



WASH
SDG
programme



Annual
report 2020

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Source cover: Amref. Tanzania.
Samson Gisiri Chaha and his family, CHW, Ngarawani village, Serengeti district



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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 (SOs): (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 2020, thus covering months 19–30 of the implementation phase.

It is important to remember that the year 2020 was largely defined by COVID-19. In the case of the WASH SDG programme, all 15 sub-programmes felt the impact of the pandemic. In general, the programme remained operational throughout the year, functioning within the limits established by COVID measures, our different organisational working protocols and the directives coming from the country and regional governments. However, some countries went into total/partial lockdown. Implementation had to adapt to the new circumstances as well as adjust to lockdown measures and restrictions imposed by countries as the pandemic spread to, and within, their territories. Despite this, sub-programmes advanced and made progress towards programme results, with some adjustments or rescheduling of activities to later in the year or postponed to 2021. The clear link between WASH and some of the measures endorsed for COVID-19 prevention were also favourable to advance in some key result areas of the programme. Further details on all sub-programmes and insights into how implementation continued with adjustments to the 'new normal' are found in section B.

Other global components of the programme, such as the learning and knowledge development (LKD) and the innovation fund (IF), also advanced and made adequate progress.

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 2020 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 2020 financial report on programme expenditures and provides a brief narrative overview of the main trends (see Annex A for the complete financial report).

WASH SDG programme					DGIS		
Outcomes	Ref.	Indicator	Disaggregation	Baseline (IR 2018)	AR 2020 ⁽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	1a	Number of people (and % of people) who reach safely managed service levels of drinking water of the JMP-ladder	Total (#)	485.266	485.266	1b	-
			Rural (%) ^(iv)	6%	6%	2a	
			Urban (%) ^(iv)	67%	67%		
			Female	880.857	880.857	-	0
			Male	880.857	880.857	-	0
	1b	Number of people (and % of people) who reach basic level of drinking water of the JMP-ladder	Total (#)	3.523.428	3.523.428	1a	-
			Rural (%) ^(iv)	30%	30%	2a	
			Urban (%) ^(iv)	91%	91%		
			Female	1.761.714	1.761.714	-	-
			Male	1.761.714	1.761.714	-	-
	1c	Number of people (and % of people) who reach limited service levels of drinking water of the JMP-ladder (Note: only includes data for one sub-programme (Ethiopia Plan) where benchmark was set as limited)	Total (#)	-	-		-
			Rural (%) ^(iv)	0%	22%		
			Urban (%) ^(iv)	0%	62%		
			Female	-	-	-	-
			Male	-	0	-	0
	2a	Number of people (and % of people) who reach safely managed service level of sanitation of the JMP-ladder	Total (#)	856.044	856.044	1e	-
			Rural (%) ^(iv)	1%	1%	2b	
			Urban (%) ^(iv)	54%	54%		
			Female	428.022	428.022	-	-
			Male	428.022	428.022	-	-
	2b	Number of people (and % of people) who reach basic level of sanitation of the JMP-ladder	Total (#)	2.443.614	2.443.614	1d	-
			Rural (%) ^(iv)	22%	22%	2b	
			Urban (%) ^(iv)	62%	62%		
			Female	1.221.807	1.221.807	-	-
Male			1.221.807	1.221.807	-	-	
2c	Number of people (and % of people) who reach limited service level of sanitation of the JMP-ladder. (Note: only includes data for two sub-programmes (Ethiopia Plan and Uganda WAI) where benchmark was set as limited)	Total (#)	61.123	61.123		-	
		Rural (%) ^(iv)	9%	9%			
		Urban (%) ^(iv)	56%	56%			
		Female	30.562	30.562	-	-	
		Male	30.562	30.562	-	-	
3a	Number of people (and % of people) who reach basic levels of hand washing practices of the JMP-ladder	Total (#)	1.307.156	1.307.156	1f	-	
		Rural (%) ^(iv)	8%	8%			
		Urban (%) ^(iv)	56%	56%			
		Female	653.578	653.578	-	-	
		Male	653.578	653.578	-	-	
3b	Number of people (and % of people) who reach limited levels of hand washing practices of the JMP-ladder (Note: only includes data for two sub-programmes (Ethiopia Plan and Uganda WAI) where benchmark was set as limited)	Total (#)	53.019	53.019	1f	-	
		Rural (%) ^(iv)	7%	7%			
		Urban (%) ^(iv)	12%	12%			
		Female	26.510	26.510	-	-	
		Male	26.510	26.510	-	-	

Table 1: Summary (global) programme progress 2020 on indicators 1-3

The table on the left 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.

Clarifying Notes:

- (i) WASH SDG programme will update progress on the indicators after the mid-term review (reported in AR 2021 – postponed from AR 2020 due to COVID-19) 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: Simavi, Uganda. Photographer: Emmanuel Museruka
Oyella Molly, an entrepreneur trained by WASEU runs a tailoring business to make face masks in Agago.
January 28, 2021

1. Programme global report introduction

Source: Simavi, Bangladesh.
Women empowerment workshop.

The year 2020 was largely characterised by the spread of the global COVID-19 pandemic. The World Health Organization (WHO) declared the outbreak a Public Health Emergency of International Concern on January 30, 2020, and a pandemic on March 11, 2020. The reaction of the different countries, however, were varied and largely depended on how their governments read the situation – particularly in terms of the perceived risk of it spreading between countries in their region and within their own country, as well as the capacity and resources available for them to respond.

The impact of COVID-19 and the related prevention measures were felt in the seven intervention countries of the WASH SDG programme (Bangladesh, Ethiopia, Indonesia, Nepal, Tanzania, Uganda and Zambia) and the Netherlands. The Consortium carried out an initial analysis of how the pandemic could affect the WASH SDG programme based on different scenarios. This was shared with DGIS in a letter dated March 27, 2020, with subsequent follow-up on May 25 and informal updates throughout the year. In addition to work that was already planned for 2020, the Consortium received direct requests from local authorities and partners to support WASH-related activities that were specific to COVID-19 but not originally planned and budgeted within the programme. To address these requests, the Consortium consulted with DGIS, which gave permission in May 2020 to reallocate 600,000 EUR to the country budgets (category A) from the budget originally assigned to the innovation fund (category D). Progress on these additional activities will also be reported in the country section of this annual report.

Overall, the programme remained operational and Consortium partners implemented their activities as well as they could within the COVID-19 limitations, functioning within the

parameters of their organisational working protocols and the directives coming from the different country and regional governments. However, it is important to note that many countries went into total/partial lockdown. In several instances, financial depletion was affected and many activities curbed owing to these imposed (and necessary) COVID-19 mitigation measures in countries.

In general, however, all Consortium partners adapted their sub-programmes to the new circumstances imposed by COVID-19 and adjusted their methods of working and/or planned activities whenever possible. Each country report will include a brief section on the impact of COVID-19 in that particular context. However, to avoid repetition in each of the country reports, the list below highlights the main adjustments that all Consortium partners made to their sub-programmes to continue implementation despite COVID-19. These included (but were not limited to):

- All partners kept to the recommendations of the WHO, organisational-level guidelines for COVID-19 and the national/local regulations established by the national/local authorities in the sub-programme areas of work.
- Sub-programmes co-ordinated closely with local government and other partners, aligning activities to fit within COVID-19 restrictions in place.
- The sub-programmes did not plan additional activities outside of the three pathways to respond to COVID-19. Rather, they adopted the implementation of field activities, while reinforcing the messages and strengthening the services to be resilient to health emergencies. For example, most sub-programmes continued to reinforce messages of proper handwashing with soap, ensuring they are embedded and prioritised in the behavioural change communication (BCC) campaigns.
- Those result areas and/or activities that Consortium partners considered could not take place in 2020 due to COVID-19 were either adjusted, postponed to 2021 (and therefore included in the 2021 work plans and budget) or discarded if no longer possible or deemed necessary.
- Consortium partners established that any work carried out within the sub-programmes maintained physical distancing and mask and hand-washing practices during meetings and other activities in the community and at healthcare facilities or schools, making them the first line of defence against this serious threat to health systems and economies.
- Activities that were originally planned for groups of people above the limits established by the local lockdown measures – for example community led total sanitation and hygiene (CLTS (H)) triggering exercises – had to be reconsidered and alternatives found. These included carrying out more meetings with smaller groups of people or working with a smaller group that then replicates the exercise within the community.
- Whenever possible, activities that were planned as events (e.g. results and learning dissemination, discussion of models and proposals, training and capacity building) were shifted online, or alternative hybrid arrangements were made for stakeholders who were unfamiliar with, or were unable to access, online tools. Some Consortium partners invested in equipment for effective events (renting of speakers, microphones or higher internet speed).

Finally, in 2020, the WASH SDG Consortium received additional funding from DGIS to implement the programme *Scaling up WASH SDG efforts: the first line of defence against COVID-19* (WASH First). Although included as part of the existing Beschikking, this programme is distinct in terms of result areas, country/sub-programme locations and duration. For that reason, DGIS established separate reporting requirements and it was agreed that the Consortium would present the WASH First annual plans and reports as a separate chapter of the WASH SDG annual plans and annual reports. For this reason, the WASH First Annual report 2020 has been developed separately and does not form part of this report.

1.1 Global achievements against the three Strategic Objectives

When the pandemic first struck, the Consortium considered whether the new circumstances should lead to any changes in the programme Theory of Change (ToC) and key assumptions. Partners jointly concluded that the existing ToC remained fully relevant. In fact, the clear link between WASH and some of the measures endorsed for COVID-19 prevention were considered favourable to advance in key result areas of the programme ToC, particularly those related to facilitating behavioural change and improved hygiene practices. As such, when feasible, those activities were given greater prevalence in 2020. In general, however, the programme continued to largely follow the annual plan established before COVID-19, adjusted slightly in May 2020 after consulting DGIS/IGG to extend some programmed activities to include COVID-orientated actions.

Overall, most sub-programmes advanced and made progress in all three pathways of the global ToC. As the sub-programme reports in section B will show, one sub-programme (Uganda WAI) indicated it is **on track**. The other 14 reported that overall, sub-programmes are **partially on track**, i.e. progress is going relatively well, with some delays largely due to COVID-19, and any concerns are being addressed by the partner and under control. Some of the main challenges mentioned were:

- The COVID-19 pandemic, and movement restriction imposed by the different governments, led to difficulties in implementation and delays in some community- and school-level project activities, particularly the demand-creation and capacity-building components. As an example, activities that normally require big groups and face-to-face activities, such as CLTS triggering exercises, were very affected. As indicated earlier, Consortium partners found alternatives whenever possible, but these always led to a decrease in reach.
- School closures owing to COVID-19 meant that all the activities that were programmed in schools had to be postponed. Although the WASH SDG programme did not set specific targets for their work in schools at the outcome level (to avoid double-counting with respect to household data), many sub-programmes do work directly with schools and planned

activities were obviously affected by the closures.

- Those sub-programmes that work with healthcare facilities (HCF) also noted the effect of COVID-19 on related activities planned for 2020. Both essential HCF staff and the different authorities linked to the health system naturally prioritised dealing with the effects of COVID-19, as well as prevention. This meant that other WASH activities planned with any of these stakeholders (e.g. capacity building) also had to adjust to their new availability and priorities.
- The effects of weather hazards related to climate change were notable this year and impacted the sub-programmes at different levels. For example, floods in Uganda affected 110 of the 255 households that the WASH Alliance sub-programme is working with in Patongo sub-county. Their latrines were submerged or washed away, which brought the community back to the situation before sub-programme activities started. In Zambia, the protracted drought is an element that the sub-programmes clearly need to factor into their plans and strategies. In Bangladesh, the cyclone Amphan impacted on WASH infrastructure in some sub-programme areas.

At the end of the reporting period, Consortium partners still considered the delays surmountable, if COVID-19 evolves favourably in the sub-programme areas. However, this needs to be fully assessed in 2021 based on midline data and mid-term review (MTR) results.

In general terms, in 2020 Consortium partners indicated advances in the following:

- Positive attitude and behaviour change in many of the communities, resulting in improved sanitation and hygiene practices. It is important to note how the pandemic has increased the importance of handwashing and hygiene practices, which the sub-programmes reinforced in all their awareness and behavioural change campaigns.
- Demand for WASH products and services continue to rise, with particular focus on hygiene products linked to preventive COVID-19 measures. At the same time, the economic challenges faced by many households worsened because of the pandemic. As household income decreased, many families and/or communities prioritised basic goods and services and postponed investment in those considered as non-essential (e.g. menstrual hygiene pads, improvement of household and/or community WASH facilities).
- Greater interest and involvement from WASH entrepreneurs and enterprises to provide products and services, particularly those linked to preventive COVID-19 measures.
- Several sub-programmes noted advances in their work in improving the health and safety conditions of (urban) sanitation workers and pit-emptiers.
- Greater co-ordination and collaboration between the local authorities and different stakeholders.

Below, we have made reference to a few examples of concrete results achieved in 2020, which show that the programme is advancing towards the Strategic Objectives outlined in our ToC:

Pathway 1: improve behaviour change interventions

In the *Uganda WASH Alliance sub-programme* (WAI/Simavi) operating in Agago district, demand for sanitation and hygiene increased all the villages (180) because of the sub-programme's awareness-creation activities. Hygiene has been the main outstanding achievement, with handwashing reaching 87% within the targeted villages. Although this may as well be attributed to other COVID-19 awareness efforts in the district, the sub-programme deliberately intensified hygiene awareness-raising across the target villages.

The *Tanzania Arusha Shinyanga urban sanitation sub-programme* (SNV) indicated visible progress in the use of personal protective equipment (PPE) and safer practices of emptiers (emptying of sludge at trenches and designated places), reduced solid waste in septic tanks where bins and no trash into pits is promoted, and in the uptake of handwashing practices (specifically with the foot pedal handwashing station designed and disseminated by the programme). It is expected that the MTR will provide further evidence of the impact of these interventions.

The *Ethiopia WASH Alliance sub-programme* (WAI/Amref) reported that in 2020, a total of 61,146 people constructed basic toilets and the communities were declared open defecation free (ODF). Through the CLTS (H) approach, the communities in the ten target *kebeles* were motivated to take ownership of the improvements of their sanitation facilities. CLTS (H) working groups are established and actively engaged in each *kebele* on sustainable behavioural change community conversation to scale up the existing basic latrine conditions to improved.

Pathway 2: Improve WASH Service Provision

The *Tanzania FINISH sub-programme* (WAI/Amref) indicated that in terms of financial inclusion products, they reached 32 grassroot financial institutions for provision of sanitation loans. Also, Equity Bank has developed financial products such as Maji loan (for clean and safe water), Jamii Safi loan (for Sanitation construction of toilets and connection to sewerage systems), and Fanikisha Products-for entrepreneurs and businesses. They issued 25 WASH related loans to households, as well as 54 loans to entrepreneurs.

The *Nepal Sindhuli Sunsari sub-programme* (Plan) reported the construction of six gender-, child- and disability-friendly handwashing stations in healthcare facilities. Child-friendly handwashing stations were also constructed in 26 schools, benefiting 6,390 students (3,514 girls). The ratio of handwashing points to student has thus increased to 1:50, which is within the benchmark of the three-star approach set out by the government.

Pathway 3: Strengthen WASH Governance and Institutional Framework

In Indonesia, the *WINNER sub-programme* (Plan) organised an STBM-GESI national webinar and audience meeting with the director of environmental health, Ministry of Health (MoH). This national advocacy meeting provided the opportunity for Plan to present the [Policy Brief on STBM-GESI](#) as an official policy recommendation document. The MoH approved Plan's recommendations and has since included GESI aspects in the Ministry's Rule (*Permenkes*) on STBM.

The *Bangladesh WASH alliance sub-programme* (WAI/Simavi) advocated, together with other organisations in the country, for increase of the national WASH budget, which increased by 64 million EUR. In the sub-programme locations, the six municipalities and nine unions together doubled their WASH budget to 3 million EUR for the fiscal year 2020-2021, which is an increase of approximately 1.5 million EUR from the previous year. Of these, four municipalities and three unions now have a segregated budget for women, elderly people, people with disabilities, and socially excluded groups such as the poor, or ethnic minorities. A sixth of the sub-programme's area total WASH budget for year 2020-2021 is now allocated specifically for these groups. This is a major difference compared to 2019: the total segregated budget increased from 29,609 EUR to 509,946 EUR.

On budget, the national WASH budget increased by 64 million EUR, and the sub-programme's six municipalities and nine unions together doubled their WASH budget for year 2021-2020 compared to 2019-2020. In total, the municipalities and union adopted a WASH budget of around 3 million EUR for the fiscal year 2020-2021, which is an increase of approximately 1.5 million EUR from the previous year.

The *Zambia Chambeshi Lukanga sanitation sub-programme* (SNV) supported Chambeshi and Lukanga WSSC to develop in 2020 their strategic plans for the 2021-2025 period. The plans are aligned with National Water Supply and Sanitation (NWASCO) performance parameters for commercial utilities and reflect their extended mandates for rural areas and for on-site sanitation. They also seek to strengthen multi-stakeholder co-ordination and to increase attention to gender issues. Formally adopted by the utilities, the strategic plans were publicly launched in the presence of the Minister for Water Development, Sanitation and Environmental Protection and received praise also through the national media.

In section B, a detailed overview is given of the progress made per sub-programme in the different programme pathways².

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

2. Learning and knowledge development

Source: WASH Alliance International. Uganda.
Training handwashing Lira Palwo 23 July

The global learning and knowledge development (LKD) component of the programme made good progress in 2020.

Co-ordination of general learning and knowledge development (LKD)

The organisation Partnerships in Practice (PiP) continued to provide general support to the programme's broader LKD framework and approach. Some key achievements in 2020 were:

- Continued facilitation and general support to the core learning theme of gender and social inclusion.
- Support to the Consortium in the internal discussions on collaboration within the Consortium, as input for the development of the MTR Objective 2 that aims to *reflect and gain insights on collaboration towards greater programme impact*. With this aim, in Q3-4 2020, PiP carried out a series of conversations with key staff and representatives of the organisations working in the WASH SDG programme to gain an overview of collaboration within the programme. The expectation is that in 2021, based on these interviews, PiP will develop general conclusions and recommendations for the rest of the programme that will feed into the Consortium-level analysis for the MTR.
- PiP also participated as an observer in the Innovation Fund selection committee meetings in 2020 and provided input from a learning perspective. Participation in this process was important as PiP has been requested to develop a report in 2021 documenting the selection process, as well as make observations on the content of the proposals and how innovative they are.

Gender and social inclusion (GESI):

In 2019, the Consortium defined that the LKD on GESI would focus on the following learning question: *To what extent have the approaches to include the excluded in decision making been effective?* A general strategy was approved until 2022 and is currently under implementation with the support of the consultant Sue Cavill, who is an expert on GESI, with strong support from Tracey Keatman (PiP). Some key results from 2020 were:

LKD GESI result area 1: Informed and equipped sub-programme (and partner) teams

The LKD GESI community of practice (CoP) was set up within the WASH SDG programme and invited all members from the different sub-programmes interested in sharing their experiences and learning more on implementation of GESI in WASH programmes to join. Aside from day-to-day contact on related topics via a WhatsApp group, regular learning clinics were organised to address themes and issues prioritised by the group. In 2020, this included: [GESI and COVID-19 WASH responses](#) (June); [Lessons from the sub-programme](#) GESI temperature checks for MTR (September); [Disability, health conditions and ageing](#) (October); [GESI and the Do-No-Harm approach](#) (November); [and Sanitation workers](#) (December). From November onwards, the webinars were also opened to other WASH organisations and programmes that expressed an interest (e.g. WaterWorX, BlueDeal). All recordings, briefing notes and relevant thematic resources were also shared with the wider CoP after each event for those that were unable to attend in person.

It is worth noting that the two regional learning exchanges that were planned in 2020 were postponed to 2021 due to COVID-19.

LKD GESI result area 2: A robust evidence base on how to practically implement a GESI-focused WASH programme and how to learn throughout the process

In addition to regular calls with the sub-programmes to discuss any GESI-related issues and concerns that the team were facing during implementation, the programme put into practice the two process documentation tools developed in 2019 to capture changes in each sub-programme's knowledge, experience and learning on GESI³. Mainly:

- *GESI learning wheel* – completed annually at the sub-programme level, to facilitate discussion on enabling factors that influence GESI, as prioritised by the sub-programme.
- *GESI learning log* – a simple 'diary' for monitoring sub-programmes' GESI-related activities were used as the basis of quarterly calls with the GESI and LKD consultants.

³ The GESI log or wheel is not used by all sub-programmes as some teams already had alternative tools in place. Where this was the case, the programme agreed to support existing tools and use these as the basis for the discussions on GESI with those sub-programmes.

LKD GESI result area 3: GESI LKD tools and products for wider communications and dissemination to the Dutch and global WASH sectors.

A rapid desk-based analysis was conducted to assess the progress of the 15 sub-programmes on GESI since the baseline assessments. These GESI temperature checks were shared with the sub-programmes as input for their MTR process.

Due to the cancellation of many events, there were fewer opportunities than anticipated to develop products for communication and dissemination, although material was developed for the IHE event (see section A.5 below).

Sustainability clause, compacts and checks (SCCC)

The Consortium is receiving support from IRC for the development of this learning topic that will explore the following: *How are the sustainability checks used to inform the programme and stakeholders regarding sustainability planning? Can they provide a constructive platform via the sustainability compacts for the effective discussion and deliberation of sustainability challenges?*

It was agreed that IRC would base its analysis on the information from three sub-programmes during and after the implementation of the systems sustainability checks. The following sub-programmes were selected for this exercise:

- Ethiopia Bahir Dar Zuria Lasta sub-programme (led by Plan).
- Indonesia WASH SDGs for Sustainable and Inclusive Cities sub-programme (led by SNV).
- Uganda WASH Alliance sub-programme (led by WAI/Simavi).

Due to COVID-19 and the subsequent postponement of the MTR and sustainability checks, a large part of the assignment will finally take place in 2021.

Communication on LKD and the WASH SDG programme

COVID-19 also affected the Consortium's plans for 2020 to profile the WASH SDG programme better. Partly because the MTR had to be postponed to 2021, which limited the Consortium's options to reflect on progress to date and draw conclusions, as well as communicate interesting findings and learnings to a wider audience. And partly because many of the events the Consortium was hoping to participate in were cancelled due to COVID-19 (e.g. WEDC) or changed formats and/or reduced number of sessions (e.g. Stockholm World Water Week).

However, the Consortium co-convened a session for the 6th International Symposium on Knowledge and Capacity for the Water Sector (May 28, 2020) – IHE Delft Track 9: Topic 2: Gender Matters: Organisational Implementation & Capacity Development.

A number of articles and communication pieces on the programme were also developed, including this ['looking back to 2020' article](#). Each country section also includes a list of country-specific communication outputs published during the reporting period.

3. Innovation fund



Source: Simavi, Nepal. Photographer: Pramin Manandhar.
In Nepal, mini labs for water quality testing were built with support from the WASH Alliance sub-programme, led by Simavi.

WASH SDG programme published a call for concept notes on the theme 'WASH in healthcare facilities' (Annex 1). To advance with the call, the selection committee was chosen and consisted of one representative from each Consortium partner represented in the technical committee (TC) (so, Simavi, Amref, SNV and Plan), the Consortium Programme Coordinator (CPC) and an external expert in the topic (Julie Truelove from WaterAid Canada, with support from Aditi Chandak from WaterAid UK). The selection committee reviewed and endorsed the innovation fund selection procedures and contributed to the development of the templates and evaluation criteria for both the concept notes and full proposals.

Of the 11 concept notes received, four were invited to write a full proposal and, of these, three were finally approved:

Applicant & partners	* Yayasan Konservasi Way Seputih (YKWS)
Country / sub-programme	Indonesia sustainable and inclusive cities sub-programme (SNV)
Identified specific need	Poor quality WASH services caused by lack of public awareness, information and data; means to hold government to account is lacking
Innovation	Use of social accountability tools alongside WASH promotion to increase awareness, information and means to drive change
Innovation type	Adaptation. New ideas / improvement of process
Stage	Design / pilot
Applicant & partners	* Health Environment and Climate Action Foundation (HECAF360) * Health Care Without Harm (HCWH)
Country / sub-programme	Nepal Sindhuli Sunsari sub-programme (Plan)
Identified specific need	Poor waste management by HCFs leads to risk of disease spread, infection and poor environmental sanitation
Innovation	Improve waste management equipment and approaches at the HCF level, incorporating use of digital tools
Innovation type	Adaptation. Improvement of processes / revamping products and services
Stage	Design / pilot
Applicant & partners	* Water and Sanitation Entrepreneurs Association (WASEU) * Joint Effort to Save the Environment (JESE)
Country / sub-programme	Uganda WASH Alliance sub-programme (WAI/Simavi)
Identified specific need	Low functionality of basic WASH infrastructure at HCFs leads to poor health service delivery to all patients
Innovation	Range of interventions: demonstration of low-cost WASH facilities, supporting improved risk and cost management, supporting PSP for operations and maintenance (O&M)
Innovation type	Adaptation. Improvement of processes / revamping products and services
Stage	Design / pilot

A summary of the different projects can be found here. These will be implemented from January 2021 onwards, and have a planned duration of 18 months each.

As noted in earlier sections, upon consultation with DGIS, in 2020 it was decided to reallocate part of the innovation fund budget to respond to unexpected COVID-19-related activities. As such, this will finally be the only innovation fund call published within the timeline of the programme.

4. Monitoring and evaluation

Source: WASH Alliance International. Bangladesh.
App testing survey.

The 2020 annual plan noted the MTR and sustainability checks as key activities programmed to take place this year. The WASH SDG monitoring and evaluation (M&E) framework and guidelines were reviewed and slightly adjusted to ensure clarity in the process for the MTR. The additional framework developed by AquaConsult for DGIS was also included to guide and ensure alignment as Consortium partners gathered data for the sustainability checks (Annex 2). Terms of reference (ToR) for the midline assessments and MTR were largely developed in 2019 and shared with DGIS in February 2020. The final version of the ToRs and templates were shared with the country teams shortly after.

Unfortunately, the MTR and 'systems' sustainability check were fully dependent on the data gathered in the midline assessment that was programmed to take place per sub-programme between January and May. In a similar process to the baseline assessment, midline data collection was to take place through household surveys, key informant interviews, focal group discussions, etc. Most sub-programmes carried out preparatory activities in January and February (hiring of consultants, training of the local teams and household survey enumerators, etc) and planned for actual data collection to take place between March and May. With the uncertainty related to the COVID-19 outbreak and government bans on domestic travel, in early March most sub-programmes temporarily postponed the start of data collection. Given the different circumstances and how the waves of COVID-19 varied between countries and regions, the Consortium took the decision to request DGIS for a deadline extension to July 2021. Partners agreed to carry out data collection as soon as the conditions of a given sub-programme allowed, thus prioritising the collection of data whenever possible, even if there was a mismatch in the timing of collection between sub-programmes and/or with respect to the time of year that data was collected for the baseline.

To this end, the ToR for the MTR, the process map and internal deadlines were adjusted at the end of 2020 (Annex 3), and both the MTR and sustainability check reports will finally be submitted in 2021, as per agreement with DGIS.

5. Programme collaboration and external relations

Source: SNV, Tanzania.

Internal co-ordination and collaboration within the Consortium remained positive. For our own learning and growth, the Consortium also decided to include an objective within the MTR to reflect and gain insights on collaboration towards greater programme impact. The aim is to internally assess and learn how the Consortium is functioning on a more strategic level, both in the programme countries as well as in the Netherlands. This covers both the way the WASH SDG Consortium internally steers processes in support of the execution of the (global and country-level) programme and the way in which programme-level procedures function. The answer to the questions should give insight into the added value of the WASH SDG Consortium in its current structure and implications for the future. Under the facilitation of PiP, part of this internal exercise was carried out in 2020 and was still under way at the end of the reporting period. The main conclusions and recommendations will be discussed within the Consortium in 2021 and presented in the MTR report.

As expected, exchange of information on the programme and collaboration with DGIS continued, virtually from March onwards. Meetings between Brecht Paardekooper and the CPC, and occasionally with the TC, took place largely ad hoc, based on programme needs and requirements. From December onwards, we also retook more regular informative meetings that also included Karin Roelofs and Simavi senior management, discussing from a more strategic point of view how the WASH SDG programme contributes to the larger WASH strategy of DGIS.

The country reports provide greater detail of the collaboration and relationship-building efforts in each country. At the global programme level, it is worth highlighting that

collaboration with WaterWorX and the Blue Deal continued in 2020 both globally and, when relevant, in-country. In the Netherlands, the three Consortium co-ordinators carried out a quarterly co-ordination meeting. The three programmes presented a proposal for a joint session in Stockholm World Water Week.

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 FINISH , and in platforms such as the Netherlands Water Partnership.

4. FINISH consortium Aqua for All, WASTE and Amref Flying Doctors.

6. Planning and reporting



Source: Plan. Uganda.
Learning from Home during COVID-19 outbreak, Uganda West Nile region.

In 2020, the following reports and plans were developed and submitted:

Planning and reporting requirements 2020	Period covered	Deadline	Status
IATI periodic updates (per partner)	Previous quarter	Every quarter 2020 (January 31, April 30, July 31, October 30)	Completed
Annual narrative and financial progress report	January 1 – December 31, 2019	June 30, 2020	Sent: June 29, 2020 Approved: September 1, 2020
Annual audit opinion and audit report together with report of findings	January 1 – December 31, 2019	September 30, 2020	Sent: August 21, 2020 Approved: November 26, 2020
Annual plan	January 1 – December 31, 2021	December 1, 2020	Sent: November 20, 2020 Approved: February 3, 2021
Mid-term review	July 1, 2017 – June 30, 2020	December 31, 2020	Postponed to July 31, 2021



Source: Simavi. Photographer: Oscar Seyken.

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:

Perceived general progress (to be confirmed in MTR)

On track



Overall, Consortium partner indicates the sub-programme is making adequate progress.

Partially on track



Overall, Consortium partner indicates the sub-programme is progressing relatively well. There are some minor concerns but these are being addressed by the partner and under control.

Not on track



Concerns exist and may require additional actions/adjustments of the sub-programme.

Expenditure versus planned budget 2020

On track



Expenditure with respect to the approved annual budget also on track (+/-10% or less).

Partially on track



Expenditure with respect to the approved annual budget has considerable over/under expenditure (between +/-10-25%).

Not on track



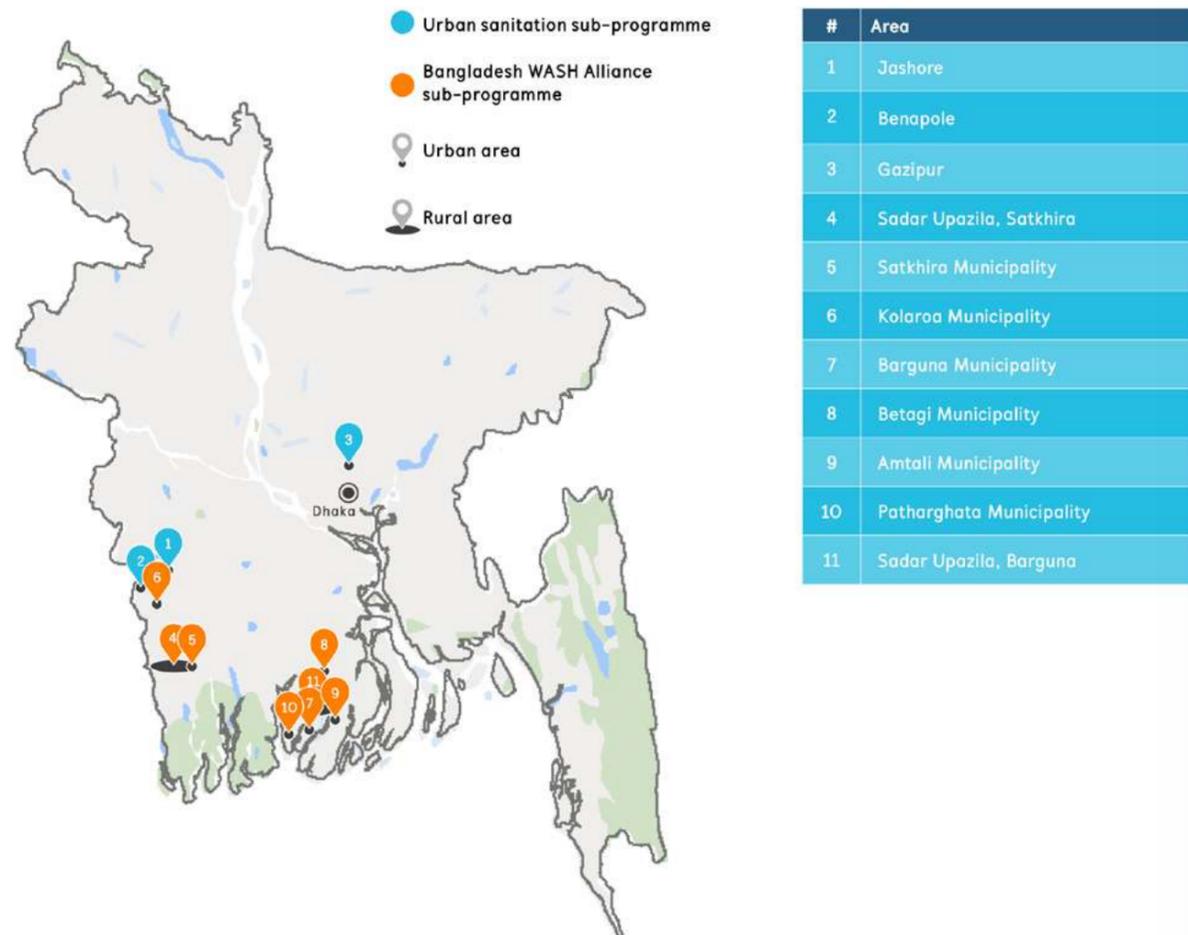
Expenditure with respect to the approved annual budget has considerable over/under expenditure (+/-25% or more).



1. Bangladesh

Source: SNV, Bangladesh.
Visit of Jashore Paurashava to Khulna's FSM project. Visiting FSTP. December 2020

Bangladesh # Sub-programmes: 2
Lead: SNV # Locations: 11



Sub-programme 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 sub-programme – WAI (Simavi)	Rural	Sadar Upazila, Barguna, Sadar Upazila, Satkhira	<p>Local NGOs / CSOs: Development Organisation of the Rural Poor, Hope for the Poorest, Practical Action, Stichting Landontwikkelings, Project Bangladesh, Uttaran, WaterAid Bangladesh</p> <p>Dutch NGOs: RAIN, WASTE, RUA, PRACTICA, IRC, AKVO</p> <p>Local / national authorities: Union Parisad of: Dhalua, Barguna Sadar, Agardari, Amtali, Balli, Jhaudanga, Kalaroa, Patharghata, Badarkhali, Betagi, Gaurichanna, Phuljhuri, Naltona, Barguna, Satkhira</p>
	Urban	Municipalities of Satkhira, Kolaroa, Barguna, Betagi, Amtali and Patharghata	

Information on the overall country programme and targets was presented in the country inception report (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 2020.

COVID-19 in Bangladesh

The Institute of Epidemiology, Disease Control and Research (IEDCR) reported Bangladesh's first three known COVID-19 cases on March 7. On March 26, offices and public transport were shuttered, with the Hon'ble Prime Minister Sheikh Hasina stating that the coming days would prove to be a testing time for humanity. On December 31 that year, Bangladesh had reported more than 513,000 positive cases and sadly 7,559 casualties.

According to World Vision Bangladesh⁵, the accessibility of water, sanitation and hygiene (WASH) services decreased by 13%, and 33% of people were denied access to services from community clinics. Access to sanitary pads and contraceptives also decreased. A study by UN Women also found that 49% of women and children are unable to access health and nutrition services at the health facilities and, in general, the work burden of the women has increased. Water-fetching frequency has also increased.⁶

With so many unknowns surrounding the coronavirus, there was no better solution to resort to than prevention. Government, non-governmental organisations, private sector and civil society worked

5. World Vision Bangladesh (2020): Virtual Workshop: 'COVID – 19 and cyclone Amphan: How coastal low-income communities are hit by a "double burden"'.
6. UN Women Rapid Assessment Survey on the socio-economic consequences of COVID-19 on women's and men's economic empowerment. <https://data.unwomen.org/resources/surveys-show-covid-19-has-gendered-effects-asia-and-pacific>

at different scales to raise awareness on known COVID-19 prevention measures. These included undertaking hygienic practices, the use of PPE by front-liners, and maintaining appropriate physical distance.

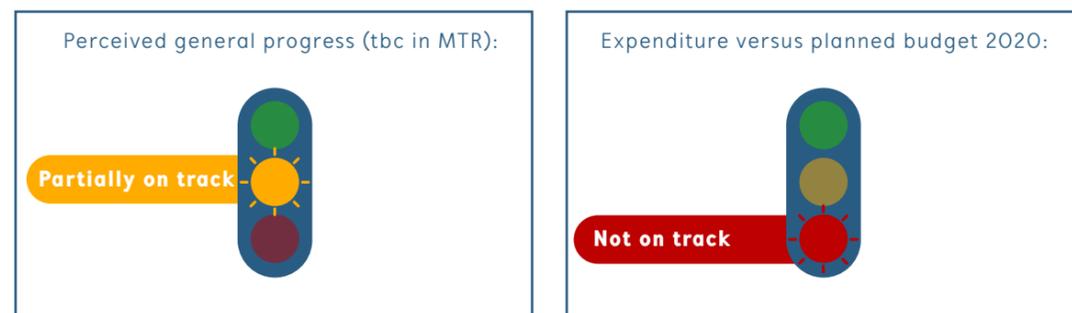
Government restrictions and the health risks definitely affected the implementation of the sub-programmes in Bangladesh. Important delays on construction-related activities were noticeable, without possible alternatives to overcome them at that time. The fluid interaction with local partners was initially disrupted due to the confinement and most officials or councillors' lack of habit of with technology. However, slowly alternative online meetings, trainings and workshops took place on the digital platforms, or hybrid-based when restrictions were relaxed. From mid-2020, some field activities resumed gradually following strict preventive measures in the overall events and field work. Despite all these measures, some Consortium staff and local partners were tested COVID-19 positive, but fortunately all recovered. Those cases affected the cancellation/postponement of some of the meetings and events, because of closure of offices as precautionary measures for some weeks.

1.1 Bangladesh urban sanitation sub-programme

"In the beginning people used to say to my husband, 'You are earning your bread and butter by using your wife'. Now they utter just the opposite, 'They are surviving with their join effort.'"

Smriti Das, female manual emptier, Jashore.

Overview of progress



The Bangladesh Urban Sanitation sub-programme made strong effort to withstand the delays due to COVID-19 into programme implementation and continue with steady progress to reach targeted goals. During the pandemic, the city officials invested time to critically review the interventions from the past, develop future pathways and generally reflect on how to improve the quality of the programme. Unfortunately, it also affected implementation, which advanced slower than originally planned for 2020. Plans were set in place to allow the sub-programme to catch up those delays once the current restrictions are relaxed. In fact, city partners are showing strong commitments and important decisions were taken in 2020, as seen in pathway 3 below.

Other key achievements in 2020 included:

- In Jashore, greater professionalisation of faecal sludge management (FSM) services by mid-2020;
- In Benapole, Vacutugs were received from the Department of Public Health Engineering (DPHE) and the faecal sludge treatment plant (FSTP) construction started, to be finalised mid-2021;
- In Gazipur, the public-private partnership (PPP) project on sewer and non-sewer was finally approved by the PPP Authority (PPPA) of Bangladesh and the International Finance Corporation (IFC) to start the design of bidding documents.

SNV is strongly looking for alternatives to initiate FSM services. In any case, system changes require perseverance and continued close work of convincing, awareness and training, which is being successfully conducted across the three cities.

In terms of the sub-programme budget, there was some under-expenditure due partly to delays to the construction of some of the technologies and facilities, postponed to 2021. The renovation of school toilets, the FSTP upgradation and the decentralised wastewater systems (DEWATS) were also postponed for similar reasons. Moreover, the restrictions due to COVID-19 delayed the design of BCC strategies and concept designs, and consequently its field BCC implementation.

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 local authorities to mainstream their BCC strategy and roll out the BCC campaigns.

Gazipur City Corporation officially formed a new behaviour change communication committee comprising relevant representatives from different departments to lead the programme

activities on awareness and conscientisation. An assessment was conducted to understand the current environment regarding BCC and how to contribute to mainstream BCC within the city corporation. One of the key findings is the need to follow a systematic approach to develop messages and materials. In addition, a formative research was conducted on the behaviour 'Build and upgradation of containment' following a behaviour centred design (BCD) approach. Through community consultations and based on evidence, a BCC strategy was developed, focusing on two behaviours: 'Handwashing with soap after defecation' and 'Build and upgradation of containment for faecal sludge'.

Jashore Paurashava developed its BCC strategy in 2019 and it was approved in 2020. Based on the strategy, the municipality developed the campaign concept and design for the behaviour 'Regular and safe emptying of containment', to be adapted to brand and promote FSM services. Brand concept, messages and materials were finalised through pre-test and consultation. BCC



Source: SNV, Bangladesh.
Awareness march in Benapole to celebrate Sanitation Month, November 2020

initiatives will be carried out in early 2021.

Similarly, Benapole Paurashava developed the BCC strategy in 2019 and it was approved in 2020. The selected strategy-focused behaviour for Benapole was 'install water seal at toilet', mainly targeting households in low-income communities. Campaign concept design has been completed, and conceptualisation of the different activities and materials have been chalked out and presented to the target audience. Several discussions and sharing of experiences were held with relevant officials and council members while the concept was being developed and the materials approved. A BCC cell will be formed to carry out BCC initiatives in early 2021.

The sub-programme supported three secondary schools in Jashore to renovate the existing toilet blocks with an aim to demonstrate model school sanitation through piloting a school sanitation guideline, with the involvement of the local education authority. Due to the pandemic, the schools of Bangladesh are still closed, therefore the guidelines has not yet been implemented. Moreover, renovation works of toilet blocks were hampered during lockdown, but was ready for commissioning at the end of the reporting period.

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.

In 2020, the sub-programme supported the launch of mechanical emptying services by Jashore municipality, while simultaneously the municipality also agreed to explore a PPP project to engage private partners and leverage investment to scale up the service coverage. The sub-programme supported the development of FSM PPP guidelines and associated tendering documents (RFQ, RFP & contract) which are currently under review by the PPPA of Bangladesh. To attract the private sector and initiate FSM PPP projects, the current PPP Act needs to be amended, which would require some time as it needs to be approved by the Parliament. The sub-programme is intensively working with the PPPA and Jashore municipality to get approval of an amended PPP Act by incorporating PPP guideline, and then will go for tendering to engage private operators in Jashore.

In Benapole, the sub-programme is supporting the municipality to introduce sanitation tax and then launch schedule desludging by involving the private sector. The commissioning of a FSTP to be constructed with DPHE support is a bit delayed. In 2020, the LGED handed one Vacutug to the municipality and three were still pending delivery. In addition, to track and maintain the services, training on the online customer database was provided to the relevant municipal officers. Moreover, the sub-programme worked on improvement of service delivery and digitisation of the service information by implementing an integrated monitoring information system (IMIS) in the cities.



Source: SNV, Bangladesh.
Visit of Jashore Paurashava to Khulna's FSM project. Visiting FSTP. December 2020

To improve sanitation workers' conditions and prevent health risks, the sub-programme carried out some activities on occupational health and safety (OHS) and health insurance for emptiers. In addition to the development of a database of emptiers, city-specific OHS guidelines were developed and approved for each city, including city-specific action plans. Following recommendations from the 4th Emptiers Convention, Jashore municipality is preparing the groundwork to introduce health insurance for the emptiers.

In addition, the sub-programme supported Jashore and Benapole municipalities in the development of a project proposal as part of a long-term investment plan for public toilets. It was submitted to LGED for feedback and approval by line ministries/department. The proposal consists of construction of 20 new public toilets and renovation of 12 for Jashore and Benapole. The total proposal budget for Jashore and Benapole is about 2 million EUR. In addition, a viable business model for financial sustainability of public toilets was designed, including a specific city action plan for implementation of a management model. Furthermore, the programme leveraged 50,000 EUR from DPHE's project for the construction of one public toilet using the design promoted by the sub-programme, while others are expected to be constructed in the near future, also in Jashore. Finally, a demand scan of public toilets in public places in Gazipur was completed, identifying only 11 existing facilities (one currently out of order and two located in gas stations) and proposed viable locations for 14 new toilets across the cities, in addition to their design requirements.

Together with the IFC and 2030 Water Resources Group, this sub-programme is supporting Gazipur City Corporation to conduct the first PPP project for wastewater in Bangladesh, including both sewer and non-sewer sanitation. In December 2020, PPPA and IFC signed the Financial Advisory Services Agreement (FASA) and Letter of Engagement that determines the kick-off for the development of the bidding document and publication of the tender. Considering this date, IFC expects the private partner to be engaged within the next two years.

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.

Under this pathway, the sub-programme supported municipalities to align their city sanitation plan (CSP) with the national action plan for implementation of the Institutional and Regulatory Framework for FSM (NAP-IRF). An orientation to city officials on the NAP-IRF was conducted, along with dialogues/consultations on specific issues, including development of business models, as PPPs; implementation of occupational health safety for pit emptiers; introduction of sanitation tax; and creation of a separate FSM unit within municipality, among others.



Source: SNV, Bangladesh.
Training on Gender and Sanitation with Jashore female and male councillors, November 2020

An integrated approach has been followed in Benapole and Jashore between the Urban Governance and Infrastructure Improvement Project (UGIIP), the Water Supply and Sanitation Project in 23 Paurashava in Bangladesh, the City Region Development Project (CRDP) and the WASH SDG programme. This to avoid overlapping of relevant activities led by the municipalities.

A Ward Sanitation Strategy is conducted in Jashore with focus on ward 5 with an integration of Urban Governance and Infrastructure Improvement project of LGED to analyse the safely managed sanitation situation at households including slums, public places, education institutes and healthcare facilities and is integrated in IMIS. A ward committee has been formed with participation of a wide range of actors working in urban sanitation to develop the integrated ward sanitation action plan.

With the intent to ensure smart enforcement at emptiers level, Jashore and Benapole have

developed and approved the OHS guideline for pit emptiers to ensure compliance in practice, as well as introduced a Vacutug tracking system (VTS) to monitor the movement of Vacutugs and control the illegal dumping beyond the designated disposal sites. For smart enforcement at premise level, Paurashava staff is now well informed about standards and procedures to address the incompliances of building owners and impose administrative measures, if needed.

The sub-programme also supported the three cities to integrate and develop spatial databases for its integration into the IMIS. IMIS is a GIS-based web app, developed by SNV, which integrates building, containment and other municipal data to support provision of municipal services, including safe emptying services for FSM. In Gazipur, in collaboration with 2030WRG, the sub-programme supported the roll-out of census-based sanitation mapping using GIS tools, wherein 100% of the building footprints (85,000) in Zone 1 is already completed and 45,000 buildings in Zone 4 is ongoing.

Sub-programme monitoring, evaluation and learning

Before the spread of COVID-19, the sub-programme organised some cross-sharing training between partners, such as the three-day PPP training for FSM and the Slum Sanitation Workshop in Gazipur. However, from March onwards, cross-sharing and learning activities were affected by COVID-19 restrictions. For example, gender training for female and male councillors of all cities was planned as a joint event for cities to share experiences, but it had to be redesigned as city specific. With a strong protocol to prevent spread and infection among participants, the sub-programme successfully organised the city sanitation planning workshop for Jashore Paurashava on October 2020, where a broader SDG roadmap and key actions of the sub-programme were defined and approved. A BCC committee in Gazipur was established with an orientation training, which will lead the development of BCC strategy and the implementation of campaigns.

At the national level, the sub-programme organised some relevant events, such as the 4th FSM Convention, the 4th Emptiers Convention, and a webinar on the 'Impact of COVID-19 on waste and sanitation front-liners', jointly with FSM Network. Unfortunately, other international learning and sharing events were cancelled.

The MTR surveys were also postponed due to COVID-19 restrictions, but preparatory works were completed by the end of December 2020, so that data collection could start in early 2021.

Approach to sustainability

The sustainability clause is anchored in the Memorandum of Understanding (MoU) made and signed with the three partner cities at the end of 2018 (Jashore and Benapole) and the beginning of 2019 (Gazipur City Corporation). Moreover, SNV is supporting *institutional sustainability* through 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.

Additionally, on *institutional* and *technical sustainability*, a large GIS data collection was conducted during 2020 in Jashore and Gazipur. In Ward 5, the largest of Jashore, census-based containment data, along with updating of building, road, drain and waterbodies information, was collected, which are feeding the new IMIS for the city, planned to be launched at beginning of 2021. In Gazipur, the sub-programme succeeded to leverage 50,000 EUR from 2030WRG to hire GIS firms for the data collection of Zones 1 and 4. SNV developed the collection tools (mobile apps to record questionnaire directly to each building), purchased high-quality satellite images to update the building's outline, and replicated the IMIS for Gazipur City Corporation. During 2020, the Zone 1 survey was completed with the collection of all of its 83,950 buildings, while the Zone 4 survey was initiated by end of the year, to collect the data of the remaining 48,393 buildings.

The collection of this GIS data and development of the IMIS is highly important, because it will enable the municipalities to manage FSM, sewer, water supply and other municipal services, report key performance indicators (KPIs) for their line ministry, and as a planning and decision-making tool for CSPs and infrastructure planning.

In relation to sustainable service delivery systems in urban settings, we are looking into the option of developing a hands-off post-intervention support strategy for 3 cities in Bangladesh where SNV has worked from 2014-2020. The hands-off strategy would be an operationalisation of the post-intervention sustainability agenda of DGIS. The outcomes will give the WASH SDG cities the opportunity to improve their current sustainability strategies and prepare better for post-programme sustainability (compacts and checks).



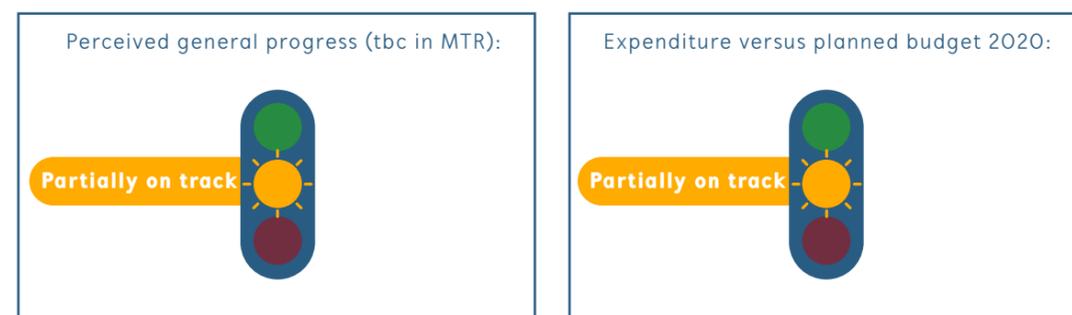
WASH Alliance International. Bangladesh.
Rushayed, Kalaroa Municipality, February 2020. Social Mapping review session with mixed group
to review the improvement in the WASH situation (pre-Covid)

1.2 Bangladesh WASH Alliance sub-programme

"I no longer throw my child's faeces and wash period cloths directly in the river that pollutes the water; instead I now use improved toilet, dump household garbage in the municipality bin and practice hand and menstrual hygiene more than before."

Mukta Begum (25), housewife, Amtali municipality.

Overview of progress



As of December 2020, the sub-programme is, in general, on track. There was good progress despite the challenges and the delays are under control. Many activities were, however, affected by COVID-19 and other administrative delays in contracting with the sub-programme partners.

In terms of programme implementation progress, the sub-programme conducted community group meetings, trainings and awareness sessions, although in reduced numbers due to the COVID-19 restrictive measures. These helped progress on the first Strategic Objective. School health and hygiene education sessions took place with teachers, students and education department officials. A different approach had to be taken after Q2 owing to school closures. In addition, in 2020 the behaviour change and demand-creation strategy was finalised and is being implemented by the partners. Furthermore, partners continued providing capacity development training to the 245 local WASH entrepreneurs, linking them with banks, MFIs and insurance companies, and taking part in WASH fairs demonstrating sustainable WASH technologies. Together with the demand-creation strategy, this helped achieve an increase in household investments on sustainable WASH services, which was estimated at 734,340 EUR for 2020. Good results in relation to pathway 3 were also seen in 2020. The sub-programme follow-up to the advocacy strategy helped secure increased WASH budgets, set up WASH

help desks and secure a service agreement for workers to improve the overall FSM system in Satkhira municipality.

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 2020, the WAI partners helped women and socially excluded people influence decision-making processes at the local level. This was seen through the fact that they are receiving a response to their requests for support, such as more subsidies or services, as shown under pathway 3. In addition, local-level decision-makers are showing that they take into account the needs and rights of various people, with key decisions taken by the authorities. After cyclone Amphan, for example, the local government authorities responded to the petition and demands of the most affected communities and representatives of civil society organisations (CSOs), by allocating funds for climate-resilient sanitation products (i.e. climate-resilient WASH facilities, tube wells, public and community toilets) specifically for hundreds of households most in need.

At household level, men are increasingly involved in care-giving activities and household chores. It is estimated that this is now happening in one fifth of the households, mostly in Barguna Satkhira Sadar, and Satkhira municipality. Furthermore, one of the key results of the sub-programme's work, combining all three pathways, is reflected in the leadership roles taken by females in the area. For example, in 2020, a female entrepreneur trained by the sub-programme took a leading role as the vice president of the WASH Entrepreneurs Association in Satkhira. Rural women, especially group members, have also started facilitating independent courtyard and ward WASH committee meetings on WASH and menstrual health. In addition, with local government elections coming up in 2021, many females presented themselves as candidates, which was previously not as common.

Finally, the situation on menstrual hygiene management (MHM) in the sub-programme areas has increased both at community level and in schools. In 2020, 13 additional schools (for a total of 68 out of 144 schools) have set up a MHM corner, where students have access to sanitary pads during school time.

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.

As of December 31, 2020, the sub-programme works with 245 entrepreneurs, out of which 61 are female. There are six new female entrepreneurs in 2020, and one of the female entrepreneurs scaled up her rural business to the urban area in 2020.

In 2020, WASH service provision progressed well, with pit emptiers now having formally formed an organisation and registered as a co-operative in Satkhira. This concerns around 40



Source: WASH Alliance International. Bangladesh.

Uttaran, Baliadanga, Agardari Union, Satkhira district, December, 2020, Maria Sultana jumping in while playing after community session (alternative arrangement due to close of school) on menstrual health/hygiene management.

emptiers, who have negotiated with the municipality to systemise their business through the municipality. The results of this achievement is positive not only for WASH service provision, but also for the improvement of the livelihoods of the population. The emptiers dump the sludge in the designated dumping place, thereby helping the progress towards safely managed sanitation and leading to improved water quality.

Moreover, as a result of the sub-programme's advocacy work at local level, the health and life of waste and sanitation workers became part of the municipalities' agenda. First, 433 workers received a life insurance, to help their families in case of the workers' natural or accidental death, or disability. Second, through national-level advocacy, the ministry issued a circular on safety measures to be applied by municipalities.

Finally, WAI partners provided capacity-development trainings to the entrepreneurs on business, product diversity, financial management, customers mapping and market analysis, in addition to supporting them with adopting or revising their business plans. Also, as a result from the linkage meetings established by the sub-programme, microfinance institutions (MFI) have provided loans to entrepreneurs, as well as to households, for WASH products. Within the reporting period, a total of 199,510 EUR has been invested by the private sector for WASH service delivery.

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 stakeholders⁷ 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); and (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.

In 2020, the national menstrual hygiene strategy was finalised and was in process for its final approval. The WAI partners were involved in providing advice, and facilitating a national-level workshop to gather inputs from other stakeholders. Women's empowerment and rights are main principles articulated through the current version of the strategy that is expected to be adopted; which also links directly to the sub-programme's first pathway.

Furthermore, WAI partners provided inputs as committee members for the WASH operation and maintenance (O&M) strategy drafted by the local government division of the local government

7. Governmental WASH authorities, whether national or local (in the intervention areas).

ministry. The strategy clearly mentions the levels of responsibility for O&M and how WASH technologies (tube wells, pond sand filters, etc) will be maintained, including the roles of the households and government. At national level, the partners were also part of the technical committees that led to the drafting and adoption of the 'Hand hygiene for all roadmap 2030', which was unveiled in 2020, as well as the strategy on combating COVID-19 through WASH services that entails short, medium and long-term plans.

Moreover, the lobby and advocacy activities for improved governance and accountability at local level have also been fruitful. On accountability specifically, as of December 2020, all the sub-programme's areas, with the exception of Kalaroa and Barguna municipalities, have a functional WASH desk and an available O&M service. With a total of 13 WASH desks in 2020, it is an increase of eight desks since 2019. In addition, co-ordination and WASH standing committees are functional in almost all areas. This is understood as a committee formed with a balance of female and male members, which conducts regular meetings as per the law in place, issues a meeting notice with an agenda, and records the meeting minutes. Only three unions of Satkhira do not have their respective co-ordination committee at district level (Upazila district co-ordination committee).

On budget, the national WASH budget increased by 64 million EUR, and the sub-programme's six municipalities and nine unions together doubled their WASH budget for 2020-2021 compared with 2019-2020. In total, the municipalities and union adopted a WASH budget of around 3 million EUR for the fiscal year 2020-2021, which is an increase of approximately 1.5 million EUR from the previous year. In addition, the sub-programme is advocating to increase the segregated budget for women, elderly people, people with disabilities, and socially excluded groups such as the poor, or ethnic minorities. Four municipalities and three unions now have a segregated budget. A sixth of the sub-programme's area total WASH budget for 2020-2021 is now allocated specifically for these groups. This is a major difference compared with 2019: the total segregated budget increased from 29,609 EUR to 509,946 EUR.

Beyond the framework, public service delivery is also making progress in practice. This is notably visible through the local governments' decisions to install or renovate public WASH facilities, and ensure the linkage between the entrepreneurs and the population for WASH products sales, renovation and repair of WASH facilities and pipeline connections, reaching dozens of thousands of people. For example, in Amtali municipality, Patharghata municipality and Noltona, Dhalua and Barguna Sadar unions only, the estimated population reached by the government's intervention went from around 19,000 in 2019 to 26,000 in 2020.

Sub-programme monitoring, evaluation and learning

In 2020, the Bangladesh WASH Alliance sub-programme conducted monitoring sessions to strengthen the partners' capacity on monitoring and reporting of the progress at outcome

level. Partners continued using training evaluation forms that assess the participants' pre- and post-training knowledge and capacities. Moreover, a self-assessment was initiated in 2019 and completed in Q1 of 2020, in a participative and transparent manner, among all involved partners, to assess the progress of the programme in light of the ToC. The results of the self-assessment was used as a reference throughout the year to monitor progress and strengthen implementation, as well as to keep track of the achievements.

The sub-programme also transitioned from a paper-based to a digital monitoring system. The aim of the system is to align all monitoring tools used by WAI partners and contribute to effective real-time monitoring for improved decision-making. Along with output monitoring, the system is expected to support in capturing challenges and learning of the implementation and progress.

Approach to sustainability

In 2020, the sub-programme put special attention to environmental sustainability due to the water logging situation in the WAI working area and the impact of the cyclones on WASH infrastructure. Some progress was made on ensuring that WASH entrepreneurs sell disaster-resilient products. However, these products are costly and therefore it remains a challenge in terms of financial sustainability to ensure their availability and affordability for all, while mainstreaming GESI in disaster-resilient WASH. At the same time, the work with local authorities is helping secure support for such products for those families that could otherwise not afford it, as described above. Open budget sessions and budget advocacy have been conducted by the WAI partners to further address financial sustainability. A series of meetings and motivational activities have been conducted with the bank and MFIs. This led to the aforementioned budget increases and to increased loans to entrepreneurs.

1.3 Country-level updates

Monitoring, evaluation and learning

The preparation and the data collection of the MTR was planned for and implemented in 2020. There was a major interruption due to COVID-19 restrictive measures, which resulted in delays to the data collection. For the WAI, this had some financial consequences too, in the form of expenses in trainings of data collectors in 2020 that will have to be carried out again in 2021.

The General Economic Division (GED) of the government of Bangladesh is supporting the SDGs co-ordination unit to review progress and set monitoring indicators at national level. The Consortium partners have lobbied with the GED to track SDG progress. The GED has published a revised M&E framework in April 2020. The SDG 6.1 and 6.2 country-level indicators were also published.

In terms of learning, the Consortium partners in Bangladesh initiated discussion for the design of the planned learning events for 2020, particularly for integrated water resources management and the WASH nexus, and transparency and social accountability. Unfortunately, the events could not be conducted due to the restrictions and limitations of the current situation, hence it was decided to postpone to 2021.

However, the partners in Bangladesh actively participated in the different series of webinars within the global LKD trajectory on GESI, sharing the local experiences across the other countries' partners. Partners have also focused on activities in their sub-programmes, through for example GESI training at municipal level. In the training, an action plan was made based on GESI for ensuring participation of women to incorporate their sanitation needs during decision makings and implementation. A focal person will be appointed to monitor the plan implementation and changes in municipal-level planning and budgeting.

Country programme management and coordination

The Consortium partners held quarterly meetings to discuss the country sub-programmes. But 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 as well. For example, in the last local consultative group for water supply and sanitation held in December 2020, where relevant topics were discussed, as the development of the national O&M strategy/guidelines, the national water supply and sanitation strategy, the national WASH accounts, or the MHM strategy. In addition, both Consortium partners are active in FSM Network, where issues related to urban sanitation – primarily FSM issues – are discussed, along with the organisation of the 4th FSM Convention, the 4th Emptiers' Convention and a webinar on COVID-19's effect on front-liners. SNV is co-chair of the safely managed sanitation thematic group of the sector development plan, led by CWIS support cell of DPHE; while Simavi is member of the hygiene, gender and disability thematic group.

Furthermore, partners extend invitation to their events and use their existing network and other projects to gather inputs for the programme. For example, SNV and Simavi are part of the working committee for development of the national action plan (NAP) for implementation of the FSM institutional regulatory framework (IRF). The NAP for Paurashavas and rural were approved, and the one for city corporations was drafted. Both partners are also members of the national technical committee (NTC) on WASH in health care facilities; and of the working committee for the MHM national strategy. In addition, SNV is active member of the national policy for public toilets, and the technical group for the SMOSS project of UNICEF. Simavi is member of the working committee for the national policy for WSS.

Co-ordination with the Embassy of the Kingdom of the Netherlands (EKN) is done on a needs basis and representatives are invited to participate in WASH events. A progress and sharing



Source: WASH Alliance International. Bangladesh
Chatak (Uttaran), Ward no.3, Satkhira Municipality, May 31, 2020, Distribution of COVID-19
health messages to raise peoples' awareness

online session was conducted with EKN's representative in December 2020. Participants from SNV and Simavi briefed the EKN about the progress of the different cities and partners, and also their existing challenges within this pandemic situation. In addition, Consortium members shared about their common learning agenda (mainly GESI LKD) and the different common platforms of advocacy to national government.

Risks and mitigation

The COVID-19 pandemic is definitely an unanticipated risk that is affecting the sub-programme's implementation and may delay the achievement of some targets. As a positive side-effect, the pandemic raised the importance of handwashing and hygiene practices, which the sub-programme took advantage of to reinforce in its awareness and behavioural change campaigns. Besides that, the Consortium is closely working with municipalities and trying to speed up the activities, while ensuring the safety of all personnel of the organisations and partners.

Climate change impacts also create a risk for programme implementation. Not the first time since the programme began, a cyclone (Amphan) passed through the programme's areas in 2020, leading to flood and water logging in Satkhira. However, the WAI sub-programme, in collaboration with the municipality and union parishad, took mitigation measures to recover WASH services. Partners are increasingly working on raising awareness about disaster-resilient facilities.

At the end of 2020, the election schedule was declared in some municipalities and mayors and councillors were busy with the election campaign. It is experienced that at least 50% of the local government institutions' office bearers will be re-elected. Consortium partners take this into account and re-orient the newly elected office bearers about WASH SDG programme principles.

1.4 Communication on the sub-programmes (articles, videos, blogs)

	Date published	What	Title and link	Partner
	January 2020	Article	Designing Human Rights for Duty Bearers: Making the Human Rights to Water and Sanitation Part of Everyday Practice at the Local Government Level	WAI
	March 2020	Report	WASH in healthcare facilities in Bangladesh: Policy reviews, stakeholder's mapping and baseline census of six urban centres	SNV
	April 2020	Video	Proper handwashing technique in 20 seconds (in Bangla)	SNV
	April 2020	Video	School children handwashing song campaign (in Bangla)	SNV
	May 2020	Blog	Protecting essential workers and raising COVID-19 relevant hygiene awareness in Bangladesh	SNV
	September 2020	News update	Inclusive Business Seminar and Conference	SNV
	September 2020	News update	IMIS: improving municipal-led FSM service efficiency and accountability	SNV

From housewife to WASH activist: Rina's story

Rina Islam used to spend all her time looking after her family and home. One day, she overheard a group of women who were gathered outside her house discussing the water and health situation in her village. Curious, she joined the group. Little did Rina know that just a few months later, this encounter would lead to her running in the Betagi municipal elections.



Story Facts

Country: Bangladesh

Sub-programme: Bangladesh WASH Alliance sub-programme

Consortium partner: WASH Alliance International (lead: Simavi)

Source: WASH Alliance International. Bangladesh. Chatak (Uttaran), Ward no.3, Satkhira Municipality, May 31, 2020, Distribution of COVID-19 health messages to raise peoples' awareness

The gathering Rina walked into was a courtyard meeting organised by a group implementing the WASH SDG programme in Bangladesh. Intrigued, Rina continued to attend the meetings and learned more about water, sanitation and hygiene (WASH). Soon she was representing her village at larger meetings, discussing WASH and other issues. A women's leadership training course provided by the Bangladesh WASH Alliance gave Rina further

confidence to start house-to-house visits to bring WASH-related messages to the community. As her sense of purpose and self-esteem increased, Rina decided to run for the local council. And she won – on a platform of providing better WASH services for her community.

"In addition to my role as a housewife, I am now also a community caregiver and leader,"

says Rina.

Protecting sanitation workers from COVID-19

SNV has helped reduce the spread of COVID-19 by distributing personal protective equipment (PPE) to sanitation workers across Bangladesh.

"We heard about the outbreak of a disease named corona," says Salma who is a pit emptier for the Gazipur City Corporation (GCC). "We were not frightened at all. The disease has nothing to do with the poor people. God always saves us. But suddenly some of our relatives and friends died. We were puzzled but not protected. If we miss a single day of work then we cannot eat. Wrapping a cotton towel around our mouth, we collected waste from the roadside and building-to-building. A person cannot have an empty stomach, right?"

To protect workers like Salma, SNV gave out 3,000 sets of PPE to sanitation workers across six cities, including solid waste collectors, public space sweepers, drain cleaners and pit emptiers. The kits included reusable masks, gloves, goggles, vests,

aprons, gumboots and helmets. SNV also reinforced behavioural change messages about appropriate handwashing with soap via national and local TV channels, local government websites and social media channels.

"Many forget about the frontline workers, but SNV supported us to put sanitation workers rights and needs first," says Jahangir Alam, the mayor of GCC.

Story Facts

Country: Bangladesh

Sub-programme: Bangladesh Urban Sanitation sub-programme

Consortium partner: SNV



Source: SNV, Bangladesh.

"This PPE distribution among the frontline workers makes them feel protected."

Salma now feels safer going to work. "One day they handed over some PPE sets which are something we cannot afford on our own. We thought these items are for upper class but now we are privileged and honoured, too, to use these life saving items. I said earlier that God always save us," says Salma.

"One day they handed over some PPE sets which are something we cannot afford on our own. We thought these items are for upper class but now we are privileged and honoured, too, to use these life saving items. I said earlier that God always save us."

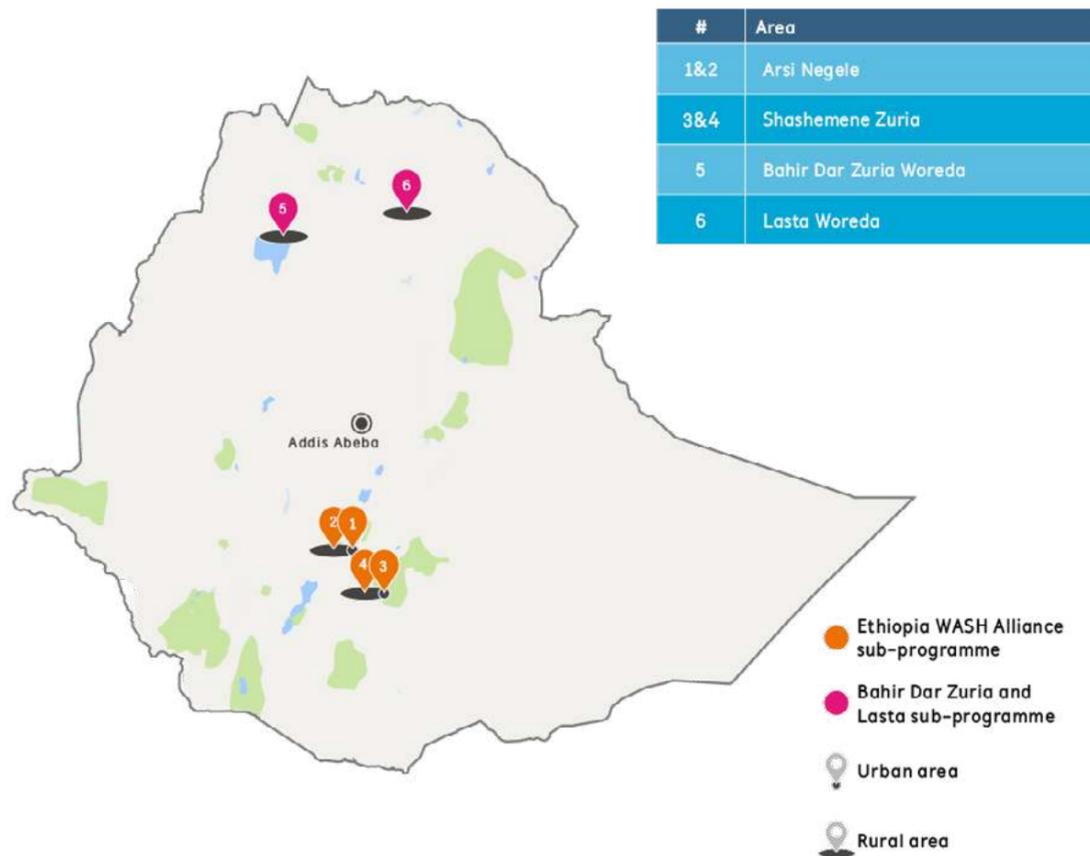
2. Ethiopia



Source: WASH Alliance International. Ethiopia. Hand Washing demonstration By HEWs

Ethiopia
Lead: WAI

Sub-programmes: 2
Locations: 6



Sub-programme title & lead	Rural/ (peri) urban	Location	In-country partners
Ethiopia WASH Alliance sub-programme	Urban & rural	Arsi Negele, Shashemene Zuria	Local NGOs / CSOs: <ul style="list-style-type: none"> BBBC (local partner of WASTE), Amref Ethiopia, Wetlands International Ethiopia, IRC Ethiopia Dutch NGOs: <ul style="list-style-type: none"> Amref, Wetlands, IRC, WASTE, Akvo Local / national authorities: <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 Local businesses/MFI: <ul style="list-style-type: none"> Oromia Credit and Saving SC (OCSSCO)
Ethiopia Bahir Dar Zuria and Lasta sub-programme	Rural	Woredas: Bahir Dar Zuria, Lasta	Local NGOs / CSOs: <ul style="list-style-type: none"> Plan International Ethiopia Local / national authorities: <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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Ethiopia tab.

COVID-19 in Ethiopia

In Ethiopia, as of February 12, 2021, the total number of COVID-19 cases reached 144,862 and total deaths were 2,171. In this reporting period, the pandemic led to important challenges in the implementation of the WASH SDG programme in Ethiopia. There was a travel ban, which did not allow sub-programme teams to go to the field for programme-related tasks; and gatherings were forbidden, so activities that required group work had to be cancelled. Other activities that were not affected by the pandemic continued while others were postponed to when the restriction was lifted.

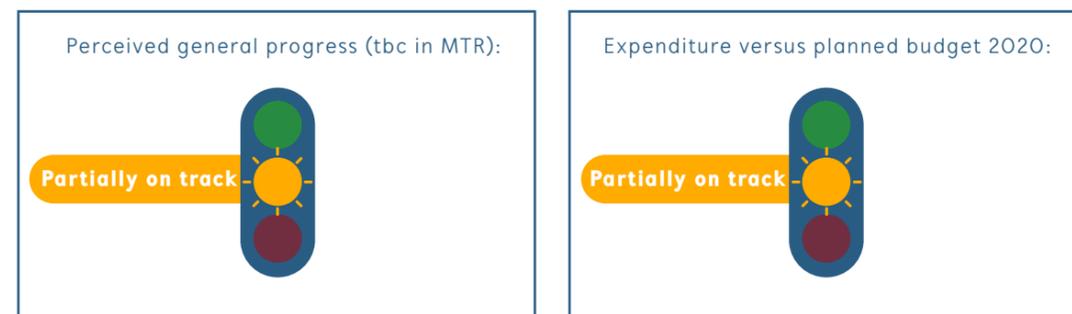
The pandemic has caused social, economic and health crises in 2020 in the project intervention areas since its onset. Evidence shows that early marriage and gender-based violence have increased due to COVID-19 in the project areas and the country in general. The movement restriction imposed by the government until September 11, 2020 worsened and delayed the implementation of community- and school-level project activities, particularly behaviour change and capacity-building components. After the movement restrictions were lifted, however, regular project implementation has commenced at community level, by following COVID-19 prevention protocols. Mass gatherings were banned.

2.1 Ethiopia WASH Alliance sub-programme

"I had limited options to provide water for my family since I was living with many family members without water in a village and life was difficult at that time. Now my access has improved."

Tuna (65) from Shasheme district, one of the beneficiaries of improved water supply.

Overview of progress



Despite the COVID-19 pandemic, the Ethiopia WAI sub-programme is still relatively on track to achieve expected results, although some activities had to be readjusted. For example, mass gatherings to raise awareness were not possible. Instead, health extension workers and sanitation marketeers went door to door or organised small-sized activities within the scope of the government's COVID-19 regulations. In the reporting period, 57,018 people gained access to improved water supply and 61,146 people to sanitation services. Especially in the urban areas, work towards targets are on track. In the programme's remaining implementation period, the sub-programme will focus on the more rural areas.

In 2020, midline data was collected. Analysis of the data for the MTR and sustainability check was planned for Q1 of 2021.

Amref Health Africa received, on behalf of the Ethiopia WASH Alliance, the prize of 'best NGO in 2020' in the implementation districts. This is a great recognition of the programme. The jury explained that the programme delivered the anticipated results and really engaged the government and the communities in the implementing areas.

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 critical times; (ii) increase the use of toilets rather than defecating in the open; and (iii) proper follow up by the local government is carried out in such a way that they ensure that communities have sustained access and use of sanitation facilities (also linked with pathway 3). Ultimately, communities are changing behaviours and reaching sustained ODF status.

In 2020, 45,329 people were reached with BCC messages on basic hygiene practices, safe water usage and chain management, consistent use of latrines and proper handwashing during critical moments. The communication focused on the household level to have at least a functional handwashing facility, with water and soap available within their premises or near to the functional sanitation facilities. Existing local structures were actively involved in the processes of achieving the intended results. The women that form the health development armies were trained to become key facilitators and they helped in cascading messages to the village level. The water facilities with soap implemented by the sub-programme are contributing to improving personal hygiene and frequent washing of hands among the target community.



The targeted community have been sensitised on the importance of toilets, including its consistent use, cleaning and maintenance. In the reporting period, a total of 61,146 people constructed basic toilets and the communities were declared ODF. Through the CLTSH approach, the communities in the ten target kebeles were motivated to take ownership of the improvements of their sanitation facilities. CLTSH working groups are established and actively engaged in each kebele on sustainable behaviour change community conversation to scale up the existing basic latrine conditions to improved. In Ethiopia, the institutional support

mechanism providing support for the ODF-verified communities at district and kebele levels are well established and provide technical backup, including a system of continuous support and follow up to all locations declared ODF within the Ethiopian territory. The health extension workers (HEWs) and kebele leaders support village-level CLTSH committees and are committed to reinforcing community by-laws and maintaining ODF at community level.

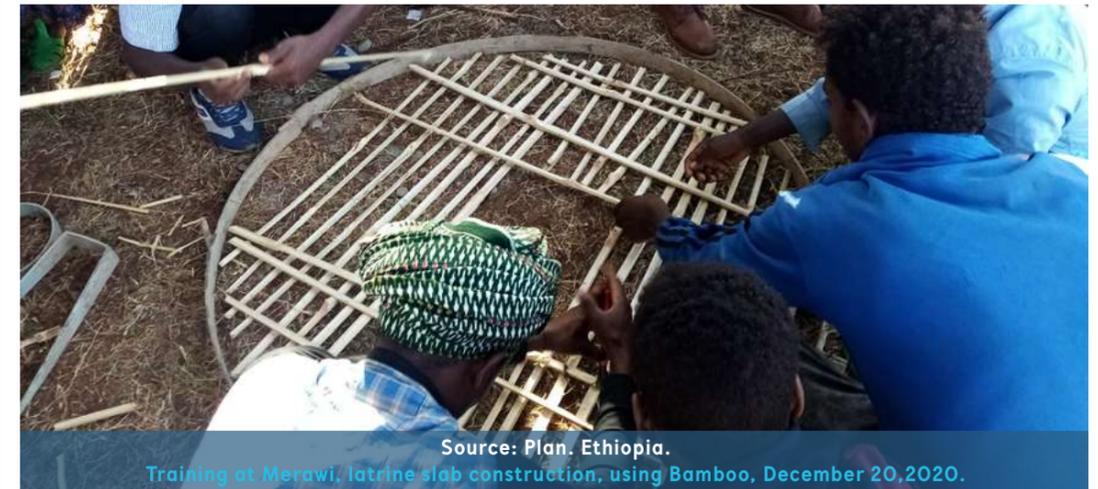
To ensure adequate follow up from the government, the WASH BCC TOT training was provided for HEWs, supervisors and WASH experts. A total of 42 participants (15 female) have attended the training. Participants were drawn from ten project targeted kebeles, health centres and two woreda health offices. Facilitated by Amref, this training was provided by trainers from both district health offices, Zone health department and Amref staff.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, access to 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.

Until the end of 2020, 57,018 people have gained access to, and use of, improved water supply, which will improve their personal hygiene, health conditions and overall wellbeing. The delivered improved water facilities will also play a significant role in curbing the spread of the COVID-19 pandemic as people practise frequent handwashing with the awareness created by health professional and the project. This access is expected to bring other results, which include – but are not limited to – reducing the burden on women in fetching water. They save time that can be used for other activities, cleanliness and overall wellbeing. The type of technologies chosen (deep bore hole pipe system), along with the treatment of the catchment, will contribute to climate-resilient WASH services. In doing so, the sub-programme has leveraged 3 million ETB (approx. 57,000 EUR) in finance resources from local government.

With respect to sanitation, at the end of 2020, a total of 12,200 HHs (61,146 people) in the ten targeted kebeles in Shashemene and Negele Arsi districts constructed household latrines made with local materials. Training on proper use of the latrines also took place. The pit latrines are of a basic type and much still has to be done to move the households up the JMP sanitation ladder. In total, 14 health extension workers and sanitation promoters, along with 20 government staff, 12 community health volunteers, 30 community members and 14 people from school/health centres have been trained on demand creation for improved sanitation facilities or sanitation marketing. The linking of CLTSH to sanitation marketing tools, methods and activities, were



Source: Plan. Ethiopia.
Training at Merawi, latrine slab construction, using Bamboo, December 20, 2020.

employed to maximise community mobilisation and demand creation – such as direct consumer contact, house-to-house and promotion through small groups. Because of the COVID pandemic, massive campaigns were not possible.

BBBC/WASTE has signed MOUs with three MFIs on ways of collaborating, sharing responsibilities and setting common targets. Subsequently, these MFIs have developed sanitation loan modalities as one of their products. In 2020, 102 households constructed safely managed toilets, 66 households needed a credit scheme and a total of 607,000 ETB (approx. 19,000 EUR) has been mobilised locally.

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 the reporting period, a total of 51 WASHCOs members (23 female) and 33 caretakers (1 female) from two new borehole construction sites attended three-day trainings on water scheme management, O&M, community participation and the regular fee collection system. The training took place physically and was facilitated and provided by the district water office. After the training, we saw that the WASHCOs are now actively engaged in facility management and they are mobilising the community members to contribute to the water resource construction and rehabilitation of the pipeline trench excavation to maintain ownership of the project and ensure sustainability. The training provided enabled the WASHCOs to develop by-laws in the management of facilities. The by-laws also serve to monitor the participation of gender and socially excluded groups in the community.

In Shashemene and Negelle Arsi, woreda WASH SDG masterplans have been set up. The plan consists of four components: (a) plan for drinking water, (b) plan for sanitation and hygiene, (c) plan for WASH in school and (d) WASH in healthcare facilities. Four Excel planning tools were developed and the local WASH planning team (composed of seven experts from the two woredas) were trained on the use of these tools. They collected baseline data and developed a clear vision. The teams can now handle quantitative data systematically and support the strategic planning and costing process from the current service level to the envisioned level. The tools support in planning and the costing of WASH infrastructures over longer periods.

A social contract among Negele Arsi woreda Water, Mineral and Energy Office, Negele Arsi woreda Environment, Forestry and Climate Change Authority, Gubeta Arjo kebele, Daka Hora Kalo kebele and Shalla Arjo Forest Conservation Association has been developed to restore and treat the catchment area of Gebeta Arjo. The social contract addresses the terms of collaboration (roles and responsibilities of each party); methods of collaboration; monitoring; consultation; supplementary arrangements; implementation; financial arrangements; channel for communication and notices; commencement, duration and termination and dispute resolution. It also serves to monitor the progress against the commitment made in terms of (a) treatment of the catchment climate change adaptation and (b) mitigation efforts of the community. The realisation of the commitment of the community was practiced by way of visiting and selection of sites and followed by the planting of 1,258 trees.

Unprogrammed COVID-response activities

In the context of the pandemic, where handwashing is one of the preventive measures, BBBC, together with WASTE, has developed innovative handwashing devices that are contact-free to prevent the spreading of any bacteria or viruses. To introduce the innovation to the market, BBBC trained 12 metal work entrepreneurs from six SMEs. After the training, each SME produced two devices. Different commercial establishments, cafés, hotels, and other institutions have purchased the innovative handwashing facilities. A total of 96 (59 in Arsi Negelle and 37 in Shashemene) were sold. BBBC has also conducted ten awareness-raising events at Negele Arsi and Shashemene that reached 5,061 people. Additionally, BBBC bought air time from the local radio station to promote its improved sanitation facility and mainly focused on the promotion of school sanitation. Even though COVID-19 has affected the school academic calendar, there were several schools that asked detailed information about the products. BBBC is currently following up on this demand.

Amref conducted a total of ten hygiene promotion campaigns at different public gathering places, which include market places, bus stations during market days and by roving to the rural *kebeles*. A total of 163,531 people (83,187 female) are reached with key messages in Shashemene and Negele Arsi *woredas*.



Source: Plan. Ethiopia.
XOPI-soap dispenser at Health Post

The WAI sub-programme also supported the Ministry of Health and Ministry of Water Irrigation and Electricity with provision of PPE, such as face masks, sanitisers, laundry soap and waste collection bins that will be used in the institutions engaged in the prevention of the pandemic.

Sub-programme monitoring, evaluation and learning

Originally planned for March 2020, the MTR was suspended due to COVID-19 travel restrictions. It finally took place in the last quarter of 2020 (it was originally planned for March 2020). The WAI country co-ordinator and M&E officer conducted regular quarterly monitoring of the progress of the WAI sub-programme implementation throughout the year. Strong safety measures were in place (e.g. wearing face masks and social distancing).

To enable the partners to cascade the GESI approach to relevant stakeholders in the intervention area, the sub-programme conducted a TOT training. For this purpose, a GESI module was also developed that partners' staff could use for reference during and after the training. In addition, an internal refresher training on GESI was included in the 2021 annual planning meeting to enable partners to better plan from a GESI perspective.

In 2020, a learning alliance was established on climate-resilient and GESI WASH in the two intervention districts (Negele Arsi and Shashamene). It is led by the local government, WAI partners and other stakeholders implementing in these two districts. This platform is serving as a mechanism to share related information and lessons learned on a regular basis. With the support of IRC-WASH, the two districts of the WAI intervention area have developed their strategic plan. This strategic masterplan indicates the status WASH serves now and will serve as a guide for the districts and other implementing organisations supporting the districts in planning and implementation of WASH projects. IRC-WASH has also set up WhatsApp and telegram groups to exchange learning across the sub-programme. The WhatsApp group is for the sub-programme partners, while the telegram group is for the *woreda* WASH learning alliance members, where all programme partners are included. These groups facilitate easy learning and sharing of results, and keep everyone involved on the progress.

Approach to sustainability

In ensuring the sustainability of the WASH services in the intervention area, the Ethiopia WASH Alliance sub-programme is applying the FIETS approach. In doing so, the institutional and financial aspect was prioritised for 2020 as it is relatively more challenging.

To improve the institutional and financial sustainability of the established WASH services, 23 WASHCOs and two water boards are actively participating in community mobilisation on scheme management, sanitation issues and creating a sense of ownership through regular meetings with the community. They set the water tariff through consultation with beneficiaries to ensure

coverage of all O&M. Similarly, the trained water caretakers will inspect the water supply systems regularly and carry out preventive maintenance. Government structures provide WASHCOs regular support and backup on financial management, fee collection for O&M, O&M of water facilities, and provision of different legal financial documents. Also, government experts conduct frequent auditing to promote financial accountability and transparency.

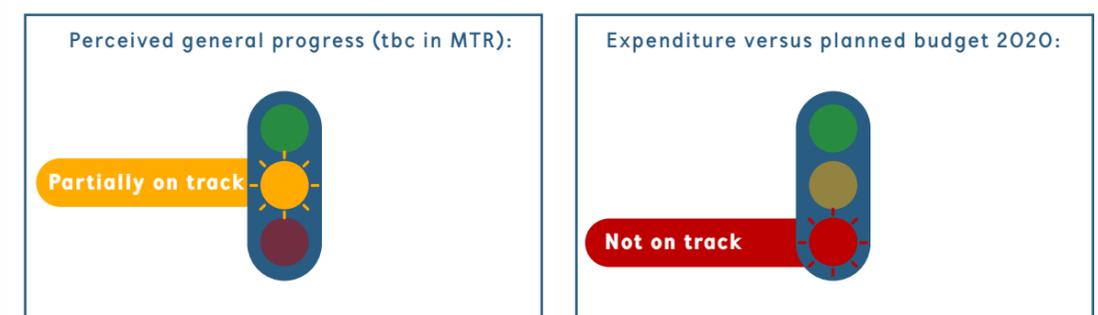
The sub-programme also focused on ensuring the social sustainability of the WASH system. Of the WASHCOs that have been set up and/or trained, at least 50% are women. This is not only about making the women a member of the WASHCO, but also to empower them up the participation ladder and stimulate them to take a decision-making position.

2.2 Ethiopia Bahir Dar Zuria and Lasta sub-programme

"The WASH SDG programme has created access for water to all in our school, using the water pump distribution system. It has made available safe drinking water and water for sanitation and hygiene to our students. This has enabled students to attend their education effectively."

Ayalew Mesfin (34), school principal, Lata Askoramba Primary School, Bahir Dar Zuria district.

Overview of progress



In 2020, the majority of activities were accomplished as planned. In general, adequate progress has been made under pathways 2 and 3. However, the global COVID-19 pandemic has had a negative impact on the implementation of project activities under pathway 1. The movement restriction imposed by the government has delayed the implementation of community- and school-level project activities, particularly the demand-creation and capacity-building

components. In addition, the use of the Gender and WASH Monitoring Tool and the inclusion of sufficient numbers of people with disabilities in WASH structures and project management was a challenge. Due to lockdown, it was not possible to organise workshops and facilitate community-level activities the way they were planned. In general, we see an under-expenditure in 2020, which was due to the COVID situation, when less was possible. It is anticipated that it will be possible to catch up on the delayed activities in 2021.

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 status⁸ and have moved up the sanitation and hygiene ladder.⁹ 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 WASH¹⁰ and students, parents and teachers about MHH (menstrual health and hygiene).

In 2020, district- and community-level government experts have been trained on demand creation and their skill and capacity have improved. Consumers have been capacitated on WASH conditions and demand has been created on WASH services for improved WASH practices to the community through community conversation. The trained community conversation facilitators on WASH and those who were triggered through community conversation have shown an increased demand to purchase sanitation products, buy latrine slabs and construct basic and/or improved latrines at household level. Community triggering was done in the 30 communities through community conversation on WASH and other strategies to enable it to reach ODF status.

The district administration WASH team has been actively co-ordinating the implementation and management of demand-creation strategies at community level. Women and girls have been empowered, which resulted in their increased participation in WASH activities and leadership positions in communities around WASH. Now there is a fair representation of women in WASH leadership positions and management structures. The knowledge of community members (including students) on MHH, the need to construct and use improved latrines, of handwashing at critical times, and on local sanitary pad production skills for girls, women, men and boys at school has improved. The community leaders have noticed the existence of gender disparity that is reflected during the trainings and changed their existing cultural perceptions and attitudes. As a result, men are starting to share the domestic WASH work at household level.

8. Progress will be measured on a yearly basis.

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

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



Source: WASH Alliance International. Ethiopia. Community collection Safe water at Faji Goba.

Girls in targeted schools demonstrate good MHM practices. The support of boys, teachers and parents to girls during menstruation has improved in the targeted schools due to their increased awareness and knowledge of MHM. Boys have developed a more positive attitude towards supporting girls during menstruation.

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.

In 2020, access to water services has improved through the construction and rehabilitation of gender- and disability-sensitive water points. As a result of the constructed and rehabilitated water points, a total of 5,519 people (3,332 female) have benefited in the Bahir Dar Zuria and Lasta districts of the WASH SDG programme. This was realised through the construction of four shallow boreholes at Fereswega kebele of Bahir Dar Zuria and through the rehabilitation works of Dogmeda kebele in Lasta district. The work has been done in collaboration with the district government WASH sector offices. Through MHM services facilitation, the sub-programme has benefited a total of 1,619 schoolgirls through the construction of MHM rooms in four schools in Lasta district. Now the girls are using the rooms to change their sanitary pads during menstruation and take a rest when they need it. Through the sex-segregated VIP latrines constructed in 2020 in Lasta district, a total of 971 students (482 female) and 28 teachers (12 female) have access to standardised latrine services.



Source: Wash Alliance International. Ethiopia.
Children at School practising proper handwashing

Seven new producer groups (five on latrine slab production and two on local sanitary pad production) with 52 entrepreneurs (79% female) have been established, legalised and trained on production and on installation skills. This activity engages local entrepreneurs in the production, promotion and marketing of quality and affordable WASH products. The skills of trained entrepreneurs have shown significant improvement. Four local sanitary pad producer groups were provided with equipment and are ready to begin selling quality reusable local sanitary pads to girls and women at an affordable price.

Pathway 3: Strengthen WASH Governance and Institutional framework

Sub-programme vision for this pathway: By the end of the programme district offices are able to implement service improvement action plans and have improved capacity in M&E of WASH results and expenditures. This will lead to stronger and more coherent WASH sector policies and regulations and increased budget allocation by the district offices for WASH service delivery. The sub-programme calls for gender, inclusion and climate resilience being prioritised in the WASH programmes and sufficient budget allocation to implement these programmes. At a local level, WASHCOs and caretaker committees will have improved capacity in the O&M of sustainable and inclusive WASH services. Through strengthened WASH governance at district, local and community level in the two districts (Bahir Dar Zuria and Lasta), the government will be able to deliver gender-transformative, inclusive and sustainable WASH services in an efficient and effective way.

In 2020, the WASH SDG programme strengthened the institutional framework and WASH governance at district and community level with trainings, equipment and guidelines. Services improvement action plans have been developed by the 30 communities targeted by the sub-programme in the two districts. The districts have also developed annual action plans to improve their M&E system for WASH services. The capacity of the district WASH sectors have improved and they have become stronger through trainings and provision of guidelines on WASH. There is evidence that shows improved capacity of districts, such as improved community facilitation and WASH facility management, data management, etc. The WASH sector offices are now realising the implementation of WASH sector policies and regulations, and are advocating for increased budget allocation by the district administrations and community contributions.

Strength and capacity of WASH sectors in disability-inclusive WASH management have improved. The sectors are committed to ensuring gender equality, disability inclusion and climate resilience in WASH programme implementation and management. The service providers and sectors have become responsible and accountable on WASH service performance. At community level, WASHCOs and WASH clubs at schools have improved their capacity in the O&M of sustainable and inclusive WASH services. The two target districts and community leaders are working hard to ensure the delivery of gender-transformative, inclusive and sustainable WASH services. WASH agencies, including 11 school WASH Clubs and seven WASHCOs that have been supported and strengthened in 2020, are actively leading and

co-ordinating WASH activities in their institutions and communities. The sub-programme has ensured that 50% of all WASHCOs and WASH club members are women and girls, who are now also actively engaged in WASH decision-making processes.

Unprogrammed COVID-response activities

Awareness-raising promotions were conducted on COVID-19 in the two districts. A total of 109,000 community members have been reached with the promotions using mobile van audio messaging campaigns and via the distribution of 10,010 copies of different printed IEC materials, which are made gender and disability sensitive. Different sector offices in the two districts, 62 health posts, 16 health centres and 62 kebele administrations were supported with hygienic and protective materials and 72 non-hand touch mobile handwashing facilities. The supports have resulted in an improved capacity to respond to COVID-19 and resulted in recognition certificates from district administrations.

XOPI soap grater dispensers were installed in schools and health facilities in the targeted districts to support handwashing with soap at critical times and ensure a safe return to school in September. Besides the installation of the XOPI in schools and health facilities in the targeted districts, they were also installed in one government primary school in Bahir Dar City and in one public health centre in the city.

The XOPIs have been received positively: the XOPI is suggested to be user friendly and more economical in that it significantly reduces solid soap waste as it is highly protected. The XOPI has made it possible for the school students and teachers to access soap. Follow up visits will be done to ensure that schools and health facilities are sustainably making use of the XOPI and to draw lessons out of it. The installation of the remaining soap dispensers was already in progress at the time of writing this report and under way in the schools and health facilities at Bahir Dar Zuria and Lasta districts, which are targeted by the WASH SDG programme.

Sub-programme monitoring, evaluation and learning

Sex- and disability-disaggregated data is documented in all the interventions related to the sub-programme using the tracking templates designed for the purpose. Partners are strongly engaged in M&E of community-level WASH activities. Household basic and improved latrine assessment by kebele experts and leaders is done as a baseline to see the effectiveness of community conversation later on. Joint monitoring and supervisions were undertaken in the two districts, using standard checklists designed for the purpose. From this, we have learned that regular intensive support and follow up regarding demand creation is needed from the district WASH team to the school and community level to boost ownership and ensure the sustainability of the results.

The Plan country office WASH team has also carried out supportive supervision and monitoring on a quarterly basis. District- and community-level M&E action plans were developed and

used to ensure regular review and monitoring of the results and activities. The plan was endorsed by the district high-level officials to ensure ownership of community-level project management. We have learned that the deliberate inclusion of women and people with disabilities in WASHCOs has enabled women and persons with disabilities to see themselves as an important group of people who could contribute a lot to WASH activities. Men have also realised the importance of including the voices of women and people with disabilities in WASH.

A periodic review of the progress with stakeholders at community level and with the district WASH team has been undertaken and has resulted in experience sharing among the kebeles targeted by the sub-programme. However, due to COVID-19, evidence-based assessments using the Gender and WASH Monitoring Tool and process evaluation was not possible at community level, as gathering in groups was restricted.

Approach to sustainability

To ensure ownership and social sustainability of the results, we have been doing activities via the community-managed approach and active participation of communities in all programme pillars. The communities contributed labour in ground excavation works and supplied stones in the construction of water facilities at community level and the construction of VIP latrines in schools based on the sustainability agreement signed. The water points and latrines were constructed with an inclusive design, so that anyone in the community can access them. Women are represented in decision making in WASHCOs and an attempt is made to include persons with disabilities whenever they are available. The latrine pits and handwashing facilities are constructed following the government regulations for institutions and are based on the feasibility study on water resources protection to ensure environmental sustainability. To ensure technical sustainability, operation, management and maintenance, skill trainings were provided to the WASHCO members and caretakers. The trainings have improved their skills and enabled them to perform minor maintenance. There are also two district-level experts who are properly trained to support WASHCOs in the maintenance of the WASH facilities when there are major issues. Thus, there are trained human resources with sufficient skills and tools available for O&M. With regards to financial sustainability, all the WASHCOs collect money from the community and deposit the cash in their bank accounts to guarantee maintenance of WASH schemes when the need arises.

With regards to the sustainability compact, the capacity of local authorities is enhanced and a system is operational in monitoring and supervision of access to WASH. Monthly reports on the status of water points at institution level, and quarterly and annual inventory at community level, are occurring on schedule. Plus, field monitoring and observations are regularly made. They are also supporting service providers and ensuring quality. In particular, the health and education sectors have regular monthly, quarterly and annual reporting on WASH. In addition, there is regular monitoring of WASH facilities at community level on a quarterly and annual

basis by the district WASH team. Nevertheless, there are challenges: the targeted districts have a limited number of human resources, unless the *woreda* has instituted a WASH management plan that allocates budget for expenses related to major maintenance and/or to new WASH construction/services. There are not enough vehicles and fuel assigned for WASH-related regular monitoring by sector offices.

2.3 Country-level updates

Monitoring, evaluation and learning

Establishing a national learning platform for climate-resilient WASH and GESI is one of the activities planned jointly by WAI partners Wetlands International and IRC. Accordingly, after a tireless effort, the MoU to establish a learning platform was signed by the Basin Development Authority, Oromia Water and Energy Resources Development Bureau, Wetland International and IRC WASH in mid-March 2020. It was planned to facilitate at least one meeting in phase I of the programme, but because of the long time it took to get the MoU signed and following the COVID-19 pandemic and resulting state of emergency, which restricted travels and meetings, the meeting could not be facilitated. In this platform, there are several WASH stakeholders present, such as government officials, water authorities, NGOs and donors. This includes our consortium partners.

A learning strategy document was also finalised after review by WAI and WI in the reporting period. The document indicated the need to have internal and external learning platforms. It also identified potential stakeholders at preliminary stage and the mechanism to share the learning across local, national and global audiences.

Two learning trips were planned, whereby Plan would visit the WAI implementation area to learn more about the climate-resilient approach and the WAI partners would visit Plan to learn more from their GESI approach. Unfortunately, these excursions could not take place due to COVID. They have now been rescheduled to May 2021. Plan and WAI are both joining the LKD trajectory on GESI and are sharing best practices.

Country programme management and coordination

The WASH SDG programme in Ethiopia has established a co-ordination mechanism. At a higher level, there is an Ethiopia WASH SDG Steering Committee (SC), which involves directors/heads of programmes of the WASH SDG Consortium partners of WAI and Plan. The SC committee meets every six months. The agenda of the SC addresses an update on the current status of the different sub-programmes, discussion on WASH policy issues in Ethiopia that might influence the consortium and discussions on learning at the consortium level. Following the SC, there is a Programme Group of the WASH SDG Consortium that involves the programme managers of WAI

and Plan. They meet every quarter to share updates on programme implementation, learning and sharing, discussion on advocacy and all other relevant programme-related agendas.

The WASH SDG Consortium is proactively engaging in the national WASH initiatives. Represented by the country co-ordinator, who is a member of the national WASH Technical Committee. The Consortium programme is in alignment with the One WASH National Program and contributes to WASH sector co-ordination, collaboration and targets set at the country level. There is also an advocacy group developed that has set an advocacy strategy. The advocacy will focus on GESI and financing for WASH.

Risks and mitigation

Political unrest is always on the lure. The conflict in Tigray has not affected the implementation, but the situation remains fragile. In June, 2020, a popular opposition leader was murdered leading to unrest in the implementation area of Sashemene.

The elections programmed for 2020 were postponed to June 2021, due to COVID, which means that government stakeholders will be busy with related tasks. This might affect the activities planned in relation to government strengthening and the advocacy related to the government stakeholders. To mitigate any interference, the project team will plan well in advance their engagements with the government.

At the time of writing, the pandemic is also increasing again and might affect programme implementation. Contingency plans will be prepared.

2.4 Communication on the sub-programmes (articles, videos, blogs)

Date	What	Title and link	Partner
 May 2020	Press release	Coronavirus disease (COVID-19) News. Ministry begins mobile phone based training to fight COVID-19.	WAI / Amref
 July 2020	Press release	Joint Plan to Develop Water Supply Systems launched in Ethiopia	WAI / Amref
 April 2021	Article	Gender Equality and Social Inclusion in Relation to Water, Sanitation and Hygiene in the Oromia Region of Ethiopia. Int. J. Environ. Res. Public Health 2021, 18, 4281. Assefa, G.M.; Sherif, S.; Sluijs, J.; Kuijpers, M.; Chaka, T.; Solomon, A.; Hailu, Y.; Muluneh, M.D.	WAI / Amref

Safe and sustainable water supply for healthy and happy families

Amina Nageso (61) used to spend hours each day carrying water for her family of seven. There was a serious water shortage in her village, Buhura Gara in the Kersa Gara kebele, and there were always long queues at the only safe water point which also served the surrounding villages. Sometimes Amina took water from the river but that made her family sick.



Story Facts

Country: Ethiopia

Sub-programme: Ethiopia
WASH Alliance sub-programme

Consortium partner: WASH
Alliance International & Amref

Source: ??, Ethiopia.

Life improved dramatically for Amina when Amref Health Africa built three public water points. She now has a safe and clean water supply close to her home, and the health of her family has improved. "It has reduced time spent fetching water, increased my participation in family livelihood activities and saved money that was paid for medication and transportation due to water borne diseases," says Amina. "And in the process of working towards the

new water supply construction, Amref Health Africa has created a platform for continuous community discussion to solve water supply problems."

To build the water system, Amref Health Africa worked together with community members like Amina. All households participated from the beginning, for example working on the construction of trenches that were used in the pipeline system.

"I will be actively participating and contribute for the sustainability of this water supply since it saves my family's life and also it's our future life"

says Amina

3. Indonesia



Source: Plan. Indonesia
Students in Belu are participating in STBM-MHH in Schools Monitoring in Belu District.

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

#	Area
1	Malaka
2	Belu
3	Mataram
4	Lombok Tengah
5	Bandar Lampung
6	Metro
7	Tasikmalaya

- WINNER sub-programme
- WASH SDGs for Sustainable and inclusive cities sub-programme
- Urban area
- Rural area



Sub-programme 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: • NTB province: Konsepsi, Transform, YSLPP, Endri Foundation • NTT province: Yayasan Pajar Timur, Persani Local / national authorities: • 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: • 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: • 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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Indonesia tab.

COVID-19 in Indonesia

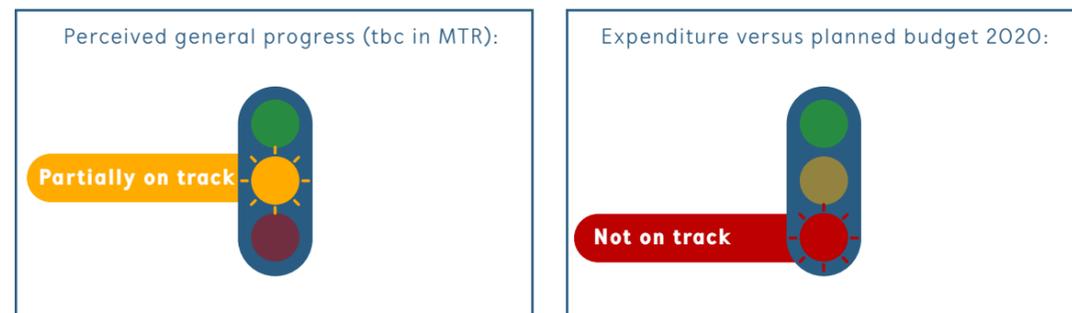
The COVID-19 pandemic in Indonesia started in March 2020, with the first case found in Depok City, West Java. COVID-19 cases increased throughout 2020. By the end of 2020, the government of Indonesia (GoI) reported 657,948 cases of COVID-19 with a death toll of 19,569 people. Almost all of the WASH SDG project areas are impacted by the COVID-19 pandemic. To prevent the spread of COVID-19, the GoI imposed restrictions on community activities at offices, schools and other public facilities. The GoI also restricted any crowd-causing activity in the community, such as recreational and large-scale meetings. These impacted the WASH SDG implementation in Indonesia. Some of the major-scale meetings and workshops could not be done and have been postponed or cancelled. Some other activities could still be done virtually, through online meetings, or on a smaller scale, considering the COVID-19 protocol.

3.1 Indonesia Nusa Tenggara (WINNER) sub-programme

"Before I joined the MHH training, I never thought about a menstrual hygiene facility needed by female students. Yet, after the MHH training, I realised that female students in schools need a facility to manage their menstrual hygiene while in school. Therefore, as the school principal, I'm committed to provide a girls-friendly toilet so that the girls can use it safely and comfortably, including to manage their menstrual hygiene."

Headmaster, Purnomo/53/Male in Mataram City.

Overview of progress



In general, the implementation of the sub-programme and spending performance have had relatively good progress and are on track, despite several activities that could not be done due to COVID-19. Activities that were postponed in 2020 will be implemented in 2021, with adaptations to COVID-19 protocol.

Plan encouraged the city and district governments through Pokja AMPL (district WASH working groups) to take the lead in implementation of STBM-GESI¹¹, the equivalent of Community Led Total Sanitation in English.] campaigns, from city/district level to the villages. The activities focused on post-triggering, monitoring and verification of pilot villages, STBM-GESI and MHH training for teachers and peer educators at pilot schools, MHH Day 2020 celebrations, formulation of STBM-GESI policy on city/district level, and advocating for the implementation of STBM-GESI and MHH at national level. One highlight of 2020 is that Plan conducted a STBM-GESI national webinar and STBM-GESI meeting with the director of environmental health, Ministry of Health

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

(MoH), with the objective to encourage the MoH to include GESI aspects in the Minister of Health Regulation (*Permenkes*) on STBM. Plan presented the policy brief on STBM-GESI to the MoH as an official policy recommendation document, to which the MoH responded positively by including the GESI aspect into the *Permenkes* STBM planning.

The funds reallocated from the Innovation Fund were spent in 2020 in the sub-programme areas and consisted of the development and distribution of COVID-19-inclusive IEC materials; trainings for STBM teams, district Pokja and local journalists; community campaigns on COVID-19 prevention through (permitted) community gatherings and social media; cloth mask and menstrual pad production training for women and people with disabilities; and distribution of hygiene, MHH and PPE kits for marginalised groups and health centres.

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 status¹² and have moved up the sanitation and hygiene ladder¹³ 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 people with disabilities are empowered.

Plan, local NGO partners, district WASH working groups and district/village STBM (community led total sanitation) teams carried out the monitoring and hygiene promotion on 100 pilot villages. This activity builds on the 2019 triggering interventions using the GESI-STBM Nutrition Sensitive Module. Currently there are 140 STBM teams trained, including the women's group organisation (PKK), that are actively conducting triggering, hygiene promotion and monitoring in the communities in accordance with COVID-19 protocol. Four Pokja AMPLs (Indonesian abbreviation for district WASH working groups) in the sub-programme intervention areas also actively led the STBM-GESI implementation and monitoring in their respective communities. As a result of the behaviour change triggering in 100 villages, 48 villages were verified as STBM villages, with nine of these also declared as ODF villages. Plan facilitated regular meetings among the Pokja AMPL members to strengthen co-ordination. In addition, Plan encouraged PKK and the disabled person's organisation (DPO) to be actively involved within Pokja AMPL meetings.

The STBM-GESI interventions and campaigns were extended beyond the 100 pilot villages to include 52 schools. Initially planned for 40 pilot schools, 12 schools were added on request from the city/ district government. These STBM-MHH pilot schools include elementary, junior high and special needs schools. The STBM-GESI and MHH interventions consisted of the rehabilitation of

12. Progress will be measured on a yearly basis.

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



Source: Plan, Indonesia.

Gabriella Ati, member of PKK (Women's Organisation) of Besikama Village, Malaka District, leads the STBM pledge during the STBM Village Declaration on October 2020.

inclusive STBM-MHH facilities, as well as trainings of teachers and peer educators. As a result, this methodology is now integrated in the existing programme. The STBM-GESI and MHH trainings were attended by 138 students (63 boys and 75 girls, three students with a disability). Due to COVID-19, the STBM-GESI and MHH campaigns in schools were conducted online via Zoom, YouTube, Facebook and Instagram as the schools were closed from March 2020. A Menstrual Hygiene Day 2020 celebration, hosted by Plan and SNV, was also conducted online. Plan also celebrated the International Day of People with Disabilities, focusing on sanitation access for II. Several competitions were held (writing competition, inclusive handwashing station design competition, inclusive social media campaign competition, and WASH Access for ALL webinar) to mark the day. Activities related to the joint monitoring with MoH and the implementation of the Gender and Wash Monitoring Tool could not be done due to COVID-19.

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.¹⁴

To ensure the availability of sanitation and hygiene services and products, Plan conducted technical assistance and monitoring for the sanitation entrepreneurs, who were trained and established in 2019. In 2020, Plan also provided additional cloth mask making training in response to the COVID-19 pandemic. As a result, 48 sanitation entrepreneurs (33 men, six women, nine people with a disability) are actively producing and selling sanitation and hygiene products in Mataram City, Lombok Tengah, Malaka and Belu districts. The WASH products and services promoted to the community are related to faecal desludging services, reusable

14. Five 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).

menstrual pads, cloth masks and toilet pans. In 2020, these entrepreneurs sold 5,474 reusable menstrual pads, 33,350 cloth masks and 698 toilet pans. In Mataram City, one communal septic tank was constructed as a pilot in an urban setting. Sustainability was addressed through training for community members on maintenance and desludging. Training involved communal septic tank users, STBM team and PKK.

Together with school management, Plan worked on the rehabilitation of sanitation facilities in 52 pilot schools, making them more inclusive and girl-friendly by adding MHH features. This rehabilitation is supported by Plan and school contributions through BOS (School Operational Fund). The goal is to ensure that students have proper and inclusive sanitation facilities. The construction of inclusive sanitation facilities in schools is a model expected to be replicated by the city/district government. In addition to constructing inclusive sanitation facilities, Plan also trained school principals, teachers and peer educators on STBM and MHH. To ensure sustainability of the sanitation and MHH campaign in schools, Plan encouraged the city/district Education Agency to join the district WASH working group.

The foreseen co-operation with the water filter company had a delayed start due to COVID-19.



Source: Plan, Indonesia.

Meliana Buik is one of the disability entrepreneurs from Belu District who actively produces and sells cloth masks and reusable menstrual pads.

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 (National Water Supply and Environmental Sanitation Working Groups), 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.

In 2020, Plan continued to provide Pokja AMPL (district WASH working groups) and village/district STBM teams with technical assistance and capacity building. Despite COVID-19 restrictions, Plan facilitated regular meetings (on- and off-line, and in accordance with health protocol) to exchange on STBM-GESI learning among the Pokja AMPL members. Plan also facilitated horizontal learning sessions between government stakeholders related to STBM-GESI and MHH in schools and in the communities. Related to school sanitation, Plan conducted STBM-GESI and MHH workshops in 52 pilot schools as described in pathway 1. These schools are expected to serve as models for government replication in 2021. Plan facilitated an MoU signing between the Education Agency and the Health Agency in Mataram City, Malaka and Belu district, which mandates these agencies to work together to implement STBM-MHH in schools. This can be considered as an extra achievement of the sub-programme.

To ensure sustainability of STBM-GESI and MHH at city/district level, Plan conducted policy advocacy workshops (on- and offline), resulting in several policy drafts supporting STBM-GESI and MHH at district levels. In Mataram City, Plan encouraged the *Perwali* (Mayoral Regulation) No. 50 Year 2019 on Safely Managed Sanitation to include the standard operating procedure (SOP) on faecal desludging at household level. To encourage GESI in WASH, Plan facilitated advocacy meetings to formulate the City Action Plan for Drinking Water and Environmental Health (RAD AMPL) for Mataram City. As for Malaka and Belu districts, an advocacy workshop resulted in the formulation of the district STBM-GESI roadmap, currently under review by the district WASH working group and to be finalised and signed by district officials in 2021.

At the national level, a STBM-GESI national webinar and audience meeting with the Director of Environmental Health, MoH, was organised. This national advocacy meeting aimed to encourage the MoH to include GESI aspects in the Ministry's Rule (Permenkes) on STBM, and provided the opportunity for Plan to present the [Policy Brief on STBM-GESI](#) as an official policy recommendation document. The MoH approved Plan's recommendation, to be considered as a great success of the sub-programme. In 2020, Plan partnered with the MoH to conduct STBM-GESI and MHH training in schools, which were attended online by 512 city/district representatives from all Indonesia.

Unprogrammed COVID-response activities

This sub-programme was reallocated funds to implement COVID-19 emergency response through WASH-GESI interventions. The COVID-19 emergency response was conducted through the following activities: COVID-19 prevention training for STBM teams, district Pokjas and local journalists; cloth mask and environment-friendly sanitary pad production trainings; hygiene and MHH kit distribution for marginalised groups; the provision of PPE to Plan staff; implementing partners and STBM teams in 100 pilot villages; development of inclusive COVID-19 knowledge, information and education media materials; and a COVID-19 prevention campaign in the WINNER sub-programme areas, both in schools and in the communities. The COVID-19 emergency response activities successfully trained STBM team members (295 people; of which 148 were men and 147 women); distributed 3,000 hygiene kit packages to the communities; trained 18 women and 15 people with disability on how to make cloth masks and environment-friendly menstrual pads; and conducted COVID-19 campaigns in 100 pilot villages. The COVID-19 campaigns were conducted both offline (mobile campaigns, home visits and small-group community meetings) and online (radio, WhatsApp, webinar and social media activities). In the COVID-19 prevention campaign, Plan involved peer educators in schools to campaign in school communities.



Sub-programme monitoring, evaluation and learning

Though the team, working from Jakarta and the four sub-programme locations, could not meet physically, the M&E process has been ongoing. The mid-term evaluation was planned for 2020, using the same indicator framework as utilised in the baseline. However, COVID-19 delayed the process and all activities were subsequently postponed to 2021. To document learnings and best practices, two newsletters – [October](#) and [December](#) edition, consisting of human interest stories and best practices of the sub-programme – were produced and distributed (on- and offline) to WASH stakeholders in Indonesia.

In 2020, Plan planned Gender and WASH Monitoring Tool (GWMT) sessions in 17 villages; however, only two were conducted due to COVID-19. The GWMT monitors gender equality in both household and community WASH activities. Though few sessions were conducted, GWMT results showed the division of household chores related to WASH are starting to balance out among men and women. Some men have started to take part in household activities and parenting. Decision making in the household is also starting to show positive change. In addition, 286 people with disability are involved in the GWMT. Plan uses a twin-track approach towards gender transformation in WASH: GESI mainstreaming in the programme and capacity building for marginalised groups of women, girls and people with disabilities. Men and boys are encouraged to actively participate in STBM-GESI campaigns.

In 2020, it became evident that the monitoring tools, as introduced and applied in 100 pilot villages, were accepted by local government and will be used in replication areas. As a result, Plan shared the learnings and best practices of five STBM-GESI pillars monitoring implementation with the MoH team and city/district Pokja to encourage the MoH to also accommodate the five STBM-GESI pillars into the National STBM Monitoring System, including the android-based



Source: Plan, Indonesia.

Serafina Beta, Coordinator of Persani (an Organisation for People with Disabilities) participating on accessibility monitoring on STBM and an MHH facility in Schools for Children with Special Needs in Tenubot, Belu District

monitoring system. The learning session also aimed to encourage district/city government to use this approach in the replication areas in 2021. The MoH showed willingness and intention to include the five STBM-GESI pillars in the National STBM Monitoring System. Currently, the integration is still under way. Plan and MoH are developing a video guide for the monitoring and verification of five STBM-GESI pillars, to be launched in 2021, alongside the monitoring tool.

A nutrition-sensitive STBM-GESI campaign was conducted with 100 pregnant women and their husbands via home visits. To measure the change of knowledge and behaviour, longitudinal action research was conducted on baby growth monitoring using a quasi-experiment approach. Data collection was delayed due to COVID-19, and thus the study is expected to be completed in 2021.

Approach to sustainability

Since the key focus of the sub-programme is sustainability on government level, this chapter is especially closely related to pathway 3. The adoption and implementation of the Sustainability Compact with the local authorities was delayed due to COVID-19 and will now be signed in 2021, coinciding nicely with the replication phase, as started by local governments. Plan will facilitate the meeting with high-level government officials to re-socialise the sustainability clause as part of the exit strategy preparation in the replication phase. The meeting will result into the signing of the Sustainability Clause by the high level of city/district government officials.

Regarding *institutional sustainability*, Plan facilitated meetings with the MoH to encourage support on STBM-GESI, which resulted in the approval to include a GESI aspect in the *Permenkes* STBM (Health Minister Regulation on STBM). The revision process is ongoing. Advocacy meetings were conducted to influence the WASH policy at district level, resulting in several district-level policies. In Malaka and Belu districts, Plan successfully encouraged the government to formulate the STBM-GESI Roadmaps. To ensure sustainability of STBM-MHH in schools, these policy elements have been integrated with the UKS (School Health Unit). As for *financial sustainability*, a gender-responsive budget planning webinar was organised and attended by 40 (23 female) representatives of district WASH working groups and disabled people's organisations from the sub-programme areas. Each district will select one pilot OPD (*Organisasi Perangkat Daerah/ District Agency District Agency*) to implement the gender-responsive budgeting.

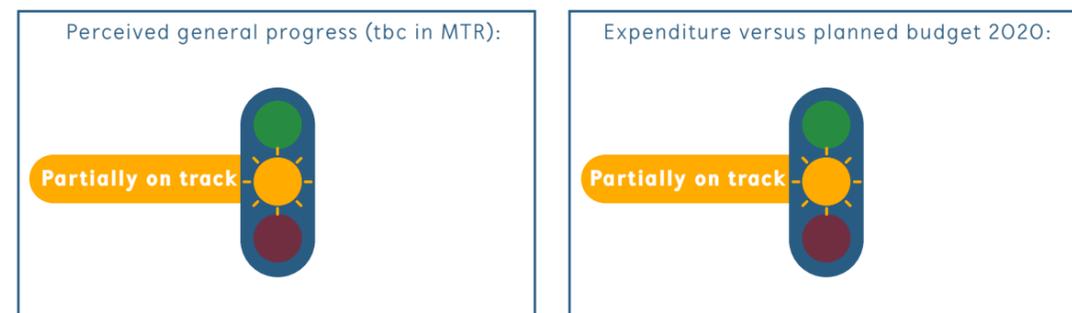
To ensure *environmental sustainability*, Plan developed communication materials on environmentally friendly STBM-MHM facilities to support hygiene promotion in communities and schools, which were used by STBM teams during hygiene promotion in pilot schools and communities. A total of 52 pilot schools and 100 pilot villages have implemented the environmentally friendly STBM facilities that can prevent water contamination from *e-coli*. STBM training for sanitation entrepreneurs built production and maintenance capacities for WASH facilities and products.

3.2 Indonesia sustainable and inclusive cities sub-programme

"The WASH SDG programme has helped us to better understand the basic WASH services that needs to be implemented in health centres. The support from SNV and also Ari (local facilitator) during the pilot is very beneficial for Puskesmas Margorejo and now we are confident to further carry out the improvements. I also believe other Puskesmas will be grateful to get such assistance."

Ibu Rosnilam, head of Puskesmas Margorejo, Metro City, Indonesia

Overview of progress



Throughout 2020, the sub-programme had to adjust to accommodate the impact of COVID-19 in Indonesia. Adjustments were threefold:

- Conduct COVID-19 response activities in line with all the three pathways. The activities were successfully conducted and aimed at encouraging handwashing with soap by conducting behavioural campaigns, providing model handwashing stations that can be used by disabled users, and supporting the design and dissemination of a health protocol booklet.
- Conduct strong advocacy work as national and local initiatives in WASH were massively disinvested because of the 'COVID emergency'. SNV successfully managed to 'retrieve' funds allocated to the construction of the faecal sludge treatment plant in Bandar Lampung.
- Adapt and conduct many field activities online.

The three cities managed to implement most of the planned activities. In Bandar Lampung, 70 new urban villages achieved the status of ODF, developed a draft BCC strategy focusing on ODF and septic tank desludging. The sub-programme is following closely the tendering process

for the construction of a new Instalasi Pengelolaan Lumpur Tinja IPLT, the FSTP, in 2021. In Tasikmalaya, the sub-programme also managed to reinforce the O&M capacity of the IPLT by supporting the development of SOPs, the implementation of a successful twinning programme with the association of sanitation operators (Forkalim), the development of a web-based management system and preparation from piloting of a composting machine. The ODF/Saniman activities were hindered by the difficulties to conduct field-based interventions. In Metro, the sub-programme supported the local government in developing a draft of BCC strategy, focusing on L2T2. At national level, the sub-programme has successfully influenced policies in terms of WASH in school and climate change. Focus will be on supporting implementation at local government level in 2021.

Overall, the programme remains on track, but there is a risk due to the continued pandemic situation. In both Bandar Lampung and Tasikmalaya, the achievement of the sub-programme results in terms of safely managed sanitation will depend on the government's decision to release funds allocated to the construction of the treatment plants. The sub-programme will focus on the city-wide aspect and include more intensively other sanitation providers, including communal sanitation, masons, private operators and, eventually, public toilets blocks managers.



Source: SNV, Indonesia.
community in Bandar Lampung, August 2020. SNV gave the HWS station to City's Emergency Response Office and located in one of the appointed location.

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 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.

A major achievement in all sub-programme cities under this pathway is the set-up of cross sectoral BCC task forces/teams which enable the health, public works, communications and environmental offices to work together and establish co-ordinated WASH strategy and interventions.

In Bandar Lampung, the sub-programme supported the implementation of municipal ODF strategy, and 70 urban villages were declared ODF. The BCC team was trained and supported to design and update BCC strategy focusing on safely managed sanitation and handwashing. The promotion of scheduled desludging (L2T2) is delayed because of poor functional and limited capacity of faecal sludge treatment plant FSTP/IPLT. L2T2 promotion shall be started after the commissioning of new IPLT. In 2018, SNV initiated a youth project, which led to the creation of a local youth organisation (YSC, for Youth Concerned with Sanitation) that in 2020 was able to influence behavioural change and improvement of sanitation facilities at university level through advocacy and media mobilisation. YSC was acknowledged by the Province Health Office and involved in joint actions using social media through podcasts and webinars to raise awareness on MHM¹⁵. They also obtained funding from the EU to improve WASH services in Pesawahan village in Bandar Lampung.

In Metro, activities focused on promoting timely and safe emptying of septic tanks since the city was declared ODF in 2019. Through workshops and facilitation, SNV supported the city's cross-sectoral BCC team to develop an evidence-based BCC strategy and a video to promote scheduled desludging. The strategy for domestic wastewater management was embedded in the Environmental Office planning document, thanks to SNV's advocacy.

In Tasikmalaya, the sub-programme supported the local government's BCC team to implement and pilot an integrated approach for the promotion of safely managed sanitation and hygiene (SANIMAN). This allowed 3,000 households to access sanitation and to reach STBM (improved ODF) in four urban villages. Promotion of safe and timely emptying was launched by setting up a customer database among 1,000 surveyed households. This database is part of the web-based management information system (MIS) described in pathway 2, to reinforce the capacity of the FSTP operator to provide desludging services.

15. Link to their activities: [WASH SDG youth partner YSC: trendsetters in the Indonesian sanitation landscape | SNV World](#)



Source: SNV, Indonesia.
Bandar Lampung, 2019. Desludging process in community.

The sub-programme conducted intensive activities with the media in the three cities, resulting in a significant increase in WASH coverages and publications, both in local and national media. This also influenced the Ministry of Public Works to review their decision to cancel the construction of a new IPLT (in Bandar Lampung) and reallocate the budget to addressing the COVID-19 situation. This decision has now been reversed and the budget for the construction of the IPLT remains.

Promotion of MHM in schools was done at national level (see pathway 3), but could not be done locally as schools were closed due to COVID. The handwashing with soap (HWWS) activities were also conducted as part of the COVID-response activities. The sub-programme addressed climate change aspects by engaging on follow-up actions from CVR assessment such as: promotion of regular desludging, design of a prototype for floodproof septic tank (to be piloted in 2021), and promotion of standardised (watertight) septic tanks.

Pathway 2: Improve WASH service provision

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

The increase in desludging services (public operator) was addressed both in Metro and Tasikmalaya, where the IPLT has sufficient treatment capacity to receive a greater amount of sludge. Local government and the IPLT operators were supported in drafting and launching a scheduled desludging programme (L2T2) in both cities and in setting up a web-based management information system (MIS) in Tasikmalaya to target specific zones, provide customer database, segmentation and truck accessibility to increase the public operator's capacity to provide desludging services. In Bandar Lampung, the operator (PD Kebersihan) collaborated with the Education Office in prioritising school desludging (leading to 134 schools being serviced). Involvement of private operators still remains a challenge because of the regulatory framework (tariffs-setting by the local government), limited capacity of the existing treatment facilities, definition of coverage areas and general collaboration issues between the private operators, the public service providers and other stakeholders.

The sub-programme supported on improvement of processes and/or of capacity of the public operator in charge of managing the IPTLT/FSSTP in the programme cities. In Bandar Lampung, technical recommendations were provided including detailed engineering design (DED) to support the tendering process to build new faecal sludge treatment facilities, as well as capacity building to comply with national government requirements to grant funds for infrastructure at local level (the so-called 'readiness criteria').

Across the three cities, a set of administrative and technical SOPs for desludging, collection,

treatment, and disposal were reviewed and tested. The use of SOPs resulted in improvement to the quality of the effluent discharged from the IPLT in Tasikmalaya and in Metro, and to safety, as they contain detailed recommendations on safety guidelines which are beneficial both for the operators and the client households. The sub-programme also supported the public operator in Tasikmalaya to be a mentee of a twinning programme organised by the National Federation of Wastewater Operator (Forkalim) to increase their O&M capacity. The operator will become a mentor in 2021.

In Tasikmalaya, the sub-programme identified, along with the Dinas Kesehatan (City Health Office), a micro-finance institution actively involved in promoting group lending to support poor communities, including to construct standard septic tanks. The sub-programme also conducted a study to identify how to increase Corporate Social Responsibility funds from private companies, including increasing their participation in funding water- and sanitation-related projects.

Peningkatan Peran Focal Point PUG Dalam Pembangunan Responsif Gender di Kota Tasikmalaya

Kelas Virtual - 1
Gender & PUG dalam Pembangunan

PEMATERI

- Prof Ismi - Dekan Fisip UNS
- DR. Erhamwilda - Ketua Prodi PGPAUD Unisba, Ketua FKKGA Jabar.
- Ririn Dewi Wulandari, S.E., M.M. - Fasilitator PPRG Jabar

09.00-11.00 Rabu, 5 Agustus 2020

Pendaftaran menggunakan tautan berikut: <https://bit.ly/RegToTPPRG>

GENDER ? JENIS KELAMIN?

PERBEDAAN PEREMPUAN & LAKI-LAKI HASIL KONSTRUKSI SOSIAL BUDAYA

PEREMPUAN	Perbedaan	LAKI-LAKI
Sektor domestik: beres-beres rumah, mencuci, memasak, menyortir	Peran	Sektor publik: bekerja, mencari nafkah di luar rumah
Mencari nafkah tambahan	Pangai	Mencari nafkah utama
Ibu rumah tangga	Tanggung jawab	Kepala keluarga
Peranan	Stipak	Masukiah
Emosional, Perasaan, Peril Leman	Perilaku	Respon, Segas, Agresif, kuat

PERBEDAAN BIOLOGIS PEREMPUAN & LAKI-LAKI YANG BERATNYA 100%*

PEREMPUAN	LAKI-LAKI
Ciri Primer: <ul style="list-style-type: none"> Memiliki Vagina Memiliki Ovarium (indung telur) Menghasilkan Ovarium (Esel telur) Memiliki Uterus (Rahim) Mengalami Menstruasi Memiliki Anus: XX 	Ciri Primer: <ul style="list-style-type: none"> Memiliki Penis Memiliki Kandung Zakar Memiliki Buah Zakar Menghasilkan Spermia Prostat Memiliki Anus: XY
Ciri Sekunder: <ul style="list-style-type: none"> Kulit Halus Suara Halus Dada Besar 	Ciri Sekunder: <ul style="list-style-type: none"> Bulu Dada Jaluh Suara Berat Berbulu

Source: SNV. Indonesia.
Online workshop in Tasikmalaya, August 2020. Mainstreaming GESI issue and gender focal point training in Tasikmalaya

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.

In 2020, the sub-programme intended to see the plans and the political statements, under the country's five-year plan (RPJMN 2020–2024), with its specific target of 20% safely managed sanitation by 2024, translated into action. While it is too early to confirm if the desired commitments – also at the budget level – will indeed be integrated into the formal planning and budgeting documents, the following can be observed:

In Bandar Lampung, the sub-programme continued to strengthen the dynamics and the co-ordination of the sanitation working group towards safely managed sanitation and hygiene targets. The sub-programmes had to conduct strong advocacy to multiple line agencies and national government to re-obtain the funds for the construction of the new IPLT/FSTP, which had been reallocated to the COVID-19 response, and continue efforts to support the public operator in the readiness criteria. Safely managed sanitation is now on the mayor's agenda, has become a target in the sanitation working group (Pokja) and will be embedded in the five-year plan. Regional regulations on restructuring of the public operator have been drafted, but the operator's willingness to improve their management and performance remains a challenge.

In Metro and Tasikmalaya, the sub-programme continued to strengthen the dynamics and the co-ordination of the sanitation working group towards safely managed sanitation and hygiene targets and to support the implementation of a regulatory framework. This resulted in both safely managed and improved sanitation being embedded in the five-year municipal plan of both cities (as commitments to work towards), in launching the enforcement of regular desludging by zones in both cities and in drafting the wastewater roadmap toward safe sanitation.

Across all cities, the sub-programme continued awareness raising around gender, disability and climate change issues as elements that need to be cautioned for in the design and implementation of policies, programmes and regulations. And this has booked results both at national and city level.

The sub-programme continued to influence the regulatory processes in the three cities as part of the systems change approach. Results include an agreement on the final draft of the municipal regulations (*perda*) on domestic wastewater and technical regulations (*perwali*) (in *Tasikmalaya*), a *perwali* on wastewater in Bandar Lampung and the socialisation of the *perda* on domestic wastewater in Metro. Moving the regulatory process forward is a complex process, however crucial to improve access to safely managed sanitation in Indonesia.

At the national level, the sub-programme had been advocating for the mainstreaming of the needs of women, girls and other vulnerable groups into national programmes, since 2018 assisting ministries in policy formulation and contents development. The advocacy efforts resulted in both the Ministry of Education & Culture and the Ministry of Religious Affairs integrating indicators of MHM and disability inclusion into the national education monitoring system (WASH in Schools menu) in July 2020, as well as into the WASH in Schools Guideline & Profile 2020.

Unprogrammed COVID-response activities

For COVID-19 response, the sub-programme carried out several activities for all three pathways. It supported the development of information, education and communication (IEC) material targeting household and public facilities using three local languages (Bahasa Indonesia, Bahasa Lampung, Bahasa Sunda) to promote handwashing with soap, encourage people to stay at home, limit people's mobility and address social stigma about people tested positive for COVID-19. An educational video was developed for schools about handwashing with soap in critical times and during COVID-19. A school competition on handwashing was organised to ensure the promotion of hygiene behaviour messages for handwashing with soap was understood by students, parents and teachers. This was also used as a proxy to monitor the messages conveyed. The sub-programme also supported the Youth Initiatives on Millennials Action for COVID-19. This was mainly a series of online activities to raise awareness and call for action on WASH issues during COVID-19. The activities were video challenges being uploaded to social media, online podcasts with reputable resource persons, and workshop or online seminars.

For WASH service provision, the sub-programme designed and produced handwashing stations that minimised hand touchpoints (e.g. using a foot pedal) and handed them over to the local authorities in the three cities as a trigger to scale up the inclusive design. The sub-programme also conducted liquid soap production and business management training for WASH entrepreneurs with the objective of ensuring the availability of soap to encourage handwashing with soap.

The sub-programme supported the development and distribution of a COVID-19 health protocol booklet in programme cities, based on the MoH's guideline. At national level, the sub-programme assisted Ministry of Education & Culture with HWWS technological options and guidelines on WASH in school for school reopening, and the MoH on an infectious solid waste management guideline.

Sub-programme monitoring, evaluation and learning

The preparatory work for the MTR was completed and, even though the enumerators were in the field, the data collection was halted because of the pandemic and the lockdown. The sub-

programme was involved in national and local water and sanitation working and co-ordination groups, governmental and non-governmental (such as Pokja Sanitasi, Jejaring etc) all year long, where field experiences, findings and approaches were shared. The focus was also on peer-to-peer learning, but because of travel restrictions, most of those events were online. The national guidelines on MHM and WASH in schools were developed in co-ordination with other partners within this platform.

The sub-programme supported the establishment of an organisation of community operators (AKSANSI) to strengthen the capacity of KSM (operator) in O&M of community-based sanitation facilities.

In Tasikmalaya, Pokja Sanitasi, led by Bappelitbangda, regularly updated NAWASIS (National Water & Sanitation Services) national platform for housing, settlement, drinking water and sanitation (mentioned in the sustainability clause report/agreement). This is a national monitoring system led by Health environment at the city level. There is also KRISNA new e-planning system initiated by the Ministry of National Development Planning/Bappenas as an integration between three ministries: Ministry of National Development Planning/Bappenas, Ministry of Finance and Ministry of Administrative and Bureaucratic Reform (PAN RB), which is made into a single application system to support the planning, budgeting and information on performance reporting processes to ensure that development programmes can reach the people who need them most in a transparent manner. Bappelitbangda managed the system in Tasikmalaya City in proposing Physical DAK (Special Budget Fund) for Infrastructure, including sanitation.

Bandar Lampung was selected as one of the pilot cities in UCLG-ASPAC Climate Resilience Inclusive Cities Project. Finally, the sub-programme supported one of the local CSOs to submit a proposal on WASH in HCF under Innovation Fund, which was approved for implementation starting in 2021.

Approach to sustainability

The sub-programme's achievements are likely to be sustainable in the long term because it remains focused on supporting the national and local governments.

Institutional sustainability is aimed for at both national and local level. At national level, results achieved in 2020 are around policy influencing, namely on WASH and climate change, WASH in schools and Islamic schools, and on MHM. At local level, the sub-programme managed to influence the regulatory framework in the three cities. This includes the municipal laws on domestic wastewater, the technical regulations (on tariffs, on schedule desludging) and the standard operating procedures, which need to be approved and even in some cases legalised by the local government.

Technological sustainability was addressed, for example by the increase in desludging services (public operator) in Metro and Tasikmalaya, where the FSTP has sufficient treatment capacity to receive higher amounts of sludge. Local government and the operators were supported in drafting and launching a scheduled desludging programme in both cities and in setting up a web-based management information system (MIS) in Tasikmalaya to target specific zones, provide customer database, segmentation and truck accessibility to increase the public operator's capacity to provide desludging services.

Social sustainability was addressed by using BCC towards for example safely managed sanitation, taking proper hygiene measures (such as handwashing) and timely emptying.

Other examples of sustainability, in line with the FIETS principles, can be found under the specific pathways. The sustainability compact remains in place, with no challenges anticipated in the reporting of the agreed indicators post-programme.

3.3 Country-level updates

Monitoring, evaluation and learning

Both sub-programmes were hindered by COVID-19 when it comes to MTR preparation and implementation. As for Menstrual Hygiene Day 2020, Plan, SNV and Jejaring AMPL (WASH National Network) collaborated and joined forces to celebrate online with the theme 'Periods in pandemic'. We conducted writing/photography/videography competitions and an online survey to learn about menstruation challenges during the pandemic, hosted a series of Instagram Live and Instagram TV with our youth champions and influencers, collaborated with the Ministry of Education & Culture to share content on its Instagram account, and finished with a webinar involving MHH champions across Indonesia. Following up on Menstrual Hygiene Day 2019, we also documented lessons learned from MHH programme implementation and published the book [Breaking the Menstruation Taboo/Mendobrak Tabu Menstruasi](#) last year.

Country programme management and coordination

In 2020, Plan and SNV Indonesia conducted an online learning exchange and a co-ordination session during which good practices from each WASH SDG sub-programme were shared, focusing on three topics: GESI, sustainability and private sector engagement. Due to COVID-19, this learning exchange was conducted only once in 2020. In 2020, Plan and SNV also conducted an online courtesy meeting with the Dutch Embassy representative, Robin G. van Boxtel, First Secretary Economic Affairs. In the meeting, Plan and SNV Indonesia provided progress on the WASH SDG programme and Consortium activities. The courtesy meeting with the Dutch Embassy will be conducted annually to provide updates and progress related to the implementation of

WASH SDG's programme. A joint monitoring visit with the Dutch Embassy to Lombok Tengah (Plan sub-programme) or Tasikmalaya (SNV sub-programme), in combination with a visit of the Pokja and possibly an ODF, could unfortunately not take place due to COVID-19.

The planned joint (external) learning event emphasising the best practice of GESI in WASH in Plan and SNV sub-programme areas – to raise awareness on GESI to WASH stakeholders at the national level, particularly national government – could not take place either and its postponement to 2021 is considered, depending on how COVID-19 further impacts on country-level exchange opportunities.

Also, there have been some staff changes on WASH SDG management within SNV in Jakarta, which required some (re)introduction from the country lead to the new WASH SDG sub-programme lead, who could, due to COVID-19, not yet travel to Indonesia. In 2021, more attention will be paid to exchange on the WASH SDG programme on a country level.

Risks and mitigation

In 2020, Indonesia faced the COVID-19 pandemic, which impacted on sub-programme locations, affected implementation and presented a risk of infection to staff, implementing partners, local governments and beneficiaries. To mitigate this risk, both Plan and SNV applied COVID-19 protocols. Also, awareness raising was, especially by Plan, conducted by the sub-programme on COVID-19 prevention, led by the safeguarding advisor and security focal point to the team. Online meetings and workshops were prioritised to reduce the risk of COVID-19 infection. Offline/face-to-face meetings were also conducted with strict health protocols, in co-ordination with the safeguarding advisor in the country office. Risk and mitigation analyses were also mandatorily conducted prior to face-to-face/offline meetings. Close co-ordination with the COVID-19 Task Force ensured sub-programme activities were approved by the local government. In addition, Plan also implemented the Safeguarding Policy to reduce the risk of children and young people contracting COVID-19 in the project areas. As for SNV, another strong risk is the lack of co-operation of the operator in Bandar Lampung, which limits progress in the safely managed sanitation indicator. The final risk is that funds allocated to sanitation by the national government have shrunk due to the COVID-19 pandemic and local governments have postponed all retrofitting and infrastructure building to a later date.

The major risk to the programme is that Indonesia, also in 2021, is still strongly impacted by the COVID-19 pandemic, hence limiting significantly field work and the impact of some activities. This will be reviewed periodically in the coming period.

3.4 Communication on the sub-programmes (articles, videos, blogs)

	Date published	What	Title and link	Partner
	May 2020	Video	Men and Menstruation Video Campaign by Bulqia	Plan
	July 2020	Video	COVID-19 Inclusive Campaign Video	Plan
	July 2020	News	WASH SDG youth partner YSC: trendsetters in the Indonesian sanitation landscape SNV World	SNV
	October 2020	Newsletter	Newsletter WINNER Project October 2020 Edition (STBM-MHH in School Edition)	Plan
	November 2020	Policy Brief	Policy Brief GESI – STBM	Plan
	December 2020	Newsletter	Newsletter WINNER Project Edition 2020 Edition (Women Leadership Edition)	Plan
	February 2021	Article	Serafina: Being the Voice of People with Disability	Plan
	February 2021	Article	Bulqia: Young male activist who conducted a MHH Campaign to the community	Plan

Khorik's story: dreams of safe urban sanitation

Khorik Istiana was a college student when an SNV camp for young people from Bandar Lampung interested in WASH issues changed her life. She's now a WASH agent of change and an advocate for the development of urban sanitation in her home city of Bandar Lampung. Her dream is to inspire more young people – and adults – to change their behaviour and achieve safe urban sanitation.



Story Facts

Country: Indonesia

Sub-programme: Indonesia sustainable and inclusive cities sub-programme

Consortium partner: SNV

Source: SNV. Indonesia.

After three days at the camp learning about water, hygiene, and sanitation (WASH) with 40 other young people, Khorik understood that WASH has a huge impact on well-being, education and the economy.

Determined to make a difference and share her knowledge, she helped set up the Youth Sanitation Concern (YSC) group. YSC used social media

campaigns to target young people. It also held a sanitation festival, hosted school activities, produced a podcast and conducted an online seminar. Inspired by Khorik, other young people got involved in the YSC, establishing a START community and creating a Menstrual Hygiene Management (MHM) opera for elementary school students using puppets.



4. Nepal

Source: Plan. Nepal.

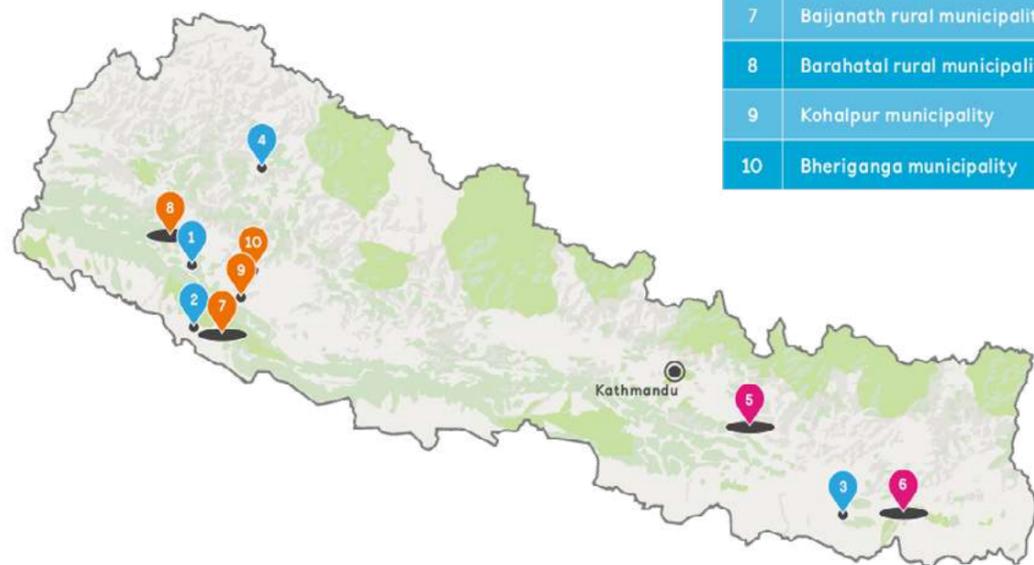
Sunsari_MHM champion is showing a reusable pad along with her sisters

Nepal
Lead: SNV

Sub-programmes: 3
Locations: 10

- Nepal 4 city sanitation sub-programme
- Sindhuli Sunsari sub-programme
- Nepal WASH Alliance sub-programme
- Urban area
- Rural area

#	Area
1	Birendranagar
2	Nepalgunj
3	Khadak municipality (Saptari)
4	Chandannath municipality (Jumla)
5	Sindhuli
6	Sunsari
7	Baijanath rural municipality
8	Barahatal rural municipality
9	Kohalpur municipality
10	Bheriganga municipality



Sub-programme title and lead	Rural/ (peri) urban	Location	In-country partners
Nepal four city sanitation sub-programme – 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 user committees
Nepal WASH Alliance SP – WAI	Rural & urban	Bheriganga (urban), Barahatal (rural) in Surkhet district, and Kohalpur (urban) and Baijnath (rural) Banke district	<ul style="list-style-type: none"> Local NGOs / CSOs: <ul style="list-style-type: none"> ENPHO, Lumanti, CIUD, Sahakarmi Samaj and Biruwa Dutch NGOs: <ul style="list-style-type: none"> Simavi, RUA, WASTE, Akvo, PRACTICA, RAIN Local / national authorities: <ul style="list-style-type: none"> Baijanath rural municipality Barahatal rural municipality Kohalpur municipality Bheriganga municipality

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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Nepal tab.

COVID-19 in Nepal

Due to the confirmation of COVID -19 cases in Nepal, the government of Nepal declared a nationwide lockdown from March 24, 2020, which was extended on a rolling basis, as a preventive measure and lifted on June 21, 2020. After the countywide lockdown was lifted in June, partial lockdowns continued across different regions by decision of local government. This included locations of the different sub-programmes. The nationwide lockdown and government-imposed COVID-19 restrictions at all levels delayed implementation between April and September 2020. After September, travel restrictions were in place. A country with

poor health monitoring mechanisms, open borders with India, movement of migrant workers across borders, insufficient staff and equipment to deal with public health emergencies, and poor nationwide access to water and sanitation facilities associated with lack of good hygiene practices was in a difficult position to cope with the COVID-19 pandemic. A total of 272,945 cases of COVID-19 infection had been confirmed up until February 16, 2021, with 269,303 people recovered and 2,055 deaths (MoPH, 2021). All these factors affected the implementation of the WASH SDG programme.

As a response, the government of Nepal and development partners started to promote handwashing with soap and good hygiene practices as first line of defence to prevent the spread of infectious diseases, including COVID-19. Sub-programmes supported national and local governments in hygiene promotion in line with the National COVID-19 Management Guidelines. Sub-programmes added specific COVID-19 response-related activities. Mandatory precautionary measures, such as social distancing, wearing masks, using sanitisers and handwashing, were used while conducting activities. Social BCC sessions continued through newly adapted virtual approaches. And new technological options, such as foot-operated handwashing station, were developed for schools and healthcare facilities, as well as disinfection for the re-opening of schools.

Despite challenges, the continuous efforts of the WASH SDG Consortium, in line with standardised procedures, led to good results in 2020. Overall progress from programme achievements and resource depletion is on track.



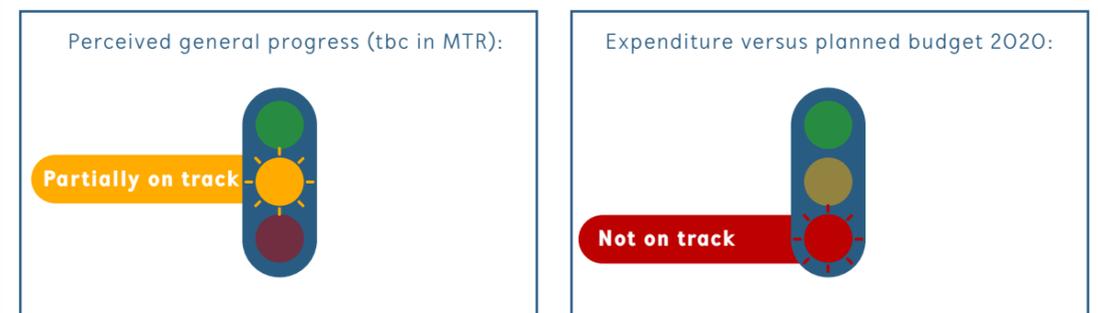
Source: Plan.Nepal.
Sunsari health post: washing hands at a touchless handwashing station 19/07/2020.

4.1 Nepal 4 city sanitation sub-programme

I used to doubt whether safe management and disposal of faecal sludge would be feasible in a smaller and newer municipality like ours, but our partnership under WASH SDG programme led us to think beyond ODF and the municipality now already has developed key strategies for FSM and a functional disposal site."

Bhagawati Chaudhari, ward chair, Ward number 6, Khadak municipality, Saptari

Overview of progress



The sub-programme supported cities to progress their city sanitation plans (CSPs) in 2020, focusing on the sanitation service chain and inclusive BCC for improved hygiene and sanitation behaviours. The sub-programme BCC component moved forward significantly in 2020, including intensified work in response to COVID-19 and to support schools and HCFs.

In all cities, SNV technically backstopped authorities to facilitate promotion of inclusive WASH and was successful in the development of key WASH governing documents, such as CSP, BCC strategy, public toilet operation guideline and OHS guideline, which provide a framework for sustainable city-wide sanitation.

Zoning was completed in all cities and demonstrated, to local government (LG), the importance of inclusive sanitation services, which prioritise slums and vulnerable groups. The sub-programme worked with Khadak and Nepalgunj LG on an informed choices process for FSM, which led to the selection of a low-cost non-mechanised treatment system and LG made commitments to its future sustainable operation. Treatment within cities progressed, with construction of the FSTP in Birendranagar contracted and started, and a feasibility study for Nepalgunj municipality under way.

LG has recognised the WASH SDG programme in all cities for its quality support, and the continuous trust and support is reflected through co-operation during the lockdown period. Despite the countrywide restriction, interventions continued in close co-ordination and with the consent of municipalities. LG is moving towards FSM services which are affordable and opting for safe disposal with localised technological options, such as trenching in Khadak and a sustainable FSTP option in Birendranagar and Nepalgunj.

The sub-programme revised its programme in the context of COVID-19 and implemented it in close co-ordination with LG. The sub-programme responded to COVID-19 by developing a business continuity plan, a social distancing policy and an adapted implementation plan. This well-informed implementation process supported quality intervention despite nationwide lockdown due to COVID-19.

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.

In 2020, good progress was made towards institutionalisation and strengthening of BCC capacity to support inclusive WASH in each city. This included evidence-based city strategies, and design and delivery of BCC activities within cities providing contextualised materials for the identified priority behaviours defined and validated through the formative research (FR). The FR was completed using a participatory research methodology, which included focus groups with households (HHs) with disability, female-headed households to understand and apply targeted GESI-sensitive BCC materials and activities. The sub-programme undertook workshops with Birendranagar, Nepalgunj, Chandannath, and Khadak LGs to increase LG knowledge and understanding of key behaviours. Based on this, each city developed an inclusive BCC strategy, which responded to their context (hills and terai).

Each city BCC strategy is based on a framework which cover five core behaviours and three additional behaviours to align with national government total sanitation indicators, which will sustain and utilise the sanitation improvements detailed in the CSP and generate demand for the improved and upcoming sanitation services: access to toilet and its hygienic use, FSM, handwashing with soap, menstrual hygiene management (MHM), premises-level solid waste management, and other total sanitation behaviours for each type of user (households, schools, health facilities).



Source: Plan.Nepal.
Sunsari_MHM champion is preparing reusable pads at his home.

It includes targeted campaigns and materials for marginalised groups designed for work with ultra-poor households; for communities living in informal settlements or slum areas; and includes disability-inclusive BCC packages.

The BCC activities used various mediums depending on the target population, institution and the most effective approach. These include community hoarding boards, information posters in strategic locations, facilitated community groups/meetings, D2D visits, radio jingles, HH-level check lists, school paintings, celebration days (Menstrual Hygiene Day, World Toilet Day and Handwashing Month) and the 'my promise' ('Mero Bacha') campaign in the targeted communities (74 communities across the four cities, focusing on the ultra-poor and marginalised).

The sub-programme's work in schools and healthcare facilities (HCFs) included strengthening earlier work on Smart schools, which was piloted in 2018, and is now functioning effectively in 45 Smart schools, which receive ongoing support and monitoring. In response to the COVID-19 pandemic, the sub-programme designed and rolled out a training of facilitator (ToF) on BCC for HCFs for staff and representatives of HCGs in all four cities. This cascaded further down to the (community) health volunteers and they shared the hygiene BCC messages in their mother groups, meeting during the community home visits.



Source: Plan.Nepal.

Sindhuli- young girl is using a water tap that was constructed through the water scheme support.

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.

In 2020, the focus was on FSM emptying services. The sub-programme provided technical advisory support to prioritise mechanical emptying, which is less risky to sanitation workers. This was done alongside investments in FS emptying capacity of both LG and the private sector. In Nepalgunj, with encouragement from the sub-programme, the municipality purchased two new suction trucks of 4m³ and 10m³ capacity respectively. Private sector capacity was also improved, with one private firm investing in a suction truck to provide safely managed FS emptying and transportation services (based on an annual contract with the city). The sub-programme worked with a second private firm, Bhanu Bhatta, which invested in a new suction tanker (4m³) and provided technical support on contracting between municipality and private firm. In 2020, this reduced tariffs for the one-time emptying for households from 4,800–5,000 NPR to 2,400 NPR per trip (approx. 16 EUR), significantly improving the affordability. Similarly, in Birendranagar, two private firms were supported to provide safe FS emptying, transportation and disposal.

In partnership with the Jumla Chamber of Commerce & Industries (CCI), the sub-programme supported the upgrade of the suction machines for emptying of thicker sludge found in the bottom of pits/septic tank and tractor-pulled suction tankers in operation to meet the demand of the city. Jumla CCI has been practicing the process of safe FS emptying, transport and disposal by applying OHS protocols across the FS value chain.

Responding to the baseline data, which showed the poor conditions of the OHS for FSM workers, the sub-programme worked on OHS guidelines with LG and delivered a two-day training to private sector mechanical emptiers in three cities (Nepalgunj, Birendranagar and Khadak). The OHS training demonstrated health and environment-friendly FSM practices and procedures; considered legal and policy direction in OHS practices; enhanced knowledge sharing on OHS-friendly FSM practices; promoted institutional accountability on OHS in FSM; minimised the possible risk in transformation of water-borne diseases etc; and finally, promoted the use of PPE. The local government of Khadak endorsed the OHS guideline under the standard operating procedure and Birendranagar LG agreed to incorporate it in the FSM policy.

In Surkhet, significant progress was made with the construction of a FS treatment facility, including design, procurement, technical training and completion of groundworks. Birendranagar LG is on track to start operation of the FSTP in May 2021.

The sub-programme supported a female entrepreneur (Sita Gautam) to register a company (Nagar Sarsafai Pvt Ltd) in the Chamber of Commerce & Industries (CCI) - Surkhet and Birendranagar municipality. This created an enabling environment for her involvement in FS emptying-transportation-disposal business and she participated in OHS training and subsequently bought a suction tanker.

Aligned to Nepalgunj LG key priorities identified in the CSP workshop, the sub-programme prioritised facilitating an informed choice process with the LG to develop a design for FSTP at an existing landfill site. Stakeholders selected a natural treatment system (low tech), which included a re-use of faecal sludge components. In Khadak, it supported construction of trenching work and the trenching site has been actively used for safe disposal of faecal sludge. In Chandannath, the sub-programme provided materials to support the trenching works, but this was unable to go forward as the site identified was used for another purpose. Identification of a new site is under way.

The sub-programme made further progress on strengthening public services in the four cities, including handwashing stations in 19 schools and construction model accessible public toilets in Nepalgunj and Birendranagar, and one upgrading in Khadak. All this, with co-investment from the LGs. The sub-programme also worked on the public toilet O&M guidelines with the LGs, which took over their management. The sub-programme also committed to construct an additional accessible public toilet in Chandannath, but this was delayed due to COVID-19 and weather conditions.

Finally, the sub-programme arranged an exposure visit in September for local government representatives to Jhapa district to see the FSTP operating. This has triggered discussions on sustainability, costs and management models.

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, municipalities are using citywide 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.

In 2020, municipalities made good progress towards participatory and inclusive planning, monitoring and policy development, this to successfully support the implementation of the CSPs. The sub-programme supported the reformation/activation of the Municipality WASH Co-ordination Committee (M-WASH-CC). This will strengthen the capacity and focus of the LG on WASH planning and investments. This multi-stakeholder platform represents different community groups – women, persons with disabilities and marginalised communities, LG and private sector. After reformation/ activation, M-WASH-CC led development of municipal-level WASH plans and monitoring progress through quarterly and monthly meetings. The sub-programme co-ordinated joint monitoring by M-WASH-CC (and mayors) of WASH SDG activities in communities, schools and healthcare facilities. This provided valuable feedback and governance structures, which will take forward the demand and supply initiatives to enact city sanitation services through participation by all stakeholders. Improved and regular monitoring by LG led to improved sanitation access and increased awareness on key target behaviours such as HWWS, MHM etc. All LGs have committed budget for implementation of CSP and BCC strategies within the next fiscal year (2021–2022). WASH focal persons have been selected to co-ordinate WASH and BCC activities and provide an entry point for developing policies/by-laws/guidelines and procedures in Khadak, Nepalgunj and Birendranagar. In Birendranagar, the sub-programme as part of a technical team drafted municipal FSM by-laws. Progress on further by-laws, ordinance and other regulatory frameworks was delayed. However, as treatment advances, the sub-programme will be working on this with LG – linking to sustainable sanitation service business models.



Source: Plan. Nepal.
WASH focal person in Sindhuli, Marin Municipality. Express the female role

The sub-programme moved forward with an accessibility audit through a disabilities inclusive development training for LG and disabled people's organisations (DPOs), using an accessibility tool (developed by CBM Australia, with whom SNV partners under the DFAT Women for Water Fund), which supports local governments to deliver inclusive CSPs.

Finally, it is worth noting that in 2020, the sub-programme also planned to work on CVR recommendations with local government to include climate change and disaster risk reduction issues in municipal WASH plans. However, due to competing priorities and low levels of flooding in 2020, this work was postponed. Instead, the sub-programme supported SMART WASH solutions by hosting a virtual conference on rainwater harvesting for in each city which links to these risks.

Unprogrammed COVID-response activities

The sub-programme responded to the COVID-19 pandemic by including unprogrammed initiatives supported by a reallocated budget of 50,000 EUR. The sub-programme co-ordinated with all the cities to develop a need-based response, which also supported the long-term goals and approaches of WASH SDG. These unprogrammed activities were completed in three cities – Birendranagar, Nepalgunj and Khadak municipalities and included:

- Co-ordination with different level of government through the WASH-CCs and WASH clusters to collate and share COVID-19 updates.
- COVID-19-specific BCC campaign and community mobilisation (LRP-19, information posters – 300 in Khadak, 350 in Nepalgunj and 350 in Birendranagar, eight hoarding boards in Khadk, seven in Birendranagar and seven in Nepalgunj); radio message dissemination from six FMs/radio stations (two per city) on handwashing with soap and menstrual hygiene during the pandemic period.
- Installation of 61 foot-operated handwashing stations with hygiene kits in all the government healthcare facilities of Khadka, Birendranagar municipalities and Nepalgunj sub-metropolitan city.
- Supported Karnali province initiative to document learning from COVID-19 initiatives.

Sub-programme monitoring, evaluation and learning

Ongoing and regular monitoring was conducted, including GESI disaggregated data. City visits to complete technical monitoring and learning were undertaken, to understand the WASH situation, interaction with LGs for their commitment to improve the sanitation and hygiene situation within the city, monitor operation of public toilets at public places, potential landfill site for FSTP and trenching works.

A WASH SDG 2021 planning and review workshop was conducted in November 2020. The workshop focused on identifying the key actions to effectively operationalise the plan for each of the components and reflected challenges and opportunities faced per city in relation to realisation of CSPs. A learning brief based on the FR was drafted to contribute knowledge on

BCC behaviours which drive demand and supply of city-wide sanitation services in Nepal. The mid-term data collection was delayed due to COVID-19 restrictions.

Approach to sustainability

Regarding *institutional sustainability*, close co-ordination and technical support is provided to the national government through the NHSCC and WASH clusters. At cities level, works concentrated on LG support to develop, endorse and implement sanitation plans, BCC strategies, occupational health and safety guidelines and drafting public toilet management guidelines to build institutional and city stakeholder capacity to take forward the plans and improvements post programme.

Alongside the institutional sustainability, *technical aspects of sustainability* were addressed by scaling up, for example, the technical design of accessible toilets from Birendranagar and Nepalgunj, which has been extended to Jumla and adopted in Khadak. Much progress has been realised in Birendranagar for a sustainable FSTP, with the progress towards an integrated waste management model.

Institutional and social sustainability occurred through capacity-building efforts, training and BCC, which has created improved practical knowledge at community level – for example, HCFs staff are now trained in sanitation and hygiene BCC, which has been shared with the female health community volunteers (FCVHS) and mother groups, respectively.

LGs self-governing system for WASH through multi stakeholder platforms is a systematic approach which has been initiated but requires further support, and short-term planning and high staff turnover with LG still challenges the provision of sustainable citywide inclusive sanitation.

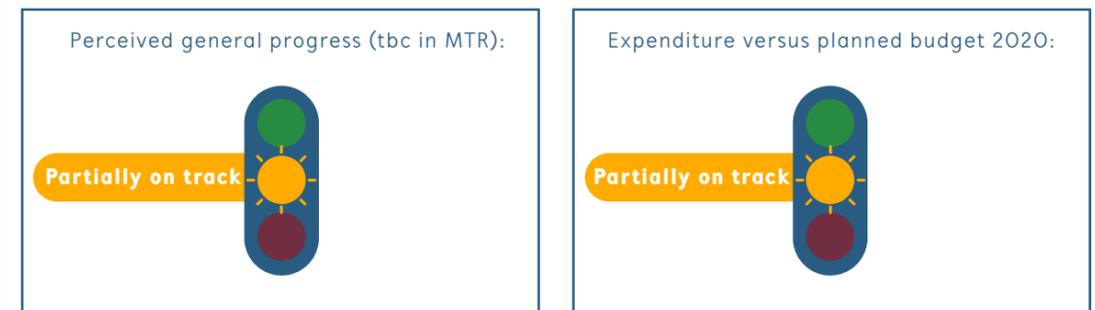
To provide a longer-term framework for planning, the sub-programme works with all four cities to sign a ten-year sustainability compact, to commit to access and use of sanitation services in the programme area for a period of ten years after the end of the programme.

4.2 Nepal Sindhuli Sunsari sub-programme

"Handwashing stations constructed by the WASH SDG project in school are of replicable quality. The design and model are child friendly and it is very attractive too. This is the most necessary support in school to improve the hygiene behaviour of students. The education co-ordination unit in Ramdhuni would be very thankful and would like to collaborate in installing such handwashing stations to other schools too and in this critical situation, I request CSDC for additional support for construction of handwashing stations in schools in 2021 too."

Member, Education Co-ordination Unit, Ramdhuni municipality

Overview of progress



A nationwide lockdown and government-imposed COVID-19 restrictions at all levels delayed implementation between April and September 2020. In addition to revisions to the implementation plan, the sub-programme also added a few specific COVID-19 response-related activities. Mandatory precautionary measures, social distancing, masks, sanitisers and handwashing were used while conducting project activities. Remote virtual approaches enabled social behavioural change communication (SBCC) sessions to continue through digitalised materials.

Despite the impact of COVID-19, the sub-programme made significant progress against the 2020 plan. As per the revised workplan, over 90% of the planned budget is utilised and output-level achievements were realised during the reporting period. In 2020, 32,256 women and 31,695 men were reached. 14.72% of the beneficiaries were Dalit (marginalised group) and 1.97% were people with a disability.

In early 2020, 2,421 SBCC sessions were conducted in Sunsari and Sindhuli. Further sessions were put on hold due to COVID-19 restrictions, and instead SBCC activities were continued through radios, posters and loudspeakers. Community water supply schemes were constructed/improved on a cost-sharing basis. WASH and MHM services were supported in 30 schools. Municipal-level WASH procedural guidelines were drafted in all 12 municipalities (and already endorsed in seven), and NWASH training was delivered in both districts. Different guidelines and tools were prepared (e.g. SBCC monitoring checklists, WASH in school monitoring checklists, revised activity guideline, GESI MTR report). Orientations to partner staff were conducted through virtual means. A COVID-19-related delay in partnership with the Federation of Drinking Water and Sanitation Users Nepal (FEDWASUN) put influencing activities on hold until September 2020. Provincial and local government joint monitoring visits were conducted in both district and sub-programme for shared learning and to improve accountability. As many families were facing economic crisis and were not able to meet their daily food need, and also many children were at health risk according to their nutritional status, the sub-programme linked those families with Plan's sponsorship programme in Nepal.

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 ladder¹⁶. Women, girls and marginalised groups¹⁷ are empowered to participate in WASH activities and influence decision-making for improving WASH conditions¹⁸, 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 doubled¹⁹.

Significant changes in WASH behaviour were observed during monitoring, including community and institutional WASH service improvements, increased awareness of gender transformative WASH, an increase in renovated toilets/toilet construction, improvements of tube well platforms, handwashing stations, and proper waste management in line with overall promotion of total sanitation. SBCC sessions reached 15,980 people (76% female, 0.5% people with disabilities, 27% Dalit participation). The sessions, conducted by the WASH champions, focused on total sanitation indicators (safe use of toilets, drinking safe water, food safety, environmental

16. See the IR for targets and indicators for measurement.

17. Dalits and Janajatis.

18. See targets IR.

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

cleanliness, MHM, nutrition and gender roles in WASH, etc). As a result, 2,953 households ensured the safe use of toilets (regular cleaning, adequate cleaning materials, provision of soap and water inside toilets, repair and maintenance as needed). A total of 417 households constructed new toilets and 506 households renovated their toilet. Articulating the importance of hand hygiene through SBCC sessions and radio messaging resulted in the construction of handwashing stations and 2,120 households reporting practicing handwashing at critical times. Even more households adopted the water purification method for drinking purposes and practiced eating well-cooked food, washing fruits and vegetables using clean water, handwashing before eating, and safe utensil cleaning, storage and handling. Many households constructed sun-drying racks for utensils and many families started to practice safe MHM. Out of 448 groups, following SBCC sessions, 87 are ready to declare themselves as Total Sanitation Achieved communities. Awareness-raising programmes were accomplished through radio messages, drama, plays etc involving community and religious leaders, and women's, youth and marginalised groups.

Twenty-six school WASH co-ordination committees were supported, and school sanitary pad distribution and management procedures were provided to the committees and WASH focal teachers. The same amount of child clubs and MHM groups were formed and oriented on hygiene promotion and MHM. Interaction with girls and boys on MHM issues increases awareness and facilitates an enabling environment for girls.

To raise awareness among school students on preventing COVID-19 transmission, demonstration sessions on handwashing with soap were conducted in all 28 schools. Demonstrations on household water treatment reached 945 people (175 male, 770 female, 6 people with disabilities and 333 Dalit).



Source: Simavi, Nepal. Photographer: Pramin Manandhar.



Source: Simavi, Nepal. Photographer: Pramin Manandhar.

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 soap. 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 and sanitation, and WASH facilities in health institutions will be strengthened.

Most activities in this pathway were conducted on a cost-sharing basis. A total of 1,066 people benefited from three community-level improved drinking water supply schemes (cost sharing 38% Plan, 36% municipality and 26% community). The community were also engaged in WASH facilities construction, improvement and repair. For COVID-19 response activities, municipalities and households cover 45% of costs. Vulnerability capacity analysis (VCA) assessment tools were used. A household-level water tariff collection is used for the O&M of water supply systems (~100 NRS or 1 EUR per month); 2,127 households are paying this tariff since last year. The total operation maintenance fund to date is 431,250 NRS (approx. 3,300 EUR) from six water supply schemes, indicating that the water schemes are functioning as expected and becoming sustainable. The water charge amount and caretaker are currently being decided.

Six gender-, child- and disability-friendly handwashing stations were constructed at healthcare facilities. Child-friendly handwashing stations were also constructed in 26 schools, benefiting 6,390 students (3,514 girls). The ratio of handwashing points to student has thus increased to 1:50, which is within the benchmark of the three-star approach set out by the government. Schools are now provisioning soap in the stations during school hours. Six schools were supported to improve MHM facilities, ensuring that toilets are equipped with MHM facilities, and are disability and child friendly. Male peers were reportedly empathetic and supportive towards girls in school during menstruation. Boys are also engaged in making reusable pads for girls. WASH focal teachers mentioned that girls' attendance have increased during menstruation now they have access to MHM facilities in schools.

An orientation on a sales record keeping system was provided to retailers to analyse the demand and supply chain of WASH products. The consumption rate of soap and sanitary pads increased. Twenty people (14 female) benefited from the WASH business plan training, which focused on those entrepreneurs already trained on reusable sanitary pad making training. Similar additional trainings were realised through the local government budget in Sindhuli.

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 women in government structures are put into action and policies on participation of 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 communities to improve on the sanitation ladder through inclusive, effective and sustainable approaches and realise total sanitation outcomes.

In 2020, all 12 municipalities have functional and inclusive WASH co-ordination committees (RM/M-WASH-CC), which now recognise their roles and responsibilities regarding WASH procedures/policy. Sunsari drafted district-level total sanitation guidelines aiming to accelerate the total sanitation campaign. Some WASH plan preparation activities were postponed due to COVID-19. Municipality-level WASH guidelines were drafted in all 12 municipalities and seven are already endorsed. Tools for collecting WASH information at community/municipality level were introduced and four out of 12 municipalities have allocated budget for WASH plan preparation. One municipality already started using these allocated resources for total sanitation training to ward authorities for 2021.

A total of 81 people (32 female) were oriented on water supply and management, covering six community water supply schemes. This has built Water Users and Sanitation Committee (WUSC) capacity for systemic operation of community water supply schemes.



Source: Plan. Nepal.
Sindhuli_ Women are doing household chores and supporting their children's personal hygiene.

A local government-level WASH monitoring system was initiated using N-WASH software to collate data to guide planning and monitoring. Data collection was postponed to 2021 due to COVID-19. Some municipalities have already drafted and endorsed a monitoring guideline while also working to develop a WASH plan. A joint monitoring visit with municipalities and ward representatives observed progress and provided feedback. Municipal-level trainers began independently implementing social audits in schools. Handwashing stations constructed during COVID were reported to be one of the most effective and relevant supports by all stakeholders, noting that they helped to reopen the schools.

Due to lobby and advocacy supported by the sub-programme, FEDWASUN initiated the development of the model WASH bill. This will support WUSC's registration process at local level, and also incorporates WASH plan information. During October 2020, the sub-programme worked with the government on a national handwashing campaign, including demonstrations, establishment of household handwashing stations, and handwashing promotion linked with COVID-19.

Unprogrammed COVID-response activities

High precautionary measures were taken by Plan and implementing partners, including social distancing, use of masks and sanitisers, and handwashing. Many activities were modified or postponed to adapt to the COVID-19 outbreak. The sub-programme was re-allocated funds for unprogrammed COVID-19 response activities. The WASH SDG project team worked in close coordination with the local government to execute these activities and all funds were spent out.

As of December 2020, 2,050 hygiene kits were distributed among marginalised households in both sub-programme areas (including 25% Dalit population and 3% people with disabilities). A total of 770 hygiene kits were also distributed in quarantine and isolation centres.

The sub-programme constructed 64 contactless handwashing stations in quarantine centres, isolation centres²⁰, health centres, public places and public institutions. Eight toilets and four bathrooms were constructed in a hospital isolation centre in Kamalamai municipality, Sindhuli. This was constructed on a cost-sharing basis between the sub-programme, municipality and the district hospital. The WASH SDG project also supported construction of temporary toilets in five isolation centres. Sanitary materials such as soap, slippers, sanitisers, masks, disinfecting liquids and waste collection bins were supplied to quarantine centres. Disinfection of quarantine sites were another priority activity for local government as most of the schools were used as quarantine centres. Therefore, joint effort and collaboration with local government helped to disinfect the schools before their reopening.

COVID-19 response activities directly reached 33,261 people (14,873 male, 18,388 female,

20. A quarantine centre keeps someone, who was in close contact with someone who has COVID-19, away from others, whereas an isolation centre keeps someone, who is sick or tested positive for COVID-19 without symptoms, away from others.



Source: Plan, Nepal.
Receiving the hygiene kit in Tinpatan Municipality in Sindhuli by PWD.

878 people with disabilities and 4,016 Dalit) and 388,641 people were indirectly reached via radio message, radio drama, billboards, IEC materials, posters, pamphlets and through public announcements among marginalised communities.

Sub-programme monitoring, evaluation and learning

The M&E framework was revised and also included the COVID-19 response implementation plan at activity, output and outcome level. Review reflection meetings were regularly conducted virtually and physically with partners and local government representatives to understand the programme status, outcomes, challenges, learnings, financial tracking and actions to mitigate risks.

The monitoring and reporting systems as well as capacity development of the WASH SDG team were ongoing (both physically and virtually). Different tools and checklists, such as the people reach recording template, SBCC monitoring checklist, drinking water supply system checklist, WASH in schools monitoring checklist and handwashing station monitoring checklists, were applied throughout the monitoring process. The capacity development of the staff resulted in smooth and regular data reporting for the benefit of the sub-programme.

Field monitoring was conducted to observe output- and outcome-level achievements, as well as to increase ownership and transparency and to establish a feedback mechanism for further improvement of the sub-programme. Since March, individual entry attendance data are mandated, which led to significant reduction in double counting. Considering the context of COVID-19, a rapid WASH assessment of the quarantine/isolation site was done to assess the status of WASH facilities (handwashing station, water tank, toilet improvement, pipeline, cleaning, MHM and hygiene materials, etc).

A study on role of the private sector in WASH service management was completed and learning study bulletins were prepared and captured during the planning process.

The sub-programme applies a gender transformative approach consisting of the Gender and WASH Monitoring Tool (GWMT), gender transformative marker, wheel and log has been applied; the GWMT tool could not be implemented in 2020 due to COVID-19.

The MTR process started early January 2020. The tools development training was completed by early March and 60% of household-level data collection was completed before lockdown in March; the remaining data collection was by December 2020. Sustainability tools applied in four municipalities were shared with the consultant for analysis. Overall, the MTR process went well and was finalised at the beginning of 2021.

Approach to sustainability

Institutional sustainability: During the COVID-19 response, Plan worked with the local government to set up quarantine and isolation sites and support contactless handwashing facilities in public places and institutions (including provision of standard operating procedures for handwashing stations and handover to local government ongoing operations and management). In relation to the MTR, sustainability tools were applied in four municipalities to review the status of and linkages among activity implementation and the relative impact on sustainability.

Financial sustainability: Local governments are clear on the cost recovery approach and have become accountable towards cost sharing for construction of WASH facilities in the institutions and communities. Regular water tariff systems were established in six WUSCs, contributing to the respective O&M funds.

Technical sustainability: Six events covering WUSC management and repair and maintenance skill transfer training were conducted to develop links between WUSCs, partner organisations and municipalities. This will allow WUSCs to explore technical support from different agencies in future. The committees are relatively inclusive of and led by women (out of 44% members being women in these committees, 12% women are in a leadership position) and there is proportional engagement of marginalised people.

Social sustainability: Gadi and Barahakshetra municipalities supported 175 handwashing stations to reach marginal people as illustrating local ownership for sustainability. Barahakshetra also supported the provision of 840 waste collection bins for solid waste management from the municipal-level annual budget. The municipality began to scale up the WASH champions approach, to scale up in other communities not covered by the sub-programme.

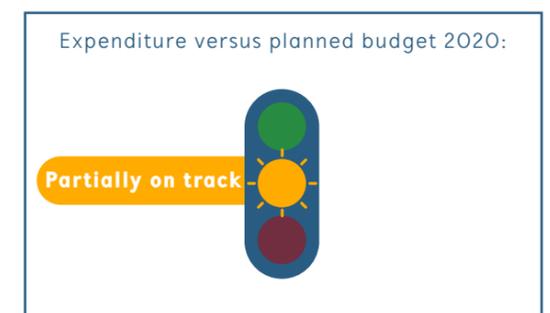
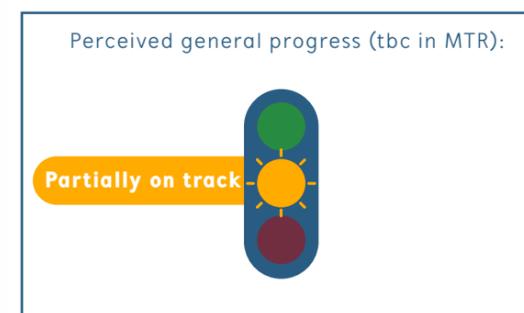
Environmental sustainability: Vulnerability capacity analysis (VCA) mapping was done during the survey for the community water supply scheme construction and school WASH service improvement. On the basis of the VCA survey results, mitigation plans were adapted in the service improvement design.

4.3 Nepal WASH Alliance sub-programme

"I am now selling bio-sand filters as well as providing them with the service of testing their water quality. These two really complement each other. My future plan is to create a WASH-Mart that has all services and equipments related to water, sanitation and hygiene available as a one-stop shop."

Arjun Bishwokarma, owner of Bless Bio-sand Filter and Water Quality Testing Lab

Monitoring, evaluation and learning



The WASH Alliance sub-programme in Nepal was significantly affected by the COVID-19 pandemic. The programme was on hold due to the lockdown and COVID-19 restrictions for the majority of 2020, which delayed programme implementation. The MTR that was in preparation before the lockdown could only be initiated in late December. To facilitate for remote working, an online environment was established where all Nepali and Dutch partners can share files and communicate, addressing the need for better internal communications and co-ordination as well. Likewise, monthly learning and sharing sessions were introduced to build knowledge and skills of the partners involved. To catch up with the delay, and to ensure the budget is effectively spent, partners were assigned responsibilities to lead each one of the thematic pathways and to work more in collaboration. Additionally, to fulfil the capacity gaps from the first half of the programme, new implementing organisations took part in the joint proposal development. One of them will be leading the private sector pathway, and is providing handholding support to entrepreneurs. This includes facilitating linkages between financing institutions, entrepreneurs and the users to ensure uptake of WASH products and services. The sub-programme is currently partially on track and expected to catch up during the remaining programme period. The programme will review the set-up of the WAI in Nepal, and jointly decide which organisations should join the alliance and which roles are foreseen in the future.

Narrative on results against plan at 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.

During 2020, the programme built on the demand-creation strategies that were introduced and implemented in 2018 and 2019, respectively. The sub-programme also focused on reviewing and sustaining these demand-creation strategies adopted in the municipalities and their implementation. This included awareness raising at households and communities level on safe WASH options and practices and the sensitisation of key stakeholders at the ward and municipal level. Within the programme area, new community groups were established targeting the most vulnerable and hard-to-reach areas (in line with GESI), using participatory demand-creation techniques. The sub-programme supported these communities to identify key needs, strengthened capacities to collectively demand for WASH services with the local

authorities. Likewise, in Q4, partners initiated key activities to strengthen the supply chain of WASH products and services to provide affordable, safe water and sanitation options. Similarly, a [research study](#) was conducted to assess the most urgent needs on the private sector pathway. Another [study](#) was undertaken by knowledge, attitude and practices in menstrual hygiene of school students in the programme area. The findings supported the sub-programme to make informed, evidence-based decisions on menstrual health activities in schools.

The programme is also working on the contextualisation of [a menstrual hygiene management app](#) led by a local partner and (new) interactive radio campaigns that allow for voting of local citizens by SMS. This is a replication of [the successful implementation of a similar campaign](#) in Uganda.

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.

In 2020, the partnership between the financing institutions, entrepreneurs/service providers and households were further strengthened. In Surkhet, the sub-programme worked together with Bheriganga municipality and a local school to start construction and operation of a public toilet through a PPP model. Similarly, four water quality mini testing labs were established in each municipality under an MoU between the local authorities and the operator. The latter consists of either private entrepreneurs, local co-operatives and water user committees, depending on their positioning and capacities in the respective municipalities. The establishment of these labs will ensure water quality testing service is available in all four municipalities. The sub-programme conducted a landscape analysis to identify scope of private sector engagements



Source: Plan. Nepal.
Secretary of WUSC in Sindhuli, expressing the WUSCs work.

in the WASH sector public domain, such as operations of municipal-wide FSM and solid waste management services. This scope of work will be taken forward during 2021-2022.

The construction of water purification systems with handwashing facilities, which were not completed during 2019, were established in local schools of Banke and Surkhet districts. These facilities not only benefit the public schools but also the people that were placed in quarantine as most of these public schools were used as quarantine centres by the Nepal government. To increase the access to water at the household level, loans were provided to households and community members through local financing institutions for piped water connections, water filters, the construction of toilets and establishing WASH markets.

Pathway 3: Strengthen WASH Governance and Institutional framework

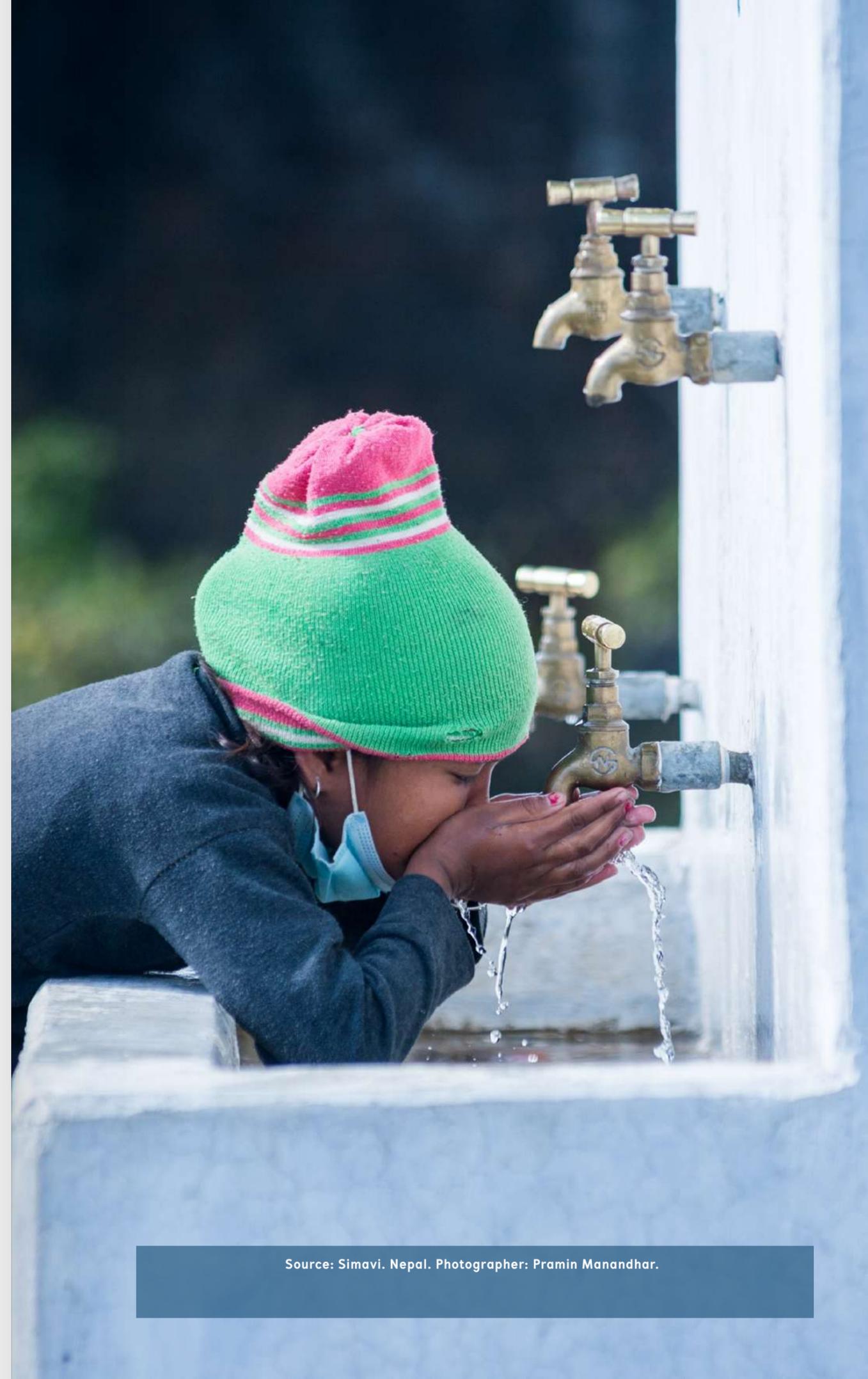
Sub-programme vision for this pathway: By the end of the programme, local government facilitates the inclusive and equitable access to WASH services with involvement of the private sector.²¹ This vision will be reached when local government is willing and able to develop rules and regulations on inclusive 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.

In 2020, progress towards the sub-programme vision was achieved through the following results:

Local-level WASH annual budget for 2020 increased in all municipalities partly due to effective advocacy and lobbying from the sub-programme. On World Water Day and Global Handwashing Day, the sub-programme conducted awareness-raising campaigns and interactive discussions to advocate for safely managed sanitation. The sub-programme provided technical support to the local government in drafting solid waste management guidelines. Municipalities were also sensitised on the need for a sanitation policy and by-laws – especially for Kohalpur and Bheriganga – to ensure safe sanitation practices. Likewise, municipalities were also made aware on the need for an institutional governance mechanism to bring together the scattered water supply and sanitation users' committee across the municipalities.

The sub-programme also facilitated development of a capacity-building strategy of local authorities on WASH in the four municipalities. The rationale behind the capacity strategy was to develop a clear plan to support the municipalities to deliver sustainable WASH services. The sub-programme technically supports the municipalities to address the priority areas that were identified in the plan, for example developing technical capacity of municipal technicians to design water supply and sanitation systems.

21. Local government counterparts are: the Barahatal rural municipality, the Bheriganga municipality, the Bajjanath rural municipality and the Kohalpur municipality.



Source: Simavi, Nepal. Photographer: Pramin Manandhar.

The sub-programme also facilitated linkages between the provincial and local government to support development of the WASH plan of the municipalities. These WASH plans outline priorities and aim to guide local investments in WASH. Additionally, they inform provincial and federal governments on where to allocate their resources, additional to the local resources. To reach safe water targets by improving functionality, the sub-programme initiated engagements with the management of water supply schemes in Banke and Surkhet. One focus is on having water safety plans in place. Another one is targeting the validation of an Asset Management Planning tool. The tool validation will be translated into a digital package, including an e-learning module plus an asset management mobile application. These products are being aligned with the government's broader initiative of WASH plan development, and improving the functionality and sustainability of water supply systems across the country.

Sub-programme monitoring, evaluation and learning

During the reporting period, regular M&E activities were carried out, although some of the activities such as monitoring visits were not possible due to the COVID-19 pandemic, especially in mid-year – when Nepal was still under a strict lockdown.

Midline data collection was planned for March but was postponed to January 2021, for which enumerator's training was successfully organised in December. The country team developed a digital monitoring tool, where partners could report their activities with details about beneficiaries and linkages with WAI Theory of Change. There was one monitoring visit from the Social Welfare Council in Banke district to track activities and progress made by the sub-programme. The activities and results of the sub-programme so far were appreciated by the government officials.

On monthly basis, the sub-programme basis has been organising online learning sessions on relevant topics for the programme, where local partners and relevant stakeholders from the working district participated. The sessions covered various topics such as menstrual health, businesses, entrepreneurship and social impacts, FSM, etc. In addition to the partners, relevant external stakeholders were also invited to broaden the scope of the debates and initiate broader joint learning. This was very effective even during lockdown as virtual platforms were used and there was active participation from the partners.

Approach to sustainability

During 2020 and beyond, the sub-programme, among others, has laid down a strong emphasis on *institutional sustainability* by working closely with the local authorities. The sub-programme is technically supporting the municipality to draft and operationalise local-level policies. Likewise, within each municipality, a WASH section and a WASH focal person is being sought to execute WASH-related activities. Through close collaboration, the local authority will define

clear responsibilities of the unit and its execution. Aligning with the roles of the WASH unit, the programme is supporting the local authority to create a digital WASH dashboard, which will help to keep track of the WASH targets and also help in planning, monitoring and taking up informed decisions.

Besides, to address *financial sustainability*, the sub-programme is supporting the local authority and stakeholders by carrying out a broader financial scenario analysis for establishment and operations of different WASH systems, such as water supply, faecal sludge and solid waste management in respective municipalities. The idea is to open the potential for co-financing, sustainable operations whereby municipality and associated stakeholders can make informed decisions for longer-term sustainability.

4.4 Country-level updates

Monitoring, evaluation and learning

The WASH SDG Consortium in Nepal planned to focus on two learning topics:

- Strengthening local bodies in effective WASH service delivery.
- Supporting sustainable WASH monitoring systems.

Progress on this was partial owing to COVID-19, however three Consortium-level meetings were held in 2020. These meetings were fruitful and effective to establish better understanding among the Consortium partners and to update the implementation status and share the challenges encountered due to COVID-19, as well as the way forward.

The Consortium collaborated specifically on gender-transformative programming (as well as social inclusion) through an online workshop to share how to work in a COVID-19 context at implementation level, as well as focus on changing context and modality to work and how to move on MTR process as well as annual planning process and its report preparation.

Apart from Consortium meetings, all sub-programmes participated in national-level meetings with concerned ministries, departments and stakeholders. Virtually, regular WASH cluster meetings and sharing/learning in COVID-19 response were held. Sub-programmes also supported the N-WASH process. Joint monitoring visits and learning events were deferred to 2021. One of the topics identified was to support in streamlining the municipal-level WASH plan development process based on our sub-programme experiences.

Country programme management and co-ordination

Consortium-level meetings were planned on a quarterly basis, but only three meetings were held in CY 2020 due to the impact of COVID-19. These meetings were useful and effective to continue to strengthen the understanding among the Consortium partners (mainly in relation to SNV staff changes), to update each other on implementation status, and to share the challenges encountered due to COVID-19 and the way forward.

The Consortium meetings focused particularly on gender-transformative programming (including social inclusion) and how to work in the COVID-19 context at implementation level. The most recent meeting was held on October 30, 2020 with a focus on the changing context and modality of work and how to carry out the MTR process, as well as the annual planning process and its report preparation.

Risks and mitigation

The COVID-19 situation created unexpected and specific challenges for some activities (such as SBCC sessions, trainings, campaigns and community mobilisation) and direct monitoring. Considering the remaining implementation timeline, the sub-programmes started to use digital strategies and adopting a context-specific approach that allow for small groups to gather for events, taking into account COVID-19 precautionary measures at sub-programme level. COVID-19 continuously pose an ongoing public health risk and the risk is high for capacity overload for all levels of government. This might impact our mitigation measures, and we will need to constantly monitor the situation and adjust where needed.

4.5 Communication on the sub-programmes (articles, videos, blogs)

	Date published	What	Title and link	Partner
	March 2020	Fact sheet	WASH SDG Nepal project fact sheet	SNV
	June 2020	Article	Handwashing facilities in Sinduli (in Indonesian)	Relief Nepal (Plan)
	July 2020	News feed	SNV adaptive WASH programming Nepal enables swift action and immediate relief	SNV
	September 2020	Video	COVID-19 Awareness video	ENPHO (WAI)
	September 2020	Article	WASH SDG project is constructing more than 900,000 drinking water and toilets in isolation building.	Relief Nepal (Plan)
	October 2020	Video	SKA Episode 24, Birendranagar Municipality (in Indonesian with subtitles in English)	MuAN (SNV)
	October 2020	Facebook post	Hand washing exhibition and distribution of hygiene kits in the villages of Sunsari (in Indonesian)	CSDC (Plan)
	October 2020	Facebook post	Impression of the one-month handwashing campaign in Sunsari (in Indonesian)	CSDC (Plan)
	October 2020	Facebook post	WASH Emergency response Nepal (in Indonesian)	CSDC (Plan)
	November 2020	Facebook post	Importance to the communities of contactless handwashing facilities (In Indonesian)	CSDC (Plan)
	November 2020	Facebook post	How difficulties turned Pratima from Sunsari District into a role model (article in the WASH News magazine)	CSDC (Plan)
	November 2020	Video	Radio show swastha ma hami (Health and us) - awareness raising on COVID-19 and WASH	Relief Nepal (Plan)

MHM champion is a powerful advocate for girls and women

Pratima Baniya (21) is a menstruation hygiene management (MHM) champion and member of the sanitary pad distribution committee at her school. The job is important to Pratima, an intelligent and energetic advocate who is determined that girls and women in Sunsari district are treated with dignity during their periods.



Story Facts

Country: Nepal

Sub-programme: Nepal
Sindhuli Sunsari
sub-programme

Consortium partner: Plan

Source: Plan. Nepal.

When Pratima first began menstruating, traditional practices meant she was sent away to stay with a neighbour for five days. She couldn't see her father or brothers; wasn't allowed to touch the water tap; couldn't go into the kitchen; wasn't given healthy food; and had only old clothes to use as sanitary pads.

Life changed for Pratima when she won a part in a

street drama produced by Nepal's WASH SDG sub-programme on menstruation hygiene management. She took to the role with enthusiasm and began spreading MHM messages such as "a girl who is menstruating can't do harm to anybody" to her friends and family. Even her parents were convinced and now allow Pratima and her sisters to remain at home when they are menstruating. Pratima also makes reusable sanitary pads that are saving the

family money which they spend on healthy food. Says Pratima's mother: "My daughter changed our traditional concept towards menstruation hygiene management. Now we feel safe and secure during our menstruation period."

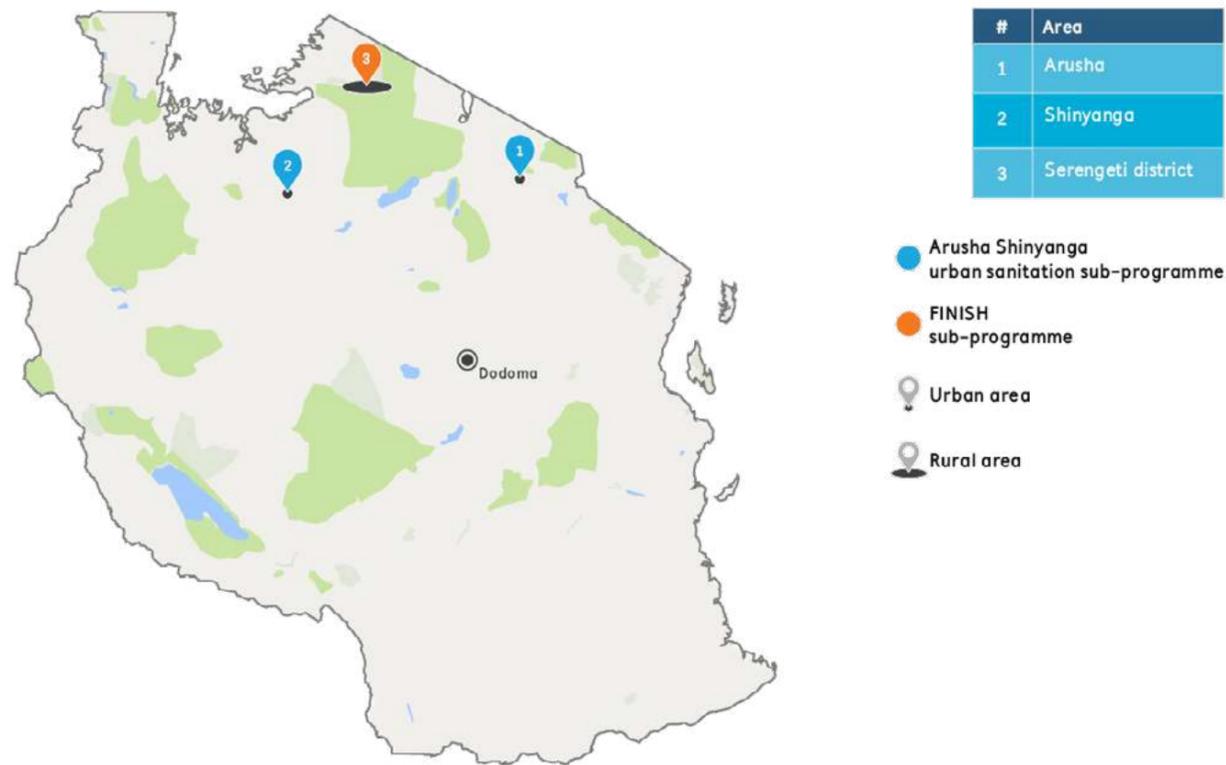
5. Tanzania



Source: SNV, Tanzania.

A re-use briquettes research demonstration at Sekel Ward in Arusha on 11th November 2020

Tanzania # Sub-programmes: 2
Lead: SNV # Locations: 3



Sub-programme 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 Local businesses/MFI: <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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Tanzania tab.

It is worth noting that the FINISH sub-programme came to an end in December 2020.

COVID-19 in Tanzania

The effects of the pandemic in Tanzania were felt from the beginning of March 2020 and led to a number of restrictions on the sub-programmes in terms of staff not being able to travel to the field, the inability to meet face to face with key partners, and the closure of schools.

During this period, the programme reoriented BCC messaging to digital content (PSA, website, GIFs) and social media platforms, increased focus on handwashing interventions (foot pedal design) and set up a number of webinars to disseminate information, keep the programme visible nationally and internationally and ensure dialogue with key partners was maintained. The pandemic was deemed over by the government as early as early June 2020, reopening schools and asking partners to return to field activities. Organisational protocols and measures remained in place though to keep both staff and partners safe, but any COVID-framed interventions were not approved of by the government beyond June.

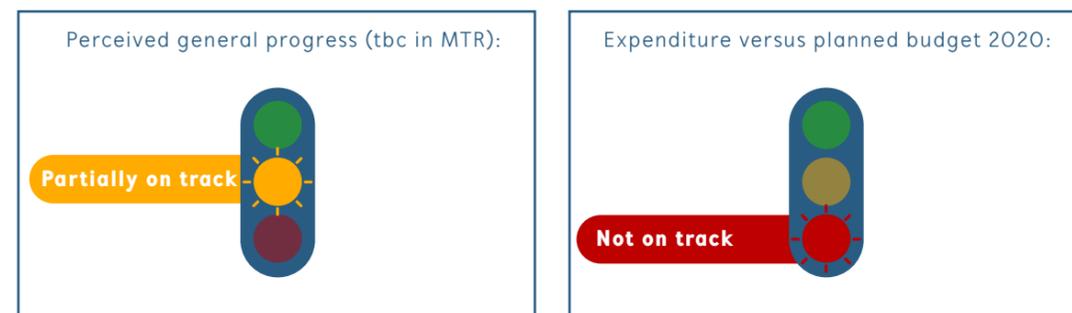
The sub-programmes were able to adjust some of the activities and present (handwashing) interventions more broadly within the scope of health impacts, but earlier initiated PPE-related COVID actions were stopped.

5.1 Tanzania Arusha Shinyanga urban sanitation sub-programme

"I am glad to be a community sanitation and hygiene facilitator at mtaa/street level, this has been facilitated by SNV and now I am able to mobilise community on safe sanitation behaviours including safe solid waste storage and emptying of faecal sludge."

Bertha Kaaya, Mferejini mtaa, Baraa ward in Arusha City.

Overview of progress



Overall, Consortium partner indicates the sub-programme is progressing relatively well. There are some minor concerns, but these are being addressed by the partner and under control.

The programme is on track in terms of implementation in relation to behaviour change from the perspective of having a recognised Mazingira Safi Maisha Bora campaign up and running and actively promoted throughout interventions. Improvements in sanitation services such as toilet construction and OHS is also evidenced in the PPE worn by service providers, and in the work carried out by local artisans. With respect to treatment and disposal, major improvements have been made in Shinyanga with the construction of the first ever FSTP, and the understanding and buy-in of re-use product potential sets promising opportunities in this area for 2021. There was

slower progress on governance issues, due to a reduction of sector meetings in 2020 owing to COVID, but some improvements with licensing permits and clarity of roles between councils and utilities are still emerging from the programme's actions.

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 2020, the Mazingira Safi Maisha Bora campaign was launched in schools, public places and communities, harnessing the creative power of BCC wall paintings, school WASH club sessions involving comic books, toilet cleaning and improving the environment, and street level dialogues on sanitation issues. Increased investments in online BCC tools such as producing a public service announcement (PSA), GIFs and social media statics was done to reach target audiences during field restrictions due to the COVID pandemic. The campaign in HCFs was parked until 2021 owing to limited ability to go to the field in 2020.

The MTR will provide further evidence of the impact of these interventions, but we are already



seeing progress in PPE use and safer practices of emptiers (emptying of sludge at trenches and designated places), reduced solid waste in septic tanks where bins and no trash into pits is promoted, and in the uptake of handwashing practices (specifically with the foot pedal HW station designed and disseminated by the programme). CVR aspects are also integrated through reduced use of water during handwashing (because of foot pedal design), capture and use of rainwater, and dialogue and priority given on planning re-use of FSTPs (briquettes and co-composting). GESI considerations are coming to the fore through tailored messages and bins for safe MHM promoted via radio programmes, schools and public places, and sensitising technical and management government staff in integrating women-, children- and people living with disabilities-friendly designs and infrastructure. We also worked with the city councils to identify and recognise manual emptiers who operate in hard-to-reach areas and informal settlements, to provide upgraded services to vulnerable groups. These emptiers are now in the early stages for formalised registration process, and, once completed, will be equipped with PPE and upgraded tools.



Source: SNV, Tanzania.
February 2020, John Petro Kisandu Deputy Mayor, Shinyanga Municipal Council in Shinyanga launching Stand Mpya public toilet.

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 healthcare 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).

In 2020, the investment in training local artisans (including women-led businesses) on both improved technical toilet construction and marketing skills is bearing fruit in terms of quality of work, demonstrated through the creation of sanitation artisan groups and completed toilets in schools and public places. Investments in public toilets with improved accessibility features for people with disability (ramps, separate cubicles, handles, etc), upgrading of non-segregated gender blocks with female-only cubicles, improved handwashing devices/locations and better solid waste management options, are providing visible evidence for local authorities to replicate more widely, and greatly improving customers' experience of these services. OHS sessions with emptying services (both mechanical and manual), including distribution and promotion of PPE, discussions with companies on technical improvements required and capacity building, are leading to significant improvements in the safety and quality of their service. Work on recognising manual emptiers and charting their way towards formalisation through registering as associations has been the first step, while discussing upgrades to their tools/equipment and PPE to professionalise their work in early 2021. Furthermore, the construction of the first FSTP in Shinyanga (finalised in early 2021) is transforming the sanitation landscape in this city, towards safe sludge disposal, increased capacity and understanding of treatment issues by utility and council staff, and in attracting interest from other similar cities in learning from the informed choice process that led to this and seeking options to replicate. Discussions on the Arusha FSTP remained complex, but an exchange visit for the Arusha Utility to Shinyanga FSTP, engaging the Ministry of Water and representatives of the utility board, and preparing documentation to



Source: SNV, Tanzania.
November 2020, Chiku Athuman Female Local Fundi in Shinyanga during technical and business skills training

present to the utility MD, all led to the early 2021 decision to allocate land at the Arusha landfill site for FSTP/re-use work. Finally, initial reluctance and potential viability of faecal sludge re-use products has been largely overcome through effective and targeted practical demonstrations leading to planned pilots for both briquette production and co-compost in 2021, combined with integrating recommendations from the CVR assessment on re-use of treated effluent for irrigation and fishponds.

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.

In 2020, fewer opportunities for face-to-face dialogues on governance issues were possible, due to cancelled national-level meetings and conferences as a result of the pandemic. The programme focused on influencing decision makers through learning webinars (notably on re-use and integration of solid waste and human waste management), online content and participation in online meetings. This was combined with smaller targeted discussions on emptying license permits, formalisation of manual emptiers, dialogues with the Tanzania Bureau of Standards on re-use products, multi-actor representative co-ordination efforts to jointly discuss sanitation investments and decisions, and advocacy through presentations and exhibition booths at events such as sanitation week in Tanzania.

In Shinyanga, a new MoU clarifying roles and responsibilities in the oversight, O&M and revenue collection of the treatment plant is reinforcing the collaboration between council and utility in



Source: SNV, Tanzania.

October 2020, Clement Mzia Mechanical Emptier in Shinyanga showing off his PPE for improved OHS and professionalisation of services

running and overseeing sanitation services.

Enforcement efforts continue to be focused on technology such as GPS trackers on trucks, backed up by engagement in shaping national and city-level legislation developments (e.g. the Energy and Water Utilities Regulatory Authority FSM guidelines, and emptying permits). Under the government's National Sanitation Management Information System (NSMIS), the programme supported the training of local authority staff in Arusha on new tools to strengthen their sanitation monitoring capacity. Finally, specific practical business model and business planning capacity sessions with emptying services, revenue-expenditure planning for managing public toilets and in the development of the re-use products interventions, is further strengthening the way sanitation investments are planned and budgeted for.

Unprogrammed COVID-response activities

During the COVID period, the programme intended to carry out several specific interventions, including the provision of equipment, PPE and foot pedal handwashing stations. However, the situation in Tanzania evolved rapidly, and the government stated early on that the pandemic in the country was under control and all COVID-related interventions, including equipment and technology, had to undergo a lengthy bureaucratic process of approval. The programme therefore decided early on to re-focus on the existing programmed activities. The programme, however, continued to promote the foot pedal handwashing stations throughout the year and will continue expanding this in 2021.

Sub-programme monitoring, evaluation and learning

The MTR was postponed to 2021 due to COVID. In the meantime, the programme put in place a BCC monitoring framework for schools and community interventions. Further work is required to ensure this is more sustainable, exploring digitalised processes for capturing data for ease of collection and analysis. Furthermore, the programme continued to engage on the development partners group and technical working groups platforms via online meetings, presenting on its approaches to other development partners and then seizing the opportunity to exhibit and present at the Sanitation Week in Dodoma, once COVID restrictions had been lifted.

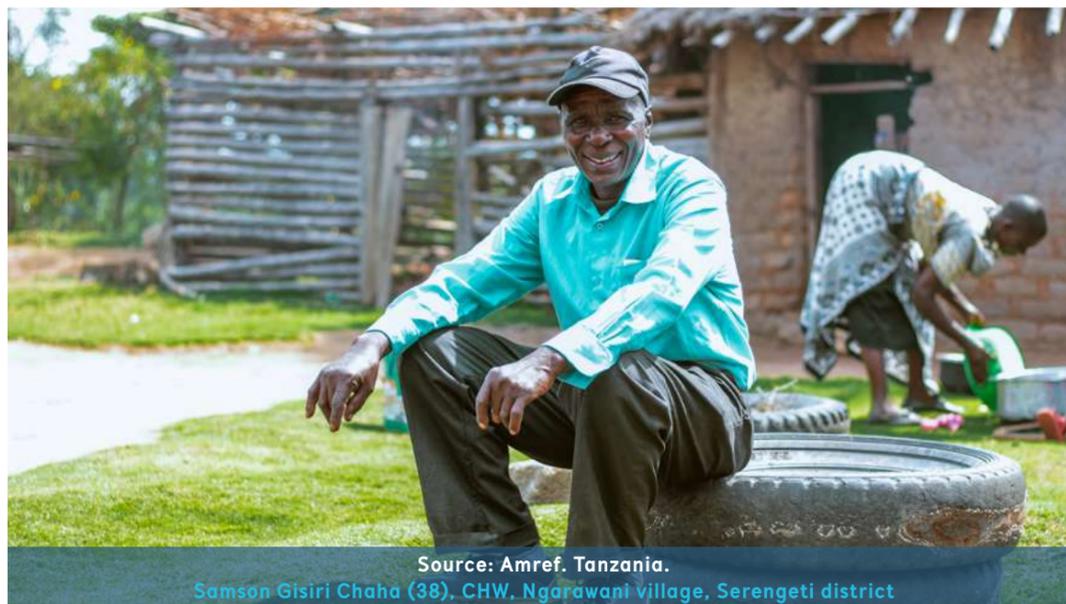
In terms of learning, as a result of the restrictions on field operations for some time, the programme focused more on online-based learning and documentation, such as webinars, blogs and developing a [BCC campaign website](#). The programme also continued linking up with different partners to share learnings – for example with VEI, on a school WASH initiative, with SNV providing behaviour change interventions in schools where VEI is constructing school toilets. The sub-programme is also engaging in the GESI LKD dialogue, integrating more GESI aspects throughout each of the interventions, such as engaging female artisans, increased focus on MHM, and female-friendly infrastructure.

Approach to sustainability

The programme continues to build its interventions in close collaboration with the city councils and utilities, building their capacity in planning, business development and communication skills, including engaging private sector providers who complement their role. The programme supported training on the National Sanitation MIS, further aligning and strengthening partners' M&E capacity and understanding, which supports the Sustainability Compact. The development of simple checklists and improvements to partners' data collection practices are also supporting more emphasis on evidence-based data to guide decisions.

More information on this can be found under the specific pathways, but to highlight some examples of sustainability, in line with the FIETS principles:

- Institutional sustainability: In Shinyanga, a new MoU clarifying roles and responsibilities in the oversight, O&M and revenue collection of the treatment plant is reinforcing the collaboration between council and utility in running and overseeing sanitation services.
- Technical/institutional sustainability: The construction of the first FSTP in Shinyanga (finalised in early 2021) is transforming the sanitation landscape in the city, towards safe sludge disposal, increased capacity and understanding of treatment issues by utility and council staff, and in attracting interest from other similar cities in learning from the informed choice process that led to this and seeking options to replicate.
- Technical/institutional sustainability: OHS sessions with emptying services (both mechanical and manual), including distribution and promotion of PPE, discussions with companies on technical improvements required and capacity building, are leading to significant improvements in the safety and quality of their service.



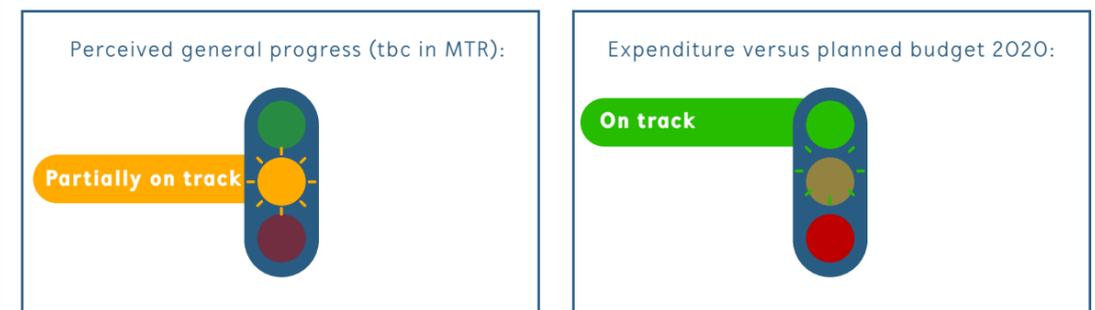
Source: Amref, Tanzania.
Samson Gisiri Chaha (38), CHW, Ngarawani village, Serengeti district

5.2 Tanzania FINISH sub-programme

"The training has given us confidence to motivate others to build good improved toilets and we have been able to build toilets even for those that are too poor to afford associated costs. [...] For me personally, I have been able to obtain income after building the toilets and I am able to support my family and myself. [...] Even if I stop working for them, I am able to contribute to the community, I am able to perform without supervision and find other clients."

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

Overview of progress



The Tanzania FINISH sub-programme came to a close in December 2020. As it received additional funding from both FINISH Mondial as well as WASH SDG²² the original target of 2,000 households (10,000 people) was increased to 5,000 households (25,000 people).²³ The sub-programme expanded to four new wards²⁴ as in the 11 wards it had started with, the market saturation level was having an impact on demand.

Using its monitoring data, the sub-programme facilitated a market approach and created demand through which 5,577 basic and safely managed toilets were constructed or improved (27,855 new people reached) since July 2018, of which 2,859 in 2020. Honing in on the WASH SDG part of the funding, the target within the WASH SDG programme was rural people. In

22. Jul-Dec 2020 69,110 EUR re-allocated from the Ethiopia WAI sub-programme.

23. Total budget WASH SDG and FINISH Mondial: 685,381 EUR – July 2018–Dec 2020 (51.1% WASH SDG/48.9% FM).

24. FINISH will continue to work in these wards in 2021 through FM funding.

line with this, the end line has confirmed that an additional 11,015 (110%) rural people have access to basic or safely managed toilets.

In terms of hygiene, 2020 focused on COVID-19 support interventions with the district government. Thirty handwashing facilities were constructed for schools to mitigate COVID-19 and five handwashing facilities at public places (markets, bus stops) for the same purpose. The end line data indicate the hygiene target of 10,000 rural people has not been reached – only 7% (642 people) of the target of additional rural people who reach basic levels of handwashing practices was achieved. Hygiene was not sufficiently integrated during community sensitisation activities, which is being addressed going forward.

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)²⁵. 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.

This pathway ambition was mostly achieved. The summary explains that progress with regards to sanitation facilities was good, however changes in hygiene behaviour were insufficient. In 2020, the Tanzania FINISH sub-programme engaged local agencies – including Mugumu Urban Water Supply and Sanitation Authority (MURUWASA), Serengeti District Council, Rural Water Supply and Sanitation Authority (RUWASA) – in implementing behaviour change interventions. It also worked to increase the level of participation for women, youth and socially excluded groups in behaviour change interventions and decision-making processes in WASH delivery services. The end-line evaluation noted an increase in the level of participation of women in decision making in WASH activities, from listened to (55%) at the baseline to influence decisions (65%) at the end line. The sub-programme worked closely with the local government to overcome the limited involvement of socially excluded groups, as previously identified.

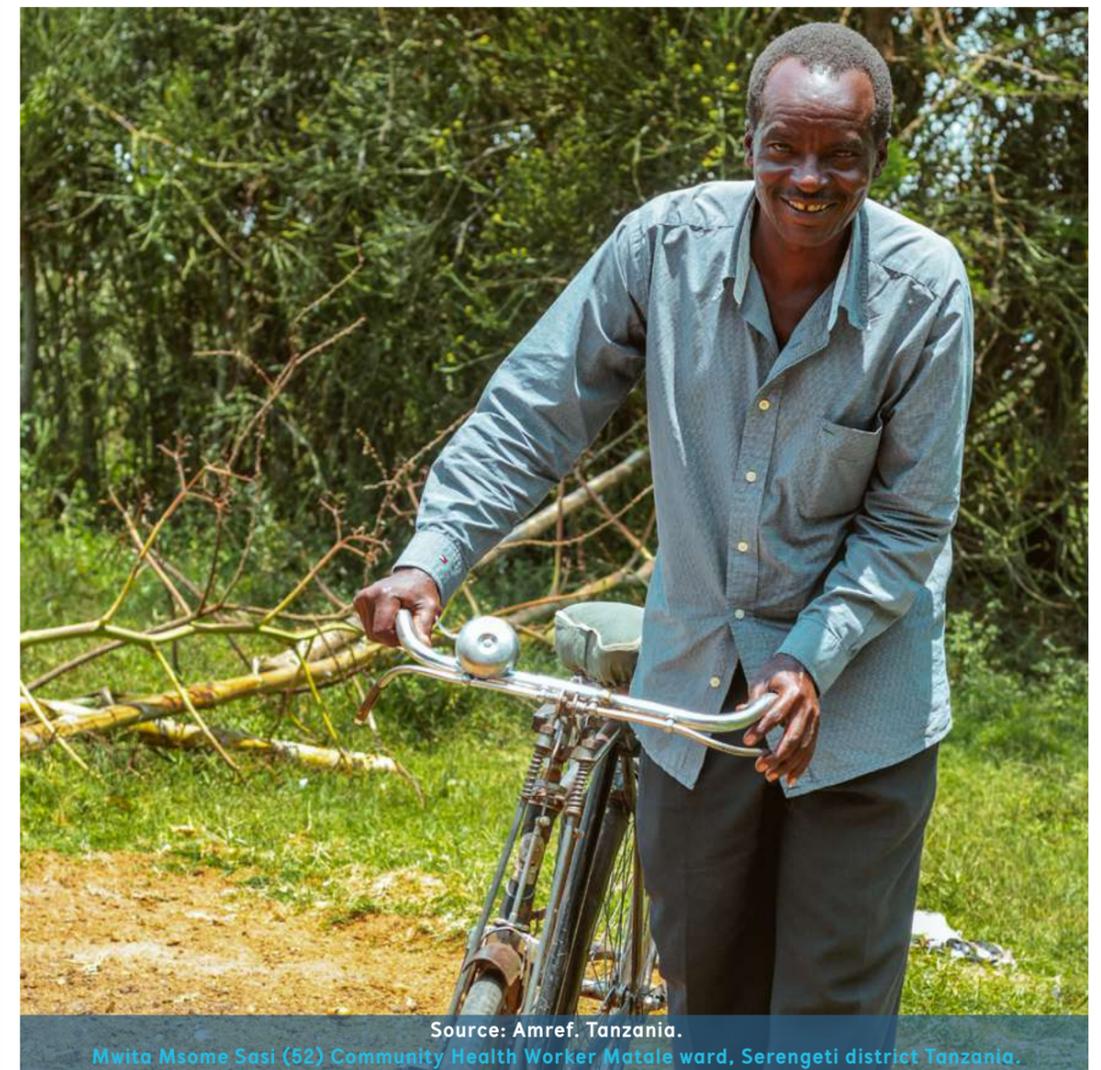
Community health workers (CHW) and health officers were engaged on a monthly basis to conduct behavioural change activities across 51 villages, in which 68,000 people were reached with WASH behavioural change improvement. This task was conducted door to door and through small meetings with households, due to COVID-19 outbreaks. COVID-19 brought an alarm to WASH behavioural change and practice within the community. FINISH aligned with the government efforts in raising community attention on WASH behavioural change.

²⁵ Six wards in rural areas plus one Mugumu township with five wards, totalling 11 wards of the project area in Serengeti district.

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).

This pathway ambition was achieved. The entrepreneurs interviewed at end term indicated that their sales went slightly up in 2019–2020. However the sales did not meet an increased demand from the communities, so people also opted to go outside the intervention areas to purchase materials and spare parts. On the other hand, the sustainability check found that 77% of people living in rural areas found it difficult to access materials and spare parts.



Source: Amref, Tanzania.
Mwita Msome Sasi (52) Community Health Worker Matale ward, Serengeti district Tanzania.

In 2020, the Tanzania FINISH sub-programme empowered a total of 51 CHWs, 35 masons and 41 sanitation entrepreneurs as well as more than 80 government staff to provide or facilitate provision of WASH services at community level. Local entrepreneurs (material suppliers) were trained on WASH entrepreneurship and marketing. In terms of financial inclusion products, the sub-programme reached 32 grassroots financial institutions for sanitation loans provision. Also, Equity Bank has developed financial products such as Maji loan (for clean and safe water); Jamii Safi loan (for sanitation construction of toilets and connection to sewerage systems), and Fanikisha products for entrepreneurs and businesses. They issued 25 WASH-related loans to households amounting to 8,750,000.00 TZS (3,520 EUR), as well as 54 loans to entrepreneurs amounting to 100 million TZS (40,000 EUR).

The construction of improved toilets has mostly been through self-financing by households (almost 90% over the 2.5 years). Fifty loans by grassroots financial institutions, valued at 1,500 EUR overall, were provided to its members (30 EUR each). The loans serve to finance materials that are bought from hardware shops, such as roofing sheets, cement and door frames, to just mention a few. The level to which entrepreneurs reach out with services and products targeting the bottom of the pyramid improved from baseline (50%) to end line (65%). Evidence for this change comes from additional arrangements, such as provision of loans, which were issued in some cases in kind (as products, produce, cows, etc) or as funds.

The sub-programme established a 'centre of excellence', which links artisans with entrepreneurs, CHWs and the district facilitation team to provide WASH services. It is a WASH learning hub, enabling both artisans and consumers to see technological options.

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.

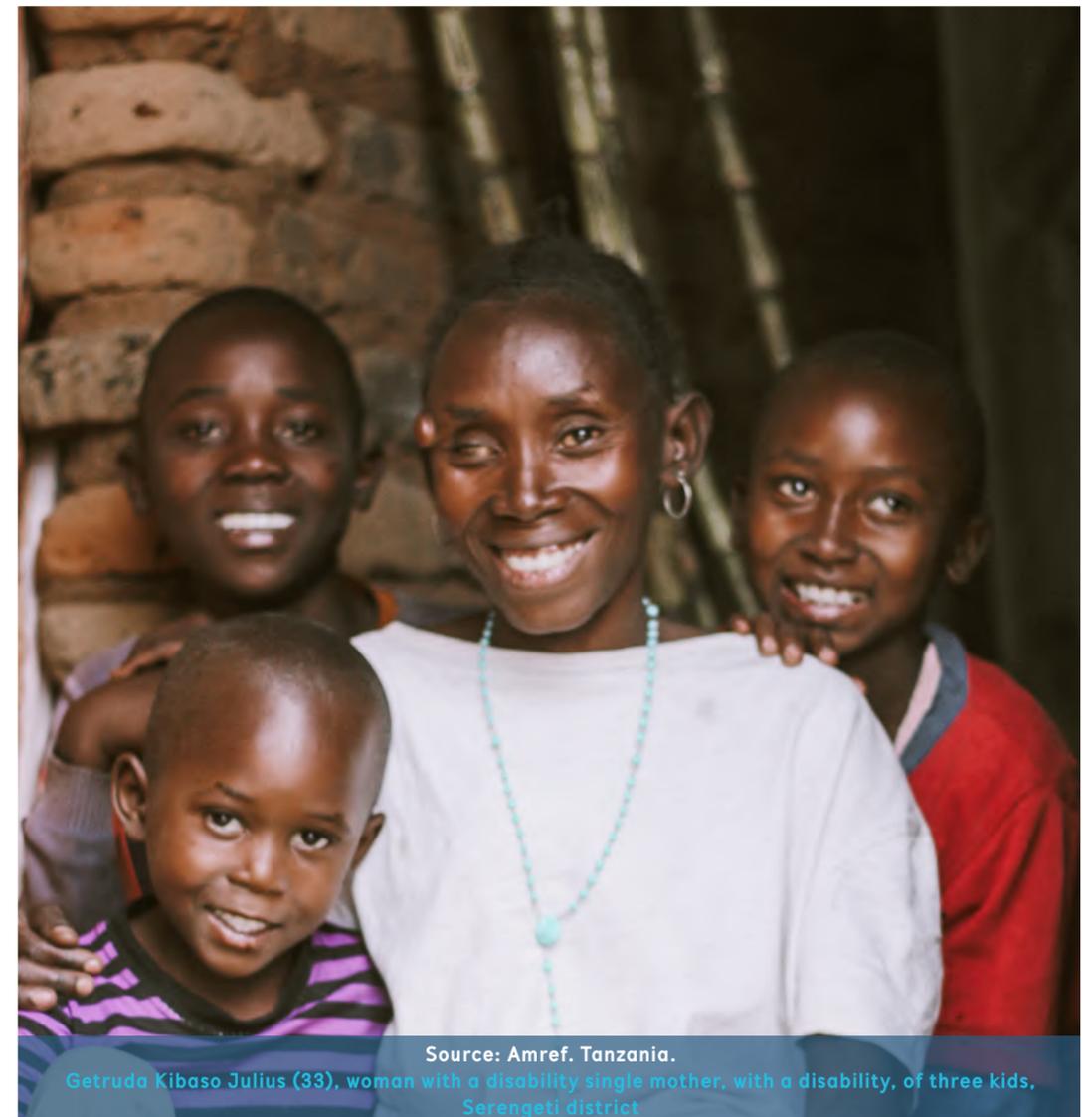
This pathway ambition was achieved. In 2019–2020 Serengeti District Council allocated a budget of 272,830,000 TZS (103,270 EUR) for WASH, of which 19% (52,830,000 TZS/21,132 EUR) was spent on household sanitation, compared with 15,000 EUR in 2018²⁶. While the entire sanitation budget, as reflected in the district budget, appears to have been provided by the World Bank, the district/central government funding did contain an explicit amount allocated for the purpose (end-line evaluation).

The district WASH technical committee was established in 2019, with support from the sub-programme. The committee has entrepreneurs, community leaders, community health workers, health extension workers, masons and village/ward executive officers in it, who influence demand creation and behaviour change and create at targeted communities. In 2020, it

²⁶ Correction: In the 2019 AR we wrote: 'increased sanitation budget by the Serengeti district council from 40 million TSH/15 million EUR (2018) to 70 million TSH/27 million EUR'. This should have read: 15,000 EUR (2018) to 27,000 EUR in 2019.

played a strong role on co-ordinating water, sanitation and hygiene policies and legislation at district level, as well as defining roles and responsibilities between different WASH stakeholders. Through the district facilitation team, the sub-programme has improved on practical responses to address GESI and climate resilience, district WASH plans and budget in line with the national WASH priorities. This has contributed to a slight improvement of WASH governance at district level, which at baseline ranked 40% and increased to 50%.

The formation of the district WASH consultative team aimed to co-ordinate (planning and implementation) of WASH activities. The team also supported monitoring through its regular review meetings with the sub-programme. This supports the understanding and integration of FINISH approaches and standards in the sanitation district plan.



Source: Amref, Tanzania.
Getruda Kibaso Julius (33), woman with a disability single mother, with a disability, of three kids, Serengeti district

Sub-programme monitoring, evaluation and learning

In collaboration with Serengeti district local government, the sub-programme conducted monthly and quarterly monitoring and data collection on latrine construction through CHWs and in close collaboration with community stakeholders.

An end-line evaluation was carried out by an external consultant. Some initial findings have been included in this report and will be used to shape the implementation of the next five years of the programme, funded through FINISH Mondial (DGIS-IGG).

During this reporting period, the FINISH programme recruited a MEAL officer (on a short-term basis) to provide additional support on the M&E process. Amref Health Africa Tanzania's Monitoring and Evaluation Unit has provided oversight to ensure existing M&E systems are set in place. The communications team of Amref Tanzania visited Serengeti to document evidence and learning including the production of this [video](#). The M&E unit, jointly with Amref Netherlands, provided intense support as part of the end-line evaluation process.

Approach to sustainability

For 2020, the sub-programme prioritised financial and technical sustainability.

FINISH Tanzania sub-programme assured guiding principles of sustainability in the delivery of WASH services. The FINISH sub-programme activities are sustainably financed as households pay for their own facility constructions. FINISH sub-programme applies a multi-stakeholder (Diamond) approach to ensure that all stakeholders at the local level know their roles and responsibilities and work towards sustainability. For proper sustainability, the programme ensured demand-driven, inclusive of the poor and marginalised, gender sensitive, culturally sensitive and needs-based using GESI approaches.

As regards to technical sustainability, the project ensured technical sustainability in the following ways. Firstly, by promoting cost-effective toilets that are durable and fit for the environment and climatic condition of the area. This also includes the introduction of and advocating for the ventilated improved double pits latrines. Secondly, by empowering masons from the same community in which the project is implemented to carry out construction and maintenance when needed creates ownership and higher uptake of the programme by the communities. Thirdly, by empowering the trained masons to become master trainers by linking them with the vocational training institute for attaining master trainers' certificates. The master trainer trained other masons, hence ensuring technical sustainability. Finally, by creating the centre of excellence, through which the toilet construction technology will be passed to other masons in and beyond the project area.

5.3 Country-level updates

Monitoring, evaluation and learning

The FINISH sub-programme ended in December 2020 and coincided with the pandemic and cancellation of physical national meetings such as Maji (water) Week and interactions. The programme did present extensively during the Sanitation Week in December 2020, where the WASH SDG programme had two official presentations during the plenary sessions on OHS and informed choice in faecal sludge and re-use options and technologies. In addition, the programme had an exhibition booth, to share materials developed regarding the BCC campaign, local mason catalogues, and re-use briquettes.

Country programme management and coordination

Limited country co-ordination was possible because of COVID, but SNV was able to continue to engage and represent the WASH SDG programme on online platforms. SNV-led webinars on re-use and synergies between solid and FSM chains. A meeting took place with the EKN to provide updates on the programme. It was agreed that SNV will contribute to the planned initiative by the EKN to document all DGIS-funded programmes in Tanzania in 2021. SNV also collaborated with VEI in Arusha on school WASH programmes, leading on BCC work in schools where VEI constructed school toilet blocks. Although no longer part of WASH SDG, it is worth noting that the FINISH sub-programme has started working with VEI/WWX in relation to FSM in Mwanza moving into 2021.

Risks and mitigation

- Elections: During the national elections, availability of government staff was more limited and the programme focused on construction work during this period that did not require as much of their participation due to pre-agreed designs and plans.
- COVID-19: Some of the work on the ground slowed down because of the initial COVID situation. BCC work focused more on online materials, such as public service announcements and GIFs, during the COVID slowdown and national elections.
- In 2020, the programme experienced heavily rain spills that affected the FINISH sub-programme area.

5.4 Communication on the sub-programmes (articles, videos, blogs)

	Date published	What	Title and link	Partner
	April 2020	Blog	A toilet manual emptier's life in this day and age	SNV
	July 2020	Event	Finding 'gold' in 'poop': the exciting world of faecal sludge re-use	SNV
	July 2020	Blog	Kanyaga Kanyaga: handwashing with soap made easier and safer in Tanzania	SNV
	October 2020	Video	Tanzania: Arusha city and its innovative bid to increase safe hand washing practice citywide	SNV
	December 2020	Instagram post	Sanitation week in Dodoma	SNV
	December 2020	Video	FINISH Mondial in Tanzania – 12 minute video demonstrating local partnerships and approach. GESI related.	WAI



SNV. Tanzania

Saving lives and creating opportunities through toilet construction

Mwita Maryogo Marwa (42) was an unemployed mason before Amref trained him to build toilets. He's now a successful businessman and strong advocate within his community about the importance of each household having an improved toilet which reduces the spread of diseases like diarrhoea, dysentery, typhoid and cholera.

Story Facts

Country: Tanzania

Sub-programme: Tanzania FINISH sub-programme

Consortium partner: WASH Alliance International

In rural villages the 327 USD cost to install an improved toilet is prohibitive for some families. That's why Mwita and the community organisation he founded are working with Equity Bank to provide micro loans to buy the construction materials to build toilets. The loans are paid back in small amounts, making them more affordable.

"The training has given us confidence to motivate

others to build improved toilets and we have been able to build toilets even for those that are too poor to afford them," Mwita says. "Working as a group helps us to solve the challenges collectively," he adds.

Mwita's group faces challenges including limited capital to expand their business and opposition from some villagers who don't understand the im-

portance of improved toilets. Mwita is calling on the government to enforce bylaws on toilet construction to drive demand. In the meantime, he'll continue to work with local leaders and with community members. "I am able to support my family and myself, and to contribute to my community," says Mwita.



Source: Amref, Tanzania.
Mwita Maryogo Marwa (42) who turned from unemployed villager to trained mason, Serengeti district – 2020

How to get things moving from the inside

Fredy Lym (33) heads the planning and development department at the Arusha Water Supply and Sanitation Authority. Fredy wants his water utility to become one of Tanzania's best in managing faecal sludge and wastewater.



Story Facts

Country: Tanzania

Sub-programme: Tanzania Arusha Shinyanga urban sanitation sub-programme

Consortium partner: SNV

Source: SNV, Tanzania.

The WASH SDG programme works on continuous capacity building of stakeholders such as Fredy. In 2019, the programme organised a learning event in Indonesia focused on sustainable cost recovery and equity in urban sanitation. Interacting with stakeholders from Tanzania, Indonesia, Zambia, Bangladesh and Nepal gave Fredy the opportunity to exchange knowledge with experts from different countries about planning and investment based on

cost recovery. Fredy now uses what he learned in the utility's short, medium and long term plans.

One of the most important parts of his work is securing land for a faecal sludge treatment plant which is more central and cost effective. Fredy's enthusiasm, passion and commitment have played a big role in city-wide sanitation planning and changing the system.



6. Uganda

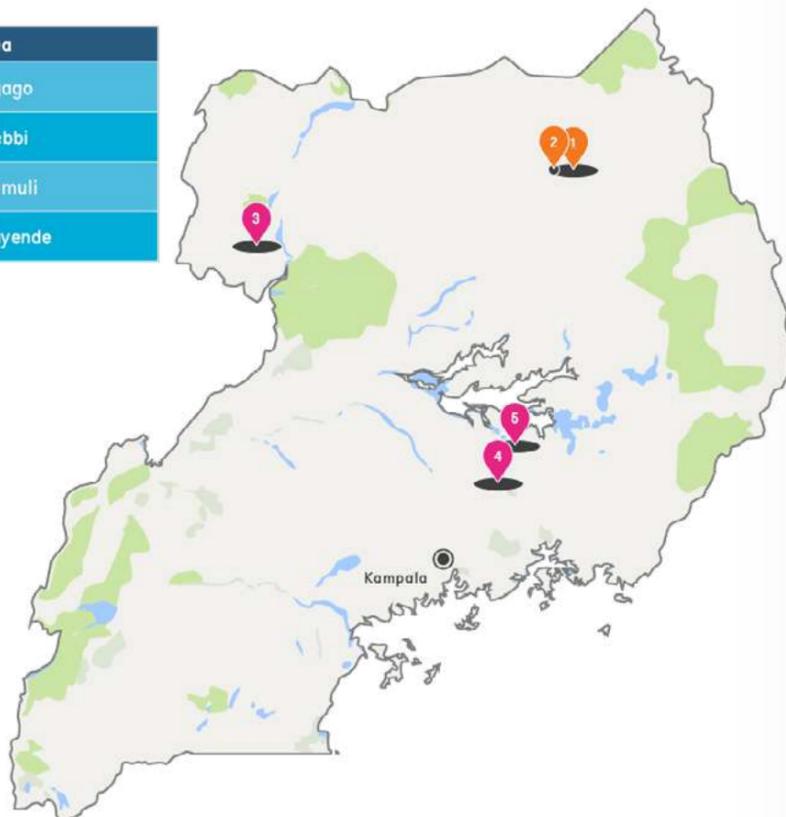


Photo source: Simavi, Uganda. Photographer: Oscar Seykens
A Gender and Social Inclusion (GESI) Community of Practice was established.

Uganda # Sub-programmes: 2
Lead: WAI # Locations: 5

- Uganda WASH Alliance sub-programme
- Kamuli Buyende Nebbi sub-programme
- 📍 Urban area
- 📍 Rural area

#	Area
1&2	Agago
3	Nebbi
4	Kamuli
5	Buyende



Sub-programme title & lead	Rural/ (peri) urban	Location	In-country partners
Uganda WASH Alliance SP – WAI (Simavi)	Urban & rural	Agago	Local NGOs / CSOs: <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, Water and Sanitation Entrepreneurs Association (WASEU) Dutch NGOs: <ul style="list-style-type: none"> • Simavi, Amref, Akvo, IRC, PRACTICA, RAIN, RUAF Local / national authorities: <ul style="list-style-type: none"> • Agago district local government
Kamuli Buyende Nebbi SP – Plan	Rural	Nebbi, Kamuli, Buyende	Local NGOs / CSOs: <ul style="list-style-type: none"> • Plan International Uganda Local / national authorities: <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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Uganda tab.

COVID-19 in Uganda

COVID-19 has become a worldwide emergency, causing a number of deaths and economic and business devastation. It has negatively impacted the health system, the economy, businesses, social movements, employees and employment opportunities. At the time of writing (April 1, 2021, Uganda has recorded 40,751 total cases of COVID-19 and 335 deaths²⁷. The total number of tests done is 927,238, which is less than 2% of the population. In response, the government of Uganda has instituted a number of fluid and responsive restrictions based on the cases, including curfew, indefinite closure of schools with exception of semi and candidate classes, restrictions on community congregation (max 200 people) and social distancing (two meters apart). Considering the increase in cases, a home-based care strategy has been adopted by the government to minimise overstressing the existing healthcare system. The pandemic has resulted in increased demand for water supply, hygienic products (handwashing facilities, soap, sanitary pads) and increased risks of gender-based violence and sex exploitation.

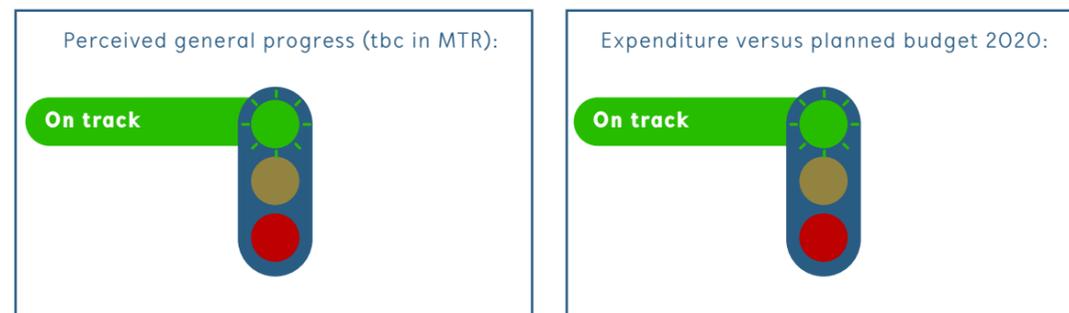
27. Source: <https://www.health.go.ug/covid/#> (accessed on 24 March 2021)

6.1 Uganda WASH Alliance sub-programme

"As senior education officer, I commit to go through the office of the chief administrative officer and lobby for the recruitment of more female teachers. Besides increasing the number of female teachers, the education office will take keen interest in planning for the sanitary facilities so that reusable menstrual pads (RUMPS) are provided to support people living with a disability, washrooms for the girls among others."

Kitara Coldwell, senior education officer, Agago, December 15, 2020.

Overview of progress



The Uganda WASH Alliance sub-programme has largely achieved its intended results planned for 2020 despite the outbreak of the COVID-19 pandemic. The local partners were able to adjust with support from the co-ordination team on use of digital tools and platforms. The COVID-19 pandemic generally affected field-level implementation with restrictions on community engagement, movements within the country, and travel in and out of the country. This caused a delay in implementation, especially in the period March to May 2020. Partners have been working closely together to bridge the gap caused by the delays from June 2020 onwards, respecting the standard operating procedures and COVID-19 regulations set by the Ugandan government.

The sub-programme is observing improved collaboration and recognition by the district. Agago district local government is able to commit to uptake of some best practices and even secure resources for joint initiatives. An example is the M&E portal that is currently under development.

The sub-programme has made great strides in addressing GESI mainstreaming in Agago, which has resulted in increased women leadership, women entrepreneurship and women participation.

The district has been strengthened on GESI through a training workshop in December 2020.

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). Community members know about the importance of WASH and are able to prioritise WASH within their households.

In 2020, the sub-programme was able to expand awareness activities from the 105 villages to 180 villages. This included villages from four new target sub-counties within Agago district integrated in the second half of the implementation phase. For each of the four new sub-counties, a water and sanitation improvement plan was developed. In all the 180 villages, demand for sanitation and hygiene increased due to the awareness-creation activities by the sub-programme. Hygiene has been the main outstanding achievement, with handwashing reaching 87% within the targeted villages. Although this may as well be attributed to other COVID-19 awareness efforts in the district, the sub-programme deliberately intensified hygiene awareness-raising across the target villages.

Additionally, the sub-programme, with the support of the local government, conducted hygiene and sanitation follow-up sessions targeting a total of 255 households that had previously been mapped out to have no appropriate sanitation and hygiene facilities. As a result, 105 of the 255 households constructed unimproved sanitation facilities, thereby accessing sanitation for the first time. On the other hand, 110 of the 255 households had their latrines submerged or washed away



Source: Simavi, Uganda. Photographer: Emmanuel Museruka. the office of WASH Fin in Patongo Town Council. January 27, 2021

by the heavy floods, particularly in Patongo sub-county, which brought the community back to the situation before sub-programme activities started. To change this situation, the sub-programme is now rethinking to promote flood resistant affordable sanitation technologies, to ensure a more sustainable result can be achieved.

In the sub-counties of Lira Kato and Wol, the sub-programme facilitated two sub-county level dialogue meetings with the water users, the water boards, health assistants and community development officer. As a result, the water users in Lira Kato were able to raise 600,000 UGX (approx. 140 EUR) to cater for repairs of a solar system. A new committee was voted to include the health assistant and community development officer. The two were added to support and monitor the user fees.

Community awareness creation and action planning sessions were facilitated in the critical hotspot areas of Teolim, Kamrono and Oburbulu, and focused towards restoration of the degraded wetland. As a result, community action plans were developed with clear environmentally sustainable livelihoods interventions such as tree nursery establishment and art craft making.

Pathway 2: Improve WASH service provision

Sub-programme vision for this pathway: By the end of the programme, to have a functional WASH market²⁸ at district level, where WASH service providers offer inclusive, affordable and innovative climate-resilient products and services. This includes the presence of various types 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 2020, the sub-programme has been able to engage entrepreneurs to market flood-resistant sanitation technologies as well as enhanced access to group financing through the establishment of the microfinance organisation WASHFIN. Enterprises providing water, sanitation, hygiene, or nature-based related products or services (WASHNAB enterprises) have been able to increase sales by 39% during this reporting period.

Entrepreneurs have significantly enhanced their skills in developing inclusive WASH innovations. For example, through WASEU's training contribution to fabricators in the making of the pedal-operated handwashing facilities, the fabricators were able to find a solution to the problem of making heavy handwashing facilities by replacing the heavy iron bar with a hollow section.

28. 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.

During the period from October to December 2020, six entrepreneurs and 33 schools accessed a loan from WASHFIN, which has been established by WASEU to offer WASH loan products. So far, a disbursement worth 10 million UGX (approx. 2,300 EUR) has been given out as an emergency credit product to facilitate selling or buying of handwashing facilities.

The Technology Transfer Centre in Kalongo was constructed in 2020 with support of the sub-programme. The centre will be focusing on making affordable, climate-resilient and inclusive latrine models, among others. A sanitation safety planning (SSP) study was commissioned by the sub-programme with the aim to assess the level of integration of SSP aspects in WASH-related activities and services and stakeholder's perceived health risks in Agago district in Uganda with the hope that the results will primarily inform capacity-building plans for district-wide sanitation safety planning for Agago district, but also inform the Uganda WASH Alliance sub programme implementation around integration of sanitation safety. This study has been followed-up by a FSM study, to inform the town council sanitation activities in 2021 and 2022.



Source: Simavi, Uganda. Photographer: Emmanuel Museruka.
Christine Aryemo refills the jerry can at the hand washing station in her home. Oporot South village.
January 27, 2021

Pathway 3: Strengthen WASH governance and institutional framework

Sub-programme vision for this pathway: By the end of the programme, the Agago district local government will be adopting and implementing inclusive and sustainable WASH policies and governance instruments that are available at a national level. The Agago district local government will be practising inclusive WASH planning and budgeting and will deliver WASH services that last. 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).

Under this pathway, the process started to work on a district-led WASH M&E portal. Agago district local government has been able to set aside 8 million UGX (approx. 1,850 EUR) towards the contribution of the establishment of this portal, which is showing their commitment. The district has been dealing with inflated safe water coverage figures since the time of baseline, and this M&E portal would help them to plan and budget alongside the actual situation in the district. Following the commissioning of Akwang rock catchment, the district water department committed to adopting the rock catchment technology in their next financial year work plan – five rock catchments of 60 million UGX each (approx. 14,000 EUR) have been included in the five-year district development plan. This was a result of seeing how the 100,000-litre Akwang rock catchment tank in Paimol sub-county had collected portable water harvested from the rock outcrops, and made available to the 2,110 community members that had a history of challenges in accessing water. One secondary school (422 pupils), one primary school (750 pupils) and a community of 938 people are now served. Both financial commitments of the district will be monitored in 2021.

For two water schemes, new management structures have been formed and trained with guidance from the district water office and support from the sub-programme. One of the schemes now has 3 million UGX (approx. 700 EUR) banked for O&M. The district water office has further reviewed the entire district management structure of piped drinking water supply schemes, following recommendations from an action learning exercise on February 11–12, 2020.

On September 17, 2020, as part of the 3rd Uganda Water and Environment Week (UWEWK), the sub-programme partner RAIN participated in a side event on catchment-based implementation of integrated water resources management (IWRM) and WASH hosted by IRC Uganda, which was attended by 51 participants (35 male, 16 female) representing government, CSOs, private sector and academia. During the side event, RAIN showcased innovative approaches to harvesting rainwater based on the SPs work under the WASH SDG programme. The aim of the side event was to provide a platform for lobbying and advocating for stakeholders to adopt the practice of linking WASH and IWRM for sustainable WASH services.

Unprogrammed COVID-response activities

In reaction to the COVID-19 pandemic, the sub-programme was allocated additional resources to conduct further response activities that were not planned in the annual plan 2019. These activities focused on public awareness campaigns through radio spot messages, announcements and talk shows. A total of nine radio talk shows were conducted and 180 spot messages transmitted, over a period of six months. The sub-programme also facilitated community sanitation champions to carry out house-to-house and hygiene monitoring and sensitisation. BCC messages were conveyed alongside practical demonstrations on social distancing, handwashing and hand rubbing. A total of 147 handwashing facilities were sold directly by the entrepreneurs to more than 100 schools. WASHFIN was able to start a short-term credit facility of 10 million UGX (approx. 2,300 EUR), where 33 schools and six entrepreneurs received a loan to purchase consumables or commodities, particularly linked to handwashing facilities. It was also very positive to see schools taking out the loans directly from WASHFIN. The sub-programme trained 19 tailors (13 female, six male) in the making of facial masks, selling 539 masks to individual clients. The ten WASH entrepreneurs (eight female, two male) trained on making liquid soap and hand sanitisers have reported selling 2,763 litres of liquid soap and hand sanitiser to the at-risk population in Agago district.

Akvo developed the [online portal](#) to track COVID-19 activities in collaboration with UNICEF and the WASH SDG – WASH Alliance International. The visualisation tool has supported partner co-ordination through UNICEF, which has been critical in the government of Uganda's decision making about COVID-19 response activities.

Sub-programme monitoring, evaluation and learning

Sub-programme M&E was challenging in 2020 because of the outbreak of the COVID-19 pandemic. Most of the monitoring was done online, relying on the input from the district local government and field staff of different WAI partner organisations.

Data collection for the midline assessment and sustainability checks was also delayed due to COVID-19. However, it was possible to proceed once the lockdown was lifted so this finally took place from July to August 2020. The sub-programme conducted joint monitoring exercises with the district local government and partners on implementation of the unprogrammed COVID-19 response project, as well as on the mainstream WASH SDG programme. As a result, the five-year district development plan now integrates our Strategic Objectives and you can trace clearly how the water officer was particular in ensuring that the district plan incorporates business development and IWRM.

An exchange visit to Rwizi catchment in south-west Uganda by the Aswa catchment management committee and Agago sub-catchment management committee was facilitated, which later informed community action planning for IWRM-related activities within the Aswa catchment.

A regional learning event was jointly organised in September 2020 with NETWAS, with a focus on financing for the WASH sector under the COVID-19 pandemic. The regional learning forum was attended by regional WASH CSOs and government stakeholders.

In February 2020, the WAI presented two papers during the African Water Association (AFWA) International Congress and Exhibition in Kampala; one paper about [the social accountability tools](#) used.

Approach to sustainability

The sub-programme has made great strides towards addressing the financial sustainability component, which has long been lagging. The establishment of WASHFIN has provided an opportunity for entrepreneurs and households to access affordable credit for WASH investment. As part of the unprogrammed COVID-19 response activities, WASHFIN was able to start with an emergency credit, which is marking the start of the MFI. WASHFIN will expand its services in 2021.

Under *social sustainability*, the sub-programme has provided technical assistance to local partners to improve the integration of GESI. In turn, the local partners have trained the district local government staff on GESI mainstreaming. As a result, increased leadership, entrepreneurship and participation by women has been noted. An area of concern under social sustainability has been the development of products that are appropriate for the area (e.g. the need for flood-proof latrine designs in some regions), which are also affordable for all households, including those at the bottom of the pyramid.

Institutional sustainability has scored highest during the recent sustainability checks. The sub-programme has been strengthening different local government and lower local government structures in planning, budgeting, GESI, co-ordination and PPPs with town councils, as well as M&E. The district has been able to revise its five-year district development plan and integrated some of the innovations and best practices from the sub-programme.

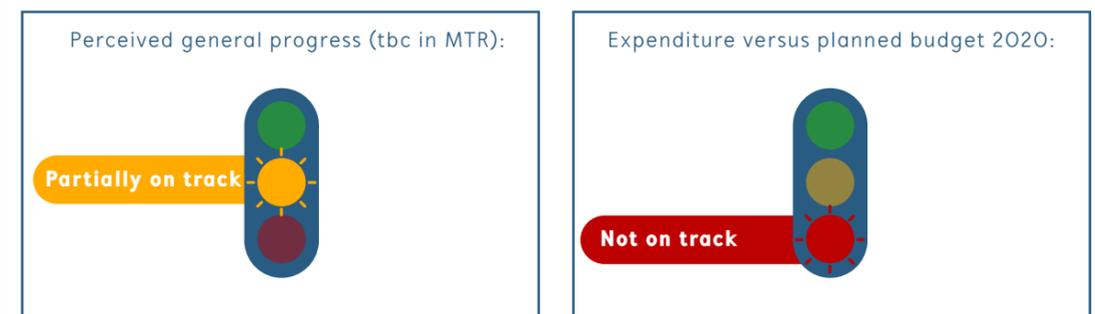
It is still a challenge for the sub-programme to innovate affordable climate-resilient sanitation technologies and advance in ensuring technological sustainability. This was noted after recent floods washed away household latrines that had been constructed after CLTS triggering. The sub-programme will be developing strategies to innovate low-cost technologies through the technology transfer centre in 2021.

6.2 Uganda Kamuli Buyende Nebbi sub-programme

"My village has been declared open defecation free as all households have completed the construction of clean latrines and handwashing facilities. Our living environment now is no longer saturated with faecal matter and house flies. Quarrels and conflicts have ceased and there is greater cohesion and consolidated friendships amongst neighbours."

Edward (30), Buyende district

Overview of progress



This section covers the progress made by the Kamuli, Buyende and Nebbi sub-programme in Uganda in 2020, which is implemented by Plan.

By the end of 2020, Plan had adapted to the 'new normal' of the COVID-19 outbreak. However, COVID-19 did significantly disrupt sub-programme implementation and budget utilisation in 2020. A lot of the school activities needed to be postponed due to the closing of schools, and CLTS triggering and follow up were not possible in the first months of the outbreak because of the strict government restrictions. Thanks to the adjustments made in project implementation, Plan was still able to implement about 75% of its activities and was able to utilise about 75% of its planned budget for 2020. As a result, the sub-programme is partially on track.

Major results realised in 2020 are that 23 communities were declared ODF at the basic sanitation ladder, 22 school health clubs were established and are now functional, and 24 latrine blocks and nine boreholes were constructed at schools, which increased access to water and

gender- and socially inclusive latrines. Due to the baby WASH and nutrition behaviour change interventions, health centres also indicated a noticeable reduction in the number of children aged under five years who are classified as wasted and malnourished.

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 status and have moved up the sanitation and hygiene ladder. 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. Parents have also improved their knowledge and practices about baby WASH.²⁹

Restrictions on gatherings disrupted behaviour change activities. The economic impact of COVID-19 meant households prioritised expenditure on food, making it difficult to mobilise resources for sanitation. Activities were adjusted to reach as many people as possible while adhering to COVID-19 regulations.

Forty sanitation committees (of village health teams, natural and local leaders) were established and empowered on socially inclusive CLTS. They triggered 83 communities and conducted monitoring/support with 55 communities. A total of 23 communities were declared ODF at the basic sanitation ladder, bringing the total to 74 ODF villages out of the 150 targeted. Plan continued to use the Designing for Behaviour Change framework and the Barrier Analysis survey. As part of the post-ODF activities, 20 drama groups (community members and village health teams) identified sanitation and hygiene gaps and used theatre (skits and songs) to create awareness on improved hygiene and sanitation.

Plan administered the GWMT in 16 villages, and trained men and boys on MHH. Plan used the GWMT to support six community dialogues targeting cultural and religious leaders, men and boys on GESI WASH. All activities equally engaged men, boys, girls and women. During the GWMT activities, affirmative actions were implemented for women and girls to take leadership positions within the WASH management committees, with men and boys sharing household work. Through the empowerment of the district stakeholders and the community leaders on GWMT, the representation of the women in the sanitation committees and other WASH decision-making spaces increased to 50% representation in most of the elective positions in the communities reached.

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

In 2020, 38 lead mothers and 29 fathers were oriented on baby WASH, using the Participatory Hygiene and Sanitation Transformation (PHAST) approach. Seven demonstration gardens were established as learning centres. Every six months the growth of the children under five was monitored in the 14 target communities, and post-intervention knowledge, attitude and practice assessments were conducted. These assessments indicated significant improvement compared with the first follow up in reduction in children who are underweight (20 instead of 38), and 78 children were stunted compared with 131.



Source: Plan, Uganda.
Child growth Monitoring, Buyende, November 2020

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 hygiene products, liquid soap and climate-resilient latrine options.

To increase access to affordable and sustainable menstrual hygiene products and sanitation facilities, Plan trained 22 school health clubs and 44 teachers on theoretical and practical sessions on MHH and liquid soap making. A total of 660 pupils (396 girls, 264 boys) participated in the training, taking into account the COVID-19 standard operating procedures. In addition, 35 hands-free handwashing facilities were installed at the existing school latrine facilities.

To improve access to WASH facilities, 24 GESI latrine blocks³⁰ (nine Buyende, five Kamuli and ten Nebbi) of six stances and 35 hands-free handwashing facilities were constructed in 15 primary schools. The latrines have so far increased access to basic sanitation and hygiene

30. GESI latrine blocks include a stance for people with disabilities and an MHH room with an incinerator, water, mirror and emergency pads.

services for more than 4,000 pupils. Plan ensured that these sanitary facilities in the schools were accessible and adequate for girls to manage their menstruation in a hygienic and dignified manner. In a bid to enhance climate resilience in the community, completed latrines in schools were lined with burnt bricks and communities in flood-prone areas were trained on building flood-resistant latrine options, using local materials. This helped in minimising vulnerability to floods, which are increasing because of climate change.

To support the mapping of potential WASH entrepreneurs, Plan continued to tap into the expertise of WASEU, which is also a partner of the WAI. In 2020, WASEU also trained 90 local entrepreneurs on how to make soap, facial masks and reusable sanitary pads, and masons were trained on the installation of sato-pans in the community. Of the 90 entrepreneurs, 60 were also trained on marketing and business skills, and were linked to distributors of cement, soap and sato-pans.



Source: Plan. Uganda.
Girl Friendly latrines at school, Nebbi, November 2020



Source: Plan. Uganda.
Plan Uganda group discussion among CSOs during orientation on SDG6 indicator and WaSH Service levels, Kamuli, November 2020

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 inclusive³¹ and standardised school latrine designs in the national school WASH guidelines include an MHM component³². 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 heard³³. District local government also has a harmonised understanding of, and effectively reports on, the SDG 6 indicators, target 6.1 & 6.2.

As the member for the MHH task force, Plan worked through the MHH coalition to engage the Ministry of Education and Sports to revise the latrine design to include a washroom for MHM management. The design has been adopted and is awaiting dissemination at national and district levels. Plan continued to support the co-ordination of the hygiene and sanitation working group composed of 34 CSOs focusing on hygiene and sanitation. Through quarterly working group meetings, lessons learned and best practices are shared and CSO reports to the government for SDG 6 are co-ordinated. Through its work, Plan also supported the co-ordination of CSOs on their COVID-19 interventions and reporting toward the government.

31. Plan will aim to make it gender transformative.

32. These already include a room for PWDs.

33. We will target women, widows, female-headed households, child-headed households and PWDs.

An orientation of government staff on GESI needed to be postponed as government staff was too preoccupied with their COVID-19 interventions.

Through the support of Plan and in partnership with the Ministry of Water and Environment, 25 CSOs under the Uganda Water and Sanitation NGO Network (UWASNET) were oriented on the SDG 6 indicators and government reporting framework. In 2020, Plan also oriented these CSOs on gender-transformative WASH. As a result of the GESI activities conducted in the target communities and the training of the water user committees and sanitation committees, the nine water user committees and 83 sanitation committees established in 2020 all have inclusive representation of women, children and people with disabilities. However, post-intervention monitoring will be conducted at a later date to assess the level of participation of these groups, using the participation ladder.

Unprogrammed covid-response activities

In 2020 the Kamuli, Buyende and Nebbi sub-programme were allocated additional funds to implement WASH COVID-19 prevention activities in their target communities. These were employed to support the COVID-19 response activities implemented by the district local government in the following ways:

- Procurement and installation of 35 hands-free handwashing units (100 litres).
- Distribution of disinfectant and liquid soap in public places such as health centres and water points.
- Distribution of 28 megaphones among village health teams to facilitate awareness raising at a safe distance.
- Localisation and printing of gender sensitive and COVID-19 IEC materials.
- Procurement of airtime on radio to relay WASH COVID-19 campaign messages.
- Supported the co-ordination of COVID-19 initiatives at national and district levels through UWASNET and district task forces. Village health teams and health workers were oriented on COVID-19 prevention and gender-sensitive hygiene promotion.

During the COVID-19 restrictions/lockdown, delivery of the project was done through existing community-based structures, such as sanitation committees and water users' committees, to pass on key messages and sensitise the communities. Remote meetings were also adopted to enable sub-county and community engagements. Water points were used as safe places for engaging the community on WASH issues.

Sub-programme monitoring, evaluation and learning

Plan works with the local government and community-based structures, such as water and sanitation committees, and provides support to improve the regular monitoring framework. In 2020, Plan continued with the collection of feedback and conducted sub-programme



Source: Simavi, Uganda. Photographer: Emmanuel Museruka.
Akwang village, finalized rock catchment, January 26, 2021

reviews and reflection meetings, held joint sub-programme monitoring visits with members of the communities, district technical teams and the technical support unit of the Ministry of Water and Environment.

The MTR process also started, and a MTR training of the local consultant and their team in Uganda took place during the week of March 16, 2020. However, on March 18, public gatherings were suspended for 32 days with immediate effect, as part of the government's COVID-19 restrictions. As a result, data collection for both the midline assessment and the sustainability checks was put on hold. After a refresher training on September 14-18, data were collected between September 28 and October 23, 2020, with institutional data collection and key informant interviews continuing into February 2021.

Approach to sustainability

Since the inception of the project, a sustainability and exit plan has been developed to ensure clearly defined roles, responsibilities, ownership and accountability of the project and to ensure the sustainability of the WASH facilities and services.

In 2020, Plan focused a lot on strengthening *social sustainability*: it adopted a community-based management system through the use of the social structures, including water and sanitation committees, school health clubs and village health teams. The committees played a lead role in planning, implementation and decision making. This included definition of the roles and responsibilities of the community and facilitation of their physical and financial participation, which were essential for social sustainability.

To ensure *technical sustainability* through effective O&M of WASH facilities, the project engaged the water and sanitation committees to explore the use of a village savings and loan association platform in the collection of O&M fees.

Throughout 2020 Plan works with the local governments, who are the implementors of the sub-programme activities. Consistent with the sustainability compacts that were signed with the districts, in 2020 a MoU was developed that defined the roles and responsibilities of the communities and the government regarding the O&M of the newly constructed WASH facilities in the sub-programme. This was aimed at strengthening institutional ownership and sustainability.

6.3 Country-level updates

Monitoring, evaluation and learning

WAI and Plan held quarterly programme reflection meetings to update on programme progress in 2020. Plans and progress reports were shared to facilitate synergies among sub-programmes and explore opportunities for joint programme delivery, especially national-level activities. During national campaigns and events (National Handwashing Day, National Sanitation Week, National MHM Day), the Consortium partners jointly represented and profiled the WASH SDG programme. WAI and Plan used the existing platforms – including National Sanitation Working Group, UWASNET and the national MHM steering committee – to create coalitions and pitched the programme advocacy agenda to the government through the Ministries of Water and Environment; Education and Sport; and Health. WAI and Plan adopted joint reporting to relevant stakeholders, including the Ministry of Water and Environment, the Ministry of Health; the Ministry of Education and Sports, UWASNET and the Embassy of the Kingdom of the Netherlands in Kampala.

WAI & Plan organised an exchange on the methodologies for the midline assessment and MTR, to learn from each other's plans and experiences. This will be continued in 2021, when the country MTR will be finalised.

Country programme management and coordination

During the year, WAI & Plan jointly participated in both national, regional and district level co-ordination and learning initiatives. At regional level, WAI and Plan were able to participate and co-facilitate the Northern Uganda Regional Learning Meeting. As a result of this meeting, SNV visited the Uganda WASH Alliance sub-programme in December 2020 for an exchange visit. At national level, a joint webinar was facilitated together with Ministry of Environment and Sports gender unit in commemoration of the MHM Day in May 2020. Insights from this webinar was jointly shared at the national CSO forum held by UWASNET.

Co-ordination between WAI & Plan continued with virtual/online catch-up meetings for a greater part of 2020. Joint activities planned by the two sub-programmes, such as the Annual Review Meeting, a learning caravan and sector engagement, were largely affected by the COVID-19 pandemic. These have been pushed to 2021 for implementation, if circumstances allow.

To enhance national-level advocacy and learning, WAI had contracted UWASNET, which is the umbrella body for all WASH CSOs in Uganda, to facilitate this. This will also present a great opportunity for WAI and Plan for joint advocacy at national level.



Wash your hands regularly

CORONAVIRUS (COVID-19)

How to prevent the spread of COVID-19

- Wash your hands with soap and water for at least 20 seconds.
- Avoid close contact with people who are sick.
- Avoid touching your face, especially your eyes, nose, and mouth.
- Stay home if you are sick.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Avoid sharing personal items like cups, water bottles, and food.
- Clean and disinfect frequently touched surfaces.
- Wear a face mask in public places.

For more information, visit www.who.int/coronavirus or call 0800-211040.

COUNTRY	CAPITAL CITY
NORTH AFRICA	
Morocco	Rabat
Egypt	Cairo
Algeria	Algiers
Western Sahara	EL Aaiun
Sudan	Khartoum
South Sudan	Juba
Libya	Tripoli
CENTRAL AFRICA	
DRC	Kinshasa
Equatorial Guinea	Malabo
Gabon	Libreville

Source: Simavi, Uganda. Photographer: Emmanuel Museruka. Schools are reopening in Uganda, January 27, 2021.

Amid the COVID-19 outbreak, another opportunity for learning and sharing was presented in the WASH First project. In the WASH First programme, SNV joined as Consortium partner. This has further improved the relationship between the WASH SDG Consortium partners in Uganda, where WAI-Simavi is in the lead.

Risks and mitigation

The emergence of COVID-19 in March 2020 in Uganda led to a disruption to the implementation of WASH SDG programme activities in the communities. Stringent measures were put in place by the government to ensure the safety of citizens. Such measures included limited travel and strict observation of the standard operating procedures. Activities that involved community gatherings, schools and public institutions were greatly affected owing to the strict guidelines on COVID-19. This delayed the midline assessments of both sub-programmes, engagement of schools and general community engagement. To minimise the risk and as part of the adaptive programme delivery and sustainability of the sub-programmes, WAI and Plan engaged small community groups. Simultaneously, WAI and Plan made use of community-based structures, such as the sanitation committees, household clusters, water user committees and village health teams, among others, for community engagement during community-level implementation of WASH activities.



Source: Plan. Uganda.
Latrine with Satopan, Buyende, September 2020

6.4 Communication on the sub-programmes (articles, videos, blogs)

Date published	What	Title and link	Partner
March 2020	Factsheet	Partnership and Cost Recovery in Practice: Cases from School Institutions under WASH SDG programme in Agago District	WAI
March 2020	Factsheet	Clustering Households Re-enforces Clts Efforts in Agago District	WAI
March 2020	Factsheet	Community led total sanitation (CLTS) and Sanitation countdown approach: Addressing the challenges of scale and sustainability in Agago district	WAI

Affordable pit latrine transforms Ugandan home

Okot Thomas, 30, says his property has become a model home since he built his own pit latrine with the support of Uganda WASH Alliance partner JESE.



latrine construction



Story Facts

Country: Uganda

Sub-programme: Uganda WASH Alliance sub-programme

Consortium partner: WASH Alliance International (lead: Simavi)

Source: Simavi, Uganda. Photographer: Emmanuel Museruka. Okot Thomas and his family, January 27, 2021

Okot and 20 members of his family used to share a neighbour's latrine in their northern Uganda village. That changed in October 2020 when JESE started a CLTS intervention in the community. Okot learned that having a latrine in his home was an important way of preventing disease. He was surprised to discover that it was also something he could afford to do.

"JESE taught us that it is possible to dig and build a pit latrine without using a lot of money. I have been digging this pit with the help of my brothers. I am also making bricks that will be used to put up the latrine walls. It is expensive to hire masons to build a latrine. The high cost is the reason why we always thought we could not afford our own latrine," says Okot

Building a dish drying rack, a rubbish pit and a handwashing station are next on Okot's agenda. "I would like other community members to visit our home after it has become a model home and learn that it is possible to have all these facilities without spending so much."

7. Zambia



Source: Plan. Zambia.
Margret Longwani of Chongwe. 03/07/2020. Beneficiary demonstrates handwashing

Zambia # Sub-programmes: 2
Lead: SNV # Locations: 9

#	Area
1	Kabwe
2	Kasama
3	Mbala
4	Mpulungu
5	Nakonde
6&7	Chongwe
8	Kafue

- Chambeshi Lukanga sanitation sub-programme
- Chongwe Kafue sub-programme
- Urban area
- Rural area



Sub-programme 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"> • Chambesi Water and Sewerage Company • Lukanga Water and Sewerage Company
Chongwe Kafue SP – Plan	Rural	Chongwe, Kafue	Local NGOs / CSOs: <ul style="list-style-type: none"> • Plan International Zambia 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 2020. Further information on the status of the higher-level activities that were programmed for this year is also found in Annex B Zambia tab.

COVID-19 in Zambia

The first case of COVID-19 in Zambia was identified on March 18, 2020. The previous day, the government of Zambia had already shut down all educational institutions following WHO's statement on the global nature of the pandemic. As the pandemic took hold of the country, the government issued a number of measures, including restrictions on public gatherings and closure of specific types of businesses. It also disallowed inter-district travel, which could only be conducted with written permission from the Ministry of Health (MoH). As the winter season approached (June, July), the number of cases peaked, but then steadily declined towards the year end. By December 2020, Zambia had a total of cumulative cases of 20,725 (MoH) and it was again displaying an upward trend on the number of infections.

The programme adapted by assuming a virtual format (all meetings and activities were conducted online), but limitations were severe as many of the local partners could not be consistently reached through virtual means. Greater focus was provided on learning/documenting initiatives, which led to a number of articles being published online and accepted in key international WASH events, such as FSM6. At the same time, programme resources were made available to national and district government to support the COVID-19 response, in co-ordination with other co-operating Partners. This included supporting MoH with infection prevention control (IPC) training in all five towns; assisting with the training of 300 health front-line workers; and providing healthcare

facilities with inclusive handwashing stations and thermometers. At the utilities level, support was provided to help them cope with the financial stress of having an increased number of customers failing to pay their bills while maintaining the service provision, and so the programme ensured the provision of essential disinfection supplies, namely chlorine. The BCC work was redirected to COVID-19 prevention measures; while the private emptiers were supported with OHS training, also on COVID prevention, and guided on the use of PPE. The sub-programme also joined the COVID-19 national response group led by the Ministry of Water Development, Sanitation and Environmental Protection (MWDSEP); the specific COVID-19 discussions in the context of the WASH NGO forum; and the IPC in health facilities group, complementing and adding value to the joint and co-ordinated efforts led by the government.

Zambia had the dubious honour in 2020 of being the first African country to go bankrupt due to COVID-19. The already critical economic situation has been worsened by the pandemic. The government had to choose between debt repayments or investing more heavily in the health sector and local economy. Some of the bilateral creditors have suspended the debt, but most international creditors did not follow suit³⁴

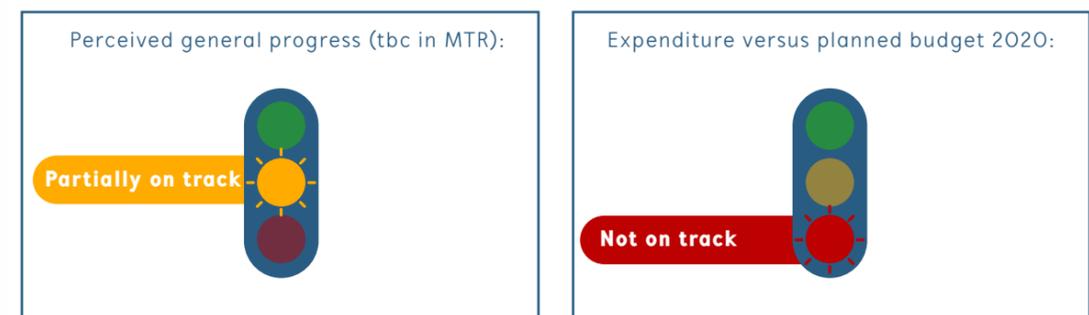


7.1 Zambia Chambeshi Lukanga sanitation sub-programme

"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."

Mukuka Mutale, FSM worker, Kasama, Zambia

Overview of progress



Overall, the Consortium partner indicates the sub-programme is progressing relatively well. There are some minor concerns, but these are being addressed by the partner and under control. Delays observed have resulted primarily from COVID-related implementation constraints. The sub-programme has adapted to the new circumstances and is expected to catch up in 2021. Overall impact targets for safely managed sanitation and hygiene promotion remain valid and actions taken (promotion and support for emptying services, construction of treatment plants, promotion of handwashing with soap) are on track, with strategies chosen expected to deliver the envisioned results.

Expenditure with respect to the approved annual budget has considerable under-expenditure, with final depletion at 58%.

34. www.allafrica.com/stories/202011160656.html

Examples of the progress made is illustrated below:

- All five project towns now have detailed engineering designs for the construction of FSTPs.
- Both Chambeshi and Lukanga water and sanitation utilities have developed strategic plans for the 2021–2025 period.
- Standard operating procedures were developed for the private service providers conducting emptying operations in all five project towns.
- Workshops were conducted to generate behaviour change strategies for all five towns, with particular emphasis being given on handwashing with soap in light of the COVID-19 pandemic, and targeted radio messaging as the main communication channel.
- GESI action plans were reviewed and updated in the five project towns, with findings highlighting the need to increase co-ordination with local disability groups and to engage more with local women's groups.

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 and an established BCC strategy and have the capacity to address those behaviours. Two behaviours have been prioritised: increase the uptake of emptying services and the safe disposal of solid and healthcare waste to eliminate the dumping of waste into toilet pits.

In 2020, the sub-programme supported all five towns to consolidate their localised BCC strategies that were formally endorsed by the local authority. The strategies included specific focus on vulnerable groups by, for instance, targeting women of reproductive age for the safe disposal of menstrual products. As planned, two focused behaviours were targeted based on the baseline findings. These were 'increasing the uptake of emptying services (including discouraging people from digging another pit once the current one gets full)' and the 'safe disposal of solid waste' so as to prevent the clogging of toilets and/or challenges in the emptying process due to high amounts of garbage in the sludge. Once the focused behaviours were clear, messages and communication tools were developed and tested to ensure that the intended message was getting across. Messages developed included 'prevent the spread of diseases by seeking legalised pit emptying services' and 'dispose waste safely and protect ground water', among others. Additionally, messages for handwashing at point of care in HCF and for HH and schools were also developed. Multiple channels had been envisioned to disseminate the messaging including posters, flyers, door-to-door, community gatherings and radio, but with the advent of COVID-19, only printed media and radio messaging became possible, with the outreach of the campaign somewhat limited as a result.

For schools, training on School Led Total Sanitation (SLTS) had been provided to district education offices (DEBs) alongside members of the parents and teachers associations (PTAs), but the uptake and roll-out differed from one town to the next. Only in Kabwe, DEBs followed up independently

and had toilets lined in a number of selected schools. In the other towns, financial constraints were advanced by DEBs as the reason for limiting the roll-out of school CLTS, with no uptake observed from the PTAs themselves. Further promotion efforts had been envisioned by the sub-programme, but the advent of COVID-19 and the subsequent closure of institution facilities prevented its implementation.

In connection with pathway 2, this component assisted with the finalisation and editing of a toilet catalogue to guide construction and upgradation efforts (further elaborated on component 2), with different options available to cater for customers' preferences.

The sub-programme also supported the local authorities to conduct awareness-raising activities in association with the MHM Day, HWS Day and World Toilet Day, with the later also supported at the national level.



Pathway 2: Improve WASH service provision

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

In 2020, the sub-programme achieved significant progress in the institutionalisation and professionalisation of the emptying services. Private service providers that had been operating informally and had been supported to formalise their businesses with the local authorities, commercial utilities and the Patents and Companies Registration Agency (PACRA), received a dedicated refresher training on manual emptying. Furthermore, standard operating procedures to ensure correct and safe operations – both for workers and customers – were developed and its use was made conditional for the establishment of delegated management agreements with the commercial utilities. Pricing workshops were conducted with the support of the National Water Supply and Sanitation Council (NWASCO) so that the adequate costing of the service was established, factoring in both long-term business sustainability and affordability for customers. Lukanga's was formally approved by NWASCO and Chambeshi's approval is expected into early 2021. Critical equipment was made available to the emptiers and to the utilities (including PPE and sludge transport trucks). As a demonstration of inclusive service provision, a universally accessible ablution block was built in the Kasama Urban Clinic.

A concept note for upgradation of services was developed as well as an assessment of funding experiences for household toilet construction and upgradation, with several scenarios identified for the constitution and management of revolving funds and other financing tools, which are expected to be further developed and rolled out in 2021.

Environmental and social impact assessments were conducted for the development of short-



Source: SNV, Zambia.

Septic tank emptying with Evac at a market in Kasama, June 2020

term and long-term treatment options and detailed engineering designs (DEDs) were made for FSTPs in all five towns, factoring in population growth and related required capacity up to 2030. In Mpulungu, the work was publicly tendered with 15 bidders submitting proposals and a careful assessment process (against key compliance, technical and financial parameters) was conducted with the direct involvement of Chambeshi Water Supply and Sanitation Company (WSSC). Once the best bidder was identified, a thorough due diligence process was conducted and the selected bidder was cleared before contract award. Further, Nakonde's DED were used by Chambeshi WSSC to leverage investment from the AfDB, with construction planned to take place in Q2 2021.

Pathway 3: Strengthen WASH governance and institutional framework

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

In 2020, the sub-programme supported Chambeshi and Lukanga WSSC to develop their strategic plans for the 2021-2025 period. The plans are aligned with NWASCO performance parameters for commercial utilities and reflect their extended mandates for rural areas and for on-site sanitation. They also seek to strengthen multi-stakeholder co-ordination and to increase attention to gender issues. Formally adopted by the utilities, the strategic plans were publicly launched in the presence of the minister for water development, sanitation and environmental protection and received praise also through the national media. Concomitantly, the sub-programme continued to support the development of a national Statutory Instrument for on site sanitation. In Mpulungu, a GIS mapping process was initiated to map sanitation facilities and to enable a more efficient planning and delivery service provision as a result.



Source: SNV, Zambia.

Chambeshi and Lukanga Board and vice board Chairpersons with MWDSEP Minister, Strategic plans Launch, Lusaka, December 2020

At the local authorities level, the sub-programme supported the review and update of WASH focused GESI plans. These include specific actions targeting the increased involvement of vulnerable groups in the planning of WASH investments and their increased access to public facilities.

At the national level, the sub-programme remained strongly involved in key WASH governance platforms, including the NGO WASH Forum, the water co-operating partners group, the inclusive WASH programming group, the WASH in health care facilities, and the school WASH groups. In 2020, SNV also supported the recently established IPC in health facilities group and the WASH COVID-19 response group. Among other outcomes, the response group submitted to Parliament 'Zambia's Preparedness to respond to Emerging Epidemics and Pandemics' and provided dedicated support to improve MoH capacity to monitor and uphold IPC protocols in health facilities.

Unprogrammed COVID-response activities

With the onset of COVID-19 in Zambia in March, the sub-programme redirected its efforts to support the government response (both at national and at local levels), complimenting and adding value in the dimensions identified as the most vulnerable. These included supplementing the water utilities' capacity to cope with diminishing revenue (since many customers stopped paying but the service provision continued). A highlighted concern was the limited access of people with disabilities to handwashing in public places and healthcare facilities. Another critical aspect of the response was to strengthen the IPC capacity of health front-line workers in health facilities. Against this background, the sub-programme was allocated additional funds to carry out COVID-19 response activities that were undertaken as follows:

- To support the utilities' performance, granular and liquid chlorine was provided as well as thermal scanners for their offices.
- Support to local authorities' efforts to increase population's awareness on COVID-19 prevention measures by provision of communication materials.
- Development of a mobile elbow-propelled handwashing station design that is accessible for people with disabilities. The design was shared with local manufacturers for further promotion. Subsequently, 50 handwashing stations were procured and distributed to the five targeted towns in locations deemed critical by the local authorities, including public areas, schools and health facilities.
- Support to the IPC training of front-line health workers and to MoH IPC monitoring activities conducted in the targeted locations.
- Procurement of acid-proof PPE for emptiers and provision of guidelines for proper use.

Sub-programme monitoring, evaluation and learning

The MTR was planned to initiate in Q1 2020, but due to COVID restrictions it was progressively postponed and ultimately rescheduled for Q1 2021 only, pending the evolution of the COVID-19

pandemic situation in the country by then.

Monitoring was conducted on the level of implementation of the GESI action plans at the town level, with findings used to update the actions envisioned for the following cycle.

The sub-programme remained consistently involved in the global Consortium LKD GESI initiative, conducting the various exercises proposed (including the learning wheel, the learning log and the participation in the Community of Practice group), with the country represented in the webinars that took place throughout the year.

At the country level, a dedicated learning event on 'Universal and safe provision of emptying services' was conducted in association with the World Toilet Day celebrations. In partnership with NWASCO and with the support of the Lusaka Utility, a three-day workshop was conducted, bringing together the two supported utilities, the local authorities from the five project towns and private emptiers for an exchange on safe emptying practices, marketing strategies, FSM regulatory frameworks and institutional arrangements; permitting conditions and requirements for private operators, among other topics.

The sub-programme conducted the data collection and the interviews required for the country's contribution to the forthcoming ISF/SNV publication on human waste treatment technologies in developing countries.

Finally, two communications produced at country level have been selected for presentation in the forthcoming [FSM6 global conference](#) and four articles were published online (on the participation of [women in the FSM workforce](#), on the status of WASH in health facilities, on the challenges to the sustainability of toilets and on the involvement of youth in the sanitation business). Two of these articles were also published in the national World Toilet Day magazine.

Approach to sustainability

Financial sustainability was promoted at the utilities level through the development of their five-year strategic plans, which also include measures to increase financial sustainability by improving the billing and collecting system and decreasing non-revenue water, among other measures. At the private emptiers level, financial sustainability was promoted by assisting the revision of the emptying tariff (in compliance with NWASCO's guidelines), with an agreement reached for the pricing structure for emptying services.

Institutional sustainability: Capacity strengthening of local authorities, utilities and private service providers was conducted. For example, at the town level, regular WASH meetings (DWASHE) are taking place with representatives of different line ministries, the Zambian Agency for People with Disabilities and, in some cases, the private sector.

Environmental sustainability: The strategic plans development includes specific targets related to climate change adaptation and improvement of non-revenue water. The DEDs developed for the FSTPs feature options around re-use following the perspective of circular economy.

Technological sustainability: In addition to designing FSTPs suited to the local needs and local environment and having them validated by the Zambia Environmental Management Agency, the sub-programme also developed a catalogue featuring six environmentally safe toilet options to cater for different customer preferences (including access for people with disabilities). Furthermore, the sub-programme made eVACs (a lightweight vacuum system powered by fuel) available to all project towns, thus allowing the safe emptying of pits that cannot be accessed by Vacutugs and expanding the overall outreach of the service.



Source: SNV. Zambia.
Lukanga WSCC collects trucks provided by the sub-programme at SNV's Office, Kasama, November 2020

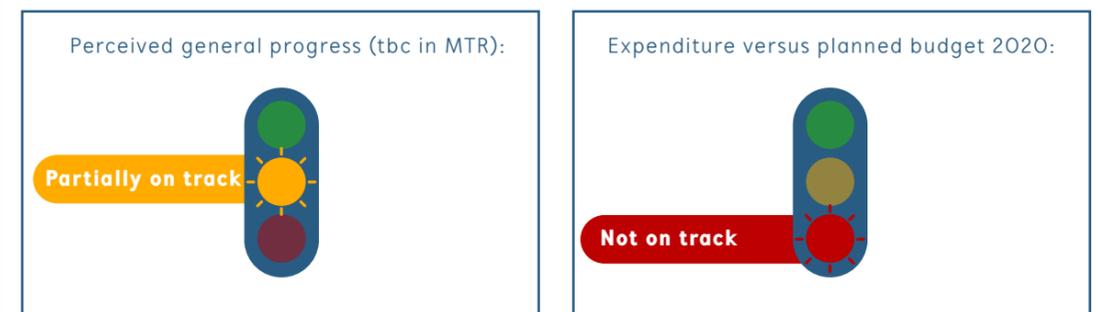
Social sustainability: The sub-programme is using BCC to trigger demand for improved WASH service provision and ownership of the investment made, particularly at the household level. Furthermore, all five towns have reviewed and updated their GESI in WASH mainstreaming plans. The sustainability compact remains in place, with no challenges anticipated in the reporting of the agreed indicators post-programme.

7.2 Zambia Chongwe Kafue sub-programme

"This distribution of soap has really been helpful as I am unable to afford one."

Margaret Longwani (72) Chongwe district, Lusaka

Overview of progress



COVID-19 restrictions caused some delays in implementation. Most community-based activities could not be implemented during the first months and later in the year it was only possible to work with small groups. The programme is expected to catch up in 2021.

In terms of budget, there is considerable under-expenditure with respect to the approved annual budget (-40%). This was partially to balance out some over-expenditure from 2019. However, the main reason is the adjustments or postponement of some activities due to the restrictions that arose from COVID-19.

All these factors were taken into account in the annual planning for 2021 and there is reasonable

expectation that the sub-programme will catch up in terms of both activities and budget in 2021.

- Early in the year, Plan started to engage traditional leaders in Chongwe district to strengthen demand creation using the CLTS approach. One of two traditional leaders was successfully engaged working with and through the local authority and Ministry of Health at district level. The outcome was a better engagement of the traditional leaders to stimulate households towards installing improved sanitation and hygiene in their respective villages.
- This year, more emphasis has been placed on COVID-19 awareness in co-operation with local media.
- In close collaboration with the Ministry of Health, Plan contributed to the development of integrated development plans (IDPs) in Chongwe and Kafue.
- More trainings of government staff in using the GWMT have accomplished a better understanding of a gender-transformative approach.

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 ladder.³⁵ At least six wards in the target areas have reached 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 the household level and the community level when it comes to investments and development of WASH services, including baby WASH.³⁶

In 2020, Plan supported CLTS and U-CLTS post-trigger community follow-up meetings in all ten wards. This was done through engagement of district and sub-district government staff and natural leaders. Given the rise of the COVID-19 pandemic, most community development activities were suspended for some months in line with national travel restrictions, as well as Plan's business continuity plan. Consequently, Plan adjusted some of the regular activities to enable a better response to the pandemic. Plan reached out to roughly 62,700 Kafue residents with hygiene promotion messages for COVID-19 prevention. This effort was realised through collaborative efforts working with the Zambia News and Information Service. Additionally, 3,511 more residents were reached through sub-district staff in both Kafue and Chongwe with hygiene promotion messages. Consistent post-trigger follow up activities have resulted in 85,978 people moving up to basic sanitation, while 21,297 beneficiaries are accessing basic handwashing service levels.

35. Targets are mentioned in the IR and will be measured during the MTR and final evaluation.

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



Source: Plan, Zambia.
The SP supported 6,200 families with soap to enhance handwashing

Gender-transformative activities that were performed were GWMT sessions that culminated in the formation of new men and women's networks. Using the components of the Planting Equality toolkit³⁷ and the elements of the GWMT approach, the networks have since been oriented on their role and traditional leaders equally engaged to secure buy-in to gender equality programming. The engagement of traditional leaders was cascaded further down to local leaders or headmen and headwomen from all communities, who were engaged to encourage behaviour change, leading to more households climbing up the WASH ladder. They were instrumental in facilitating the smooth flow of data collection for both the programme midline assessment and the sustainability check by the local consultant.

Schools were partially engaged in 2020; they were initially closed for some months and when they re-opened, the Ministry of Education issued a circular with the aim of clearing the backlog as quickly as possible. The WASH situation in schools shows a slight improvement in sanitation and hygiene coverage thanks to MHH sessions and support to COVID-19 hygiene measures conducted by the health and education department. Plan advocated for the availability and accessibility of sanitary pads, MHH washrooms and learner engagement through WASH clubs co-ordinated by the school health and nutrition co-ordinators.

37. This tool has been developed by the Plan International Zambia team to work on gender equality in the communities.

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 services³⁸ in the two selected districts by bringing together relevant stakeholders such as finance institutions, retailers, service providers, local builders 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.

In 2020, not all activities could be implemented because of COVID-19 restrictions. The training sessions with female entrepreneurs and training of builders in construction of EcoSan toilets were mainly suspended. Instead, Plan provided important supplies, such as soap and MHH kits, to vulnerable people as a response to the COVID-19 pandemic. MHH kits were distributed to 1,024 girls as well as to 206 young women, leading to reduced absenteeism for learners³⁹. Furthermore, the reusable sanitary towels contributed to easing the monthly stress of women and girls, since they can be used for at least two years. Plan also distributed 6,200 bars of soap to households, benefiting 25,822 people, thus contributing to enhanced handwashing behaviours for disease prevention. Benefiting families were encouraged to ensure continuation of handwashing with clean water and soap. In total, five boreholes have been installed.

With the re-opening of schools for examination grades, Plan supported school inspections to check their compliance with COVID-19 prevention guidelines, in this way facilitating a safe return.

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.

In addition to that, Plan has been part of the WASH sector COVID-19 task force, where a sectoral response plan was developed. Plan is also a member of the NGO WASH Forum, which has advocated successfully for an increased WASH budget allocation and disbursement by MWDSEP.

At district level, Plan has been implementing COVID-19 response interventions in close collaboration with the Ministry of Health. Furthermore, Plan contributed to the development

38. WASH services such as affordable sanitary pads, soap and latrine materials. It also includes the capacity building of local entrepreneurs.

39. Feature: Reusable sanitary pads help Zambian girls stay in school (Xinhua.net)



Source: Plan, Zambia.
30/04/2020 Girls and young women receiving their MHH kits in Kafue.

of IDPs in Chongwe and Kafue – ZMW 5,200,000 (approx. 188,000 EUR) has been allocated for WASH in Chongwe and ZMW 1,400,000 (approx. 50,800 EUR) in Kafue.

In 2020, Plan proactively participated in making internal project submissions, as well as external submissions to UNICEF to access more funding for COVID-19 prevention activities. The project approved by UNICEF is currently under implementation and is a welcome reinforcement of the activities of this programme.

Plan implemented 18 refresher meetings for new (government) staff in many intervention areas, using the GWMT. The sessions resulted in increased awareness of gender inequalities among participants. Additionally, the sessions led to the formation of men and women's networks that focus on ongoing improvement in the area of gender equality within their local communities. At least six awareness-raising sessions on WASH policy were held for government staff, leading to the realisation that there was a need for workshops to strengthen the capacity and awareness level of law enforcement personnel in the field of public health.

Plan worked together with local authorities and other sector players in the Global Handwashing Day and World Toilet Day commemorations, both physically (in the two districts) and virtually (in the national events), thus jointly communicating the relevance of handwashing and toilet use in disease prevention and human dignity. The MHH day was jointly commemorated with other sector players during an online event, where Plan showcased the need to promote reusable sanitary towels as one of the sustainable means for low-income and vulnerable girls and young women. The WASH sector policy that Plan contributed to was finally launched in 2020.

Unprogrammed covid-response activities

The Plan budget was repurposed to include activities responding to COVID-19. The available funds were used to respond to the humanitarian needs of vulnerable populations, and to provide critical supplies, such as soap and MHM kits.

Plan distributed hygiene kits (see pathway 2). Other activities carried out in response to COVID-19 included hygiene promotion sessions through health facilities. Plan proactively participated in making internal situation report (sitrep) submissions, as well as external project submissions to UNICEF with the aim of accessing additional funds. Plan participated in the WASH sector COVID-19 task force, where a sectoral response plan was developed.

Sub-programme monitoring, evaluation and learning

Plan is managing weekly COVID-19 reporting using a mobile to web data tool for all the interventions taking place.

Plan supports quarterly reporting by sanitation action groups at community level and community champions, and has introduced transparent working mechanisms where all databases, activity reports, photos, tools, guidance notes and all essential working tools are shared in a central location in Microsoft Teams. This is aimed at enhancing working-from-home mechanisms and to ease reporting by any team member as data can be centrally accessed.

Plan has implemented a tool called Sogo Survey to capture beneficiaries for all projects. The WASH SDG project is among the projects that will participate in the Sogo Survey to gather numbers of beneficiaries of the implemented activities. SoGo survey is the currently adopted real-time, online beneficiary tracking tool for data entry by implementers for reporting by M&E. The data will be disaggregated by age and gender.

Checklists to monitor WASH in schools have been used to monitor SLTS at school level to improve the education information management system database.

The planned learning sessions on improved sanitation and land use by landlords could not be organised because of COVID-19 restrictions.

Approach to sustainability

The two selected sustainability elements in the sub-programme during this year were institutional and *financial sustainability*. Plan has continued to work on the need for institutional anchoring of the sub-programme components through working with the local authorities, community development institutions, chiefs and traditional affairs, and the Ministries of Education, of



Health, and of Water Development, Sanitation and Environmental Protection. This has led to collective efforts in planning, co-ordination and monitoring of WASH programming in the district.

Because of the COVID-19 restrictions, the activities intended for financial sustainability could not be implemented as planned. For example, Plan could not go to the field to promote EcoSan toilets. Instead, the moment meetings were permitted again, Plan organised refresher meetings on the waterless EcoSan⁴⁰ option with government staff from district and ward levels.

The economic situation of the families in the programme areas have deteriorated for two main reasons. Years of drought have also dried up the income of the families. Because of COVID, the government had to invest more in healthcare and the local economy, so investing in WASH was no longer the priority. Because of the precarious economic situation, many families had challenges raising resources to invest in improved WASH facilities. Therefore, Plan further promoted Own Savings for Assets and Wealth Creation (OSAWE) savings groups, as well as other forms of savings, as a way of strengthening the financial capacities of families that could be invested in improved WASH services. Extension staff and community-based agents responsible for the formation and facilitation of savings groups participated in refresher trainings on OSAWE, including entrepreneurship training.

40. <http://ecosan.co.za/>

7.3 Country-level updates

Monitoring, evaluation and learning

The WASH SDG programme continued to align its programming management and co-ordination with the WASH SDG global M&E framework and monitoring guidelines. However, the MTR that was planned to take place in Q1 2020 was delayed due to the advent of COVID-19 and ultimately postponed to Q1 2021.

Country programme management and coordination

Due to COVID-19, co-ordination within the Consortium at the country level was replaced by contributions in national-level platforms, including the WASH Forum, the COVID-19 response group and the IPC in health facilities group. Consortium members had two physical and two virtual meetings in 2020. Additional meetings were planned for but, due to ongoing restrictions and priority to support field partners, no formal meetings were held though the regular communication channels between the sub-programmes.

The Chambeshi Lukanga sub-programme assisted a local NGO, Copper Rose, to submit a concept to the Innovation Fund. Unfortunately, Copper Rose received the news in Q4 that it had not been approved for funding.

Risks and mitigation

COVID-19, as any other form of global pandemic, had not been identified prior to the reporting period. In Zambia, swift and severe measures were taken by the government once the pandemic entered the country. To respond to this risk, both sub-programmes redesigned their delivery approach, focusing on virtual meetings/workshops and shifting to non-physical implementation strategies (such as delivering its BCC messaging through the radio only), to limit any risk of exposure both for staff and beneficiaries. Large-scale activities that required significant household interaction, such as the MTR, were postponed. At the same time, both sub-programmes supported the local authorities in the project locations to respond to the pandemic (by providing critical equipment, such as disabled-friendly handwashing stations to schools, health facilities and public places) and supported the targeted utilities with supplies necessary to maintain their operations, as their revenue dwindled (namely chlorine).

Zambia has seen three consecutive years of drought, which has had a negative impact on income and the availability of drinking water. The COVID-19 crisis has worsened the economic situation and caused the country's bankruptcy. By setting up more savings groups and strengthening them, Plan strives to provide people with a safety net and ensure that they will be able to invest in WASH services. The adaptation to the drought requires a long-term

strategy and, after MTR, it will be discussed if it will be possible to mitigate this during this sub-programme implementation period.

7.4 Communication on the sub-programmes (articles, videos, blogs)

	Date published	What	Title and link	Partner
	March 2020	Blog	Who says that women can't be faecal sludge emptiers? SNV World	SNV
	May 2020	Facebook post	Menstrual Hygiene Matters!!! – Menstrual Hygiene Day 2020	Plan
	June 2020	Blog	Youth: urban sanitation game changers in Kasama district in Zambia / SNV World	SNV
	July 2020	Blog	Why invest on more durable materials for sanitation facilities now? / SNV World	SNV
	August 2020	Blog	WASH in HCFs data move ECSA Ministers of Health to action SNV World	SNV
	October 2020	Video	Hand hygiene matters – Global Handwashing Day in Kafue	Plan
	December 2020	Article	Reusable Sanitary Pads Keep Zambian Girls in School	Plan
	December 2020	Newsletter	Positive handwashing behaviour in Chongwe	Plan

Ruth's story:
"I am very grateful and please may you continue. During my periods I no longer have to miss class."

Story Facts

Country: Zambia

Sub-programme: Zambia
Chongwe Kafue
sub-programme

Consortium partner: Plan

Ruth (12) lives in Lusaka's Chongwe district. Like many girls who can't afford sanitary towels, Ruth found it challenging to manage her menstruation which affected her school attendance. her family sick.

Ruth used pieces of cloth during her period as her parents who are small-scale farmers couldn't pay forz sanitary pads. She often skipped school during her period to avoid being mocked by other children, as she was afraid of ruining her skirt because the cloth didn't offer enough protection.

Receiving a dignity kit comprised of hand sanitiser, soap, two pairs of underwear and re-usable

sanitary pads changed all that and made Ruth feel happy and safe. She said the underwear is comfortable and easy to wear with the sanitary pads. Now schools are open again after closing during the COVID-19 pandemic, Ruth can continue her education without fear or discomfort. "This dignity kit will allow me to attend class every day," says Ruth.



Source: Plan, Zambia.
Ruth Daka of Chongwe. One of the beneficiaries of a MHH kit. July 3, 2020.

Section C:
Annual financial report



Source: Plan. Uganda.
Women WASH Entrepreneurs, Buyende, July 2020

1. Introduction

Expenditures are reported in relation to the implementation phase budget approved in the annual plan 2020, adjusted to include two adjustments that were duly discussed with DGIS and approved:

1. Reallocation of 600,000 EUR from budget category D (Innovation Fund) to category A (country budgets), approved by DGIS via email on April 2, 2020.
2. Reallocation of 375,000 EUR from budget category E (sustainability checks) to category A (country budgets), approved by DGIS on September 1, 2020.

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

The table on the right page provides a brief overview of expenditure versus planned 2020 budget. A complete financial report detailing expenditures in the 2020 period is sent separately (annex A) and includes:

Annex 1a. Summary expenses

Annex 1b. Cumulative implementation phase 2018-2020

Annex 1c. Expenditure DGIS funds 2020 all partners

Annex 1d. Expenditure own contribution 2020

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, 2021.

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.

Budget Categories	Total WASH SDG programme - implementation (DGIS funds) AR 2020					Total WASH SDG programme - implementation (DGIS funds) Accumulated 2018-2020			
	Budget 2020 (approved in AP 2020)	Reallo- cations approved by DGIS in April & Sept 2020	Adjusted budget 2020	Expenditure (actuals 2020)	% spent versus budget	Total planned budget (2018-2020)	Cumulative expenditure 2018-2020	% spent cumulative 2018-2020 versus total programme impl. budget	
A	Impact programmes in-country								
Total Bangladesh	2.069.657	47.875	2.117.532	1.647.364	78%	4.759.733	4.063.604	85%	
Total Ethiopia	1.924.673	190.000	2.114.673	1.596.259	75%	4.702.536	3.982.420	85%	
Total Indonesia	1.213.342	134.416	1.347.758	952.287	71%	2.934.316	2.878.823	98%	
Total Nepal	2.443.643	159.309	2.602.952	1.986.004	76%	5.759.363	4.594.624	80%	
Total Tanzania	1.130.467	90.475	1.220.942	905.691	74%	2.465.384	2.117.806	86%	
Total Uganda	2.272.141	190.000	2.462.141	2.095.829	85%	5.154.385	4.521.696	88%	
Total Zambia	1.101.528	136.632	1.238.160	592.000	48%	2.997.034	2.408.517	80%	
Total countries	12.155.451,11	948.707,00	13.104.158	9.775.434	75%	28.772.752	24.567.490	85%	
Strategic objective behavioural change	3.607.791	240.181	3.847.972	2.834.071	74%	8.597.938	7.066.093	82%	
Strategic objective WASH service provision	3.391.438	229.653	3.621.091	2.941.700	81%	7.924.846	7.343.324	93%	
Strategic objective WASH governance	2.133.650	61.178	2.194.828	1.887.931	86%	5.158.947	4.339.883	84%	
PME&L	1.980.389	392.547	2.372.936	1.221.628	51%	4.591.875	3.297.800	72%	
Country Program Managment & Coordination	1.042.183	25.148	1.067.331	890.104	83%	2.499.146	2.520.390	101%	
Total budget categories all countries	12.155.451	948.707	13.104.158	9.775.434	75%	28.772.752	24.567.490	85%	
Other programme costs									
B Global Consortium Coordination	105.705	-	105.705	106.313	101%	277.214	295.821	107%	
C Global Learning and Knowledge Development	406.280	-	406.280	156.956	39%	900.377	275.413	31%	
D Innovation Fund	682.960	-600.000	82.960	35.437	43%	771.680	37.728	5%	
E Sustainability checks Yrs 2 and 4	250.000	-375.000	-125.000	0	0%	-125.000	-	0%	
F Sustainability checks after programme impl	-	-	0	0		50.000	-	0%	
Total other programme costs	1.444.945	-975.000	469.945	298.706	64%	1.874.271	608.962	32%	
Total indirect costs (ii)	386.413	26.293	412.706	298.991	72%	891.910	649.209	73%	
PROGRAMME TOTAL	13.986.809	-	13.986.809	10.373.132	74%	31.538.932	25.825.661	82%	

3. Financial narrative

In 2020, the WASH SDG programme had an under-expenditure of 23% with respect to the annual budget. In terms of the cumulative budget 2018–2020, the under-expenditure is of 17%. The difference between the planned versus actual depletion rate in 2020 is not surprising taking into account the effect of COVID-19 on all the sub-programmes' planned activities and associated expenditure. As described in section B, many activities were curbed and/or postponed due to imposed – and necessary – COVID-19 mitigation measures in the countries. Although not ideal at this stage of implementation, the Consortium considers that it is understandable under the current circumstances.

Category A: country expenditure

Country expenditure is somewhat off-track, with all countries reporting under-expenditure:

Expenditure with respect to the 2020 approved budget: 75%
Expenditure with respect to the consolidated 2018–2020 implementation budget: 85%

All countries have variations of more than 10%, and most sub-programmes have indicated that the main reason for this is the impact of COVID-19 on their activities, which has been amply described in section B. Below, we provide further clarifications for those countries where the variation is above 25%.

Zambia

Expenditure with respect to the 2020 approved budget: 48%
Expenditure with respect to the consolidated 2018–2020 implementation budget: 80%

This is by far the country with the most noticeable under-expenditure this year, with both sub-programmes expending considerably less than budgeted. Several key reasons were put forward for the under-depletion in Zambia:

- Devaluation of the national currency. Between January 2020 and December 2020, the Zambian kwacha devalued by 48%.
- Constraints and delays in the implementation of the programme due to COVID restrictions, which prevented a number of activities from taking place.
- For Plan, it is important to take into account that the transfers to local office account as expenditures. In the Zambian case, a transfer planned for early 2020 was carried out in late 2019 instead. This had two consequences: (i) as indicated in the 2019 report, Plan presented an apparent over-expenditure because of the additional transfer received at the end of that reporting period. And (ii) now in 2020, figures suggest a large under-expenditure, whereas in reality, once you take into account that most of the funds were transferred at the end of 2019, depletion in 2020 was relatively on track.

- In the case of the SNV sub-programme, it was indicated that, although the bid assessment and award of contract for the Mpulungu FSTP construction took place in 2020, the signature and payment of the first instalment did not. Given the high amounts involved, the delay contributed significantly to the under-depletion.

Indonesia

Expenditure with respect to the 2020 approved budget: 71%
Expenditure with respect to the consolidated 2018–2020 implementation budget: 98%

This is largely due to under-expenditure in the WINNER sub-programme (46%). In addition to COVID-19, the main contributing factor is:

- In 2020, Plan mobilized more funds in concept of own contribution than originally foreseen in the corresponding annual plan and budget (190,000 EUR instead of the 10,000 EUR originally planned). This meant that about half of the 2020 expenditure was covered by own contribution. As a result, there was less expenditure of DGIS funds which was passed to the 2021 budget.

In general, however, as there was considerable over-expenditure in previous years and the consolidated budget is –2%, this does not cause due concern.

Tanzania

Expenditure with respect to the 2020 approved budget: 74%
Expenditure with respect to the consolidated 2018–20 implementation budget: 86%

Mostly related to under-expenditure in the SNV sub-programme (70%). In addition to COVID-19, other contributing factors were:

- There was an administrative delay within the Utility regarding the procurement / finalisation of land for the construction of the Faecal Sludge Treatment Plant in Arusha. At the time of writing, the issue had been resolved.

As in the case of Indonesia, as there was considerable over-expenditure in previous years and the consolidated budget is 86%, this does not cause due concern.

Categories B-F: General co-ordination budget

There is also an under-expenditure in the global co-ordination budget of 64%. The reasons are the following:

- C: Global LKD is underspent by 61%. This was mostly due to decisions linked to the pandemic. On the one hand, the two regional exchanges that were planned in Africa and Asia in Q4 and that constituted a large part of the budget finally did not take place because of the travel restrictions linked to COVID-19. On the other, the work programmed within the LKD SCCC learning trajectory on sustainability clause, compacts and checks could only take place once the sustainability checks took place, and these were mostly postponed due to COVID.
- D: Innovation Fund appears as under-spent by 57%. As indicated in section A.3, part of the IF budget was passed to the country budgets to cover COVID-19 unprogrammed activities. In addition, although the Consortium's first call for innovative proposals was carried out in 2020 and projects were selected, the transfers finally took place in 2021. As such, the under-expenditure disappears in Q1 of 2021.
- 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 2020 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 are expected to advance in 2021-2022.

Overall conclusions

Taking into account the exceptional circumstances of this year, the Consortium considers that the financial report of 2020 is relatively on track, with a variation of -24% with respect to projected annual expenditures (-18% expenditure to date). Activities and budget were partly reallocated to the annual plan of 2021, already taking into account this low depletion rate. There will be further analysis of this based on the findings of the MTR, programmed for July 2021.

In any case, despite all the setbacks this year, the overall feeling of the Consortium is that the WASH SDG programme has performed admirably under incredibly unusual and trying circumstances.

Annexes

Annex A: Financial report 2020

- A.1 Summary financial report 2020 (DGIS funds)
- A.2 Consolidated budget versus expenditure 2018 -2020
- A.3 Total expenditure 2020 implementation (DGIS funds)
- A.4 Total expenditure 2020 implementation (including own contribution)

Annex B: Progress on work plan tables

Annex 1: Call for proposals WASH SDG innovation fund

Annex 2: Indicator overview WASH SDG, including sustainability check indicators

Annex 3: Terms of reference midterm review (MTR)

Acronyms & Abbreviations

Full report

AfDB	African Development Bank
Akvo	Akvo Foundation
Amref	Amref Flying Doctors
AR	Annual report
BCC	Behavioural change communication
BCD	Behaviour centred design
CC	Co-ordination committee
CLTS (H)	Community led total sanitation (and hygiene)
CoP	Community of practice
COVID-19	Corona virus disease
CPC	Consortium Programme Co-ordinator
CSOs	Civil society organisations
CVR	Climate vulnerability and resilience
DGIS	Directoraat Generaal Internationale Samenwerking
DPO	Disabled people's organisation
EKN	Embassy of the Kingdom of the Netherlands
EUR	Euro
FIETS	Financial, institutional, environmental, technological and social sustainability
FINISH	Financial Inclusion Improves Sanitation and Health
FSM	Faecal sludge management
FSTP	Faecal sludge treatment plant
GESI	Gender equality and social inclusion
GWMT	Gender and WASH Monitoring Tool
HCF	Healthcare facilities
HH	Household
HWWS	Handwashing with soap
IGG	Inclusive Green Growth
IR	Inception report
IRC	Stichting IRC International Water and Sanitation Centre

IRF	Institutional regulatory framework
JMP	Joint Monitoring Programme
KPIs	Key performance indicators
LG	Local government
LGI	Local government institution
LKD	Learning and knowledge development
M&E	Monitoring and evaluation
MEL	Monitoring, evaluation and learning
MFI	Microfinance institution
MHM	Menstrual hygiene management
MoH	Ministry of Health
MoU	Memorandum of Understanding
MTR	Mid-term review
NGO	Non-governmental organisation
O&M	Operations and maintenance
ODF	Open defecation free
OHS	Occupational health and safety
OSS	Onsite sanitation
PACRA	Patents and Companies Registration Agency
PiP	Partnerships in Practice
Plan	Plan International
PME&L	Planning, monitoring, evaluation, learning
PPE	Personal protective equipment
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 (now Hivos)
SC	(WASH SDG) Steering committee

SCCC	Sustainability clause, compacts and checks
SDG	Sustainable Development Goal
Simavi	Stichting Simavi
SME	Small and medium-sized enterprise
SNV	SNV Netherlands Development Organisation
SO	Strategic Objective
SP	Sub-programme
TC	(WASH SDG) Technical committee
ToC	Theory of Change
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
WSSC	Water Supply and Sanitation Company
WUSC	Water Users and Sanitation Committee

Country-specific sections

Bangladesh

CRDP	City Region Development Project
CSP	City sanitation plan
DEWATS	Decentralised wastewater systems
DPHE	Department of Public Health Engineering
DPP	Development project proposal
FASA	Financial Advisory Services Agreement
GDWR	Greater Dhaka Watershed Restoration
GED	General Economic Division
IEC	Information, education and communication
IEDCR	Institute of Epidemiology, Disease Control and Research
IFC	International Finance Corporation
IMIS	Integrated municipal information system
IWRM	Integrated water resources management
NAP	National action plan
PPPA	Public Private Partnership Authority Bangladesh
UGIIP	Urban Governance and Infrastructure Improvement Project
VTS	Vacutug tracking system
WAB	Wateraid Bangladesh
WRG	Water Resource Group

Ethiopia

HEW	Health extension worker
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Indonesia

Bappenas	National ministry of planning
BOS	School Operational Fund
Gol	Government of Indonesia
IPLT	Instalasi Pengelolaan Lumpur Tinja, a faecal sludge treatment plant
L2T2	Scheduled desludging programme
MIS	Management information system
NAWASIS	National Water & Sanitation Services
NTB	West Nusa Tenggara
NTT	East Nusa Tenggara
PKK	Women's group organisation
Pokja AMPL	Indonesian abbreviation for district WASH working group
SANIMAN	Safely managed sanitation and hygiene
SOPs	Standard operating procedures
STBM	Sanitasi Total Berbasis Masyarakat (in English, community led total sanitation)
UKS	School Health Unit
WINNER	Women and Disability Inclusive WASH and Nutrition Project
YCS	Youth Concerned with Sanitation

Nepal

CCI	Chamber of Commerce & Industries
CSDC	Community for social development
ENPHO	Environment & Public Health Organization
FEDWASUN	Federation of Drinking Water and Sanitation Users Nepal
FR	Formative research
M-WASH-CC	Municipality WASH co-ordination committee
NWASH	National WASH
SBCC	Social behavioural change communication
VCA	Vulnerability capacity analysis

Tanzania

CHW	Community health workers
MURUWASA	Mugumu Urban Water Supply and Sanitation Authority
NSMIS	National Sanitation Management Information System
PSA	Public service announcement
RUWASA	Rural Water Supply and Sanitation Authority
SACCO	Savings and Credit Co-operative Society
VEI	Dutch water operators

Uganda

AFWA	African Water Association
PHAST	Participatory Hygiene and Sanitation Transformation
SSP	Sanitation safety planning
UWASNET	Uganda Water and Sanitation NGO Network
UWEWK	Uganda Water and Environment Week
WASEU	Water and Sanitation Entrepreneurs Association
WASHNAB	Enterprises providing water, sanitation, hygiene, or nature-based related products or services

Zambia

DEDs	Detailed engineering designs
DWASHE	District water sanitation and hygiene education
EcoSan	Ecological sanitation
IDP	Integrated development plan
IPC	Infection prevention control
MWDSEP	Ministry of Water Development, Sanitation and Environmental Protection
NWASCO	National Water Supply and Sanitation Council
OSAWE	Own Savings for Assets and Wealth Creation
PACRA	Patents and Companies Registration Agency
PTAs	Parents and teachers organisations
SLTS	School Led Total Sanitation
U-CLTS	Urban Community Led Total Sanitation



Source: Amref (Tanzania)

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