**Participant Information Sheet for Kiosk owner or water vendor questionnaire and water testing Survey**

**Study Title**: Expanding safe water and waste management service access to off-grid urban populations in Africa

**Researchers**: Dr. Lorna Okotto (Jaramogi Oginda Odinga University of Science and Technology), Mr. Joseph Okotto-Okotto (VIRED International) and Prof. Jim Wright (University of Southampton) and colleagues

**ERGO number:** 55755

You are being invited to take part in the above research study. To help you decide whether you would like to take part or not, it is important that you understand why the research is being done and what it will involve. Please read the information below carefully and ask questions if anything is not clear or you would like more information before you decide to take part in this research. You may like to discuss it with others but it is up to you to decide whether or not to take part. If you are happy to participate you will be asked to sign a consent form.

**What is the research about?**

We are from Jaramogi Oginda Odinga University of Science and Technology (JOOUST) in Bondo and are working with colleagues from VIRED International in Rabour and University of Southampton in the UK on a research project. Our study aims to assess how far changes to the management of piped water (particularly KIWASCO sub-contracting some services to others) have made piped water safer to drink and reduced microbiological contamination. The study is part of the ‘Expanding safe water and waste management service access to off-grid urban populations in Africa’ (Water and Waste) project, which is supported by UK Research and Innovation as part of the Global Challenges Research Fund. The overall study aims to expand water access (e.g. through new approaches to piped water management) whilst minimising uncollected waste, a problem in some cities where people drink water from plastic bags or bottles. It is a collaboration between JOOUST, VIRED International, the University of Ghana’s School of Public Health, and University of Southampton.

**Why have I been asked to participate?**

You have been asked to take part because you either live or work in an area of Kisumu that does not have many piped water connections. We are visiting some areas where Kiwasco manage all the piped water, and others where they have sub-contracted piped water management to others. We are visiting all kiosks in the selected areas, and randomly choosing to interview some water vendors using those kiosks, as well as some of their customers. We have chosen you either as a kiosk operator, one of the chosen water vendors, or a chosen vendor’s customer.

**What will happen to me if I take part?**

We will carry out a questionnaire interview with you lasting around 40 minutes. If you are a water vendor, we will ask you some questions about your background, how you manage the water that you sell, and some questions about your business, such as typical volumes of water that you sell, your business history. We will also ask about your dealings with government over your business and ask if we can see copies of some business registration documents. You can skip questions if you wish and are not required to show us these documents. If you are a kiosk operator, we will ask about issues such as pipe breakages and interruptions to your piped water. At the end of the interview, with your permission, we will take a half litre sample of your water, so that it can be tested in the laboratory for microbiological contamination. We will use software on a cell phone or tablet to record your answers. Our research project will run until March 2023 to allow time for interpreting the information that we collect and passing on our findings to government.

**Are there any benefits in my taking part?**

There will not be a direct benefit to you from taking part, but our project should provide evidence on how far changing piped water management arrangements can reduce microbiological contamination of water. After we have finished analysing the information we collect, we plan to present our overall findings at a feedback meeting, to which some community representatives from this area will be invited.

**Are there any risks involved?**

There is the risk of us inadvertently passing on COVID-19 during this pandemic. To reduce this risk, we will wash our hands before and after speaking to you, keep 2 metres away from you during the interview, and also wear a face mask throughout the interview. Should we become sick in the 2 weeks following the interview or test positive for COVID-19, then we will contact you to let you know about this. Please postpone the interview if you feel ill with coronavirus symptoms or test positive for coronavirus. Depending on government advice about lockdown measures or should any of our team become ill, we may need to postpone the interview at short notice.

The interview will take up around 40 minutes of your time, so it will take you away from your usual business for a little while.

**What data will be collected?**

We will ask you to sign a consent form to document that you have agreed to participate. In asking you about your background, we will ask you about your ethnicity, before moving on to the questions about your water business or how you store water at home as we described earlier. We will keep your contact details and use them only for this study so that we can arrange the interview. The software that we use on the mobile phone or tablet has encryption, which means that the information is kept securely on the phone or tablet and as it is transmitted to our database.

**Will my participation be confidential?**

Your participation and the information we collect about you during the course of the research will be kept strictly confidential. We will keep the consent forms and people’s names and phone numbers securely in a locked office at JOOUST in Bondo. We will record the answers to your questions using software on a mobile phone or tablet and the answers will then be passed securely to a database, accessible only to the research team.

Only members of the research team and responsible members of the University of Southampton may be given access to data about you for monitoring purposes and/or to carry out an audit of the study to ensure that the research is complying with applicable regulations. Individuals from regulatory authorities (people who check that we are carrying out the study correctly) may require access to your data. All of these people have a duty to keep your information, as a research participant, strictly confidential.

**Do I have to take part?**

No, it is entirely up to you to decide whether or not to take part. If you decide you want to take part, you will need to sign a consent form to show you have agreed to take part.

**What happens if I change my mind?**

You have the right to change your mind and withdraw up until a month after our second visit without giving a reason and without your participant rights being affected.

**What will happen to the results of the research?**

We will keep the consent forms in a locked office at JOOUST in Bondo. We also plan to feed back our study findings to key organisations notably the county government, government planning bodies such as Lake Basin Development Authority, KIWASCO, and also local NGOs and community groups, including from this neighbourhood. Any personal details will remain strictly confidential. Research findings made available in any reports or publications will not include information that can directly identify you without your specific consent.

We plan to make anonymised answers to the questions we ask (with names and all personal details removed) available to other researchers if you agree to this. This is so that any interpretations of the data that we make can be checked by other independent researchers, to make sure that we have drawn the right conclusions and the science is conducted properly. If you agree to this, we will put the anonymised data in a special facility for storing research data and making it available to researchers around the world called the UK Data Archive (or a similar service, should the UK Data Archive decline our data offer).

**Where can I get more information?**

If you have any further questions about the study, you can contact the study team as follows:

Mr. Joseph Okotto-Okotto, VIRED International, Rabuor Environment and Development Center, Rabuor. Tel: 0713 925 989, 0733 779 631. Email: [jokotto@hotmail.com](mailto:jokotto@hotmail.com)

**What happens if there is a problem?**

If you have a concern about any aspect of this study, you should speak to the researchers who will do their best to answer your questions via the contact details above.

This research has been reviewed and approved by the Institutional Review Board of Jaramogi Oginga Odinga University of Science and Technology and by the Ethics Board of the Faculty of Environmental and Life Sciences at University of Southampton. If you remain unhappy or have a complaint about any aspect of this study, or if you have any questions about your rights as a research participant, you can contact the ethics chair at Jaramogi Oginga Odinga University of Science and Technology (JOOUST) as follows:

Prof. Francis Angawa,

Chair, Ethics Review Committee, Jaramogi Oginga Odinga University of Science and Technology,

PO BOX 210-40601 Bondo, Kenya

Tel: +254 57 2501804

Email: erc@jooust.ac.ke

You may also contact the University of Southampton Research Integrity and Governance Manager (+44-23 8059 5058, [rgoinfo@soton.ac.uk](mailto:rgoinfo@soton.ac.uk)).

**Data Protection Privacy Notice**

The University of Southampton conducts research to the highest standards of research integrity. As a publicly-funded organisation, the University has to ensure that it is in the public interest when we use personally-identifiable information about people who have agreed to take part in research. This means that when you agree to take part in a research study, we will use information about you in the ways needed, and for the purposes specified, to conduct and complete the research project. Under data protection law, ‘Personal data’ means any information that relates to and is capable of identifying a living individual. The University’s data protection policy governing the use of personal data by the University can be found on its website (<https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page>).

This Participant Information Sheet tells you what data will be collected for this project and whether this includes any personal data. Please ask the research team if you have any questions or are unclear what data is being collected about you.

Our privacy notice for research participants provides more information on how the University of Southampton collects and uses your personal data when you take part in one of our research projects. If you wish, we can provide you with a copy now or you can download a copy from: <http://www.southampton.ac.uk/assets/sharepoint/intranet/ls/Public/Research%20and%20Integrity%20Privacy%20Notice/Privacy%20Notice%20for%20Research%20Participants.pdf>

Any personal data we collect in this study will be used only for the purposes of carrying out our research and will be handled according to the University’s policies in line with data protection law. If any personal data is used from which you can be identified directly, it will not be disclosed to anyone else without your consent unless the University of Southampton is required by law to disclose it.

Data protection law requires us to have a valid legal reason (‘lawful basis’) to process and use your Personal data. The lawful basis for processing personal information in this research study is for the performance of a task carried out in the public interest. Personal data collected for research will not be used for any other purpose.

For the purposes of data protection law, the University of Southampton is the ‘Data Controller’ for this study, which means that we are responsible for looking after your information and using it properly. The University of Southampton will keep identifiable information about you for 10 years after the study has finished after which time any link between you and your information will be removed.

To safeguard your rights, we will use the minimum personal data necessary to achieve our research study objectives. Your data protection rights – such as to access, change, or transfer such information - may be limited, however, in order for the research output to be reliable and accurate. The University will not do anything with your personal data that you would not reasonably expect.

If you have any questions about how your personal data is used, or wish to exercise any of your rights, please consult the University’s data protection webpage (https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page) where you can make a request using our online form. If you need further assistance, please contact the University’s Data Protection Officer ([data.protection@soton.ac.uk](mailto:data.protection@soton.ac.uk)).

**Thank you.**