

**Survey on Water Access and Citizenship in Informal Settlements of Cape Town, South Africa
(Harris, Goldin, & EDGES team 2011)**

A. RESPONDENT DETAILS				
A.1	Verbal consent given (check)	[]	A.2	Time interview started
A.3	Questionnaire No.		A.4	Code
A.5	Neighbourhood (Khayelitsha = K + neighbourhood spec. / Philippi = P + neighbourhood spec.)			
A.6	Age (or year of birth)		A.7	Gender (circle) M / F
A.8.1	First language		A.8.2	Second language

A.9	Household roster (Starting with yourself please specify the following about every person living in this household)		
	Age	Gender	Relationship to household head (circle) 1. household head; 2. Spouse; 3. Live-in partner; 4. Child; 5. Sibling; 6. Lodger; 7. Other (specify)
A.9.1			1 2 3 4 5 6 7 _____
A.9.2			1 2 3 4 5 6 7 _____
A.9.3			1 2 3 4 5 6 7 _____
A.9.4			1 2 3 4 5 6 7 _____
A.9.5			1 2 3 4 5 6 7 _____
A.9.6			1 2 3 4 5 6 7 _____
A.9.7			1 2 3 4 5 6 7 _____
A.9.8			1 2 3 4 5 6 7 _____
A.9.9			1 2 3 4 5 6 7 _____
A.9.10			1 2 3 4 5 6 7 _____

Add additional lines for Household Roster below if necessary.

B. DEMOGRAPHICS				
B.1.1	How long have you lived in this community?		B.2.1	What province were you born in? (if B.1.1 is not always)
B.2.2	When did you first leave the place of your birth?		B.2.3	Where did you go to?
B.2.4	When did you arrive in Cape Town?		B.2.5	When did you arrive in this place where you are living now?
B.3	And how long have you lived in this particular dwelling where you are now?			

B.4	What is your marital status? (circle)	1. Single 3. Living together 5. Widowed	2. Married 4. Divorced 6. In a relationship, living separately
B.5.1	Do you have children who are not living with you in this household? If any, how many?	Y / N _____	B.5.2 If of school age, do they go to school? (circle) Y all of them Y some (boys only Y/N) N none
B.7	Are you the owner of this house?	Y / N	
B.8	Which of the following applies to you? (circle all that apply)	1. I am unemployed and not looking for work 2. I am unemployed and looking for work 3. I work full time for wages 4. I work part time for wages 5. I don't work but earn some money from selling goods regularly 6. I don't work but earn some money working for others from time to time 7. I get a government grant (if yes, then specify which grant or grants you get) _____ 8. I am still at school 9. I study full time 10. I study part time 11. Other (specify): _____	

C. WATER ACCESS				
C.1.1	From which of the following sources does this household get its water? (circle all that apply)	1. in-house connection 3. private water tank 5. public/communal standpipe or tap 7. public/communal borehole/well 9. we buy water from a vendor	2. in-yard connection 4. public/communal water tank 6. private borehole/well 8. bottle/sachet water 10 other (specify): _____	
C.1.2	Primary source of water? (indicate source number from C.1.1)			
C.3	Who primarily fetches the water for this household? (circle) (If water is from an in-house connection skip to C.6)	1. The respondent 3. Daughter/Niece 5. Mother 7. Neighbour/Friend	2. Wife/Husband 4. Son/Nephew 6. Father 8. Other (Specify): _____	
C.4	When/What time of the day is water fetched? (If water is from an in-house connection skip to C.6)			
C.5	How often was water fetched for your household in the last week? (If water is from an in-house connection skip to C.6)			
C.6.1	Does this household pay for water? (If no, skip to C.7)	Y/N		
C.6.2	Who pays for water?	1. Owner 3. Respondent	2. Head 4. We do not pay	
C.6.3	Approximately how much does this household pay for water per month?	_____ per month	C.6.4	Approximately how much of your monthly income? Between.... (circle)
				1. 1-500 2. 501-1200 3. 1201-2500 4. 2501-4000 5. 4001-6000 6. over 6000
C.7.1	For which of the following activities does this household use most water?	1. Drinking 2. Washing clothes 3. Cooking 4. Bathing/washing ourselves 5. Cleaning the house 6. Watering garden 7. Other (specify): _____		

C.7.2	For which of the following activities does this household use least water?	<ol style="list-style-type: none"> 1. Drinking 2. Washing clothes 3. Cooking 4. Bathing/washing ourselves 5. Cleaning the house 6. Watering garden 7. Other (specify): _____
C.8.1	Do you know of Free Basic Water Policy?	Y/N
C.8.2	If yes, what do you know about it?	
C.8.3	Does this household have access to Free Basic Water?	Y/N
C.8.4	If you don't get any Free Basic Water, why do you think it is so?	

D. WATER ACCESS (CONT'D) (Circle appropriate (1) answer)									
D.1	It is easy to get water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.2	The water we get is of good quality.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.3	The water tastes good.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.4	The water smells bad.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.5	The water looks clean.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.6	The water is always available.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.7	The main source of water is tested regularly.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.8	We face problems with access to regular water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

D.9	We face problems with access to clean water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.10.1	My household has to rely on illegal water connections for water access. (if the household does not on illegal water connections skip to D.11)	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.10.2	Due to illegal access, my situation with respect to water feels particularly precarious.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

D.11	I always get enough water...								
D.11.1	...for drinking.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.11.2	...for cooking.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.11.3	...for washing.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.11.4	...for bathing.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.12.1	Does this household has a plot or yard where you grow food?	Y/N							
D.12.2	I always have enough water for watering the garden?	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.12.3	If you don't get water for your garden, why do you say so?								
D.12.3	I have a good idea of how much water our household uses per day and it is approximately...	(Estimate in volumes: a bath full, number of buckets or indicate other volume that can be translated)							
D.12.3	I have no idea how much water our household uses, but I think it might be...								

D.13	I spend a significant amount of time fetching water. (if in-house or in-yard connection write N/A)	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.14	I try to economize water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.15	I reuse water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.16.1	I am proud of our municipal government because my household always is able to access water.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.16.2	I am proud of the National government because it sees that every household here has access to water all the time.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.16.3	Why did you answer as you did for the above two questions? Can you describe how you feel? (write on back if needed)								
D.17	I have disagreements with family/community members over water.	Never	Occasionally	Sometimes	Often	Don't know	Wish not to answer	NA	
D.18	I worry about a lack of water.	Never	Occasionally	Sometimes	Often	Don't know	Wish not to answer	NA	
D.19	For my household, the price of water is affordable.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.20	Water should be free for everyone.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
D.21	Everyone should pay for the water they use.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

E. WATER MANAGEMENT (Circle appropriate (1) answer)									
E.1	I am satisfied with the water services in my community.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.2	Water should be managed at the community level.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.3	The Municipal Government should be responsible for water provision.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.4	The Provincial Government should be responsible for water provision.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.5	Private companies should be involved in water management.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.6	More than one organization should be involved in water management.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.7	I know who is responsible for the water supply in this community.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.8	Water suppliers are present in the community.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.8.1	I know where the suppliers are located.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
E.9	I think the government should put more effort into providing water for my community.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

F. COMMUNITY PARTICIPATION (Circle appropriate (1) answer)						
F.1	I participate in...					
F.1.1	... /development committee(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.2	...government consultation meeting(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.3	...community association(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.4	...water committee(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.5	...District Assembly meeting(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.6	...Church activities.	Yes	No	Don't know	Wish not to answer	NA
F.1.7	...sports association(s).	Yes	No	Don't know	Wish not to answer	NA
F.1.8	...Other(s)	specify: _____				

F.2	I don't participate (or I do not participate more) in water related committees or meetings because...								
F.2.1	...I don't have time.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.2	...I don't feel that I can contribute.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.3	...I don't believe it's important.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.4	...I don't feel comfortable (I am shy/embarrassed).	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.5	...I have more important commitments/obligations.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.6	...I don't feel that my opinions are taken seriously.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.2.7	... there aren't any committees that I know about.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

If respondent DOES participate continue here, if not, skip to F.7

F.3	How often do you participate in community meetings where water issues are discussed.	Never	A few times a year	Every month	Weekly	Don't know	Wish not to answer	NA	
F.4	I participated in the last a community meeting about water issues that I was aware of.	Yes	No	Don't know	Wish not to answer	NA			
F.5	I participate less in community meetings when there is less water for my household.	Yes	No	Don't know	Wish not to answer	NA			
F.6	I participate in community meetings because...								
F.6.1	...I benefit from socializing.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.2	...I feel it's important.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.3	...I gain benefits.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.4	...I learn how things work.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.5	...I am told to do so.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.6	...I want to.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.7	...My peers will be disappointed if I don't.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.6.8	...There are opportunities for me to voice my concern and ideas regarding water supply and access in the community	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

For all respondents...

F.7	In my community we talk a lot about water related issues.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.8	I wish I could participate more in community meetings.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

F.9	I believe Municipal Government officials encourage community participation in water-related decisions.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.10.1	I know that meetings are held about water-related issues in my community.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.10.2	How often does your community meet to discuss water issues?	Never	Once a year	Every month	Weekly	Don't know	Wish not to answer	NA	
F.11	I believe that meetings about things that concern our community are open and anyone can attend/participate.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.12	I believe I can rely on my community to help with water related problems.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
F.13	Have you ever been contacted by a government official regarding water issues?	Y / N (If yes specify): _____							
F.14.1	Do you know of any development projects in your township that are dealing with water related issues?	Y / N							
F.14.2	If yes, can you tell me what you know about this project?								

G. INTANGIBLES/EMOTIONS (Circle appropriate (1) answer)									
G.1	I feel safe when I fetch water from a community water sources (stand pipe, or a tanker). (If in-house or in-yard connection skip to G.2)	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.2	I (would) feel comfortable talking to government officials regarding issues we face.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.3	I wouldn't feel comfortable talking to government officials because...								
G.3.1	...I feel shy.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.3.2	...I don't trust them.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.3.3	...I'm intimidated.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.3.4	...I don't have time.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.3.5	...I feel this would not be the right thing to do.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
G.4	To what extent do you trust people in your community?	Trust them fully	Somewhat trust them	Somewhat don't trust them	Do not trust them	Don't know	Wish not to answer	NA	
G.5	To what extent do you trust government officials?	Trust them fully	Somewhat trust them	Somewhat don't trust them	Do not trust them	Don't know	Wish not to answer	NA	
G.6	To what extent do you trust NGOs working in your community?	Trust them fully	Somewhat trust them	Somewhat don't trust them	Do not trust them	Don't know	Wish not to answer	NA	
G.7.1	Are there NGOs that deal with water issues in your area?	Y / N (If yes, please name them):							
G.7.2	To what extend do you trust those water related NGOs?	Trust them fully	Somewhat trust them	Somewhat don't trust them	Do not trust them	Don't know	Wish not to answer	NA	

G.7.3	To what extent do you think that people in your community trust one another?	Trust them fully	Somewhat trust them	Somewhat don't trust them	Do not trust them	Don't know	Wish not to answer	NA
G.8.1	If you had a problem related to water supply who would you go to? (circle all that apply)	<ol style="list-style-type: none"> 1. I would go to the local councilor 2. I would speak about it to my family and friends 3. I would go to a NGO nearby 4. I would speak to people in the church about it 5. I wouldn't do anything, I would wait for someone to sort it out 6. Other (specify): _____ 						
G.8.2	Which one do you prefer? (indicate source number from G.8.1)							

H. OPEN ENDED QUESTIONS

H.1 In what ways do women and men have different experiences regarding water access?

H.2.1 Are there some people who are more vulnerable to water issues in the community than others? who are they?

H.2.2 Why are they more vulnerable?

H.3.1 Do you think there are any negative effects on people's health due to water in this community? Why do you say this?

H.3.2 Have you personally, or anyone in your household, experienced any health effects from the water situation in this community?

H.3.3 If yes, can you tell me a bit more about that?

H.3.4. What about health affects including stress, worry, etc?

H.5 When I am able to access water, I feel...

H.6 The emotions I associate most with our households supply of water are...

H.7.1 When you can't pay for water for your household, please describe what happens.

H.7.2 If I couldn't pay for water, I would feel...

H.7.3 How does it affect you and your household when water is less available?

H.8.1 When the water is of poor quality I feel...

H.8.2 Could you describe an instance where you felt water was of poor quality?

H.9 If I were a leader in the community, regarding water issues, I would...

H.10 How does it affect your community as a whole when there is no water or when water is of poor quality?

H.11 When it seems that others know more than me when it comes to water and this makes me feel...

I. COMMUNITY CONCERNS (Circle appropriate (1) answer)								
I.1	What are the most serious concerns in your community?							
I.1.1	...crime and lack of safety.	Yes	No	Don't know	Wish not to answer	NA		
I.1.2	...drug and alcohol abuse.	Yes	No	Don't know	Wish not to answer	NA		
I.1.3	...lack of adequate sanitation.	Yes	No	Don't know	Wish not to answer	NA		
I.1.4	...lack of adequate water.	Yes	No	Don't know	Wish not to answer	NA		
I.1.5	...quality of the water.	Yes	No	Don't know	Wish not to answer	NA		
I.1.6	...quantity of the water.	Yes	No	Don't know	Wish not to answer	NA		
I.1.7	...lack of decent housing.	Yes	No	Don't know	Wish not to answer	NA		
I.1.8	...lack of transport.	Yes	No	Don't know	Wish not to answer	NA		
I.1.9	...lack of trust among community members.	Yes	No	Don't know	Wish not to answer	NA		
I.1.10	...the government doesn't care for this community.	Yes	No	Don't know	Wish not to answer	NA		
I.1.11	...people don't care about one another.	Yes	No	Don't know	Wish not to answer	NA		
I.1.12	...rape and abuse of women.	Yes	No	Don't know	Wish not to answer	NA		
I.1.13	...lack of information regarding things to do with our lives.	Yes	No	Don't know	Wish not to answer	NA		
I.1.14	...we don't feel like anyone cares about us.	Yes	No	Don't know	Wish not to answer	NA		
I.1.15	...lack of opportunity for our youth.	Yes	No	Don't know	Wish not to answer	NA		
I.1.16	...lack of opportunity for all of us.	Yes	No	Don't know	Wish not to answer	NA		
I.1.17	How would you rate the issue of water among these issues?	Very important	Somewhat important	Somewhat not important	Not important at all	Don't know	Wish not to answer	NA

I.2	Everyone is proud to live here.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.3	There is a sense of community here that I value a lot.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.4	There are a lot of possibilities to change things around here.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

I.5	I worry a lot about being here and would like to move away if I could.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.6	I have a lot of hope about the future for all of us living here.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.7.1	I am afraid for the future.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.7.2	...and I worry a lot about it	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.8	Anyone can be anything they want to be, it's up to the individual.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA
I.9	There is very little opportunity here for anyone to do the things that they value in life.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Wish not to answer	NA

H.12 Is there anything else you would like to say?

Thank you for your time. Your responses are very important to us

J. INTERVIEWER DETAILS				
J.1.1	Name of Interviewer			
J.1.2	Date of first visit			
J.1.3	Date of second visit			
J.1.4	Date of third visit			
J.2.1	Time interview started		J.2.2	Time interview ended
J.3	Respondent was...	Very cooperative	Somewhat cooperative	Somewhat not cooperative
J.4	Any other comments			