



# WATER SECTOR TRUST FUND

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## Up-scaling Basic Sanitation for the Urban Poor (UBSUP)

### Analysis of the UBSUP Subsidy Recipients

Prepared by the UBSUP Team

#### Main Objectives of the Questionnaire:

1. To establish the actual cost of the different toilet technologies constructed under the UBSUP programme.
2. To find out the time duration of constructing the toilet
3. To establish the secondary benefits of the subsidies paid out. (ripple effect)
4. To establish the fairness of payment of subsidies across the various toilet technologies.
5. To find out the number of toilets constructed viz a vi the number of people living on the plot.

#### General Information:

1. Questionnaire should be administered to interviewees who constructed SafiSan toilets only.
2. Pictures must be taken to show the current state of the toilet.
3. It is a must to record the number of the toilet as is written on the door for future reference.
4. A separate answer sheet will be used to record the answers given for the following questions.

Questionnaire Number : (For Office use only)
Toilet Number:
Interviewer's Name:
Date of Interview:

**A. Basic information**

01. Interview Location

County	
Sub County	
Location	
Sub location	
Town	
Area	
WSP	

02. Respondent's information

1	Name(s) of the respondent(s):	
2	Contact information (e.g. phone number):	
3	Gender:	
4	Status of respondent: (Landlord, House owner, Contractor, caretaker, other)	
5	No. of household members (using the facility):	
6	No. of plots using the facility	

03. Do you have a water connection on your plot? (Provided by the WSP)

1	Yes
2	No

04. If no, in Q3 above, what is your main source of water?

1	Individual connection
2	Plot connection
3	Water kiosk
4	Private Water vendors
5	Other, please specify

### ***B. Actual Toilet Costs***

05. Which type of SafiSan toilet did you construct?

Type of toilet	No. constructed	No. in use
1 UDDT		
2 Pour Flush		
3 Cistern Flush		
4 Rehabilitated ( pit latrine to flush system)		

06. What type of storage or conveyance system listed below are your SafiSan toilets connected to?

1	Sewer line
2	Existing Septic tank (constructed before the programme)
3	New septic tank (constructed during the programme)
4	Holding tank / conservancy tank (constructed before the programme)
5	Holding tank / conservancy tank (constructed during the programme)
6	UDDT vaults
7	Other, please specify

07. Was this system present before the construction of the SafiSan toilets?

1	Yes
2	No

08. Who funded the construction of the toilet?

1	Self-sponsored
2	Family contribution
3	Team effort by neighbors interested in the UBSUP programme
4	Local government subsidy on connection/construction
5	Local NGO sponsored
6	Local leader sponsored
7	Faith based sponsorship
8	Micro- finance institution
9	Contractor
10	Other, please specify

09. How much did it cost to construct the toilet?

Kshs \_\_\_\_\_

10. Did you use any materials that were planned for other construction activities?

1	Yes
2	No

11. If yes, what materials were this?

\_\_\_\_\_

12. Which toilet existed on your plot before?

1	Traditional pit latrine
2	Improved pit latrine (air vent, proper superstructure)
3	Ventilated improved pit latrine (vent pipe, fly screen)
4	Pour flush toilet connected to a sewer
5	Pour flush toilet connected to a septic tank
6	Pour flush toilet connected to a conservancy tank
7	Cistern flush toilet connected to a sewer
8	Cistern flush toilet connected to a septic tank
9	Cistern flush toilet connected to a conservancy tank
10	Urine Diverting Dry Toilet (UDDT)
11	Toilet connected to a bio-digester
12	Composting toilet

13	Toilet with raised platform and open discharge
14	No sanitation facility
15	Other sanitation facility, please specify

***C. Construction and artisans***

13. Who constructed your toilet?

1	Artisan
2	Contractor
3	Other, please specify

14. How long did it take to construct your SafiSan toilet? (days)<sup>1</sup>

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15. Did you choose the artisan/ contractor that built your toilet?

1	Yes
2	No

16. Was the artisan/ contractor trained by the WSP?

1	Yes
2	No
88	Don't know

17. How much did the artisan charge for labour? (inclusive of the helpers)

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18. Did you have any change of Artisan(s) due to quality / cost of construction?

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<sup>1</sup> Average the month to 30days. In case they answer in months

1	Yes
2	No

19. If yes, to the question above, what was the reason for the change of artisan?

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20. What type of roof do your SafiSan toilets have?

		Tick	New	Used
a	Concrete			
b	Corrugated iron sheet			
c	Plastic sheets			
d	Tiles			
e	Asbestos			
f	Plain metal sheets from oil drums			
g	Other, please specify			

21. Wall type of the Toilet

		Tick	New	Used
a	Bricks			
b	Quarry stones			
c	Cement blocks			
d	Corrugated iron sheets			
e	Wood - New			
f	Wood - Used			
g	Other, please specify			

22. Floor type of the toilet

		Tick	New	Used
a	Plastered floor			
b	Un-plastered cemented concrete floor			
c	Tiles			
d	Other, please specify			

23. Did you construct a septic/holding/conservancy tank for the UBSUP-SafiSan Toilets?

1	Yes
2	No
99	Not applicable

a. In the case of a septic/holding/conservancy tank construction, how much did it cost to build the septic tank?

\_\_\_\_\_

b. What are the dimensions of the septic/holding/conservancy tank?

\_\_\_\_\_ (m<sup>3</sup>)

c. Has it ever been emptied?

1	Yes
2	No
88	Don't know

24. How many times?

\_\_\_\_\_

25. On a scale of 1 to 5, are you satisfied with the quality of construction of your toilets?

1	2	3	4	5
Strongly dissatisfied	Dissatisfied	Neutral	Satisfied	Strongly satisfied

26. What can/ have you changed about your current SafiSan toilet?

\_\_\_\_\_

27. Are you satisfied with the current sanitation situation in your plot?

1	Yes
2	No

28. If no, what is the reason?

\_\_\_\_\_

### *D. Ripple Effect*

29. How did you learn of the SafiSan project?

1	Media
2	Project Task Team
3	Social Marketers
4	Local Leaders
5	Water Service Provider (WSP) sanitation unit
6	Baraza
7	Contractors
8	Other, please specify

30. If visited by Social Animators, at what stage did they visit your plot? (Many options allowed)

1	Before construction
2	During construction
3	After construction
4	Final inspection
5	Subsidy follow up
6	Training on use and maintenance of the SafiSan toilet constructed
99	Not applicable

31. Did the visit influence your uptake of the SafiSan toilets?

1	Yes
2	No
88	Don't know
99	Not applicable

32. Were you asked for any payment so as to be included in the UBSUP programme?

1	Yes
2	No
99	Not applicable

33. If yes, to the question above, who asked? Did you pay any amount? How much was it?

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34. Are you aware of any current/previous program (apart from SafiSan) in this area that promoted hygiene and sanitation?

1	Yes
2	No

35. If yes, to the above question, please list the interventions.

Name of program	Area of intervention	Year of intervention

36. What are the three main sanitation challenges in your area?

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37. Do you have plans to further improve the sanitation on your plot?

1	No plans
2	Increase the number of toilets
3	Rehabilitate more toilets
4	Have a water tank to store water
5	Repainting of the toilets
6	Replacements of doors, vents etc.
7	Construction and connection to a septic tank
8	Construction to a sewer line
9	Other, please specify

38. Even without the subsidy, would you still invest in the improvement of sanitation?

1	Yes
2	No

39. If yes, to the question above, what could be the reason for this?

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40. In your opinion, what general benefits do the SafiSan toilet have over your previous toilet type?

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***D. Subsidy Payment***

41. Of the SafiSan toilets constructed, were all of them paid subsidy?

1	Yes
2	No

42. How many toilets were paid subsidy?

Type of toilet		No. paid subsidy
1	UDDT	
2	Pour Flush	
3	Cistern Flush	
4	Rehabilitated ( pit latrine to flush system)	

43. How much subsidy was paid?

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44. As per the toilet type constructed, do you feel the subsidy paid was a fair share of the total toilet cost?

1	Yes
2	No
3	I have no opinion

45. What would you recommend as a reasonable subsidy amount? ( New and rehab)

New		Rehab	
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(a) How long (in days) did it take to get your subsidy paid?

\_\_\_\_\_day(s)

(b) Would you consider the above time reasonable?

1	Yes
2	No

46. Did you have any savings to do further improvement on your plot after the subsidy had been paid?

1	Yes
2	No

47. If yes, would you be willing to disclose the amount?

1	Yes	Amount >> Kshs	
2	No		

48. If, yes, which improvement was done?

***E. Observations***

49. Toilet cleanliness			
Clean	Fairly clean	Dirty	Not in Use
50. Technical condition of the toilet			
Good	Fair	Poor	Not fit for use
51. Is the toilet being used as a bathroom?			
	Yes	No	
52. Is there a solid waste management system?			
	Yes	No	
53. If the solid waste management is present, please describe it.			
54. Is there a hand washing facility?			
	Yes	No	
55. If the hand washing facility is present, please describe it.			

***Guidelines for the Data Collector:***

- Tell all respondents and other people present that you have asked all your questions. Thank everybody for their co-operation and explain that the survey results will be used to improve the delivery of the UBSUP programme in the urban low income areas of Kenya.
- Ask respondents if they wish to make comments concerning the interview or the questions asked. If people wish to do so, write down their remarks on your answer sheet
- Do YOU wish to make any comments regarding this particular interview or the respondents that were interviewed? Write these comments on your answer sheet.
- Please note that the answer sheet in the app is a software and thus very sensitive. Any wrong entry will lead to its refusal to save and might mean conducting the interview a fresh. Be very careful.