team, most (61%, n=253) respondents said no. This suggests that Camp Management relies primarily on indirect means of communication for the transfer of messages to the majority of community members like signboards and boda boda talk talk. Given the size of the site and population this is the most practical way to reach large numbers of people. However, in the interest of garnering feedback directly from beneficiaries and maintaining the human relationships at the core of CCCM, it is advisable to maintain and perhaps enhance efforts aimed at interacting with more community members directly.

Figure 17: Respondent satisfaction with CCCM Staff Interaction (UN House)

If yes, was the Interaction Positive?

no 32%
yes 68%
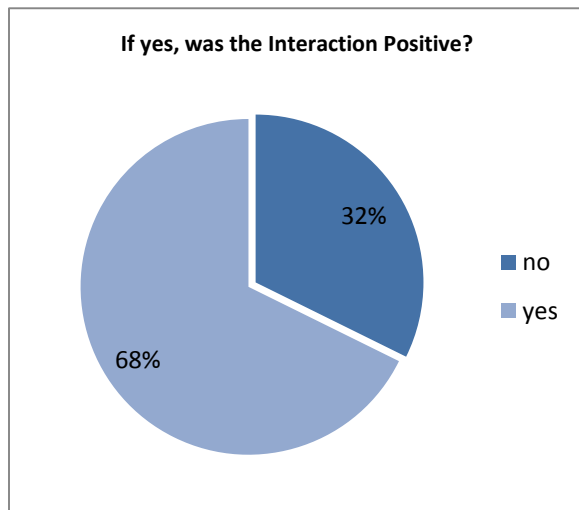
Of those relatively few respondents who have directly interacted with CCCM staff, 68% (n= 110) found the interaction positive, an encouraging sign of CCCM staff's professionalism and courtesy.

Bor PoC

Figure 18: Interaction with CCCM (Bor)

Have you ever talk to a member of the camp management team ?

42% 58%

Yes No

Figure 19: Positive Interactions with CCCM (Bor)

Was the interaction with camp management positive ?

9% 91%

Yes No
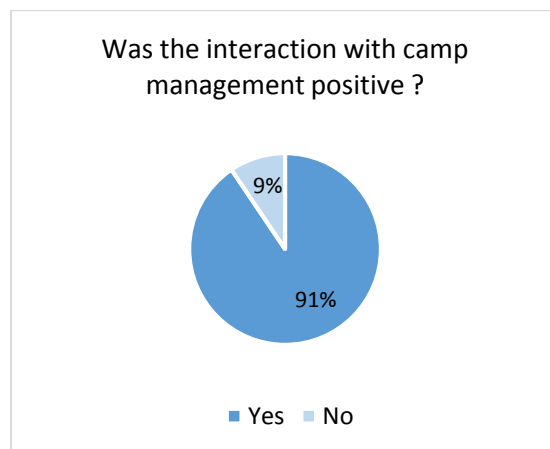
In Bor PoC, more community members (58%, n=189) have directly interacted with camp management staff and have found the interactions overwhelmingly possitive (91%, n=296).

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Communication

The survey intends to find out the most appropriate ways to communicate information to the IDP community in the PoC. Therefore, the survey aims at assessing the effectiveness of the current communication methods used by the camp management team to spread information in the PoC and to identify as yet, underexplored options.

Figure 20: Sources of Information in UN House

Figure 21: Sources of Information in Bor PoC

Figures 20 and 21 shows the main sources of information listed by the households. In UN House, the most often cited primary source of information are megaphones(67%, n=276), followed by boda boda talk talk (35%, n=144). In Bor PoC, the first sources of information reported by households are the *boda-boda talk talk* (radio session which i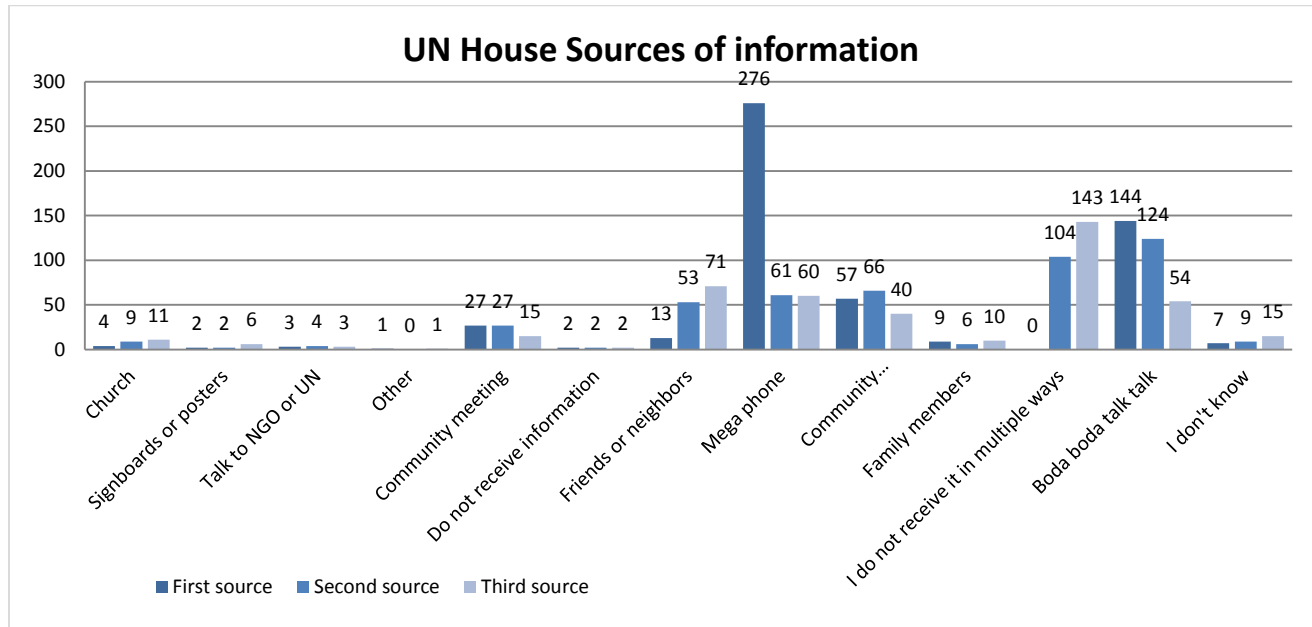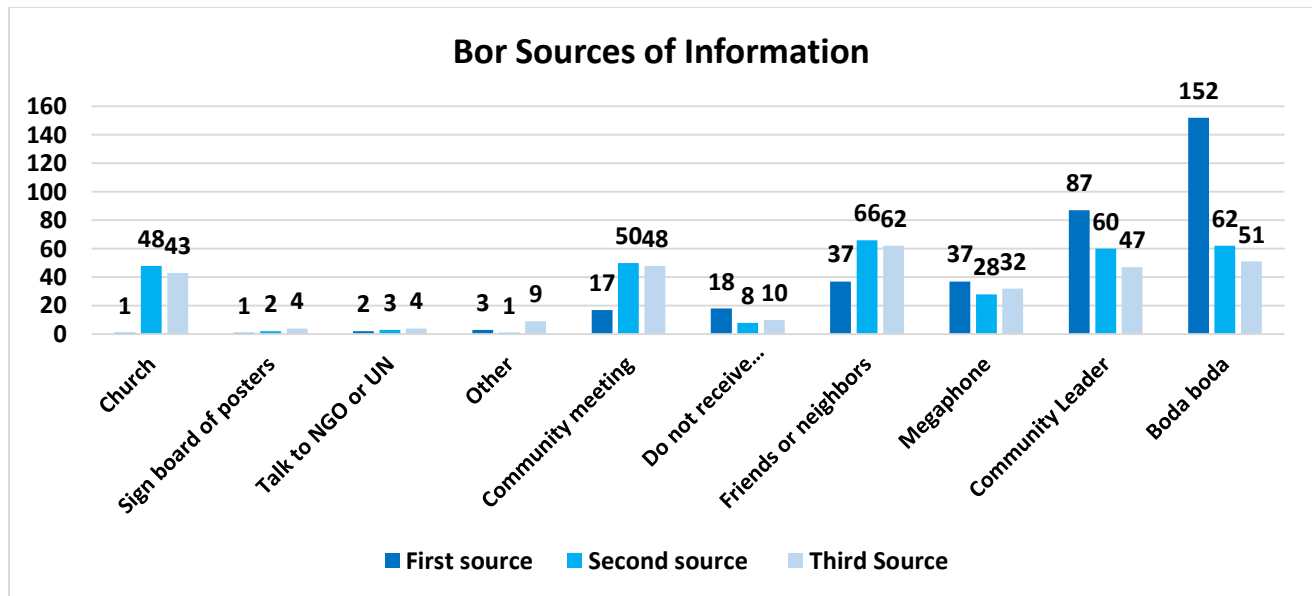s played throughout the camp on a motobike) (n=152) and the Community Leaders (n=87). The second source of information is "friends or neighbours' (n=66). Futhermore, the community meetings and the church are also stated as second or third sources of information by the community. Very few respondents (n=18) report not receiving communication through any means suggesting that Camp Management and other actors are finding ways to effectively pass messages to the community.

UN House

Figure 22: Information Boards in UN House

Have you ever seen an information board?

38% no
62% yes
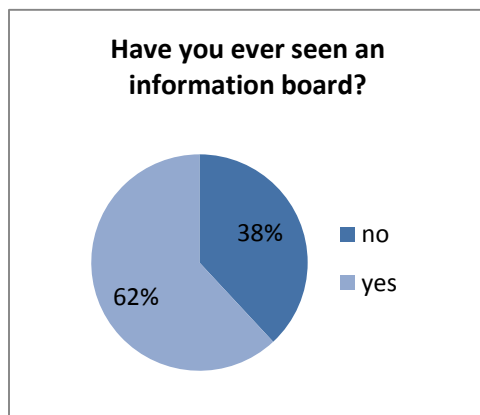
Information boards have been placed throughout UN House strategically in high traffic locations in order to offer the community another avenue in which to receive information and to capture portions of the population who may not be receiving messages via boda boda talk talk or community meetings.

Only 62% (n=257) of respondents report having seen information boards. This may mean that more boards must be put up in order to reach the rest of the population who do not frequent the high-traffic areas or boards must be designed to be more 'eyecatching' or 'memorable'.

Figure 23: Interactions with Information Boards (UN House)

Have you ever stopped to look at an information board to read announcement or look at pictures?

37% no
63% yes
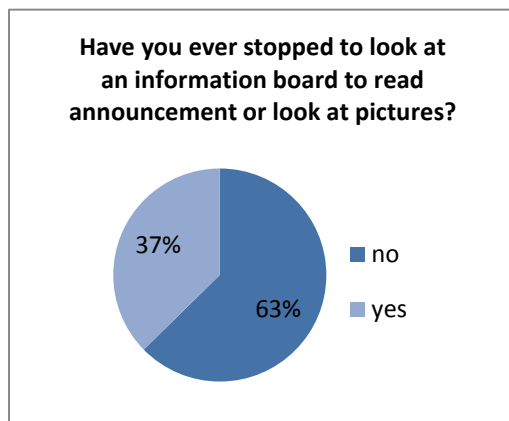
Of those respondents who have seen message boards, 76% (n=195) report the boards as having some type of information or announcement on it. This suggests information boards are not being fully utilized by Camp Management and partner organizations.

Relatedly, most respondents (63%, n=159) report never having stopped to look at an information board, to have read announcements or stopped to look at pictures on the information boards. This may suggest a need to publicize these boards to the community and/or make the boards more visually enticing to potential viewers.

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Bor PoC

Figure 24: Notice Boards in Bor PoC

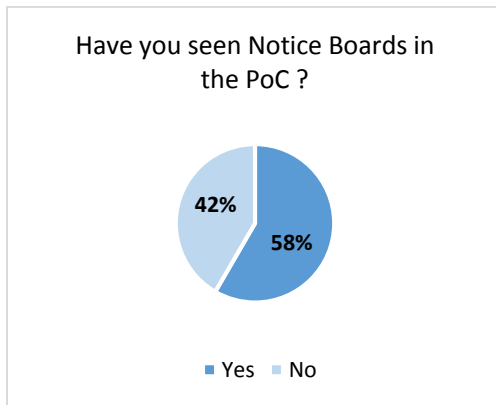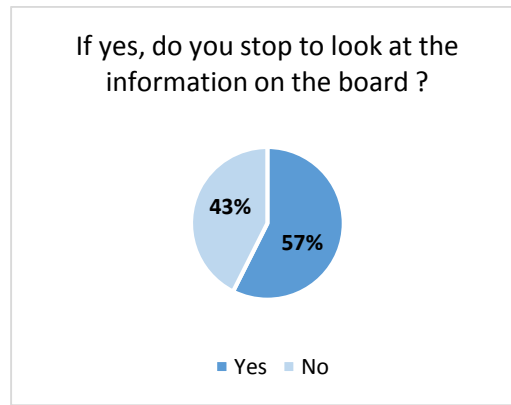Have you seen Notice Boards in the PoC ?

42% 58%

■ Yes ■ No

Figure 25: Attention paid to Notice Boards in Bor

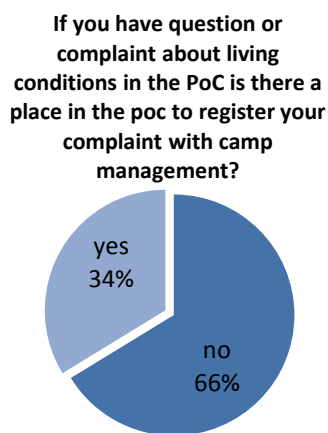If yes, do you stop to look at the information on the board ?

43% 57%

■ Yes ■ No

Notice boards (alternatively known as Information boards) are used around the PoC to share information within the community, however, 42% (n=144) of the respondents have not noticed the presence of information boards in the PoC. From the 202 respondents who have seen the boards, 57% (n=116) stop to look at the information on the board while 43% (n=86) say they do not stop to look at the board. The main reason why people do not stop at the board is because they can not read either Nuer or English and therefore can not undertand the information posted on the board. It should be noted that information on the board is also communicated through drawings to facilitate the understanding by the community.

Registration and Complaints

UN House

Figure 26: Knowledge of Complaint Feedback Mechanism (UN House)

If you have question or complaint about living conditions in the PoC is there a place in the poc to register your complaint with camp management?

yes 34%

no 66%

The Complaint Feedback Mechanism in UN House has been active in both PoC1 and PoC3 for over 7 months with an Information Officer manning the Information Desk or registering complaints during systematic periods of outreach every work day (Monday-Friday). However, only 34% (n=141) of UN House residents know that ACTED has an active complaint and feedback mechanism within the camp. This suggests that more outreach is needed to ensure full engagement in the community with the mechanism.

Of those respondents who do know there is a CFM/CRM in place, less than half of them (36%, n=51) cite the ACTED office as the place to register complaints or feedback. Instead a third (33%, n=47) cite the Block Leader's office the proper venue at which to register problems. Camp Management staff have found that community members have been told by

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block leaders to register complaints to them and they will then register complaints with ACTED. While this is also an important avenue for community members, it is important that ACTED counter such messages and ensure that every community member understands it is their right to visit the ACTED desk and register complaints directly if they so chose. Additionally, 16% of respondents that reported a knowledge of a CFM/CRM say that the proper avenue to register a complaint is with the Community Watch Group (n=22).

Complaints that go directly to Block Leaders or the Community Watch group, may or may not, ever reach the ACTED CCCM team. This suggests that closer coordination between these actors within the community and more messaging to the community about the existence of the CFM/CRM is necessary.

Bor PoC

Figure 27: Where to register Complaints (Bor)   **Figure 28: Place to register complaints (Bor)**
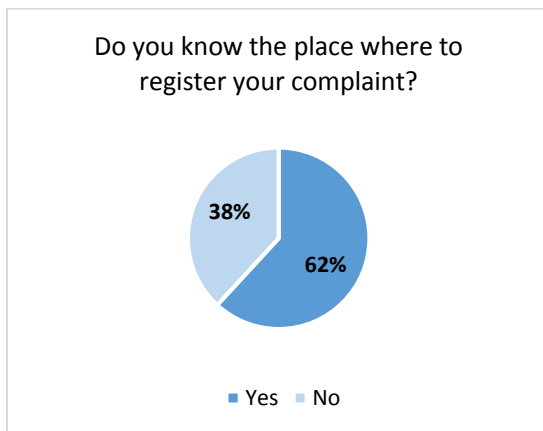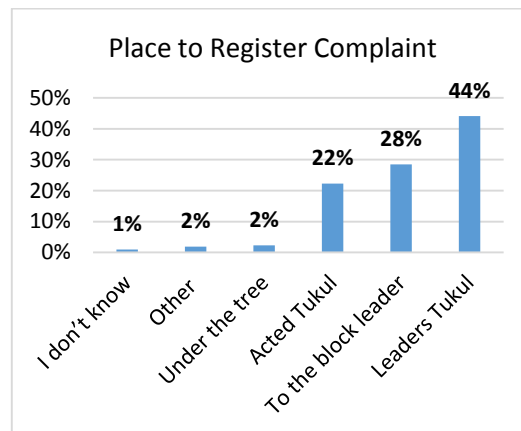
As can be seen in Figure 27, a majority of the respondents (62%, n=214) state that they know where to report complaints about the living conditions in the PoC or ask for information. However, from those 214 people, only 22% (n=47) report the ACTED Tukul as the place where to register complainTs and issues. Most of the households state the Leaders Tukul as the location at which to raise their problems (44%, n=93) or go to the block leader directly (22%, n=60). Some of the households say they preferred discussing their issue with the block leader first as he is their referral person.

UN House
Figure 29: Means to Voice Complaints in UN House

How do you voice your complaints?
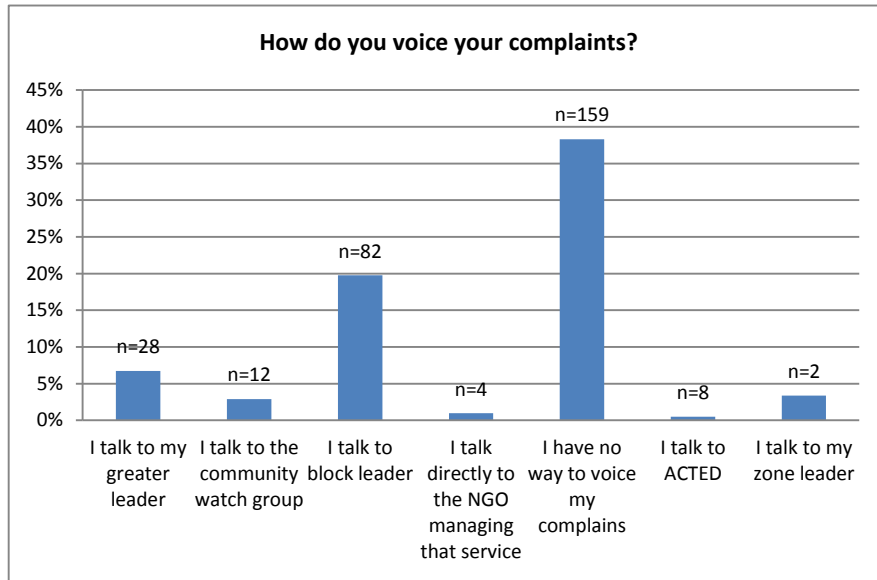
Of those persons who reported no knowledge of a Complaint Feedback Mechanism run by an NGO, most said they have no means to complain (58%, n=159). 82 respondents said they would go to their block leader to register a complaint and 28 would go to a leader of their Greater (the Nuer living in UN House originate from four different areas of the country called Greaters). It is disconcerting that 38% of people living in UN House do not perceive any way for them to voice their complaints regarding NGO services. Given the robust nature of the CRM/CFM in UN House, more publicity could be paid to advertising its presence to the larger community.

Figure 30: Use of Complaint Feedback Mechanism

Have you ever asked a question or registered a complaint at this place?

- no
- yes

24%

76%
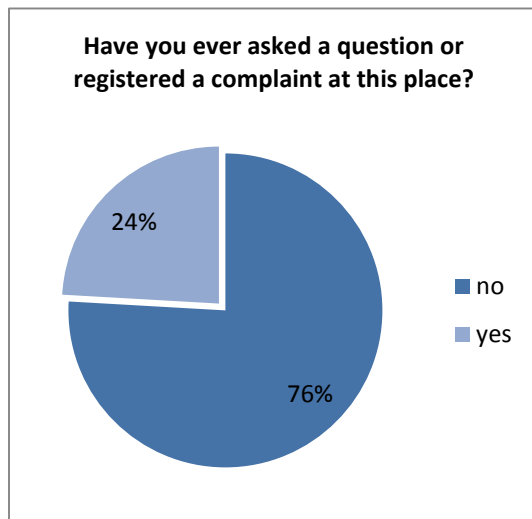
Most community members in UN House have not yet used the Complaint Feedback Mechanism, with only 24% (n=100) reporting direct interaction with the mechanism. Of those that have directly interacted with the CFM/CRM, only two thirds (63%, n=63) report receiving a response to their query.

18

Bor PoC

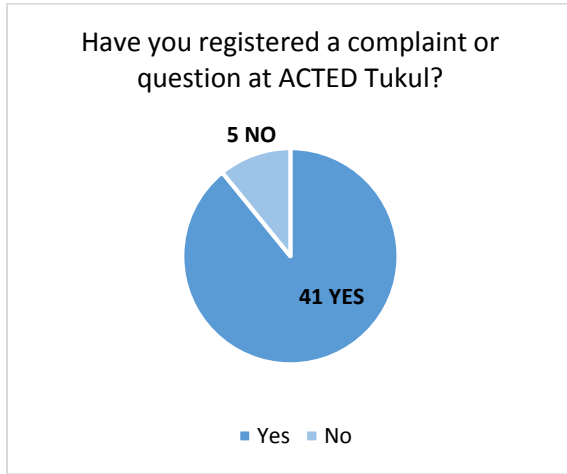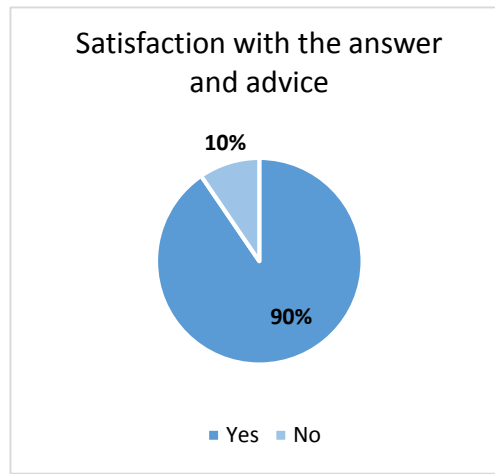**Figure 31: Register a complaint or Question at ACTED Tukul**

Have you registered a complaint or question at ACTED Tukul?

5 NO

41 YES

■ Yes ■ No

Figure 32: Satisfaction with Response at ACTED Tukul

Satisfaction with the answer and advice

10%

90%

■ Yes ■ No

Of the 22% of respondents (n=47) who state their know they can raise their complaint at the ACTED Tukul, 41 of them did register a complaint at the ACTED Tukul and 90% (n=38) of them were satisfied with the answer or the advice they were given by ACTED staff. Furthermore, the survey shows that in 79% of the cases, ACTED referred the people to partner agencies working on the PoC depending on the issue raised.

UN House

Figure 33: ACTED CFM Open/Closed (UN House)

Have you ever tried to ask a question or register a complaint at this location and were unable to because it was not open?

9%

91%

■ no
■ yes

Figure 34: ACTED CFM Too Busy (UN House)

Have you ever tried to ask a question or register a complaint at this location and were unable to because it was busy?

7%

93%
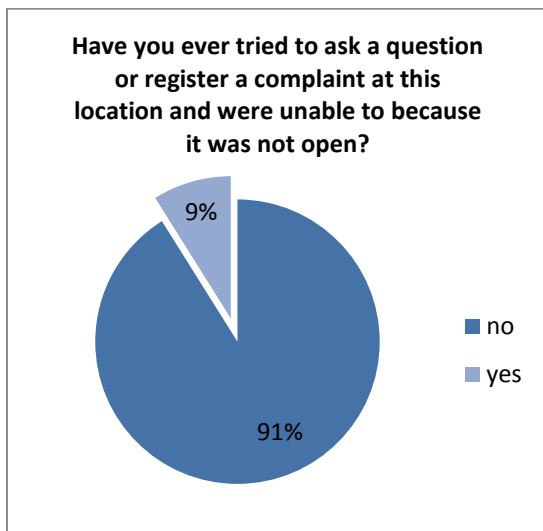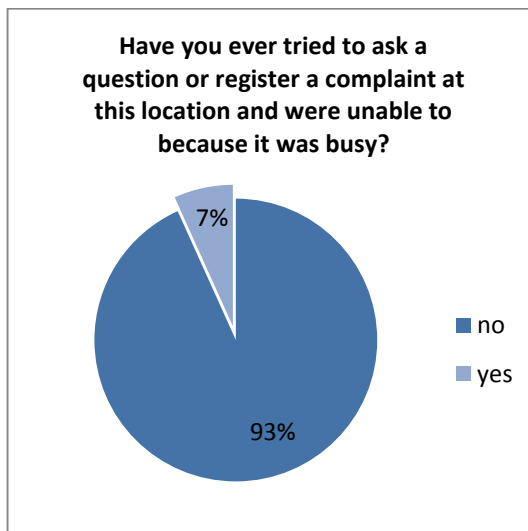
■ no
■ yes

When respondents were asked if anyone else in their households had ever attempted to asked a question or register a complaint with camp management only 11% responded in the affirmative. Of those 11%, 61% (n=28) were able to do so, while 39% (n=19) reported that they were unable to do so.

When respondents were asked if anyone outside of their family unit ever attempted to ask a question or register a complaint with camp management, 13% responded in the affirmative. Of those people that respondents knew of, 57% (n=31) were able to successful register a complaint or feedback while 43% (n=21) were unable to do so.
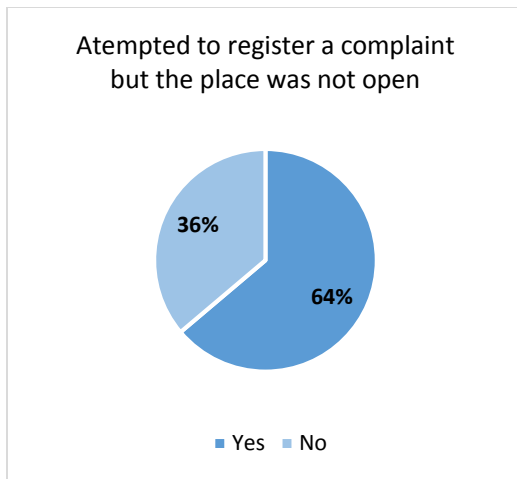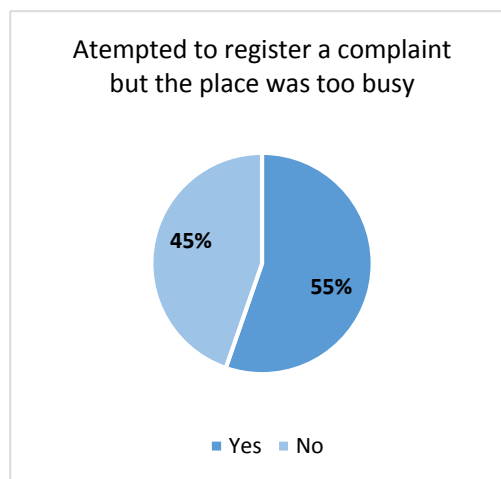
Bor PoC

Figure 35: ACTED Tukul Open/Closed (Bor)   **Figure 36: ACTED Tukul Too Busy (Bor)**

Atempted to register a complaint but the place was not open

36%

64%

■ Yes ■ No

Atempted to register a complaint but the place was too busy

45%

55%

■ Yes ■ No

In Bor, of the 22% of respondents (n=47) who state they know they can raise their complaint at ACTED Tukul, 64% (n=30) report that they sometimes attempted to register a complaint at the ACTED Tukul but the place was closed and they could not do so. Another 55% (n=26) report that they sometimes attempted to register a complaint but the place was too busy to do so.

New Arrivals

Un House

Figure 37: Reporting New Arrivals in UN House

If you are a new arrival is there a place to register you and your family?

35%

65%

■ no

■ yes
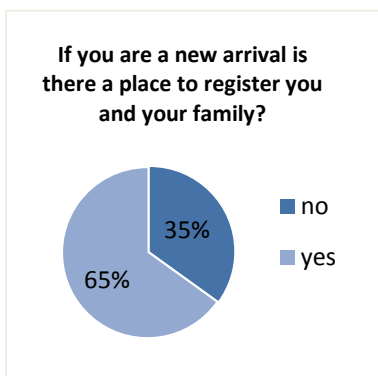
When asked if there was a place for new arrivals to register themselves or their families, 65% (n=270) responded in the affirmative.

The ACTED Information desks in both PoC1 and PoC3 register new arrivals Monday-Friday as their primary task. As only two thirds of the population respond as being aware of this service is seems that some new arrivals are not being properly directed to this service and some new arrivals may not be registering with the ACTED Information Desk.

When respondents were asked who they would report their arrival to if they were new, 65% the largest portion (n=274) say the registration desk is at the **Community Watch Group**, with the

second largest portion citing the **Block leader's office** as the appropriate venue for registering new arrivals (36%, n=151). Only 16 respondents cited **ACTED** as the appropriate entity to inform regarding new arrivals (4%, n=16). As it is important for ACTED CCCM to have an accurate picture of population flows into and out of the PoC and to assist new arrivals in orienting themselves and receiving as many services as are available, cooperation with the Community Watch Group and Block leaders, along with aggressive messaging to the community about alerting ACTED to new arrivals seems appropriate.

Bor PoC

Figure 38: Reporting New Arrivals (Bor)

Do you know where to register new arrival ?

29%

71%

■ Yes ■ No
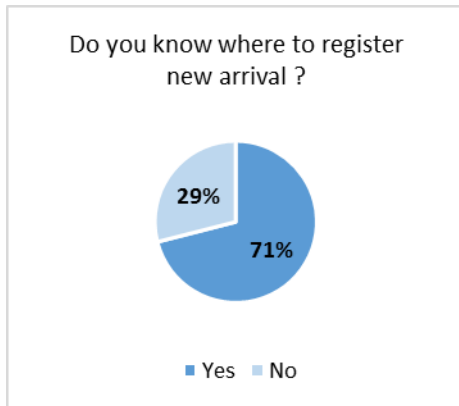
Although there is not an official place to register new arrivals in the PoC, Figure 38 shows that most of the households (71%, n=245) know where to register new IDPs arriving in the PoC. Respondents listed ACTED Tukul (57%, n=137) as the first place to register new arrivals. Block leaders (15%, n=37) or the leaders' tukul (13%, n=32) are also reported as places to register new arrivals.

Figure 39: Reporting Crime in Bor PoC

Reporting crime or theft problem

I don't know	1%
Acted	1%
No report	1%
Protection Agency	1%
The chairman	2%
UNMISS	5%
Community Watch Group	42%
Block Leader	47%
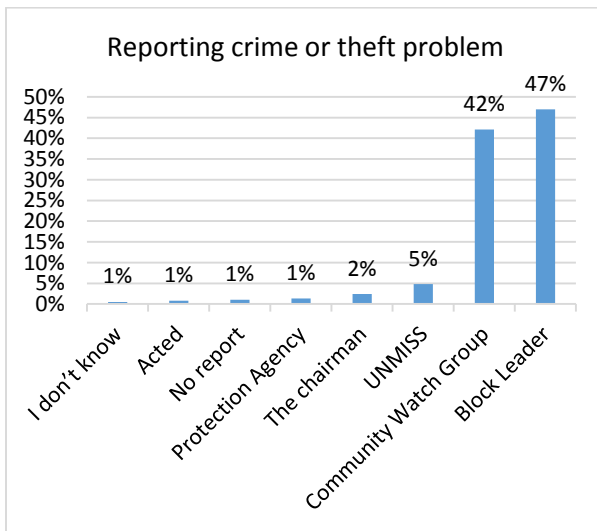
Figure 40: Reporting Water Problems in Bor PoC

Reporting a water problem

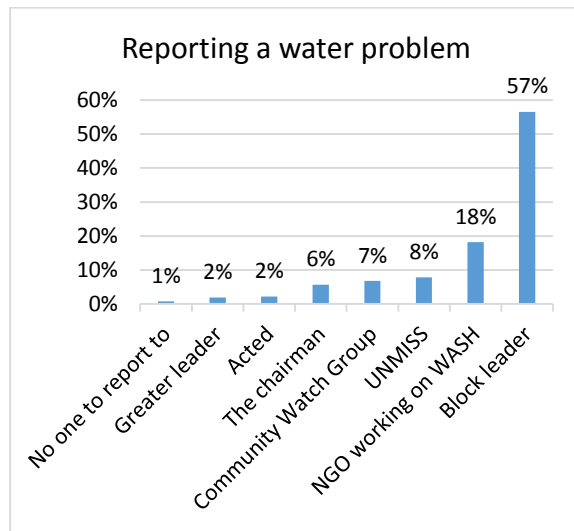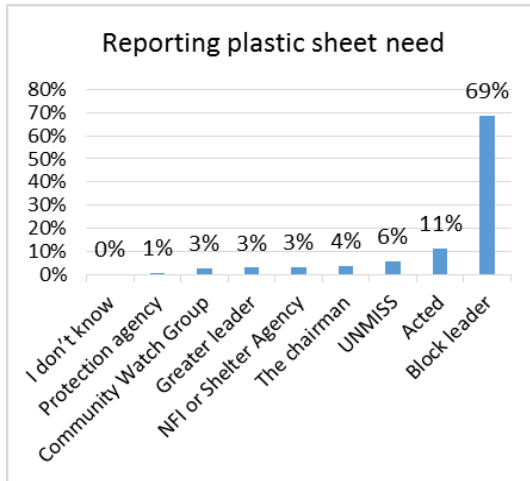|	
No one to report to	1%
Greater leader	2%
Acted	2%
The chairman	6%
Community Watch Group	7%
UNMISS	8%
NGO working on WASH	18%
Block leader	57%

Figure 41: Reporting need for a Plastic Sheet in Bor

Figures 39 through 41 reveal that households mostly refer to their block leaders for the different types of issues they commonly occur in the PoC. ACTED is stated as a focal point for reporting material needs such as plastic sheet (11%, n=40), while the Community Watch Group as well as ACTED is stated as a focal point for reporting crimes or theft related issues

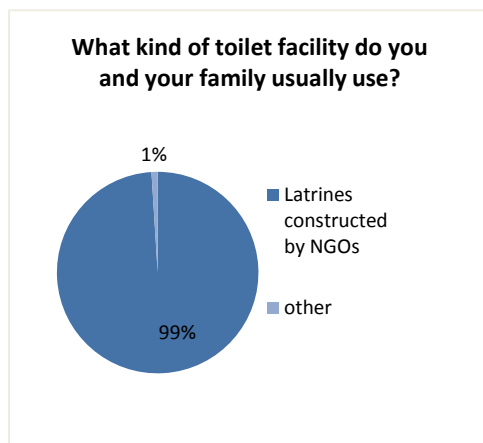**Figure 42: ACTED Information Officer at Work in PoC1UN House**

WaSH Activities in UN House PoC3

ACTED WaSH has been involved in PoC3 WaSH development and implementation since the inception of the site. ACTED's WaSH Technical Coordinator mapped locations for shower and latrine facilities throughout the planned site during site construction and was responsible for the construction of WaSH facilities throughout PoC3. Since it has opened in June 2014, ACTED has been responsible for the construction and rehabilitation of shower and latrine facilities as well as solid waste collection. Solidarities International has been responsible for water provision and hygiene promotion in PoC3 and nearly all WaSH activities in POC 1 & 2.

The site layout of PoC3 has been adjusted significantly since May/June 2014 when WaSH facility placement was developed, largely in reflection of the nearly 7,000 extra occupants now living in POC3. While the absolute number of latrines and showers significantly exceeds SPHERE standards, many PoC3 residents state that facilities are overcrowded, dirty or damaged.
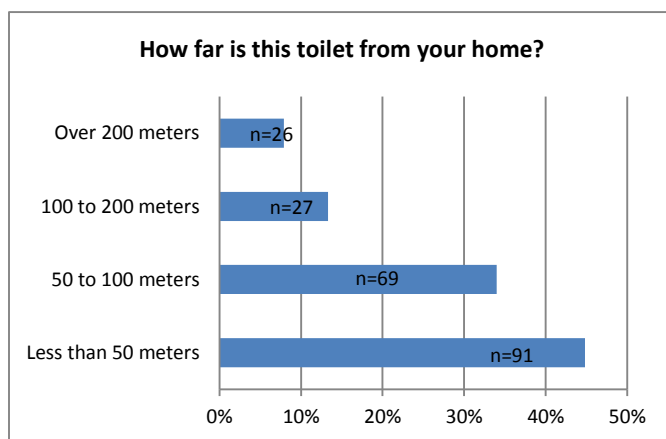
Figure 43: Toilet facilities used in PoC3

What kind of toilet facility do you and your family usually use?

- Latrines constructed by NGOs
- other

1%
99%

Essentially all inhabitants (99%, n=201) utilize ACTED built latrines as their toilet facility.

ACTED has constructed and currently maintains 753 latrine units within PoC3. With a population of 20,514, there **is 1 latrine for every 27 people**.

Figure 44: Distance from shelters to latrines in PoC3

How far is this toilet from your home?

Over 200 meters	n=26
100 to 200 meters	n=27
50 to 100 meters	n=69
Less than 50 meters	n=91

0% 10% 20% 30% 40% 50%

Latrines have been built all over the site around the perimeter of most zones at regular intervals. As a result, most beneficiaries report that the latrine facility they use is less than 50 meters from their home (45%, n=91), with only 13% (n=26) reporting their latrine facility as over 200 meters away from their shelter.
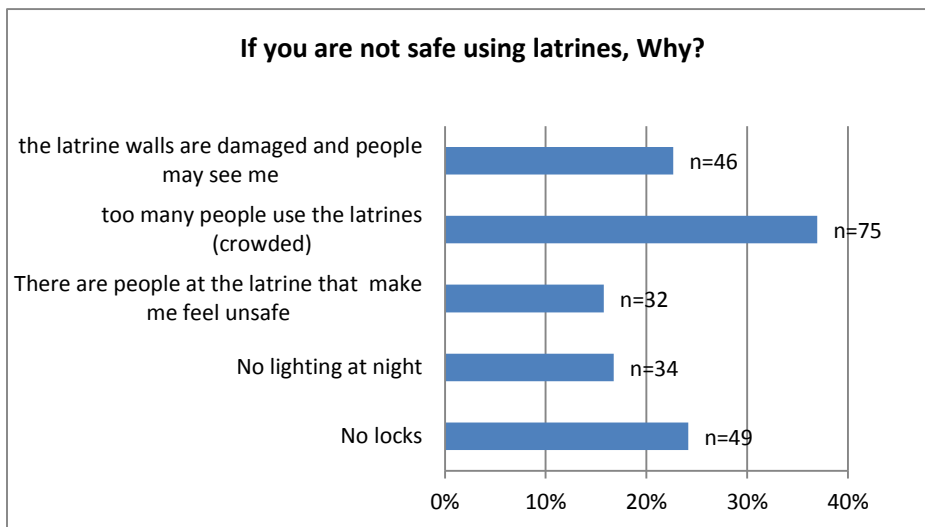
50% (n=101) of respondents report never waiting for latrines with an additional 17% (n=34) people only waiting less than once a month. This suggests that a lack of latrines is not an issue most people in PoC3 experience.

23

Do you feel safe using latrine?

42%

58%

■ no
■ yes
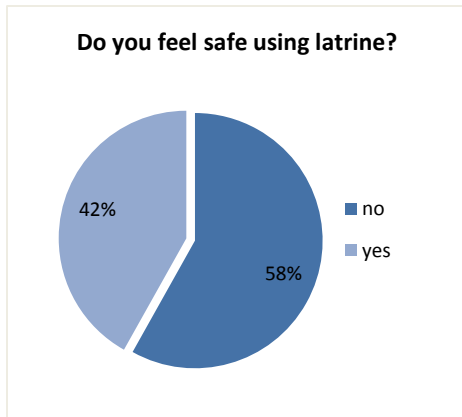
While overcrowding per se does not appear to be an issue regarding PoC3 latrines, the majority of respondents, **58% (n=118) do not feel safe** using latrines.

Figure 46: Perceptions of lack of safety at latrines

If you are not safe using latrines, Why?

the latrine walls are damaged and people may see me — n=46

too many people use the latrines (crowded) — n=75

There are people at the latrine that make me feel unsafe — n=32

No lighting at night — n=34

No locks — n=49

0%   10%   20%   30%   40%

Despite latrines being relatively close and readily available, the number one reason cited for lack of safety is **overcrowding** (37%, n=75). Direct observation of latrine facilities suggests that this relates to the large number of latrine units within each latrine block. Often with 28 latrine units, some separated in half between men and women, users of latrines are often close to others despite the plastic sheets separating each unit leading to a reduced sense of privacy and safety.

Directly related to perceptions of safety, 60% (n=122) of respondents do not feel there is enough **privacy** inside the latrines he/she uses.

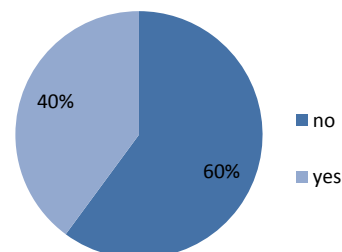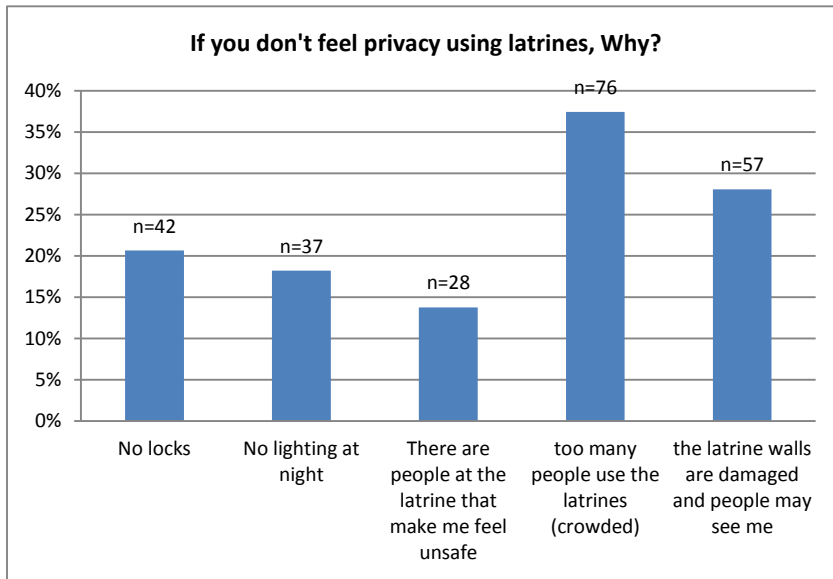**Do you feel enough privacy inside the latrine that you use?**

40%

60%

■ no
■ yes

24

If you don't feel privacy using latrines, Why?

Echoing respondents reasons for a perceived lack of safety, 37% (n=76) of respondents cite **overcrowding** as the primary reason for a lack of privacy. **Damage to latrine walls** that negatively affects the integrity of walls to serve as screens between latrine units is cited as the second most important reason why people do not feel there is sufficient privacy while using latrines (28%, n=57).

Figure 49: Problems with latrines in PoC3

Is there problem with your latrine?
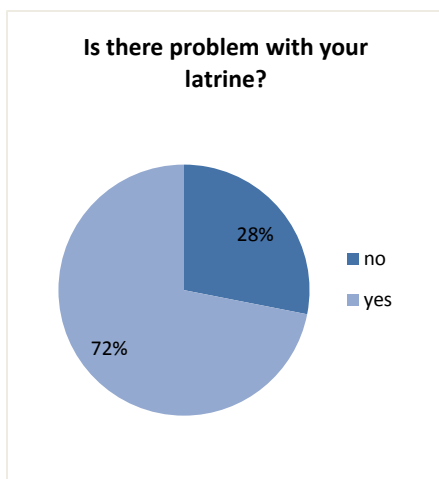
Most respondents report at least one problem with their latrine, 72% (n=146).

Among the types of problems reported by respondents the most common are:

- Too dirty (50%, n=101)
- Too smelly (44%, n=90)
- Too full (33%, n=68)
- No soap for handwashing (27%, n=55)
- Plastic sheets and/or doors are damaged (20%,n=40)
- No anal cleansing equipment (16%, n=33)
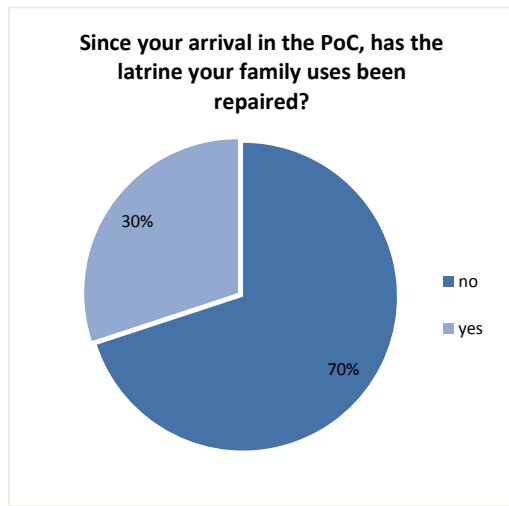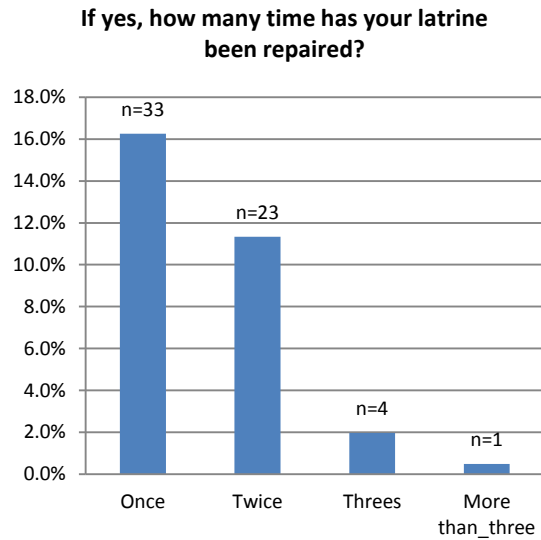
Figure 50: Repairs to latrines in PoC3

Since your arrival in the PoC, has the latrine your family uses been repaired?

30%

70%

- no
- yes

Figure 51: Number of repairs to latrines in PoC3

If yes, how many time has your latrine been repaired?

n=33

n=23

n=4

n=1

Once   Twice   Threes   More than_three

Only 30% (n=70) of respondents report that the latrines they use have been repaired since they have lived in the PoC. Of those that report their latrines ever having been repaired, the majority report one repair. As the latrine design in PoC3 was based on emergency standards and consists primarily of plastic sheeting, regular repair of the facilities are needed to maintain the integrity of the structures.

Figure 52: Disposal of Child's feces in PoC3

73% (n=148) of households report having a child under the age of 5 in their households.

Of those households, the most common means of disposal of young children's feces is use of latrines by young children themselves followed by throwing their feces into the garbage. As PoC3 latrine blocks have children

If yes, how do you usually dispose off the child's feces?

Child uses toilet/latrine — n=55

Throw in garbage — n=49

Put/rinse into toilet or latrine — n=40

Put/rinse into drain or ditch — n=4

0% 5% 10% 15% 20% 25% 30%

friendly latrines within each unit, the risk to children is low and may encourage parents to allow children to use the latrines.
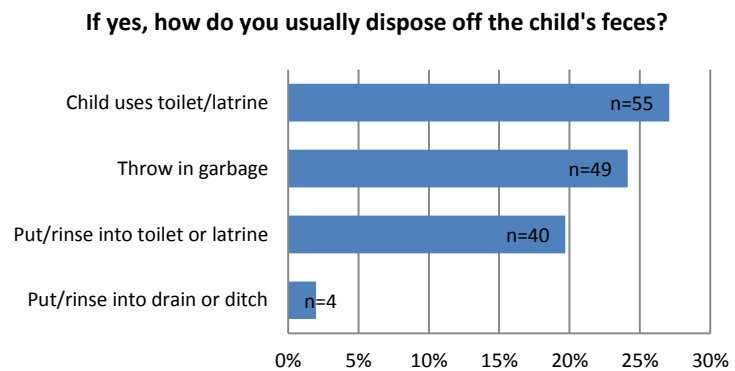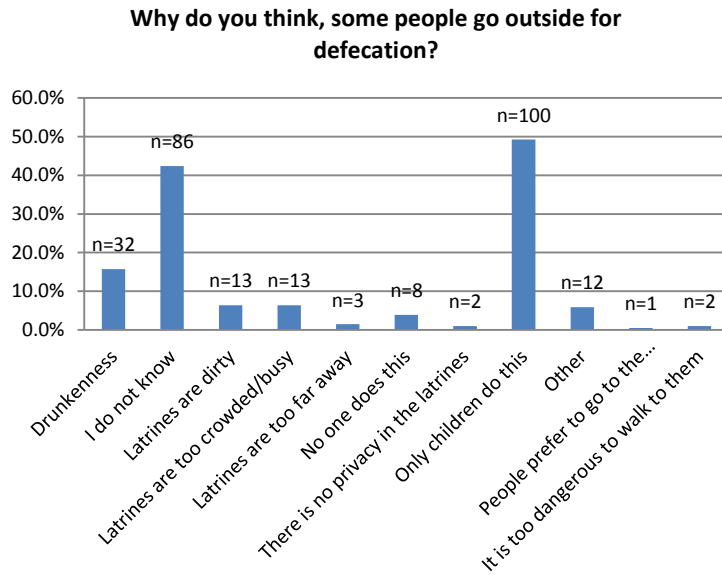
**Figure 53: Perceptions of Outside Defecation**

Why do you think, some people go outside for defecation?

Open defecation is a common occurrence in PoC3. It has been observed by NGO staff on a regular basis and is a consistent theme within hygiene promotion messaging. However, when asked why this occurs, most respondents explained that only children do this (49%, n=100) or that they did not know why this might be occurring.

Environmental Sanitation

Figure 54: Disposal methods of waste in PoC3

Where do you ususally dispose off your household waste?
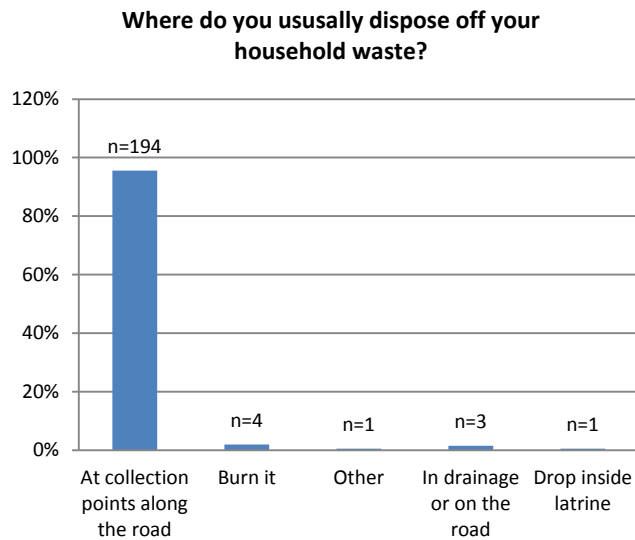
Encouragingly, almost all respondents reported disposing of their household waste at collection points along the road. However, direct observation suggests that some points respondents identify as collection points are not in fact collection points are rather random points along the road. This leads to reduced trash collection and can become a public health issue.

This confusion may be due to some degree to the worn out and dilapidated nature of many of the waste collection point receptacles. Constructed primarily of plastic sheeting, they have become worn or broken through repeated use and are not readily identifiable as authorized collection points.
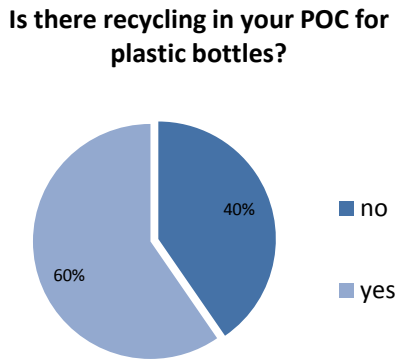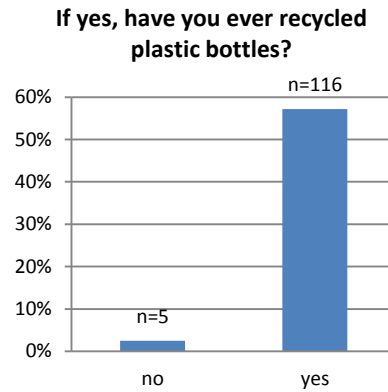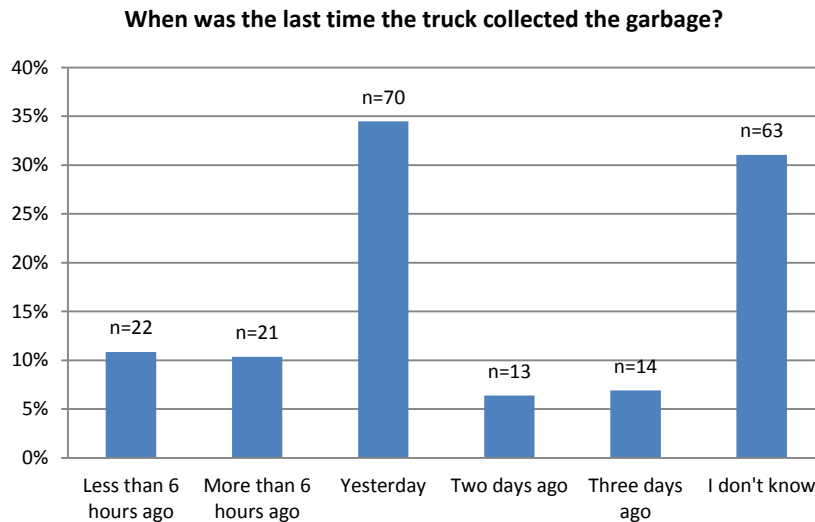
27

Figure 55: Recycling in PoC3

Is there recycling in your POC for plastic bottles?

- no 40%
- yes 60%

Figure 56: Participation in Recycling in PoC3

If yes, have you ever recycled plastic bottles?

n=5 (no), n=116 (yes)

Also encouragingly, the majority (60%, n=122) of respondents report knowing that recycling is available within PoC3. Additionally, of those that report a knowledge of recycling, the large majority 57% (n=116) report recycling plastic bottles at least once. This suggests that if messaging on recycling could reach the remaining portion of the population it is likely that more community members will adopt recycling habits and plastic bottle waste could be further curtailed.

Figure 57: Garbage Collection Timetable in PoC3

When was the last time the truck collected the garbage?

n=22 (Less than 6 hours ago), n=21 (More than 6 hours ago), n=70 (Yesterday), n=13 (Two days ago), n=14 (Three days ago), n=63 (I don't know)

Garbage collection takes place daily within PoC3, reflected by the large number of respondents who report garbage collection either today (n=43) or yesterday (n=70). Only 27 respondents report garbage collection at their garbage points occurring less frequently than daily.

84% (n=171) of respondents report that all garbage was taken during the most recent collection, while only 9% (n=18) report it was not (7% did not know).

Additionally, 71% (n=144) of respondents report that they believe garbage is collected often enough from collection points near their house, while only 29% (n=59) do not.

ACTED Garbage trucks make six trips a day to the PoC for the purpose of garbage collection to ensure full coverage of the site. However, it is possible some collection points may occasionally be missed due to human error and bias of IDP staff towards garbage points closer to their shelters being serviced more often than others which may account for respondents who report less frequent garbage collection.
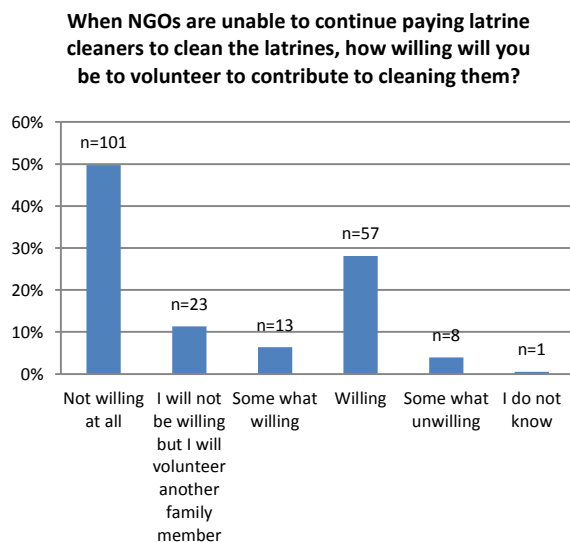
Of those 29% (n=59) of respondents who do not think their garbage is being collected often enough, almost all report that garbage should be collected every day or twice a day. As garbage is collected from collection points at least once a day this response suggests some respondents are not bringing their trash to authorized collection points.

Figure 58: Opinions on Garbage Collection Frequency

If no, how often do you think garbage should be collected?
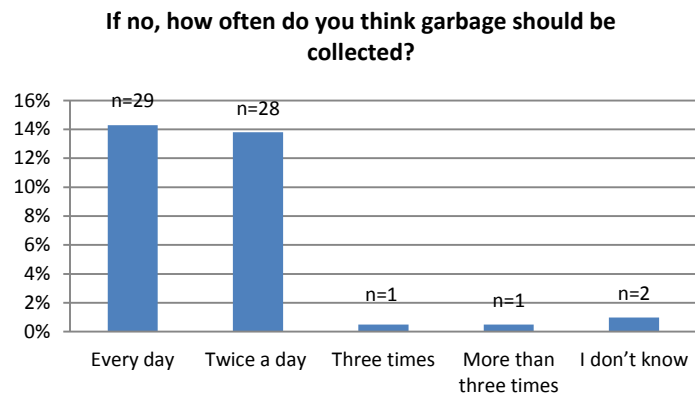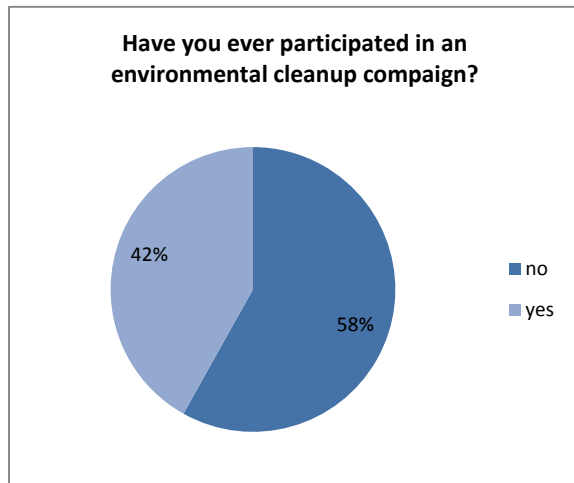
Environmental Cleanups

Environmental cleanups are a tool used by NGOs and other actors in which the community or specific areas of the larger community are mobilized to pick up trash and waste in a given area in order to clean, beautify and maintain the safety of a given area. In PoC3, ACTED has engaged in small environmental cleanups with the goal of utilizing this activity more prominently in the future. The goal of these questions is to determine residents' thoughts about environmental cleanups and their willingness to participate in them.

Figure 59: Volunteering to clean latrines in PoC3

When NGOs are unable to continue paying latrine cleaners to clean the latrines, how willing will you be to volunteer to contribute to cleaning them?

While 70 respondents (34%) were willing or somewhat willing to participate in an environmental cleanup, the majority of the population communicating little to no willingness to participate.

Figure 60: Participation in an Environmental Cleanup

Have you ever participated in an environmental cleanup compaign?

42%

58%

■ no
■ yes

54% (n=110) of respondents had never seen an environmental cleanup occur in their community suggesting that they may not be completely familiar with the practice.

Of those respondents that did know that environmental cleanups have occurred in PoC3, 42% (n=39) said they had participated in an environmental cleanup campaign.

Figure 61: Environmental Cleanup I
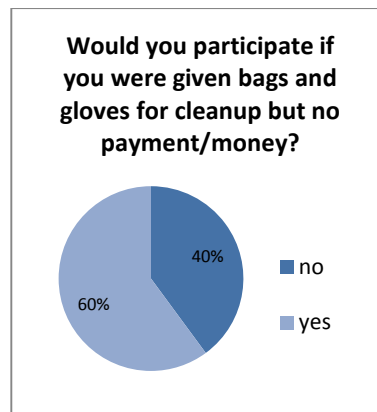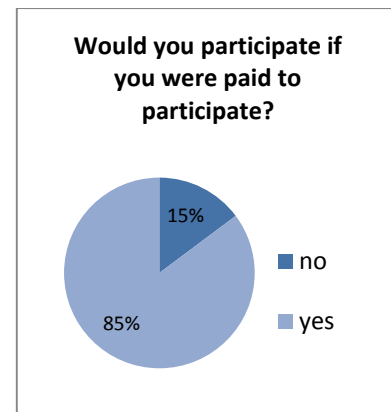
If an environmental cleanup compaign was organized would you participate without incentives or payment?

44%

56%

■ no
■ yes
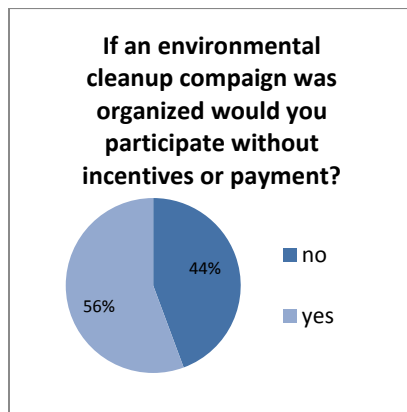
Figure 62: Environmental Cleanup II

Would you participate if you were given bags and gloves for cleanup but no payment/money?

40%

60%

■ no
■ yes

Figure 63: Environmental Cleanup III

Would you participate if you were paid to participate?

15%

85%

■ no
■ yes

While most respondents expressed an unwillingness to clean latrines (Figure 59), more than half of them (56%, n=114) expressed a willingness to participate in an environmental cleanup campaign without any form of incentive. Even more (60%, n=121) would be willing to participate if bags and gloves were provided. Nearly all (85%, n=173) respondents expressed a willingness to participate if they were paid for their services to the community. When asked how much money would be required for them to participate in an environmental cleanup for a day, the mean response was 207 SSP. This excludes the top and bottom 2% of responses. As the rate for unskilled daily labor in UN House is currently 30 SSP (with discussion regarding an increase to 45 SSP), this figure is far higher than market value for such an activity.

Latrine Observation

Enumerators were instructed to visit each respondent's most commonly used latrine at the end of each interview and observe its current condition.

Figure 64: Latrine Observation PoC3

Latrine observation by surveyor
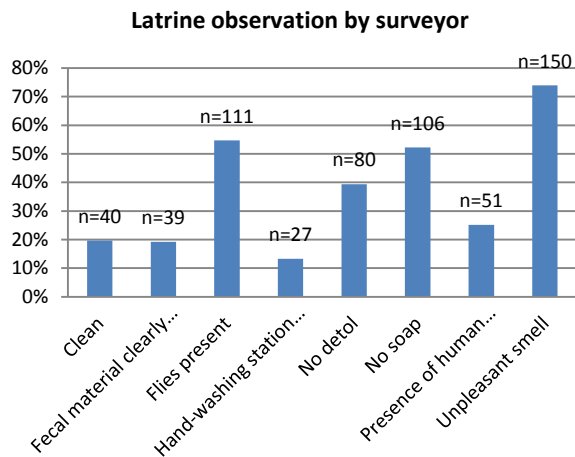
While enumerators classified the latrines as Clean in 40 cases (20%), it was far more common for them to classify a latrine as having an **unpleasant smell** (74%, n=150), **flies present** (n=111) and a **lack of soap** (55%, n=106).

By the conclusion of data collection, enumerators had visited all blocks of latrines within PoC3.

Shower Observation

After observing respondent's most commonly used latrine, enumerators were instructed to observe the respondent's most commonly used shower facility.

Figure 65: Shower Observations in PoC3

Observation and record the status of the Showers.
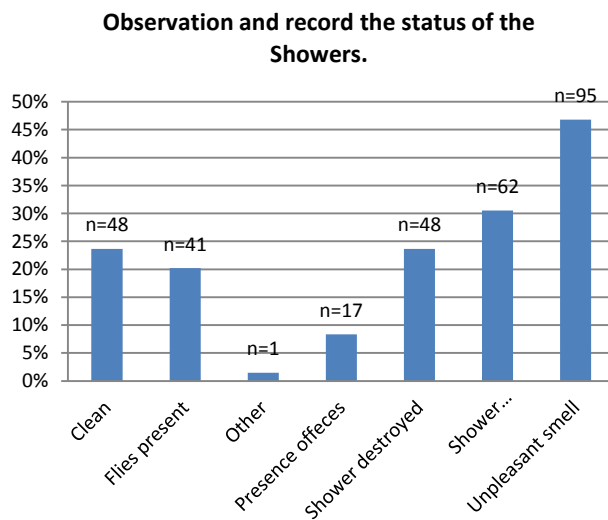
While enumerators classified showers as clean 48 times (24%), it was far more common for a shower to be classified as having an **unpleasant smell** (47%, n=95) or having **torn or degraded walls** (31%, n=62). In some cases the source of the unpleasant smell was determined to be **feces** and in 17 cases feces was directly observed (8%).

ACTED has constructed and currently maintains 296 shower stalls throughout PoC3. Given the current population of PoC3, there is **1 shower for every 69 people.**

By the conclusion of data collection all shower facilities throughout PoC3 had been observed at least once.

Conclusion

In UN House PoCs, a minority of respondents (28%) could correctly identify ACTED as the Camp Management Agency. While most people can identify their block leader, only one third of respondents have attended a block meeting. This suggests low engagement throughout the community with the NGO-recognized leadership system.

Only one third of the respondents knew that there is a CFM is place in UN House and over three quarters of the population have not used the Complaints and Feedback Mechanism. Additionally, over 60% of the population report they have not they interacted directly with ACTED CCCM staff.

A surprisingly large number, almost 40%, of respondents report that they have no way at all to voice their complaints. As community members have a number of methods by which to voice their complaints both within the community and to NGOs, this perception must be combated with aggressive messaging explaining the various resources available to community members.

Information boards are used only sporadically by the population and often are found without any information or signage on them.

In Bor PoC, the survey reveals that over half (52%) of the households interviewed do not know that ACTED is the organisation managing the Camp.

However, most of the respondents are informed about the community meetings held in the PoC twice a week (Monday and Thursday) near the Leaders Tukul. Furthermore, the Block Leaders appear to be the primary way for IDPs to raise their complaints or questions to the camp management team. The Complaints and Feedback Mechanism (CFM) initiated by ACTED is not well known yet amoung the community.

The *Boda Boda Talk Talk* used as communication tool by the camp management is efficient and reaches most of the community. However, the notice boards and posters are less effective as messaging devices within the camp.

In UN House PoC3, shower and latrine facilities are not highly regarded by the population. Large numbers of the population consider latrines to suffer from a lack of privacy and safety, both serious issues, especially to vulnerable members of the community.

Solid waste collection is generally found to be functioning and is acceptable to the community. Community perceptions of environmental cleanups suggest that mobilization will prove difficult and WaSH team members should be prepared for moderate resistance if such a program were to begin.

Recommendations

Based on the above findings, ACTED AMEU makes the following recommendations to further enhance the service delivery of ACTED CCCM and WaSH activities in UN House and Bor PoCs:

- Further **publicity** of the Complaint Feedback Mechanism in the form of boda boda talk talk programs, through megaphones and directly with beneficiaries should be implemented to counter the widespread lack of information regarding the resource.

- More **messaging** regarding the community governance structures to encourage participation and feedback to leaders and NGOs from a broader base of the population.

- **Women's engagement** in local representative structures should be further encouraged through direct outreach to women and idenitifying ways for broader women's participation given their busy schedules and often confined areas of movement.

- In order to inform the IDP community about the CFM settled in the PoC by ACTED management team, a broad and regular **communication** should be implemented among the PoC.

- The **visibility** of ACTED should be improved. It should be clearly indicated on the ACTED Tukul the services provided, as well as the opening hours, and in a way that most people could undertand it, such as drawings and information written in nuer. Staff should wear ACTED visibility as often as possible in the form of hats, vests, t-shirts and lanyards.

- As **Boda Boda Talk Talk** is the primary vehicle through which community members access information, information should always be shared through this program. Information provided on posters and notice boards should mostly be through drawings in order to be understood by the entire community, including children or analphabetic.

- **Upgrades of WaSH facilities** to enhance the safety and privacy of these vital resources for all members of the community.

- Replace worn out and disfunctional **solid waste receptacles** in PoC3 to encourage proper waste management.

Annexes

Annex I: Survey Questionnaire

KNOWLEDGE, ATTITUDES & PRACTICES BASELINE SURVEY QUESTIONNAIRE
UN House & Bor PoCs, Central Equatoria and Jonglei States, South Sudan
Hello, my name is _____ and I work for ACTED. I would like to ask you some questions about camp management (and sanitation and hygiene). The survey is confidential and any answers you provide will remain private. *UN House only
The questionnaire does not have "good" or "bad" answers. You do not have to answer if you do not want to. You may decline to answer any questions or stop the interview at any time. The interview should take around 40 minutes to complete. Do you agree to let me ask you these questions?

1. Basic Data
1.1 Camp Name : ☐ UN HOUSE POC1   ☐ UN HOUSE POC3   ☐ Bor POC
1.2 Zone: ☐ A   ☐ B   ☐ C   ☐ D   ☐ F ☐ G   ☐ H   ☐ I ☐ J ☐ I do not know what zone I live in ☐ There are no zones in this POC
1.3 Block: ☐ A   ☐ B   ☐ C   ☐ D ☐ E ☐ F ☐ G   ☐ H   ☐ I   ☐ J ☐ K ☐ L   ☐ M   ☐ N ☐ O ☐ P   ☐ Q   ☐ R   ☐ S   ☐ T   ☐ 1   ☐ 2 ☐ 3 ☐ 4   ☐ 5   ☐ 6 ☐ 7   ☐ 8 ☐ 9   ☐ 10 ☐ 11   ☐ 12 ☐ I do not know what block I live in   ☐ There are no blocks in my POC
1.4 Date: _____/_____/_____ (dd/mm/yy)
1.5 Enumerator Name:
2. Respondent Background
2.1 Respondent's gender ☐ Male   ☐ Female
2.2 Age of respondent
2.3 What is your tribal affiliation? ☐Nuer ☐Shilluk ☐Other, which?.................
2.4 Are you the head of household? ☐Yes   ☐No
2.5 If no, what is the gender of the head of the household? ☐ Male   ☐ Female
Enumerator note: please make sure respondent includes themselves in this number
2.6 How many people live in your household?
3. Camp Management
3.1 Do you know which organization manages this PoC? ☐ Yes   ☐ No

3.1.1 If yes, please name that organization.		
3.2 Are there community meetings with representatives from throughout the PoC led by the camp management NGO held in your PoC?	☐Yes ☐No ☐I don't know	
3.2.1 If yes, do you know what day of the week the meetings are held?	☐Yes ☐No	
3.2.2 If yes, when are they held?	☐Monday ☐Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday	
3.2.3 If yes, where are they held?		
Do you know who your block leader is?	☐ Yes ☐ No	
Does your block leader regularly attend the community meetings?	☐ Yes ☐ No ☐ I don't know	
3.3 Have you ever attended a community meeting within your block?	☐ Yes ☐ No	
3.4 Have you ever attended a community meeting for your entire zone?	☐ Yes ☐ No ☐ I do not live in a PoC with zones	
3.5 Have you ever attending a PoC-wide community meeting?	☐ Yes ☐ No	
3.6 If you have never attended a community meeting, why not? (Please choose all that apply)	☐ I have no interest ☐ I am too busy ☐ There is no one to watch my children ☐ I have a job at the time when the meetings are held ☐ I do not feel welcome at the meeting ☐ Meetings are only for men ☐ I did not know there are meetings ☐ I did not know where the meetings are held ☐ Someone told me not to go to the meetings ☐ The meetings are not conducted in a language I speak ☐ The meetings do not discuss issues that are important to me ☐ I have better things to do with my time ☐ I don't know ☐ Other	
3.7 Have you ever talked to a member of the ACTED camp management team (community mobilizers, outreach workers, information officers, camp officers or camp manager)?	☐ Yes ☐ No	
3.7.1 If yes, was this interaction positive?	☐ Yes ☐ No	

3.8 How do you receive most of your information about activities in the POC, including NGO/UN announcements?	☐ Boda boda talk talk ☐ Community meetings ☐ Community leaders (block, zone, chairman) ☐ Friends or neighbors ☐ Church ☐ By talking to NGO or UN representatives directly ☐ Signboards or posters on trees ☐ Family members ☐ I do not receive any information about activities in the POC or NGO/UN announcements ☐ Megaphone ☐ I don't know ☐ Other	
3.9 If you receive it in more than one way, what is the second most common way you receive it?	☐ Boda boda talk talk ☐ Community meetings ☐ Community leaders (block, zone, chairman) ☐ Friends or neighbors ☐ Church ☐ By talking to NGO or UN representatives directly ☐ Signboards or posters on trees ☐ Family members ☐ I do not receive any information about activities in the POC or NGO/UN announcements ☐ I do not receive it in multiple ways ☐ I don't know ☐ Other	
3.10 If you receive it more than two ways, what is the third most common way?	☐ Boda boda talk talk ☐ Community meetings ☐ Community leaders (block, zone, chairman) ☐ Friends or neighbors ☐ Church ☐ By talking to NGO or UN representatives directly ☐ Signboards or posters on trees ☐ Family members ☐ I do not receive any information about activities in the POC or NGO/UN announcements ☐ I do not receive it in multiple ways ☐ I don't know ☐ Other	
3.11 Have you ever seen an information board in your PoC?	☐ Yes ☐ No	
3.11.1 If yes, when you saw the board most recently, did it have information or announcements on it?	☐ Yes ☐ No	
3.11.2 Have you ever stopped to look at an information board to read announcements or look at pictures?	☐ Yes ☐ No	
CRM/CFM		
4.1 If you have a question or complaint about living conditions in the PoC is there a place in the PoC to register your complaint with Camp Management?	☐ Yes ☐ No	
4.1.1 If yes, where is this place? (skip to 4.1.2)		

If no, how do you voice your complaints? (skip to 4.2)	☐ I talk to the community watch group ☐ I talk to my block leader ☐ I talk to my greater leader ☐ I talk to my zone leader ☐ I talk to directly to the NGO managing that service ☐ I talk to ACTED ☐ Other ☐ I have no way to voice my complaints
4.1.2 Have you ever asked a question or registered a complaint at this place?	☐ Yes ☐ No
4.1.2.1 If yes, did you receive a response?	☐ Yes ☐ No
4.1.2.2 If yes, were you satisfied with this response?	☐ Yes ☐ No
4.1.2.3 Did the response to your question or complaint include a referral to another NGO or person or advice from the information officer?	☐ Yes ☐ No
4.1.3 Have you ever tried to ask a question or register a complaint at this location and were unable to because it was not open?	☐ Yes ☐ No
4.1.4 Have you ever tried to ask a question or register a complaint at this location and were unable to because it was too busy?	☐ Yes ☐ No
4.2 Has anyone else in your household ever attempted to ask a question or register a complaint with Camp Management?	☐ Yes ☐ No
4.3 If yes, were they able to do so?	☐ Yes ☐ No
4.4 Has anyone you know, apart from HH members, ever attempted to ask a question or register a complaint with Camp Management?	☐ Yes ☐ No
4.4.1 If yes, were they able to do so?	☐ Yes ☐ No
4.5 If you are a new arrival is there a place to register you and your family?	☐ Yes ☐ No ☐ I don't know
4.5.1 If yes, where is this place?	
4.6 If you have a problem with a theft or crime who would you report it to?	☐ the community watch group ☐ UNPOL/ UNMISS ☐ my block leader ☐ my greater leader ☐ my zone leader ☐ the chairman ☐ a protection partner agency ☐ ACTED ☐ Other ☐ I have no one to report it to ☐ I don't know

| 4.7 If you have a problem with a broken water point who would you report it to? | ☐ the community watch group
☐ UNPOL/ UNMISS
☐ my block leader
☐ my greater leader
☐ my zone leader
☐ the chairman
☐ an NGO working on water provision
☐ ACTED
☐ Other
☐ I have no one to report it to
☐ I don't know | |
| 4.8 If you need a plastic sheet who would you report it to? | ☐ the community watch group
☐ UNPOL/ UNMISS
☐ my block leader
☐ my greater leader
☐ my zone leader
☐ the chairman
☐ a protection partner agency
☐ a NFI or shelter partner agency
☐ ACTED
☐ Other
☐ I have no one to report it to
☐ I don't know | |

Is this survey being conducted in Bor POC? If so, click here to end survey. If not, please continue to the WASH section of the survey.

5 Household Sanitation

Thank you for your participation so far, we will now continue to questions about WASH.

5.1 What kind of toilet facility do you and your family <u>usually</u> use?	Latrine built by NGOs		River/stream	
	Community built latrine		Family owned constructed latrine	
	Bush		Other	
5.2 How far is this toilet from your home? *(Enumerator may have to ask to walk to the toilet, and count his/her paces there to estimate the distance.)*	<50 meters		100-200 meters	
	50-100 meters		Over 200 meters	
5.3 How often do you have to wait to use a latrine because it is busy?	Never		Once a month	
	Once a week		More than once a week	
5.4 Do you feel safe using the latrine?	☐ Yes ☐ No			
5.4.1 If no, why not? (Choose all that apply)	☐ No locks ☐ No lighting at night ☐ There are people at the latrine or on the way to the latrine that make me feel unsafe			

	☐ Too many people use these latrines (crowded) ☐ The latrine walls are damaged and people may see me ☐ Other *specify*
5.5 Do you feel you have enough privacy inside the latrine that you use?	☐ Yes ☐ No
5.5.1 If no, why not?	☐ No locks ☐ The latrine walls are damaged and people may see me ☐ The latrines are too busy because the site is crowded ☐ Other *specify*
5.6 Are there any problems with your latrine?	☐ Yes ☐ No (skip question 6.6.1)

5.6.1 If yes, what are the problems? *(mark all answers given)*				
	Too dirty		No anal cleansing equipment	
	Too full		Too far	
	Too smelly		Too many families using one latrine	
	Not private enough for women		Disagreement on cleaning	
	Not adequate for children		Complaints on children using it improperly	
	Not feeling safe at night		No soap for handwashing	
	Plastic sheets and/or doors are stolen		No child latrines	
	Not private		Other(specify)	

5.7 Since your arrival in the PoC, has the latrine your family uses been repaired?	☐ Yes ☐ No (skip question 6.7.1)

5.7.1 If yes, how many times has your latrine been repaired?				
	Once		Three times	
	Twice		More than three times	

5.8 Observe and record whether there is a hand-washing facility near the latrine	☐ Yes ☐ No (go to question 6.9)
5.9 Observe and record whether hand-washing facility has water	☐ Yes ☐ No
5.10 Observe and record whether there is soap near hand-washing facility	☐ Yes ☐ No
5.11 Is there a child below the age of 5 in this household?	☐ Yes ☐ No

5.11.1 If yes, how do you usually dispose of the child's faeces?				
	Child uses toilet/latrine		Bury it	
	Put/rinse into toilet or latrine		Leave in the open	

	Put/rinse into drain or ditch		Other (specify)	
	Throw in garbage		Specify	
5.12.1 In this POC, some people go to the outside for defecating and urinating instead of the latrines. Why do you think this is? Please list the primary reason. *(choose the first answer respondent says)*	☐ Only children do this ☐ Latrines are too far away ☐ It is too dangerous to walk to them ☐ There is no privacy in the latrines ☐ People prefer to go to the bathroom outside ☐ Latrines are too crowded/busy ☐ Drunkenness ☐ Latrines are dirty ☐ No one does this ☐ I do not know ☐ Other			
5.13 When NGOs are unable to continue paying latrine cleaners to clean the latrines, how willing will you be to volunteer to contribute to cleaning them?	☐ Not willing at all ☐ Somewhat unwilling ☐ Somewhat willing ☐ Willing ☐ I will not be willing but I will volunteer another family member ☐ I do not know ☐ Other			

<table>
<tr><td colspan="5" align="center">6 Environmental Sanitation</td></tr>
<tr><td>6.1 Where do you usually dispose of your household waste?</td><td>At collection points along the road</td><td></td><td>Behind tent</td><td></td></tr>
<tr><td></td><td>Burn it</td><td></td><td>Bury it</td><td></td></tr>
<tr><td></td><td>In drainage or on the road</td><td></td><td>Drop inside latrine</td><td></td></tr>
<tr><td></td><td>Other</td><td colspan="3"></td></tr>
<tr><td>6.2 If you do not dispose of your garbage at garbage points along the road, why not?</td><td colspan="4">☐ Too far   ☐ Did not know they exist   ☐ Did not want to
☐ Because my neighbors do it as well   ☐ I don't know   ☐ Other
specify</td></tr>
<tr><td>6.3 Is there recycling in your POC for plastic bottles?</td><td colspan="4">☐ Yes   ☐ No</td></tr>
<tr><td>6.4 If yes, have you ever recycled plastic bottles?</td><td colspan="4">☐ Yes   ☐ No</td></tr>
<tr><td colspan="5">Garbage at this site is collected from garbage collection points by trucks.</td></tr>
<tr><td>6.5 When was the last time a truck collected garbage for the collection point closest to you shelter?</td><td colspan="4">☐ Three days ago   ☐ Two days ago   ☐ Yesterday
☐ More than 6 hours ago   ☐ Less than 6 hours ago ☐ I don't know</td></tr>
<tr><td>6.6 When the garbage was collected most recently, was all of it taken from the garbage point or was some left behind?</td><td colspan="4">☐ All was taken   ☐ Some was left behind   ☐ I don't know</td></tr>
<tr><td>6.7 Do you think garbage is collected often enough from collection points near your house?</td><td colspan="4">☐ Yes   ☐ No</td></tr>
<tr><td>6.8 If no, how often do you think garbage should be collected?</td><td colspan="4">☐ Every day   ☐ Twice a day   ☐ Three times a day
☐ More than three times a day   ☐ I don't know</td></tr>
</table>

An environmental cleanup campaign is an event where community members pick up trash in their neighborhood to keep the POC clean and safe.			
6.9 Have you ever seen an environmental cleanup occur in your POC?	☐ Yes	☐ No	
6.10 Have you ever participated in an environmental cleanup campaign?	☐ Yes	☐ No	
6.11 If an environmental cleanup campaign was organized would you participate without incentives or payment?	☐ Yes	☐ No	
6.12 Would you participate if you were given bags and gloves for the cleanup but no payment?	☐ Yes	☐ No	
6.13 Would you participate if you were paid to participate?	☐ Yes	☐ No	
6.13.1 How much would you have to get paid to participate?			

7 Latrine Observation					
(Ask to see the latrine used by the household) **7.1 Observe and record the state of the latrine** *(multiple answers allowed; mark all that apply)*	Clean		Presence of human excreta on the latrine slab	
	Unpleasant smell		Faecal matter clearly visible in the pit at less than 30 centimetres depth	
	Flies present		Hand-washing station with water and soap within vicinity of latrine	
	No Soap		No Detol	
	Other (specify)			
7.2 This latrine is located in:	POC:	☐ 1 ☐ 3		
	Zone:	☐ A ☐ B ☐ C ☐ D ☐ F ☐ G ☐ H ☐ I ☐ J ☐ K ☐There are no zones in this POC	Block:	☐ A ☐ B ☐ C ☐ D ☐ F ☐ G ☐ H ☐ I ☐ J☐ K ☐ L ☐ M ☐ N ☐ O ☐ P ☐ Q ☐ R ☐ S ☐ T ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6☐ 7 ☐ 8 ☐ There are no blocks in this POC

8 Shower Observation					
(Ask to see the shower used by the household) **8.1 Observe and record the state of the shower** *(multiple answers allowed; mark all that*	Clean		Presence of human excreta on the shower floor	
	Unpleasant smell		Shower door or walls torn or degraded	
	Flies present		Shower destroyed	

apply)			Other (specify)		Specify	
8.2 This shower is located in:			POC:		☐ 1	☐ 3
	Zone:	☐ A ☐ B ☐ C ☐ D ☐ F ☐ G ☐ H ☐ I ☐ J ☐ K There are no zones in this POC	Block:		☐ A ☐ B ☐ C ☐ D ☐ F ☐ G ☐ H ☐ I ☐ J ☐ K ☐ L ☐ M ☐ N ☐ O ☐ P ☐ Q ☐ R ☐ S ☐ T ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ There are no blocks in this POC	

Thank you for participating in this survey. Your participation is appreciated. Please have a nice day.