**Guidance for community needs assessment and completing survey**

**Purpose of the research**

The purpose of this research is to inform and assist programmes by undertaking a needs assessment of the community, including information about their knowledge, attitudes and practices on justice issues. It will help the trainee paralegals understand the community and what legal needs they are facing, will introduce the new programme to the community, and will also act as a baseline for future research.

Specifically, it will:

* Improve organizational understanding of the socio-cultural and economic aspects of the context in which the legal empowerment programme will be implemented.
* Assist the design of the legal literacy training and mobile clinics.
* Measure the impact of the different components of the legal empowerment programme after implementation.

Data from different organisations will be compiled together to provide an overall picture of all areas of intervention.

**Objectives of the Programmes**

The programmes as a whole have the following objectives:

* Improved knowledge of law, law enforcement agencies and legal aid skills and practical problem solving among staff.
* Improved knowledge and understanding among staff about gender-based violence.
* More and improved facilities available for basic justice services, enabling members of the public to resolve disputes at local level in an expeditious, transparent and affordable manner.
* Increased understanding among public about the law, how to enforce the law, and knowledge of existence of paralegal offices.
* Increased confidence among the public in their ability to access justice, and increased propensity of the public to seek remedies for injustices.
* Establishment of relationship of trust between paralegal office and government officials/ local public figures.
* Improved tendency of local government institutions to be responsible to local needs and offer appropriate services.

This research seeks to provide a baseline for programmes against which to assess their progress.

**Key Research areas**

Key areas include:

* Crisis events and disputes in the last year, how they were handled and how successfully.
* Opinions about the formal and informal justice sector.
* Prevalence, legal knowledge, attitudes and practices on domestic violence.
* Legal knowledge about inheritance, child rights, employee rights.

**Methodology**

1. Meeting with paramount chief/ leaders
2. Brief community discussion
3. Survey
4. In depth community discussion
5. Meeting Paramount Chief, section chiefs and elders

Some organisations have already met with them and paid dues. Others will need to complete this step at this stage.

It is very important that detailed notes are kept during these sessions, in the prescribed format. If other things also arise, you should also make a note of them.

This meeting should also be used to:

* Identify good locations for mobile clinics.
* Introduce role of COBs and identification of COB members

1. Brief community discussion session

Section chiefs in the area identified for the mobile clinics should assist in holding a brief introductory meeting for justice sector stakeholders and community members at the mobile clinic site. This should include women leaders, teachers, youth leaders, elders, societal heads, religious leaders, nurses.

Please keep notes in the prescribed form, and add additional details as necessary.

The procedure of the meeting should be as follows:

* Prayers
* Introduction
  + Of the Community people
  + Of Guests (paralegals and others)
* Brief statement about the organisation and the roles of a paralegal.
* *Very importantly*, tell the community what role the organisation will be playing. Tell them that the organisation is not directly providing funds but will help in the area of advocacy, mediation, information and in navigating authorities.
* Statement on the purpose of the meeting (introduction, details about the community, identification of contact persons).
* Questions about the community
  1. How many people, and how many households are there in the community?
  2. Names of section chief, village/ town chiefs, youth leaders, women’s leader, religious leaders, local court chairmen etc.
  3. Names of any NGOs/ CSOs operating in the area, and their role.
  4. Location of any medical facilities, police stations/ posts, courts.
* Explanation of the role of contact persons and appointment of contact persons.
* Tell the community about the survey to be done later that day/ tomorrow.

1. KAP Survey

Trainee paralegals should be able to conduct 6 interviews per day, and each office would conduct 60 interviews. It will take up to three weeks. A further 60 will be conducted subsequently, but their locations are subject to further decision on whether to make a control. More instructions will be provided on this.

Choice of sites

The following approach should be used to select sites:

location around office

Mobile clinics

Total 5 sites and 60 interviewees:

* Central area: 30 households
* Mobile clinic sites: 8 households x 4 locations

Selection of location

* In area around the office, stand outside the office to start survey.
* In mobile clinics, go to the centre of the community to start.

Selection of households

In order to calculate the interval between houses, you need to get the number of households in the community.

|  |  |
| --- | --- |
| No. households (nb. NOT no. people) |  |
| Less than 100 | Every 3rd house. Ie. walk by the first and second house you pass, and interview the third. |
| 100 - 300 | Every 4th house. |
| 300+ | Every 5th house. |

The researchers go to the centre of the community, where the elderly people sit or roads cross. Spin a bottle on the ground. Alternatively, four pieces of paper – North, South, East, West. One researcher goes one way, the other researcher goes the opposite way as indicated by the bottle or paper. Walk to the Xth house, and conduct the survey. Each researcher should take with them a bottle or papers. Then they spin the bottle/ select papers again. If it lands in the same direction you just came from, or if there are no houses in the direction it has landed in because you are at the edge of the community, spin again. Then go to the Xth house in that direction and conduct the survey, and so on. If the house landed on is empty, you should identify the next house in the same line as the bottle directed.

The Researchers should conduct interviews individually, not in pairs.

Selection of interviewees

The interviewee does not need to be the head of the household – it would distort the research if only household heads were interviewed. It should be the first person who opens the door who lives in the household and who is 18 or above. If people want you to speak to the head of the household, you should explain that you can’t, as it will distort the methodology, and you have to speak with the first adult that you meet.

We do want to ensure an equal number of male and female respondents. As such, if after 4 interviews, there has been an uneven number of male/ female interviewees, the researcher should ask to interview whichever there are fewer of at the 5th/ 6th house, until the numbers are even. Within each community, the team should seek to interview an even number of men and women.

Researchers should try to make sure interviews take place alone, in a private place. If this is not possible, then it is best to try to minimise the number of people present.

If no-one is available/ willing to be interviewed at this time, researchers should ask whether it would be better to come back at a later time, and return later the same day. If another interview cannot be scheduled with that person for the same day, the researcher should ask if anyone else in the household would be available for interview. If that is not possible, the researcher should identify the next house in the line directed by the bottle and interview someone there.

If someone gives up part-way through the interview, you should ask if they can continue it at a later time. If they cannot, you should move one house ahead as in the above description.

Making a conducive atmosphere

It is very important that you do not hurry the interviewees as the information you collect is likely to be distorted if they are rushed. The interviewee needs to feel comfortable at all times. You should ask if there is somewhere where you can both sit down.

You should be friendly but professional. Smile, but not joking. You should be well dressed.

The interviewee may ask you questions about the research. Below are some possible answers.

*What benefit will it be to me?*

The programme is going to start working in the community assisting people with their day to day justice problems. We need to know what kind of justice problems occur so we can help. We might be able to help you with any justice problems you have at the moment.

*Can you come back another time?*

Yes. If they can schedule a time in an hour or so this is fine, and you should return. If they ask you to return the next day, or are not specific about when they can make, you should ask if someone else in the household would be available instead. If there is no other person who can be interviewed, thank them for their time and say you will have to choose another household. See above for selecting households.

After the interviewer has consented to the interview

*Enumerator details*

First complete the enumerator’s name and organisation.

*How to complete the household ID*:

|  |  |  |  |
| --- | --- | --- | --- |
| Organisation | Chiefdom | Trainee paralegal number | Number each trainee has surveyed |

Codes for completion of Household ID:

Organisation:

Access to Justice AC

Brac BR

JPC JP

MCSL MC

Timap TI

Chiefdom:

|  |  |
| --- | --- |
| Bendu-Cha, Bonthe | BE |
| Jong, Bonthe | JO |
| Nongoba Bullom, Bonthe | NO |
| Yawbeko, Bonthe | YA |
| Njaluahun, Kailahun | NJ |
| Dama, Kenema | DA |
| Gaura, Kenema | GA |
| Nongowa, Kenema | NO |
| Tunkia, Kenema | TU |
| Sengbe, Koinadugu | SE |
| Wara Wara Yagal, Koinadugu | WA |
| Maforki, Port Loko | MA |
| Marampa, Port Loko | MA |
| Koya, Port Loko | KO |
| Koya Rural, Western Rural | KO |
| Waterloo Rural, Western Rural | WA |
| Western Urban (JPC) | WU1 |
| Western Urban (Timap) | WU2 |
|  |  |

Trainee Paralegal Number

**Brac**

|  |  |
| --- | --- |
| **Name** | **No.** |
| Ellam Bangura | 01 |
| Sherry Bangura | 02 |
| Sarrah Kamara | 03 |
| Daniel Moseray | 04 |
| Esther Munu | 05 |
| Achmed Sesay | 06 |
| Alhaji Yilla | 07 |

**Access to Justice**

|  |  |
| --- | --- |
| Francis Johnbull | 01 |
| Kadijatu Sesay | 02 |

**Caritas/ JPC**

|  |  |
| --- | --- |
| Loma T. Dauda | 01 |
| Suliama Kargbo | 02 |
| Samuel Koroma | 03 |
| Andrew Kponeh | 04 |
| Mariama E. Mansaray | 05 |
| Elizabeth Masalay | 06 |
| Patrick Mustapha | 07 |

**MCSL**

|  |  |
| --- | --- |
| Christopha Amara | 01 |
| Umaru Amara | 02 |
| Mather Conteh | 03 |
| Dauda Gollia | 04 |
| Edward Lamin Jr. | 05 |
| Matu Mafflo | 06 |
| David N. Millah | 07 |

**Timap - tbc**

|  |  |
| --- | --- |
| Vandi Ansumana | 01 |
| James Bockarie | 02 |
| Avril Cole | 03 |
| Sheku Ganda | 04 |
| Isha Kargbo | 05 |
| Wuyata Kawa | 06 |
| Jonathan Kurabu | 07 |
| Paul Lakoh | 08 |
| Kumba Lebbie | 09 |
| Mohamed Lukalay | 10 |
| Bobor Musa | 11 |
| Joseph K. Musa | 12 |
| Amara Mansaray | 13 |
| Sydnella Rogers | 14 |
| Harding Sesay | 15 |
| Peter Tucker | 16 |

Number each trainee has surveyed

Each trainee should give their first household the number ‘01’, the second ‘02’ etc. Once you start an interview, that household stays that number even if they do not complete the survey. Eg. If the respondent in household 06 leaves half way through the survey and is not coming back, you should start the next survey as 07.

Filling in answers

Where there are different options, circle the appropriate option. In some cases there may be more than one answer.

Where things are written in italics, these are directions for the researcher.

Where there are numbers, please just circle the relevant word rather than the number. The numbers are for data input purposes. The relevant number is always the one just after the word.

Wherever the question is not applicable, write N/A next to it. Never leave a gap without an explanation.

Household size

A household is defined as all the people who eat from the same pot.

Brief description of house

The seconded paralegals need to be able to revisit certain households to verify information, so they need to be able to identify the property easily. You should look out for distinguishing features, such as nearby mosques or churches, direction from the chief’s house, colour of the building, size of the building, particular trees etc.

Monitoring

The trainees will need intense monitoring for the first week – mistakes in the first few days will carry on throughout. They need a close understanding from the start.

On the first day or two, all of the organisation’s trainees should stay together in one location. The first survey should be a test run, of anyone nearby, to be checked by the supervisor and then discussed with all in a group. After that, if people seem to be getting the idea, show people how to select houses. Then send all trainees off, using that methodology, to test the first households. You could start at the office and all walk to one household, where the first trainee begins the survey while the others go off to find the next household, then leave one trainee there, etc.

If people say they are having problems in getting people to respond, remind them they need to be polite and persuasive.

1. Desk-based supervision work

Make sure you collect all the questionnaires, and that trainees leave them each day at the office or hand them to you as is more convenient for you. If you are in the office, ask that they come back by 4pm, so that you can talk through any issues with them.

Go through all questions for all for issues.

When cross-checking, look out for:

1. Gaps.
2. Inconsistencies. Eg. If they have written n/a, you need to make sure that it is actually not applicable.
3. Anything suspicious (these should be included in the 2 to go back through).

Ask the paralegals about these. If the explanation is not satisfactory, they will need to return to the site and redo the whole interview.

If review is taking place at a mobile clinic, the seconded paralegal can collect completed surveys to start checking immediately, and all can gather at a certain time to go through together.

1. Monitoring

Pick 4 from the 12 received that day (2 per paralegal) and visit the households. If you find 4 mismatches, go and check all of them. Otherwise pick randomly and follow up on them. Altogether you should check up on 10% of all surveys.

Pick non-subjective questions and ask only them. Start with 1.2. If you find there is a mismatch in there then you know there is something very wrong, and there should be disciplinary proceedings depending on the organisation.

For mismatch questions, go straight to them. Explain to the household that it is part of the routine system.

Later go back to the trainee and discuss what was done wrong, how to do it next time.

Choosing the location of mobile clinics

The organisations management will choose the location of the mobile clinics, with consultation and advice from the seconded paralegals.

They will be chosen on the basis of the following:

* Population
* Road network
* Justice problems/ lack of access (no police station, no local court, high number of cases coming from area)
* Administrative headquarter – seat of the section chief (most chiefdoms have designated section chiefdom headquarters which will often be the most appropriate places)
* Discussions with chiefdom members in the course of the introductory meetings.

Chiefdoms will be divided into clusters, comprising a number of sections. Mobile clinics will comprise clusters of different villages, which will be identified to fall into the catchment area of the mobile clinic.

Mobile clinic sites may change over time as other areas of greater priority are identified, or justice problems no longer emerge from the previous mobile clinic community.

1. In depth community discussion

After completing the surveys, as part of the general mobile clinics, there then needs to be an in depth discussion about community justice needs. This should be documented in the prescribed format. Seconded paralegals should be present at all these meetings.

The procedure for the meeting should be as follows:

* Prayers
* Introduction
  + Of the Community people
  + Of Guests (paralegals and others)
* Brief statement about the organisation and the roles of a paralegal.
* *Very importantly*, tell the community what role the organisation will be playing. Tell them that the organisation is not directly providing funds but will help in the area of advocacy, mediation, information and in navigating authorities.
* Statement on the purpose of the meeting (needs assessment).
* What are the key justice problems in your community at the moment? (by brainstorming, allow the active participation of the community people – particularly encourage the women to participate). Ask them to select 3 or 4 top problems, including one that particularly affects women. Focus the discussion on the 3 or 4 top community problems/issues in the discussion, try to establish or flesh out.

*What* - is the actual problem

*Why* - the problem

*When* - the problem started

*Where* - is the problem- which part of the community is it?

*How* - it came about

Discuss also with the community:

* 1. What they have done in their own way in addressing the problem;
  2. What institution(s)/ organisation(s) - NGOs, CBOs have been involved in addressing the problem;
  3. How do they think the problem can be addressed?
* If time permits, what are the typical processes for dealing with different types of cases, both individual and community problems (please describe in detail the steps that are taken):
  + 1. Child maintenance
    2. Land/ Inheritance
    3. Physical assault/ Theft
    4. Debt
    5. Rape
    6. Domestic violence
    7. Problems with local health facilities
* How satisfied are they currently with how just problems are resolved?