

Community Themes for Reporting Interim Results on 20 August

Please do a separate chart for each community area. I.e. don't try to combine information from 3 or 4 areas on one topic, into the boxes below. If you prefer, you can add on extra columns, one for each area in which you have done work. These questions/ themes are nothing new. They are exactly as they appeared in the initial document given to researchers, to guide community fieldwork.

Thematic Focus	Questions	Name of Community / Area of Research
<p><u>Overview of the Case Area</u></p> <p>Introduce Water Theme</p>	<p>What is the history of this community? How far does this 'area' / 'community' extend? What kinds of resources do you have here?</p> <p>Moving on . . . How do people in this community get water? Does everyone get water from this main source of water supply or are there some households or sections of the community that are not serviced with water from this scheme? How do they get water? Why is this so? Do they choose not to be supplied? Are they too far out? Other reasons?</p>	

<p><u>Supply of water:</u></p> <p>Quantity</p> <p>Quality</p> <p>Pressure</p> <p>Continuity</p>	<p>How do people in this area get water? Does everyone get water in the same way? And so on (as above).</p> <p>Do you get enough water from the current water delivery system? How do you know when you have or don't have 'enough' water? What is 'enough' water? When was (or wasn't) the water enough?</p> <p>How do you find the pressure from the current system? (Discussion) If the pressure is not good what tells you the pressure is not good? Does the pressure change often? What is enough pressure?</p> <p>Does this system always supply water or are there some times when there is no water. When, in the last year or two, has there been no water? Why was this? Do you ever get advanced warning when water is going to be cut off?</p> <p>What is the quality of the water like at the moment? It is always like this? How do you know when the water is of good quality? How do you know when the water is of bad quality? Does the quality of the water change often? Do you know when the quality of the water is going to change? How you know this?</p>	
--	---	--

<p><u>Supply of Sanitation:</u></p> <p>Types of Sanitation Systems</p> <p>Sanitation system failure</p> <p>Sanitation related health issues</p>	<p>Tell us about the toilet system that you use here? What are the different types of toilets that people in this area use? What kinds of toilets did people use in the past? (If different) Are the toilets you use now better or worse? Why?</p> <p>Are there any problems with the toilets you use right now?</p> <p>(If yes) What are the problems? How often do you get sewerage spills? Where does this usually happen? Does it get cleaned up and who does this? Does it cause any problems, if so what? Can you show us?</p>	
--	--	--

<p><u>History and Experience of FBW</u></p>	<p>Do you have Free Basic Water (FBW) here? How does it work? Does everybody get FBW? When did you first get FBW? When did you first hear about FBW? What are the good things about FBW? What are the bad things about FBW?</p>	
--	--	--

<p><u>Affordability, Cost, Billing and Batho Pele</u></p>	<p>What do you pay for water? What do you think of the amount you pay for water at the moment? How has the cost of water changed over the last 10 years?</p> <p>How do people pay for their water here? How do you find out how much you must pay? What happens if you don't pay? Do you check if the amount they ask for is the amount you are supposed to pay? How do you do this? What happens if you didn't know you should have paid? Who do you explain this to? How does it get sorted out?</p> <p>Have you ever experienced restrictions in water supply because of non-payment? What happened? When? How was it resolved? How did you feel about this? How often does it happen?</p> <p>Do they only disconnect those who don't pay or whole sections of community? Do they sometimes cut off the wrong people? What should happen when people don't pay their accounts? What do you think of prepay meters? What about water restrictions? What are the reasons for water restrictions (probing knowledge of conservation of water)</p> <p>What do you think about the way in which the WSP treats the people it serves in relations to problems with water? What happens when you report a broken pipe? What happens when you report a lost account, a mistake in your account, your inability to pay, and so on?</p> <p>What proportion of monthly (or yearly income) is spent on water? Has this changed from last year? The year before? What do you think this pie chart will look like next year?</p> <p>Does the amount you spend on water fluctuate during the year?</p>	
--	---	--

<p><u>Batho Pele and Billing (cont.)</u></p>	<p>Questions for an Individual in-depth interviews</p> <p>Credit control experiences: a) Details of (i) amount, if any, of credit granted; (ii) debt payment schedules; (iii) deposits; (iv) reconnection fees; (v) nature of discretion given, if any, by officials.</p> <p>(b) Is fair notice given, and opportunity given to negotiate terms? Detail what and how notice and opportunity is given.</p> <p>(c) Are debtors treated in the same way regardless of who they are? Details?</p> <p>Cut offs: Have you even had your water cut-off been because you have not paid your water bill?</p> <p>(a) If 'yes' how long have you been without a water supply</p> <p>(b) How often have you been cut-off?</p> <p>(c) How much did you owe when you were cut off?</p> <p>(d) Were you given any prior warning about the cut-off?</p> <p>(e) Were you given an opportunity to explain why you were in arrears?</p> <p>(f) If yes, were you given an opportunity to make other payment arrangements? If you did make other payment arrangements, did they take your personal circumstances into account?</p>	
---	--	--

<p><u>Maintenance of water and Sanitation systems</u></p>	<p>How is the system looked after? Who is responsible?</p> <p>How has the maintenance of the water pipes changed over the last 10 years?</p> <p>What about the maintenance of the sewerage system (if any)?</p> <p>Who is responsible for the checking of pipes and taps; the reporting of broken taps and the fixing of taps? Who pays for this?</p> <p>How long does it usually take from when a broken pipe is reported to when it is fixed? Has this response time changed over the last ten years or changed with different WSP'S?</p> <p>What leads to breakdowns in pipes for water?</p> <p>What leads to breakdowns in the sewerage system?</p>	
--	---	--

<p><u>Involvement of institutions and community in water delivery</u></p>	<p>Which organisations, groups, businesses or people are involved in some way in the supply of water and sanitation to your area? Can you think of others that have been involved in the past? Or want to be involved in the future? For those currently involved, ask How are they involved? (From discussion come up with community relevant categories to use in Venn diagram, if not importance and closeness of working relationship.)</p> <p>How important is each of these in ensuring that water is supplied or not supplied? Which of these organisations work closely together and which do not? Where are the links strong? Which of these organisations have good relations with the community or parts of the community (which ones) and which do not?</p> <p>Are members of the community involved in decision making around the supply of water and sanitation? Are members of the community involved in any other way in the supply of water and sanitation? What do you think about the way in which you have been involved? What do you think about 'who' from your community has been involved?</p> <p>How do you think members of your community can be involved? Who should be involved and how? (If there's lots of material here, you can expand into a matrix.)</p>	
--	---	--

<p><u>Community Analysis of Problems with Water Supply</u></p>	<p>What happens when you don't have water or you experience limited water supply or failed sanitation? Who is affected? Are different people affected differently? Explain? What causes these problems? What can be done to change this? Have people tried this in the past?</p>	
---	--	--