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# **Status Report on Gender and Inclusion Assessment for female friendly Public and Community Toilets in Babati Town Council- Manyara region**



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Cover photo: Mjini Kati Toilet Facility

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## Executive Summary

This assignment aimed at assessing gender and inclusions of public and community toilets for women in Babati Town Council - Manyara region, Tanzania. Specifically, the study aimed at a locating public and community toilet facilities in Babati Town Council, create a geo-referenced database and inventory of female-friendly public and community toilets in Babati Town and, assess selected public/community facilities in Babati Town. This report provides an analysis and evaluation of the status of female-friendly public and community toilets in Babati Town Council. It details the status of these toilets in the eight wards of the Babati Town Council.

The investigation involved identifying the public and community toilets and carrying out physical assessment for each of the identified toilets. We were able to identify five public and community toilets namely Mjini Kati market, Nyunguu or silent inn market, new bus stand toilet at Maisaka ward, and Gendi Market at Singe ward. These toilets were assessed following selected criteria such as safety and privacy, availability and affordability, maintenance, catering for menstrual and other hygiene management and requirements. The inventory, mapping and a geo-referencing exercise show that Babati Town Council, with a total population of 110,000 people, and area of 460.86 km<sup>2</sup>, has four public toilets and one community toilets, all located along the main road areas.

The assessment of the selected toilets reveals that the public and community toilet facilities in Babati Town Council are generally of poor condition. Based on Likert scale of where 1 is very bad, 2 is bad, 3 is average, 4 is good, and 5 is very good, all facilities scored zero (very bad) in terms of requirements of caregivers and parents, and four facilities scored less than two (bad) in factors affecting operators' job performance. On menstrual and other hygiene management requirements and cleanness and maintenance, two facilities, namely Gendi and Nyunguu markets toilets facilities scored less than one (very bad), where Maisaka bus stand facility scored 3.3 (average), and Bagara bus stand and Mjini Kati toilets facilities scored 3.7 (good). On safety, privacy, affordability and availability all facilities scored between 3.4 and 2.5 (average). Bagara bus stand, Mjini Kati, Maisaka bus stand toilets facilities scored between 4.1 and 5 on cleanness and maintenance, whereas Gendi and Nyunguu markets toilets facilities scored between 0 and 0.4 (very bad). All other variables assessed showed that, on average, the toilets scored somewhere between average and very bad.

The public and community toilet facilities in Babati Town Council are in poor condition due to lax in enforcement of sanitation bylaws, and lack of acceptable standards to guide toilet facilities owners and operators. Inadequate access to safe, well located, female-friendly and affordable public and community toilets is a critical challenge to many women in Babati Town Council. The situation is more serious to women travelling or visiting market places. It often results in embarrassment, discomfort and gender-based violence. The problems more often stem from the design aspects which do not consider the needs of women and girls and caregivers, leading to the construction of toilet facilities that do not meet the standards.

This calls for Babati Town Council and other health and gender stakeholders to put effort to improve the status of public toilets and bring public and community toilets facilities in the Town to an acceptable gender and inclusion standards. This could be achieved by increasing inspection frequency, and monitor operators practice and performance. Relevant authorities such as Babati Town Council and the ministry responsible for health and sanitation also need to develop gender and inclusion guideline for use in Towns such as Babati, especially on the design and construction to ensure that the important aspects are incorporated early in the design. NGOs such as WaterAid, could also engage in advocacy to promote the adoption of assessment tool by the central and local government that have already been developed and have shown success in other developing countries. However, the assessment for this report was limited to physical observation and short interviews with health officials and caretaker due COVID-19 pandemic. The social distance rules imposed during COVID-19 pandemic meant the consultant could not conduct Key informant interviews and group discussion with groups of female users.

## **List of Abbreviations**

BTC	Babati Town Council
Caretaker	A person who manages the toilet facility on daily basis
CCM	Chama Cha Mapinduzi
COVID-19	Corona Virus Disease of 2019
NM-AIST	Nelson Mandela African Institution of Science and Technology
TOR	Terms of Reference
UNICEF	United Nations Children's Fund
WASH	Water, Sanitation and Hygiene
WSUP	Water and Sanitation for the Urban Poor

## Table of Contents

Acknowledgements.....	ii
Executive Summary.....	iii
List of Abbreviations.....	iv
Table of Contents.....	v
List of Tables .....	vi
List of Figures .....	vi
List of Plates .....	vi
List of Appendices.....	vi
1. Background .....	7
2. Objectives.....	8
3. Methodology.....	8
3.1. Study Site .....	8
3.2. Survey Methods.....	8
3.3. Methodology and approach to be used.....	8
3.4. Methods of Analysis.....	9
4. Findings.....	9
4.1. Inception and tools development .....	9
4.2. Location of Public and Community Toilets in Babati Town .....	10
4.3. Status of public toilets and community toilets in Babati Town Council.....	12
4.3.1. Safety and privacy .....	12
4.3.2. Menstrual and other hygiene management requirements.....	14
4.3.3. Affordability and availability.....	15
4.3.4. Cleanness and maintenance.....	16
4.3.5. Requirements for the caregivers and parents .....	17
4.3.6. Factors affecting operators' job performance.....	18
4.4. Overall status of selected public facilities in Babati Town Council.....	18
4.5. Limitations of the study .....	18
5. Conclusions and recommendations .....	20
6. References .....	21
7. Appendices.....	- 22 -

## List of Tables

Table 1: Methods .....	9
Table 2. List of public and community toilets in BTC .....	11
Table 3. Georeference points for public and community toilets in BTC .....	11
Table 4. Safety and security indicators scores for public and community toilets in Babati Town Council....	13
Table 5. Menstrual hygiene management and other hygiene requirements .....	14
Table 6. Toilet facility affordability and availability .....	16
Table 7. Overall status of selected public facilities in Babati Town Council .....	19

## List of Figures

Figure 1. Babati Town Council map showing public and community toilet facilities.....	10
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## List of Plates

Plate 1. Public toilet at the Old Bus stand, at the Central Business District, Babati Town. (The facility has a septic tank and the faecal sludge is being emptied regularly).....	12
Plate 2. Public Toilet at the Gendi Market at Singe Ward. (The facility does not have a septic tank, rather it has a pit). .....	12
Plate 3. The cubicles of toilets with solid doors to ensure safety and privacy at Maisaka man bus stand. (The hand washing stations are outside the cubicles on the corridor). .....	13
Plate 4. Waste bins placed outside the cubicles at the main market toilet facility (The waste were used for all types of waste, there are no mirrors).....	15
Plate 5. The number of cubicles for male and females were the same at the main market at mjini kati. ....	16
Plate 6. Visible rubbish and poor maintenance seen at Gendi market toilet facility. (The open twice per month, and the toilets is only cleaned when the toilet is operational). .....	17

## List of Appendices

Appendix 1. Female friendly toilets assessment tool kit.....	- 22 -
Appendix 2. Location, visibility and accessibility .....	33
Appendix 3. Separate male and female units, entry, clear signs and good ventilation .....	33
Appendix 4. Ventilation and attendants .....	34
Appendix 5. Solid structures .....	34
Appendix 6. Accessibility for disabled persons .....	35
Appendix 7. Water and hand washing units.....	36
Appendix 8. Soap and hand drying facilities .....	36
Appendix 9. Hooks/ledges for hanging clothes/menstrual products and mirrors .....	36
Appendix 10. Pad/tampons availability and management .....	37
Appendix 11. Facility cleanness and maintenance .....	38
Appendix 12. Caregiver facilities.....	38
Appendix 13. Factors affecting operators' job performance.....	39

## 1. Background

Water, sanitation and hygiene (WASH) services is among the essential and basic needs for human health and wellbeing (Reed et al, 2018). Despite the joint efforts to improve such services globally, little consideration has been given to the specific sanitation needs for females and people with disabilities. As a result, majority of people on this vulnerable groups remains without access to user-friendly toilets that can assure them adequate privacy, comfort, security and convenience among other things (Schmitt et al., 2018 ). Both men and women need adequate access to water, sanitation and hygiene services. However, their needs differ in one way or another due to cultural, biological, physiological and social realities (UNICEF, 2018). For example, women may need toilets with more water and enough space especially when they are on their menstrual periods. Besides, women needs toilets with doors and locks more than men do for security reasons. Ensuring female-friendly toilets are in place is therefore paramount to reducing gender -based violence, discrimination and psychological stress of women needing WASH services.

A female-friendly toilet is defined as a safe and conveniently located toilet, separated by gender (if communal or public), which provides privacy (doors, locks), a culturally appropriate menstrual waste disposal option (trash bins, chutes, pits), water and soap is available for washing blood off one's hands (water tap or bucket), suitable drainage and accessibility both during the day and night (area and internal lighting) (WaterAid/UNICEF/WSUP, 2018). A female-friendly toilet guide directs planners and decision makers globally to ensure the following when planning for such toilets; They should 1) Be safe and private: be in a safe location; have a clearly marked female toilet section with a separate entrance; have good lighting; have trained male and female attendants; have robust, private cubicles, 2) Cater for menstrual and other hygiene requirements by providing: water and soap; hooks, shelves and mirrors; access to menstrual products; means for washing and/or disposal of menstrual products, 3) Be accessible to all users: be at a reasonable distance from homes or activity centres; be reachable via an accessible path; have at least one cubicle accessible to all users, 4) Be affordable and available when needed: have enough cubicles to avoid long queues, which means allocating extra space and cubicles for women; be open when needed; have an affordable tariff or be free, 5) Be well maintained and managed: have adequate management arrangements and cleaning and maintenance budgets; have safe management of faecal, liquid and solid waste and , 6) Meet the requirements of caregivers and parents: have a baby changing station; have a family-friendly cubicle. However, assessments of public and community toilets in growing towns across sub-Saharan Africa including Babati town to ensure the toilets meet these standards are rarely done.

The lack of both assessments of, and availability of, female-friendly public and community toilets have been subjecting women to several challenges including psychosocial stress, violence, sexual assault and even raping, when on the need of such services. The challenges are more critical when accessing public or community sanitation and hygiene services. Study done in Kenya for example, reported women feeling unsafe while accessing public sanitation and hygiene services (Corburn et al., 2015). Improved environmental conditions including access to a better toilet facility are also significantly associated with reduced social conflicts and stress among women (Sahoo et al., 2015 ). Lack of privacy and security while accessing sanitation and hygiene services, has been reported to be associated with sanitation-related stress in women (Hulland et al., 2015). Again, women may be subjected to violence or sexual harassment/assault and rape while practicing sanitation related behaviours (Reddy, 2017; Schmitt et al., 2018). However, having female-friendly sanitation services could reduce these challenges and barriers women have been facing when accessing such services.

Tanzania just like many other developing countries aims to achieve the Sustainable Development Goal of ensuring universal access to basic sanitation and hygiene services to all by 2030. However, the efforts have been slowed down by a number of challenges including limited resources, lack of political interest on sanitation and hygiene issues, rapid urbanization and mushrooming of unplanned settlements (Benova et al., 2014). As a result, WASH associated challenges continue to pose threat among women and girls when accessing WASH services. Besides, the effort and measures taken to reduce and eliminate the COVID-19 pandemic could remain a challenge in Tanzania and other developing countries where WASH services are inadequate and inaccessible. The most hit could be small towns in sub-Saharan Africa such as Babati town that is rapidly transforming and urbanizing without planned settlements and management systems in place; such as water, sanitation and hygiene services to serve the growing population. Water, sanitation and hygiene situation in Babati Town Council is still poor despite the ongoing national campaigns to improve the sanitation condition and hygiene behaviours (WaterAid Report, 2018).



According to baseline survey done in this area, the most common types of sanitation facilities are pit latrines with a slab (42%) and flush/pour flush toilets (32%) (Mshida et al., 2020)

This is a report of the assignment carried out at Babati Town Council (BTC) to assess the status of the female friendly toilets and their locations. The assignment required about 14 days to be completed, and was done according to the provided terms of references provided by the client. Detailed terms of references stated that the exercise aimed at helping local level planners and decision makers in designing and promoting public and community toilets suited to the requirements of female users.

## **2. Objectives**

The main objective of this study was to assess how female friendly and inclusive public and community toilets in Babati Town Council Manyara region, Tanzania are. Specifically, the study aimed at: i) locating public and community toilet facilities in Babati Town Council ii) create a geo-referenced database and inventory of female-friendly public and community toilets in Babati Town and, iii) conduct assessment of selected public/community facilities in Babati Town.

## **3. Methodology**

### **3.1. Study Site**

Babati, Town is among the fast growing towns in Tanzania and it is situated within the East African Rift Valley. Its estimated population is 110,000 people, living within an area of 460.86 km<sup>2</sup>. Economic activities of Babati are primarily agriculture and small business. The Babati Town Council (BTC) has 8 administrative wards namely: Babati, Bagara, Bonga, Singe, Nangara, Mutuka, Sigino and Maisaka.

### **3.2. Survey Methods**

Based on the prevailing COVID 19 pandemic challenges, the study methodology was refined as opposed to the proposed methodology earlier. The study used total enumeration (Census) technique to identify and assess public and community toilets in Babati Town Council. The public toilet was defined as toilets built in public places such as markets and bus stand, and that are intended to be available for use to all individuals. Whereas, community toilets were defined as toilets constructed in community areas by a particular community or group of people, and was intended to be available for use by a defined group of people or community only. Toilets in schools, religious buildings and public offices were not included in the survey because it was out of the scope of influence of this study.

Public and community toilet facilities were identified by district and ward health officials, and through a thorough review of public health records. The physical assessment of each of the identified toilet facility was conducted by both male and female consultants for male and female sections of the toilets respectively. The consultant conducted physical assessments of the toilet facilities and interviewed caretakers<sup>1</sup> using a questionnaire guide (checklist) installed in KoBo Toolbox, a free open-source tool for mobile data collection (Appendix 1). The consultants spent about three hours in each of the identified toilet facility to assess and observe various factors/indicators for female friendliness and accessibility of the toilets. We referred to the assessment criteria proposed by WaterAid, and accessed at <https://washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers>. However, the proposed assessment was adjusted to meet local situation and context.

### **3.3. Methodology and approach to be used**

The ToR had a very detailed and clear objectives and deliverables required from this work. The consultant used quantitative and qualitative research methods, including participatory observation and physical assessment to collect data. For georeferencing, the consultant used Kobo toolbox, a mobile-based data collection tool that allows researcher to store unlimited data freely on the cloud.

Table 1, below describe methodology that was used to collect data during the field survey.

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<sup>1</sup> A person who manages the toilet facility on daily basis

**Table 1: Methods**

Objective	Activity	Methods of data collection	Tools for Data Collection
Locate public and community toilets in Babati Town	Identify public and Community toilets	Review of secondary data; discussions with health officials at district, ward and street/village level; Field visits	Discussions with health officials at district, ward and street/village level
Create a geo-referenced database and inventory of female-friendly public and community toilets in Babati Town	Identify female-friendly public and community toilets in Babati Town	Review of secondary data; discussions with health officials at district, ward and street/village level; field visits	Discussions with health officials at district, ward and street/village level
	Map female-friendly public and community toilets in Babati Town	Field survey; physical assessment/observation; field visits	Mobile-based KOBO tool with GPS software
Conduct assessment of selected public/community facilities in Babati Town.	Select public/community facilities in Babati Town.	Review of secondary data; discussions with health officials at district, ward and street/village level; field visits	Assessment tool programmed in Mobile-based KOBO tool with GPS software
	Assess selected public/community facilities in Babati Town.	Field survey; physical assessment/observation	Assessment tool programmed in Mobile-based KOBO with GPS software

### 3.4. Methods of Analysis

The objective of conducting assessment of the public and community toilets in Babati Town Council (BTC) required further analysis to come up with meaningful details regarding the status of the toilets. However, Tanzania do not have standards guidelines for defining and assessing gender inclusion in public and community toilets. In the absence of these standards, this study adopted and modified standards for public and community toilets used by Guthi, WaterAid Nepal (Not dated), which was also developed based on Female-Friendly Toilet guide proposed by WaterAid. The assessment of public and community toilets female friendliness and inclusiveness therefore considered following components: 1) Safety; 2) menstrual health and hygiene; 3) accessibility; 4) affordability and availability; 5) maintenance and management; 6) requirement for caregivers and parents; and 7) factors affecting operators job performance. Each of these criteria comprised several indicators that were assessed independently using absence or presence (Yes or No) score. Thereafter, the score for each indicator was aggregated and contributed equal weight to the total score for each factor. The total score was then converted to a five-point Likert scale, ranging from very bad to very good, where 1 is very bad, 2 is bad, 3 is average, 4 is good, and 5 is very good (all points are rounded up to nearest tenth). For example, safety comprise five factors, and each of these factors have several indicators. The indicators was assessed separately on presence or absence criteria, and the total score were then converted into Likert scale of 1 – 5 (see Appendix 1– 6 and Table 4).

## 4. Findings

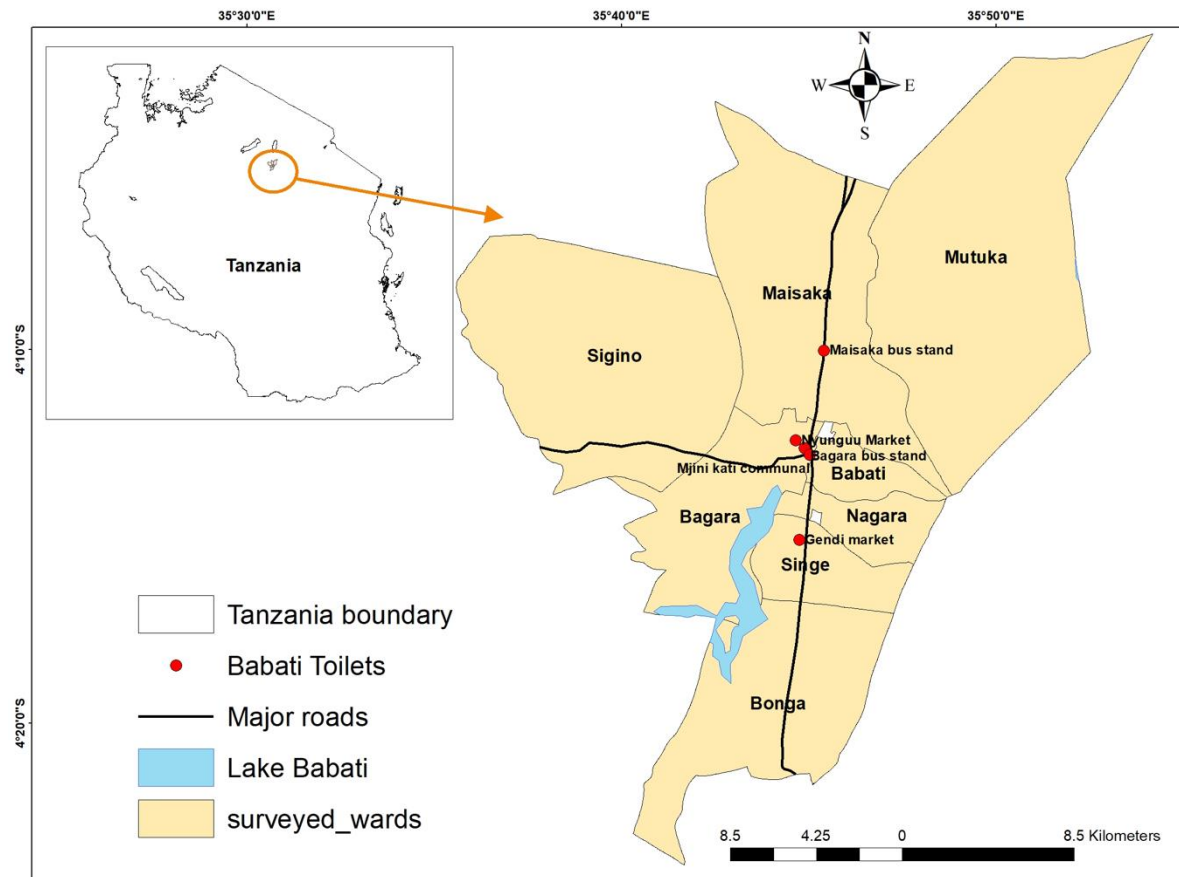
Expected deliverables for the assignment includes among others the: inception report and tools for assessment development, Data and field notes from assessment of toilet facilities and interactions with female users, Location and georeference database of the public and community toilets at Babati Town Council and a final report comprising the findings from the assessment. We were able to achieve the intended deliverables, and the next sections details each of them as expected in the ToR.

### 4.1. Inception and tools development

The first task was to carry out an inception, where we were supposed to understand the ToR, customize methods, tools, identification of key actors, sample size calculation, agreement on the methodology to use during the survey. These were achieved successfully and have led to the completion of the following sections as they depended much on the first work package.

#### 4.2. Location of Public and Community Toilets in Babati Town

The consultant was able to collect and review the reports, held discussion with health officers and key office actors at BTC and was able to identified four public toilets and one community toilets in Babati Town Council (Table 2). All public and community toilets facilities were found in urban wards. Four facilities are owned by the public, and one is owned by a community. All toilets are located along the main road (Arusha – Dodoma road), indicating that the demand for public and community toilets are within the main road areas where there is a high population of people conducting different income earning activities during the day time (Figure 1).



**Figure 1. Babati Town Council map showing public and community toilet facilities**

None of the toilers were found to be open for 24 hours. Additionally, the consultant was able to carry out the physical assessment and mapped the toilets using geo-referencing (Table 1).Data base of the georeference and the female friendly toilets selected for assessment have been created, and are made available for future references. The map is provided in Figure 1.

**Table 2. List of public and community toilets in BTC**

S/No.	Ward Name	Ward type	Street name:	Type of facility	Type of public toilets	Ownership Type	Name of the owner	Operator name	Targeted users
1	Bagara	Urban	Oysterbay	Public toilet	Bust stand	Public	CCM	CCM	Shop owners, travelers, public transport drivers (Motorcycles, tax, daladala etc.)
2	Babati Town	Urban	Mjini kati	Community toilet	Communal	Communal	Association of main market vendors	Association	Market vendors
3	Maisaka	Urban	Maisaka A	Public toilet	Bust stand	Public	BTC	Private company	Travelers, vendors
4	Singe	Urban	Gendi	Public toilet	Market	Public	BTC	Private company	Shoppers, vendors
5	Bagara	Urban	Nyunguu	Public toilet	Market	Public	BTC	Private company	Vendors

**Table 3. Georeference points for public and community toilets in BTC**

Ward name	Street name	Facility name	GPS: latitude	GPS: longitude	GPS: altitude	GPS: precision
Bagara	Oysterbay	Bagara bus stand	-4.210463333	35.74822333	1326.2	5
Babati Town	Mjini kati	Mjini kati communal	-4.213626667	35.75042	1342.3	5
Maisaka	Maisaka A	Maisaka bus stand	-4.166963333	35.75683167	1251.7	5
Singe	Gendi	Gendi market	-4.251381667	35.745845	1375.1	4.9
Bagara	Nyunguu	Nyunguu Market	-4.207093333	35.74429167	1273.3	4.9

#### 4.3. Status of public toilets and community toilets in Babati Town Council

One of the major tasks was to identify and assess public and community toilets in BTC. The consultant identified a total of five public and community toilet facilities in BTC (Plate 1 and 2), and carried out physical assessment on all of the identified toilet facilities. The features assessed include safety and privacy, cater for menstrual and other hygiene management requirements, accessible to all, affordable and available when needed, meet requirements for caregivers and parents, as well as well-maintained and managed. The consultant also conducted interviews with caretakers operating each of the toilet to collect information on issues that cannot be observed or assessed physically, such as caretakers salaries, working condition etc. The sections that follow provide detailed analysis the assessment of each of toilet facility.



Plate 1. Public toilet at the Old Bus stand, at the Central Business District, Babati Town. (The facility has a septic tank and the faecal sludge is being emptied regularly)



Plate 2. Public Toilet at the Gendi Market at Singe Ward. (The facility does not have a septic tank, rather it has a pit).

##### 4.3.1. Safety and privacy

For the toilets to be female-friendly in terms of safety and privacy, certain factors need to be considered. Such factors include among others the: Location; visibility and accessibility; separate male and female units; separate entry for male and female units; clear signs that differentiate male and female sections; good lighting; ventilation; gender of attendants; and solid structures (Plate 3).



Plate 3. The cubicles of toilets with solid doors to ensure safety and privacy at Maisaka man bus stand. (The hand washing stations are outside the cubicles on the corridor).

The factors were assessed using a score of presence or absence criteria (Appendix 1 - 6). The aggregated score for each criterion converted to Likert scale shows that on safety and privacy, all public and community toilets facilities can be categorized as average (Table 4).

**Table 4. Safety and security indicators scores for public and community toilets in Babati Town Council**

S/No.	Facility name	Location, visibility and accessibility	Separate male and female units, entry, clear signs and good ventilation	Ventilation and attendants	Solid structures	Access for disabled persons	Likert Score
1	Bagara bus stand	4 / 4	3 / 4	6/6	9/11	3/12	3.4
2	Mjini kati communal	4/4	3/4	5.5/6	9/11	3/12	3.3
3	Maisaka bus stand	4 / 4	4/4	5/6	9/11	2/12	3.2
4	Gendi market	4/4	4/4	2/6	9/11	3/12	3
5	Nyunguu Market	4/4	3/4	3/6	11/11	3/12	3.2

The physical assessment revealed that all public and community toilets do not have structures to support persons with disabilities to use them. However, all the toilets facilities had solid gates that could be locked from inside ensuring safety for users. On attendants, these were not trained, and some of the toilets such as one at Gendi market, Nyunguu market, and the main bus stand, only male caretakers were present compromising the safety of

females in their sections. On the other hand, all toilets had clear signs of male and female sections with entrances far apart from each other. This implies that, in terms of safety, we can therefore conclude that the assessed public and community toilets can be categorised as average for female friendliness.

#### 4.3.2. Menstrual and other hygiene management requirements

Babati Town Council public and community toilets were assessed in terms of ensuring that they can cater for menstrual and other hygiene management requirements. Aspects considered included: presence of water and handwashing facilities; soap for hand washing and hand drying facilities; hooks and ledges for hanging clothes and keeping menstrual products safe; mirrors for self-adjustment after using a toilet; and pad/tampons availability and management. A similar score of factors and indicators were done, and the detailed assessment scores are shown in Appendix 7 - 10. For each facility, the aggregated total score for each indicator converted to Likert scale shows that, on menstrual and other hygiene management requirements, Gendi and Nyunguu market toilet facilities are in very bad conditions, Maisaka can be categorised as average and the remaining two facilities are in good condition (Table 5 **Error! Reference source not found.**). This means, Bagara bus stand and Mjini kati communal toilets facilities have good toilets that are female friendly in terms of catering for menstrual and other hygiene requirements, Gendi and Nyunguu market have very bad conditions, and Maisaka bus stand (main bus stand) can be categorised as average. Water and soap was absent at Gendi market and Nyunguu market, meaning the two toilets do not support menstrual hygiene effectively.

**Table 5. Menstrual hygiene management and other hygiene requirements**

S/No.	Facility name	Water and hand washing units	Soap and hand drying facilities	Hooks/ledges for hanging clothes/menstrual products and mirrors	Pad/tampons access and management	Likert Score
1	Bagara bus stand	5/5	3/4	1/4	8/10	3.7
2	Mjini kati communal	4/5	3/4	1/4	8/10	3.7
3	Maisaka bus stand	5/5	3/4	0/4	7/10	3.3
4	Gendi market	0/5	0/4	0/4	0/10	0
5	Nyunguu Market	2/5	0/4	0/4	0/10	0.4

The assessment revealed that the public and community toilets in Babati Town Council did not have menstrual products in a visible place, however several shops for most of the toilets were around in a walking distance of not more than 30 meters for those in need of the products to buy them. Also, there were no hooks and ledges for keeping clothes off the floor. Only the toilets at the main market had mirrors at the handwashing taps, while the rest did not have mirrors. Waste bins for keeping the menstrual products were not located inside the cubicles, rather they were found along the corridors where mixed wastes could be thrown (Plate 4).





Plate 4. Waste bins placed outside the cubicles at the main market toilet facility (The waste were used for all types of waste, there are no mirrors).

#### 4.3.3. Affordability and availability

Public and community toilets affordability and availability is another important aspect that was considered when carrying out the assessment. This aspect considered the following: affordable fees; equality in use fees; opening and closing displayed for the public/user to see; and the number of toilets cubicles. A female friendly public and community toilets will have these features appropriate for users. All public and community toilet facilities in Babati Town Council can be categorised as average (Table 6 **Error! Reference source not found.**). However, it was observed that for all the toilets assessed, the number of female and male cubicles were equal. This therefore contradicts with the fact that females usually will spend more time and need more cubicles to ensure that all are served within the shortest time (Plate 5).





Plate 5. The number of cubicles for male and females were the same at the main market at mjini kati.

Also, the opening and closing time, the amount of the fees to be paid were not displayed for the users to see, rather these facts were with the fees collectors. Cubicles for males and females were essentially of the equal size, and hence compromising the more space needed by females. Therefore, we can categorise all public and community toilets facilities assessed in Babati Town Council as being average in terms of affordability and availability.

**Table 6. Toilet facility affordability and availability**

Facility name	Affordable fees	Use fee are same for males and females	Opening and closing time displayed	Enough toilet cubicles women	Total score	Likert Score
Bagara bus stand	Yes	Yes	No	No	2/4	2.5
Mjini kati communal	Yes	Yes	No	No	2/4	2.5
Maisaka bus stand	Yes	Yes	No	No	2/4	2.5
Gendi market	Yes	Yes	No	No	2/4	2.5
Nyunguu Market	Yes	Yes	No	No	2/4	2.5

#### 4.3.4. Cleanness and maintenance

A clean and well cleanable toilet is especially very important for females who will have to touch more surfaces or store hygiene products. Assessment for cleanness and maintenance considered the following: Cleanliness inside

the toilet on the floor/wall (including menstrual waste, other solid wastes, water split, waterlogged floors, and stains on wall) and cleanliness in the surrounding environments (including visible rubbish, visible human faeces, visible animal faeces, visible signs of urines, and surrounding waterlogged)(Plate 6). The indicators were assessed and scored using presence or absence (Yes or No). The aggregated total score for each indicator converted to Likert scale shows that on maintenance and management, Gendi and Nyunguu markets toilet facilities are in very bad conditions, Bagara bus stand facility is good, and Mjini kati and Maisaka bus stand can be categorised as very good (Appendix 11). Waste should regularly be removed and toilets should be as close to water supply as possible. To ensure sustainability a clear management arrangement should be in place. This aspect was observed at the main bus stand at Maisaka bust stand toilets facility, where agents for cleaning and revenue collection are separate.



Plate 6. Visible rubbish and poor maintenance seen at Gendi market toilet facility. (The open twice per month, and the toilets is only cleaned when the toilet is operational).

#### 4.3.5. Requirements for the caregivers and parents

Requirements for caregiver and parents considered the following: Baby changing station/place available; smaller toilets at lower height; lower height hand washing stations; enough space for the caregiver; and instructions for: using dustbin, closing taps, using toilet seat, closing doors, and washing hands. The indicators were assessed and scored using presence or absence (Yes or No). The aggregated total score for each indicator converted to Likert

scale shows that onrequirements for the caregiver and parents, all public and community toilet facilities can be categorised as very bad (Appendix 12).All toilets did not meet the criteria of having at least one cubicle large enough to handle babies and their caregiver or parents.

#### **4.3.6. Factors affecting operators' job performance**

Factors affecting operators' job performance was assessed based on the following indicators: Availability of cleaning and protective materials; availability of maintenance supplies and feedback mechanism; staff regular breaks e.g. lunch; sick leaves; working chair and bench; reasonable working hours; health insurance; protection against unruly customers; staff paid living wage; and timely salary payments. The aggregated total score for each indicator converted to Likert scale shows that onfactors affecting operators' job performance, four toilets facilities in Babati Town Council, namely, Mjini kati, Maisaka bus stand, Gendi and Nyunguu markets are in very bad condition, whereas Bagara bus stand facility be categorised as bad (Appendix 13).

#### **4.4. Overall status of selected public facilities in Babati Town Council**

The cumulative Likert scale score show that, all Babati Town Council public and community toilets facilities are either in very bad condition or on average standard. Gendi market and Nyunguu markets toilets facilities were in very bad condition, whereas the remaining three facilities, namely Bagara bus stand, Mjini kati, Maisaka bus stand were in average condition. The summarized total score is as shown in Table 7.

#### **4.5. Limitations of the study**

The study was limited by COVID-17 social distancing restriction. The consultant was not able to conduct KII interviews and FGDs with female users, which would have provided useful information of issues that could not be physical observed such as caretakers attitude toward users or abuse incidences.

**Table 7. Overall status of selected public facilities in Babati Town Council**

Facility name	Safety and privacy	Menstrual hygiene management and other hygiene requirements	Affordability and availability	Cleanness and maintenance	Requirements of caregivers and parents	Factors affecting operators' job performance	Likert score	Status
Bagara bus stand	3.4	3.7	2.5	4.1	0	2.1	2.6	<b>Average</b>
Mjini kati communal	3.3	3.7	2.5	5	0	1.3	2.6	<b>Average</b>
Maisaka bus stand	3.2	3.3	2.5	5	0	0.8	2.5	<b>Average</b>
Gendi market	3	0	2.5	1	0	0.4	1.2	<b>Very bad</b>
Nyunguu Market	3.2	0.4	2.5	0.5	0	0	1.1	<b>Very bad</b>

## **5. Conclusions and recommendations**

Public and community toilet facilities in Babati Town Council are generally of poor condition. On Likert scale of 1 – 5, on being very bad and five being very good, all public toilets scored very low in terms of requirements of caregivers and parents and factors affecting operators' job performance. Menstrual and other hygiene management requirements, and cleanness and maintenance were verybad in Gendi and Nyunguu markets toilets facilities. Safety and Affordability and availability was average in all public and community toilet facilities in Babati Town Council, yet do not meet the required standards. Bagara bus stand, Mjini Kati, Maisaka bus stand toilets facilities scored well only on cleanness and maintenance. All other variables assessed reveals that, on average, the toilets scored somewhere between average and very bad.

The public and community toilet facilities in Babati Town Council are in poor condition due to lax in enforcement of sanitation bylaws, and lack of acceptable standards to guide toilet facilities owners and operators. Babati Town Council and other health and gender stakeholders, therefore, need to put effort to improve the status of public toilets tobring public and community toilets facilities in the Town to an acceptable gender and inclusion standards. This could be achieved by increasing inspection frequency, and monitor operators practice and performance. Relevant authorities such as Babati Town Council and the ministry responsible for health and sanitation also need to develop gender and inclusion guideline for use in Towns such as Babati. NGOs such as WaterAid, could also engage in advocacy to promote theadoption of assessment tool by the central and local government that have already been developed and have shown success in other developing countries.

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## 7. Appendices

### Appendix 1. Female friendly toilets assessment tool kit

#### A: General Information

<b>District Name:</b>	1: Babati Town Council
<b>Ward Name:</b>	1: Babati Town 2: Bagara 3: Bonga 4: Maisaka 5: Mutuka 6: Nangara 7: Sigino 8: Singe
<b>Ward Type:</b>	1: Urban 2: Peri-Urban 3: Rural
<b>Street/Village name:</b>	
<b>Date:</b>	
<b>Time:</b>	
<b>GPS:</b> (Accuracy 4m or below)	
<b>Data collector code:</b>	

**B: Facility information**

1. Type of facility:	1: Public toilet 2: Community toilet (Go to question 3)
2. Type of public toilets:	1: Bust stand 2: Market 3: Primary School 4: Secondary School 5: Vocational training college 6: College or University 7: Government Office 8: Private Health facility/hospital 9: Government Health facility/hospital 10: Hotel/Restaurants 99: Other, Specify
3. Ownership Type:	1: Public 2: Private 3: Communal
4. Name of the institution/authority/person who owns the facility:	
5. Name of the institution/authority/person who manage the facility:	
6. Name of the facility or code (In case of multiple in one location):	
7. Number of caretakers:	
8. Supervisors' name:	
9. Supervisors' telephone No.	



**A: Users/Customer Information**

1. Type of customers/users: (List all targeted customers e.g. travelers)						
2. Average number of users per day						
3. Average number of female users per day						
4. Toilet opening hours:				From:		
				To :		
5. Pick hours:					1:Yes 2:No (Go to Section D)	
	Morning hours	From:		TO:		
	Afternoon hours	From:		TO:		
	Evening hours	From:		TO:		

**A: Assessment**

Category	Indicators	Answer
Safety	1. Located in a non-isolated place with easy access to road or a reasonably high traffic area	1:Yes 2:No
	2. How far is the toilet from the settlement [Should only appear if communal toilet]	1: Within 25 m 2: Between 25 m but below 50 m 3: Between 50 m but below 75 m 4: Between 75 m but below 100 m 5: Above 100 m
	3. How far is the toilet from the commercial area, market, bust stand [Should only appear if public toilet]	1: Within 25 m 2: Between 25 m but below 50 m 3: Between 50 m but below 75 m 4: Between 75 m but below 100 m 5: Above 100 m
	4. Toilet visible by general public	1:Yes 2:No
	5. Toilet accessible	1:Yes 2:No
	6. Separate male and female toilets	1:Yes 2:No (Go to Question No. 9)

Category	Indicators		Answer
	7. Separate entrance for male and female toilets		1:Yes 2:No
	8. Clear signs that differentiate male and female sections of the toilet		1:Yes 2:No
	9. Good Lighting: The inside of the toilet and the exits and walkways are well lit at all times		1:Yes 2:No
	10. Ventilation present		1:Yes 2:No (Go to Question No. 13)
	11. Ventilation type [may feel multiple]		1: Window 2: Exhaust fan 3: Open plan (no roof in the complex) 99: Other, Specify
	12. Ventilation compromise safety and privacy		1:Yes 2:No
	13. People from outside cannot see or hear inside the toilet		1:Yes 2:No
	14. Attendants present		1: Yes, separate one female section 2: Yes, common caretaker for male and female 3: No
	15. Gender of attendants for female sections		1: Female only 2: Male only 3: Both, male and female
	16. Attendants sensitive to female needs		1:Yes 2:No
	17. Solid Structures	a. Walls	1:Yes 2:No (Go to Question c)
		b. Walls cannot allow people to see inside	1:Yes 2:No
		c. Roof	1:Yes 2:No (Go to Question e)
		d. Roof has no holes	1:Yes 2:No
		e. Main entrance have a door/gate	1:Yes 2:No (Go to Question g)
		f. Main entrance door open inward and outward	1:Yes 2:No
		g. Toilet cubicles have doors	1:Yes 2:No (Go to Question i)

Category	Indicators	Answer
	h. Toilet cubicles doors can be safely locked from inside	1:Yes 2:No
	i. Windows	1:Yes 2:No (Go to Question 18)
	j. Windows cannot comprise safety	1:Yes 2:No
	k. Windows cannot comprise privacy	1:Yes 2:No
Menstrual Health and Hygiene	18. Handwashing unit present	1:Yes 2:No (Go to Question 21)
	19. Number of hand washing units	
	20. Water source at the hand washing unit [may select multiple answers]	1: Tap water 2: Kibuyuchirizi 3: Bucket 99: Other, specify
	21. Water available both inside the cubicle and outside at hand washing station	1:Yes (Go to question 24) 2:No
	22. Water available inside the cubicle only	1:Yes (Go to question 24) 2:No
	23. Water available outside at hand washing station only	1:Yes 2:No
	24. Water storage tank	1:Yes 2:No (Go to question 26)
	25. Volume of water storage tank [Total if more than one]	
	26. How water provided in the toilet cubicle [may select multiple answers] [Should only appear if water available in the cubicle toilet]	1:Tap 2:Bucket 3:Faucet jet spray 4: Butterfly jet spray 99:Other, specify
	27. Soap available at handwashing station [Should only appear if there is hand washing station]	1:Yes 2:No (Go to question 30)
	28. Type of soap [may select multiple answers]	1:Liquid soap 2: Bar soap 3:Powder soap 99: Other, Specify
	29. Type of liquid soap container [Should only appear if liquid soap is listed]	1: Readymade soap dispenser 2: Homemade liquid soap container (e.g. used bottles) 99: Others, specify

Category	Indicators	Answer
	30. Hand drying facilities	1:Yes 2:No (Go to question 33)
	31. Type of hand drying facilities [may select multiple answers]	1: Hand dry 2: Tissue 3: Towels
	32. Hand drying facilities compromise hygiene	1:Yes 2:No
	33. Provision for Pad/tampons disposal	1:Yes 2:No (Go to question 40)
	34. Pad/tampons disposal bin well covered	1: Yes 2: No (Go to question 36)
	35. Pad/tampons disposal bin cover can easily be opened	1: Yes 2: No
	36. Pad/tampons disposal bin well labeled	1: Yes 2: No (Go to question 38)
	37. Type of label used for pad/tampons disposal bins [may select multiple answers]	1: Written 2: Drawings 3: Colors 99: Other, specify
	38. Pad/tampons disposal bin is different from other waste bins	1: Yes 2: No
	39. Location of pad/tampons disposal compromise privacy	1: Yes 2: No
	40. Pads/Tampons available to use or buy for toilet users	1:Yes 2:No (Go to question 46)
	41. Pads/Tampons available	1:Available for free 2:Available for sell 3:Available for both for free and sell
	42. How are pads/tampons accessed [may select multiple answers]	1: Vending Machine 2: Open cupboard 3: Provided on requesting the caretaker
	43. Pads/tampons sold at: [shall not appear if provided for free only]	1:Market prices (Go to question 46) 2:Lower than market price 3: Higher than market price (Go to question 45)
	44. How much lower? [shall not appear if provided for free]	
	45. How much higher? [shall not appear if provided for free]	
	46. Hooks and ledges for hanging clothes, keeping belongings off the floor or keeping menstrual products on a clean surface	1:Yes 2:No

Category	Indicators		Answer
	47. A mirror above hand washing stations to help adjust clothing and caters for self-care requirements.		1:Yes 2:No
	48. Full size mirror		1:Yes 2:No (Go to question 50)
	49. Ensure the mirror's position does not enable people outside to see into the toilet section.		1:Yes 2:No
	50. Bathing units		1:Yes 2:No (Go to question 53)
	51. How many bathing units		
	52. How water is provided in the bathing units [may select multiple answers]		1: Shower 2: Bucket 99: Other, specify
Accessible for all	53. Located reasonably close to the targeted consumer (within walking distance)		1:Yes 2:No
	54. Toilet cubicle for the disabled		1:Yes 2:No
	55. Path to the toilet block and cubicle is well lit and wide enough, at least 1.2m and ideally 1.8m		1:Yes 2:No
	56. Path is flat where possible, even, unobstructed and non-slip. Where ramps are used, the gradient is no more than 1 in 15 inches.		1:Yes 2:No
	57. Separate cubicles for wheel chair users		1:Yes 2:No
	58. Type of seat		1:Squatting 2:Seating
	59. Handrails to support use of ramp		1:Yes 2:No
Affordable and available	60. User pay to use the toilet		1:Yes 2:No (Go to question 68)
	61. Affordable fees		1:Yes 2:No
	62. Toilet use fee are same for males and females		1:Yes 2:No (Go to question 64)
	63. What are the cost for:	a. Urination	
		b. Defecation	
		c. Bathing	
		d. Washing	
	64. What are the cost for males:	a. Urination	
		b. Defecation	

Category	Indicators		Answer
		c. Bathing	
		d. Washing	
	65. What are the cost for female:	a. Urination	
		b. Defecation	
		c. Bathing	
		d. Washing	
	66. Language used to display user charges:		1: Swahili 2: English 3: Both Swahili and English 99: Other, Specify
	67. Caretakers (who are usually female) of children or elderly or disabled who use the toilet are not charged		1:Yes 2:No
	68. Opening/Closing time is consistent with the need for the public toilet users		1:Yes 2:No
	69. Opening and closing time are displayed at or near the entrance		1:Yes 2:No (Go to question 71)
	70. Language used to displayed opening and closing hours:		1: Swahili 2: English 3: Both Swahili and English 99: Other, Specify
	71. Enough toilet cubicles are available taking into account that women take more time and space than men		1:Yes 2:No
	72. Number of cubicles for female section		
	73. Number of cubicles for male section		
	74. Can all cubicles be locked inside (Female section only)		1:Yes (Go to question 76) 2:No
	75. How many cubicles can be locked inside (Female section only)		
Well maintained and managed	76. Cleaned regularly		1:Yes 2:No
	77. Cleaning checklist put in the toilet		1:Yes 2:No (Go to question 79)
	78. Cleaning checklist is being used		1:Yes 2:No
	79. Well maintained infrastructure		1:Yes 2:No
	80. Consistent water supply		1:Yes 2:No

Category	Indicators	Answer
	81. Proper and regular removal of waste products including used menstrual hygiene products	1:Yes 2:No
	82. Connected to sewer network or septic tank	1:Yes 2:No
	83. Clear management arrangements are in place to ensure regular maintenance	1:Yes 2:No
	84. Check cleanliness in toilet [may select multiple answers]	1: Tissues paper on the floor 2:Menstrual waste on the floor 3: Other wastes on the floor 4: Water split on the floor/Wet floor 5: Floor waterlogged 6: Stains on wall 99: Other, specify
	85. Check cleanliness in the surrounding environments [may select multiple answers]	1: Visible rubbish (solid wastes) 2: Visible human faeces 3: Visible animal faeces 4: Visible signs of urines 5: Surrounding waterlogged 6: Other, specify
<b>Meet the requirements of caregivers and parents</b>	86. Baby changing station/place available	1:Yes 2:No
	87. Child friendly cubicle toilet: Smaller toilets at lower height	1:Yes 2:No
	88. Child friendly cubicle toilet: Lower height hand washing stations	1:Yes 2:No
	89. Instructions for: [may select multiple answers]	1:Using dustbin 2:Closing taps 3:Using toilet seat 4:Closing doors 5:Washing hands 99:Other, specify
	90. At least one cubicle spacious enough for user and caregiver to use	1:Yes 2:No
<b>Factors affecting operator's ability to do their job</b>	91. Consistent Water Supply	1:Yes 2:No

Category	Indicators	Answer
	92. Check maintenance issues inside the toilet [may select multiple answers]	1:Leaking tap 2:Clogged sink 3:Damaged walls 4:Damaged floor 5:Damaged ceiling/roof 6:Damaged electricity sockets/switches 7:Other, specify
	93. Check maintenance issues outside the toilet [may select multiple answers]	1:Leaking tap 2:Clogged sink 3:Damaged walls 4:Damaged floor 5:Damaged ceiling/roof 6:Damaged electricity sockets/switches 7:Other, specify
	94. Toilet supplies (soaps, toilet paper etc.) available to place in the toilet	1:Yes 2:No
	95. Cleaning materials available	1:Yes 2:No
	96. Protective materials [may select multiple answers]	Gloves Masks Clothing Boots Sanitizer Other, specify
	97. Access to basic maintenance supplies/services for the toilets	1:Yes 2:No
	98. Feedback mechanism	1:Yes 2:No (Go to question 99)
	99. Mechanism for feedback mechanism	1: Written 2: Digital 3: Verbal 99: Other, specify
Factors affecting operator's comfort and health	100.Regular breaks to go to restrooms or have lunch	1:Yes 2:No
	101.Sick leaves	1:Yes 2:No
	102.Chair/bench/booth from where they can work	1:Yes 2:No



Category	Indicators	Answer
	103.Reasonable working hours (8 hours)	1:Yes 2:No
	104.Health Insurance (to offset the risk of working in unsanitary conditions)	1:Yes 2:No
	105.Measures to protect them from unruly customers	1:Yes 2:No
Operator's Financial Concerns	106.Living Wage (enough to afford basic needs and take care of their family)	1:Yes 2:No
	107.Timely salary payments	1:Yes 2:No

**C: Facility photos**

<b>Facility photos</b>	Walls (Outside)
	Roof
	Doors
	Windows
	Hand washing stations
	Toilet sinks
	Walls (inside)
	Pad disposal bin
	Surrounding Environments

**Appendix 2. Location, visibility and accessibility**

Facility name	Not isolated	Distance	Toilet visible by general public	Toilet accessible	Total score
Bagara bus stand	Yes	< 25 m	Yes	Yes	4 out of 4
Mjini kati communal	Yes	< 25 m	Yes	Yes	4 out of 4
Maisaka bus stand	Yes	< 25 m	Yes	Yes	4 out of 4
Gendi market	Yes	<25 m but > 50 m	Yes	Yes	4 out of 4
Nyunguu Market	Yes	<25 m but > 50 m	Yes	Yes	4 out of 4

**Appendix 3. Separate male and female units, entry, clear signs and good ventilation**

Facility name	Separate section for male and female	Separate entrance for male and female	Clear signs that differentiate male and female sections	Good Lighting: The inside of the toilet and the exits and walkways are well lit at all times	Total score
Bagara bus stand	Yes	Yes	Yes	No	3 out of 4
Mjini kati communal	Yes	Yes	No	Yes	3 out of 4
Maisaka bus stand	Yes	Yes	Yes	Yes	4 out of 4
Gendi market	Yes	Yes	Yes	Yes	4 out of 4
Nyunguu Market	Yes	Yes	No	Yes	3 out of 4

#### Appendix 4. Ventilation and attendants

Facility name	Ventilation present	Ventilation does not compromise safety and privacy	People from outside cannot see or hear inside the toilet	Attendants present	Gender of attendants for female sections	Attendants sensitive to female needs	Total score
Bagara bus stand	Yes	Yes	Yes	Yes, separate one female section	Female only	Yes	6 out of 6
Mjini kati communal	Yes	Yes	Yes	Yes, common caretaker for male and female	Female only	Yes	5.5 out of 6
Maisaka bus stand	Yes	No	Yes	Yes, separate one female section	Female only	Yes	5 out of 6
Gendi market	Yes	No	Yes	Yes, common caretaker for male and female	Male only	No	2 out of 6
Nyunguu Market	Yes	Yes	Yes	Yes, common caretaker for male and female	Male only	No	3 out of 6

#### Appendix 5. Solid structures

Facility name	Walls	Walls cannot allow people to see inside	Roof	Roof has no holes	Main entrance have a door/gate	Main entrance door open inward and outward	Toilet cubicles have doors	Toilet cubicles doors can be safely locked from inside	Windows	Windows cannot comprise safety	Windows cannot comprise privacy	Total score
Bagara bus stand	Yes	Yes	Yes	Yes	No		Yes	Yes	Yes	Yes	Yes	9 out of 11
Mjini kati communal	Yes	Yes	Yes	Yes	No		Yes	Yes	Yes	Yes	Yes	9 out of 11
Maisaka bus stand	Yes	Yes	Yes	Yes	No		Yes	Yes	Yes	Yes	Yes	9 out of 11
Gendi market	Yes	Yes	Yes	Yes	No		Yes	Yes	Yes	Yes	Yes	9 out of 11
Nyunguu Market	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	11 out of 11

# Appendix 6. Accessibility for disabled persons

Facility name	Located close to consumer	Disabled cubicle		Wider cubicle for wheel chair	Path well-lit and wide	Path is flat where and non-slip	Handrails		Lower height hooks	Locks at appropriate height	Non-slip floor	Seating toilets	Total score
		Present	For wheel chair users				Inside	Outside					
Bagara bus stand	Yes	No	No	No	Yes	Yes	No	No	No	No	No	No	3 out 12
Mjini kati communal	Yes	No	No	No	Yes	Yes	No	No	No	No	No	No	3 out 12
Maisaka bus stand	No	No	No	No	Yes	Yes	No	No	No	No	No	No	2 out 12
Gendi market	Yes	No	No	No	Yes	Yes	No	No	No	No	No	No	3 out 12
Nyunguu Market	Yes	No	No	No	Yes	Yes	No	No	No	No	No	No	3 out 12

**Appendix 7. Water and hand washing units**

Facility name	Handwashing units	Water source at the hand washing unit	Water available both inside the cubicle and outside at hand washing station	Water storage tank	How water provided in the toilet cubicle	Total score
Bagara bus stand	Yes	Tap	Yes	Yes	Tap	5 out of 5
Mjini kati communal	Yes	Tap	Yes	No	Tap	4 out of 5
Maisaka bus stand	Yes	Tap	Yes	Yes	Tap	5 out of 5
Gendi market	No	None	No	No	Bucket	0 out of 5
Nyunguu Market	No	None	No	Yes	Tap	2 out of 5

**Appendix 8. Soap and hand drying facilities**

Facility name	Soap available at handwashing station	Type of soap	Type of liquid soap container	Hand drying facilities	Total score
Bagara bus stand	Yes	Liquid soap	Homemade	No	3/4
Mjini kati communal	Yes	Liquid soap	Homemade	No	3/4
Maisaka bus stand	Yes	Liquid soap	Homemade	No	3/4
Gendi market	None	None	None	No	0/4
Nyunguu Market	None	None	None	No	0/4

**Appendix 9. Hooks/ledges for hanging clothes/menstrual products and mirrors**

Facility name	Hooks/ledges for hanging clothes and keeping menstrual products on a clean surface	A mirror above hand washing	Full size mirror	Bathing units	Total score
Bagara bus stand	No	Yes	No	No	1/4
Mjini kati communal	No	No	No	Yes	1/4
Maisaka bus stand	No	No	No	No	0/4
Gendi market	No	No	No	No	0/4
Nyunguu Market	No	No	No	No	0/4

**Appendix 10. Pad/tampons availability and management**

Facility name	Pad/tampons disposal bins						Pads/Tampons				Total score
	Available	Well covered	Cover easily opened	Well labeled	different from other waste bins	Location do not compromise privacy	Availability	terms of availability	Access	Sold at:	
Bagara bus stand	Yes	Yes	Yes	No	No	Yes	Yes	Sold only	Request caretaker	Market prices	8/10
Mjini kati communal	Yes	Yes	Yes	No	No	Yes	Yes	Sold only	Request caretaker	Market prices	8/10
Maisaka bus stand	Yes	Yes	Yes	No	No	No	Yes	Sold only	Request caretaker	Market prices	7/10
Gendi market	No	No	No	No	No	No	No	No	No	No	0/10
Nyunguu Market	No	No	No	No	No	No	No	No	No	No	0/10

### Appendix 11. Facility cleanliness and maintenance

Facility name	Check cleanliness inside the toilet on the floor/wall						Check cleanliness in the surrounding environments					Total score	Likert score
	Tissues papers	Menstrual waste	Other wastes	Water split	Waterlogged	Stains on wall	Visible rubbish	Visible human faeces	Visible animal faeces	Visible signs of urines	Surrounding waterlogged		
Bagara bus stand	Present	Absent	Present	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	9 /11	4.1
Mjini kati communal	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	11/11	5
Maisaka bus stand	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	11/11	5
Gendi market	Present	Present	Present	Present	Absent	Present	Present	Present	Present	Present	Absent	2/11	1
Nyunguu Market	Present	Present	Present	Present	Absent	Present	Present	Present	Present	Present	Present	1/11	0.5

### Appendix 12. Caregiver facilities

Facility name	Baby changing station/place available	Smaller toilets at lower height	Lower height hand washing stations	Instructions for:					Enough space for caregiver	Total score	Likert score
				Using dustbin	Closing taps	Using toilet seat	Closing doors	Washing hands			
Bagara bus stand	No	No	No	No	No	No	No	No	No	0/9	0
Mjini kati communal	No	No	No	No	No	No	No	No	No	0/9	0
Maisaka bus stand	No	No	No	No	No	No	No	No	No	0/9	0
Gendi market	No	No	No	No	No	No	No	No	No	0/9	0
Nyunguu Market	No	No	No	No	No	No	No	No	No	0/9	0

**Appendix 13. Factors affecting operators' job performance**

Facility name	Cleaning material	Protective materials	Maintenance supplies	Feedback mechanism	Regular breaks	Sick leaves	Working chair and bench	Reasonable working hours	Health insurance	Protection against unruly customers	Living wage	Timely salary	Total score	Likert score
Bagara bus stand	Yes	No	Yes	No	No	No	Yes	No	No	Yes	No	Yes	5/12	2.1
Mjini kati communal	No	No	Yes	No	No	No	No	No	No	Yes	No	Yes	3/12	1.3
Maisaka bus stand	No	No	No	No	No	No	No	No	No	Yes	No	Yes	2/12	0.8
Gendi market	No	No	No	No	No	No	No	No	No	No	No	Yes	1/12	0.4
Nyunguu Market	No	No	No	No	No	No	No	No	No	No	No	No	0/12	0