



Settlement Profiling

Typically conducted at the same time as [Settlement Mapping](#) and before [Household Numbering and Enumeration](#), settlement profiling is a community-led data collection method. It is a survey with a sample of households to collect data on the history and growth of the settlement and the challenges residents face across sectors. Data is used for both advocacy and subsequent planning efforts.



Who

Most useful for:

- Local Champions
- Residents
- CBOs
- Urban Poor Federations
- Federation-support NGOs

Also useful for:

- NGOs
- Academia
- Local Governments

What

Settlement profiling (and [Settlement Mapping](#)) can be undertaken with small teams of residents experienced in data collection. While [Household Numbering and Enumeration](#) is a census of all households in a settlement, profiling is done with a sampling of households.

This typically happens at the same time as mapping activities. Co-researchers walk their area of the settlement, visiting each structure. However, instead of speaking to every household like during enumeration, they only speak to one household. For mapping purposes, this household indicates how many units/rooms and households there are within the structure as well as how they access essential services, the distance to service location points (e.g. 500 meters), whether services are functional and who owns them.

At the same time, co-researchers interview the same household representative using a survey form. Slum Dwellers International (SDI) has assessed profiling practices across its network and created a standardized, comprehensive questionnaire to use during profiling activities (see [Example Materials](#)). Note, however, that you should only use the sections of the questionnaire that are most relevant for your current project as most residents will not have time to complete all questions. Also, if good, up-to-date data already exists for a given sector (e.g. health), you do not need to cover that section during household interviews. This helps avoid duplication of data and research fatigue among residents.

Data collected during profiling is typically used to advocate for an upgrading project in partnership with the local government. It provides a snapshot of the settlement. It does not provide household-level details (which are collected during numbering and enumeration); for example, profiling will not tell you if there are child-headed households in the settlement.

Profiles yield a 'content' map instead of a spatial map of the settlement. Identifying key challenges, it informs any special focus needed for the enumeration questionnaire (beyond its standard set of questions about household size, income, etc). For example, if during profiling many people express concerns about cholera outbreaks, you could include questions about health, water and sanitation on the subsequent enumeration questionnaire. It also gives focus to advocacy efforts and to defining the main goals of an upgrading initiative. Finally, it serves as a baseline for additional data collection efforts once an upgrading project gets underway.

Data That Can Be Collected During Profiling

History and growth of the settlement	e.g. location, year established, size over time, name, landmarks, etc
Demographics	e.g. age, gender, total population, number of tenants, average household size, socioeconomic characteristics (like income levels, income sources, poverty levels)
Access to land	i.e. tenure, evictions, land value, land grabbing, available legal protections
Access to housing	e.g. availability, cost, security, quality
Access to services	e.g. water, markets, healthy food options, sanitation, electricity, cooking fuels, health, education, open space, garbage collection, public transit, banking, law enforcement, emergency response, clothing shops, vehicle repair
Access to social and political networks	e.g. community meetings, community-based organizations, savings groups, forums for engaging local governments
Public health risks	e.g. indoor and outdoor air quality, stagnant water, garbage, disease outbreaks, poor sanitation
Gender-based risks	e.g. lack of infrastructure or services for women's health, lack of secure livelihood opportunities for women
Educational opportunities	e.g. availability of facilities, number of children in school
Livelihood opportunities	e.g. common jobs by gender and age, unemployment
Mobility challenges	e.g. lack of roads, unpaved roads, no infrastructure for disabled people, traffic congestion
Security risks	e.g. crime, violence, riots, evictions, lack of streetlights, lack of roads, lack of law enforcement, police violence
Structure risks	e.g. typical construction materials, typical flooring
Location risks	e.g. water bodies, open drains, sinking soils, degraded and/or eroding soils, lack of vegetation or tree cover, mine dumps, garbage dumps, industrial zones, large roads or highways, railway tracks, under power lines, steep slopes, flood plains
Environmental hazards	e.g. storm surge, heavy precipitation, mines, water pollution, soil pollution, floods, water and vector-borne diseases, landslides, earthquakes, fires, high winds, droughts and water scarcity, poor indoor and outdoor air quality, heat/cold stress, heat/cold waves, cyclones, tornados
Climate change risks	i.e. the increased frequency, intensity and variability (more erratic and unpredictable weather patterns) of environmental hazards and existence or lack of risk-reducing infrastructure and services
Community priorities	i.e. among the challenges discussed, which are the most pressing? Which have the largest impacts on residents' lives?

For more, see the profiling questionnaire in [Example Materials](#).

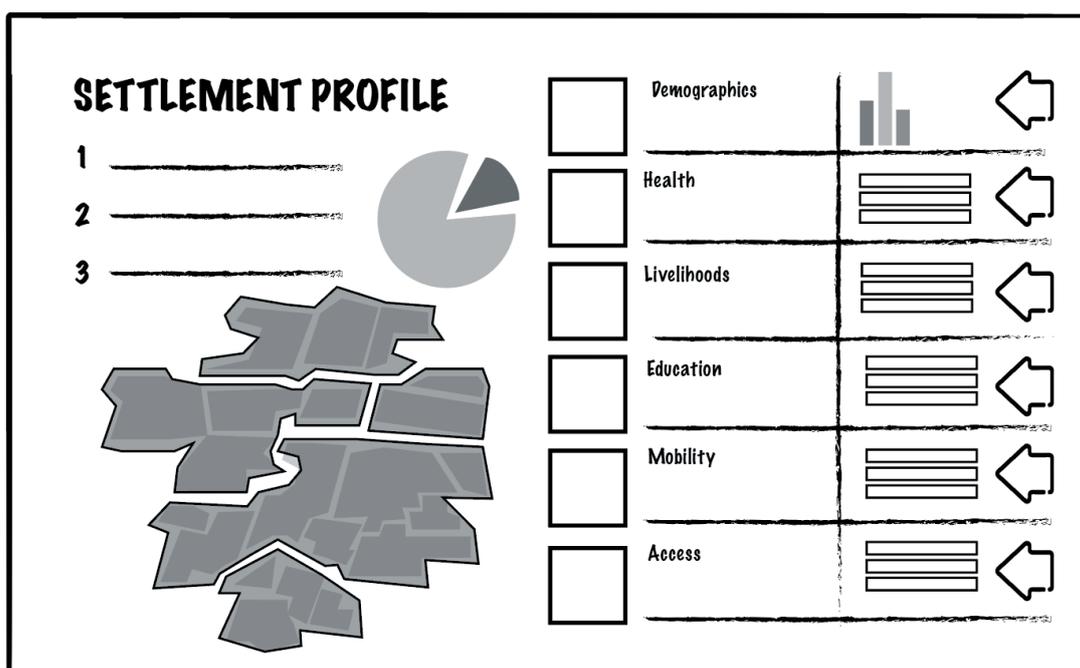


Photo Credit: Akiba Mashinani Trust

Community meeting in Mukuru in 2018.

To undertake profiling, you will need both a technical team with experience in surveys and qualitative research and community data collection teams. If possible, rely on experienced community co-researchers with training in data collection. Otherwise, train a core set of co-researchers who can then recruit and train additional co-researchers from their areas.

Make sure to design the profiling survey with residents so that it is locally-relevant. Finally, conduct data collection and compile, validate, analyze and share the data. It is essential that residents – not just the technical team – have ownership of the data generated for their own discussions of development priorities and negotiations with local governments. See [How](#) for more detail.



Why

COMMUNITY-LED DATA COLLECTION methods involve processes led by informal settlement residents with support from their civil society partners. Flexible by nature, these methods adapt well to different national and local contexts.

A process by the community for the community, the goal of these methods is for residents to collect their own data about themselves – instead of relying on outsiders to tell them about themselves – and own and use these data to inform both their fellow residents and government authorities about key challenges and priorities. In particular, challenges and priorities related to land tenure, housing, and basic infrastructure and services, key ingredients in building climate resilience in urban areas.

Armed with these data, residents can speak the same language as governments and their development partners. To exist in the eyes of local authorities, residents must first show up on the map. These methods provide the data needed for residents to make their case to local authorities for upgrading of housing, infrastructure and services in their settlements. It can also support organizing activities and campaigns to deter eviction as well as open up ongoing dialogue with local authorities, development partners, civil society and academia.



“ Mapping and data collection and I also knew how data defends people. How the data spoke for us in the government. And also I learned how to bring people together and empower people. I also learned how to talk with these people in these big offices, because I come from the slums, I don't have to despise myself, I have to know that I have information that they don't have. And the other thing I learned is I have also the right as a Kenyan person to have good life and the other thing is, every change to take place wherever I am, it is good for me to participate and to give also my ideas. ”

Christine Mwelu Community Mobilizer – Lunga-Lunga Centre, Mukuru Viwandani (Nairobi, Kenya)

Personal communication, 18 May 2022.

Like other community data collection methods, **settlement profiling** provides essential data for residents to speak to, negotiate and plan with local governments. Profiles highlight key challenges for a settlement, giving focus to advocacy efforts and to subsequent project planning.

Community-led data collection does not just provide the currency for residents to negotiate and plan with government – it also engages residents in a process where they begin to see themselves as part of a larger community with shared problems and learn to work together instead of individually to understand common challenges, determine priorities and act collectively to negotiate among themselves and with government. Data collection activities begin dialogues



Photo Credit: Akiba Mashinani Trust

Community mobilizer presenting information from data collection activities in a community meeting in 2018.

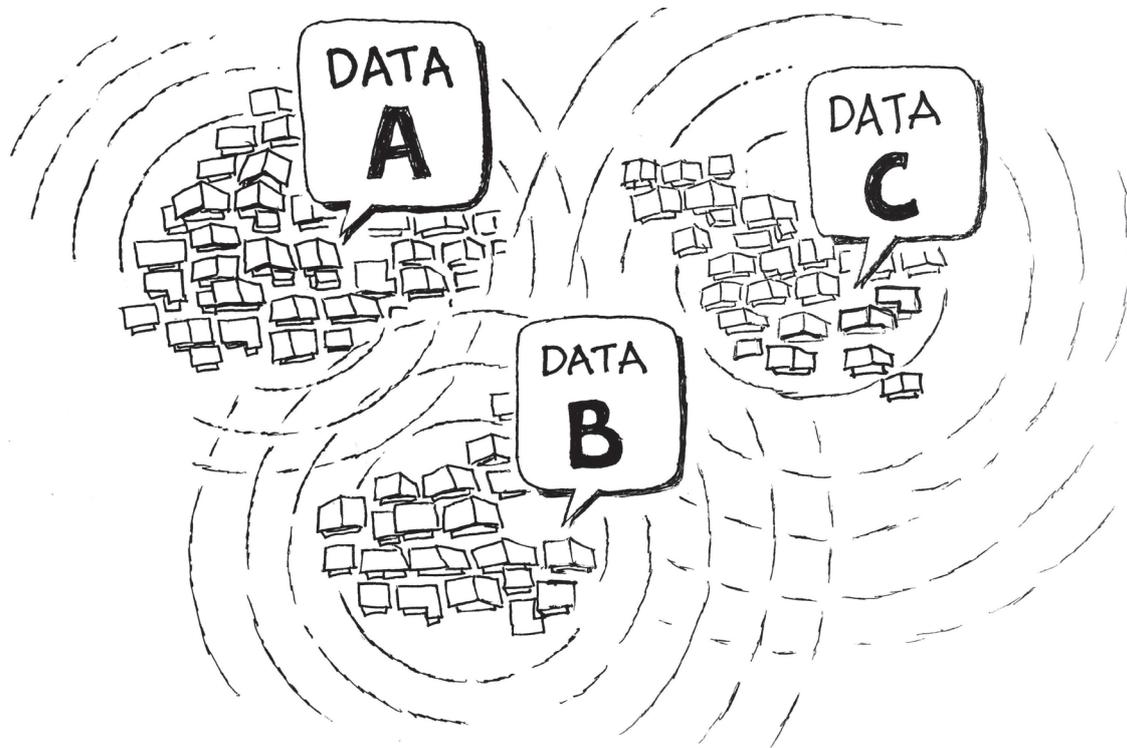
among residents and demonstrate the crucial role data plays in shaping development priorities. More broadly, it enables urban poor communities to assert their right to the city as well as secure tenure, risk-reducing infrastructure and services, and dignified livelihoods. It can also lead to greater involvement in city policymaking and the delivery of subsidized services. Working with residents to do research is also likely the most resource-efficient option.

See [COMMUNITY-LED DATA COLLECTION](#) for more.

Where

Community methods training and data collection often follow a concentric instead of linear pattern. This is because community mobilizers and co-researchers often start in familiar territory in their own neighborhoods and expand out from there. The data collection processes also typically don't have one beginning or end point, instead happening iteratively. Civil society or CBOs often undertake the initial training of local leaders and other motivated residents (youth can be excellent candidates because they learn quickly and may not be employed). Once this initial class of co-researchers is trained, they can recruit additional candidates in their neighborhoods to be trained as well.

It is beneficial to gather data from all areas in the settlement so that the scale of need is fully understood. It also contributes to the aggregation of data citywide. Aggregation provides



evidence to bargain and plan with local governments, giving urban poor federations a better sense of the size of their political constituency and what they contribute to the city's economy. However, if not feasible to do profiling settlement wide, collecting data where you can will still benefit residents and their advocacy efforts.

When

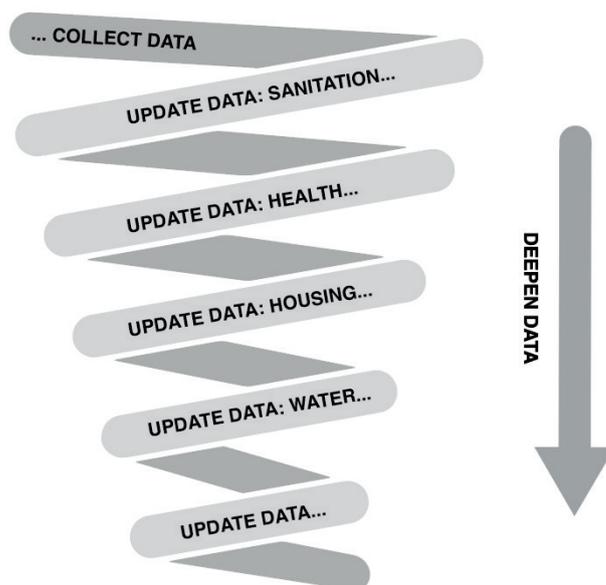
Unlike [Household Numbering and Enumeration](#), profiling (and [Settlement Mapping](#)) can be undertaken before a specific upgrading project has been slated. Indeed, it is important to undertake profiling to negotiate with the local government to upgrade the settlement. That said, mapping and profiling activities do have a cost and should not be undertaken arbitrarily. They should be strategically aligned to specific goals and advocacy efforts for upgrading initiatives.

While undertaking profiling after [Settlement Mapping](#) can be beneficial for profiling activities, they are often carried out at the same time. The timing of these data collection activities will be determined by considerations unique to each settlement.

Starting with mapping and profiling gives residents a chance to learn about upgrading initiatives and organize around certain topics. When activities are not targeted directly at their household, residents will be less afraid and more receptive to learning about projects. And therefore, once numbering and enumeration starts, some residents will already be familiar with the project and have bought into the process.

Given an existing community mobilization network and trained co-researchers, profiling can take place over a few weeks time. This will obviously vary according to the size of the settlement, existence of any adversarial stakeholders, political complexities, or other unforeseen factors. Indeed, strive to carry out mapping within a short period of time because if it is instead drawn out, conditions on the ground will inevitably change and complicate data validation activities.

Community-led data collection is not a one-and-done process. In the context of resource-poor informal settlements, data collection activities have a significant cost – you should only do as much as is required at the time to further current advocacy and planning efforts. The environments in informal settlements also change rapidly and data will quickly become out-of-date. Therefore, data collection is a highly iterative process. You will continually return to sectors to update data and fill in gaps where data lacks the depth needed for detailed sector-level planning.



How

Assemble a Technical Team

Because conducting interviews to fill out the profiling survey and compiling the data require expertise in research design and data management, identify a suitable technical team. This is often undertaken by a federation-support NGO like SDI, other local NGOs, or a local university. They will work with community mobilizers and co-researchers during mobilization and data collection. Finally, they will compile and analyze the collected data.

Design the Profiling Survey With Residents

Co-design ensures that the forms are relevant for the given settlement. While the SDI profiling questionnaire in [Example Materials](#) provides an excellent starting point, it must be customized to the unique context of the settlement. At its simplest, this can be done with experienced mobilizers and co-researchers. At its most robust, it could be done via focus group discussions with a sampling of residents from different areas in the settlement.

First, determine what sectors and topics are most pressing in your settlement. Pull what you can directly from the questionnaire, update questions as needed to be locally-relevant, and add additional questions as you see fit.

Strive to keep the questionnaire as short as possible – many residents will not have time to complete the entire SDI questionnaire. Also, if good, up-to-date data already exists for a given sector (e.g. health), you do not need to cover that section during household interviews. This helps avoid duplication of data and research fatigue among residents.

To select questions and phrase them so that they are clearly understood by interview participants, engage local leaders and residents with experience in data collection and community engagement. Speak with CBOs and other locally-active organizations to get their feedback on topics and questions.

Finally, keep in mind that while it may seem like extra work to design the survey with local input, this upfront investment will pay greatly during interviews and while compiling and analyzing the data. In other words, skipping this step will create confusion and extra work during and after interviews. It may even compromise the data if it is unclear how well participants understood certain questions or if there were significantly different understandings of the questions asked among participants.



Recruit and Train Community Co-Researchers

The technical team will not know the settlement as well as its residents (and the team is also too small to do all the work alone). Recruit a core team of lead co-researchers from different areas/ neighborhoods across the settlement (this can be done at the same time as the technical team is processing data to produce the initial map).

If possible, rely on residents who already have some experience with data collection (i.e. an understanding of the basics of data collection and quality assurance). If few to no residents have experience, you will also need to train them. Local leaders and youth often make good candidates. Each lead co-researcher can then recruit and train residents in their area to form teams for data collection (residents will not trust people they do not know, even residents from other parts of the settlement).

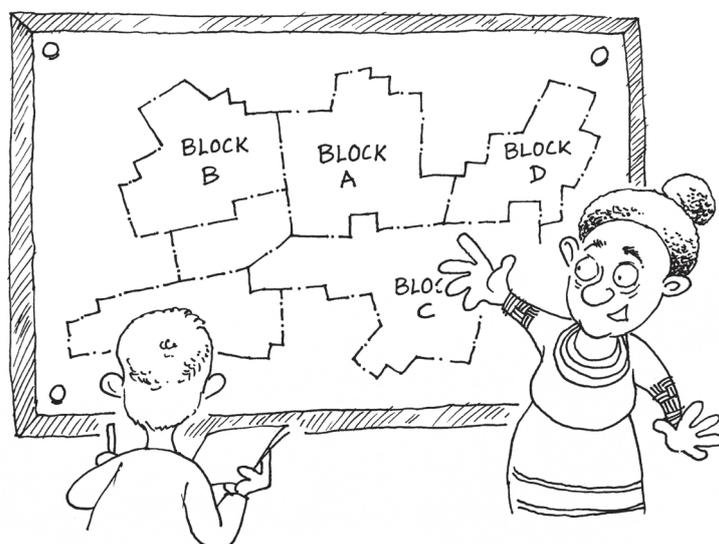
The total number of co-researchers needed is subject to the needs, opportunities and constraints in your settlement. But, a general rule of thumb is five to ten residents per cluster (of up to 1000 households).

See [Recruiting and Training Community Mobilizers and Co-Researchers](#) for more detail.



Assign Blocks to Co-Researchers

Form teams of five or more co-researchers per block. One co-researcher will act as the team lead and liaison with the technical team. A member of the technical team will provide oversight.



Conduct Profiling Interviews

Each co-researcher will walk the area assigned to them, visiting every structure. Co-researchers will select a representative from one household that lives and/or works within the structure (this representative will speak for all the households within the structure). They will then interview the representative to fill out the profiling questionnaire (as well as the *Structures Data Collection Form* for [Settlement Mapping](#)).

Strive to talk to a cross-section of sociodemographic groups to capture a variety of views to ensure a representative sample. This means talking to a roughly equal number of people of different *genders, ages, incomes, educational levels, occupations, and (dis)abilities*. Do not just talk to the head of household as this may skew data significantly.



Quality Check Data Collection

Before compiling the data in a database, co-researchers must check each other's work. A lead co-researcher with substantial experience and a strong track record of producing accurate data should spot check about one-third of the data collection forms. This entails randomly selecting forms, visiting the corresponding structure, and talking with the household representative that was previously interviewed to assess the accuracy of data. If the work of any co-researcher contains a substantial number of errors, the team must then re-collect that data.

Compile the Data

If possible, create a digital version of the survey linked to a spreadsheet or database. Co-researchers, technical team members or interns can then record each survey as if they were filling in the survey themselves. This will minimize human error. If not possible, they can simply enter data directly into the spreadsheet or database. Ideally, co-researchers from the settlement will enter data. Data entry by residents ensures continued ownership of the process and deeper understanding of the data.



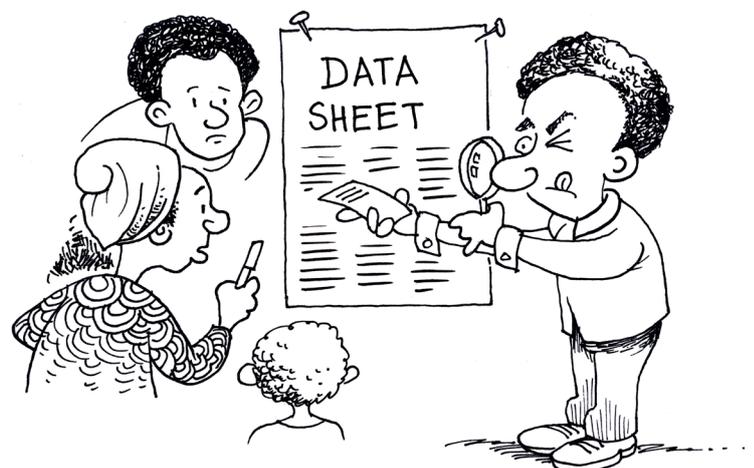
Validate the Data

Errors in data collection are inevitable. Validation is an essential step for producing trustworthy datasets to inform evidence-based advocacy and planning with local governments. Also, structure or household information may have changed between the time data was collected and the time its validated.

Hold focus group meetings in every area (i.e. neighborhood) with residents to validate the data collected during both mapping and profiling. Make sure not to continually engage the same residents; this will ensure greater inclusion in research activities and help combat research fatigue.

If possible, fix any issues raised by participants in the meeting itself. If needed, return to the field with participants to fix any unresolved issues.

If possible, also work with researchers from local academic institutions to validate the data. Their involvement will lend legitimacy to the findings in the eyes of the local government.



Analyze the Data

Use the data to create a profile of the settlement with relevant statistics for each of the sectors of focus. It can be used during community meetings to inform residents of research findings. It can also be used for advocacy and negotiation with the local government.

Share the Data to Determine Next Steps

Residents must see the results of their work to maintain trust in the process. Sharing the data also helps communities understand what their top priorities may be to formulate a plan of action. Data should not only be shared as findings in community meetings — as it is community-generated and owned, it should be made freely accessible to all residents (though this can prove challenging in practice).



Considerations

How can we ensure that all stakeholders are involved?

Before beginning community data collection activities, it is useful to identify all possible stakeholders in the community and the roles they should play in an upgrading project to ensure everyone is represented. Without a good understanding of who stands to benefit and lose out, the loudest and most powerful residents will inevitably gain while the most vulnerable lose out. This starts during data collection. Some stakeholders will seek to protect their interests and even take advantage for their own gain by influencing the data collection process.

While the profiles of stakeholders may be similar across informal settlements, it is important to identify specific groups to understand the dynamics of local politics, relationships, vested interests, and vulnerabilities in the settlement. To do this, engage residents, especially the quiet ones, to create a detailed stakeholders map.

It is also important to understand the social hierarchies at play in the settlement. In addition to ensuring broad support across stakeholders, it is important to recognize both formal and informal local leaders. This could be a local government official or a religious or community leader. Engaging these leaders helps ensure broader community engagement and participation.

How can we ensure we've developed the right profiling questionnaire?

If possible, it's a great idea to pilot test your resident-designed questionnaire with a small number of households prior to conducting the full enumeration across the settlement. You can use what you learn from this pilot to adjust and refine the questionnaire. However, be wary of the potential for research fatigue (people can get tired of answering questions). And don't let perfect be the enemy of good — questionnaires can always be improved but even imperfect ones will provide invaluable data.

How long should the profiling questionnaire be?

You want to take advantage of the time invested to conduct interviews and collect as much data as possible. That said, both residents and co-researchers will have limited time. The questionnaire therefore should be short but strategic, focusing on the main goals of the advocacy efforts.

Who should co-researchers be?

They can be any resident — tenant, structure owner, local leader, etc (but should not be outsiders). Women and youth often make good candidates as they may have more time free during the day. In particular, seek out people that demonstrate commitment to community work and data collection processes.

Should we compensate community mobilizers and co-researchers?

Yes, provide some small compensation as possible. Residents' time is precious and few may be able to contribute consistently without some consideration of the cost of their time.

How can we ensure that collected data is accessible to residents?

You can present it in community meetings, distribute it in printed materials, and share it via media like community radio. If possible, you should also strive to make hard copy and digital databases accessible, storing them in local facilities like a community center. However, make sure to never share sensitive personal data like ID numbers, phone numbers, etc.

How do we ensure that our data is accepted as credible, consistent and accurate by government?

The data validation process is essential for ensuring acceptance of community-collected data. The data validation process is essential for ensuring acceptance of community-collected data. This entails two activities: (1) co-researchers quality checking each other's work and (2) conducting focus group discussions with residents. If possible, also engage local university partners to validate the data as well.

What is the main language or languages spoken by settlement residents?

Make sure your questionnaire reflects this. If multiple languages are spoken and there is no one common language, your questionnaire should be translated to each of these languages. This can be side-by-side on one version of the questionnaire or you can make multiple versions, whichever you think will work best in your area.

Challenges

Data Collection Errors

Errors are inevitable, especially when community co-researchers have little experience in data collection. You can minimize errors by starting small. This way, co-researcher trainees can make mistakes, discuss together and learn so that once they scale up they are better prepared. This approach also saves resources, minimizing work that would need to be redone during quality checks by other co-researchers and during the community validation process.

Residents' Distrust, Lack of Awareness, and Misinformation

Residents in informal settlements have faced a long history of land grabs and evictions as well as many development projects that have failed to produce tangible results. There are also inevitably opportunists inside and outside the community that will seek to use upgrading efforts to their own benefit. Residents are therefore often skeptical of upgrading projects and fearful when they see you walking around with a map in your hand. Some residents will resist the process and you may even be threatened. You can overcome this through patient dialogue, inviting trusted local leaders to speak about the project, inviting local government staff to speak to residents, and striving to provide near-term, incremental benefits to build confidence in the process. It is also essential to include community participation from the start as residents will not trust people they don't know. Additional strategies include: training a core team that understands the method and its promise for bringing benefits to the settlement; and involving trusted local leaders, including from the local government administration (e.g. ward chiefs).



“ The structure owners thought that we were selling the settlement because they didn't want to attend meetings, for them to understand what we were telling people. So, it was conflicting for me, for them to say I'm selling their houses, they won't be getting the money they were getting. So, my life was also threatened, and people were confronting me on the roads and saying how bad I am as a woman. I remember when we were doing numbering, someone came and said he will slice us into pieces using a panga, we had to leave his house behind and get back to our government and the people we were working with and explain to them the challenges we were facing on the ground, to use chairmen to inform people that the work we were doing is government's, because we personally do not have the title deed for that area. ”

Christine Mwelu Community Mobilizer – Lunga-Lunga Centre, Mukuru Viwandani (Nairobi, Kenya)

Personal communication, 18 May 2022.

Research Fatigue and Disbelief

Again, because so many research initiatives and development projects fail to produce promised results, residents may not want to participate in data collection activities and be skeptical that promised benefits will ever materialize. Residents may not be able to distinguish between research that is a one-and-done extraction and research that supports larger community-building and upgrading processes. Help them understand the difference. But be careful not to over engage residents or overpromise benefits. This is why it is so crucial that work be iterative and incremental. Residents need to see tangible benefits to invest their time. They also need help as soon as possible. Therefore, projects that only think long-term will largely fail in this challenging context.

Examples from the Field

Mukuru, Nairobi (Kenya)

Residents in Mukuru undertook a large-scale data collection process to support a settlement-wide participatory upgrading process that sought to engage over 100,000 households. Information provided by community data collection activities played a crucial role in conversations with the Nairobi city government and supported the declaration of Mukuru as a Special Planning Area (SPA) in 2017.

Community-led data collection and action research with partners was instrumental in making the case to local government. Because of the dire risks and challenges highlighted by residents in these campaigns, an interdisciplinary team of action researchers (from the University of Nairobi, Strathmore University, the Katiba Institute and the University of California, Berkeley), commissioned by Canada's International Development Research Centre (IDRC), in close collaboration with Muungano, undertook a multi-year research project to document living conditions in Mukuru.

Crucial to this research was the practice of settlement profiling pioneered and refined by SDI affiliates for decades, a method used by community researchers to gather data on living conditions in resource and data-poor informal settlements. Profiles enhanced existing research on conditions across Mukuru, providing data on an array of planning, built environment and basic services metrics to inform situational analyses of existing conditions (connectivity, accessibility, health, security, opportunity and livelihoods).

Co-researchers started in their own neighborhoods because it was familiar and they were known there. They then worked outwards to other neighborhoods to better understand the rest of their settlement.

Materials

1. SDI's standardized profiling questionnaire

Example Materials

See the [SDI questionnaire](#) attached at the end of this document.

Related Components

Guides

- [Community Mobilization, Organization, Representation and Coordination Strategy](#)

Methods

- [Recruiting and Training Community Mobilizers and Co-Researchers](#)
- [Settlement Profiling](#)
- [Household Numbering and Enumeration](#)
- [Risk profiling: Identifying risks, assessing solutions and determining community priorities](#)

Sources

Interviews (2022) with staff from SDI-Kenya and the Akiba Mashinani Trust as well as a review of relevant documents and data collection forms from these same organizations.

Mukuru Viwandani community. (2022, May 18). [Focus group interview by B. Hicks]. Mukuru SPA documentation 2022, Mukuru Skills Primary School, Mukuru Viwandani, Nairobi, Kenya.

The standardized profiling form from Slum/Shack Dwellers International (2021)

Horn, P., Kimani, J., Makau, J., & Njoroge, P. (2020). [Scaling participation in informal settlement upgrading: A documentation of community mobilisation and consultation processes in the Mukuru Special Planning Area, Nairobi, Kenya.](#)

Additional Resources

For an in-depth discussion of the history, evolution, benefits, challenges, ethics, and legitimacy of settlement mapping, see: Patel, S., Baptist, C., & D'Cruz, C. (2012). [Knowledge is power – informal communities assert their right to the city through SDI and community-led enumerations.](#) *Environment and Urbanization*, 24(1), 13–26.

INFORMAL SETTLEMENT/SLUM PROFILE												
A1	Date of Profile	D	D	M	M	Y	Y	Y	Y	A2	Profiled by	
										A3	Profiler contact details:	
Contact Person(s) in settlement	A4	Name		Name		Surname		A5	Telephone Number			
	1	Female Leader										
	2	Female Leader										
	3	Male Leader										
	4	Male Leader										
B. WHERE IS THE SETTLEMENT LOCATED AND HOW DID IT COME TO BE HERE?												
	INTERVIEWERS PLEASE NOTE											
	<p>Questions B1, B3, B4, B5 and B6 can be completed before going to the settlement if the information is available. Where ever possible try to engage community members in a conversation about their settlement and not just go through the list of questions. Where possible, please record any additional observations or comments in the spaces provided to give a more holistic picture of the settlement, its conditions and experiences of daily life.</p> <p>When checking a box please use a X to fill the box as this is easier to read after <input checked="" type="checkbox"/></p>											
B1	If possible, please collect the GPS coordinates for the settlement. Try to collect this point as close to the centre of the settlement as possible											
B2	What is the total size of the land the settlement is located on?							Square Meters		Acres		
B3	Country						B4	County/Province				
B5	City						B6	Municipality				
	Ward							Constituency				
B7	What name does the community have for this settlement?											
B8	How did this settlement get this name?											
B9	In what year was this settlement established?											
B10	What name does the municipality have for this settlement?											
B11	What landmarks are nearby that could help me find this settlement again?											
B12	Please ask community members to give you a brief history of the settlement											
B13	Who owns the land that the settlement is located on? You are allowed to tick as many options as applicable because more than one authority or party may own the land. Where more than 1 owner, please give percentage of ownership (Provide Lr Number where applicable).											
Reserved Land						Other						
<input type="checkbox"/> Railway %						<input type="checkbox"/> Private owner(s) %						
<input type="checkbox"/> Airport Authority %						<input type="checkbox"/> Public land %						
<input type="checkbox"/> Power company %						<input type="checkbox"/> Communal ownership %						
<input type="checkbox"/> Defense %						<input type="checkbox"/> Ownership unknown %						
<input type="checkbox"/> Pipeline %												
<input type="checkbox"/> Any other..... %												

C. LOCATION PROBLEMS							
C1	INTERVIEWERS PLEASE NOTE Please look around the slum and cross all boxes which indicate a feature that poses a risk to the settlement. You will need to walk around to observe or look for any of the features listed below. Once you have IDENTIFIED all features found please check with community members if you have missed anything.						
	<input type="checkbox"/> Canal	<input type="checkbox"/> Slope	<input type="checkbox"/> Area that floods	<input type="checkbox"/> Garbage Dump			
	<input type="checkbox"/> Road Side	<input type="checkbox"/> Open Drains	<input type="checkbox"/> Water Body	<input type="checkbox"/> Railway Track			
	<input type="checkbox"/> Mine Dump	<input type="checkbox"/> Sinking Soil	<input type="checkbox"/> Industrial Hazards	<input type="checkbox"/> Under Power Lines			
	<input type="checkbox"/> Other – please list →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
C2	Is this location considered dangerous?	<input type="checkbox"/> YES <input type="checkbox"/> NO	C3	If yes, why?			
C4	Have you experienced any natural disasters like, flooding, strong winds, forest fire, and earthquakes for example? If yes – what were they and when did they occur? Fill in year or date next to the box checked.						
	<input type="checkbox"/> Fires	<input type="checkbox"/> Floods	<input type="checkbox"/> Strong Winds	<input type="checkbox"/> Earthquakes			
	<input type="checkbox"/> Other – please list →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
C5	What are the social problems you have experienced in your community?						
	<input type="checkbox"/> Evictions	<input type="checkbox"/> Riots	<input type="checkbox"/> Crime	<input type="checkbox"/> Community Violence			
	<input type="checkbox"/> Other – please list →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
C6	Please describe what are the most common types of crime experienced in this settlement?						
C. LOCATION PROBLEMS - EVICTIONS							
C7	Has this settlement ever faced eviction threats?	<input type="checkbox"/> YES <input type="checkbox"/> NO	C8	If YES how many times have you faced eviction?			
C9	Are you currently under threat of eviction from the owner of the land?	<input type="checkbox"/> YES <input type="checkbox"/> NO	C10	How serious is this threat of eviction? Tick ONE	<input type="checkbox"/> High	<input type="checkbox"/> Low	<input type="checkbox"/> None
C11	If you were under threat of eviction, what did you do to stop it? What are you currently doing to stop it? Any other comments on eviction threats						
D. DEMOGRAPHIC AND STRUCTURE DETAILS							
D1	How many STRUCTURES in the settlement are used to live in (residential)?						
D2	How many STRUCTURES in the settlement are used to live in AND for businesses (residential cum business)?						
D3	How many STRUCTURES in the settlement are for business purposes only?						
D4	How many OTHER structures apart from those in D1-D3 are in the settlement? (e.g. Schools, community halls, religious, animal stalls, incomplete structures, health facilities etc.)						
D5	How many FAMILIES live in this settlement?		D6	What is the average size of a FAMILY in this settlement? Please provide an estimate			
D7	What is the total number of people who live in this settlement?						
D8	When it comes to renting structures, please check ONE box that best describes the settlement	<input type="checkbox"/> Most People Rent	<input type="checkbox"/> About half the people rent	<input type="checkbox"/> Less than half the people rent	<input type="checkbox"/> Very few people Rent	<input type="checkbox"/> No people rent	

E. SOURCES OF WATER										
What are the main sources of water for the settlement? Check all applicable options		Who supplies the water? Check ONE		How many of each selected source in the settlement?		Quality of the water Check ONE for each option		Who manages the water source?		
E1	<input type="checkbox"/> Individual Taps	<input type="checkbox"/> Municipality <input type="checkbox"/> Private				<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E2	<input type="checkbox"/> Community Taps	<input type="checkbox"/> Municipality <input type="checkbox"/> Private				<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E3	<input type="checkbox"/> Boreholes/Wells	<input type="checkbox"/> Municipality <input type="checkbox"/> Private				<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E4	<input type="checkbox"/> Dams	<input type="checkbox"/> Municipality <input type="checkbox"/> Private				<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E5	<input type="checkbox"/> Springs					<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E6	<input type="checkbox"/> Rivers					<input type="checkbox"/> Safe for drinking <input type="checkbox"/> Not safe				
E7	<input type="checkbox"/> Water Tankers	How many times per week does the tanker visit the settlement?								
E8	<input type="checkbox"/> Neighboring community	How far is it to this community?			Minutes(walking)			Kilometers		
E9	What is the average amount of money charged per tin of water?									
E10	What is the average number of tins of water used by households per day?									
E11	On average what do households spend on water per month?									
E12	On average how long does it take a household to collect water? check ONE	<input type="checkbox"/> 5 mins	<input type="checkbox"/> 10 mins	<input type="checkbox"/> 15 mins	<input type="checkbox"/> 30 mins	<input type="checkbox"/> 30+ mins	Hours			
E13	How do most households fetch water? check ONE	<input type="checkbox"/> Walk	<input type="checkbox"/> Bicycle	<input type="checkbox"/> Wheel barrow	<input type="checkbox"/> Motorized transport	<input type="checkbox"/> Other				
E14	On average how many hours per day is water available?	hrs		E15	Is your settlement connected to the main water line?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
E16	General comments regarding water: Please use the space provided to record the communities comments on water – try to probe about the situation of water, its impacts on women, who controls it, major issues, concerns or problems									
F. SANITATION										
F1	Is there a sewer line passing through or near to the settlement?			<input type="checkbox"/> YES <input type="checkbox"/> NO	F2	Is the settlement connected to the main sewer line?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
F3	Do people pay to use the toilets?			<input type="checkbox"/> YES <input type="checkbox"/> NO	F4	How much do you pay for use of the toilet?				
	Please check all applicable boxes	Blocks / Clusters	Cubicles	Number of toilets working	Who manages the toilet facility Check ONE for each option		What types of toilets are these? Please mark boxes with an X. You may choose more than one option per line			
F7	<input type="checkbox"/> Individual Toilets				<input type="checkbox"/> Private	<input type="checkbox"/> Other	Flush	Ecosan	VIP	Pit Latrine
F8	<input type="checkbox"/> Shared Toilets				<input type="checkbox"/> Municipality <input type="checkbox"/> Private	<input type="checkbox"/> Other	Flush	Ecosan	VIP	Pit Latrine
F9	<input type="checkbox"/> Communal Toilets				<input type="checkbox"/> Municipality <input type="checkbox"/> Private	<input type="checkbox"/> Other	Flush	Ecosan	VIP	Pit Latrine
F10	<input type="checkbox"/> Public Toilets				<input type="checkbox"/> Municipality <input type="checkbox"/> Private	<input type="checkbox"/> Other	Flush	Ecosan	VIP	Pit Latrine
F11	On average, how long does a person have to wait to use the toilet in this settlement? (in minutes)							minutes		
F12	General comments regarding sanitation issues in the settlement. Are there any other major concerns community members have about sanitation in their settlement									

G. GARBAGE REMOVAL					
G1	Where is most of the settlement garbage deposited? Check 1	<input type="checkbox"/> Common area (inside the settlement)		<input type="checkbox"/> Common area (outside the settlement)	
		<input type="checkbox"/> Thrown anyhow within the settlement (disorganized methods)		<input type="checkbox"/> People own Individual Bins	
G2	How many formal garbage collection points does the settlement have?	G3		Who collects garbage from these collection points?	<input type="checkbox"/> Municipality <input type="checkbox"/> Not collected <input type="checkbox"/> Others.....
G4	Is garbage collection paid for?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	G5	If yes, how much
G6	How many times per week is garbage collected from the settlement?				
G7	General comments regarding waste disposal in the settlement. Is the settlement kept clean? How is stormwater/grey water/waste water handled in the settlement?				

H. ELECTRICITY					
H1	Is there electricity in this settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO		H2	If yes, indicate whether legal or illegal connection
				<input type="checkbox"/> Legal connection <input type="checkbox"/> Illegal connection	
H3	How many households have legal electricity connections?				
H4	Does the settlement have street lights?	<input type="checkbox"/> YES <input type="checkbox"/> NO		H5	If yes, how many street lights
H6	What is the average number of hours that the settlement receives electricity per day?				
H7	What does a household spend on average per month on electricity in this settlement? (estimate)				
H8	If no electricity is used in the settlement, what are the reasons for this?				
H9	General comments regarding electricity. Is electricity expensive? Why is this the case? What do houses who do not have electricity do to meet their energy needs?				

I. LIVELIHOOD / WORK LIFE	
I1	What are the common jobs men have from this settlement?
I2	What are the common jobs women have from this settlement?
I3	If children do work, what jobs do they do

J. TRANSPORT					
J1	What are the main modes of transport used by residents of the settlement? (please check at most THREE boxes only)	<input type="checkbox"/> Train <input type="checkbox"/> Bus <input type="checkbox"/> Private Automobile		<input type="checkbox"/> Taxi <input type="checkbox"/> Motorcycles <input type="checkbox"/> Bicycles	
		<input type="checkbox"/> Walking <input type="checkbox"/> Other <input type="checkbox"/>			
How long does it take to WALK from the settlement to the nearest (in minutes)		Railway Station		Bus Stop	
		J2	mins	J3	mins
				J4	mins
For each of the THREE main modes of transport selected above, please indicate the cost per day one way to travel to town					

J5	Mode of transport 1 – cost per day travel to town 1 way	
J6	Mode of transport 2 – cost per day travel to town 1 way	
J7	Mode of transport 3 – cost per day travel to town 1 way	
J8	Interviewer observe: How do people in the settlement access their homes? Check 1	<input type="checkbox"/> Tarred Roads <input type="checkbox"/> Dirt paths <input type="checkbox"/> Gravel Roads
J9	What is the nature of roads within this settlement? (Observation)	

K. CLIMATE CHANGE AWARENESS, IMPACTS AND RESPONSES.

K1	Have you heard of “CLIMATE CHANGE”?	<input type="checkbox"/> YES <input type="checkbox"/> NO
K2	Where have you heard about climate change? Tick as many as you feel apply.	
	<input type="checkbox"/> Television/Radio	<input type="checkbox"/> School/College/University
	<input type="checkbox"/> Internet	<input type="checkbox"/> Environmental Groups e.g. (NEMA)
	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Energy Suppliers
	<input type="checkbox"/> Local Council	<input type="checkbox"/> Public Libraries
		<input type="checkbox"/> Government agencies/ information
		<input type="checkbox"/> Specialist publications/academic journals
		<input type="checkbox"/> Friends/Family
		<input type="checkbox"/> Other (Specify)
K3	Which of the following list of environmental issues is mostly experienced in your community?	
	<input type="checkbox"/> Air Pollution	<input type="checkbox"/> Traffic Congestion
	<input type="checkbox"/> Drought	<input type="checkbox"/> Poor solid waste management
	<input type="checkbox"/> Heat Wave	<input type="checkbox"/> Poor liquid waste management
	<input type="checkbox"/> Flooding	<input type="checkbox"/> Rise in sea/lake level
		<input type="checkbox"/> Change in distribution of rainfall
		<input type="checkbox"/> Pollution of rivers and lakes
		<input type="checkbox"/> Over-exploitation of natural resources
		<input type="checkbox"/> Natural hazards (e.g. Storms, landslides etc)
K4	What change in weather have you noticed in this area over the last 2 years ?	
	Weather Factor	Change (Increase/Shift or Decrease or No shift)
	Seasons	
	Rainfall Pattern	
	Temperature	
	Wind	
K5	How has the change in weather patterns affected your community?	
K6	What have you done to minimize the adverse effects in change in weather patterns?	
K7	What do you think should be done to mitigate the changes in weather patterns?	

K8	Who do you think should have the main responsibility for tackling climate change?		
<input type="checkbox"/> International Organizations eg. UN	<input type="checkbox"/> Non-Governmental Organizations	<input type="checkbox"/> Environmental Organizations/lobby groups e.g. NEMA	
<input type="checkbox"/> The National Government	<input type="checkbox"/> Community Based Organizations	<input type="checkbox"/> Business Industries	
<input type="checkbox"/> County/Local Government	<input type="checkbox"/> Faith Based Organizations	<input type="checkbox"/> Individuals	

L. SERVICES

Do residents of the slum have ACCESS to the following health services? By access we mean do they go to any of the facilities or services					
L1	Health Clinic	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
L2	Aids Clinic	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
L3	Hospital	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
L4	Do residents of the settlement have to pay for health care?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how much		
L5	Do residents of the settlement have access to any other health services?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , please list services	<input type="checkbox"/>	<input type="checkbox"/>
L6	How long does the ambulance take to respond to an emergency?	mins			
L7	Is the ambulance able to enter the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO			
L8	What are the most common diseases for this settlement? Please list the top FOUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L9	General comments for health services: Main health concerns, levels of service, do women have any particular health concerns or needs in the settlement, etc.?				

M. EDUCATION

M1	How many children in the settlement go to school?	<input type="checkbox"/> Most	<input type="checkbox"/> Some	<input type="checkbox"/> Few	<input type="checkbox"/> None	
Do children in the settlement go to the following educational facilities?						
M2	Public schools	<input type="checkbox"/> YES <input type="checkbox"/> NO	Give names of the schools.	<input type="checkbox"/>	Is this facility inside the settlement? <input type="checkbox"/> YES <input type="checkbox"/> NO	How much do they charge per month?
M3	Private schools	<input type="checkbox"/> YES <input type="checkbox"/> NO	Give names of the schools.	<input type="checkbox"/>	Is this facility inside the settlement? <input type="checkbox"/> YES <input type="checkbox"/> NO	How much do they charge per month?
M5	General comments relating to education facilities and quality of education					

N. OTHER SERVICES, FACILITIES & COMMERCIAL ESTABLISHMENTS

Do the residents of the slum make use of any of the following services or facilities?								
N1	Playground	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N2	Financial Institutions.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins

N3	Informal markets	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N4	Fire stations	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N5	Mosques	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N6	Churches	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N7	Police stations	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is this facility inside the settlement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	How far is the facility in km	km	How far is the facility in minutes if you had to walk	mins
N8	Do residents have access to any other services or facilities not mentioned above?			<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, please list additional services	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

O. COMMERCIAL ESTABLISHMENTS INSIDE SETTLEMENT

Do residents of the settlement have access to the following **commercial establishments** **INSIDE** the settlement?

O1	General Shops	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins
O2	Food shops	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins
O3	Clothing shops	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins
O4	Communications	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins
O5	Car Repair	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins
O6	Furniture shops	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many inside the settlement?		If NO , how far to the nearest establishment?	km	mins

P. ORGANISATIONS AND LEADERSHIP

P1	Does the settlement have community leadership?	<input type="checkbox"/> YES <input type="checkbox"/> NO						
P2	Please provide the names of the community leaders							
P3	What do the leaders do for the community as leaders? Check MANY	<input type="checkbox"/> Talk to city	<input type="checkbox"/> Conflict resolution	<input type="checkbox"/> Govern the settlement	<input type="checkbox"/> Other			
P4	How often does the settlement meet as a community? Check 1	<input type="checkbox"/> Once a week	<input type="checkbox"/> Once a month	<input type="checkbox"/> Once a year	<input type="checkbox"/> Never	<input type="checkbox"/> Other		
P5	How often do you meet with the City? Check 1	<input type="checkbox"/> Once a week	<input type="checkbox"/> Once a month	<input type="checkbox"/> Once a year	<input type="checkbox"/> Never	<input type="checkbox"/> Other		
P6	What are the meetings with the city about?							
P7	Who do you meet with in the city?							
P8	What kind of relationship do you have with the city? Check ONE	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Bad	<input type="checkbox"/> No relationship			
Do the residents of the settlement have access to the following organisations INSIDE the settlement?								
P9	Youth Clubs	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?		P10	Savings groups/women's groups	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?
P11	Religious Groups	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?		P12	CBO's / NGO's	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?
P13	Local Committees	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?		P14	Political Party Offices	<input type="checkbox"/> YES <input type="checkbox"/> NO	If YES , how many?

