



WASH
SDG
programme



Annual
report 2019

Information

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Source cover: SNV. Zambia Chambeshi Lukanga sanitation sub-programme.
Mukuka Mutale, a female pit-emptier from Zambia. Read her story [here](#)

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Introduction

The Netherlands **Water, Sanitation and Hygiene Sustainable Development Goal programme (WASH SDG programme)** aims to sustainably improve access to, and use of, safe drinking water for at least 450,000 people, sanitation for at least 2 million people and improve the hygiene behaviours of 1.6 million people before the end of 2022. It is led by the **Netherlands WASH SDG Consortium** formed by the partners **WASH Alliance International (WAI)**¹, **SNV Netherlands Development Organisation (SNV)** and **Plan International Netherlands (Plan)**. With support from the **Ministry of Foreign Affairs Directoraat Generaal Internationale Samenwerking (DGIS)/Inclusive Green Growth (IGG)** department, the programme responds to the Dutch commitment to contribute to the SDGs, particularly SDG 6, with the aim of reaching an improved WASH situation for all. It is built on three core Strategic Objectives:

1. increase demand for improved WASH facilities and practices;
2. improve the quality of service provision; and
3. improve the governance of the sector. In addition, gender equality and social inclusion (GESI) and climate vulnerability and resilience (CVR) are integrated transversally in each of the three Strategic Objectives.

The WASH SDG programme is implemented in Bangladesh, Ethiopia, Indonesia, Nepal, Tanzania, Uganda and Zambia and has two or three sub-national level programmes (sub-programmes) per country. It started in July 2017 with an inception phase of one year. Implementation began in July 2018 and is planned to finalise in December 2022 (54 months). This report provides an overview of progress made in 2019, thus covering months 7-18 of the implementation phase.

The last six months of 2018 had been largely dedicated to programme start-up, but in 2019 programme implementation was fully under way. Most sub-programmes made good progress with respect to their 2019 annual plans. Of the 15 sub-programmes, 14 are on track and 1 is slightly off track (the Nepal WASH Alliance sub-programme), although this does not cause undue concern at this stage as measures are being taken to get it back on track before the programme ends. Further details on all sub-programmes are found in section B.

At the global level, the learning and knowledge development (LKD) also took off in 2019 and specific learning questions were established for both learning themes: GESI and sustainability clause compacts and checks (SCCC). Next steps were also defined for the period 2020-2022. A greater focus was given to further building external relationships with other organisations and programmes within the WASH sector, as well as increasing the visibility of the programme and showing some early lessons learnt to external audiences. In particular, sessions were presented on WASH and GESI at various events including Stockholm World Water Week and Amsterdam International Water Week, among others.

¹ Consisting of Simavi (lead), Amref, Akvo, RAIN, WASTE (via Nedworc-STIP), IRC, Wetlands, PRACTICA and RUAF (now Hivos).

This report is structured as follows:

Section A

Gives an overview of progress made at the WASH SDG global programme level, particularly related to general programme co-ordination and activities.

Section B

Provides highlights of the work carried out in 2019 in each of the countries: Bangladesh, Ethiopia, Indonesia, Nepal, Tanzania, Uganda and Zambia. Each country section includes a story of change to bring to life the reality of the work carried out this year.

Section C

Presents a summary of the 2019 financial report on programme expenditures and provides a brief narrative overview of the main trends (see Annex 1 for the complete financial report).

The table on the next page provides a summary of the progress made towards the indicators 1-3 targets, to facilitate DGIS' annual reporting to Parliament.

Note that the table consolidates the data from all 15 sub-programmes. For the purpose of this report we did not include a country-specific table as progress in indicators for all countries are likewise reported as zero.

Table 1: 2019 summary (global) programme progress on indicators 1-3

WASH SDG programme						DGIS	
Outcomes	Ref.	Indicator	Disaggregation	Baseline (IR 2018)	AR 2019 (i)	WASH SDG indicator data may provide relevant information for the following DGIS indicators (ii):	AR 2019 figures that may contribute to report to Parliament (iii)
Long-term outcome: Sustainable and equitable use of WASH by all	1	Number of people (and % of people) who reach basic and/or safely managed service levels of drinking water of the JMP ladder	Total (#)	4.423.578	4.423.578	1a&b	0
			Rural (%) ^(iv)	52%	52%		0
			Urban (%) ^(iv)	67%	67%		0
			Female	2.383.601	2.383.601		0
			Male	2.273.977	2.273.977		0
	2	Number of people (and % of people) who reach basic and/or safely managed service levels of sanitation of the JMP ladder	Total (#)	3.420.865	3.420.865	1d&e	0
			Rural (%) ^(iv)	24%	24%		0
			Urban (%) ^(iv)	49%	49%		0
			Female	1.773.322	1.773.322		0
			Male	1.647.545	1.647.545		0
	3	Number of people (and % of people) who reach basic levels of handwashing practices of the JMP ladder	Total (#)	1.767.850	1.767.850	1f	0
			Rural (%) ^(iv)	10%	10%		0
			Urban (%) ^(iv)	12%	12%		0
			Female	901.767	901.767		0
			Male	866.084	866.084		0

- (i) WASH SDG programme will update progress on the indicators after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). For AR in other years, values will be reported as zero (0)
- (ii) DGIS indicators are taken from the M&E framework developed by IRC (v.8), as requested by DGIS. Please note that WASH SDG indicators are aligned but not exactly equivalent.
- (iii) Information will not be available on a yearly basis for IGG to report to Parliament, but rather the updates will be fed to Parliament on the years directly after the WASH SDG programme mid-term review and end-term report.
- (iv) % calculated as median value of the 15 sub-programmes. Value is the percentage of the current population [in a rural or (peri)urban setting] who reach at least basic and/or safely managed service levels.

Section A:
Programme global report



Source: Plan International Nepal, Sindhuli Sunsari sub-programme. [Girl handwashing with soap.](#)

1. Global achievements against the three strategic objectives

Source: Plan International Uganda. Kamuli Buyende Nebbi sub-programme.

All Consortium partners noted important progress in their sub-programmes in all three pathways of the global Theory of Change. At the end of 2019, 14 of the 15 sub-programmes reported that they are on track with respect to their annual plans at the end of the reporting period, including the Indonesia WINNER sub-programme, which reported delays in 2018 because of the earthquake earlier that year. The only sub-programme that is slightly off track is the Nepal WASH Alliance sub-programme. However, the reasons for this delay are well described in the relevant sub-programme section and, overall, do not cause undue concern as measures are being taken to get it back on track before the programme ends, and some of these measure were included in the 2020 planning.

In terms of other broader achievements and the view of reaching overall programme targets and goals, progress was satisfactory. In section B, a detailed overview is given of the progress made per sub-programme in the different programme pathways².

In general terms, in 2019 Consortium partners indicated advances in the following:

- positive attitude and behaviour change in many of the communities, resulting in improved sanitation and hygiene practices,
- an increase in the demand for WASH products and services,
- greater interest and involvement from WASH entrepreneurs and enterprises to provide these products and services, and
- greater co-ordination and collaboration between the local authorities and different stakeholders.

² – For all sub-programme pathways, we included the pathway vision statement requested by DGIS/IGG and included in the annual report 2018.

Here are a few examples of concrete results achieved in 2019 which show that the programme is advancing towards the Strategic Objectives outlined in our Theory of Change:

Pathway 1: improve behaviour change interventions

- In Agago district, where the *Uganda WASH Alliance sub-programme* operates, 18 villages were declared open defecation free (ODF) and 26 are under verification, pending Ministry of Health declaration. The activities related to the behaviour change pathway also succeeded in creating demand for sanitation and hygiene in 105 villages.
- In the *Nepal Sindhuli Sunsari sub-programme*, community WASH champions inspired almost 30,000 people to change their behavior through triggering and awareness-raising sessions, which enhanced hygiene and sanitation habits. The monitoring visits revealed that almost 1,500 households improved and applied safe hygiene and sanitation practices, including menstrual hygiene management and treatment of water; almost 600 households constructed safely managed toilets; and almost 1,000 households installed a handwashing station as a result of these sessions.
- In the *Indonesia WASH SDGs for Sustainable and Inclusive Cities sub-programme*, the strategic focus on climate change was further developed by identifying behavioural change communication (BCC) messages that are likely to resonate with households affected by droughts or floods, following research conducted on 'communities' coping mechanisms for extreme weather events'. All the BCC initiatives were implemented with or through the relevant local government agencies, with most conducted in collaboration with the media, local youth groups and local civil society organisations (CSOs).

Pathway 2: Improve WASH Service Provision

- In the *Bangladesh WASH Alliance sub-programme*, local entrepreneurs were trained to recognise WASH services and products as a business opportunity. Approximately 287 sanitation entrepreneurs now create their products according to demand from the community and have seen their monthly net profits increase.
- In the *Ethiopia Bahir Dar Zuria and Lasta sub-programme*, the inception phase CVR and GESI assessments were used as a base to conduct a feasibility study on how to improve the design and location of the water schemes to reduce climate vulnerability and improve access for women and socially excluded groups. The results of the study informed the construction and rehabilitation work of the water schemes.
- The *Zambia Chambeshi Lukanga sub-programme* supported the formalisation and registration of emptiers with the Patents and Companies Registration Agency (PACRA) and respective local authorities. This was followed by the development of a business model for emptying services, which is work in progress, as the model is being gradually developed and tested with partners. In addition, emptiers were trained in both manual

and mechanical emptying approaches. The training included occupational health and safety (OHS) for faecal sludge management (FSM), basic business skills development, record keeping and customer care.

Pathway 3: Strengthen WASH Governance and Institutional Framework

- In the *WINNER sub-programme* in Indonesia, the most important highlight was the development and testing of the STBM³ GESI sub-section within the existing government WASH monitoring form, together with the development of a long-term strategy to realise STBM-GESI implementation, through the production of a STBM district policy document, including an annual work plan and budget.
- In the *Tanzania FINISH sub-programme*, government engagement work has resulted in increased government commitment to sanitation. Two key elements evidencing this were the establishment of a district WASH consultative team and the commitment to almost double the sanitation budget of the Serengeti district council.
- Under the *Tanzania Arusha Shinyanga Urban Sanitation sub-programme*, a detailed sanitation-mapping exercise was carried out, broadening the council's sanitation data collection tools (to include data further down the sanitation service chain) and their ability to use and visualise data for informing decisions (zoning maps were used as part of the treatment plant selection process).

However, it is important to note that a global programme analysis will only be possible after data collection takes place for the mid-term review programmed in 2020. Even then, as the programme aims to achieve lasting and sustainable systems change, any progress needs to be interpreted while taking into account this longer-term vision, in addition to the opportunities and challenges that may arise in the global WASH sector and the specific local contexts where the programme operates.

A note on COVID-19

This report informs on programme progress during the period January to December 2019 and any allusions to plans for 2020 are presented from the perspective that the Consortium had at the end of the reporting period.

Although the COVID-19 pandemic was fully under way at the time of writing, the effect it would have globally, and particularly on the WASH SDG programme, only became clear in Q1 of 2020. For that reason, the Consortium analysis of the impact of COVID-19 on the programme and related adjustments are outside of the scope of this report. These have been discussed directly with IGG during the pandemic will be addressed in the annual report (AR) 2020.

³ - Sanitasi Total Berbasis Masyarakat (Indonesian), the equivalent of Community Led Total Sanitation in English.

2. Learning and knowledge development (LKD)

Source: Simavi. Nepal WASH Alliance sub-programme. Orientation to marginalised women groups to educate on WASH and health rights.

The global learning and knowledge development component of the programme really took off in 2019. The organisation Partnerships in Practice (PiP) was brought in to provide general support to the programme's broader LKD framework and approach.

In terms of the two main learning themes, important progress was made:

Thematic/sector learning: gender and socially inclusive WASH programming

In 2018, Consortium partners agreed that the WASH SDG programme should develop and implement water, sanitation and hygiene approaches that 'leave no one behind', meaning that everyone, including potentially disadvantaged⁴, should gain access to suitable WASH facilities and services that are acceptable, used and sustained over time. To this aim, a terms of reference (ToR) was developed and an external GESI consultant (Sue Cavill) was contracted in January 2019 to support the global GESI learning agenda.

⁴ - 'Potentially disadvantaged' is used to refer to individuals and groups who may be discriminated against, experience inequalities or inequities, marginalised, vulnerable or stigmatised. Individuals and groups may be disadvantaged on the basis of their economic situation, gender, race, ethnicity, religion, caste, age, language or health, among other reasons. Using the phrase 'potentially disadvantaged' aligns with terminology of 'disadvantaged individuals and groups' recommended in the Human Rights to Water and Sanitation Handbook (de Albuquerque 2014) with the addition of the word 'potentially' (as suggested by House et al. 2017 [link](#)) to indicate that not all individuals and groups who may be likely to experience disadvantage actually do.

Key LKD GESI results and achievements in 2019 were:

1. An internal in-depth review of the inception phase GESI assessments was carried out. In addition to an overall analysis of global and sub-programme level findings, it provided each sub-programme with specific recommendations for better integrating the GESI approach during implementation. Based on the internal report, a shorter approach paper was also developed and shared externally.
2. The programme defined a core learning question with the aim of improving the understanding and knowledge of the effectiveness of implementing GESI approaches in WASH programmes (both within the WASH SDG programme and in the wider WASH sector): *'To what extent have the approaches to include the excluded in WASH decision making been effective?'* Most sub-programmes will be actively involved. A strategy and related LKD GESI plan 2020-2022 was then developed and approved, and Cavill and PiP started the preparatory work in Q4. This included the development of a programme-level GESI learning wheel and a GESI learning log, which was then discussed and adapted to the needs of each participating sub-programme. The first is a tool designed to facilitate sub-programme discussions and reflection processes on different aspects of GESI within the sub-programme, which may then guide what aspects it will focus on in the following months. The second is a different tool that allows sub-programmes to regularly review their GESI priorities, and then record and track related activities and progress. In addition to orientating and providing GESI support at the sub-programme level, the information captured by these tools will also serve as input to address the global GESI learning question indicated above.
3. The Consortium shared the main findings of the approach paper in formal sessions of a number of international events, particularly:
 - RC Symposium 'All systems go!': *'How to ensure systems leave no one behind'* (March 12).
 - Stockholm World Water Week: *'Walking the talk: integrating gender and social inclusion from start'* (August 27). In addition to this showcase session, the Consortium brought out a brief with the same name.⁵

⁵ - Link to 'Walking the talk': <https://simavi.org/wp-content/uploads/2020/01/WASH-SDG-Fact-sheet-Walking-the-Talk-09.2019.pdf>

Process/learning and adaptive management: sustainability clause, compacts and checks

In early 2019, a ToR was developed to further define the SCCC learning agenda. IRC was brought in to support the delivery of the following results:

1. An internal paper analysing the SCCC and its implications and opportunities within the WASH SDG programme, at both the global programme level and country level in those countries where the programme is present. This paper also provided insights into how the SCCC is being implemented within other programmes in the wider WASH community, for relevance as well as international best practice. It also provided conclusions and recommendations to strengthen the programme and future planning.
2. As the operationalisation of the SCCC is still relatively new, a key conclusion of the internal paper was that its inclusion in the *Beschikking* of the WASH SDG programme provides a great opportunity to learn and develop knowledge around the application of, in particular, the sustainability compact and the sustainability checks. This led to the decision to continue with this learning trajectory and explore the following learning question: *'How are the sustainability checks used to inform the programme and stakeholders regarding sustainability planning? And can they provide a constructive platform via the sustainability compacts for the effective discussion and deliberation of sustainability challenges?'* The strategy and related LKD SCCC plan 2020-2021 was still work in progress at the end of the reporting period and will be finalised in early 2020.

3. Innovation fund

Source: SNV. Tanzania Arusha Shinyanga urban sanitation sub-programme.

In 2019, the Consortium agreed to the following definition of innovation: WASH SDG programme defines innovation as *'the translation of an idea or invention into goods or service that create value or for which customers will pay. To be called an innovation, an idea must be replicable at an economical cost and must satisfy a specific need. Innovation is basically about looking for, or responding to, change in a creative way. It involves the generation of new ideas, carrying out research and development, improvement of processes, or revamping products and services.'*⁶

Some progress was made to establish a clear procedure and selection criteria and process for the two calls for innovative proposals that were originally programmed for Q4 2019 and Q4 2020. However, other programme priorities in 2019 led to a postponement of the first call, which at the end of this reporting period was rescheduled to take place in Q2 2020.

⁶ - Based on definitions found in [businessdictionary](#) and [freshconsulting/what-is-innovation/](#)

In terms of procedures, the following was established⁷:

- There will be two calls for innovations (one in Q2 2020 and one in Q4 2020).
- Each call for innovations will focus on a different WASH thematic area. The chosen areas will be specified in each call, and will aim to address a challenge partners are facing within the WASH SDG programme and where the Consortium is struggling to find possible solutions.
- Innovations may consist of the pilot of a new business model, new operational or production processes, new policy practices and research into behavioural insights or ways of delivering products and services.
- The WASH SDG programme has allocated a budget of 1.2 million EUR to the innovation fund. The budget per call is therefore 600,000 EUR.
 - Minimum budget per proposal: 50,000 EUR.
 - Maximum budget per proposal: 300,000 EUR.
- It is expected that the programme will fund between three and five innovative ideas per call.
- The call will be by invitation only. Selection of invitees will be done in close co-ordination with the Consortium country teams and will be based on a set of pre-agreed criteria, including recognised expertise in the selected theme of the call.
- Proposals should have a duration of between 12-18 months.
- Final selection of innovative ideas for piloting will follow clear selection procedures as described in the WASH SDG innovation fund selection procedures document.

The selected theme for the first call is 'WASH in health care facilities (HCFs)'. Based on this theme, a selection committee was created with a minimum one representative per Consortium partner, one external expert, the Consortium partner company and, as an observer, the LKD consultant. The proposal selection committee will continue working together during 2020 following the fund procedures.

⁷ - The information provided is correct in terms of what had been defined at the end of the reporting period. However, at the time of writing (April 2020), the irruption of the COVID-19 pandemic and prevention measures taken by the different governments where the programme is implemented led to a number of changes. Main adjustments: (i) there will only be one IF call (not two); (ii) part of the innovation fund was reallocated to COVID-related non-programme activities, reducing by half the budget available to 600,000 EUR.

4. Monitoring and evaluation

Source: SNV. Nepal 4 city sanitation sub-programme. App used for collecting baseline data.

In 2019, the sustainability compacts remaining in 2018 had been signed by all sub-programmes but one. The only exception is the WINNER sub-programme (Plan Indonesia) for reasons clarified in section B.3.

In preparation for the mid-term review (MTR)⁸ that is due in 2020, the Consortium dedicated considerable time in Q4 to prepare the ToR of (i) the MTR and (ii) the sub-programme level mid-line assessment that is programmed to take place in the first semester of 2020. This included the revision of related guiding documents such as the programme monitoring and evaluation framework developed for the baseline (outcomes 1-11). Although the framework remained in essence unchanged, some guidance notes were slightly adjusted for the mid-line data collection and analysis.

⁸ - The WASH SDG programme mid-term review (MTR) will cover the period from July 1, 2018 (implementation starting date) to June 30, 2020. The MTR is intended to provide the WASH SDG Consortium with an overview on the progress of the WASH SDG programme to date from a programme management, strategic and implementation perspective. It will help the Consortium to learn from experiences gained in the first half of the 4.5-year implementation period and might lead to recommendations for adjustments to programme implementation or the process supporting it. Progress towards programme objectives at the sub-programme level will be presented on the basis of the WASH SDG programme monitoring framework presented in the IR.

Based on further discussions with DGIS that took place in 2019 Q2-3, the Consortium also incorporated an additional 'systems' sustainability indicator framework that will collect information for the sustainability checks⁹.

Data gathered for the mid-line in 2020 Q1-2 will feed into the sub-programme level MTR and the 'systems' sustainability checks and will provide input for the global analysis of programme progress. Both monitoring frameworks can be found in Annex 3 [programme indicators in tab 1; 'systems' sustainability indicators in tabs 2 (water) and 3 (sanitation and hygiene)].

⁹ - The WASH SDG programme 'systems' sustainability check is a separate donor reporting requirement to the MTR. As requested by DGIS/IGG, during programme implementation, the Consortium is expected to report on a set of 'systems' sustainability indicators at both the mid-term and end of the programme. According to DGIS/IGG, the objective of the sustainability check is 'to provide a snapshot of the current quality of services provided under the WASH SDG programme and of key determinants of the enabling environment, conditioning the likely sustainability of services over time. From discussions with DGIS/IGG, we interpret that the additional indicator framework aims to be a *temperature check of the (local) enabling environment factors that may condition the likely sustainability of WASH services over time.*' The intention is that the 'systems' sustainability check report will be one input that the teams should take into account when analysing the MTR data and developing the MTR report.

5. Programme collaboration and external relations

Source: WASEU. Uganda WASH Alliance sub-programme. Signature of MoU for rock catchment between WAI (RAIN), the community and the local sub-county government.

During the course of the year, internal collaboration has grown and strengthened at both the global level and the country level between sub-programmes. Based on programme needs, Consortium partners collaborated whenever possible at both the country level (between sub-programmes) and at the global level (steering and technical committees, Consortium programme co-ordination). The Consortium took very seriously DGIS/IGG feedback given throughout 2019 which suggested that co-operation within the Consortium could be further strengthened. This has been discussed and analysed internally at global level (both by the technical committee and steering committee) and country level. Our key conclusions were noted in our responses to DGIS feedback to the inception report (IR), the 2018 annual report and the 2020 annual plan.

Collaboration has also been reviewed from a learning angle with support from PiP. On May 23 they facilitated an exchange at technical committee level and, on December 12, another session took place with the partner directors and other key staff on this topic, as well as to internally discuss our post-2022 vision for the programme. The key conclusions from that meeting were:

1. The core focus of the programme is ensuring impact. Consortium partners believe that there is an added value in working together in terms of the programme having a greater impact than if we worked separately. In other words, good collaboration between partners is a means to achieve greater impact, it is not a goal on its own.
2. Without denying that some areas of collaboration could improve, in general, partners are satisfied with how we are working together.
3. Collaboration is dynamic and needs continuous reflection and space for learning and it will be given due consideration within the MTR.
4. The Consortium foresees continuing to work together in a potential phase two.

The Consortium also took steps to strengthen our existing collaboration with DGIS this year. The monitoring visit of Brecht Paardekooper (IGG contract manager) and Janette van Campenhout (financial advisor water division) to the Uganda sub-programmes from March 2-9 was a highlight. On the one hand, it was used to provide DGIS with a good overview of one WASH SDG country context, the WASH situation in a sample of sub-programme areas and a concrete overview of the planned intervention in the coming years. In addition, it also allowed in-depth discussions on the programme in general, including opportunities and challenges found during implementation and to hear the suggestions from DGIS for further improvement based on the reality found in the field. In addition to the trip, technical meetings took place throughout the year on a needs basis to discuss particular aspects of programme management and implementation. For a variety of reasons, no higher-level meetings took place between the steering committee, Paardekooper and Karin Roelofs.

The country reports provide greater details of the collaboration and relationship-building efforts in each country. At the global programme level, it is worth highlighting collaboration with WaterWorX and the Blue Deal continued in 2019 both globally and, when relevant, in-country. In the Netherlands, the three Consortium co-ordinators continue to carry out a quarterly co-ordination meeting. In November, the three programmes came together for Amsterdam International Water Week to organise a round-table titled: 'How can we use SDG6 to reach the goals of SDG5 (gender) and SDG13 (climate action)?'

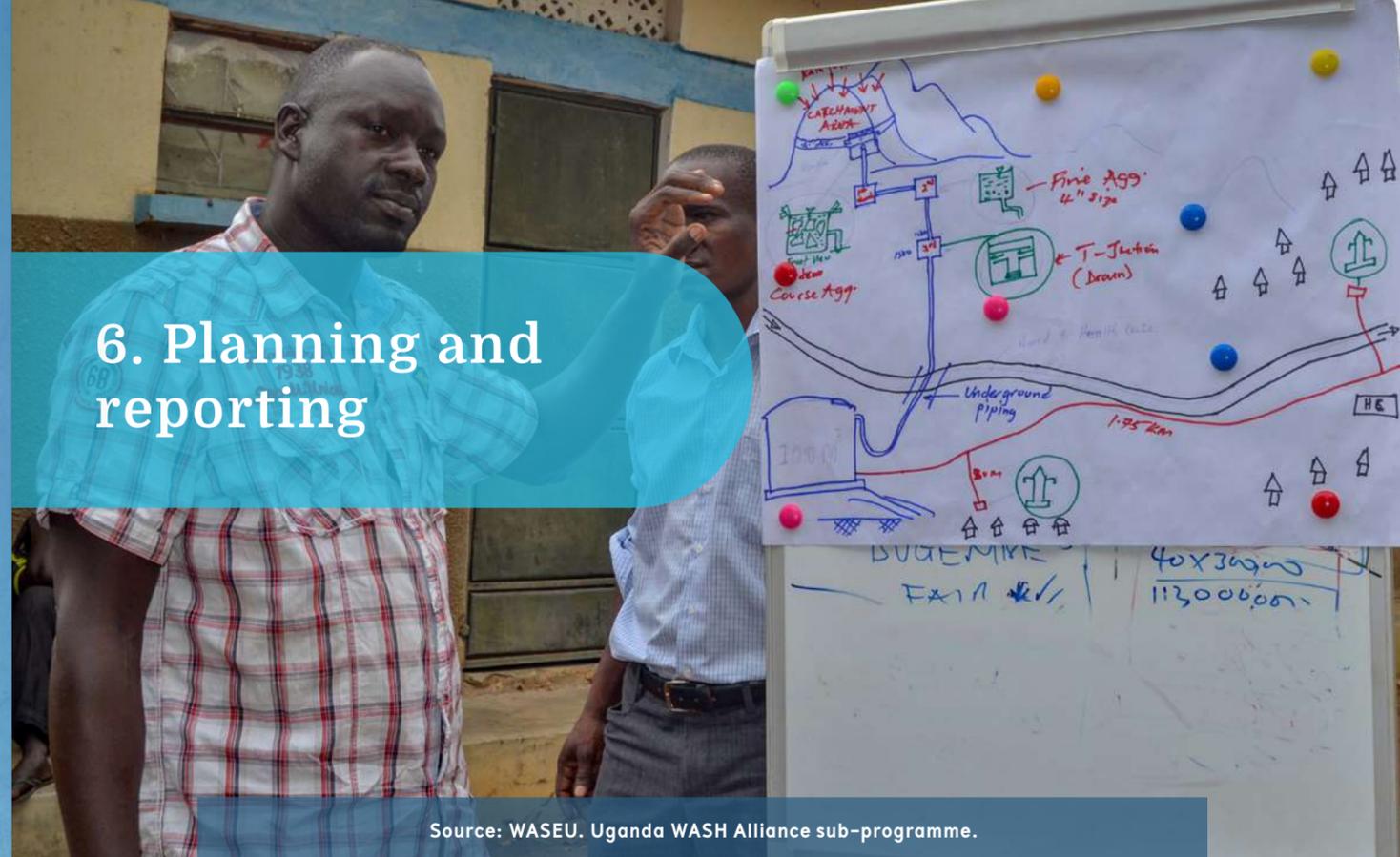
The Consortium is also participating and sharing information on the WASH SDG programme with other WASH programmes. In terms of Dutch-funded programmes, notably Watershed, Voice for Change and FINISH¹⁰, and in platforms such as the Netherlands Water Partnership.

¹⁰ - FINISH Consortium Aqua for All, WASTE and Amref Flying Doctors.



Source: Plan International Nepal, Sindhuli Sunsari sub-programme.

6. Planning and reporting



Source: WASEU. Uganda WASH Alliance sub-programme.

In 2019, the following reports and plans were developed and submitted:

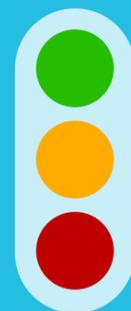
Planning & reporting requirements	Period covered	Deadline
Inception report additional requirements: • Enabling environment analysis – Section 4 (Bangladesh, Indonesia, Nepal, Tanzania, Uganda & Zambia)	-	Original: Jan 5, 2019 Extended to: Jan 18, 2019
Inception report additional requirements: • Site selection reports (all countries)	-	Jun 30, 2019
Annual narrative and financial progress report • Including IR additional requirement: sub-programme vision per pathway	Jan 1 to Dec 31, 2018	Jun 30, 2019
Annual audit opinion and audit report together with report of findings	July 1, 2017 to Dec 31, 2018	Original: Jun 30, 2019 Extended to: Oct 31, 2019
Annual plan	Jan 1 to Dec 31, 2020	Nov 1, 2019
IATI periodic updates (per partner) (IATI identifier: XM-DAC-7-PPR-4000000454)	Previous quarter	Every quarter (Jan 31, Apr 30, Jul 31, Oct 30)

At the end of the reporting period, all reports and plans had been approved.

Section B: Programme country reports

This section provides a reading of progress against annual plan at country level, disaggregating the information per sub-programme.

It is worth noting that Consortium partners have provided a preliminary indication of how each sub-programme is doing, taking into account both the corresponding annual plan and budget. For this we used the traffic light system indicated below:



On track and going well.

Mostly on track. Sub-programme going relatively well. There are some minor concerns but these are under control.

Not on track. Concerns exist and may require additional actions/adjustments of the sub-programme.

For those years following the mid-term or end-term reviews, this appraisal will also consider progress towards overall sub-programme aims and targets.

1. Bangladesh

Source: Simavi. Bangladesh WASH Alliance sub-programme. Handwashing with soap.

Country overview

A brief overview of the WASH SDG programme in Bangladesh is as follows:

Country: Bangladesh

Lead: SNV

Sub-programmes: 2

Locations: 11

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Bangladesh Urban sanitation SP – SNV	Urban	Jashore, Benapole, Gazipur	<ul style="list-style-type: none"> Jessore Paurashava Benapole Paurashava Gazipur City Corporation
Bangladesh WASH Alliance SP – WAI (Simavi)	Rural	Jashore, Benapole, Gazipur	<p>Local NGOs / CSOs: Development Organisation of the Rural Poor, Hope for the Poorest, Practical Action Bangladesh, Stichting Landontwikkelings Project Bangladesh, Uttaran and WaterAid Bangladesh</p> <p>Dutch NGOs: RAIN, WASTE, RUAF, PRACTICA</p> <p>Local Authorities: Union Parisad of: Dhalua, Barguna Sadar, Agardari, Amtali, Balli, Jhaudanga, Kalaroa, Patharghata, Badarkhali, Betagi, Gaurichanna, Phuljhuri, Naltona, Barguna, Satkhira</p> <p>Local / national authorities: Union Parisad of: Dhalua, Barguna Sadar, Agardari, Amtali, Balli, Jhaudanga, Kalaroa, Patharghata, Badarkhali, Betagi, Gaurichanna, Phuljhuri, Naltona, Barguna, Satkhir</p>
	Urban	Municipalities of Satkhira, Kalaroa, Barguna, Betagi, Amtali and Patharghata	

Information on the overall country programme and targets was presented in the country IR and summarised in the Bangladesh IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Bangladesh tab.

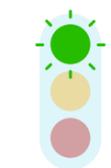
Summary country-level progress indicators 1-3

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.

1.1 Bangladesh urban sanitation sub-programme



Overview of progress



The Bangladesh Urban Sanitation sub-programme is a city-wide programme in three urban areas (Jashore, Benapole and Gazipur¹¹). The sub-programme is **on track** in all three programme cities. Some key highlights can be found here, to be further described in the text below. For pathway 1, the BCC strategy has been completed for Jashore and Benapole, while in Gazipur the formative research has been conducted and the BCC strategy is being developed. In pathway 2, sanitation workers have been trained in OHS practices and a health insurance scheme is being proposed for this marginalised social group of citizens. For pathway 3, policy review and stakeholders mapping has been conducted for school sanitation and WASH in health care facilities, which have been disseminated at local and national level. Finally, a partnership with the International Finance Corporation (IFC) and 2030 Water Resources Group (WRG), to support the public-private partnership (PPP) project for investment in FSM infrastructure and services in Gazipur, made SNV a member of Dhaka Greater Watershed Restoration Work-stream under the Bangladesh Water Multi-stakeholder Partnership, chaired by the local government division secretary of Bangladesh Government. 6.2 action plans for Jashore and Benapole and a baseline for the Gazipur locations.

¹¹ - The programme population in Gazipur covers two zones only: Gazipur and Tongi.

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, the city council will have the capacity and will be implementing an effective BCC strategy around these behaviours, and the health and education sector will have incorporated priority WASH behaviours in their facilities in their ongoing quality improvement efforts. An effective BCC strategy is evidence based, targeted and monitored for results. The sub-programme will support the city council in the collaborative formulation and implementation of city-specific BCC strategies and action plans, and in building the capacity of relevant staff.

Relevant staff of Gazipur City Corporation gained necessary skills on prioritising behaviours and conducting formative research to identify key determinants. Two different technical approaches were applied on the selected five behaviours: doer/non-doer approach (Barrier Analysis) and the SaniFOAM approach. Doer/non-doer analysis was adopted for the behaviours of safe menstrual hygiene management (MHM) and handwashing after defecation, while the SaniFOAM approach was followed for the remaining three behaviours – building and maintenance of improved containment (pit/septic tank); hygienic use and maintenance of toilet with privacy; and safe and timely removal of faecal sludge from septic tank/pit. In addition, a study of knowledge of and attitude towards sewerage systems was conducted using qualitative tools in Gazipur.

Based on the key determinants identified and the findings of the GESI study, Jashore and Benapole municipalities conducted a series of consultation workshops and meetings with relevant staff and stakeholders to develop their own BCC strategies. This has helped enhance the municipal authority's capacity to develop evidence-based BCC strategy to create demand for sanitation services. Municipal officials acknowledge the process of identifying and prioritising the behaviours and the need for consumer research to come up with a BCC strategy and be fully prepared for its implementation.

In addition, training was organised on implementation and monitoring of the BCC strategy for relevant stakeholders, including municipal staff, education and health authorities from Jashore and Benapole. As a result, health and education authorities became aware of the sanitation situation in schools and health facilities. The education authority further organised workshops locally and, as a result, all secondary schools developed an action plan to ensure safe sanitation services. The health authority also organised workshops with representatives of all hospitals and clinics, and follow-up is ongoing.

A study was conducted to understand the policy environment and to identify relevant stakeholders for ensuring safe sanitation facilities in education centres. Three schools in Jashore were selected to demonstrate appropriate school sanitation facilities, and renovation was carried out with the contribution of schools, the municipality and the sub-programme. An operation and maintenance (O&M) manual was also developed, to ensure proper operation

of the facilities. This model will be replicated in other schools/cities under the leadership of an education authority.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, the three cities will have a clear, safe, viable sanitation service model (for emptying, transportation and treatment), with aligned infrastructure investment, servicing the domestic, educational, health and public places consumer segments as a priority.

The sub-programme emphasised the importance of ensuring appropriate working conditions for sanitation workers and preventing health risks. City-specific OHS guidelines were developed and approved for Jashore and Benapole. The guidelines include development of an emptiers' database and profile, training on OHS, ensuring personal protective equipment, making budgetary provision for OHS, and the provision of health care services and health insurance. Emptiers' databases and profiles have been created for Jashore and Benapole, and based on that, OHS training was conducted with 75 emptiers. Gazipur's database is under development.

The sub-programme also conducted a study on exploring health insurance schemes for the emptiers and the findings were shared at national level. Three insurance companies proposed specific insurance packages for emptiers, which is under discussion with relevant stakeholders for piloting. Together with FSM Network, SNV made preparation for organising the 4th Emptiers' Convention, focusing on providing health insurance to the emptiers. This was postponed to February 2020.

To strengthen and establish FSM services in the cities, the sub-programme supported them by analysing appropriate service models. In Jashore municipality, different scenarios were proposed and discussed to operate and maintain the integrated waste treatment facility and the municipality has agreed to engage a private operator following a formal tendering procedure for which required administration process is already initiated. All PPP service contracts were reviewed and a training session was organised by Bangladesh PPP Authority to orient about PPP concepts, share different models being implemented and help to update their existing contracts.

The emptying tariff model was revised and is awaiting Jashore's city council approval. In addition, the sub-programme supported to upgrade one old Vacutug, completed the licensing of the Vacutugs (BRTA license), and also provided training to drivers and helpers (12) for operation and maintenance of the Vacutugs. An online customer database has been developed to track and maintain FSM services in the three cities. Furthermore, a study on analysis of municipal financial systems and development of key performance indicators (KPIs) for FSM services is in progress. This aims to develop capacity and strengthen systems for planning, budgeting, financial management, monitoring and evaluation (M&E) and human resource management within local government initiatives (LGIs).

Together with the International Finance Corporation and 2030 Water Resources Group, this sub-programme is supporting Gazipur City Council to conduct a detailed feasibility study of the wastewater project, including both sewer and non-sewer systems. SNV has been co-opted as a member of Dhaka Greater Watershed Restoration Work-stream under the Bangladesh Water Multi-stakeholder Partnership¹² chaired by the secretary of the local government division of Bangladesh Government.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, the municipalities have a city-wide service delivery framework that prioritises the key enabling conditions and is led by the respective local authorities. To make progress towards this vision, the sub-programme will strengthen the capacities of local authorities to regulate, enforce and co-ordinate sanitation plans, budgets and service provision, and promote business models and financing systems that support effective and sustainable services with a pro-poor lens.

The sub-programme conducted two studies – one on sanitation and hygiene in schools, and one on WASH in HCFs. The studies reviewed policy and legal provisions, and conducted stakeholder analysis. It has been identified that the building standards for school sanitation and hygiene was inadequate and the agencies responsible for building infrastructure do not comply with the minimum standards. The recent WASH in HCFs strategy and national action plan focuses on rural areas and does not address the needs in urban areas. The findings were shared with key stakeholders at local level and the sub-programme is following up with relevant authorities for required interventions. At the national level, SNV is also involved in developing a national action plan for implementation of strategy for WASH in HCFs 2019–2023.

The sub-programme initiated development of a ward sanitation strategy (as a pilot) in one ward of Jashore municipality. After a multi-criteria exercise, combining data of density, population living in slums and existing government projects, the municipality selected Ward 5, for which a GIS-based sanitation-mapping exercise was done. This will be used as a tool to support the planning process for ensuring safe sanitation facilities and services in the ward.

As a part of development of an investment mechanism for infrastructure improvement in sanitation services, the sub-programme took the initiative to support Jashore and Benapole municipalities to prepare a development project proposal (DPP) on public toilets (PT). The DPP will be submitted to central government for funding support to construct new PTs and also for renovation of existing PTs. In addition, a PT management model study is completed, and a city action plan is developed for Jashore and Benapole municipalities.

¹² – Government of Bangladesh initiated, with support from 2030 Water Resources Group of World Bank Group, Bangladesh Water Multi-Stakeholder Partnership, to address existing challenges for water security in Greater Dhaka. One of the defined workstreams is the Greater Dhaka Watershed Restoration (GDWR) workstream, which aims to mitigate adverse impacts of untreated wastewater discharge in the region. In Gazipur, GDWR is supporting development of an integrated wastewater management initiative, combining network and non-network (FSM) interventions, through infrastructure investment and development of PPP models. IFC is facilitating the process. SNV is a member of GDWR..



Source: SNV. Bangladesh urban sanitation sub-programme.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme. SNV partners are responsible for implementing the overall M&E activities, with monitoring and backstopping from the SNV team.

Learning

In this sub-programme, learning took place at several levels. On the one hand, through cross-sharing experiences and learnings within the cities in Bangladesh where SNV and related partners work. In 2019, several exchange trips took place: (i) about 30 councillors and 30 city officials from Gazipur City Corporation visited Jhenaidah and Khulna for three days to learn from their peers about how FSM services have been initiated and implemented, and how urban sanitation conditions have been improved. A debate session was conducted to capture the learnings and how those can be implemented in their city. (ii) Jashore Paurashava officials visited Kushtia Paurashava to capture the learning from their faecal sludge treatment plant (FSTP) and co-composting facility. (iii) The panel mayor from Benapole Paurashava, along with UGIIP III and DPHE representatives, visited Khulna City Corporation to learn about their FSTP, decentralised wastewater treatment systems, community toilets in slums, and overall FSM services.

Learning also took place through participation in international events. Representatives from the three municipalities joined FSM5 in Cape Town (in February); a training programme on 'Implementing and operationalising FSM' in Bengaluru, India (in October); and a learning event organised by SNV on 'Sustainable cost recovery and equity in urban sanitation' in Indonesia (in November).

SNV presented the keynote on 'Gender inclusion in sanitation business' during the 3rd International Conference on Inclusive Business, organised jointly with Dutch Bangla Chambers of Commerce & Industry (DBCCI) and Apon Wellbeing Limited under the platform of Wellbeing 4 Makers (joint initiative of SNV, DBCCI & Apon), held in Hotel Le Méridien, Dhaka, on September 29, 2019.

Approach to sustainability

Updates on sustainability compacts

The sustainability clause is anchored in the memorandum of understanding (MoU) made and signed with the three partner cities at end of 2018 (Jashore and Benapole) and beginning of 2019 (Gazipur City Corporation). During the learning event on WASH service sustainability, a special session on the sustainability compact was conducted to further explain this clause in the presence of partners' representatives. In addition, SNV is systemically supporting the strengthening of monitoring systems at local and national level. The focus is to increase the

evidence across the sanitation service chain and encourage the use of evidence for decision making through the sanitation-mapping initiative. Jashore and Benapole Paurashava agreed to initiate the implementation of the integrated municipal Information System (IMIS) within their municipalities for management, planning and decision-making about FSM services and overall urban services.

Sustainability and systems strengthening

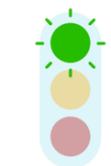
The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019 the sub-programme worked particularly towards goals that were:

- *Financial:* A study was done on analysis of municipal financial systems, and the development of KPIs for FSM services is in progress. The aim is to develop capacity and strengthen systems for planning, budgeting, financial management, M&E and human resource management within LGIs.
- *Institutional/social:* The sub-programme conducted a study on exploring health insurance schemes for the emptiers and the findings were shared at national level. Three insurance companies proposed specific insurance packages for emptiers, which are under discussion with relevant stakeholders for piloting.

1.2 Bangladesh WASH Alliance sub-programme



Overview of progress



The Bangladesh WASH Alliance sub-programme has made great progress in 2019 on all three pathways and is therefore **on track**. Most of the activities were carried out as planned and led to concrete changes in the intervention areas. Changes in WASH practices can be observed at community and institutional level. At the same time, governmental authorities are showing an understanding of the need to focus on gender and social inclusion in WASH. This approach helps to inform the communities about their WASH needs and rights, so that their demands can be heard by the relevant authorities, either in WASH committees or through the WASH desks established by the sub-programme.

With the work that is carried out with WASH entrepreneurs, inclusive and sustainable WASH products are also being offered to the customers who are increasingly interested in them and are buying them. The changes are observed and captured through the methodologies that have been introduced in this programme, from community-based monitoring and social mapping exercises, to outcome harvesting and evaluation of activities.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, there will be visible behaviour changes whereby community people, with a focus on women and socially excluded people, will be taking decisions that will lead to their increased access to, and use of sustainable, acceptable and safe WASH products and services. Qualitative information from awareness-raising and capacity-building activities will provide insights on annual progress. These will be read along with the results of the social mapping. All partners are encouraged to document information on access and use of facilities.

In 2019, the programme formed and (re)activated different committees, such as town level co-ordination committee (TLCC), WatSan committee, ward level co-ordination committee (WLCC) at municipalities, Union Parishads and ward level. Through meetings and WASH knowledge dissemination sessions, the members of these committees have an increased understanding of WASH-related rights of women and marginalised groups and prioritise WASH issues more than before. Thanks to the programme's influence, socially excluded people and women (including women that are traditional birth attendants, people with disabilities (PWDs), cleaners and others) are now included in the committees, and membership is also approved by the municipalities. Through their participation they can raise their needs in the meetings, which is reflected in the local government's WASH budget expenditure.

Awareness raising, such as public hearings on budget issues, is in fact key to achieve this pathway, as it enables people to voice their needs. The sub-programme has introduced an inclusive budget monitoring process in Barguna district, through which a budget monitoring tool is filled out by CSOs with the authorities. As a result, the authorities understand the present situation of budget allocation and use, and the need for a separate budget allocation. Simultaneously the CSOs, as representatives of communities, are voicing the demands of the different groups of people in various WASH committees and advocacy meetings. Moreover, the work with the female entrepreneurs not only contributes to pathway 2, but also enforces women's decision making at household level. Women entrepreneurs that are part of this programme now independently make their decisions on business and household expenditure.

In schools, as a result of continuous coaching, awareness-raising meetings and events involving teachers, parents and students, the targeted people have a positive perception towards personal hygiene, especially menstrual health (MH) of adolescent girls. Whereas it was a taboo to talk openly about MH issues in schools, teachers are now teaching personal hygiene and comprehensive MH lessons at assembly and classes. In addition, several schools are keeping sanitary napkins in the sub-programme's intervention area to help reduce absenteeism, enabling girls to access napkins at any time during school. Thirteen schools also allocated their funds to ensure 'MH-friendly' toilets in Amtali and Patharghata municipalities and three unions of Barguna Sada Upazila. Whereas they were unusable for girls before the programme

started, 74 toilets have now been renovated or installed in the WAI working areas. The toilets are separate for boys and girls, with covered disposal bin, availability of soap and running water.

Finally, it is noteworthy that the media is also contributing to awareness raising on WASH and GESI. Many journalists have started collecting WASH information on their own and using WAI local partners' information to report on WASH, with a special focus on gender, social inclusion and MH practices.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, WASH business capacities will be strengthened to provide user-friendly tailored and sustainable services and products, so that these will become available and used (e.g. disaster-proof sanitation infrastructure, soap, sanitary napkins etc.). This means that the number of individual entrepreneurs offering sustainable WASH services and products will have increased.

In 2019, the programme helped entrepreneurs in the intervention areas recognise WASH services and products as a business and register their enterprises with local authorities. Through business development training for entrepreneurs (on for example technical, financial and managerial issues, customer handling and product promotion), 287 (as of December 2019) now create their products according to demand from the community and thereby increase their sells. For example, the monthly net profit per sanitation entrepreneur increased from around 4,000 BDT (about 42 EUR) to 12,000 BDT (about 125 EUR). This not only helps them cover the expenses of their household, but also demonstrates that the products increasingly are being bought by the communities. A total of 190 of these entrepreneurs are now fully registered with the municipalities.

In addition, the programme has put efforts on identifying and training female entrepreneurs. This led to a WASH business for 74 women in the implementation area, as of December 2019, although the level of success of their business varies. Despite the progress, it remains challenging to increase female entrepreneurship, because of women's lack of confidence and the social barriers they face to start a business. On the other hand, with the work with male entrepreneurs, financial institutions and, to some extent, with communities and government authorities (e.g. registration and day observation celebration), the different stakeholders and the community have increasingly started being open to women's entrepreneurship in the implementation area, as captured in the story '[Businesswoman and napkin sister](#)'.

Regarding sustainable and inclusive products, the programme helped entrepreneurs with offering disaster-resilient products through training and technical support. Many now produce different types of flood- and cyclone-resilient toilets and share information to customers on their installation and use. It was also observed that these products are being bought by the customers given the long-term benefits of their investments.

Linked to pathway 1, consumers' knowledge on suitable WASH products and services has increased. As a result, the social mapping exercises undertaken in 2019 demonstrated that the communities are now demanding WASH products and services, and are taking steps to upgrade and buy WASH products that suit their needs. For example, individuals have installed 23 deep tube wells in Satkhira and Barguna municipalities, and 79 sanitary latrines in Satkhira, Kalaroa and Barguna municipalities. This was made possible through linking entrepreneurs to the communities, so that the products developed are aligned with the specific needs of for example PWDs, the elderly or women.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme, targeted responsible governmental (local and national) authorities will be adopting and implementing inclusive and sustainable WASH policies and governance instruments. This means that relevant WASH public stakeholders¹³ will be aware of: (i) WASH and integrated water resources management (IWRM)-related governance instruments that concern them (e.g. water rules; circular on menstrual health; SDGs; water-related human rights); (ii) the Government of Bangladesh commitments on SDGs and water-related human rights. They will also demonstrate clarity regarding institutional roles and responsibilities to implement them, which is expected to contribute to improved public services delivery.

The WASH SDG WAI sub-programme joined the sector-wide discussions to push for different changes in the key instruments to strengthen the governmental WASH governance framework, for example on the pro-poor strategy and national strategy for water supply and sanitation. WAI partner Wateraid Bangladesh (WAB) played an active role as the member secretary of the working committee¹⁴ to draft the pro-poor strategy and national strategy for water supply and sanitation. Simavi was a member of the working committee, and together they provided inputs to revise the strategy. Policy makers were not adequately aware of the SDG era (as opposed to the Millennium Development Goals), but the WAI joined forces with other organisations from the WASH sector to sensitise them on these issues through for example workshops and roundtable discussions.

The government allocated a new budget to rural WASH service delivery and this change was possible through the joint action of various sector actors, while, at the same time, WAI partners WAB and Simavi were part of a national working committee, which the local government division of the Ministry of Local Government, Rural Development and Co-operatives has involved to discuss the way forward on the WASH accounts.

¹³ - Governmental *WASH authorities, whether national or local (in the intervention areas).

¹⁴ - The local government division of the Ministry of Local Government, Rural Development and Co-operatives created the working committees for the pro-poor strategy, the national strategy on water supply and sanitation, and the WASH accounts.

At local level, the governance framework has further improved in 2019 in Kolaroa, Satkhira and Barguna, where as a result of the local lobby and advocacy activities, the three municipalities increased their WASH budget for year 2019–2020 to 156%, 127% and 332% respectively, compared with the year before. The activities consisted of budget tracking, ward-level co-ordination meetings facilitated by WAI, and meetings with mayors and councillors to address the communities' WASH demands. The WAI partners also worked with the town level co-ordination committee to allocate more budget for WASH, and organised a human chain. As Barguna is one of the prominent vulnerable coastal municipalities, the overall budget allocation was higher. Additionally, the municipality has planned to construct a comprehensive waste management plant, which is also reflected in the budget allocation. Five WASH desks were also established and are functioning in three Union Parishads and two municipalities in Barguna. Communities have been made aware of these accountability mechanisms, through which they have been sharing their complains on dysfunctional tube wells. Municipalities, in turn, support the mechanics who are linked to the communities and repair household tube wells to ensure access to water (171 repairs were carried out in 2019).

Municipalities also made great progress in their own premises on inclusive WASH. For example, in Kolaroa, the advocacy and sensitisation efforts with different committees (TLCC, WatSan and Multi Stakeholder Coordination Committee (MSCC) meetings) led the officials to allocate/build separate toilets for female staff.

Finally, the sub-programme introduced the human rights framework to selected municipal staff. The process, which includes translation into Bangla, sharing the tools with authorities and meetings with local government officials, confirmed that it helped them better understand what the human rights to water and sanitation entail, and applying human rights principles in practice by giving special attention to marginalised groups.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

In 2019, the WAI sub-programme continued tracking progress of the programme, but also developed new tools and guiding questions for partners to strengthen the way they track how their activities are leading to the foreseen outcomes of the sub-programme Theory of Change. Since the last quarter of the year, all training activities are evaluated by the partners using an evaluation form which assesses the participants' increased knowledge and capacities. A follow-up evaluation template has also been introduced.

Furthermore, a self-assessment was conducted among all involved partners, to assess in a participative and transparent manner the progress of the programme in light of the Theory of Change. The outcome harvesting methodology was introduced in this context, which was also one of the major learnings in order to measure change. The process kicked off in Q4 and was finalised in early 2020. The results will be shared in the annual report 2020.

Learning

The sub-programme-level learning focused on GESI in 2019, with training on women's empowerment and human rights to water and sanitation. At the end of 2019, a workshop was held to gather and share best practices.

GESI budget monitoring tools were showcased among the partners, to inspire them to use such tools in other areas. Furthermore, community-based monitoring has proved to be useful, whereby someone from inside the community (as opposed to a partner member of staff) monitors changes, as it better demonstrates how change progresses in the community. This practice is now being undertaken more widely in this sub-programme. Related to private service delivery, the use of revolving fund for 100% recovery has jointly been identified as a good example which helps achieve WASH access without hardware support.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards

- *Institutional sustainability:* Through continued liaison with the local authorities to discuss the MoU that contain the sustainability compact. Based on the clauses, one municipality assigned a monitoring focal point within the institution, who is now part of the sub-programmes' co-ordination meetings organised in the municipality to discuss progress.
- *The link between social and environmental sustainability:* For example, in developing the disaster-risk reduction (DRR) strategy, an important GESI angle was subsequently added, which led to the revision of the strategy to ensure that also DRR approaches are gender and socially inclusive. After Cyclone Bulbul passed, it was observed that insufficient WASH facilities for women, children or PWDs were available in the shelters. The authorities subsequently committed to improve the situation. This demonstrates the progress with institutional sustainability highlighted above, but also the need to continue working on cross-cutting GESI and CVR activities with the authorities, as done through, among others, the DRR-related activities in the sub-programme.

1.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020.

Learning

As part of the learning agenda for the WASH SDG programme, SNV and WAI partners jointly organised a workshop on WASH service sustainability on October 30-31, 2019, which focused on sustainability issues and a way forward for the WASH services. The two-day event covered a briefing about the WASH SDG programme, WASH service and sustainability, SDG linkage with WASH services, GESI, WASH entrepreneurship and business models, and demonstration on market linkage. The partners agreed to extract some of the key products presented in the marketplace activity during the workshop, as case studies for dissemination and development of fact sheets or concept notes.

As part of the global LKD GESI, both sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings each year will be used to improve programme implementation.

Country programme management and coordination

Internal

The Consortium partners hold quarterly meetings to discuss the country sub-programmes.

External

As both SNV and WAI are active members in different WASH-related national forums and committees, there is also a lot of informal exchange and co-ordination. The Bangladeshi national government in 2019 adopted various key instruments strengthening the WASH governance framework in the country. For example, the Pro-Poor Strategy for National Strategy for Water Supply and Sanitation in Bangladesh was finalised, with the integration of input from the programme partners, as well as other stakeholders, who engaged in continuous advocacy activities (formal letters to and regular meetings with the authorities) to help achieve this result. The revised instrument now integrates the SDG 6-related definitions from the WHO/UNICEF joint monitoring programme, and contains a clause on the provision of 100% subsidy for the poorest families, in particular those from marginalised groups, to access WASH. This demonstrates an awareness of the importance of using the SDG 6 framework and paves the way to the continued discussions on the adoption of national-level SDG 6 indicators. Awareness raising on SDG 6 indicators and terminology, and their

implications for national policy and programming, also contributed to the finalisation of the alignment of the National Strategy for Water Supply and Sanitation 2014 with SDG 6.

The government took also an important step in contributing to service delivery by announcing the allocation of a new budget to rural WASH services and kicking off the work to develop National WASH Accounts, the terminology used for national-level separate WASH budget items. The National WASH Accounts are expected to lead to increased WASH budget allocation, especially for marginalised groups. The co-ordination with WASH networks and WASH SDG partners contributed to these developments at national level.

Another example is the Local Consultative Group for Water Supply and Sanitation Sub-group, held in July 2019 and chaired by local government division under the Ministry of Local Government, Rural Development and Co-operatives, which gathers the key stakeholders in WASH in Bangladesh. In addition, both Consortium partners are active in the FSM Network, where issues related to urban sanitation, primarily FSM, are discussed. The 4th FSM Convention was planned by the Network but postponed to February 2020.

Furthermore, partners extend invitation to their events and use their existing networks and other projects to gather input for the programme. For example, SNV is part of the working committee for development of the national action plan for implementation of the FSM Institutional and Regulatory Framework, and also implements a project with the Municipal Association of Bangladesh.

Co-ordination with the Embassy of the Kingdom of the Netherlands is done on a needs basis and representatives participate in WASH events. An embassy representative was replaced at the end of 2019 and the Consortium partners welcomed him with extensive presentation of the work and invitations to visit field activities. The new representative had worked in Bangladesh before, which adds important value in terms of understanding the context and providing further support if required.

Risks and mitigation

In 2019, Cyclone Bulbul affected the WAI sub-programme area. That disaster made clear that even with the sub-programme working on CVR, it takes time to effect change in a way that ensures sustainable WASH, even during or after a natural hazard. Each cyclone can still have a devastating impact on the programme area, despite earlier progress made on CVR. In the case for SNV, nothing severe was reported regarding the cyclone, mostly because of the fact that we are not working in the coastal areas.

No other additional risks were identified, beyond those mentioned in the IR. The Consortium is closely working with the municipalities and is anticipating mitigation of any risk to ensure smooth operation and minimise disruption to activities.

Businesswoman and 'napkin sister'

Jannatul Ferdouse Rubi, a 39-year-old mother of one child, lives in Barguna municipality, in the southern part of Bangladesh. Her husband is a photocopy shop owner and until recently, was the only breadwinner in the family.

Since the WASH SDG programme started, Rubi's path has changed. She is now a businesswoman, locally known as 'napkin sister'. She is generating awareness on menstrual health, reaching out to new customers while making and selling menstrual health products using raw materials from different local sources. She is proud of what she has achieved.

Rubi's journey as a low-cost sanitary napkin entrepreneur, however, did not have an easy start. She faced many barriers including initial resistance from her husband and mother-in-law. In her community, women are expected to deal with their menstruation privately. Rubi's family was concerned that if she talked publicly about menstrual health and established a business out of it, this could be negatively perceived by the rest of the community and lead to stigmatisation of their family. To avoid this, Rubi's husband ordered her to stay at home and focus on her own family.



Story Facts

Country: Bangladesh

Sub-programme: Bangladesh WASH Alliance sub-programme

Consortium partner: WASH Alliance International (lead: Simavi)

But Rubi remained determined. She knew the difficulties she was facing during her menstruation, from taboos to the lack of menstrual hygiene products available. She did not want her daughter to face similar challenges or fears. Building a business around this topic also meant contributing to the family income and improving their lifestyle.

The WASH SDG programme provided technical training to support Rubi in the design and development of menstrual health products. It also built capacity in other skills such as leadership, business, financial and marketing of products. The programme also facilitated contacts with financial institutions and she accessed a loan in October 2019. She established a small showroom close to her house where she now sells her products.

To help overcome the barriers Rubi was facing, her husband was also involved in the training. On a regular basis, the team sits with both Rubi and her husband to review the business plan and progress, thus giving them an overview of the benefits for their family. Every month Rubi now earns 5,000 BDT (approx. 50 EUR), and she has a plan to increase the volume of sales in the coming months and years.

2. Ethiopia

Source: Amref. Ethiopia WASH Alliance sub-programme.

Country overview

A brief overview of the WASH SDG programme in Ethiopia is as follows:

Country: Ethiopia

Lead: WAI

Sub-programme: 2

Locations: 6

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Ethiopia WASH Alliance SP	Urban & rural	Arsi Negele, Shashemene Zuria	<p>Local NGOs / CSOs:</p> <ul style="list-style-type: none"> • BBBC (local partner of WASTE), Amref Ethiopia, Wetlands International Ethiopia, IRC Ethiopia <p>Dutch NGOs:</p> <ul style="list-style-type: none"> • Amref, Wetlands, IRC, WASTE, Akvo <p>Local / national authorities:</p> <ul style="list-style-type: none"> • Negelle Arsi District Water, Mining and Energy office • Shashemene District Water, Mining and Energy office • Rift Valley Lakes Basin Development Office <p>Local businesses/MFI:</p> <ul style="list-style-type: none"> • Oromia Credit and Saving SC (OCSSCO)
Ethiopia Bahir Dar Zuria and Lasta SP	Rural	Woredas: Bahir Dar Zuria, Lasta	<p>Local NGOs / CSOs:</p> <ul style="list-style-type: none"> • Plan International Ethiopia <p>Local / national authorities:</p> <ul style="list-style-type: none"> • Bahir Dar Zurija district WASH sector offices • Lasta district WASH sector offices

Information on the overall country programme and targets was presented in the country IR and summarised in the Ethiopia IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Ethiopia tab.

Summary country-level progress

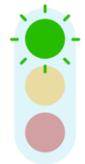
As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore, values remain unchanged from the IR.

2.1 Ethiopia WASH Alliance sub-programme

"I am honoured and delighted because the safe toilet is a significant improvement; particularly for women. A woman has to travel far distances into the jungle if she needs to defecate or wait until dark to keep her privacy due to the absence of an improved toilet."

Adde Qameriya Hashim (42, with six children), Awasho kebele.

Overview of progress



The Ethiopia WASH Alliance sub-programme has made great progress in 2019 and is **on track**. Most of the activities were carried out as planned and led to concrete changes in the implementation districts of Arsi Negelle and Shashemene. Changes in WASH practices can be observed at community and government level. In pathway 1, we see that communities are showing eagerness to change their hygiene situation by becoming ODF. With the work that is carried out in pathway 2 with WASH entrepreneurs, inclusive and sustainable WASH products are offered to the customers who are increasingly interested in them and are buying them, with or without a loan. Also more than 50.000 people have gained access to sustainable water facilities. In pathway 3, governmental authorities are showing an understanding of the need to leverage the WASH interventions as shown by an own contribution of 10 million ETB (around 300,000 EUR) and an interest for an improved planning and monitoring system.

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme people in the intervention area: (i) change the handwashing practices of their households during the critical times; (ii) increase the use of toilets rather than defecating in the open; and (iii) the proper follow up by the local government is carried out in such a way that they assure that the communities have sustained access and use of sanitation facilities (also linked with pathway 3). Ultimately, communities are changing behaviours and reaching sustained ODF status.

More than 184 health extension workers, government representatives and kebele leaders participated in a three-day training on CLTS and SLTSH (School Led Total Sanitation and Hygiene) held in early 2019. This intervention has brought a change as these trained people started to engage households in 267 villages (75% of the intervention kebeles, the lowest administrative structure of the government), to build their own toilet. These households have started using

toilets and stopped defecating in the open. The next step of the WAI sub-programme will be progressing to improved toilets, thus moving the communities up on the sanitation ladder. We anticipate that by mid 2020, 100% ODF coverage will be reached within these 267 villages. In addition to having their own toilets, households in the intervention villages and schools in those areas have improved their handwashing behaviour. As a result of CLTSH and SLTSH interventions, households which already had toilets but no handwashing facilities, are now equipped with the facility to wash hands.

In the implementation area, 16 persons from the local government (district environment office, water office, health office, health extension workers), Rift Valley Lakes Basin Development Office and other relevant stakeholders (Farmers Union, Water Board, community leader) have been trained on how to manage their water facilities in a climate-resilient way. This was done in a training of trainers module. As a result, they have influenced their communities to change their behaviour and clear the area from any solid waste and by planting trees near their water source. In this reporting period, 30 WASHCOs were established and/or revitalised. These WASHCOs are institutions that are responsible for O&M of the WASH services in their communities. They will contribute to sustained access and use of the facilities (i.e. ensure the institutional sustainability of the system).

The local government is working closely with the WAI partners' field staff in the implementation of sanitation activities by providing support in mobilising the communities for awareness creation to have their own toilets. The local government, through the health extension workers, monitors and supports households that have built their own toilets. They also monitor and support households to improve the hygiene behaviour at household level.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, the access and use of sustainable and safe drinking water supply will be increased because of augmented financial resources allocated to safe water services by the government and WASHCOs, which are able and willing to maintain water supply sites. For sanitation our vision is that the two implementing districts will become ODF. We will improve the service level of the latrines (from unimproved to at least a basic service level). The partners in the project will create demand and supply for latrines through BCC and train SMEs in business skills to provide quality latrines.

In 2019, the implementation partners, WASHCOs, utilities and governments discussed where to create more access and use of sustainable and safe drinking water supply. Based on this, specific intervention areas within the sub-programme region were selected. Governments officials (27) were trained on WASH financing (mapping, importance of an increased government commitment). As an outcome of the training, the district (woreda) government committed to match investments done by the sub-programme with 10 million Birr (approx. 300,000 EUR). In the reporting period, two boreholes in Ebicha and Gonde Kerso were almost fully rehabilitated and will be completed in Q1 of 2020. In this area 24,733 people will gain access to sustainable and safe water. Two new boreholes will also be constructed in Faji Goba and Kersa-Gara. When

completed, 28,785 community members will have increased access to safe water. Additionally, a borehole in Adaba Tita/Turge Galo will be rehabilitated to meet the demands of the local population. In addition, 48 community members were trained to maintain these systems, and 98 WASHCO members have been trained on the proper management of other WASH facilities. With regards to our vision on sanitation, in addition to the work carried out in pathway 1 to reach ODF status, the sub-programme also worked towards improving the sanitation market.



Source: Amref Ethiopia WASH Alliance sub-programme.
Water pumps constructed and serving the community of Yilkal Haile.

Five SMEs were trained in constructing and selling quality latrines; in total 19 local artisans from two kebeles received on-the-job training. Generally, a total of 36 artisans (31 male and 5 female) have been trained on the ways of constructing durable and affordable improved toilets. In 2020, these SMEs will be further strengthened and trained to construct improved sanitation facilities in the intervention area.

Three different financial institutions (one governmental and two private) have comprehended the enormous business opportunities of this market access as they were trained by the local partner, BBBC (supported through WASTE). Likewise, BBBC made agreements with these MFIs and signed MoUs on ways of collaborating. These MFIs have developed new sanitation loan modalities. One of the MFIs, called OCSSCO (Oromia Credit and Saving Company), started giving loans to households to purchase improved sanitation facilities.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, the district WASH professionals are capacitated and putting into practice good WASH management. More specifically, they will put a planning and monitoring system into use which will also monitor the issues of gender, social inclusion and climate change. Furthermore, they will reduce the amount of non-functioning water schemes and increase real-time water supply services. By the end of the project a learning and sharing WASH mechanism will be established.

In 2019, as part of strengthening WASH management, 14 WASHCOs have been established/strengthened and trained to increase and/or refresh their knowledge and skills in WASH schemes management, O&M techniques, planning and monitoring of the system that contributes to the

sustainability of WASH facilities. They will also promote sanitation and hygiene improvement in their communities. The established/strengthened WASHCOs are mobilising the communities for some of the activities (such as trenching for pipe instalment) that requires the contribution from the communities as a leverage. These WASHCOs consist of at least 50% women.

IRC conducted a study on monitoring and financing of WASH facilities, which enabled the sub-programme team and responsible government officials to identify gaps in the planning and monitoring system in the intervention districts. During the consultation process to endorse the study, all parties committed to play their role in addressing the gaps identified. To improve the planning and monitoring of the districts, there was a capacity-building training and follow-up support was provided to the district WASH office professionals in the preparation of the development of a strategic WASH plan, which was still work in progress at the end of this reporting period. Once endorsed by the district, this strategic plan will serve as an official document to be used by WASH sector stakeholders in the area. During the preparation of the strategic plan, identified gaps will be addressed, including GESI and climate resilience.



Source: Amref. Ethiopia WASH Alliance sub-programme.

In 2019, sub-programme partners IRC and Wetlands consulted with the government (Oromia Water Mineral and Energy Bureau, Ministry of Water, Irrigation and Energy/Basin Development Authority, Rift Valley Lakes Basin Development Office) to establish a joint learning platform at ZSsB (Ziway-Shalla sub-Basin) for the WASH sector on gender, social inclusion and climate resilience. A MoU was signed and the platform will be based on a solid learning strategy that will serve as a working modality for the operationalisation of the learning and sharing platform. This is currently under review and will be finalised in 2020.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme including quarterly review meetings with all WAI partners. Separate meetings took place with local government stakeholders.

The WAI sub-programme also facilitated capacity-building training for all WAI partner staff on Akvo FLOW and RSR-tools in February.

The 2020 annual planning and M&E workshop was held in October 2019. WAI partners reflected on 2019 implementation, progress made and lessons learned and subsequently developed their work plan for 2020.

Learning

To facilitate the learning internally among WAI partners and WASH sector stakeholders, WAI partners (IRC and Wetlands International) are facilitating the establishment of a learning platform to share the learnings on climate-resilient WASH and GESI, as described in pathway 3. In October 2019, a two-day GESI training was conducted, attended by all local WAI partners. As a result all WAI partners have made their 2020 workplans GESI sensitive. Also the sub-programme is participating in the global GESI learning theme and started implementing the GESI learning wheel and learning log in Q4 2019.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

To address the issues of sustainability, the WAI Ethiopia sub-programme applies the FIETS model. All five elements of FIETS are being addressed. However, in 2019, the sub-programme worked particularly towards:

- *Institutional sustainability:* Organising and training WASHCOs and CBOs that will be responsible for managing WASH facilities and treatment of the catchment area. The local government has been involved since the start-up of the programme implementation, which will be responsible for follow up of the programme activities. There is a signed MoU with the local government (Water Office of zonal and district level), which is an indicator of how the local government is involved in the process and committed to sustaining the services for a longer period. The government has also committed financial resources to WASH.
- *Financial sustainability:* The local operators are expected to get paid for the WASH services, which will be used for proper O&M of services. The community groups that have been organised for catchment treatment are expected to generate income through selling of grasses and in other ways (such as fattening and selling of goats). The groups are also expected to be linked to the local job creation and small business government office, where they will get a loan for herding goats for proper maintenance of the grasses in the catchment area. Through replanting around water points and in the catchment areas at large, vegetation cover increases, leading to an increased ground water recharge.

2.2 Ethiopia Bahir Dar Zuria and Lasta sub-programme

"I came to know menstruation is a natural phenomenon that is occurring to females every month at the time of puberty. Besides, I have started proper management of menstruation when it comes. (...) My friends and I are attending our education regularly [now], and with high confidence."

Enguday Kassa (15), Bahir Dar Zuria district, West Gojjam Zone of the Amhara region, Ethiopia

Overview of progress



The actual implementation of the different activities under the WASH SDG sub-programme in the period is well **on track** on all three pathways. Except a few activities, all activities were carried out as planned in 2019.

Plan started with training key persons at the government level and by adapting the government's *Community Conversation* manual to include the GWMT. As a result, government staff was able to roll out GESI CLTS in 12 of 30 target communities (seven kebeles of Bahir Dar Zuria and five of Lasta district). As a result, demand for sanitation and hygiene services increased. Awareness on MHM increased in 2019 through strengthening of 21 disability-inclusive school WASH clubs.

Through the construction of GESI latrines at four schools, access to sanitation at schools also improved. Access to water increased through the construction of three springs and one rehabilitation of a shallow well. To ensure sustainability of new and existing WASH facilities,



Source: Plan
Middle aged women discussing WASH tasks.

21 WASHCOs were established and legalised. Members of these WASHCOs received training and improved their capacity on WASH facility management and O&M.

WASH markets also improved through the training and establishment of six enterprise groups, which are now producing sanitary pads, pants and latrine slabs.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, at least 30 communities in the target areas reach the ODF status¹⁵ and have moved up the sanitation and hygiene ladder¹⁶. Women, girls and other socially excluded groups are empowered, resulting in an increased level of participation of women/girls and other excluded groups in WASH activities in the community, shared WASH workload and decision-making in the household, and an increased level of leadership positions in communities around WASH. Fathers and mothers have improved their knowledge and practices about baby WASH¹⁷ and students, parents and teachers about MHM.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

Local agencies identified tools and strategies at woreda level for gender-transformative, socially inclusive and nutrition-sensitive WASH activities. An annual review meeting reviewed the implementation of the WASH tools at woreda level, with community representatives involved.

The sub-programme used gender, nutrition and disability-sensitive community conversation within the CLTS approach to create demand for WASH services and improve WASH practices. Facilitation skills training for community conversation was provided to health extension workers, kebele managers and government experts. Issues identified by the GESI analysis and the GWMT were incorporated into the tool. Community conversation is under way in 12 kebeles with 1,200 participants (three rounds by each group on a bi-monthly basis).

Plan also supported the establishment and strengthening of 21 disability-inclusive school WASH clubs. Club members and their teachers have already shown improvement in their awareness on MHM. Club members received training on nutrition-sensitive WASH, multiple use systems for water and group management, leadership, life skills and conflict resolution. MHM rooms and disability-inclusive VIP latrines with handwashing facilities are being constructed in four schools.

¹⁵ - Progress will be measured on a yearly basis.

¹⁶ - Targets are mentioned in the IR and progress will be measured during the MTR and end evaluation.

¹⁷ - A hygiene approach that focuses on improved hygiene for babies through the five Fs: fingers, flies, faeces, fluids and floors.

Plan supported home-to-home promotion on nutrition, food hygiene, household water treatment, baby WASH, handwashing and durable latrine building, as well as awareness-raising events during International Water Day and MHM Day.

In 2019, the GWMT manual was translated into Amharic and facilitators were trained and supported. A baseline measurement was done using the GWMT, highlighting the high WASH workload for young girls and male domination over WASH-related decision-making at households and community level. Through training, support and leading by example, existing WASH structures at different levels are encouraged to create an enabling environment for socially excluded groups' participation in WASH.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme to increase access to water by the construction or rehabilitation of 36 water schemes in the two districts in collaboration with the district government, the private sector and the communities. The sub-programme will improve the WASH market in the districts by strengthening new and existing entrepreneurs in producing and marketing affordable WASH products and by increasing the value of loans given by MFIs and others to producers of WASH products. At least 13.5% of these entrepreneurs will be women.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

As planned, a feasibility study was conducted in the two districts targeted by the project to identify water sources and determine the type of schemes to be constructed at community and school level. The multidisciplinary study team (hydrology, geophysics, public health, hydraulic engineering and electrical/mechanical engineering) incorporated staff from Amhara region WASH bureaus and district offices and Plan International Ethiopia. The study was done taking into account the CVR and GESI assessments to improve the design and location of the water schemes to reduce climate vulnerability and improve access for women and socially excluded groups, such as people with disabilities. Following the study, the construction and rehabilitation work of the water schemes started: pump testing and designing works for two solar-powered water pumping systems were finalised in two kebeles. The rehabilitation of a water pump distribution system in one kebele, and the drilling and construction work of one shallow borehole in another was also finalised. Three springs, two with cattle troughs and washing basins, and the rehabilitation work of one shallow well were completed. As a result, communities gained increased access to water and reduced the burden on women of fetching water from distant places (during which they experience a higher risk of gender-based violence).

To stimulate the WASH market, local entrepreneurs, producer groups (with male and female members) and other private sector players were capacitated and supported. Six enterprise

groups were established and the members capacitated in the production of sanitary pads and pants and latrine slab production. Producers, distributors and promoters of WASH products within the communities were supported and women were encouraged to be actively involved, thus stimulating female entrepreneurship (57% of the trained individuals were women).

The 21 established school WASH clubs were strengthened to produce and supply sanitary pads for school girls, and were provided with materials to do so.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme, targeted responsible governmental (local and national) authorities will be adopting and implementing inclusive and sustainable WASH policies and governance instruments. This means that relevant WASH public stakeholders¹³ will be aware of: (i) WASH and integrated water resources management (IWRM)-related governance instruments that concern them (e.g. water rules; circular on menstrual health; SDGs; water-related human rights); (ii) the Government of Bangladesh commitments on SDGs and water-related human rights. They will also demonstrate clarity regarding institutional roles and responsibilities to implement them, which is expected to contribute to improved public services delivery.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

WASH governance structures were strengthened through awareness sessions for key WASH team members at woreda level on WASH policies and regulations. The capacity of district-level health, education and water offices to monitor and evaluate WASH results and expenditures improved by training of the experts in data management and improving the data management infrastructure. Capacity in water quality surveillance and monitoring also improved. Through the training of trainers sessions at woreda level on GESI, by the adaption of the Community Conversation manual and the roll-out of the GWMT, key persons at woreda level improved their knowledge on GESI in WASH and know how to use it in their work.

At a local level, 21 WASHCOs were established and legalised. Members of the WASHCOs received training and improved their capacity on WASH facility management and O&M.

Social inclusion was a criterion in the selection of committee members; almost half of the WASHCO members are women. PWDs were selected in the committees as well.



Source: Plan International Ethiopia. Bahir Dar Zuria and Lasta sub-programme.
Older men discussing WASH tasks using GWMT

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme.

Learning

The intensified approach on GESI in the programme also includes learning and sharing of lessons. In particular, the introduction and implementation of the GWMT in the WASH SDG programme is used to deepen our understanding of gender/social norms and roles in regards to WASH programming. Plan shares these lessons internally, for example in the annual review meeting for the WASH-SDG sub-programmes, as well as externally, for example at the Measurement, Evaluation, and Dissemination for Scale annual workshop of the Bill and Melinda Gates Foundation in Cambodia. The presentation of the GWMT on how the tool can help to put GESI into practice was well received by the audience of this workshop.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

Plan addresses all elements of FIETS in the programme. In 2019, however, it gave particular focus to the following:

- *Social sustainability:* Plan has been doing activities through community engagement and active participation of communities right from the start of the programme. Plan is using a community-managed programme management system. This means that the community members are, for example, actively taking part in the construction of water facilities and VIP latrines in the school. They are supplying construction materials such as stones and are digging the ground for the construction of the latrines. CLTS in itself is a method to create collective action towards improved sanitation and the focus on GESI promotes accessibility and suitability for all. For example, for the design of the water supply schemes and school facilities women, children and people with disability were involved so that the schemes and facilities are accessible and suitable to all. The programme's gender-transformative WASH focus supports a change towards more equal gender relations. For example, community dialogues on the division of the WASH workload in the household or the equal participation in decision-making on WASH issues are key in the programme.
- *Institutional sustainability:* Through government co-operation and strengthening at all levels. Operational agreements are defined with the regional and local government. Capacity-building training is given to the established WASH governance in the target districts. The established and formalised WASHCOs, caretakers and WASH clubs create awareness and manage the WASH activities and facilities.

2.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020.

Learning

To enhance the learning between WAI and Plan, WAI sub-programme partner Amref's gender adviser had an exchange with Plan on gender-sensitive WASH intervention strategies. Plan has shared relevant documents and formats that they use in the gender-transformative tasks at project (including WASH SDG) implementation level.

In line with the global LKD trajectory, GESI has become a common learning area for WASH SDG Ethiopia for 2020. Both sub-programmes introduced the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings of the year will be used to improve programme implementation. Two learning moments have been identified to share and learn in 2020.

The learning tools will also be adapted to the climate resilience WASH part of the learning theme.

Country programme management and coordination

Internal

In Ethiopia, WAI and Plan established a country co-ordination office with a country representative and steering committee. Partners meet regularly to share experiences and co-ordinate activities. Training and planning meetings are conducted and the country programme team comes to a joint meeting where they reflect on implementation in the previous year and share plans for the next year.

External

With regards to external co-ordination, in 2019 the country representative was invited to the national water and energy conference, Ethiopia Water and Energy Week, held in June 2019 and organised by the Ministry of Water, Irrigation and Energy. This is a new kind of platform to bring all water-related topics, including WASH, together. WAI partners (Amref and IRC) have also participated and shared organisational-related information.

The country representative was also invited to become a committee member for the co-ordination of the Tenth Multi-Stakeholders Forum, where the WASH sector meet and discuss

WASH topics and agree on key strategies for the sector for 2020. Both events have enhanced the programme's visibility, increasing networking and sharing of our programme-related ideas to others. The WASH SDG programme has focused on bringing GESI, more WASH finance and climate resilience on to the agenda.

In addition, the monitoring and financing study has been presented to national-level stakeholders. It explains well how local governments can take up the monitoring of WASH facilities.

Risks and mitigation

In 2019 no specific risks were identified or needed to be mitigated. The political situation in Ethiopia remains a bit unstable. In 2020 elections will take place during the summer. Activities will be planned well ahead of these elections or far after.



Source: Amref. Ethiopia WASH Alliance sub-programme.
CLTSH Triggering exercise in Adaba Mekonnen.

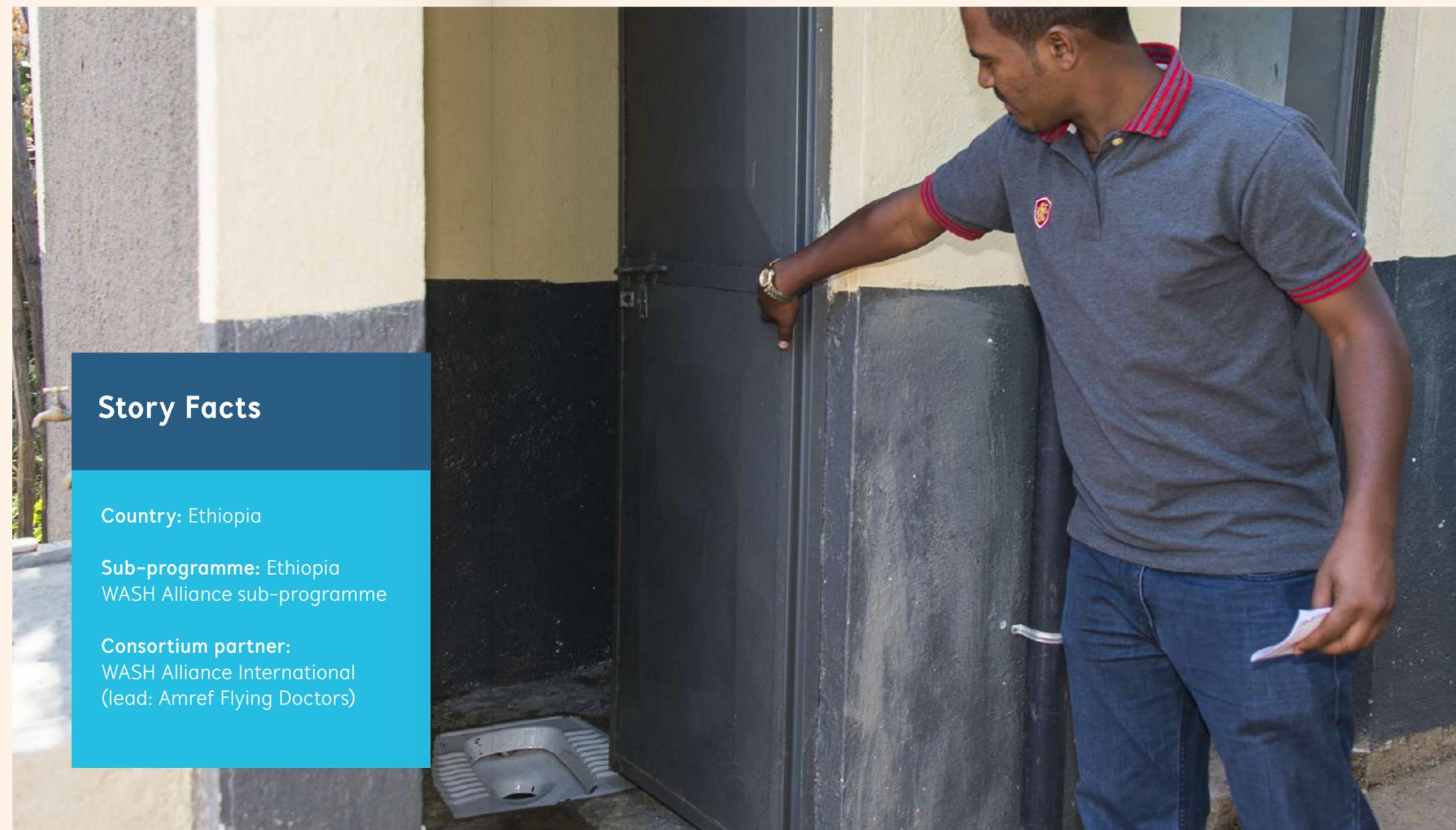
Blessed with an improved toilet

The WASH SDG programme has been operating in Shashamane and Negelle Arsi districts of West Arsi Zone since August 2018. Poor health in the area is widespread because of factors such as unhealthy behaviour, low-quality health services, poor sanitation, unhygienic conditions and inadequate nutrition, as well as households' low financial capacity for health-related expenses.

The Ethiopia WASH Alliance sub-programme, led by Amref Flying Doctors, focuses on improving sanitary facilities for households. Six households have so far fulfilled the requirements of the scheme and accessed loans for an improved toilet within their household compound.

Among these households, Adde Qameriya Hashim (42) was the first woman to agree to take out a loan to purchase an improved toilet. She has six children, and she is engaged in 'women's affairs' in her community's administration. To earn a living, the family engages in agriculture and petty trade.

Before the construction of the new toilet, her family had been using facilities without roofing and with a pit that was almost uncovered. It had no wall and



Story Facts

Country: Ethiopia

Sub-programme: Ethiopia
WASH Alliance sub-programme

Consortium partner:
WASH Alliance International
(lead: Amref Flying Doctors)

was sheltered with sparse leaves. In short, it offered no privacy, safety, durability or cleanliness. The children usually defecated out in the open in the vicinity of the pit, because they were scared to fall into it or that it would collapse under them.

Adde Qameriya says that the intervention has been a blessing and given her great delight. The new, improved toilet has significant meaning, particularly for women. Unlike men, women

cannot easily urinate or defecate out in the open, because of physical, cultural and religious factors. This means that women often have to travel distances to look for jungle or wait until after dark to maintain their privacy. Adde Qameriya adds that her daughters felt strained during their menstruation, not being able to change their sanitary pad and conduct cleaning easily. The new toilet solves many of these problems.



The former toilet



3. Indonesia

Source: SNV. Indonesia sustainable and inclusive cities sub-programme.

Country overview

A brief overview of the WASH SDG programme in Indonesia is as follows:

Country: Indonesia **Lead:** Plan
Sub-programmes: 2 **# Locations:** 7

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Nusa Tenggara (WINNER – Women and Disability Inclusive WASH and Nutrition Project) SP – Plan	Rural	Malaka, Belu, Lombok Tengah	<ul style="list-style-type: none"> Plan International Indonesia Local NGOs / CSOs: <ul style="list-style-type: none"> NTB province: Konsepsi, Transform, YSLPP, Endri Foundation NTT province: Yayasan Pijar Timur, Persani Local / national authorities: <ul style="list-style-type: none"> Mataram City Government Central Lombok District Malaka District Belu District Government National WASH Network Jejaring AMPL
	Urban	Mataram (NTB)	
Sustainable and inclusive cities SP – SNV	Urban	Bandar Lampung, Metro, Tasikmalaya	<ul style="list-style-type: none"> Local / national authorities: <ul style="list-style-type: none"> Different ministries and advisory/working groups at national level Provincial government Lampung Province Provincial government West Java Local governments Bandar Lampung, Metro, Tasikmalaya Local NGOs / CSOs: <ul style="list-style-type: none"> CBM Indonesia on Inclusion Mitra Bentala YKWS Youth with Sanitation Concern

Information on the overall country programme and targets was presented in the country IR and summarised in the Indonesia IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Indonesia tab.

Summary country-level progress

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.



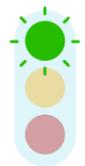
Source: Plan International Indonesia. Winner sub-programme. Two elementary students hold reusable sanitary pad.

3.1 Nusa Tenggara (WINNER) sub-programme

'Previously, I was feeling that the decision to build a toilet in my house is not women's business, but after I joined the campaign conducted by Plan and the team I realise that women also have rights to make decisions on toilet construction. as she also uses the toilet.'

34-year-old male, Raiulun village, Belu district

Overview of progress



The sub-programme, implemented by Plan International Indonesia through the support of different local partners, achieved considerable progress in 2019. Despite an initial delay caused by a major earthquake, the implementation of the sub-programme was not impacted significantly. Overall, implementation on all three pathways is **on track**.

One of the highlights of 2019 was the development of the nutrition-sensitive GESI STBM (CLTS)¹⁸ training module, which Plan produced in collaboration with the Ministry of Health, disabled persons organisations (DPOs), women's organisations and the local government. The nutrition-sensitive GESI-STBM approach was jointly rolled out in 100 pilot villages (96 rural and 4 urban) and 52 schools.

Access to WASH products has also increased in the target villages as 31 new sanitation entrepreneurs are now producing and selling sanitation products after Plan and its partners conducted a successful entrepreneurs' training.

WASH governance also improved in 2019, as, with the support of Plan, the WASH working groups (Pokja AMPLs) have been reactivated and strengthened in the target districts. With Plan's support, these four districts also developed a long-term strategy to realise STBM-GESI implementation at district level. This strategy will be accompanied by district policy documents for STBM based on an annual work plan and budget.

¹⁸ - STBM (Sanitasi Total Berbasis Masyarakat in Indonesian) is the equivalent of CLTS, and is being implemented through a National Strategy for Community-Based Total Sanitation and Hygiene, which includes five pillars: 1) Stop open defecation; 2) Handwashing with soap; 3) Safe drinking water and food processing; 4) Household waste management and 5) Household liquid waste management.

3.1.2 Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, 100 pilot communities and 40 pilot schools in the target areas have reached ODF status¹⁹ and have moved up the sanitation and hygiene ladder²⁰ through the use of the GESI STBM approach within the first two years of the programme. In the third and fourth year of the programme, the capacity of the district government is enhanced sufficiently to replicate these efforts with funding from the district and city budget. Women, girls and PWDs are empowered. To make progress towards the sub-programme vision for this pathway, the following steps have been taken and outcomes have been achieved in 2019:

Plan developed a nutrition-sensitive GESI STBM (CLTS) training module in collaboration with the Ministry of Health, DPOs from NTB and NTT, women's organisations, and local governments from the four sub-programme areas. Based on this module, a WASH working group (Pokja AMPL) was established in each of the four areas. In addition, 140 village STBM sub-district and village-level teams were trained to promote nutrition-sensitive GESI STBM²¹, resulting in nutrition-sensitive gender and social inclusion approaches within STBM. With the support of Plan, city and district WASH working groups have been established and/or reactivated and trained in the four locations. Currently, these working groups (lead by the district/city health offices) are rolling out the implementation of demand-creation activities on sanitation and hygiene as stipulated in the national STBM policy.

They also supported the formation of 40 sub-district STBM teams, which are now active in the communities through triggering, hygiene promotion, monitoring and verification interventions. DPOs and women's organisations have been leading the nutrition-sensitive GESI STBM training of the 40 sub-district STBM teams and 100 STBM teams in the pilot villages. The nutrition-sensitive GESI-STBM approach was jointly rolled out in 100 pilot villages (96 rural and 4 urban) and 52 schools. The district government committed to replicating this approach outside the pilot villages using district budgets in 2021. The government's budget planning capacity has been strengthened, which will continue in 2020. Nutrition-sensitive GESI-STBM campaign activities were conducted. These took place during triggering activities in 100 pilot villages and at community health centres (Posyandu), and during early childhood care and development and parenting classes at village level. MHM was strengthened within schools through establishment of school STBM/MHM teams, and through training for teachers, health promoters and peer educators. Child-to-child campaigns in schools were postponed to 2020. Plan focused on baseline data collection for the cohort study on babies involving 100 pregnant mothers. Since

¹⁹ - Progress will be measured on a yearly basis.

²⁰ - Targets are mentioned in the IR and progress will be measured during the MTR and end evaluation.

²¹ - Key messages on nutrition-sensitive on STBM is related to Pillar 3 of STBM, which is Ensuring community to consume safe drinking water and ensuring food preparation with hygienic process including washing raw food with clean water, cover the meals to avoid flies on food, store the meals in a hygienic storage and cooking the meal until it is cooked well.

the babies are expected to be born in 2020, baby growth monitoring will be done in 2020 to measure the impact of nutrition-sensitive STBM on the reduction of stunting.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, the target communities and schools have access to affordable and sustainable products that support attaining all the five STBM pillars.²²

To make progress toward the sub-programme vision for this pathway, the following results were achieved in 2019:

To ensure availability and affordability of WASH products, the sub-programme facilitated STBM/sanitation entrepreneur trainings in the 4 urban and rural areas of the sub-programme which were attended by 272 participants, 79 of them women and PWDs. The training focused on enhancing business and marketing skills, and on production of toilet pans and reusable menstrual pads.

Plan involved successful sanitation entrepreneurs from previous WASH projects to lead the training. As a result and due to high interest, 31 sanitation entrepreneurs²³ now produce and sell sanitation products, and sales have increased²⁴. The support on access to finance for sanitation entrepreneurs was postponed to 2020. In the urban areas, entrepreneurs were also trained on faecal desludging to ensure the availability of a desludging service in these locations. Plan partnered with existing desludging entrepreneurs/companies in the city of Mataram, who showed an interest in joining the programme.



Source: Plan International Indonesia. WINNER sub-programme.
Lia, reusable menstrual pad entrepreneur, demonstrates her product.

²² - Pillars: (1) Sale of toilet pan, toilet, inclusive latrine package and regular faecal sludge emptying service; (2) Construction of sink and handwashing tools for children; (3) Water service provision and water filters; (4) Provision of community-based waste management services or products; (5) Service provision for liquid household waste management (sewer).

²³ - At least one group of sanitation entrepreneurs per district was planned.

²⁴ - In 2019, 520 toilet pans and 180 menstrual pads.

To ensure good co-ordination between desludging entrepreneurs and the local government, regular co-ordination meetings were facilitated by Plan, and these established clear roles and responsibilities. Plan will continue to facilitate regular co-ordination meetings and provide technical assistance to city government (Pokja AMPL Kota Mataram) and desludging entrepreneurs. In 2020, Plan will conduct a workshop on urban wastewater in Mataram. Sanitation marketing training in 2019 focused on production and basic financial skills. In 2020, Plan will continue with technical assistance (product quality, business management, marketing and GESI).

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, the STBM-GESI is reflected in national, provincial and district WASH policies and the STBM-GESI training module is embraced and used by the national, provincial and district level governments responsible for the co-ordination and implementation of STBM. Within Pokja AMPLs, women's organisations and disability organisations are enabled by the government to participate and hold strategic positions in WASH decision-making. National monitoring systems are adjusted to track progress on SDG 6 and national definitions on the WASH ladders have been agreed upon and are contextualised.

To make progress toward the sub-programme vision for this pathway, the following results have been achieved in 2019:

The extensive behaviour change campaigns (WINNER roadshows) carried out at different levels including city (1), district (3), sub-district (40), and pilot villages (100), resulted in the establishment and/or reactivation and strengthening of WASH working groups (Pokja AMPLs) in four districts. These are now conducting regular co-ordination meetings involving all members from across the institutions where STBM activities are conducted. Additionally, STBM teams were established and strengthened in 40 sub-districts and in 100 villages. A key achievement of these campaigns was the development of a long-term strategy to realise STBM-GESI implementation at district level in Malaka, Belu, Mataram City and Lombok Tengah district, through the production of a district policy document for STBM based on an annual work plan and budget. Plan has targeted the STBM Roadmap document to be signed by a district official of Malaka and Belu in 2020. Plan facilitated advocacy meetings with Mataram City Government to encourage them to develop urban sanitation policies, which resulted in the Mayor Regulation (in Indonesian, PERWALI) on Solid Waste and Faecal Sludge Waste Management and General Services Retribution. The PERWALI regulates standard operating procedures (SOPs) and tariffs for urban faecal sludge management, and supports the MOLAH GATI movement²⁵. The Mataram mayor plans to sign and legalise the PERWALI in 2020, and will use it as a base for budgeting for STBM-GESI activities in the coming years.

²⁵ - MOLAH GATI movement (stands for Mataram Olah Tinja dan Sampah di Keluarga dan Institusi), in English it means 'Mataram managing liquid and solid waste in household and institutions'. MOLAH GATI is a movement/declaration lead by Mataram City Government for managing liquid and solid waste. The MOLAH GATI movement will be formalised under the PERWALI (Mayor Regulation).

Plan supported the national government to draft a revision of STBM regulation according to Health Minister Regulation No 3/2014, aimed at including GESI in national-level policy. Together with the government and DPOs and women's organisations, the WASH budget and policies on GESI and CVR have been analysed. Women's organisations and the district disaster management body (BPBD) are members of district WASH working groups to ensure that these issues are prioritised in WASH working group activities. Pokja AMPL is currently conducting regular co-ordination meetings (at least once every three months) that involve all members from across the institutions and agencies where they will conduct STBM. The WASH working groups at city/district level are supported by 40 sub-district STBM teams and 100 village-level STBM teams. The district-level policy/advocacy activities resulted in CLTS district documents. In 2020, Plan will still conduct CVR workshops at district level. The local governments signed MoUs at inception phase, committing to the sub-programme. Sustainability clauses will be added to these MoUs in 2020.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme. As agreed in the MoU signed with the local government, in 2019, the sub-programme worked with the local authorities to develop and test a STBM-GESI sub-section within the existing WASH monitoring form. Plan developed a section to monitor access of people living with disability to household sanitation and hygiene facilities. As the government's monitoring form did not include a reference to the SDG sanitation ladder, this was also adjusted. The STBM-GESI monitoring training was conducted for STBM teams in 40 sub-districts and 100 pilot villages and currently the post-triggering monitoring process is ongoing.

Plan also concentrated on polishing and finalising the sub-programme PM&E framework.

Learning

On gender equality, Plan conducted GWMT training for the WASH working groups and CLTS (STBM) teams. In 2019, GWMT was conducted in 17 pilot villages and Plan will continue to conduct the GWMT twice a year in the same 17 pilot villages (instead of the planned 20²⁶) until the end of the project to measure the progress of gender equality.

The sub-programme conducted an annual review meeting (ARM) with partners, governments and PWD organisations at the end of 2019. The goal of the ARM is to exchange and learn among the Plan sub-programme WASH SDG teams.

²⁶ - At first the plan was to conduct GWMT in 10 villages in NTB and 10 villages in NTT, but because of the geographical and demographical conditions of the sub-programme areas, 17 were finally selected.

Approach to sustainability

Updates on sustainability compacts

The sustainability compacts with the local authorities have not yet been signed. MoUs were signed at the beginning of the inception phase of the WASH SDG programme, when not all details of the sustainability compacts were available. For this reason, existing MoUs will be amended and signed again as soon as possible in the light of the current Covid-19 crisis. The plan is that the sustainability clauses will be introduced in the existing MoU and be signed in 2020.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards:

- *Institutional sustainability:* Plan advocated both on a national and local level to ensure that the STBM-GESI implementation is supported by strong policies and budgeting. On a national level, Plan continues to encourage the Ministry of Health to revise the Health Minister Regulation on STBM to include GESI. A great advocacy achievement is the establishment of the Mayoral Rule (PERWALI) on Urban Faecal Sludge and Waste Management and the drafts of the STBM-GESI Roadmap²⁷ in Malaka and Belu districts, which are expected to be approved by the mayors in 2020. Plan activated and trained WASH working groups (Pokja AMPLs) in the district, sub-district and at village level as leading teams in the sub-programme in the communities. Both the Pokja AMPL and sub-district STBM team have been formalised by the district government as expressed through an official government letter.
- *Financial sustainability:* Several advocacy works, such as the STBM Roadmap workshop, have been done in 2019 to be used as a guidance for agencies to allocate budget for STBM. STBM-GESI funds will later be reflected in each agency that is part of the Pokja members.



Source: Plan International Indonesia. WINNER sub-programme. Mama Fina and her fellow toilet making partner.

²⁷ - The STBM Roadmap is the formal document for district government to use as the reference and basis for allocating the budget for STBM-GESI.

3.2 WASH SDGs for Sustainable and Inclusive Cities

"Sanitation was not taken as a priority in Lampung. But because of SNV's advocacy to local leaders, sanitation became a priority in the city planning and investments (RPJMD 2020-2024) and an indicator of the Governor's performance."

Belly Palupi, Bandar Lampung, Bappeda of Lampung province.

Overview of progress

Throughout 2019, the three targeted cities (Bandar Lampung, Metro and Tasikmalaya) evolved in different ways, responding to the specific context, challenges and opportunities in each of them.



Overall, the sub-programme remains **on track**, with the rates of safely managed sanitation in Tasikmalaya estimated to have doubled in the period; Bandar Lampung expected to jump to at least 20% once the new treatment plant is operational; and Metro becoming the first ODF city in the island of Sumatra. Meaningful progress was also achieved in GESI, notably for MHM in schools and for children with disabilities, as well as in devising strategies to mainstream climate change WASH-related response.

Narrative on results against plan at sub-programme level



Source: SNV. WASH SDGs for Sustainable and Inclusive Cities.

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the intervention, the sub-programme envisions 'local governments systematically promoting and monitoring progress of local communities in key WASH SDGs-related behaviours', namely on the adequate access and use of sanitation facilities (including emptying of onsite systems), handwashing with soap and MHM, also in schools and health facilities.

As planned, with the aim to promote the institutionalisation of BCC within local governments, a capacity development itinerary using a variety of methods (in-class training, peer-to-peer learning, joint monitoring and evaluation) was initiated. Representatives of the relevant agencies from the three cities were trained in BCC and drafted localised BCC strategies; they were exposed to BCC experiences in other cities (Surakarta, with IUWASH) and conducted monitoring visits with the targeted households and local BCC promoters.

In Metro, the BCC work was focused on promoting universal access to sanitation using the STBM approach and related materials, and the city was declared ODF still in 2019. In Tasikmalaya, given its higher levels of open defecation, direct discharge and low emptying rates, the focus was on piloting an innovative and comprehensive approach, SANIMAN, in ten selected locations. SANIMAN promoted qualified ODF (that is, with standardised containment), while also encouraging timely emptying of facilities. According with the evaluation conducted by the local health agency, 12,000 people (3,000 households) gained access to a sanitation facility with containment as a result.

Recorded emptying rates increased by 50%, (from 507 emptyings conducted in 2018, against 761 in 2019, according to the local UPTD data), signalling the SANIMAN success on this front as well. In Bandar Lampung, the non-functionality of the sludge treatment plant (see pathway 2) made the promotion of emptying unwise, so the programme focused on supporting the promotion of ODF and in testing a handwashing with soap approach. As a result, the number of wards declared ODF increased by 73% (from 40 in 2018, to 69 by the end of 2019) and the piloted handwashing with soap reported a 450% increase in people's knowledge of the critical moments in this process.

Within GESI, MHM educational sessions were conducted in 22 schools – often with the participation of the youth groups and with dedicated focus on the issues faced by children with disabilities. The strategic focus on climate change was further developed by identifying BCC messages that are likely to resonate with households affected by droughts or floods, following research conducted on 'communities' coping mechanisms to extreme weather events'. All the BCC initiatives were implemented with or through the relevant local government agencies, with most conducted in collaboration with the media, local youth groups and local CSOs.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the intervention, 'ensure the availability of professional (as in standardised, safe and compliant), affordable (in terms of outreach, considering underserved customer segments) and sustainable (as in sound, business wise) WASH service provision'.

As planned, in 2019 the programme developed SOPs both for emptying and treatment, which included OHS guidelines for workers and households, and also dedicated guidance for extreme weather events (droughts and floods). In addition to this critical achievement, the cities progressed on other issues too.

In Bandar Lampung, the sub-programme succeeded in securing the rehabilitation of the currently non-functional sludge treatment plant and on the planning for the construction of a new one, a combined investment of 900,000 EUR formally approved in July 2019. Efforts made included providing the necessary detailed engineering designs, financial calculations and advocacy towards the mayor and national Public Works ministry for approval of the investment. In Tasikmalaya, the sub-programme supported the local wastewater operator to improve its management and technical performance through a twinning, peer-to-peer learning process with a neighbouring (and well performing) operator, Bekasi. It also provided technical guidance to improve the compliance of the effluent disposed in the river with the Ministry of Environment's official standards. As a result of these efforts, the treatment plant's idle capacity was reduced by 51% and the removal of faecal coliform improved by 10 to 100 times, though still below that parameter's benchmark. Further, a dialogue was initiated with private operators, which set the stage for the smooth introduction of the SOPs and for the forthcoming regulation of their operations. Training was also provided to masons in the construction of standardised septic tanks.



Source: SNV. Indonesia sustainable and inclusive cities sub-programme.

In Metro, there was limited interest from the local government to focus on the service provision aspect beyond the supply chain of sanitation facilities, as the city strived to achieve the ODF status.

Finally, all the cities were introduced to different sludge re-use pathways (as co-compost, fertiliser, fuel), as part of the sub-programme efforts to align the intervention with circular economy principles while providing solutions that are commercially viable and suitable to the local contexts.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the intervention, city authorities coherently fund, steer and lead towards inclusive, sustainable and climate change-resilient sanitation and hygiene service provision, in line with Presidential Decree 59/2017 on the WASH SDG.

As planned, the sub-programme continued to strengthen the capacity of Bappedas to lead and co-ordinate the different line agencies at the city level in line with the national targets for safely managed sanitation and hygiene, as formally established by the national ministry of planning (Bappenas) in 2019. Evidence-based advocacy led the mayor of Bandar Lampung to fund a new treatment plant from the city's own budget (as detailed above) and to the mayor of Tasikmalaya to publicly commit with the construction of a new one in 2021. Metro established a multi-stakeholder monitoring group to monitor and sustain the ODF achievement while the city prepares to progress towards safely managed sanitation.

The sub-programme successfully engaged all key stakeholders in Tasikmalaya in the development of a masterplan and a roadmap towards the SDGs, formally approved in October 2019. This city's mayor also issued an official decree for the wastewater sector, with the same happening in Bandar Lampung. Both decrees clarify the roles and responsibilities of the different actors (government, private sector, households, businesses) and set the legal basis required to proceed with detailed regulations and related enforcement across the different steps of the sanitation chain. The decrees also determined/updated tariffs for emptying services, but the mechanisms to ensure affordability for the lowest wealth quintiles were not established and the calculations were not structured enough to guarantee that the tariffs are cost reflective. To address this and other financing constraints, the sub-programme organised an international learning event on 'Sustainable cost recovery and equity in urban sanitation', with the participation of the targeted cities, Bappenas, the national ministry of public works, and multiple research and development partners. The experiences shared and lessons learned influenced the city governments and the sub-programme is now assisting with more accurate cost-revenue and tariffs calculations.

Progress within GESI was anchored in the collaboration with expert partners, notably the disability CSO CBM Indonesia. SNV staff and partners were trained and the sub-programme

clarified the integration of gender and social inclusion concerns within the mandates of the different line agencies.

Finally, throughout 2019 the sub-programme strived to mainstream climate change response also within the vision of local governments, a challenge that proved to be more complex than anticipated as the topic got repeatedly side-tracked by natural disaster response (to earthquakes, volcanoes and tsunamis). As a result, though some WASH climate change response activities were integrated in the safely managed sanitation roadmaps, all city authorities still lack a clear pathway to plan and respond to extreme weather events.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme. The sub-programme conducted a dedicated baseline to assess the capacities of relevant local line agencies (Education, Health) to mainstream the national Wash in Schools' policy, including its MHM component. Findings supported the sharpening of the intervention for these institutions and will be used as a benchmark to measure progress against.

Detailed information was also collected on the situation of WASH access (including MHM) for schools with children with disabilities. Findings are being used to support evidence-based advocacy towards city authorities, with an awareness-raising movie under development.

Learning

As described above, the CVR research was complemented with a focused research on communities' coping mechanism during extreme weather events (floods and droughts). This study revealed the measures people take when they lose access to sanitation and hygiene facilities, including reverting to open defecation (during droughts, since the vast majority of the facilities are pour/flush toilets), blocking their toilets goosenecks (during floods) or using in limited ways neighbours and relatives' facilities (in both cases). These findings are also being used for evidence-based advocacy efforts towards the city authorities, for the planning of scheduled desludging initiatives and for the shaping of BCC messages.

Approach to sustainability

Updates on sustainability compacts

The sustainability compact was formally accepted by SNV's Indonesian counterpart, the Ministry of Home Affairs, and signed off by the mayors of the three targeted cities. The indicators to be monitored are aligned with the formal monitoring framework of the Ministry of Health, RISKESDAS, which is now starting the adoption of the SDG indicators as formalised by Bappenas. With the commitment officialised and the availability of the necessary data in the RISKESDAS monitoring system, no constraints are anticipated in the compliance with the

sustainability compact.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards:

- *Institutional sustainability* through capacity strengthening of the city authorities, service providers, private actors and other local partners. Activities are delivered with and/or through these local institutions, so the investment made remains locally embedded. This approach is furthered by the sub-programme's consistent alignment with national programmes, policies and targets (Presidential decree 59/2017; the country's five-year plan RPJMN 2020-2024 and its related targets and indicators; STBM programme, LLTT programme, national Wash in Schools policy and related MHM approach), confirming the necessary legitimacy and local ownership. Combined, these two approaches anchor the systemic change the sub-programme strives to achieve.



Source: SNV. Indonesia sustainable and inclusive cities sub-programme.

3.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In the context of the Sanitation Partners Group, SNV integrated the dedicated working group (with IUWASH, USDP, UNICEF), that supported Bappenas to align the country's WASH indicators with the joint monitoring programme (JMP). This included support to set up the WASH targets in Indonesia's 2020–2024 national development plan (RPJMN) both at the national and at the provincial level; and the design of a monitoring system to measure progress on the enabling environment for WASH development at the provincial level. As a result, Indonesia's WASH indicators have been streamlined and the national and provincial targets for the WASH SDGs have been embedded in the RPJMN.

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1–2 of 2020.

Learning

In 2019, Consortium partners in Indonesia, Plan and SNV, worked together in the AMPL Network to celebrate MHM Day at the national level. The 2019 MHM Day consisted of a series of peer educator trainings for youth, a roadshow campaign on schools in Jakarta, and ended with an MHM seminar as the peak event. During the MHM Day event, the joint work from the Jejaring groups, which includes Plan and SNV, Simavi, UNICEF, World Vision and Visi Indonesia, presented study results on MHM conducted in three Indonesian provinces, and launched the MHM Guidebook for Teachers and Parents and Compilation Book on MHM Best Practices. The event was attended by the general public, youth communities, NGOs, and national WASH stakeholders.

At the national level, Plan, SNV, Simavi and UNICEF conducted a series of advocacy activities to encourage the Ministry of Health to revise the Health Minister Regulation on STBM to include a GESI component. As a result of these advocacy activities, Plan facilitated a learning-sharing session on STBM–GESI implementation at the 2019 National Sanitation and Drinking Water Conference (KSAN). In this session, Persani (PWD), Plan's partner, presented the importance of considering GESI in STBM implementation as mandated in SDGs. As a result of the national-level advocacy, the Ministry of Health has formulated a revision of the Health Minister Regulation on STBM to include GESI in its implementation phases. In 2020, Plan will continue to conduct advocacy to ensure the Revised Health Minister Regulation is signed by the Ministry of Health official.

Finally, as part of the global LKD GESI, both sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings each year will be used to improve programme implementation.

Country programme management and coordination

Internal

During the reporting period, the Consortium members exchanged and participated in joint events.

Two co-ordination meetings took place between the Consortium members. One of the meetings was in the presence of the Dutch embassy. The joint approach of both SNV and Plan was presented to the embassy as a part of the 2019 planning as well as progress of the country programme. The other meeting with SNV centred around the national strategy on safely managed sanitation and its policy and definition at a national level. Additionally, indicators for measurement related to progress for the improvement of WASH in schools were jointly discussed.

External

The Consortium members continue to work closely in the context of national-level platforms, most notably the Jejaring AMPL and WASH national network, for joint sharing and learning. As a result, MHM guidelines on national level have been approved and are now being rolled out by Plan and SNV.

Risks and mitigation

No additional ones to those mentioned in earlier reports (IR).

The improved health of Fulur village

The death of two babies due to diarrhoea 18 months ago still haunts the farming village of Fulur. For the past few years, the village had a high number of cases of diarrhoea. Many factors contributed to this: the low number of latrines available to families led to high rates of open defecation, low awareness of the importance of hand-washing after carrying out activities in the field, lack of access to clean water for consumption and unhealthy practices in solid and liquid waste management at the household level.

In 2019, the WASH SDG programme, led by Plan, raised the awareness of the importance of Community Led Total Sanitation in the Fulur village. Thanks to the commitment of the village authorities and the active participation of its community, in December, they signed the declaration to follow the five-steps to CLTS. Monitoring visits since show that there is no longer open defecation or litter.

Women have played an important role in the achievement of the open-defecation-free (OFD) status in the village of Fulur. Midwives such as Elsi, and sanitation volunteers like Mama Nata and Emi, provide counselling and share knowledge about the importance of clean and healthy lifestyles.

'People have learnt and are aware of the importance of boiling the water they have drawn from the well,' Mama Nata says proudly. 'They now

have their own latrines and do not defecate openly anymore, a huge change in the lives of the people. On top of that, people have begun to build their own hand-washing tools using jerry cans,' Emi says.

Plan also encourages behaviour change and improves the quality of health and sanitation facilities, partly through strong advocacy to village officials and provincial government. Village officials and the community health centre are now

committed to the cause. The national army and the national police were mobilised to assist with the construction of latrines in the village, especially for elderly families and widows who needed additional help.

Thanks to the WASH SDG programme, today the rate of families with latrines is almost 100%, malnutrition is not noticeable anymore and the importance of hygiene is clear to everyone.



Story Facts

Country: Indonesia

Sub-programme: Nusa Tenggara (WINNER) sub-programme

Consortium partner: Plan International Netherlands

Source: Plan International Indonesia. WINNER sub-programme. Sanitation cadres Emi (left) and Mama Nata (right).

4. Nepal

Source: SNV. Nepal 4 city sanitation sub-programme.
Orientation to mechanical emptiers on safely emptying faecal sludge, Chandannath Municipality.

Country overview

See next page a brief overview of the WASH SDG programme in Indonesia.

Information on the overall country programme and targets was presented in the country IR and summarised in the Nepal IR country brief.

In the paragraphs below, the consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Nepal tab.

Country: Nepal
Sub-programme: 3

Lead: SNV
Locations: 10

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Nepal four city sanitation SP – SNV	Urban	Birendranagar, Nepalgunj, Saptari (Khadak municipality), Jumla (Chandannath municipality)	<ul style="list-style-type: none"> Birendranagar municipality (Surkhet district, province 6) Chandannath municipality (Jumla district, province 6) Nepalgunj sub-metropolitan city (Banke district, province 5) Khadak municipality (Saptari district, province 2)
Sindhuli Sunsari SP – Plan	Rural	Sindhuli, Sunsari	<ul style="list-style-type: none"> Plan International Nepal Local/national authorities: <ul style="list-style-type: none"> Municipalities of Sunsari district: Barakhshetra, Dharan, Gadi, Duhabi, Inaruwa, Ramdhuni; Barju rural municipality Municipalities of Sindhuli district: Kamalamai, Marin, Tinpatane, Dudhauwali, Sunkoshi Local NGOs/CSOs: <ul style="list-style-type: none"> Relief Nepal Community For Social Development Center Local public/private businesses/MFI: <ul style="list-style-type: none"> Federation of Drinking Water and Sanitation Users Nepal (FEDWASUN) Water sanitation and hygiene users committees
Nepal WASH Alliance SP – WAI	Rural & urban	Bheriganga (urban), Barahatal (rural) in Surkhet district, and Kohalpur (urban) and Baijnath (rural) in Banke district	<ul style="list-style-type: none"> Local NGOs / CSOs: <ul style="list-style-type: none"> ENPHO and Lumanti Dutch NGOs: <ul style="list-style-type: none"> Simavi, RUAF, WASTE, Akvo, PRACTICA, RAIN Local / national authorities: <ul style="list-style-type: none"> Baijanath rural municipality Barahatal rural municipality Kohalpur municipality Bheriganga municipality

Summary country-level progress

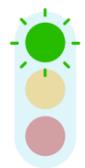
Information on the overall country programme and targets was presented in the country IR and summarised in the Nepal IR country brief.

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.

4.1 Four city sub-programme

"Before, working as a sanitation worker was seen as inferior work. But now, it is charming to work with modern types of public toilets. Users find the new experience of the toilet facilities very good and praise the city for the new initiatives."

Mrs Sinjali, public toilet cleaner/operator at Dhamboji, Nepalgunj sub-metropolitan city Banke



Overview of progress

The four city sub-programme is implemented by SNV Nepal in Chandannath in the mountains; Birendranagar in the lower hills; and Nepalgunj and Khadak in flat terai. Overall, the sub-programme is **on track** to achieve the vision of the three pathways.

2019 highlights include the drafting of GESI city sanitation plans (CSPs) by Nepalgunj, Khadak and Chandannath local governments to guide implementation of sanitation and hygiene activities, allocate budget, and leverage external resources. BCC campaigns continued in schools on six indicators of total sanitation, and mass hygiene promotion was integrated within the strengthening of public toilet services after the start of operation of four public toilets in Nepalgunj and Birendranagar. Accessible-design public toilets are now considered the new norm by the municipalities, and Birendranagar completed the draft of its first public toilet services guideline. The local governments of all cities made progress on safe faecal sludge emptying, transport and disposal.

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, cities have and implement their city BCC strategies, which should guide BCC for the specific priority behaviours for each type of user (households, schools, health facilities), and should be aligned with higher-level sector strategies (local government, WSS, education, health) as well as Nepal's post-ODF goal of achieving total sanitation. The city BCC strategies should be sensitive to the needs of women and potentially disadvantaged groups, in particular landless groups, people with disabilities and transgender people.

During the reporting period, Nepalgunj, Chandannath and Khadak local governments (LGs) agreed on BCC as a key strategy for making progress on their sanitation and hygiene targets within the GESI CSPs drafted for the three cities²⁸, and Birendranagar further conducted BCC campaigns aligning with the existing CSP. Furthermore, the LGs planned to develop detailed BCC strategies in the coming year.

Based on the city targets, the sub-programme conducted capacity building in Khadak on plastic waste reuse for community activists and on BCC orientation for school, health facility and municipality staff. The sub-programme supported the municipality-led total sanitation campaign in four wards of Birendranagar, and the public awareness campaigns of Nepalgunj through a week-long dedication to Menstrual Hygiene Day and events for World Toilet Day and Global Handwashing Day. Nationally, the sub-programme supported SNV's multi-donor initiative of a three-week radio campaign on total sanitation during National Sanitation Week, including interviews with beneficiaries from the sub-programme area, and a one-week radio programme on Leave No One behind in WASH services during WWD celebrations – each campaign reaching 77 districts: 7,851,704 women and 7,393,437 men.

The sub-programme continued implementation of BCC activities in 39 schools in the hills and terai following the successfully piloted Department of Water Supply and Sewerage Management (DWSSM)/WHO Seven Flags Approach to Total Sanitation. Following the approach, the schools were supported in the next cycle of organising student groups around the six indicators of total sanitation²⁹, assessing status, identifying targets, implementing BCC activities, and monitoring results. Municipality and ward representatives (mayor, vice mayor, section chiefs, focal persons) engaged in the monitoring visits.

The sub-programme further integrated a public awareness campaign on toilet cleanliness, handwashing with soap after defecation, and menstrual hygiene as part of its work on public toilet services in Nepalgunj and Birendranagar. The approximately 130 daily users in Nepalgunj and 450 daily users in Birendranagar (with up to 2,000 daily users at peak period) are motivated by the commendable cleanliness, hygienic status and availability of water, soap and covered disposal bins in the toilets as well as the verbal BCC messages from the operators and the visual signs within the toilets. Additionally, in Chandannath, hygienic toilet use and handwashing practices were emphasised for the 2,000 daily visitors to Jumla's 10-day annual festival – the chief minister of province 6 considered the sub-programme-supported public toilets a highlight of the event in his keynote speech.

²⁸ - Areas to implement BCC campaigns were identified for timely and safe emptying and disposal of faecal sludge; reducing, segregating, and recycling solid waste; infectious waste handling; and hygiene and cleanliness practices (including handwashing with soap, menstrual hygiene, safe handling of drinking water and food, personal hygiene, spitting, and cleanliness of environment).

²⁹ - Hygienic use of toilets; personal hygiene (MHM, HWWS, clean persona); nutritious food; clean water; clean school; environmental sanitation (solid waste, drainage, fecal sludge management); plus planning of ward and municipalities (related to WASH plan preparation).

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, make progress towards affordable, safe and professional emptying services as well as treatment in all cities. This entails access to supplies and services for construction and/or upgrading of toilets, handwashing facilities and containment units that meet the needs of different consumers and are environmentally safe.

All cities made notable progress on services across the FSM value chain. For pit emptying and transport, the sub-programme's capacity building of local government on FSM resulted in Khadak LG purchasing and operationalising the first sludge emptying suction tanker servicing the city and informing residents of the service. The tariff reduces the one-time cost of emptying³⁰ for the poorest households from, on average, 57% of monthly income to 21%. Similarly, in Nepalgunj, the LG replaced its existing tractor-pulled suction tanker with two new suction trucks. In addition to the emptying time being faster, the trucks are not leaking, and no one has to enter the pit as was the case before, thereby significantly improving safety of FS emptying and transport. In partnership with the Jumla CCI, the sub-programme piloted the process of safe FS emptying, transport and disposal in Chandannath by applying OHS protocols across the FS value chain. The city's traditional emptiers were capacitated on safe emptying, the CCI's existing tractor-pulled suction tankers were operationalised, actions were identified to upgrade the suction machines for emptying of thicker sludge found in the off-set soak pits, and a demo trenching site was used for safe disposal for the first time in the city. The sub-programme's support to Birendranagar's main private sector mechanical emptier to participate in an FSM learning tour in India resulted in him upgrading his truck to improve suction efficiency, providing his staff with PPE, and monitoring their practice. Since then, he has also become a key advisor to the municipality on FSM practices.

Birendranagar municipality successfully acquired land for establishing a waste treatment facility³¹. The sub-programme prioritised facilitating an informed-choice process with the LG, including a series of strategic and technical dialogues. The stakeholders decided to develop a design for an IPS (an integrated solid waste and faecal sludge processing site) (operational synergies), apply natural treatment systems (minimise electrical and mechanical parts), and conceptualise the IPS in three phases (to support investment). Following the exposure visit of Nepalgunj LG representative to SNV's facilitated learning event in Indonesia, the LG agreed that the city needs a designated FSTP and the mayor has committed to purchase land accordingly. The two smaller municipalities opted to establish trenching sites, coupled with a plan for afforestation/orchard development, for FS disposal – in Chandannath, this is owing to land shortages, and in Khadak, to benefit from soil enrichment.

³⁰ – Previously, mechanical emptying services from neighbouring districts were used.

³¹ – In 2018, the sub-programme supported the municipality in developing and submitting documents to the national cabinet to initiate the process of designating land (belonging to the forestry sector) to the municipality for waste treatment

Secondly, the sub-programme made further progress on strengthening public toilet services. Construction of the accessible-design public toilets, two each in Nepalgunj and Birendranagar, was completed and toilet operation started under the supervision of the sub-programme to develop practical insights. The sub-programme oriented the LGs of the two cities as well as Chandannath on the concept of service levels for public toilets, conducted an assessment of existing toilets, and identified gaps in infrastructure and services. As a result of the capacity building, lessons learnt from operation, and further technical support from the sub-programme, Birendranagar LG completed a draft public toilet services guideline and guided the design and construction of five new UNDP-funded public toilets, and Jumla CCI upgraded an under-construction public toilet (province-funded), into an accessible-design, quality toilet.



Source: SNV. Nepal 4 city sanitation sub-programme.
Training on re-use and reduction of plastic waste, Khadak Municipality.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, municipalities are using city-wide sanitation plans and supporting strategies (including on BCC) to develop, implement (including allocation of resources), and monitor sanitation and hygiene activities around a joint vision, objectives, targets, and short-term and long-term priorities.

During the reporting period, the sub-programme supported the local governments of Nepalgunj, Khadak and Chandannath to complete the multi-stakeholder process of developing drafts of GESI city sanitation plans. The process included an orientation on GESI, including disability inclusion, in WASH planning; reviewing status of sanitation and hygiene (baseline data of sub-programme); developing a ten-year vision; defining objectives; identifying strategies to

achieve the objectives; and agreeing on key actions for a ten-year period that were divided into blocks of one year (current fiscal year), three years (tenure of current elected government), and ten years. Notably, stakeholders in all cities gained significant awareness on the current lack of facilities and services for people with disabilities and added action areas accordingly. For example, in Birendranagar and Nepalgunj LGs have made accessible design mandatory for new public toilets. The cities decided to form a task force to further detail out the plans.

Accompanying the planning process, the sub-programme has also been advocating with the LGs to allocate and/or leverage financial resources to finance city-wide sanitation. As a result, the LGs allocated additional annual budgets for the following in the past year: Khadak and Nepalgunj invested in FS suction truck; and Birendranagar invested in road construction for the IPS. Furthermore, the LGs have allocated government land for a Chandannath trenching site and automated cleaning toilets in Nepalgunj and Birendranagar. The LGs leveraged external resources in Birendranagar to initiate construction of five additional public toilets through UNDP funding and plan for two new toilets through provincial funding; in Chandannath for the construction of one public toilet (completed) through provincial government funding and communal land for new toilet; and in Khadak, private land for trenching site.

The sub-programme also supported the Disaster Management and Environment Committee of Birendranagar in improving its capacity for disaster preparedness by developing the WASH sector component³² of the Disaster Response Plan and simulating disaster response exercises in the city, with a focus on flooding. Similarly, the sub-programme engaged in district and provincial-level plan preparation processes.

The sub-programme also took the lead in initiating the formation of the Karnali Development Partners' network consisting of INGOs, bilateral partners and UN agencies, in Birendranagar with the purpose of co-ordinating, sharing, learning and leveraging resources to support progress for the city overall and for WASH specifically.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme.

Learning

Within the sub-programme, representatives from Chandannath, Birendranagar, and Nepalgunj participated in joint assessment and discussions on the development of city-side public toilet services held in Nepalgunj in July. This supported all three cities in sharing their experiences and understanding the concept of service levels and accessible design.

³² - The CVR identified risk of flooding in Birendranagar valley.

Within SNV, four representatives from the national government, provincial government (Province 6), and Nepalgunj participated in a SNV global facilitated event on urban finance and investment held in Indonesia in November. Participants from different countries benefited from mutual exchange, as well as learning from the Indonesian experience of financing investments in sanitation. The Nepal counterparts were particularly interested to learn from Indonesia's long-established decentralised system of governance to support their own recent transition to federalism. Furthermore, the executive officer of Nepalgunj became convinced on the importance of establishing a proper FSTP in the city.

Capacity building was supported through the participation of the sub-programme's project leader in the FSM 5th International Conference in February in Cape Town; facilitation of Khadak mayor's participation in UCLG Sustainable Urban Development Mayor's Fellowship; participation of sub-programme WASH advisor and mechanical emptier from Birendranagar in a learning event in India on FS emptying; and participation of one sanitation staff from Nepalgunj in IWA conference (FS emptying) in December in Sri Lanka.



Source: SNV. Nepal 4 city sanitation sub-programme.
City sanitation action planning workshop Jumla.

The sub-programme has also facilitated learning through external stakeholders visiting the cities and activities of the programme. Feedback from numerous visitors from other cities, districts and provinces to the public toilets in Nepalgunj and Birendranagar during the year showed that stakeholders considered them as a demonstration of quality services. Furthermore, the sub-programme supported capacity building of a DFAT-funded programme in Rukum district to apply the BCC methodology for school WASH promotion based on the learnings from the sub-programme.

Notably also, the mayor of Birendranagar shared the concept of IPS with 350 participants from national, provincial and local governments throughout the country during the national conference on WASH and Integrated Healthcare Waste Management in December. Here, the sub-programme also shared the baseline data on WASH in health facilities from the four cities

through postcards and interactions at stall. Furthermore, the sub-programme supported a representative from the private medical association in Birendranagar to participate in the event, following which the association has planned to make provisions for recycling of disinfected health care waste.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019 the sub-programme worked particularly towards:

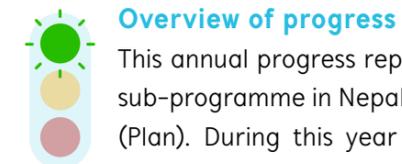
- *Institutional sustainability:* Much progress was made in technological development with the adoption of accessible design for public toilets that enable women, men, children, PWDs and transgender people to use the toilets with convenience and privacy; with the designing of an integrated solid waste and faecal sludge processing site in Birendranagar that provides synergies in operation and treatment of solid and liquid waste streams; and with the piloting of automated cleaning toilets that have the potential of quicker installation time and being less operation intensive.
- *Institutional sustainability:* It faces more challenges owing to relatively recent changes in governance systems in Nepal and also because institutional development requires time. The sub-programme's learning from city sanitation planning and city-wide public toilet services establishment shows that ownership is created by taking onboard all the representatives in the local government (ward level and municipality level). However, the engagement process needs to consider the numerous responsibilities of the LG representatives and the short windows of time available for discussions on processes and systems. Another key challenge has been to facilitate local government to move towards the perspective of sustainable city-wide services (versus ad-hoc services provided by individual service units).

4.2 Sindhuli Sunsari sub-programme



'A toilet only is not enough for the prevention of disease. SBCC sessions increased my and family members' knowledge, especially on use of the toilet and its cleanliness and on handwashing with soap. All members of my family now practice good hygiene behaviours, and they also get equally involved in cleaning the toilet at home.'

Indra Bahadur Nepali (60), Kamalamai municipality 1, Sindhuli



Overview of progress
This annual progress report covers the progress made by the Sindhuli and Sunsari sub-programme in Nepal in 2019, which is implemented by Plan International Nepal (Plan). During this year different guidelines and manuals have been developed to support activity. Plan developed a social behavioural change communication (SBCC) strategy, a training manual, information, education and communication materials, and prepared M&E tools and templates. The capacity of implementing partners, local governments and WASH champions (in the communities) was strengthened, which resulted in increased knowledge and behavioural change there. The GWMT was applied in the communities in all 12 project municipalities. The overall sub-programme is **on track**. Some activities have been postponed to 2020, but almost all planned activities have been accomplished.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, households, schools and communities in the two districts, with 12 municipalities selected, have improved their WASH behaviour, attitudes and practices, and have moved up the sanitation and hygiene ladder³³. Women, girls and marginalised groups³⁴ are empowered to participate in WASH activities and influence decision-making for improving WASH conditions³⁵, focusing on the control of, and equitable and sustainable, sanitation and hygiene services. Women, girls, men and boys understand the importance of MHM and hygienic use of sanitary pads. Families have knowledge and practise hygiene-sensitive WASH and schools apply MHM. New municipalities implement gender-transformative and socially inclusive community demand-driven approaches and effective ODF campaigns. Household-level investment in WASH services and products have doubled³⁶.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

Through the community WASH champions, Plan facilitated SBCC sessions on total sanitation. As a result, 29,840 beneficiaries (from 9,088 households (HHs)) were reached through triggering and awareness-raising sessions, which enhanced hygiene and sanitation habits. Joint monitoring visits with local governments were conducted to ensure follow-up and to understand the gender-transformative process in practice. A key achievement of the SBCC sessions, evidenced during these joint monitoring visits, is that 1,480 HHs improved their behaviour and now apply safe hygiene and sanitation practices, including MHM and treatment of water. In addition, almost 600 HHs have constructed new, safely managed toilets or improved toilets to be safely managed, and 935 HHs have installed a handwashing station. Based on these achievements and in line with government indicators on total sanitation, Plan will support the municipality and ward-level WASH co-ordination committees (WASH CCs) to initiate for self-declaration³⁷ of clean homes in the communities in the near future. This is a positive achievement of the SBCC sessions and joint monitoring effort. Socially excluded groups consisting mainly of Dalit and Muslim groups (who make up 21 out of 455 groups participating in SBCC) were oriented on gender equality, leadership and WASH rights.

Plan supported 41 schools, resulting in improved toilets in 28 schools, improved handwashing facilities in 24 schools and toilets with MHM facilities in 16 schools. Overall, all four service provisions (improved toilet, water supply, handwashing station and MHM facility) are now available in 13 schools. The WASH facilities in all the schools were designed to be child, gender

³³ - See the IR for targets and indicators for measurement.

³⁴ - I.e. Dalits and Janajatis.

³⁵ - See targets IR.

³⁶ - According to the baseline, the demand for WASH services and products is limited.

³⁷ - Self-declaration consists of an informal declaration per HH in presence of local government and Plan on the degree to which seven key indicator are achieved in the HH.

and disability friendly. As a result of this, 9,010 students (4,009 girls) have access to improved handwashing facilities, water supply, toilets with MHM, and knowledge about the importance of MHM through awareness-raising events conducted by child clubs and MHM committees.

The knowledge and skills of 244 women, girls, boys and men in the communities were strengthened on MHM and the production of reusable sanitary pads. As a result, women and girls have started using clean, reusable sanitary pads prepared by themselves. Boys are encouraging their female friends in the schools and their mothers and sisters at home to use clean, reusable sanitary pads during menstruation. Finally, ten health facilities (five per district) were supported with equipment to monitor the growth of under twos and recorded the progress on monthly basis. Messages about hygiene and nutrition have been shared with caretakers of children under two.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, the WASH market has improved by strengthening new and existing entrepreneurs in producing and marketing affordable WASH products. Target communities, especially girls, women and socially excluded groups, have improved hygiene behaviours and, as a result, demand WASH products and services and have access to affordable and suitable products, mainly sanitary pads and soaps. Girls and women will have access to affordable WASH products locally through the presence of local entrepreneurs (young women's groups) who will produce and offer mainly MHM products at an affordable price and build linkages with WASH service providers. Selected communities will have access to water service provision.

To make progress toward the sub-programme vision for this pathway, the following steps have been taken and outcomes have been achieved in 2019:

Water Supply Users Committees in the communities were formed or reformed. Plan supported them to construct and improve seven water supply schemes in close co-ordination and collaboration with users and the local government. The local government and the users shared the cost for these schemes in terms of cash and labour contribution. As a result, the service level from these seven water schemes has changed from basic to improved within about 200 households. Through the renovation of existing water supply schemes, more than 2,000 households have access to a basic level of water supply service in Sunsari. The local governments contributed to the capital cost in cash, while the users in the communities provided contributions in terms of up-front cash, O&M funds and unskilled labour during construction. Repair and maintenance training for caretakers and service management training for the Water Supply Users Committees were organised in both sub-programme areas to enhance the capacity of people to operate and sustain the water supply facilities. This led to sustainability of the services due to raised ownership and accountability of local government, the Water Supply Users Committees and the water users. 555 local retailers were oriented on marketing of soaps and disposable sanitary pads in the communities, to make

these products more accessible and affordable to all segments of local users (all retailers from the working clusters were invited)³⁸. Out of the total, 53 retailers who have existing retail business on soaps and sanitary pads along with other items were provided with more in-depth knowledge on promoting the selling of these products in the communities. Some of the activities related to WASH products and sanitary pad entrepreneurship development could not be delivered in 2019. For instance, capacity development and support for establishment of women's entrepreneurship on sanitary pad production at local level has been re-planned for 2020, since more in-depth research is necessary to understand the market and demand for MHM products in the communities, taking into account the newly introduced government's policy on free sanitary pad distribution in schools and its potential for reach and scaling up.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme to have strong administrative structures, meaning that the 12 municipalities recognise and assume their new roles and responsibilities, and develop and implement GESI WASH policies, based on evidence-based planning, a strong M&E system and sufficient budget for WASH in annual plans. Municipalities implement effective OFD campaigns and GESI demand-creation strategies. Policies on 33% representation of female participation in government structures are put into action and policies on participation of the socially excluded groups are now part of government structures as well, including the Water and Sanitation Users Committee at community level. Local governments (municipalities/rural municipalities) have adopted national WASH standards, which equal SDG standards. After the development of the guidelines on total sanitation, they will be uniformly applied across the country to support the communities to improve on the sanitation ladder through inclusive, effective and sustainable approaches and realise total sanitation outcomes.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

Plan supported the set-up of municipality and ward-level WASH co-ordination committees (WASH CCs) in 12 rural municipalities. The WASH CCs were oriented on a gender-transformative WASH approach, existing WASH policies, total sanitation guidelines, roles and responsibilities, SDG 6, and WASH service levels. As a result, each municipality and ward organised regular meetings to discuss WASH planning, implementation, monitoring and procedural guidelines of improved water supply schemes in communities and institutions. Trainings on social audits led to the establishment of better accountability systems within the municipalities.

Workshops on gender and inclusiveness in WASH and climate resilience, conducted in each municipality, led to the identification of existing gender roles and norms in WASH within

³⁸ - All local retailers were invited for orientation on soap, sanitary pad (reusable and disposable) product supply in the community, and their sales record-keeping. Selection took place based on shops that sell soap and sanitary pads within the working clusters with the two sub-programme areas.

households, communities and institutions, which resulted in the preparation of action plans. Four municipalities have developed WASH policies and procedural guidelines, and two municipalities in Sunsari have started to work on M&E system strengthening by collecting disaggregated project data. The municipalities committed budget for WASH plan formulation and M&E system development. Once the WASH plan is developed and the M&E system established, local governments will have necessary WASH data and information available from all communities, including vulnerable, difficult-to-reach ones, which will contribute to the evidence-based planning process. Joint monitoring of the activities was conducted in 62 wards and 6 municipalities together with local governments to verify the ODF status of the communities.

The sub-programme successfully increased female representation in WASH-related government institutions from a 33% as indicated in the GESI study (which was part of the inception phase) to an average of 43%. This increase was found based on the analysis of the data inventory of the sub-programme done at the end of 2019. The representation of women in WASH committees in local communities varies from 50% (school committees) to 36% (ward level). Involvement of beneficiaries of marginalised groups, mostly Muslim and Dalit, is 11%³⁹.

The WASH plan formulation and monitoring system strengthening activities within four municipalities could not yet be accomplished because of a delay in finalising a software application used by the Ministry of Water Supply (MoWS) and the DWSSM at the federal level; this was postponed to 2020. The partnership with Federation of Drinking Water and Sanitation Users Nepal (FEDWASUN) to implement WASH-related influencing and lobbying activities has also been rescheduled for 2020.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

In 2019, a smooth project monitoring and reporting system was put in place and all required tools were designed. Regular monitoring took place within the sub-programme throughout the reporting period.

Plan conducted M&E and recording and reporting system orientations in both districts to enable staff to use the tools. Data collection consisted of capturing grassroots-level information generated from the SBCC sessions, including disaggregated data and information such as age, sex, caste and PWD. Qualitative information such as case studies, issues and challenges are included as well. Some of the SBCC session data measuring behaviour change at household level were captured in a data application. Data was collected on 1,379 households.

³⁹ - On government level, no clear mandate for participation of marginalised groups exists. When groups are formed, adequate representation of marginalised groups is actively encouraged by Plan. However, in terms of setting a minimum percentage for the marginalised community one needs to be careful about how much the formation of the committee can be influenced, which is largely a community-led elective process.

Learning

During the reporting period, Plan focused on learning activities to build capacity of partner staff and Plan itself. Quarterly and half-yearly review and reflection meetings were held with implementing partners and stakeholders (i.e. local governments) in both sub-programme areas. These meetings allowed all stakeholders to understand the progress of the sub-programme, to exchange and to improve. Training and practice on social auditing has increased ownership and transparency among stakeholders. The application of the GWMT has helped clarify WASH-related gender issues in the communities so they can be addressed through sub-programme interventions. Joint monitoring visits with local government have increased ownership and awareness on the project activities, which aided implementation in a co-ordinated and integrated way, and with resource sharing. A study on WASH service management by WASH SDG programme communities in both sub-programme areas has been carried out. The management response and actions to the recommendations of the study have been prepared.

Key to the 2019 learning agenda was strengthening the local government's M&E system and aligning data collection for WASH Plan formulation by using government data collection tools, alongside regular M&E systems. A policy and procedural guideline for data collection and WASH Plan formulation by local governments was developed by four municipalities in both districts with support from Plan; this has also been initiated in additional municipalities.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019 the sub-programme focused on financial and institutional sustainability this reporting period, strengthening human resources, skills and knowledge at local level.

- *Institutional sustainability:* Because of the decentralisation process in the country, Plan works together with local governments to link WASH procedure guidelines with local planning and budgeting.
- *Financial sustainability:* Local governments are clear on a cost-recovery approach and have become accountable towards cost sharing in the programme-related construction of WASH facilities in institutions and communities. The local governments shared the capital cost in cash while the users in the communities provided contributions in terms of up-front cash, O&M funds and unskilled labour during construction of water supply schemes. Plan focused on improving the functionality of existing, new and rehabilitated water supply schemes through multiple interventions. The further strengthening of WSUCs to keep them proactive and skilled has been done. A financially sustainable O&M

mechanism has been set up, ensuring easy accessibility of spare parts and products, as well as transparency and accountability towards users. A total of 2,111 households with access to water supply services in the communities have been regularly paying the water fee. In 2019, the monetary value of community-level contribution to WASH-related construction works from local government and community people was calculated to be 47,852 EUR. Repair and maintenance training of caretakers and service management training of the Water and Sanitation Users Committee were organised in both sub-programme areas as well.



Source: SNV. Nepal 4 city sanitation sub-programme.
City sanitation action planning workshop Jumla.

4.3 Nepal WASH Alliance sub-programme

"The biosand filter is a one-time investment for households, but if properly installed, it can go a long way. My parents have been using this one since seven or eight years back and it is in good condition even now."

Pabitra Kathayat, founder and owner of Janata Udhyog Pvt Ltd, Bheriganga municipality

Overview of progress

At the start of 2019, full-fledged implementation took off in in both districts. The first important results were achieved in 2019, such as a substantial increase in municipal WASH budgets, 100 households that secured new water connections in-house through blended finance, and the re-activation of 46 ward WASH CCs. Local authorities have fully endorsed the WASH SDG programme's strategy, which is based on strengthening the local stakeholders' capacities to demand, manage and deliver WASH services in a sustainable way.



However, in spite of efforts by all concerned parties, the programme did not yet succeed in making up for all delays suffered in the initial six months 2018, which were related to delays in approval by the local authorities, thereby delaying the contracting process of local partners. The sub-programme is therefore still **partially on track**, although it is expected that it will catch up during the remaining programme period. More local implementation capacity has been secured in the planning for 2020 and beyond.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, the sub-programme will have made substantial progress towards attaining increased demand for and use of inclusive and sustainable WASH services. This vision entails that communities will have the power and capacity to demand inclusive and sustainable WASH services and products from both private and public service providers. Their capacity to be actively involved in planning and decision-making on WASH on household, community and local government level will be strengthened, as well as their capacity to hold the government to account. There will especially be increased participation of women and girls in decision-making on WASH. The number of households that has invested in WASH facilities in their household or contributes user fees to WASH services will have increased.

Most activities in 2019 focused on this pathway of demand creation and awareness raising. In total 46 ward WASH CCs and 4 municipal WASH committees were revived and established at the ward and municipal level in the programme areas. These CCs, where the municipality mayor is the chairperson, meet on a monthly basis to discuss the needs and gaps, and also demand WASH services at the municipal level. Likewise, these committees have also been serving as a dynamic platform to discuss development of WASH plans and programmes. With the revival of WASH CCs and formation of tole (community) committees in Banke, communities organised themselves to conduct regular weekly/bi-weekly clean-up campaigns, such as managing solid waste at their homes and in their neighbourhoods.

The sub-programme performed well in terms of raising awareness on WASH at community level through various activities and volunteer mobilisation. Partners performed activities on GESI, but it was noted that these were implemented as standalone activities, while GESI is planned to be mainstreamed throughout all pathways. Therefore, training and follow-up on GESI was provided to the partners to strengthen their capacity to mainstream GESI in all their programme activities. In a related effort, partners were trained on menstrual health programming and how to address this with stakeholders and beneficiaries. Consortium partner Plan participated in the event and one thematic partner (Nepal Fertility Care Centre, NFCC) was contracted to provide support to implementing partners for at least a year.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, the vision is to have made substantial progress towards attaining an improved performance of the private sector which delivers sustainable and inclusive WASH services.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

In Banke, the sub-programme worked with Kohalpur Small Town Drinking Water Supply and Sanitation Users Committee to increase household tap connections. A blended financing mechanism was used to reach the unserved population. By mobilising the WASH co-operatives, loans were disbursed to households that could not invest the upfront cost for tap connections. A total of 115 households were connected to safe water provisions through extension of the existing pipe networks.

Likewise, by mobilising the Water Supply and Sanitation Users Committees and facilitating development of a concrete investment plan, the programme was successful in pooling public investments to revive one non-functional water supply system in communities of Baijanath municipality. A similar approach is being scaled up to six more water supply systems in Banke. The actual beneficiaries of the revived systems will be reported during 2020.

The programme also successfully demonstrated improved sanitation facilities (mainly twin pits and septic tanks) in households and institutions of strategic locations within the communities

of Kohalpur, Bheriganga and Baijanath municipality in collaboration with local entrepreneurs with the prospect of establishing business cases and opportunities.

Co-operatives: Demand for WASH loans is increasing. The number of beneficiaries covered through co-operative loan funds are more than 250 households in 2019 in Kohalpur and Baijnath. Local co-operatives have also been promoting biosand filters in communities. Total biosand filters sold in communities has reached more than 211 households, which have been disbursed with WASH loans for the purchase of these filters from local vendors.

Entrepreneurs: Entrepreneurship in biosand filters and biogas was supported through mason trainings in Kohalpur municipality and 19 participants (2 female) were provided with a license upon the completion of the training. Three biosand filter training participants have already started producing filters in their own factory. Linkages between local entrepreneurs, local government and schools were established to promote entrepreneurship on homemade sanitary pads. As a result, in 2019 the company started making sanitary pads and selling them to the students. In Bheriganga municipality two female entrepreneurs started to work in the WASH sector, one producing biosand filters and another operating a WASH Mart business. Likewise, water quality testing labs are in the process of being established in each municipality with the intent of periodically conducting water quality tests in households and communities. The system is being set up through an entrepreneurship model.

Water Supply and Sanitation Users Committees: Regular interactions, meetings and workshops were held with six water user committees on the functionality of their water supply systems. The programme supported the preparation of plans, policies, accounting systems and other related tools for these schemes. Local technical assistance, supported by Dutch WAI partners, was being organised to establish asset management and develop business plans



Source: Simavi. Nepal WASH Alliance. Water User members working for pipeline extension to provide access to safe water for new households especially focusing deprived communities in the area.

for these Water Supply and Sanitation Users Committees. Likewise, by organising households and financing mechanisms using loans from co-operatives, Water Supply and Sanitation Users Committees were motivated to expand their water supply networks, at a subsidised household connection rate, to previously unreached areas to provide safe drinking water.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme, local government facilitates the inclusive and equitable access to WASH services with involvement of the private sector⁴⁰. This vision will be reached when local government is willing and able to develop rules and regulations on inclusive and sustainable WASH delivery, in line with existing national policies. Local government will then have allocated sufficient funds for inclusive and sustainable WASH services and will be co-operating with the private sector by improving WASH financing mechanisms such as PPP and blended finance.

To make progress towards the sub-programme vision for this pathway, the following results were achieved in 2019:

Municipal WASH CCs were activated through regular meetings. A workshop on the elaboration of the CSP for Kohalpur was done through co-ordinated efforts from Lumanti in collaboration with other WASH actors and EAWAG Switzerland, the consultant of the municipality for the CSP for Kohalpur. This provides an opportunity to link the WASH SDG programme activities with the official WASH planning process in Kohalpur, making it more resilient and inclusive. This plan will eventually include a strategy for management of solid waste and sludge, with a vision to create a healthy environment for the city.

Meetings with elected representatives of municipalities and wards resulted in the municipalities having allocated budget for WASH plan and infrastructure in their annual plans for the current fiscal year. For instance, Bheriganga municipality has allocated 2,52,00,000 NRs (189,765 EUR) and Barahatal rural municipality has allocated 1,81,60,000 NRs (136,723 EUR) for WASH activities. Similarly, the programme was successful in leveraging investments in Banke district. In Kohalpur the municipality has allocated 2,25,00,000 NRs (168,000 EUR), and in Baijanath 1,65,00,000 NRs (123,000 EUR) was allocated to improve water and sanitation service provisions.

Vulnerability assessment studies were conducted in all the major water supply schemes in the four municipalities during 2019. The inputs from these assessments will feed into the broader municipal-level WASH Plans that will be finalised in 2020.

⁴⁰ - Local government counterparts are: Barahatal rural municipality, Bheriganga municipality, Baijanath rural municipality and Kohalpur municipality.

Water quality improvement in schools: Lead partners ENPHO and Lumanti, in collaboration with local government, schools and private sector 'Smart Paani' started installing water purification systems in total of 11 schools in Banke and Surkhet districts. These systems include an O&M contract between the school and a local entrepreneur.

To ensure WASH right provisions for the public, our implementing partner FEDWASUN established municipal-level chapters in the sub-programme. These groups have been continuously interacting and advocating with the local authorities to ensure WASH rights for the poor and unreached population on a regular basis, and have also been active in budget tracking for these municipalities.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme. Implementing partners were trained in RSR (Real Simple Reporting), which is a tool to document and share project experiences. This training was given by Akvo to RSR users of all implementing WAI partners with an objective to use the tool in sharing project updates from the field.

Also, a training of partners on evidence-based advocacy was done. A template for producing evidence-based advocacy issues was developed during the workshop and hands-on practice was given to the participants. Budget increment in the WASH sector has been one of the key outcomes reported by the partners during outcome harvesting. Use of data and evidence for lobbying with the local government to influence policy in improving WASH service delivery is an indicator that the training has made tangible impact. On behalf of the WASH Alliance, the MEL officer participated in a training on 'N-WASH system operation training programme', jointly organised by National Water Supply and Sanitation Training Centre and National Management Information Project on September 12-15, 2019. The training was basically a training of trainers on the use of the N-WASH (National WASH) system, recently launched by the Government of Nepal. The application helps in collecting information and publishing reports on functionality and sustainability of water supply schemes, and also in collecting relevant data for preparing a WASH plan. The government has planned to roll out the system in all 753 local governments (municipalities and rural municipalities). WAI partners will support all four municipalities to develop a robust monitoring mechanism to track progress on water, sanitation and hygiene within the framework of achieving SDG targets.

Learning

Learning on sub-programme level further focused in 2019 on GESI and MH. This is a priority as the programme aims to leave no one behind, and the GESI assessment showed numerous gaps that need to be addressed. During the programme implementation it became apparent that partners needed support on how to operationalise GESI. Both on GESI and MH a training session was given to all implementing partners, with the aim of enabling them to plan and implement

more targeted activities in the programme. After the training, practical implementation recommendations, such as work plans and indicators, were made, together with the local partners that have now started to monitor GESI integration based on the programme context and existing GESI tools. On MH, local teaching assistance was secured up to September 2020, which is being done by the Nepal Fertility Care Centre. The main deliverables are a strategy for MH programming, and coaching and monitoring of support to partners on the same.

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. The WAI sub-programme approach to sustainability is based on the FIETS principle. In 2019, the sub-programme paid particular attention to:

- *Institutional sustainability:* Local authorities in Nepal are new and not yet fully established with WASH CCs, both on municipal and ward level. Programme activities mostly focused strengthening of WASH CCs, both on ward and municipal level. Topics included: (1) inclusive participation; (2) sludge and waste management; (3) water quality and (4) budgeting. All four municipalities have raised their WASH budgets for the current fiscal year, an achievement the programme has made a great contribution to.
- *Social sustainability:* The sub-programme focused awareness raising in communities through meetings, campaigns and information, education and communication materials. Awareness on WASH issues, products and behaviour is key to making a sustainable impact, as awareness of WASH creates demand for WASH services and products.



Source: Simavi. Nepal WASH Alliance. Cleaning campaign in Kohalpur aimed at improving public sector sustainable and equitable WASH service delivery.

4.4 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020.

Learning:

The WASH SDG Consortium in Nepal prioritised the learning topics as follows:

- Strengthening local bodies in effective WASH service delivery.
- Supporting sustainable WASH monitoring systems.
- Ensuring WASH services for all.

During the reporting period, the consortium members exchanged learnings on all of the above during regular meetings; however, in response to national priorities, the consortium focused on a joint learning agenda for WASH monitoring systems. In 2019, the MoWS/DWSSM brought together various donor-funded and government initiatives into one single N-WASH plan, with the aim that all 753 local governments should develop a N-WASH plan. Therefore, team members from Plan and WAI participated in the training on the data collection tools and all consortium members participated in the national N-WASH plan dissemination workshop. Following these, the consortium held a half-day joint meeting to discuss the updates and learnings and the practical application in the programme area in October. It was found that there were many technical challenges in using the N-WASH data collection tools, the exercise was highly time and resource intensive, and it would be difficult for the local governments to update the data. Furthermore, there were many confusions in the analysis and representation of data, and the national level had not yet aligned the tools with national-level indicators.

It was agreed that SNV project leader would share the findings with the DWSSM. The SNV project leader subsequently held such a session with the DWSSM director general and selected section chiefs. They appreciated the sharing of the challenges and the analysis of the application of the tool, and informed that the N-WASH planning tools would be further revised. The director general appreciated the efforts of the programme partners in supporting the local governments in water and/or sanitation planning. Although he realised the challenges in using the N-WASH tools, he encouraged the programme to use the tools if possible. Separately, in Province 5, the provincial government developed its own mobile application to collect information for the N-WASH plan and issued a notification to all local governments to use the software. In view of the ongoing confusions with the N-WASH plan and tools, the consortium partners are assessing their internal processes and continuing to support LGs in WASH planning within their available resources and capacity limitations. WAI Nepal reached an understanding with DWSSM to use the N-WASH applications in the four sub-programme municipalities.

Finally, as part of the global LKD GESI, all sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings each year will be used to improve programme implementation.

Country programme management and coordination

Internal

Consortium-level meetings were conducted on a quarterly basis to update consortium-level programmatic progress. These meetings have been very fruitful and effective to establish better understanding among the consortium partners and to update on the implementation status, share common challenges encountered and determine the way forward.

External

During the reporting period, the consortium partners participated in national platforms that facilitate learning and co-ordination. The member organisations participated in various meetings of the National Sanitation and Hygiene Co-ordination Committee (NSHCC), MHM Partnership Alliance, and/or global celebration days (MHM, World Toilet Day, Global Handwashing Day). The focus in 2019 was in supporting the NSHCC to prepare the country for achieving ODF status, including participation in: joint monitoring visits to non-ODF declared districts, regional conferences to support progress on the last mile, and/or in the various task forces formed to organise the national event. Many of the member organisations also participated in the national ODF celebration event held on September 30, 2019.

The consortium partners, led by the WAI, also shared information on the WASH SDG programme in Nepal during the 5th International FSM Conference held in Cape Town in February 2019. Following the event, the consortium partners participated in sharing of key learnings with national stakeholders during the NSHCC meeting held in March 2019. Various thematic exchanges also took place. PME staff of WAI participated in a learning visit to a community in Sunsari to observe the application of GWMT as a part of the gender-transformative approach of Plan. Two Plan staff participated in a training on 'Menstrual hygiene and GESI' conducted by WAI for its sub-programme staff. In October, a half-day meeting was held with consortium representatives to understand and analyse the application of the national government process of the N-WASH plan (see above).

Risks and Mitigation

The key new risks identified are as follows:

- For Plan, the retention of WASH champions, responsible for rolling out the SBCC sessions, is a challenge. This due to high turnover, which poses a risk to the sustainability of this approach. Since Plan works together with local governments to monitor the SBCC sessions conducted by WASH champions and engages them in a quarterly review process, this is a measure to mitigate this risk.

A woman-led WASH enterprise

In Bheriganga municipality water has a high limestone content. Most filter systems are inadequate and fail to improve the quality of the water for consumption. One exception is the Biosand filter.

When the WASH SDG Nepal WASH Alliance sub-programme introduced this filter as an option to improve water quality in the municipality, it found some in several households although their use was not widespread. Pabritra Kathayat was a female WASH entrepreneur who was already convinced of their usefulness and sustainability:

'The biosand filter is a one-time investment for households and, if properly installed, it can go a long way. My parents have been using one for the past seven or eight years and it is in good condition even now.'

Based on these initial talks, the local partner, ENPHO, trained Pabritra and four of her employees as biosand filter manufacturers. After a market feasibility study, her company – Janata Udhyog Ltd. – started manufacturing its own filters and expanded to also supply toilet rings.



Story Facts

Country: Nepal

Sub-programme: Nepal WASH Alliance sub-programme

Consortium partner: Bangladesh WASH Alliance International (lead: Simavi)

During the purchase process Janata Udhyog Ltd. provides technical assistance to the biosand filter users. They also reach out to the WASH product merchants and leaders or volunteers when promoting their business products in the different villages. Their aim is to raise the awareness of the communities of the importance of good quality water that is safe for consumption. The filters are one mechanism but these must also be accompanied by other good hygiene practices.

Pabritra therefore applies various strategies – from financial, such as providing special discounts to communities, to promotional, like making a short documentary on usage of the filter. Social media are further used to promote the filters. The company has also produced a printed operation and maintenance manual for buyers and users of the system.

One of the company's best integrations of different WASH services is 'buy one filter and get four homemade sanitary pads free', says Manisha Buda Magar Rokaya, head assistant at the company who also participated in the original training. She adds that the communities are now more aware of filtration and safe water use, and that they are also more conscious of their menstrual health.

5. Tanzania



Source: WAI.
Artisan in Matere wards proudly standing in front of toilet he constructed.

Country overview

A brief overview of the WASH SDG programme in Indonesia is as follows:

Country: Tanzania

Lead: SNV

Sub-programme: 2

Locations: 3

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Arusha Shinyanga urban sanitation SP – SNV	Urban	Arusha, Shinyanga	Local / national authorities: <ul style="list-style-type: none"> Arusha City Council Arusha Urban Water and Sanitation Authority Shinyanga Municipal Council Shinyanga Water and Sanitation Authority Other institutions: <ul style="list-style-type: none"> Nelson Mandela African Institution of Science and Technology – WISE – Future, African Centre of Excellence
FINISH SP – WAI (Amref)	Rural	Serengeti district	Dutch NGOs/CSOs: <ul style="list-style-type: none"> Amref, WASTE (WAI) local partners: Amref Health Africa Tanzania, HACH Ltd (local partner WASTE) Local / national authorities: <ul style="list-style-type: none"> Serengeti District Council Other institutions: <ul style="list-style-type: none"> Equity Bank, teachers' SACCO, 32 MFIs

Information on the overall country programme and targets was presented in the country IR and summarised in the Tanzania IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Tanzania tab.

Summary country-level progress

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.

5.1 Arusha Shinyanga urban sanitation sub-programme

"I never thought that one day, I would sit with government officials to discuss emptying services. For me it was like a dream come true: to tell them what I need to improve my work, and what I need to be officially recognised with improved emptying tools."

Loard Makumba, manual emptier, Shinyanga municipality

Overview of progress



Overall, the Arusha Shinyanga Urban Sanitation sub-programme is **on track**, with anticipated activities and results for 2019. The first part of the year focused on developing tools and guidelines that emerged as recommendations and gaps within the inception assessments and stakeholder dialogues of 2018. These included occupational health and safety, an on-site sanitation upgrading programme and sanitation mapping. The second part of the year focused on rolling out the capacity-building initiatives, supplying and monitoring the use of tools developed, constructing and upgrading infrastructure, demonstrating GESI and climate-resilient features to boost the decision making and implementation capacity of partners and service providers. Good co-ordination and information sharing are ongoing at the level of the Consortium in Tanzania, as well as engagements with WaterWorX in Arusha. The tripartite MoUs and detailed action plans jointly developed and signed by SNV, the city councils and the utilities have provided a strong basis for monitoring progress and tackling sustainability issues.

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, broaden the scope of urban behavioural change interventions focusing on different stages of the sanitation service chain (to move towards safely managed sanitation (SDG 6)) and strengthen the capacity of local government authorities in delivering evidence-based BCC interventions. The key behaviours the sub-programme is trying to change include: low awareness of and priority given to basic hygiene behaviours (including handwashing at critical times), having a direct connection of toilets to drains, dumping of solid waste in pits, illegal dumping of sludge in the environment, unsafe practices by sanitation workers, low awareness about safety of -- and willingness to pay for -- emptying services and/or public toilets.

In 2019 the sub-programme focused on working with the city council and utilities (with engagement of ministry-level representatives) to develop and finalise a BCC strategy and action plans, based on the 2018 formative research results. The development process improved their strategic thinking, broadened their ability to explore innovative approaches and sharpened their focus on monitoring both output and outcome results. The local government authorities' skills and capacity to institutionalise and deliver interventions through their systems was further boosted with the development of practical tools and guidelines (such as an educational comic book, campaign guidelines and posters with key messages), setting up the programme for full BCC implementation in the early stages of 2020. The combination of a clear strategy, based on formative research, and backed up with action plans and innovative resources, strengthens the government's focus and ability to work towards safely managed sanitation as defined by the SDG framework.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, make progress towards professional affordable city-wide services for residential, educational and health care premises, as well as in main public places, with careful consideration of services all along the sanitation value chain (from capture all the way to treatment and final disposal/re-use).

At the level of capture and containment (toilet and pit/septic tank construction), 2019 focused on improving the skills and capacity of local masons (informed by the on-site sanitation assessments of 2018) in planning, designing and rehabilitating/constructing sanitation facilities (individual and for institutions), with special attention to GESI (including accessibility for PWDs, privacy and MHM-related features) and CVR (such as elevated constructions and rain-water harvesting options). In addition, a public places survey was conducted that informed the decision to construct a public toilet in Shinyanga, based on prioritised need and to demonstrate key improved technical aspects.

For faecal sludge emptying, the focus was on improving the professionalisation of services, informed by the action research of 2018. This targeted the knowledge about and supply/use of PPE, service provider's responsibility and compliance with OHS protocols and regulations, and strengthening the technical capacity of emptiers. At the stage of treatment/disposal/re-use, attention was geared towards carrying out a detailed informed-choice process for decision-makers and engineers to select treatment and re-use options based on evidence (such as faecal sludge characterisation and desludging technical assessment). In Shinyanga, this resulted in the selection of a natural system of planted drying beds and constructed wetlands, with preliminary designs and a full feasibility study carried out. In Arusha, preliminary designs of a similar system to complement the city's sewer expansion and new waste stabilisation ponds was proposed and is under consideration.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, the process for sanitation planning and decision making should have a stronger evidence base and be more inclusive, with city councils taking an increased leadership role with a stronger regulatory and oversight capacity, and for services and businesses to be able to operate and ensure city-wide sanitation services are developed on the basis of sustainable full-cost recovery.

To this end, in 2019, the sub-programme carried out a detailed sanitation-mapping exercise, broadening the council's sanitation data collection tools (to include data further down the sanitation service chain) and their ability to use and visualise data for informing decisions (zoning maps used as part of the treatment plant selection process). Furthermore, efforts to boost the regulatory and enforcement capacity of the local government authorities included strengthening the emptying permit for service providers (to include elements of OHS, medical checks and safe disposal) and installing GPS trackers on all emptying trucks that are monitored by the council to improve safe disposal of sludge at designated sites. Understanding of costs and revenue sources for sanitation was further enhanced through a budget-tracking initiative identifying the current city sanitation financing gaps, alongside developing bills of quantities with city planners and engineers for sanitation infrastructure. Capacity-building sessions on business planning and marketing with local masons and local government representatives further strengthened their understanding of cost recovery.



Source: SNV. Tanzania Arusha Shinyanga urban sanitation sub-programme.
Demonstration of the emptying of a septic tank.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

Through the sanitation-mapping initiative, the monitoring data collected by the government officials in the target city wards was expanded to include information on frequency and method of emptying, thereby showcasing the importance and value of looking beyond toilet-specific data. The focus on collecting data further down the sanitation chain was also advocated for by SNV and incorporated in the new National Strategy for Accelerating Sanitation and Hygiene for All (2019-2025).

Learning

Learning events with relevant stakeholders were organised. During these events the baseline data was presented, and this data was used to shape joint town planning WASH initiatives.

Approach to sustainability

Updates on sustainability compacts

The tripartite MoU between SNV, the utilities and the city councils in both cities are fully signed, and recently updated with an annex on the agreed action plan 2020, outlining the annual interventions in line with the longer-term programme objectives.

Sustainability and systems strengthening

Systemically embedding approaches within government systems (such as sanitation data collection format using the National Sanitation Campaign terminology) and continuously strengthening the technical, financial and planning capacities of both the utilities and city council departments (for example informed choice process on treatment options and re-use opportunities) is a cornerstone of the programme's sustainability approach. More information on this can be found under the specific pathways, but to highlight some examples of the sub-programme's work towards sustainability this year, in line with the FIETS principles:

- *Financial:* Capacity-building sessions on business planning and marketing with local masons and local government representatives further strengthened their understanding of cost recovery.
- *Institutional:* The programme carried out a detailed sanitation-mapping exercise, broadening the council's sanitation data-collection tools, to include data further down the sanitation service chain, and their ability to use and visualise data for informing decisions (zoning maps used as part of the treatment plant selection process).
- *Technical:* At the stage of treatment/disposal/re-use, attention was geared towards carrying out a detailed informed-choice process for decision-makers and engineers to select treatment and re-use options based on evidence (such as faecal sludge characterisation and desludging technical assessment).

5.2 Tanzania FINISH sub-programme

"I am very glad that now people with a physical disability have been considered by this project; this will help this marginalised group in sanitation."

Mikidadi Iddy, chairperson, Association of People with Disability in Serengeti (Chama cha wenye ulemavu Serengeti).

Overview of progress



The Financial Inclusion Improves Sanitation and Health (FINISH) sub-programme implemented by WAI members Amref and WASTE was slightly off track at the end of the last reporting period (2018), especially on the supply side (linking SMEs with MFIs and training of entrepreneurs). It is now **on track** following identification of a local partner, HACH, who has successfully applied its finance and business expertise to this sub-programme). The Tanzania FINISH sub-programme runs from July 2018 to June 2020.

- To-date 2,131 sanitation facilities have been built and are in use by the community, exceeding the target of 2,000 households.
- In 2019, basic and/or safely managed service levels of sanitation increased from 45% to 62% of people within the project area.
- Increased government commitment to sanitation through establishment of a district WASH consultative team and increased sanitation budget by the Serengeti district council from 40 million TSH/15 million EUR (2018) to 70 million TSH/27 million EUR. The sub-programme also received additional funding through the FINISH Mondial programme. The team has worked hard on proposal development, through which it hopes to secure additional funding for the sub-programme from July 2020 to June 2025.



Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of this sub-programme (June 2020), 10,000 people (2,000 households) use and maintain safely managed sanitation facilities (in 11 wards in Serengeti district)⁴¹. To track annual progress, attention will be paid to the availability, and cleanliness and quality, of safely managed toilets and sanitation facilities that have been constructed or improved.

In January 2019, a Consortium of religious leaders in Serengeti districts, UMAKUSE (24 members), were oriented on the FINISH approach. As a result, religion is now used as a platform for advocating behaviour change in sanitation improvement, contributing to a much wider coverage of sanitation messages and triggering the involvement of religious leaders in educating community members on the importance of fighting diseases through toilet construction. This training was anticipated to reach around 3,000 people (church members) indirectly through the multiplier effect of these leaders. The Mennonite church at Mugumu Serengeti invited FINISH to use the church platform in conveying sanitation messages anytime as per their plan. Two visits have already been made with FINISH staff giving speeches on sanitation, especially on toilet construction.

Sanitation marketing training was given to 86 trainees (entrepreneurs, artisans and community health workers (CHWs)), who became qualified and now practise as sanitation marketers who give out information on the importance and proper use of a toilet for health reasons and improving privacy and dignity. In April and May, the project conducted CLTS in 11 wards (39 villages), through which 24,000 people were directly reached. At the end of these CLTS meetings, all communities signed a declaration to stop open defecation and committed to construct improved toilets with hand-washing facilities. As a result, there has been an increase in toilet construction and coverage grew from 31.3 % to 52% across all 11 wards (NSMIS⁴²-MOH).

By end of the reporting period, 3,250 households (about 16,250 new beneficiaries) use and maintain safely managed sanitation facilities. Based on the proportion of the budget provided through the WASH SDG sub-programme, 2,131 facilities were built. This means that the target of 2,000 households has been exceeded. Of these, 96% were self-financed, and 4% were financed after the household took out a loan through one of the financial institutions supported by and linked to the household through the sub-programme.

⁴¹ - Six wards in rural areas plus one Mugumu township with five wards, totalling eleven wards of the project area in Serengeti district.

⁴² - National Sanitation Management Information System. As Amref is the only NGO working in Serengeti, improvements noted in the NSMIS may be attributed to the sub-programme.

The sub-programme improved households with basic levels of hand-washing practices from 1.4% to 1.92% of the total population (NSMIS). As few families have hand-washing facilities, in 2020, the sub-programme will put a greater focus on improving hygiene. A team of CHWs on sanitation in each ward has been formed to catalyse construction of facilities using government directive as an additional push factor.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of this sub-programme (June 2020), local businesses offer a range of affordable and acceptable products and services under the service and value chain for safely managed sanitation (an increase of 50% from baseline). This includes financial inclusion products as well as sanitation products (such as toilets and building materials).

In 2019, to improve WASH service provision, the FINISH sub-programme trained and empowered 39 CHWs, 35 masons and 12 sanitation entrepreneurs to fully engage and provide WASH services at community level. The CHWs will work as marketers; first they will create community awareness and marketing, then they create linkages between the demand and supply side.

The FINISH sub-programme also reached 32 grassroots financial institutions for provision of sanitation loans. Equity Bank has committed to providing these loans, though they have not yet materialised. Equity Bank already has sanitation products, which makes operations easier on the ground. Also, it has opened an agent in Serengeti district and reached 150 potential customers for sanitation loans. The community will be able to start accessing loans in the very near future, as the loan appraisal process has been completed for some potential customers.

Within a year we have mapped 86 sanitation suppliers inclusive of masons, CHWs and construction material suppliers. The sanitation suppliers were trained on entrepreneurship and sanitation marketing. CHWs create linkages between households and suppliers, but are also encouraged to take the opportunity in making and supplying some materials such as soap, other small toilet supplies and provision of cleaning services where it concerns communal toilets. Other products include special loans for toilet construction by the teachers' SACCO and Equity Bank, and sanitation materials such as safe toilet pans, construction materials and cleanliness materials. Results are manifested through an increased number of people asking for sanitation loan following CHW promotion/marketing.

The sub-programme identified that there is no access to toilets for PWDs in the community due to low awareness of people with special needs. Through Mara Day exhibitions in September in Serengeti, FINISH sub-programme advocated for the community to observe special needs for PWDs and promoted a seat toilet that was displayed by SATO. This toilet helps people with a physical disability who cannot squat but can sit. PWDs can now access them locally.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of this sub-programme (June 2020), local government has increased its allocation and spends budget for sanitation.

In 2019, increased government commitment to sanitation was demonstrated through the establishment of a district WASH consultative committee. The committee conducts planning, implementation and monitoring of different WASH activities with increased emphasis on sanitation. Through the committee, the government has managed to prepare contracts that have committed all people without unimproved toilets to construct toilets at an agreed timeline. More than 5,000 contracts have been signed, and follow-up is continuing through enforcement of byelaws so that people construct improved toilets, especially from July.

The project has further strengthened the district framework through training of CHWs to increase sanitation promotion and data collection (as the CHWs are also being used by the government for data collection, community sensitisation and other health-related activities). As a result of different capacity-development activities at district level, including sanitation financing and the above-mentioned training of CHWs, the sub-programme has contributed to an increase of the district's sanitation budget from 40 million TSH/15 million EUR (2018) to 70 million TSH/27 million EUR (2019).

We further enhanced the capacity-building of district health officers through on-the-job training and sanitation forums, and through working jointly with different activities, such as training of artisans of toilet technology and sanitation marketing.

Following participation in the national sanitation week in Dodoma in October, the minister for health has asked the FINISH sub-programme for a discussion on financial inclusion, as it is seen as an innovation that may be of interest in other areas of the country. The meeting between Amref and the Ministry of Health was planned for April 2020, but because of COVID-19, it has been postponed until further notice.

Also because of the importance and sustainability of the FINISH project in Serengeti, the government has donated a plot so the project can construct a 'centre of excellence' on sanitation at Mugumu in Serengeti district. This centre will provide education on different sanitation options available in the project to artisans, who will be coming to the centre to learn. Community members will be able to gather information regarding sanitation (types of toilets and their cost). The centre will also be used as a business centre for sanitation entrepreneurship for the community. It will be run by artisans, CHWs and the district council through the health department.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme.

During construction of toilets site visits took place, CHWs and masons were given support and feedback, and monitoring reports were discussed and reviewed with the CHWs. Monitoring takes place on a regular basis (during day-to-day activities) jointly with health officers from Serengeti district council.

In May 2019, the M&E capacity of FINISH staff was further strengthened. The training enabled staff to refresh their knowledge of data collection, interpretation and how to use the information in reporting, thus improving both their reporting and their ability in monitoring and evaluation of project activities (such as reporting in the Amref information management system monthly). In Q4 of 2019, a full-time M&E officer was recruited, under the FINISH Mondial budget.

Learning

In June 2019, the FINISH team in Tanzania went on a learning visit to FINISH in Kenya (Busia), where the project has been successfully implemented since 2013. One observation of learning included the extremely high level of commitment and support from the local government to the FINISH model – something the Tanzania team will work towards as well.

In September 2019, a one-week scoping mission including SWOT analysis, GESI analysis, future modelling and reflection took place. The learning was used to develop and submit a five-year scale-up proposal to DGIS.



Source: Amref. Tanzania FINISH sub-programme.

Approach to sustainability

Updates on sustainability compacts

The MoU with the Serengeti district council, including the Sustainability Compact, was renewed in 2020.

Sustainability and systems strengthening

The sustainability plan for Serengeti district will be well catalysed by the number of activities that have been incorporated into the project, as explained below in line with the FIETS principles. Examples include:

- *Financial:* 32 grassroots financial institutions and one Bank (Equity Bank) have been engaged in financial inclusion. As a result, the community will be able to access sanitation loans even after the project has phased out. Once the sanitation loans are embedded and profitable, the institutions no longer need external support.
- *Institutional:* Institutional sustainability has been triggered by facilitating the formation of the district WASH consultative team. This team is co-ordinating WASH activities (planning and implementation) and conducts regular review meetings and make sure that they are integrating FINISH approaches in the sanitation district plan.
- *Technological:* This will be catalysed through construction of the centre of excellence on sanitation. CHWs, artisans and health officers will be running the centre, where different toilets technologies will be displayed with continuous education to people visiting the centre and others who will be referred by sanitation marketers and health officers. Technological sustainability is also supported through the establishment of formal agreements with learning institutions on sanitation product innovation and research.

5.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020. In the case of the FINISH programme, it will be an end-line assessment/review.

Learning

Ongoing learning on BCC tools and approaches to address urban sanitation-specific behaviours, linked to safe emptying and safe waste disposal, informed the finalisation of the BCC strategy and influenced the design of resources. The practical application of the use of geographical information systems and mapping for improving decision making on improving sanitation and hygiene interventions revealed its usefulness for planning, but also the necessary investments for incorporating spatial information with existing government data collection systems and capacity requirements. The technical working groups and sanitation week were key moments in 2019 for the WASH SDG programme consortium partners to exchange, share and learn from each other's experiences.

Finally, as part of the global LKD GESI, both sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings each year will be used to improve programme implementation.

Country programme management and coordination

Internal

The WASH SDG Consortium partners in Tanzania (SNV and Amref) have continued to exchange information and engage in each other's meetings and workshops, sharing best practices and key findings and discussing innovations.

External

During national WASH sector meetings and international WASH days, further interaction and showcasing of the WASH SDG programme interventions have been made, through technical presentations and exhibition booths. In addition, the Consortium is in regular contact with VEI, and held meetings to share respective approaches to ensure services are accessible and affordable for the poorest communities. SNV remains the co-chair for the sanitation group on behalf of the Development Partner Water Group, and an advisor to Tanzania Water and Sanitation Network (civil society WASH platform), and regularly presents on the findings and lessons from the programme to a broad range of sector stakeholders. Amref is a member

of sanitation technical working groups in the Ministry of Health, Community Development, Gender, Elders and Children.

Risks and mitigation

No new risks to mention. We continue to monitor the calendar for presidential elections and campaign periods and will adapt implementation accordingly. This to avoid heightened political periods when government partners will likely not be as available for engagement.



Source: SNV. Tanzania Arusha Shinyanga urban sanitation sub-programme.
Uhuru primary school training new handwashing station.

A higher profile for urban sanitation

Allan Rushokana (28) is a dedicated and enthusiastic city sanitation officer and national sanitation campaign coordinator at the Arusha City Council. He has been working closely with SNV Tanzania on all aspects of the WASH SDG programme right from the start.

Allan likes to describe his partnership and interaction with the programme as 'making sure all plans are successfully implemented and done in collaboration with the city council, such as local mason training, behaviour change communication (BCC) campaigns and occupational health training, but also connecting beneficiaries with SNV'.

Because of his strong and deep relationship with the programme, Allan has seen its implementation bring many changes in urban hygiene and sanitation in Arusha. His favourites are on-site sanitation toilets that have been constructed, improved and/or scaled up with support of BCC; the setting up of a local mason database; the promotion of digital data collection such as sanitation mapping with the city council; the bringing together of WASH stakeholders; and the exposure of the city council representatives to



Story Facts

Country: Tanzania

Sub-programme:
Arusha Shinyanga urban
sanitation sub-programme

Consortium partner:
SNV

Source: SNV. Tanzania Arusha Shinyanga urban sanitation sub-programme.
Uhuru primary school training new handwashing station.

lessons and experiences beyond Tanzania, through visits to Kenya and Indonesia.

In addition, this collaboration has also brought many changes to Allan's professional life. The WASH SDG programme improved his capacity on urban hygiene and sanitation, expanding his knowledge around the whole sanitation service chain, while also ensuring that sanitation receives a higher

profile within the city council in terms of priorities and dedication of resources.

Allan's enthusiasm, passion, commitment and transfer of skills represents a core investment in sustainability. Following the visit to Kenya to study different re-use options, Allan brought back briquettes made of faecal sludge to test the acceptance of the product in Tanzania. 'The city

council has hugely benefited from the WASH SDG programme that is contributing to move us towards achieving the SDGs.'

6. Uganda



Source: Simavi. Uganda WASH Alliance sub-programme. Esther collecting water in Kalongo.

Country overview

A brief overview of the WASH SDG programme in Uganda is as follows:

Country: Uganda

Lead: WAI

Sub-programmes: 2

Locations: 5

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Uganda WASH Alliance SP – WAI (Simavi)	Urban and rural	Agago	<p>Local NGOs/CSOs:</p> <ul style="list-style-type: none"> Agency for sustainable rural transformation, Amref Health Africa – Uganda, Health through Water and Sanitation, Joint Effort to Save the Environment, RAIN Uganda, Network for Water and Sanitation Uganda, and Water and Sanitation Entrepreneurs Association (WASEU) <p>Dutch NGOs:</p> <ul style="list-style-type: none"> Simavi, Amref, Akvo, IRC, PRACTICA, RAIN, RUAF <p>Local/national authorities:</p> <ul style="list-style-type: none"> Agago district local government
Kamuli Buyende Nebbi SP – Plan	Rural	Nebbi, Kamuli, Buyende	<ul style="list-style-type: none"> Plan International Uganda <p>Local/national authorities:</p> <ul style="list-style-type: none"> Nebbi district local government Kamuli district local government Buyende district local government

Information on the overall country programme and targets was presented in the country IR and summarised in the Uganda IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Uganda tab.

Summary country-level progress

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.

6.1 Uganda WASH Alliance sub-programme

"If one person does not have a latrine, we are all eating contaminated food and water"

Santina, Dara village, Agago district

Overview of progress



The Uganda WASH Alliance sub-programme is **on target** and has to a great extent achieved its intended results of 2019 as per the annual plan.

The activities related to the behaviour change pathway have succeeded in creating demand for sanitation and hygiene in 105 villages; 18 villages were declared ODF and 26 are under verification pending Ministry of Health declaration. The 20 target schools integrated WASH plans and budget in their development plans. Five schools invested in WASH infrastructure improvement using the cost-recovery plan/strategy. A second highlight was the realisation of integrated annual planning across the departments of water, education and health. The district decided to create links between sectors and stakeholders to improve WASH services. Lastly, a WASH market is being established in Agago, with trained and skilled WASH entrepreneurs and WASHNAB enterprises (enterprises providing water, sanitation, hygiene, or nature-based related products or services).

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, community members living in the intervention area, including girls, women and socially excluded groups, will live in a clean and hygienic environment. This is possible when all community members have access to, and make use of, sustainable WASH products and services (link with pathway 2). This includes that community members know about the importance of WASH and are able to prioritise WASH within their households.

In 2019, the sub-programme registered a significant increase in access to and use of WASH facilities and services. The monthly performance tracking reports indicated that these increased from 68% to 83%, and hygiene practices improved from 44% to 67% across the 105 project-target communities. The majority of these community members are now using unimproved latrine facilities, as opposed to the open defecation that was rampant a year

ago. Currently, most latrines have functional handwashing facilities with soap. As a result of the clustering approach⁴³, 18 of the 105 villages have attained ODF status and are set for declaration (Paimol (5), Lapono (3), Arum (4), Wol (3), Kotomor (2) and Lira Palwo (1)). From July 2019 to date, there was a significant increase in the participation of women, people with special needs and children in sanitation activities. Across the 105 target villages, women took a leading role in sanitation-promotion activities at home.

From August to December 2019, across the 105 villages, communities experienced heavy rains that broke down many latrines and handwashing facilities. In low-lying areas such as Patongo, Lapono and Arum, the heavy floods filled pit latrines constructed by communities and some were swept away. However, because the communities had been triggered and understood the importance of these facilities, they demanded that the project and the district leadership introduce appropriate latrine designs. Additionally, institutions (20 schools and 10 health facilities) demanded improved WASH services and products from government and service providers. The 20 target schools integrated WASH plans and budget in their development plans. Five schools invested in WASH infrastructure improvement using the cost-recovery plan/strategy. In the schools, the school health clubs are formed by a majority of girls who are engaged in health awareness and promotional activities.



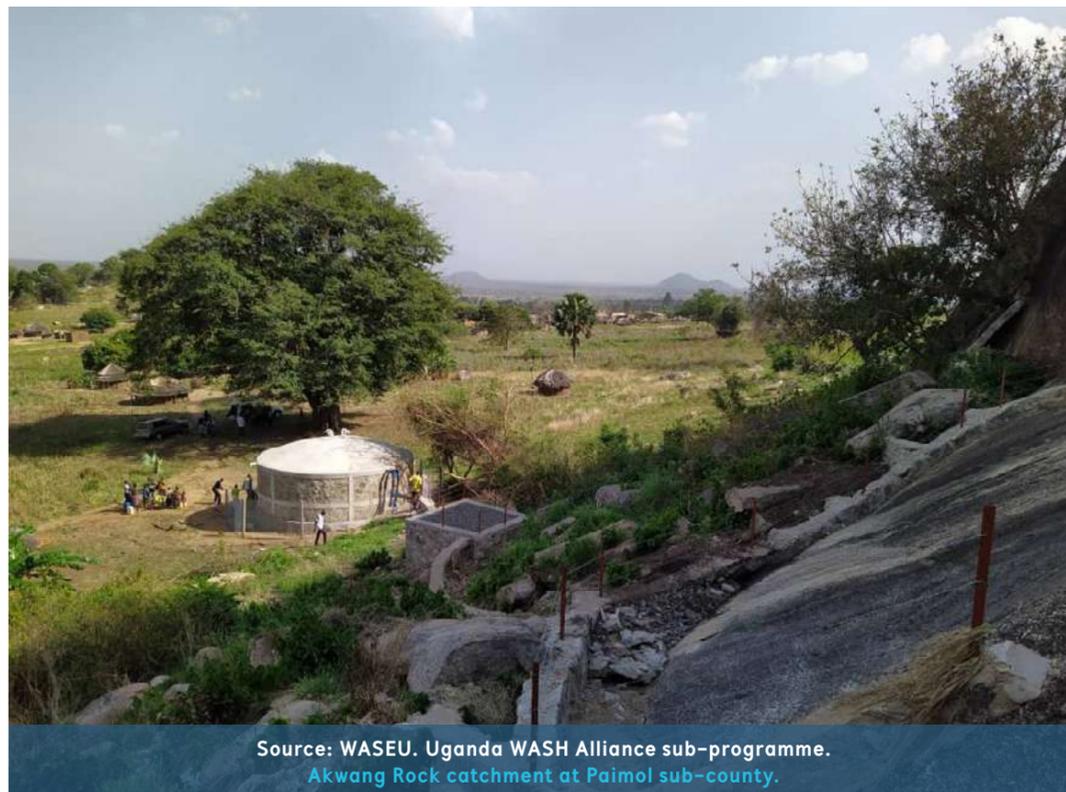
Source: WASEU. Uganda WASH Alliance sub-programme. Community meeting during visit DGIS.

⁴³ - After communities had been triggered, households were facilitated to form clusters on a criterion of proximity and common household characteristics (ten or more households in each cluster) to monitor and support each other to have basic household sanitation and hygiene facilities and practices.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, to have a functional WASH market⁴⁴ at district level, where WASH service providers offer inclusive, affordable, innovative climate-resilient products and services. This includes the presence of various type of entrepreneurs (including women) who have the basic skills (technical and business management) to have a sustainable business and to provide the WASH products and services that are needed within the intervention area. There will be WASH-related finance products available for entrepreneurs and households to invest in their business or WASH facilities respectively.

In 2019, entrepreneurs' level of awareness of business opportunities in WASH service and product provision greatly improved. This was evidenced by the number of entrepreneurs who are now engaged in providing WASH services in the region. For example, as a result of participating in awareness-raising activities, shop attendants in Omot started stocking menstrual pads. Furthermore, there is an increase in female entrepreneurs in the intervention area: from less than 5% during the inception phase to 15% in 2019. A WASH business hub has been established to further strengthen this young WASH market. Despite all this, the WASH financing is still a challenge. In 2020, efforts are put in place to develop innovative financing options.



Source: WASEU. Uganda WASH Alliance sub-programme.
Akwang Rock catchment at Paimol sub-county.

⁴⁴ - A functional WASH market is a system in which the people who demand (need or seek to purchase) a WASH service and the people (or business or organisation) that provide or offer a WASH service are brought together and this demand and supply are aligned to each other.

There is an increased awareness and appreciation of the benefits of working as an association-led WASH entrepreneur, which include the opportunity to further connect and network with other service providers beyond their usual geographical scope. The quality and range of WASH services and products entrepreneurs offer have been greatly enhanced as a result of the training offered in 2019. The customer and sales training has resulted in an increase of 15% in sales for the 20 entrepreneurs the sub-programme tracks in Kalongo and Patongo. Furthermore, 13 members belonging to the Agago Sewerage and Pit Emptiers Association also reported winning contracts from two schools as leverage worth 1.5 million UGX (about 360 EUR).

Furthermore, the sub-programme has piloted two drinking water technologies: the WaterTime pilot in Omot sub-county is a modular water system upgrading an existing water system to a small-scale piped system. Two rock catchments have been installed in Lapono sub-county (1) and Paimol sub-county (1), to harvest water from the rock into a tank. After treatment, this water is fit for human consumption. In 2020, these systems will continue to be monitored to see how the technologies can be sustainably used and scaled up.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, Agago district local government will be adopting and implementing inclusive and sustainable WASH policies and governance instruments that are available at a national level. This includes that Agago district local government will be practising inclusive WASH planning and budgeting and will deliver WASH services that last. Besides this, the district will base its plan on evidence of the actual WASH situation within the district and it will follow the WASH policies and guidelines that exist. Lastly, the WASH section of the district development plan is developed in close co-ordination with the different departments within the district. Community members, including women and socially excluded groups, have the capacity to raise their needs to the district and demand accountability within the district development plan (link with pathway 1).

Since the completion of the Acholi IWRM/ green infrastructure⁴⁵ in August 2018, Agago district local government and Kotomor sub-county appreciate the socio-economic contribution of WASH to other sectors, such as agriculture and livelihood. The green road infrastructure is creating an artificial wetland at one side of the road, leading to availability of water for production and consumption, and improving mobility during the rainy season. This culminated in the adoption of the green infrastructure approach during design and construction of roads in Agago district. Two community roads under the PRELNOR project⁴⁶ are under construction using the same approach.

⁴⁵ - Making use of elevated road culverts to create an artificial wetlands at the upstream side of the road.

⁴⁶ - Project for the Restoration of Livelihoods in the Northern Region <http://prelnor.molg.go.ug/>

At Agago district level, heads of department have realised the need for joint planning and budgeting of WASH. The water, health and education departments are now jointly lobbying for an increment in WASH budget from the current 0.5%. They are showing concern about the small percentage of total district budget that is invested in WASH. The WASH budget review analysis training to Agago heads of department is influencing their planning towards accommodating the different needs and interests of women and men, girls and boys, and marginalised groups. For example, Kubwor Primary School initially had a four-stance latrine facility that served all school pupils and teachers. As of 2019/20, Agago district education department has budgeted for construction of a one-block, four-stance latrine facility with a changing room for girls.

Using the citizen report card and community score card, communities are able to rank services received and plan for improvement with service providers. There have been some good practices in Geregere and Lira Kato, where water users' representatives collect issues from the community and represent them to the water board. As a result, leverage of more than 500,000 UGX (about 120 EUR) has been invested in pump, and solar pump, repair of existing water systems that had functionality problems and payments for water increased.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

In 2019, the Uganda WASH Alliance conducted routine monitoring of project activities and joint half-year review meetings with all implementing partners. Furthermore, joint quarterly monitoring meetings are organised with the district local government. The monitoring, evaluation and learning officer worked with partners to build their capacity on documentation and reporting on outcomes, in line with the sub-programme Theory of Change.

In 2019, the sub-programme started an exercise to strengthen the M&E capacity of the district local government, as a way to ensure that it has the capacity to adhere to the Sustainability Compact after the programme ends. A district-led M&E workshop has been organised, and a roadmap will be developed in 2020 from this initial workshop to improve the M&E system in Agago district. The district local government is critical in co-ordinating a functional WASH monitoring system using evidence to support planning, budgeting and corrective actions. The assignment will continue in 2020.

Learning

Different learning activities were implemented in 2019. An exchange visit Kabarole district took place to learn from the previous WAI programme implementation, as well as from other WASH programmes implemented there (the WASH & Learn programme and the FINISH programme). The aim of the visit was to understand the Diamond approach and its application at scale, and to see how learnings from Kabarole district can be replicated in Agago district. A

second exchange visit was organised to Moyo district to investigate factors that influence the sustainability of ODF conditions in rural villages. A writing workshop was organised for the WAI partners to document stories of change, demonstrating how inclusion is being integrated in the programme to ensure that no one is left behind.

The Northern Learning Forum was set up in May 2019 with the regional technical support unit and the Water Management Zone on WASH and IWRM. Furthermore, the Uganda WASH Alliance sub-programme is engaged in the District Water and Sanitation Co-ordination Committee meetings, where learnings from the sub-programme are being shared with the district. At national level we have shared our learnings at the 9th National WASH CSO Forum, which was organised by Uganda Water and Sanitation NGO Network (UWASNET) on September 11-12 on the theme, 'Leaving no one behind; addressing inequities in WASH service delivery.'

Approach to sustainability

Updates on sustainability compacts

All compacts were signed in 2018. No updates for 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards:

- *Institutional sustainability:* This is central in engagements with different institutions and community structures for WASH, such as sub-county officials and water boards, which have been trained on WASH. Community WASH structures have been strengthened and are functioning better and there is also a change seen at sub-county and district level on the awareness on the importance of WASH.
- *Social sustainability:* To ensure that no one is left behind. The household-clustering approach is being used in this regard, to link five to ten households together. These live close together and are jointly responsible for ensuring that every household has access to sanitation and hygiene facilities.

6.2 Kamuli, Buyende and Nebbi sub-programme

"I did not know that the greatest problem for my family was not having a household latrine at my home. However, the session organised by Plan International with the district local government staff opened my eyes and made me realise that absence of a latrine was the source of suffering of my family as they got sick very often. I used to spend a lot of money treating my family. Ever since I constructed a latrine in my home this has become history."

Alfred (51), Padel South, Nebbi district

Overview of progress



This annual progress report covers the progress made by the Kamuli, Buyende and Nebbi sub-programme in Uganda in 2019, which is implemented by Plan International Uganda. Overall implementation is **and** most of the planned activities have been conducted.

The main achievements of 2019 have been that 66 villages have been triggered, of which 51 have reached the ODF status, districts have taken up routine water testing again in the target communities and five boreholes have been constructed near schools. Throughout the implementation of all project activities, a gender-transformative and social inclusive approach was used, which led to equal representation of women in the WASH committees and 18 newly trained women WASH entrepreneurs.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, at least 150 communities in the target areas reach the ODF status⁴⁷ and have moved up the sanitation and hygiene ladder⁴⁸. Women, girls and other socially excluded groups are empowered, resulting in an increased level of participation of women and girls and other excluded groups in WASH activities in the community, shared WASH workload and decision-making in the household, and an increased level of leadership positions in communities around WASH. Fathers and mothers have also improved their knowledge and practices about baby WASH⁴⁹.

⁴⁷ - Progress will be measured on a yearly basis.

⁴⁸ - Targets are mentioned in the IR and progress will be measured during the MTR and end evaluation.

⁴⁹ - A hygiene approach that focuses on improved hygiene for babies through the five Fs: fingers, flies, faeces, fluids and floors.

To make progress toward the sub-programme vision for this pathway, the following results were achieved in 2019:

Plan supported local government extension workers to trigger an additional 66 villages (of 75 indicated in the annual plan 2019). Post-triggering sessions led by local leaders and village health teams discussed how to make WASH facilities climate resilient⁵⁰ and inclusive. Of the total of 106 villages triggered between 2018-19, 51 are ODF certified and have moved up the sanitation ladder from limited to basic service level.

To improve hygiene behaviour, street plays were conducted on healthy practices such as handwashing at all the critical moments, effective use of latrines and MHM to prevent disease transmission.



Source: Plan International Uganda. Kamuli Buyende Nebbi sub-programme. The pupils of Nalyose Primary school in Buyende district making sanitary pads during the MHM training.

Plan trained 18 school health clubs and 5 community groups on appropriate MHM, and on making hygienic pads and liquid soap. Engaging men and boys in interventions helped break taboos and challenged existing stereotypes and norms.

In 2019, the sub-programme also started the construction of 24 gendered and inclusively designed latrines in 15 schools⁵¹, to finish by June 2020. The girls' latrines will have MHM components and all have hand-washing facilities. These latrines will reach 4,800 pupils. In addition, Plan drilled five⁵² boreholes at Buyende district schools.

⁵⁰ - Climate-resilient latrines are constructed to deal with flooding by elevating them and elevating the room to prevent rain damage.

⁵¹ - The latrines were divided between the schools based on a needs assessment also looking at the latrines that were already there.

School health clubs and community WASH committees were established and strengthened to ensure maintenance and sustainability of constructed WASH facilities. Plan ensured adherence to the district WASH services delivery manual, which requires 50% female representation on management committees. Plan conducted community dialogues on gender and WASH with cultural and religious leaders, men and boys, and emphasised the importance of women and girls' engagement in WASH planning, leadership and decision-making. Dialogues resulted in community gender action plans.

Plan also provided financial support to the district water offices to enable them to conduct routine water-quality testing. Of the 130 water sources assessed, 31 had evidence of bacteriological contaminants (faecal coliforms) due to issues such as poor management, unsafe water chains and open defecation. Therefore the government conducted additional CLTS triggering sessions and will further capacitate the WASH committees. The sub-programme will continue to support the district water offices to carry out routine water-quality monitoring.

To improve knowledge, attitudes and practices regarding baby WASH, Plan conducted a nutrition-sensitive hygiene assessment in Nebbi and Buyende in 2019 which found that 18% of under-five-year-olds experience stunting and 22% wasting. The study noted that addressing WASH challenges will improve household personal/food hygiene and handwashing, thus reducing morbidity and mortality.



Source: Plan International Uganda. Kamuli Buyende Nebbi sub-programme. The pupils of Nalyose Primary school in Buyende district making sanitary pads during the MHM training.

52 - Two were planned.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme the target communities and schools have access to affordable and sustainable menstrual hygienic products, liquid soap and climate-resilient latrine options.

In 2019, a lot of progress was made through the strengthening of the school health clubs. Of these, 18 started making menstrual hygiene pads and 11 liquid soap. In addition, five community groups are also making liquid soap for sale. The sub-programme identified 60 potential WASH entrepreneurs (tailors, Village Savings and Loans Association (VSLA) group leaders, hardware dealers and shop owners) in Buyende, Kamuli and Nebbi districts. Of these, 20 entrepreneurs were trained (18 women and 2 men) on the production of liquid soap and sanitary pads. With support from the district local government, they were orientated in marketing and business skills. Based on the capacity gaps in marketing and business skills identified in Nebbi and Kamuli districts, Plan reached out to the WAI to discuss their experience in building the capacity of entrepreneurs in Agago. As a result, in 2020 the WAI partner Water and Sanitation Entrepreneurs Association Uganda (WASEU) will support the training of the 40 remaining local entrepreneurs.

A total of 30 VSLA groups from the districts of Nebbi, Kamuli and Buyende were trained on VSLA methodologies, group dynamics and WASH investment plans to improve financial inclusion, especially for women and the less socially privileged members of the community. This was aimed at improving household WASH investment among the community members. These groups are actively involved in saving and also in accessing loans from within the VSLA groups to improve their WASH entrepreneurship. Post-training monitoring and support will be conducted to establish the level of WASH investments from the loans and savings in VSLAs.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme the national CLTS manual is revised to be gender and socially inclusive⁵³ and standardised school latrine designs in the national school WASH guidelines include an MHM component⁵⁴. At the district level, gender transformation and social inclusion is mainstreamed in all WASH programmes and sufficient budget is allocated to implement these programmes. The capacity of the district health and community workers has been enhanced and they are now implementing gender-transformative and inclusive CLTS. Women and girls and other socially excluded groups will amplify their voices/demand for their WASH rights, including active participation in community WASH leadership and decision-making. As a consequence, at least 50% of the WASH governance committees are represented by women and socially excluded groups, whose voices are heard⁵⁵. District local government also has a harmonised understanding of, and effectively reports on, the SDG 6 indicators, target 6.1 and 6.2.

⁵³ - Plan will aim to make it gender transformative.

⁵⁴ - These already include a room for people with disabilities.

⁵⁵ - In this case, we shall target the widows, female-headed households, child-headed households, persons living with disabilities.

To make progress towards the sub-programme vision for this pathway, in 2019 Plan facilitated localisation and dissemination of the global WASH SDG agenda to rural communities via training for local leaders and stakeholders. Translating SDG 6 to local languages – Alur (Nebbi) and Lusoga (Kamuli and Buyende) – helped all local stakeholders to better understand their rights and obligations, as well as clarified their roles in WASH policy monitoring, implementation and supporting local governments to set local targets for SDG 6.

To increase the participation of women and girls in WASH activities, decision-making and leadership, Plan trained 48 local actors on the use of the GWMT. The tool was rolled out in 16 communities where it is triggering dialogue on the gender roles within WASH. Women/girls were also trained on leadership and advocacy skills, and encouraged to demand their rights, such as participation in community WASH leadership and decision-making. Women or other socially excluded groups now make up 50% of the WASH governance committees Plan has formed in ODF-certified villages. The 18 trained schools embedded WASH in annual plans and budgets.

Consultations were held with the Ministry of Water and Environment technical support units and a roadmap developed to review and update three existing WASH investment plans.

To facilitate co-ordination of WASH initiatives at the district and national level, Plan chaired two quarterly CSO meetings under UWASNET. The meetings focused on planning the CSO forum, participation in national campaigns, NGO reporting to the sector and capacity-building activities. To date, more than 35 CSOs were in position to report on their contribution to the sector and there is increasing government recognition of NGO contribution in the WASH sector. In addition, quarterly meetings have been decentralised to stimulate increased participation of NGOs and co-ordination at district level.



Source: Plan International Uganda. Kamuli Buyende Nebbi sub-programme.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

In 2019, Plan conducted routine monitoring of project activities as well as joint quarterly review meetings.

The M&E unit also conducted a knowledge, attitude and practices survey on nutrition-sensitive hygiene with support from the district nutritionist, and the findings were used to develop nutrition-sensitive WASH activities⁵⁶.

Learning

As regards reflection and learning, data gathered from post-programme surveys were used to feed into activities planning and the new strategies for activities implementation. In addition, in November the team gathered representatives from each of our sub-programmes in Buyende, Nebbi and Kamuli for a week of collaborative learning, experience sharing, team engagement and relationship building outside the project areas. This was intended to create opportunities for staff and other WASH partners to share ideas, strategies and experiences aimed at improving project performance and effective WASH services delivery in the communities. To enhance the capacity of programme staff in financial inclusion for improved sanitation and hygiene, in December a four-day learning visit was conducted with Caritas Fort Portal – HEWASA WASH programmes in Western Uganda. The learning focused on a shared understanding of the Diamond and FINISH models, which have proven successful in improving sanitation and hygiene.

Approach to sustainability

Updates on sustainability compacts

All sustainability compacts had been signed in 2018 and there were no updates during the reporting period. After the sustainability checks have been conducted in 2020, Plan will conduct follow-up discussions with the districts to see how they could improve on their sustainability.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards:

- *Institutional/social sustainability:* Plan employed community-based management systems, such as establishment and strengthening of the school health clubs and community WASH committees. In 2019 Plan, together with the districts, trained and established five WASH

⁵⁶ – Activities will include demonstrative kitchen gardens, hygiene awareness on safe handling of baby faeces and handwashing at critical times, and child growth monitoring.

committees to enhance their autonomy beyond the project. Plan ensured adherence to the district water and sanitation services delivery manual, which requires at least 50% representation of females on the water and sanitation management committees, and enforced the National Operation and Maintenance Framework for Rural Water Supply. Plan transferred ownership of five constructed boreholes to the government officials in charge of water resources and sanitation facilities at schools via formal ceremonies and MoUs were signed with the respective districts' local government and the local communities which define their roles and responsibilities. This intends to strengthen the project's monitoring framework at the community level and institutional ownership. The government's monitoring and reporting system for household sanitation has adopted the use of district health extension workers, whose reports are analysed, consolidated and reported annually in the district and national sector performance reports.

- *Environmental sustainability:* The latrines constructed at the 14 schools have been designed and lined to protect against contamination of underground water resources. This also enables the latrines to be emptied.

6.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020.

Learning

The national learning agenda is focused on two themes: GESI and behavioural change. Both WAI and Plan are working on these themes in slightly different ways and are interested in exchanging their experiences and showcasing results jointly as the WASH SDG programme in Uganda. As part of the global LKD GESI, both sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools for documenting changes and improving learning. The summarised learnings each year will be used to improve programme implementation.

In 2019, WAI partners attended a MHM training session with trainers from Plan. Plan also participated in regional learning and review meetings facilitated by WAI, as well as in the GESI training. In this way, the Consortium partners are using existing learning opportunities and facilitating joint learning across the two sub-programmes in Uganda. In 2020, WAI and Plan will continue to look for opportunities to learn from each other.

Country programme management and coordination

Internal

At country level, WAI and Plan have arranged for regular quarterly meetings to review and reflect on the progress of the two sub-programmes. During these meetings, the sub-programmes shared updates and discussed strategies on how to contribute jointly to the sector for impact as well as ensure adequate visibility of the programme in-country. These meetings also provided a good opportunity to identify areas where the Consortium partners can learn from each other. For example, taking part in the MHM steering committee and participating in the national MHM day events under the ministries of education and health.

In 2019, WAI and Plan received a monitoring visit from two representatives of DGIS and jointly organised the trip to show the WASH SDG programme in Uganda. Joint meetings with the Ministry of Health, Ministry of Water and Environment and the Embassy of the Kingdom of the Netherlands were organised, as well as field visits to the two sub-programme intervention areas. This visit provided a good opportunity to work more closely, as well as to visit and learn more about each other's sub-programme. In turn, this also inspired ideas for further exchanges and learning between the two teams. For example, based on the visit, Plan

reached out to the one of the local partners of WAI to support the Plan sub-programme team on WASH service provision, mainly focusing on business development support and developing a WASH market.



Source: Plan International Uganda. Kamuli Buyende Nebbi sub-programme.

External

At the sector level, WAI and Plan have been briefing the national-level sector actors jointly. This includes national-level government actors, as well as the Embassy of the Kingdom of the Netherlands and VEI, which is implementing the WaterWorX programme in Uganda. In 2019, discussions also started to work jointly with UWASNET to support national-level lobbying and advocacy, as well as learning.

Risks and mitigation

In addition to the risks indicated in the IR, a further risk arose in 2019. Towards the end of the fiscal year (July 1, 2018 to June 30, 2019), the Government of Uganda approved new facilitation allowance rates for its officials which are almost ten times the previous rates. The new rates (27-35 EUR per day) took effect during the fiscal year 2019/2020. The sub-programme budget was not affected since the sub-programme teams used their expertise and focused on working with fewer technical persons from the ministry and local government, and engaged much cheaper community-based structures for increased knowledge, ownership and long-term project sustainability. However, there is a need to evaluate this approach and see what the potential impact is on the budget for the coming years. This will be done as part of the mid-term review process in 2020.



Source: Source: WASEU. Uganda WASH Alliance sub-programme.

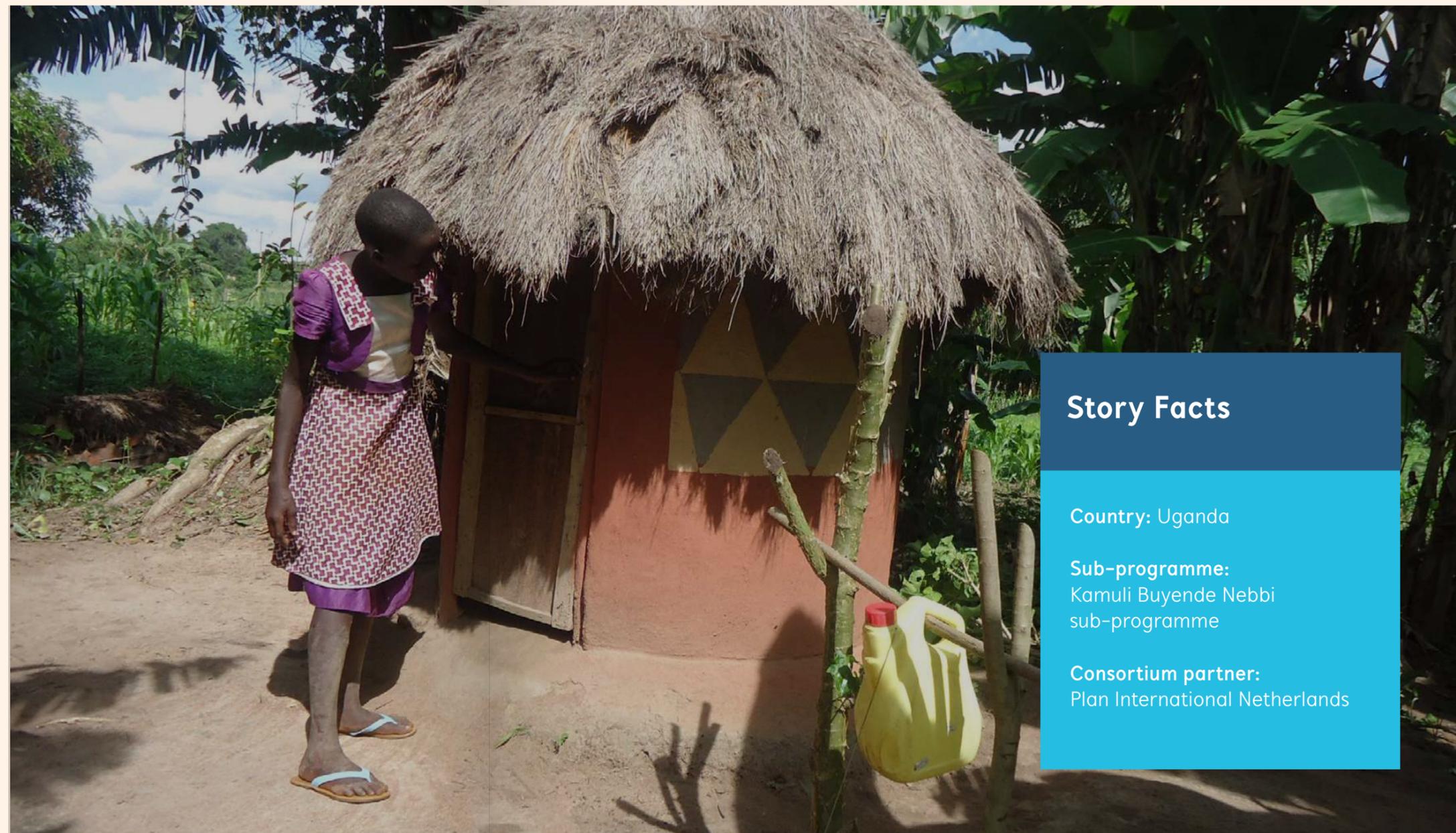
Safe and accessible water nearby

My name is Naigaga Esther (40), a teacher at Bugaya Primary School, Buyende District. I am a mother of two, and now I am a caretaker of my community borehole.

Before Plan drilled a borehole, I collected my water from a pond atop a hill near our village. The nearest safe water source was a borehole one hour away and with waiting times of more than two hours. Because of the unsafe water from the pond, my children were always falling sick of diarrhoea and skin diseases. In addition, the pond is in a bushy area, which was risky for the community members. Some were bitten by snakes on their way there, one primary school girl was raped as she was going to fetch water in the late evening, and a seven-year-old boy drowned.

The WASH SDG programme introduced the water and sanitation programme in my community, and Plan played a key role in mobilising and educating the community on sanitation and hygiene. They emphasised the dangers of unsafe water and the importance of hygiene. I was among the community members encouraged to construct a latrine.

I was elected by the community as a caretaker of the borehole; I got trained together with eight others – one is a person living with disability and two are children's representatives of Bugaya



Story Facts

Country: Uganda

Sub-programme:
Kamuli Buyende Nebbi
sub-programme

Consortium partner:
Plan International Netherlands

Primary School – on water source management, hygiene and sanitation practices.

The borehole has changed many things. Children are not missing from school due to sickness or delays at home because of a lack of clean and safe water. People living with disability are able to fetch water because the borehole was constructed with accessibility in mind. My children and I feel safe now when we go to fetch water.

The approach Plan used to engage me and the entire community has made a tremendous difference here. Plan moved with us gradually, making us recognise the challenges we were going through, and encouraged us to work together to solve those challenges as a community while they were supporting us.



Before: Esther and other community members fetching water from a risky pond atop a hill in her village

7. Zambia



Source: SNV. Zambia Chambeshi Lukanga sanitation sub-programme.

Country overview

A brief overview of the WASH SDG programme in Zambia is as follows:

Country: Zambia

Lead: SNV

Sub-programmes: 2

Locations: 9

Sub-programme (SP) title & lead	Rural/ (peri) urban	Location	In-country partners
Chambeshi Lukanga sanitation SP – SNV	Urban	Kabwe, Kasama, Mbala, Mpulungu, Nakonde	Local / national authorities: <ul style="list-style-type: none"> • Kasama Municipal Council • Mbala Municipal Council • Mpulungu Municipal Council • Nakonde Municipal Council • Kabwe Municipal Council Other institutions: <ul style="list-style-type: none"> • Chambeshi Water and Sewerage Company • Lukanga Water and Sewerage Company
Chongwe Kafue SP – Plan	Rural	Chongwe, Kafue	
	Urban	Chongwe	<ul style="list-style-type: none"> • Plan International Ethiopia Local / national authorities: <ul style="list-style-type: none"> • Chongwe Municipal Council • Kafue Town Council

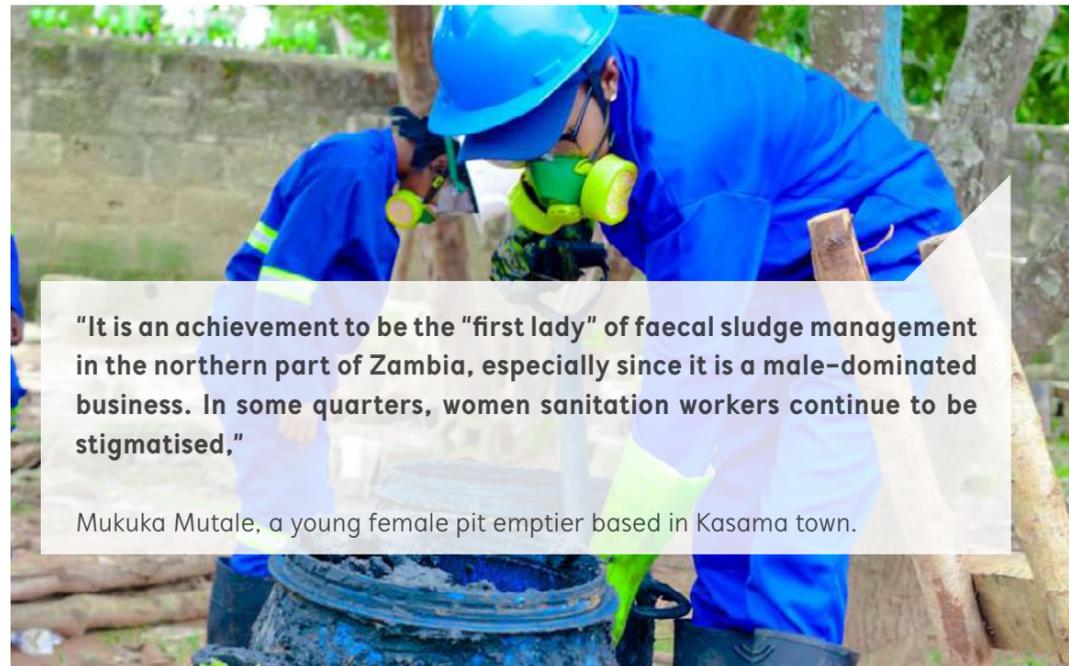
Information on the overall country programme and targets was presented in the country IR and summarised in the Zambia IR country brief.

In the paragraphs below, the Consortium partners will provide an overview of implementation in both sub-programmes and highlight progress made per pathway in 2019. Further information on the status of the higher-level activities that were programmed for 2019 is also found in Annex 1 Zambia tab.

Summary country-level progress

As noted in global section A of the report, programme progress on all outcome indicators will only be available after the mid-term review (reported in AR 2020) and the end-term report (reported in the final report). Outcome-level data was not collected in 2019, so therefore values remain unchanged from the IR.

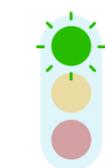
7.1 Chambeshi Lukanga sub-programme



"It is an achievement to be the "first lady" of faecal sludge management in the northern part of Zambia, especially since it is a male-dominated business. In some quarters, women sanitation workers continue to be stigmatised,"

Mukuka Mutale, a young female pit emptier based in Kasama town.

Overview of progress



The Chambeshi Lukanga sub-programme is a city-wide programme working in five cities under two regional utilities – Lukanga Water and Sewerage Company (Kabwe) and Chambeshi Water and Sewerage Company (Kasama, Mbala, Mpulungu and Nakonde). Overall, the sub-programme is **on track** with anticipated activities and results for 2019. Focus of the programme in 2019 was on doing formative research to come to selected priority behaviours (timely and safely emptying and solid waste management) and developing a BCC strategy in line with those priority behaviours. The capacity of line agencies and private sector was built on the behaviours, to make the roll-out of the BCC strategy as effective as possible. The sub-programme also worked towards setting up affordable city-wide sanitation services and towards strengthened multi-stakeholder sanitation governance at city and utility level.

Narrative on results against plan at sub-programme level

Pathway 1: improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, the cities and utilities have clearly prioritised behaviours, an established BCC strategy and capacity to address those behaviours. To make progress towards this, two behaviours – uptake of emptying services and not throwing solid waste into toilet pits – were prioritised for all premises.

In 2019, the sub-programme completed the formative research which focused on the two priority behaviours across all the cities, namely safe and timely emptying and safe practice for solid waste management, with no waste dumped in pit latrines. By focusing on behaviours that affect containment, emptying, transport and treatment, not just capture, the programme is steering city authorities to tackle issues and behaviours throughout the sanitation service chain that are so crucial to urban environments.

The sub-programme supported the development of institutional capacities for BCC within local authorities by training them on strategy development and providing support to relevant stakeholders to mainstream BCC activities within local authorities and commercial utilities, including the district water, sanitation and hygiene education (DWASHE) teams, a multi-sectoral stakeholder platform comprising of line ministries at district level, NGOs and private sector. Because of the cholera outbreak in early 2019 in Mpulungu, the sub-programme supported the town to undertake a sensitisation and awareness campaign through the radio and interpersonal communication using community health volunteers. Draft messages addressing the determinants based on the outcomes of formative research were developed during the BCC strategy development training, targeting different market segments.

To ensure safe MHM practices, the sub-programme signed an MoU with a local NGO, Copper Rose, one of the pioneers of MHM in the country. Interventions are planned for the following year on MHM education, breaking of myths and social taboos around menstruation and working with communities to increase awareness. To further raise awareness on WASH issues, the sub-programme supported the commemoration of national and global events in each town, such as the World Water Day, World Toilet Day and the Global Handwashing Day. The sub-programme also supported the Ministry of Health as part of advocacy for WASH in HCFs during the WASH in HCFs global meeting and the Environment Day commemoration. The sub-programme held a trainer of trainers for stakeholders in the project towns and customised school led total sanitation (SLTS) to urban schools, promoting hygiene behaviours such as handwashing with soap and MHM, in addition to the two priority behaviours. Following this training in Kabwe, four lined pit latrines were constructed in two schools – Kaputula (3) and Kakama community school (1). All towns submitted workplans and budgets to roll out SLTS and also upgrade sanitary facilities in 2020.

The sub-programme also supported the Ministry of Water Development Sanitation and Environmental Protection (MWDSEP) in the process of developing a national WASH communication strategy by providing input during the various consultative sessions. The national WASH communication strategy has been used to inform the city BCC strategies to ensure alignment with national priorities.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, each city is to have a clear plan for professional, affordable city-wide sanitation services, and at least some safe functional services starting up in each town.

In 2019, the sub-programme strengthened the initiatives around upgradation of sanitation systems by developing the toilet options catalogue, which takes into consideration market segments, gender and climate-related aspects. The catalogue was developed with technical expertise (architects and engineers) from the project towns. It highlights the technical operation principle, application and suitability, operations and maintenance requirements, construction methods, materials and indicative costs of different toilet options. Alongside the catalogue was the development of a mason management and containment upgradation concept note, which is yet to be actualised in 2020. An inclusive ablution block was designed for Kasama urban clinic. This model is expected to be upscaled following baseline findings that 73% of the toilets in health facilities in the five towns were classified as limited. The ablution block will be constructed in 2020.



Source: SNV. Chambeshi Lukanga sanitation sub-programme

The programme also supported the formalisation and registration of emptiers with PACRA and respective local authorities. This was followed by the development of a business model for emptying services. This is work in progress, as the model is being gradually developed and tested with partners. In addition, 64 emptiers, of which three were female, were trained in both manual and mechanical emptying approaches. The training included OHS for FSM, basic business skills development, record keeping and customer care. It followed the acquisition of

both mechanical equipment (the eVac emptying machine) and manual emptying tools, full PPE and disinfectants to ensure safe services and working environment. Transportation devices were also secured and yet to be used by the trained emptying teams to improve their service delivery. The provision of equipment has led to the initiation of a delegated management model as the private emptiers are accessing the equipment from the utilities that have delegated the service. The development of the management model has met with challenges, as the low revenues led utilities to compete against the private sector rather than provide an enabling environment.

The sub-programme supported Lukanga Water and Sewerage Company with three sewerage and one vacuum pump in an effort to reduce the amounts of sewer leakages in the direct leaving environment and, in turn, increase the amount of wastewater safely reaching the designated places. Furthermore, an assessment was done in Kabwe and Kasama to explore and understand the market potential for different resource recovery (re-use) options suitable for each city. A faecal sludge characterisation study was carried out and the findings were used for the design of various conceptual faecal sludge treatment facilities for each project town. This was done while taking into account the outcomes of informed-choice workshops, where stakeholders chose preferred treatment technology suitable for each of the towns considering social, financial, economic and environmental aspects. Co-treatment options are being considered in Kabwe, Kasama and Mbala, where wastewater treatment plants exist, although in various states of dilapidation, and discussion has been initiated with African Development Bank, under whose support a large sanitation project is being implemented. For Mpulungu and Nakonde, where no treatment facilities exist, the deep row entrenchment was chosen as a short-term treatment option. At the end of the reporting period, the selected sites were awaiting the approval of the Zambia Environmental Management Agency. Sites for long-term FSTP options in each town took considerable time and effort, but finally all towns allocated sites for FSTPs.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, strengthened multi-stakeholder sanitation governance for all (off-site and on-site) at city and utility level, with leadership by the local authorities, and clarity on roles and responsibilities, including the legal basis.

To move towards this vision, in 2019 SNV initiated the following interventions:

Multi-stakeholder platforms such as the DWASHEs continued to meet and handle urban sanitation issues in all towns. Participants comprise both male and female officers. This will continue in 2020, when special orientation will be carried out with councillors to enhance their appreciation of sanitation issues, including aspects of inclusivity.

The initial process of developing respective bylaws for each town was enhanced towards the development of a national on-site sanitation (OSS)/SM Statutory Instrument (SI). This

was initiated together with the MWDSEP, NWASCO and Lusaka City Council, where similar interventions had started. By the end of 2019, a draft SI had been developed by a taskforce which included representatives from the sub-programme project towns.

Being a member of the national steering committee on WASH in health institutions, the sub-programme participated in the development of standards and guidelines for WASH in health facilities, a process led by Ministry of Health with partners such as WaterAid, UNICEF and WHO.

Following the baseline finding that 73% of the toilets in the project towns were rated as limited, the sub-programme committed to undertake and promote an inclusive toilet model in one of the health facilities. By end of the year, the design was being finalised by local technocrats from the council and DWASHE, and construction is expected to be done in the next year.

Increased efforts regarding GESI were undertaken, through establishment of task teams in each town. The GESI teams will ensure the influence of vulnerable and marginalised groups is enhanced in sanitation activities.

As a result of these activities, complemented by others in other pathways, there is increased internalisation and appreciation for OSS/FSM among the partners, who were initially limited to off-site sanitation as the only viable solution to the sanitation challenge.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme.

The sub-programme is supporting the strengthening of local authorities' monitoring systems with greater focus on data across the sanitation service chain and also co-ordinating with central-level line agencies for establishing a solid local-level M&E system. These investments in local capacity are expected to contribute to a sustainable service-delivery model for urban sanitation in the programme cities.

A baseline for public places was undertaken towards the end of the year. The report will be completed in 2020 and is expected to attract and guide investments on sanitation in public places in the sub-programme areas.

Learning

As per the country learning agenda, the sub-programme carried out research on a number of issues, such as the faecal sludge characterisation study to inform design of FSTPs. The formative research based on the two priority behaviours – safe emptying and safe solid waste management – was completed. It was also noted that the sub-programme initiatives on sanitation have helped stakeholders better understand the complexities and uniqueness of smaller urban settings outside Lusaka, which has a major sanitation project (Lusaka Sanitation Project) supported by a Consortium of partners. Attention to urban sanitation, in particular

OSS/FSM is increasing nationally. An exposure visit was organised for the sub-programme to Indonesia to appreciate the experiences on the diverse range of treatment facilities.

The sub-programme initiated discussions and signed an MoU with the University of Zambia to enhance collaboration between the two parties to develop and implement innovative and effective strategies for delivery and management of WASH services through sharing of knowledge and skills.

To enhance interventions in the smart finance component, a learning event was convened in Indonesia focusing on sustainable cost-recovery for city-wide sanitation services.

Approach to sustainability

Updates on sustainability compacts

As indicated in the previous report, the tripartite MoUs were signed in 2018 by the five local authorities, two utilities and SNV, following approval at national level by both the Ministry of Justice and the MWDSEP. No updates for 2019.

Sustainability and systems strengthening

Systemically embedding approaches within government systems and continuously strengthening the technical, financial and planning capacities of both the utilities and authorities are cornerstones of the sustainability approach of the programme. More information on this can be found under the specific pathways, but to highlight some examples of sustainability, in line with the FIETS principles:

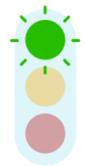
- *Financial:* The sub-programme supported the formalisation and registration of emptiers with PACRA and respective local authorities. This was followed by the development of a business model for emptying services. This is work in progress, as the model is being gradually developed and tested with partners.
- *Institutional:* The sub-programme supported the development of institutional capacities for BCC within local authorities by training them on BCC strategy development. It also provided support to relevant stakeholders to mainstream BCC activities within local authorities and commercial utilities, including the DWASHE, a multi-sectoral stakeholder platform comprising of line ministries at district level, NGOs and the private sector.

7.2 WASH SDG Chongwe Kafue sub-programme

"This toilet has restored my dignity."

Mrs. Katongo

Overview of progress



This annual progress report covers the progress made of the Kafue and Chongwe sub-programme in Zambia in 2019, which is implemented by Plan.

The sub-programme is generally **on track**, although some activities have been carried forward to early 2020. During the period under review, Plan continued with demand creation using the CLTS approach. Capacity-building training sessions for government counterparts were provided by Plan at district, sub-district and community levels, in Own Savings for Assets and Wealth Creation (OSAWE) groups and WASH in schools committees. Plan also initiated working on climate-resilient WASH facilities through orientations of local builders to promote ecological sanitation toilet options for households. The gender-transformative programming was continued, involving government staff at district and sub-district levels to stimulate a roll-out to their communities. Plan participated in a policy review of the ODF 2030 strategy. A slow uptake of improved WASH by households has been observed owing to the poor economic situation in the country combined with the drought experienced during the year.

Narrative on results against plan at sub-programme level

Pathway 1: Improve behaviour change interventions

Sub-programme vision for this pathway: By the end of the programme, to have influenced in a positive way the behaviour and attitude of the people living in Kafue and Chongwe districts and that they have moved up the sanitation and hygiene ladder⁵⁷. At least six wards in the target areas have reached the ODF status. By actively involving women, girls and other socially excluded groups in the decision-making process concerning WASH activities, these groups will have more influence at household level and community level when it comes to investments and development of WASH services, including baby WASH⁵⁸.

To make progress toward the sub-programme vision for this pathway, the following outcomes have been achieved in 2019:

Plan supported CLTS and Urban Community Led Total Sanitation (U-CLTS) by training community champions in all ten wards. Legal enforcement has been done by environmental health technicians (EHTs), especially in public premises, leading to compliance with public health standards concerning farm owners' obligation to install toilets. The findings of the capacity-building training sessions in positive masculinity indicated that there is need for more training to strengthen women's role in WASH decision-making and leadership. The GWMT training of district staff was conducted with 41 (16 females and 25 males), and 7 GWMT visits have also been conducted in communities.

Plan supported sub-district health facility EHTs to conduct community-wide sensitisation on WASH, improved handwashing and baby WASH. To further strengthen nutrition for children under the age of five, Plan, through the Ministry of Health, conducted routine growth-monitoring and promotion sessions. Plan supported the process of raising household awareness so that these register with solid waste collection companies engaged by the local authority. Plan also worked with the school health and nutrition co-ordinators to ensure active involvement of both boys and girls in fostering a supportive environment for hygiene practices, including MHM.



Source: Plan. Women group during GWMT session susu village.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, to have improved rural and peri-urban WASH services⁵⁹ in the two selected districts by bringing together relevant stakeholders such as finance institutes, retailers, service providers, local builders

⁵⁷ - Targets are mentioned in the IR and will be measured during MTR and end evaluation.

⁵⁸ - An approach that focuses on improving hygiene for babies through the five Fs: fingers, flies, faeces, fluids and floors.

and community-based enterprises. By strengthening the sanitation value chain, WASH services will be improved for approximately 21,000 households at the bottom of the pyramid. Consumers in the target communities will have access to sanitary pads, soap, water filters, water containers, toilet pans and latrine slabs at an affordable price.

To make progress toward the sub-programme vision for this pathway, the following outcomes have been achieved in 2019:

Plan promoted different sanitation options, with ecological sanitation (EcoSan) as the preferred option. This was done by working in close collaboration with the DWASHE teams and government officials, thereby targeting ten wards to achieve acceptance of climate-resilient toilets by communities. Plan supported orientation and triggering of 57 local builders and community champions (3 women) in the adoption of EcoSan. In turn, the champions and builders promoted the option to the households. As a result, some households are now preparing for the installation of EcoSan. Plan advocated for improvements in pupil latrine ratios in schools that led to the construction of additional toilets in one school in Chongwe, facilitated by the communities themselves.

The sub-programme, with support from the Plan Economic Empowerment Programme team, trained government district and sub-district staff in OSAWE groups. The trained staff were then supported to train 100 community volunteers, who have been instructed to set up and train at least five savings groups each in one year's time (a total of 500 groups). The savings groups are being promoted as a viable opportunity for most women (and men) to save money. The revenues and interests of the savings grow during the saving cycle of 6 or 12 months. Families can use the funds to improve their sanitation and hygiene facilities to at least basic service levels. However, because of the drought, it is expected that in 2020 most people will use the savings to buy food, and this will have consequences for the expected results.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme, new and existing local government committees (WASHCOs) will have been strengthened and the government action plans on WASH will have improved. At the district level, gender transformation and social inclusion is mainstreamed in all WASH programmes and sufficient budget is allocated to implement these programmes.

To make progress toward the sub-programme vision for this pathway, the following results have been achieved in 2019:

⁵⁹ – WASH services like affordable sanitary pads, soap and latrine materials. It also includes the necessary capacity building of local entrepreneurs.

Plan successfully advocated for the inclusion of toilet and handwashing facility ratios for pupils in public institutions and in the ODF 2030 strategy of the Water Supply and Sanitation strategy⁶⁰. The sub-programme equally initiated the process of preparing consolidated annual plans and budgets for WASH in the two districts, including GESI. The sustainability compacts between Plan and the local councils of Chongwe and Kafue districts were signed. This has resulted in the preparation of draft plans and budgets for 2020, and will see both parties foster sustainability in planning, budgeting and implementation. Plan supported the two local councils to implement the Solid Waste and Management Act.

Sub-programme monitoring, evaluation and learning

Monitoring and evaluation

During the reporting period, regular monitoring took place within the sub-programme. In addition, Plan collaborated with the MWDSEP and supported the training of 24 community champions in mobile-to-web reporting. Since Plan has only 24 handsets available for reporting, the decision was taken to change from a monthly reporting system to a quarterly. Plan is not only contributing to the data needs of the sub-programme, but also to that of the government.

Learning

The annual review meeting, where the lessons learnt and experiences of different countries were interchanged, was organised in April 2019.

Approach to sustainability

Updates on sustainability compacts

The sustainability compacts between Plan and the local councils of Chongwe and Kafue districts were signed in 2019.

Sustainability and systems strengthening

The sub-programme strives to contribute to sustainable WASH systems and works on addressing the different sustainability dimensions. In terms of the FIETS sustainability framework, in 2019, the sub-programme worked particularly towards:

- *Institutional sustainability:* The capacity-building trainings in OSAWE groups for ward/community agents have been implemented in the two districts to facilitate the establishment of the first 500 saving
- s groups. With the savings, households can install their own resilient sanitation option.
- *Environmental sustainability:* In the year 2019, the sub-programme focused on building capacity in climate-resilient sanitation technology. The technology adopted is EcoSan.

⁶⁰ – Ministry of Water Development, Sanitation and Environmental Protection.

This is in line with the CVR assessment recommendations, where it was discovered that Matanda and Shabusale wards of Kafue, as well as other areas, have high water table levels. The orientation and triggering of local builders, volunteers, government officials and DWASHE teams are aimed at ensuring there is sufficient knowledge of and interest in safely managed climate-resilient toilet options. Dry sanitation systems are relevant in areas with both high table level (Kafue) and areas with protracted water crisis (Chongwe). Because of the drought, an assessment was done and the results will be used to adjust the planned activities and expected results for 2020.



Source: Plan International Zambia. Chongwe Kafue sub-programme. Hand-washing facility.

7.3 Country-level updates

Monitoring, evaluation and learning

Monitoring and evaluation

In Q4 of 2019, all sub-programmes started preliminary preparations for collection of mid-line data, programmed to take place in Q1-2 of 2020.

Learning

As per the country learning agenda, the sub-programmes carried out research in several areas, including the formative research on safe emptying and solid waste into pits behaviours and the faecal sludge characterisation study. An emerging lesson learnt relates to the specific urban sanitation behaviours, going beyond the traditional handwashing. The urban initiatives are helping stakeholders to better understand the complexities and uniqueness of urban settings, and thereby inform implementation decisions that are more suitable there. Both sub-programmes also participated in the Zambia Water Forum and Exhibition, held in June, and profiled the project.

Finally, as part of the global LKD GESI, both sub-programmes introduced at the end of the year the learning log and learning wheel as useful tools to document changes and improve learning. The summarised learnings each year will be used to improve programme implementation.

Country programme management and coordination

Internal

The Consortium partners, Plan and SNV continued to hold quarterly internal co-ordination meetings to update each other on progress and any challenges encountered.

External

At national level, both Consortium partners participated in the finalisation and launch of the national ODF 2030 strategy. SNV contributed to the finalisation of the national WASH communication strategy (not yet published), led by MWDSEP.

At district level, Plan and SNV participated in the respective DWASHE committee meetings held to co-ordinate WASH programming and leverage on stakeholder budgets.

Risks and mitigation

Plan mentioned the following risks:

Due to high staff turnover in key positions, some of the field activities have slowed down slightly.

Who says that women can't be faecal sludge emptiers?

Meet Mukuka Mutale, mother and a proud sanitation entrepreneur from Kasama, Zambia. An emptier herself, she strongly believes that there is a future for women in the faecal sludge management (FSM) business.

Mukuka started out working in customer services at the Chambeshi Water & Sanitation Company. Every day she would read meters and disconnect the service of clients defaulting on their payments. Like some of her colleagues, she wanted a new challenge and a better-paying job. Faecal sludge emptying provided that opportunity. Whenever she would mention the possibility of a career shift, her colleagues would say: 'You won't last in the industry.'

'Why would you choose to be an emptier as a lady? Even if you join us you will end up doing desk work/record keeping because emptying is a man's job.'

Determined to prove her colleagues wrong, she made the shift. She has not looked back since then. Asked if she regrets her decision, with a wide smile she says, 'No. I am proud to put food on the table and feed my three-year-old daughter doing decent work.'

When asked what helped her to make this leap, she mentioned that support from her family and

her relatives were crucial. Also, improvements introduced by SNV's urban sanitation and occupational health and safety efforts – through the WASH SDG programme – helped make the emptying profession more attractive.

To name a few, SNV, with its partners Chambeshi Water Supply and Sanitation Company, Kasama Municipal Council and the Water and Sanitation Association of Zambia:

- formalised emptying work through the registration of emptiers as an association,

Story Facts

Country: Zambia

Sub-programme:
Chambeshi Lukanga
sub-programme

Consortium partner:
SNV



- distributed and mandated the use of personal protective equipment,
- promoted the use of equipment to end manual emptying practices, and
- improved emptiers' capacity in basic book- and record-keeping and conducted training in manual and mechanical emptying to professionalise services.

Today, Mukuka, finds herself in a fulfilling job. She also considers herself a trendsetter for women in FSM and a community hero. She says:

'It is an achievement to be the "first lady" of FSM in the northern part of Zambia, especially because it is a male-dominated business. In some quarters women sanitation emptiers continue to be stigmatised.'

With a twinkle in her eye she adds, 'Looking clean and good will not feed me. Shit business is good business.' were supporting us.

Section C:
Annual financial report



Source: SNV. Indonesia sustainable and inclusive cities sub-programme.

1. Introduction

Expenditures are reported in relation to the implementation phase budget approved in February 5, 2019. All country activities and related expenditures correspond to one of the three core programme pathways, mainly: (1) behavioural change; (2) WASH service provision; and (3) WASH governance. Other budget lines include in-country PME and management/co-ordination. At the global level, expenditures correspond to the overall Consortium co-ordination as well as to the learning and knowledge development 2019 activities and the first call of the Innovation Fund.



2. Financial overview

Budget Categories Implementation Phase	Total WASH SDG Consortium			
	Budget (2019 implementation)	Expenditure	% spent versus budget	
A	Impact programmes in-country			
	Total Bangladesh	1.890.489	1.701.591	90%
	Total Ethiopia	1.733.473	1.565.438	90%
	Total Indonesia	1.088.051	1.301.444	120%
	Total Nepal	2.204.239	1.724.803	78%
	Total Tanzania	890.690	875.312	98%
	Total Uganda	1.820.004	1.427.536	78%
	Total Zambia	1.101.740	1.236.628	112%
	Total countries	10.728.687	9.832.752	92%
	Strategic objective behavioural change	3.212.887	2.682.614	83%
	Strategic objective WASH service provision	3.087.302	3.289.940	107%
	Strategic objective WASH governance	2.086.703	1.612.853	77%
	PME&L	1.415.670	1.348.681	95%
	Country Program Management&Coordination	926.125	898.664	97%
	Total budget categories all countries	10.728.687	9.832.752	92%
	Other programme costs			
B	Global consortium coordination	101.240	100.412	99%
C	Global Learning	404.417	96.446	24%
D	Innovation Fund	682.560	1.974	0%
E	Sustainability checks Yrs 2 and 4	0	0	
F	Sustainability checks after programme impl	50.000	0	0%
	Total other programme costs	1.238.217	198.832	16%
	Total indirect costs (ii)	333.794	310.155	93%
	PROGRAMME TOTAL	12.300.698	10.341.738	84%

Clarifying Notes:

i) For all budget categories, consortium partner tariffs include indirect costs. SNV tariffs include % of indirect costs as defined by bilateral agreement with DGIS-SNV.

(ii) Total indirect costs includes the % of SNV indirect costs not covered by their bilateral agreement between DGIS-SNV, up to the % approved by DGIS.

The table on the previous page provides a brief overview of expenditure versus planned 2019 budget. A complete financial report detailing expenditures in the 2019 period is sent separately (annex 1) and includes:

- Expenditure 2019 all partners
- Cumulative implementation phase 2018-2019

It is worth noting that all expenditure indicated here and in the detailed finance report are pending the final approved values based on the audit reports, which will be submitted separately before September 30, 2020.

3. Financial narrative

In terms of the implementation phase, expenditures were relatively on track (84% of budget spent). This is mostly due to the under-expenditure in other programme costs, particularly budget categories C and D, clarified below.

Category A: country expenditure

Country expenditure is mainly on track:

- Expenditure with respect to the 2019 approved budget: 92%
- Expenditure with respect to the consolidated 2018-19 implementation budget: 95%

Taking into account both the 2019 expenditure, below we provide a brief explanation for those countries that have variations of more than 10%:

Indonesia

- Expenditure with respect to the 2019 approved budget: +20%
- Expenditure with respect to the consolidated 2018-19 implementation budget: +23%

Both sub-programmes are overspent.

The main difference is over-expenditure in the WINNER sub-programme. In order to explain this, it is worth noting that Plan International Netherlands has a policy to pre-finance activities and transfers funds to their country offices according to planned country expenditure. In late 2019, a transfer was carried out to Plan International Indonesia for 2020 Q1. Because budget transfers to the country offices are reported as expenditures, advances may mistakenly give the impression of over expenditure. Additionally, there was a slight overspending because the development and roll-out of the GESI- STBM manuals turned out to be a slightly more expensive than anticipated.

Furthermore, in 2019 Plan International Netherlands spent an additional 433,176 EUR of own funds⁶¹ on activities of the WINNER sub-programme. This value is not captured in the table above but a breakdown is included in Annex 1.

In the case of the SNV sustainable and inclusive cities sub-programme, a combination of factors led to a slight over-expenditure in 2019, including: (1) budget for pathway 1 (BCC) was under-budgeted and corrected in the 2019 country forecast, to reflect primarily the investment needed to advance the safely managed sanitation pilot in Tasikmalaya (SANIMAN) and the Metro ODF efforts; and (2) SNV was elected as the secretary for the national WASH partners group (Jejaring AMPL), which entailed further investments in the activities held, such as the national MHM day and the KSAN.

Nepal

- Expenditure with respect to the 2019 approved budget: 78%
- Expenditure with respect to the consolidated 2018-19 implementation budget: 83%

The under-expenditure of Nepal is to be expected from the information provided in section B. In the case of the WAI, the under-expenditure is due to delays in 2018 related to the approval of local authorities and the contracting process. The sub-programme has not yet caught up with the delays, but the reasons for this have been addressed and taken up in the planning for 2020 and beyond.

For SNV, there was an expectation that agreements with local governments on the construction of FSM plants and public toilets would begin in 2019. However, this was not feasible, so a re-planning has been factored in for 2020.

In the case of the Plan sub-programme, the apparent over-expenditure is a result of Plan International Netherlands' pre-financing policy as described above.

Uganda

- Expenditure with respect to the 2019 approved budget: 78%
- Expenditure with respect to the consolidated 2018-19 implementation budget: 90%

In the case of Uganda, both sub-programmes were carrying a slight over-expenditure from 2018 and balanced this in 2019. The under-expenditure of the Uganda WASH Alliance sub-programme for the PME&L budget line can be explained by a delayed operationalisation of the learning agenda and the capacity support for the district local government.

⁶¹ - This is part of the 1 million EUR the WASH SDG programme in concept of own contribution that forms part of the 1:1 leverage commitment.

The under-expenditure of the Plan sub-programme can be explained by the fact that in 2019 the programme manager left and it took more than six months to replace her. Also, hardware construction of the latrines and waterpoints at schools were delayed to 2020, and this is a large budget.

Zambia

- Expenditure with respect to the 2019 approved budget: 112%
- Expenditure with respect to the consolidated 2018-19 implementation budget: 105%

Over-expenditure in the Chonge Kafua sub-programme could be explained by Plan International Netherlands' pre-financing policy. In this financial report transfers to the Plan country offices is classified as an expenditure. However, when looking at the actual expenditures of the Plan country office, the Chongwe Kafue sub-programme is not over-expending, but on track.

Categories B-D: General co-ordination budget

Here is where the largest deviation is found, with an under-expenditure of 84%. The reasons are the following:

- C. Global LKD is underspent by 76%. Several reasons contributed to this. On the one hand, LKD consultants were selected in 2020 and they presented budgets that were lower than expected. On the other, although it was originally planned that the follow-up strategies and plans for LKD GESI and SCCC would be finalised and start in Q4, the availability of the sub-programmes led to plans starting in Q1 of 2020. Finally, some of the deliverables were finalised with delays and expenditure recorded in 2020, so it was not captured in this reporting period.
- D: Innovation fund is underspent by 100%. As indicated in section A.3, due to competing priorities, the Consortium's first call for innovative proposals has been postponed to Q1-2 of 2020. As such, the total fund value (600,000 EUR) has been passed to the annual plan 2020 budget.
- F: Sustainability checks after programme implementation is underspent by 100%. As discussed when developing the implementation phase budget, the reserve set aside in budget category F for sustainability checks after programme implementation (700,000 EUR) will not be required as DGIS/IGG is currently creating an alternative funding mechanism that organisations with a sustainability clause will be able to apply to after grant closure. In 2018, DGIS and the Consortium agreed that the budget category and the reserve would not be reallocated within the budget until the second phase of implementation. For 2019 and 2020 however, DGIS requested for a proportion of the total value (50,000 EUR per year) to be booked in case any activities related to sustainability arise during that year which may require funding. In 2019, no additional activities arose and therefore the budget remained unspent.

Overall, the Consortium does not believe this is of particular concern as LKD and innovation fund activities will be carried out in 2020-2022.

In conclusion, the Consortium considers that the financial report of 2019 is relatively on track and there are no important causes for concern at this point in the programme implementation.

Annexes

[Annex 1: Detailed budget vs. expenditure in Excel table](#)

[Annex 2: Progress on work plan tables](#)

[Annex 3: Monitoring framework](#)

Acronyms & Abbreviations

Full report

Akvo	Akvo Foundation
Amref	Amref Flying Doctors
AR	Annual report
BCC	Behavioural change communication
CC	Co-ordination committee
CLTS	Community Led Total Sanitation
CSOs	Civil society organisations
CVR	Climate vulnerability and resilience
DGIS	Directoraat Generaal Internationale Samenwerking
EKN	Embassy of the Kingdom of the Netherlands
FSTP	Faecal sludge treatment plant
GESI	Gender equality and social inclusion
HCFs	Health care facilities
IGG	Inclusive Green Growth
IR	Inception report
IRC	Stichting IRC International Water and Sanitation Centre
IRF	Institutional regulatory framework
JMP	Joint Monitoring Programme
LGI	Local government institution
LKD	Learning and knowledge development
M&E	Monitoring and evaluation
MFIs	Microfinance institutions
MH	Menstrual health
MHM	Menstrual hygiene management
MoU	Memorandum of Understanding
MTR	Mid-term review
NGO	Non-governmental organisation
ODF	Open defecation free
OHS	Occupational health and safety

OSS	On-site sanitation
PACRA	Patents and Companies Registration Agency
PiP	Partnerships in Practice
Plan	Plan International
PME&L	Planning, monitoring, evaluation, learning
PPP	Public-private partnership
PRACTICA	PRACTICA Foundation
PWD	People with disabilities
RAIN	RAIN, a brand of Aidenvironment
RUAF	Resource Centre for Urban Agriculture and Food Systems or RUAF Foundation
SCCC	Sustainability clause compacts and checks
SDG	Sustainable Development Goal
Simavi	Stichting Simavi
SME	Small and medium-sized enterprise
SNV	SNV Netherlands Development Organisation
SP	Sub-programme
ToR	Terms of Reference
UNICEF	United Nations Children's Fund
WAI	WASH Alliance International
WASH	Water, Sanitation and Hygiene
WASTE	WASTE (via Nedworc-STIP)
Wetlands	Wetlands International
WHO	World Health Organization

Country-specific sections

Bangladesh

DBCCI	Dutch Bangla Chambers of Commerce & Industry
DPHE	Department of Public Health and Engineering
DPP	Development project proposal
DRR	Disaster-risk reduction
GDWR	Greater Dhaka Watershed Restoration
IFC	International Finance Corporation
IMIS	Integrated municipal information system
IWRM	Integrated water resources management
KPI	Key performance indicators
LGIs	Local government initiatives
MSSC	Multi Stakeholder Coordination Committee
O&M	Operation and maintenance
PT	Public toilet
TLCC	Town level co-ordination committee
WAB	Wateraid Bangladesh
WLCC	Ward level co-ordination committee
WRG	Water Resource Group

Ethiopia

GWMT	Gender and WASH Monitoring Tool
OCSSCO	Oromia Credit and Saving Company
SLTSH	School Led Total Sanitation and Hygiene

Indonesia

ARM	Annual review meeting
Bappenas	National ministry of planning
BPBD	District disaster management body
DPOs	Disabled persons organisations
KSAN	National Sanitation and Drinking Water Conference

NTB	West Nusa Tenggara
NTT	East Nusa Tenggara
Pokjas	Sanitation working groups
SaniFOAM	Sanitation focus, opportunity, ability, motivation
SoPs	Standard operating procedures
STBM	<i>Sanitasi Total Berbasis Masyarakat</i> (in English, Community Led Total Sanitation)
WINNER	Women and Disability Inclusive WASH and Nutrition Project

Nepal

CSP	City sanitation plan
DP	National development partners
DWSSM	Department of Water Supply and Sewerage Management
ENPHO	Environment & Public Health Organization
FEDWASUN	Federation of Drinking Water and Sanitation Users Nepal
HH	Household
IPS	Integrated solid waste and faecal sludge processing site
LGs	Local governments
MoWS	Ministry of Water Supply
N-WASH	National WASH plan
NFCC	Nepal Fertility Care Centre
NSHCC	National Sanitation and Hygiene Co-ordination Committee
RSR	Real Simple Reporting
SBCC	Social behavioural change communication
WASH CC	WASH co-ordination committee
WSUCs	Water Supply and Sanitation Users Committee

Tanzania

CHW	Community health workers
FINISH	Financial inclusion improves sanitation and health
NHMIS	National Sanitation Management Information System
SACCO	Savings and Credit Co-operative Society

VEI	Dutch water operators
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Uganda

PRELNOR	Project for the Restoration of Livelihoods in the Northern Region
UWASNET	Uganda Water and Sanitation NGO Network
VSLA	Village Savings and Loans Association
WASEU	Water and Sanitation Entrepreneurs Association Uganda
WASHNAB	Enterprises providing water, sanitation, hygiene, or nature-based related products or services

Zambia

DWASHE	District water sanitation and hygiene education
EcoSan	Ecological sanitation
EHTs	Environmental health technicians
MWDSEP	Ministry of Water Development, Sanitation and Environmental Protection
NWASCO	National Water Supply and Sanitation Council
OSAWE	Own Savings for Assets and Wealth Creation
SI	Satutory Instrument
SLTS	School Led Total Sanitation
SM	Sludge management
U-CLTS	Urban Community Led Total Sanitation

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