# Annex 7C: Key informant interview checklist: Local government representatives

### Why use the checklist

Obtaining an understanding of the perceptions, plans and strategies of the local government offices with regards to IDPs, refugees, local and host community members affected by displacement is essential for contextualising assessment findings prior to making any programme decisions. Key informant interviews (KIIs) provide an opportunity to explore a range of issues in more detail and triangulate primary or secondary data.

### The objective of the checklist

The objective of this checklist is to provide user(s) of the UMVAT with a range of questions for consideration and inclusion in KIIs with local government representatives.

### How to use this checklist

The following checklist serves as a template for KIIs with local government representatives and will require editing based on the key informant profile, context, time available, and information needs. The checklist includes a range of topics and questions.

Please keep in mind the following when using this checklist:

* This is not an exhaustive list and should be contextualised prior to use depending on the objective of the interview, type of trader interviewed, context and availability of reliable secondary data, and interview time available.
* Aspects relating to gender, protection, and youth should be mainstreamed as and where appropriate.
* If there is specific interest in a particular aspect, ensure the local government representative has some knowledge of this and adapt the checklist accordingly.
* This checklist assumes the user’s interest in either the wider displaced and host communities or a specific population group(s) living in a specific area that is being assessed.

##### **Getting started**

At the start of the interview it is very important to undertake the following actions:

1. Introduce yourselves and outline the purpose of the discussion and double check that they are the right person to speak to.
2. Make sure you inform the key informant of the population(s)/ geographical area(s)/ service(s) you are interested in knowing more about (you may have to remind the key informant of these aspects during the interview, just to make sure the information remains relevant).
3. Provide an approximation of interview duration, to double check their availability for the duration of the meeting. Follow-up meetings can be arranged.
4. Explain whether the data will be kept confidential or shared, and obtain their consent for the taking of notes. This is especially important if sensitive topics are discussed.
5. **Make sure you are speaking the same language.** If definitions or acronyms are used, make sure they are understood by all present.

##### **Tools to use during the discussion**

Use a checklist, a notebook, flip charts, maps, and information from preliminary primary and secondary data analysis to support your discussion.

##### **Checklist thematic content**

Thefollowing checklist includes questions and sub-questions in relation to the following:

1. Overview
2. Urban boundaries and population
3. Government structure
4. Urban services
5. Social cohesion and social capital.

##### **Getting started: Key informant details**

* Name (including title if necessary)
* Position held
* Contact details (email, mobile and landline numbers)
* Possibility to contact again if further questions arise? And if so what is their availability?

### Overview

* How many displaced/ refugee people (or households) are known to be living in the area of interest? Formally and informally?
  1. What percentage is this of the total population?
  2. What percentage is this of the total number of displaced / refugee people nationally?
  3. Is this increasing or decreasing? What is the trend and what is influencing this trend?
  4. Is much known about the origins, demographics and needs of this population?
  5. How is the government monitoring the situation? By what means and how frequently?
* What are the significant gaps in local government capacity in meeting the needs of newly arriving populations? What impact is this having on local low income as well as displaced and refugee households?

1. What are the gaps in service provision?
2. What are the implications/ impacts of these gaps – realised and potential impacts?
3. Of these gaps, which are a priority – and why?

* Is there a strategic plan in response to the increase number of displaced/ refugee people in parts of the city? What is it?

1. Generally speaking, what level of political will exists to support the displaced?
2. Within the plan, what are the priorities for the next three to six months?
3. What budget is required to action the plan?
4. Have resources been allocated to this?
5. Which department will be implementing the strategic plan?
6. Are there any programmes to regulate and provide services to areas (usually informal) where the number of displaced/ refugees is increasing? How will this be balanced with non-affected households to reduce tension/ social unrest or feelings of inequity?
7. Are there any preferred assistance modalities that the Government will be using and/or wants the NGO community to use?

* Where are the majority of displaced/ refugee households establishing themselves? What are their patterns of displacement and re-location?

1. Is this in line with government plans/ recommendations? If not, what is the government reaction?
2. What are the push/ pull factors behind their movements?
3. What has been done to facilitate the housing / settlement of these populations? To what extent has this included community engagement and participation? How have you considered/ensured engagement and participation of vulnerable and marginalised groups in this process (eg ethnic or religious minorities, women, older people, people with disabilities).
4. What percentage of the urban population is ‘homeless’ and how does this compare to the displaced/ refugee population?
5. What are the significant gaps in the needs of the displaced/ refugee populations? How does this compare to those of the local low income and vulnerable?

* What documents or legal requirements do displaced/ refugees need to live in the city, to access employment and basic services? Do they need a `resident’s permit’ to gain access to services such as school for their children, medical coverage, etc.
* What problems do most of the displaced/ refugee households have? Of these problems, which originate from their current situation, and which were in existence prior to their displacement?
* What are the main concerns for the safety, dignity and fulfilment of rights for the displaced community – heard/ unheard, visible/ invisible?
* What sort of social protection policies are targeted to disadvantaged people or very poor, socially excluded (destitute) people? Can displaced/ refugee households access these payments? If so, what procedures and systems need to be followed?

### Urban boundaries and population

* What are the boundaries to the area of interest? Are the boundaries growing or shrinking?
* What is the overall population within the area of interest (male/ female/ youth)? What are the demographics of the population? What percentage is displaced/ refugee/ minority/ seasonal migrants etc.?
  1. What is population growth estimated at?
  2. Which groups of people constitute the majority of population growth?
  3. What is the geographical distribution of minorities (including religious, ethnic, and tribal minorities, migrants, displaced people, and refugees) within the area?
* What commercial, financial, political, administrative, power, logistical (ports/ railways/ airports etc.) and production centres (including agri-business) are within it? What are the consequences of having such centres within the area to:

1. Employment (men, women and youth)
   1. Urban informal sector growth
   2. Violence and insecurity
   3. Health and environmental concerns.

### Government structure

* What is the form and quality of government systems: structure, power, efficiency, effectiveness, rights and representation?
* Are local service providers efficient, and to what extent are services accessible? Who regulates and service providers?
* Are official systems of justice and the legal system accessible to all? Are unofficial or traditional judicial systems discriminatory toward certain groups? Is there accountability? To what extent is governance decentralised?
* What power does the local government (municipalities) have over its budget and population? Can the central government revoke the power of the local government?
* Are there any planned ‘regularisation’ or ‘upgrading’ programmes for informal areas? Are there public / private partnerships or are these projects managed privately? Are there any dedicated tools, such as participation, decentralisation, or strategic planning? Does the civil society play a role in project development (planning, large-scale urban projects)?
* Does the city have land reserves set aside for its own development? Does the constitution protect against expulsion? Do certain minorities (women, ethnic minorities, etc.) have difficulty acquiring land, or inheriting property?

### Information

* What information does the local government provide to the displaced/ refugee population? How is this information provided and shared? In what languages is it provided?
* How frequently are messages reviewed and updated?
* Who is involved in the development and dissemination of these messages?
* What efforts are made to reach out to people – such as the elderly, disabled, and women?
* Is feedback sought on the development and dissemination of messages?

### Urban services

* What urban services are available in the area of interest (consider health, education, water and sanitation and waste removal and housing)?

1. Of these which are provided by the government and which by the private sector (either as part of a private/ public partnership, contractual arrangement or purely private)?
2. Are there social tariffs for some disadvantaged/ low-income groups?
3. Are building regulations and public service standards adapted to the resources of low income / displaced/ refugee households? What examples can you provide?

* Are the service providers able to keep up with the demands created from changes in population growth and/ or needs?

1. Who maintains an oversight on ensuring basic services is available and maintained at a good quality standard?
2. Are any services (public and privately provide) rationed due to shortages/ lack of coverage? If so, which ones and for what reason?
3. What are the gaps in these services? What are the implications/ impacts of these gaps? Which are a priority and why?

* Do displaced / refugee households access primary health care facilities? What factors influence the use of health facilities by these households? What can be done to increase access?
* What community and primary health care facilities are available in the area? Including public and private non-profit facilities (consider maternal and child care facility, pharmacies, general practice doctors etc.)?
  1. How well are they distributed around the area? How are they accessed? Is transportation needed and available?
  2. Are these facilities accessible to all; local and displaced/ refugee households?
  3. What costs are associated with the use of these facilities?
  4. How close are the nearest, accessible secondary and tertiary health care facilities?
  5. Are the health care services aligned with the health needs of the community?
  6. Are the health care services working at full capacity and able to meet the health care demands placed upon them?
* Does the government provide or considering the provision of solar panels, biogas toilets, or any other innovative solutions to sanitation for dense urban populations? If so, what? What stages are these developments and when would they be seen more commonly in the urban area?

### Social cohesion and social capital

* How is the local population responding to the presence of the displaced/ refugees? How have the dynamics and relationships in the community changed?
  1. Have there been any disputes that have required inputs from local government?
  2. If so, for what cases and how were these resolved? What percentage of cases presented are resolved? What follow up are government officers able to undertake?
  3. Has the incidence of disputes increased/ decreased? What is influencing these trends?
* What are the dynamics of civil society? How are local associations coordinated? Is there a strong civil society presence within the area?
  1. If so, how active are they and what support do they provide? What groups do they support?
* How do religious or sectarian groups affect the functioning and organisation of neighbourhoods? What is the index of urban segregation?
* In what areas are activities most difficult to implement? Are there any gangs? Have there been any changes to types and levels of violence and disruption?

### In conclusion:

What are the local government’s priorities with regards to the displaced/ refugee population? What are the strategic plans that are in place/ or planned? What kind of scenario would local government like to see in place within a year’s time? What role can the international community play, if any?

### Closing questions and remarks

* Is there anything we have not asked you or discussed that you think may be relevant to us?
* Lessons from the past: Are there any lessons we can learn from the past?

1. What the lessons are and their relevance to this emergency.
2. Where to source additional information (documents/ key informant contact details).

* Now that you know what we are interested in knowing:

1. Is there anyone else you think we should speak to?
2. Is there anything we have not asked you, that you think we should know?

**Concluding the discussion**

* Highlight aspects that have been most interesting or useful to you, so the key informant can see that they have helped you.
* Remind the key informant of any documents/ contacts that they suggested sharing with you.
* Thank the key informant and organise a future meeting if needed.

**Acknowledgements:** Questions presented in this checklist have been adapted from ACF International (2010) `Identification of vulnerable people in urban environments’.