

Community Kitchens Focus Group Discussions

World Vision Zimbabwe, February 2008

Beginning and ending

Start by introducing who we are, why we are here, and what will happen with the information we collect. Emphasise that everyone's opinion is important, there are no right or wrong answers, and everyone's confidentiality will be protected.

At the end, ask whether there are any questions or suggestions that might have been left out of the discussion.

Questions

We will focus on

1. how **information** is shared
2. how beneficiaries are enabled to **participate** in the project and
3. how beneficiaries can raise **concerns/complaints**.

For each of these areas we will also ask questions to identify:

1. current **challenges**
2. suggested **improvements**

Please use the questions below for reference, but let the conversation flow. The bold questions are the main ones, the others are follow up questions to guide the discussion.

QUESTIONS FOR Community Kitchen Volunteers

1. **What do you know about WV and this project?** [I]
2. If you would like more information, who do you ask? [I]
3. What information do you share with beneficiaries (about you, about World Vision, etc)?
How do you share this information? [I]
4. If beneficiaries need more information, how can they access it? [I]
5. How often do you report to WV and how? [I, P]
6. How often does WV share updates with you and how? [I]
7. What are some of the challenges of sharing information with beneficiaries and/or communication with WV? [I]
8. **What type of improvements would you like WV to make on the information they provide and the way they provide it?** [I]
9. How were you selected for this project? [P]

- 10. How do beneficiaries participate in the project? [P]**
 - a. How do you select beneficiaries?
 - b. When can beneficiaries have a say?
 - c. What can beneficiaries influence in relation to the project?
11. How do you judge the success of the project? [P]
12. How will the beneficiaries contribute to assessing this project? [P]
- 13. What are some of the challenges to enabling beneficiaries to participate in this project? [P]**
- 14. What type of improvements could be made to enable beneficiaries to have a say in the project? [P]**
- 15. How can beneficiaries raise concerns and/or complaints about the project or its staff? [CM]**
16. What concerns and/or complaints do they raise? [CM]
- 17. What happens with this information? / How do you respond to it? [CM]**
18. How do beneficiaries know what happens with complaints they raise? [T]
- 19. What are some of the challenges to enabling beneficiaries to raise concerns?**
- 20. What type of improvements could be made so that WV addresses concerns/complaints more effectively?**

QUESTIONS FOR BENEFICIARIES

- 1. What do you know about WV and this project? [T]**
 - a. When does this project finish?
 - b. How do you get a message to WV if you wanted to?
 - c. Who are the WV staff? Who is in charge?
- 2. How did you find out this information? [T]**
3. If you would like more information, who do you ask? [T]
4. Is there any other information you would like to know? [T]
- 5. What are some of the challenges of accessing information?**

6. What type of *improvements* would you like WV to make on the information they provide and the way they provide it? [T]

7. How do you participate in the project here? [P]

8. How were you selected as a beneficiary?

9. How often do you meet with WV staff? [P]

10. What takes place in these meetings? [P]

11. Why do you think WV chose this type of project? [P]

Regarding CMs we are trying to understand if beneficiaries are able to feedback / raise issues or how they would like to do that. It sometimes helps to set a context.

Agencies are made up of people and as people we are all growing and learning with each new experience. One of the ways we learning is by others giving us feedback and direction. Each culture has a way of doing this appropriately. What does your culture do to help people learn and make good decisions?

12. Has the project here got a process where you can provide feedback or raise issues?

13. How can you raise issues about the project? [CM]

14. What type of issues have you raised so far? [CM]

15. What did the project staff do as follow up? [CM]

16. How would you prefer to raise issues about the project?

17. How would you prefer to raise more sensitive issues? What constitutes sensitive issues?

18. What would you like project staff to do as follow up? [CM]

19. What are some suggestions on how the project should receive and address your issues?

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This material can be disseminated more widely and used accordingly, provided that HAP is accredited for its development.