

Supplementary Materials

Barriers and enablers for group-based manual emptying services for onsite sanitation facilities in Nairobi, Kenya: a qualitative study

Hiroaki Tomoi^{1,2,}, Sheillah Simiyu³, Bonface Butichi Ingumba³, Evelyne Otteng³, James Osewe³, Hamilton Majiwa⁴, Laura Braun¹, Oliver Cumming¹, Taeko Moriyasu⁵*

¹ London School of Hygiene & Tropical Medicine, WC1E 7HT Keppel Street, London, United Kingdom

² School of Tropical Medicine and Global Health, Nagasaki University, 1-12-4 Sakamoto, Nagasaki, Japan

³ African Population & Health Research Center, APHRC Campus, Manga Cl, Nairobi, Kenya

⁴ International Livestock Research Institute, Nairobi, Kenya

⁵ Nagasaki University Office for Global Relations, 1-14 Bunkyo-machi, Nagasaki, Japan

*Corresponding author: Hiroaki Tomoi hiroaki.tomoi@lshtm.ac.uk

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S1. Topic Guides

1. Topic Guide for Focus Group Discussion (Tenant)

Discussion topic 1: Experiences and thoughts on faecal sludge management

Ask participants about their experiences and thoughts on faecal sludge management.

Prompts:

- What kind of latrine do you use at your property? How many households/people share the latrine?
- Have you ever experienced that your latrine at your property gets full? How did you cope with the situation and did it go well? (Did you ask your landlord? Or did it by yourself?)
- How much amount of sludge did you remove last time? How much money did you pay for it?
- How long did you need to wait to get the sludge removed after you requested the service?
- What type of emptying method did you use last time? (vacuum truck, formal manual emptiers, informal manual emptiers)
- How often do you use emptying services? (Or when did you request a service last time?)
- Do you have any concerns for the next time your latrine gets full?
- Do you want to pay the fee by cash or Mpesa?
- What improvements do you want to see in the future in terms of emptying your latrine?

Discussion topic 2: New emptying approaches

Show participants a video in which the ideas of small-amount volumetric pricing and group emptying are described and briefly explain that these approaches are aiming at lowering the service price. Then, ask participants to discuss how they feel about the ideas from both positive and negative sides.

Prompts:

- What are your thoughts on the small-amount volumetric pricing scheme? Do you have any concerns or expectations?
- If your landlord hesitates to empty the toilet, are you willing to use the service by yourself? Why do you think so?
- What is the minimum amount of sludge you want to remove?
- What are your thoughts on the group emptying scheme? Do you have any concerns or expectations?
- If your landlord hesitates to empty the toilet, are you willing to use the service by yourself? Why do you think so?

Conclusion

Ask if participants would like to add anything to the discussion, or if they have any questions about the study.

(End)

2. Topic Guide for Focus Group Discussion (Landlords)

Discussion topic 1: Experiences and thoughts on faecal sludge management

Ask participants about their experiences and thoughts on faecal sludge management.

Prompts:

- What kind of latrine do you use at your property? How many households/people share the latrine?
- Have you ever experienced that your latrine at your property gets full? How did you cope with the situation? How many options are you able to use?
- If you have used emptying services, what kind of service did you use? How was the experience (e.g. Did you paid the fee? Was it easy to access the service? Were there any troubles with your tenants when addressing their request?)
- Do you have any concerns about using emptying services when the latrine gets full?
- Do you want to pay the fee by cash or Mpesa?
- What improvements do you want to see for the service (e.g. price, accessibility, emptying methods)?

Discussion topic 2: New emptying approaches

Show participants a video in which the ideas of small-amount volumetric pricing and group emptying are described and briefly explain that these approaches are aiming at lowering the service price. Then, ask participants to discuss how they feel about the ideas from both positive and negative sides.

Prompts:

- What are your thoughts on the small-amount volumetric pricing scheme? Do you have any concerns or expectations?
- Are you willing to use the service? Why do you think so?
- What are your thoughts on the group emptying scheme? Do you have any concerns or expectations?
- Are you willing to use the service? Why do you think so?

Conclusion

Ask participants if they want to add something or if they have any questions for the study.

(End)

3. Topic Guide for Focus Group Discussion (Emptyers)

Discussion topic 1: Experiences and thoughts on faecal sludge management

Ask participants about their work experiences and thoughts on faecal sludge management.

Prompts:

- How do you conduct your emptying work? (operation area(s), types of toilet they deal with, job frequency, how to remove sludge by how many members, how long it takes, how many jobs per week, disposal place, pricing plan(s); flat fee or volumetric pricing)
- What are your thoughts on your job? (revenue, safety, job frequency, stigma, workload, regulation, subsidy, incentive)
- What are your thoughts on mobile money payment?
- What improvements do you particularly want to see in your working environment?

Discussion topic 2: New emptying approaches

Show participants a video in which the ideas of small-amount volumetric pricing and group emptying are described and briefly explain that these approaches are aiming at lowering the service price. Then, ask participants to explain how they feel about the ideas from both positive and negative sides.

Prompts:

- What are your thoughts on the small-amount volumetric pricing scheme? Do you have any concerns or expectations?
- Are you willing to provide the service immediately? Why do you think so?
- What are your thoughts on the group emptying scheme? Do you have any concerns or expectations?
- Are you willing to provide the service immediately? Why do you think so?
- What do you think about combining the small amount volumetric pricing and the group emptying by collecting sludge at several places on the same day?
- Are you willing to provide the service immediately? Why do you think so?

Conclusion

Ask if participants would like to add anything to the discussion, or if they have any questions about the study.

(End)

4. Topic Guide for Key Informant Interview

Discussion topic 1: General views on safely managed onsite sanitation

Ask participants about what they have done so far for safely managed onsite sanitation in informal settlements of Nairobi.

Prompts:

- What have your organizations done towards achieving safely managed onsite sanitation in informal settlements of Nairobi?
- What do you think are barriers that hinder it? (finance, actor, rule and enforcement, political will, corruption, priority, capacity and knowledge, awareness, etc)
- What are enablers? (finance, actor, rule and enforcement, political will, corruption, priority, capacity and knowledge, awareness, etc)

Discussion topic 2: New emptying approaches

Show participants a concept note or a video in which the ideas of small-amount volumetric pricing and group emptying are described and briefly explain that these approaches are aiming at lowering the service price. Then, ask participants to explain how they feel about the ideas from both positive and negative sides.

Prompts:

- What are your thoughts on the small-amount volumetric pricing scheme? Do you have any concerns or expectations?
- What are your thoughts on the group emptying scheme? Do you have any concerns or expectations?
- Call centres may be able to aggregate demands and coordinate emptiers efficiently. What do you make of it?
- What do you think about combining the small-amount volumetric pricing and the group emptying approaches by collecting sludge at several places on the same day? Do you have any concerns or expectations?

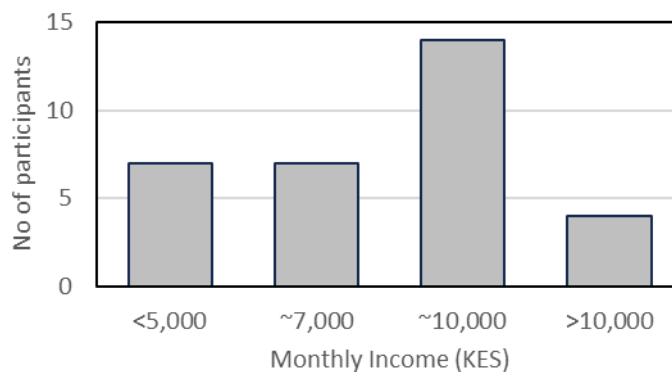
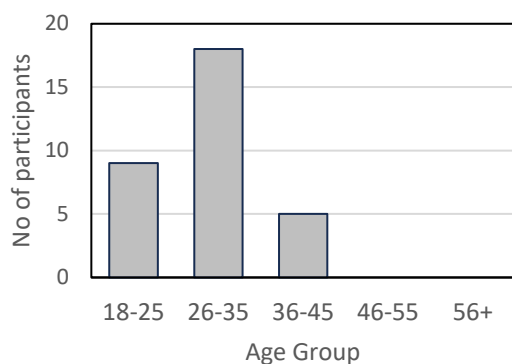
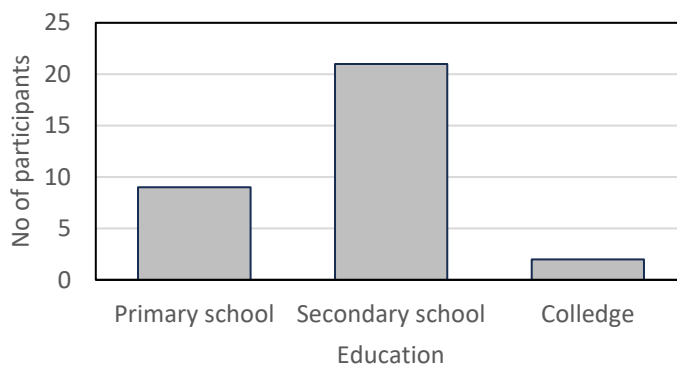
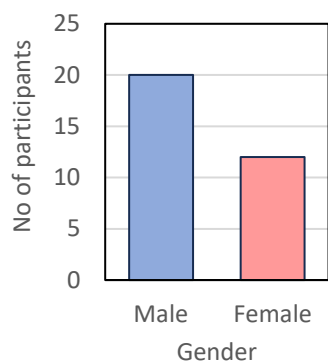
Conclusion

Ask if participants would like to add anything to the discussion, or if they have any questions about the study.

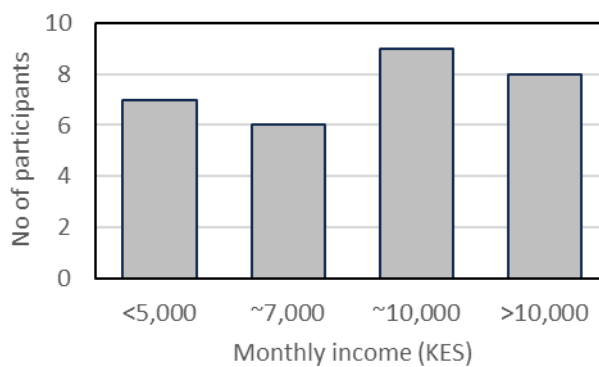
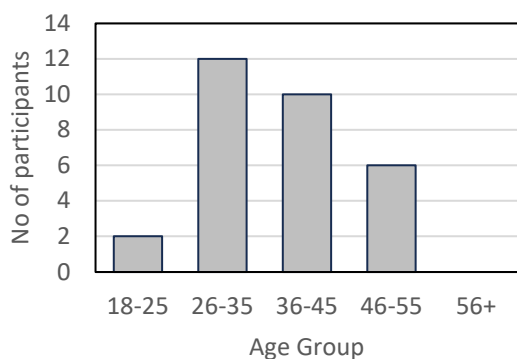
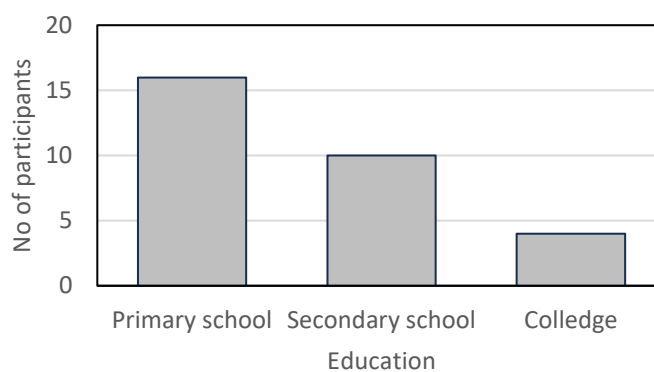
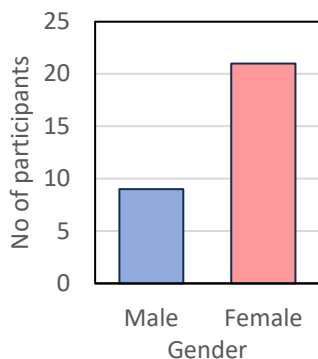
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S2. General Characteristics of Participants in the Focus Group Discussion

Tenants



Landlords



Emptiers

