**Measuring Safety Perceptions of the affected population on accessing and using services/facilities**

The Safety Perceptions exercise is a monitoring and evaluation tool designed to provide information on how safe the affected population i.e. women, girls and boys feel accessing and using services. This activity could be conducted to identify GBV risks related to services/facilities in planning stage and also for monitoring and evaluating the GBV risk mitigation interventions.

This resources includes:

1. Sample Terms of Reference including methodology with guidance on how to conduct data collection and how to prepare for the Safety Perception exercise;
2. Focus Group Discussion tool; and
3. Individual assessments.

**Sample terms of reference**

**Purpose**:

It aims to measure how safe the affected population i.e. women, girls and boys feel accessing and using services/facilities in the targeted areas. The findings will be used to address the safety concerns to improve the affected population’s access to services/facilities.

**Scope:**

The scope of this exercise is depending on the scope and scale of the intervention balanced with what is realistic and feasible for program staff. This could be done in one specific location focusing on one programme area such as WASH or targeting multiple sectors in multiple locations depending on availability of resources, time and the purpose of the exercise.

**Methodologies:**

The Safety Perception exercise includes Focus Group Discussion (FGDs) and individual assessments at minimum. Another methodologies such as key informant interviews could be added depending on the purpose, time and capacity. The number of FGDs and individual assessments need to be adjusted depending on the purpose, risk mitigation measures taken and the targeted services/facilities for this exercise. The sample FGD guide includes list of questions but this needs to be adjusted depending on the target participants. The separate FGD guide with slightly different questions for girls, boys, women and men are recommended. Make sure to ask only questions that are relevant to the purpose of the exercise and relevant to the targeted participants.

For both FGDs and individual assessments, it is important to note that all questions ask about safety perceptions of women and girls ***at a community level***, not at an individual level. Participants are welcome to share their individual thoughts, but the goal, especially in the FGDs is to better understand community-level perceptions.

Focus Group Discussions:

1. Convene 12 to 15 participants at maximum per group.
2. Ensure at least 1 facilitator, 1 note taker and 1 translator (if needed) per group. Match gender of facilitators, note taker and translator to gender of group.
3. Plan for 1 hour per FGD with 1 hour being actual discussion and 30 minutes accounting for late-comers, introductions, time for translation etc. Plan for an additional 30 minutes per FGD to review and finalize notes and observations by the facilitator, note-taker and translator.
4. FGD participants will most likely be a convenience sample, meaning participants will learn about the exercise through word of mouth or invitation. Seek to recruit participants beyond individuals who are already engaged and involved in existing community, governance and civil society structures. Doing so will give a more realistic picture of who is using or not using WASH facilities and why.
5. Always seek informed consent.
6. Disaggregate groups by age and gender at a minimum. Good practice indicates further disaggregating groups based on local and contextual factors such as shelter location/sector, marital status, tribe, physical or intellectual ability, caretakers etc. Discussions are richest when participants feel safe and free of judgment – from facilitators and from other participants - to voice their opinions.
7. In case of children, the recommended duration for FGD is for 30 minutes. The informed consent from their caregiver is needed for children under the age of 18. Seek support from Child Protection Section or other specialists on adolescents and youth participation if you are not sure about the process of informed consent, the age range, child safeguarding or child friendly facilitation methodologies.

Individual assessments:

1. Always seek informed consent.
2. Work in pairs when engaging participants.
3. Plan for 20 minutes per individual assessment with 10 minutes asking questions and the other 10 minutes facilitating introductions, informed consent and extra time if the participant wants to share more thoughts.
4. Individual assessment participants will be a convenience sample based on who is available and willing to talk to enumerators when asked. Ensure increased diversity of participants by traveling to different places in your setting (e.g. health centers, short cut roads and main roads, places of worship, markets etc.) and at different times of day.

**Preparing for the ‘Safety Perceptions’ exercise**

Allow a realistic amount of preparation time, depending on the scope and scale your program and how many participants your program seeks to target, before launching the exercise. Ensure a minimum set of quality and safety standards are met:

1. Ensure female staff and enumerators are recruited as part of the ‘Safety Perceptions’ exercise.
2. Ensure consultation with women and girls in the community during design, implementation and conclusion of the exercise.
3. Train and capacitate staff and enumerators (including note-takers and translators) on the methodology with an emphasis on role-play and practice of focus group discussion and individual interview questions. Include training and guidance on how to safely and ethically collect information, informed consent for participation and techniques for asking sensitive questions.
4. Put in place a GBV disclosure protocol in case of a GBV disclosure during the exercise. Refer the GBV pocket guide and seek support from Child Protection Section on the location specific referral information.
5. Put in place and brief staff and enumerators on agency protocols and agreements, such as a Code of Conduct.
6. Put in place a supervisory structure to ensure quality of data collection by enumerators and staff; this may include staff focal points providing daily de/briefings, daily review of data collection forms for errors, random shadowing of enumerators etc.

Plan who and how collected data will be (1) cleaned and entered, for example into a database, (2) analyzed and (3) shared. Identify clear timelines and deliverables for data cleaning, entry, analysis and sharing/dissemination to ensure the information collected is used to improve programming in a timely, efficient manner.

***FOCUS GROUP DISCUSSION GUIDE (adults):***

***Assessing Safety Perceptions of Women and Girls at WASH Facilities***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ we are members of (agency/affiliation). We are interested in understanding how safe the community i.e. women, girls and boys feel using (*specify the targeted services/facilities*), such as (*specify examples participants will relate to*) in (*specific location*). With your help, we hope to identify challenges and how to address the challenges the community face in accessing/using the (*specify the facilities/services*)

This discussion will be **confidential**, which means that we will speak privately – and any information shared with us today will be kept with us only; we will not share it with anyone else. We will not ask for your names and will not write them down; we will also not record any information that may identify you, or connect you to anything you share today. We will only share anything what was said in this discussion in a **general** way. We ask that all of you keep everything confidential, too. Please do not tell others what was said today, even other people who are also participating. This way, we can keep the information and all of us safe. If someone asks, explain that you were speaking about the health problems of women and girls.

In this discussion, we are not asking for specific stories; **please do not use any names**. Participation in this discussion is completely **voluntary** and you do not have to answer any questions that you do not want to answer. You may leave at any time. We also want to be clear that our intention is to listen and learn; there will be **no direct benefits**, such as (list examples if needed), related to the time we spend together today.

\_\_\_\_\_\_\_\_\_\_\_\_\_ is taking notes to make sure that we record our discussion accurately, and do not miss any of the information you share with us.

\_\_\_\_\_\_\_\_\_\_\_\_\_ is translating for us to make sure everyone understands and feels comfortable sharing their thoughts in their language of choice. (*in case you need translator*)

We might interrupt the discussion sometimes, but only to ensure that everyone who would like to participate has an opportunity to speak. I expect our discussion to last for a maximum time of 1 hour or less.

**🡪 Before starting, ask the participants to raise their hands if they understand the language being spoken.** If anyone does not raise their hand, there may be a need for secondary translation (into a local language, or alternate dialect).

**🡪 Does everyone in the room understand the purpose of the discussion and agree to participate in the discussion?**

YES, everyone agrees to participate.  NO, not everyone agrees to participate.

* Bottom of Form

Initials of FACILITATOR

**Does anyone have any questions for us before we begin?**

***FOCUS GROUP DISCUSSION GUIDE:***

***Assessing Safety Perceptions of the affected population***

**REMEMBER!**

* **CONFIDENTIALITY –** 1) no names of participants; 2) tell participants they are NOT being asked to share information about individual issues/cases; 3) try to find a quiet/private place to have the discussion
* **INFORMED CONSENT –** 1) explain the purpose of the activity; 2) participation is in group and voluntary; 3) information will be used to improve safety needs for women and girls
* **SAFETY –** if you feel any staff conducting this activity or participants may be at risk, do not proceed with the activity. When probing, no information linking to individual survivors should be asked.
* **Conclusion:** At the end of this discussion, thank the participants for their participation. Remind them to contact relevant agencies if they have any concerns.

**Date:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location of FGD:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Facilitator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Note Taker:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Translator:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  
  
**Time FGD started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time FGD ended: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Translation used:** Yes NoIf yes, the translation was from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 **Sex of FGD participants:**  Female  Male

**Age of FGD participants:**  15-19 years  20-30 years  30-40 years  Over 40 years

**List other key demographics** (caretakers, participants with physical or intellectual disabilities, etc.)

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**DISCUSSION QUESTIONS:**

1. What services/facilities (specify) are available in this area?
2. How far away is the closest (services/facilities)?
3. Do you access to the (services/facilities)? (If no, go to the question 7)
4. If yes, how do you (contextualize according to the target e.g. if the group is adolescent girls group ‘how do girls’. This applies to all questions using ‘you’) go to the (services/facilities)?

* Alone/ in group?
* In day time only? /in night time only/ in both day and night time (for latrines)
* In case of group, why do you go in group?

1. How do you feel accessing the (services/facilities)?

* Any challenges?
* What do you think can be done to address the challenges?

1. Do you feel safe/comfortable around the staff providing the services?

* Why? (both yes and no)
* If no, what can be done to make you feel safe/comfortable around the staff?
* If yes, what more can we do?

1. If not, what the reason why you do not access the (services/facilities)?
2. Are there any group of people who are not accessing the (services/facilities) in this community?

* Who?
* Why?
* What do you think can be done to help them accessing the (services/facilities)?

1. What do you think are the biggest barriers for you to accessing these services in this community?

* Why?
* What do you think can be done to address the barrier?

1. What would you change in the current facilities to make them more comfortable and safer? Why?
2. Are there any places where you feel unsafe in your community?
3. What can your community do to improve safety for women and girls at the services/facilities?

**To evaluate GBV risk mitigation measures taken:**

1. Before the intervention: In (month)/before (event), How did you feel about accessing/using the (services/facilities)?

* Why?

1. Now: How do you feel about accessing/using them?

* Why?

1. Has anything changed between the old services/facilities and the current ones? If yes what has changed and if not what has not changed?
2. Do you prefer the current facilities or the older facilities? Why?

***INDIVIDUAL ASSESSMENT GUIDE:***

***Assessing Safety Perceptions of Women and Girls at WASH Facilities***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ we are members of (agency/affiliation). We are interested in understanding how safe the community i.e. women, girls and boys feel using (*specify the targeted services/facilities*), such as (*specify examples participants will relate to*) in (*specific location*). With your help, we hope to identify challenges and how to address the challenges the community face in accessing/using the (*specify the facilities/services*)

We would like to ask you a couple questions that will only take 5 or 10 minutes of your time. This discussion will be **confidential**, which means that we will speak privately – and any information shared with us today will be kept with us only; we will not share it with anyone else. We will not ask for your names and will not write them down; we will also not record any information that may identify you, or connect you to anything you share today. We will only share anything what was said in this discussion in a **general** way.

Are you interested in talking with us?

Thank you! With your help, we hope to identify challenges and how to address the challenges the community face in accessing/using the (*specify the facilities/services*)

The questions we are going to ask you today are about how women and girls in your community feel when going to water, sanitation and hygiene facilities including water points, latrines and showers in (location). We will be asking about general things women and girls in your community have experienced or heard people talking about. We are not asking for specific stories; **please do not use any names**. Participation in this discussion is completely **voluntary** and you do not have to answer any questions that you do not want to answer. You may end the conversation at any time. We also want to be clear that our intention is to listen and learn; there will be **no direct benefits**, such as (list examples if needed), related to the time we spend together today.

\_\_\_\_\_\_\_\_\_\_\_\_\_ is taking notes to make sure that we record our discussion accurately, and do not miss any of the information you share with us.

\_\_\_\_\_\_\_\_\_\_\_\_\_ is translating for us to make sure everyone understands and feels comfortable sharing their thoughts in their language of choice.   
  
**🡪 Before starting, ask the participants to raise their hands if they understand the language being spoken.** If anyone does not raise their hand, there may be a need for secondary translation (into a local language, or alternate dialect).

**🡪 Does the participant understand the purpose of the discussion and agree to participate in the discussion?**

YES, they agree to participate.  NO, they do not agree to participate.

* Bottom of Form

Initials of INTERVIEWER

**Do you have any questions for us before we begin?**

***INDIVIDUAL ASSESSMENT GUIDE:***

***Assessing Safety Perceptions of Women and Girls at WASH Facilities***

**REMEMBER!**

* **CONFIDENTIALITY –** 1) no names of participants; 2) tell participants they are NOT being asked to share information about individual issues/cases; 3) try to find a quiet/private place to have the discussion
* **INFORMED CONSENT –** 1) explain the purpose of the activity; 2) participation is in group and voluntary; 3) information will be used to improve safety needs for women and girls
* **SAFETY –** if you feel any staff conducting this activity or participants may be at risk, do not proceed with the activity. When probing, no information linking to individual survivors should be asked.
* **Conclusion:** At the end of this discussion, thank the participants for their participation. Remind them to contact relevant agencies if they have any concerns.

**Date:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location of interview:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Note Taker:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Translator:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Translation used:** Yes NoIf yes, the translation was from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 **Sex of interview participant:**  Female  Male

**Age of interview participant:**  15-19 years  20-30 years  30-40 years  Over 40 years

**List other key demographics** (caretakers, participant with physical or intellectual disabilities, etc.)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**INTERVIEW QUESTIONS**

Questions can be derived from the FGDs questions or sector specific questions related to accessing/using the facilities and services. Make sure that questions related to ‘safety’ or ‘challenge’ in accessing services/facilities are included in the questions. For the ease of analysis, use closed questions or answer choices for individual questions. The purpose is more for qualitative data collection. Sample questions could include followings:

1. Do you access to the (services/facilities)? (yes/ no)
2. Do you feel safe accessing and using the (service/facility)? (yes/no)
3. If no, why not? (answer choices: 1. Too far away, 2. I didn’t know about the service, 3. I can’t afford, 4. I don’t feel safe, 5. Staff’s attitude 6. Other. Etc)