



WASH-UP Annual Report

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Executive Summary

Accelerating the march towards the achievement of the MDG target on sanitation has been on the forefront of all stakeholders in the WASH Sector and has indeed served as motivation for synergizing for improvement in access levels of Ghanaians to improved sanitation, having also made tremendous strides in the area of water.

In the first year of the extension of the WASH-UP program (WASH-UP II), spurred by the huge success of the first phase (WASH-UP I), Global Communities have extended the integrated workable WASH solutions into 4 new communities, roping-in one more Municipal Authority. The program beneficiary communities are now as follows; La Abafum-Kowe-Abese in the La Dadekotopon Municipality, Nima East, Nima West, Avenor and Ayidiki in the Accra Metropolis and New Takoradi, Kojokrom, Ntankoful and Assakae in the Sekondi-Takoradi Metropolis. Governance structures to help in management of urban wash services have subsequently been put in place with requisite training carried out in the new communities.

In the old communities, WASH-UP has been consolidating the project results especially in the area of having residents exhibit better hygiene behaviors and carrying out their activities in a cleaner environment. These critical activities have also commenced in the new communities (Nima West, La Abafum-Kowe-Abese, Ntankoful, and Assakae) to drive the urge for change in sanitation behavior and subsequently generate the demand for household level sanitation and water facilities.

Within the reporting period, 17 household latrines were constructed, providing access to safe sanitation for 95 people in the four new communities. Further, to reduce the incidence of flooding and stagnant waste water with its contribution to the spread of diarrheal diseases, WASH-UP continued the construction of 570 meters of secondary and tertiary drains in Avenor which suffers from perennial flooding.

In preparing the grounds for more households water connections from an improved source at affordable price, a total of 6.35 km of Ghana Water Company Limited (GWCL) water mains extensions have been implemented in La (2.5km) and Assakae (3.85km). This significantly reduces the cost and time spent in legally connecting water to the households. In Ntankoful where the mains extension works is not feasible, a limited reticulated borehole source water scheme/s is planned. The borehole water sources have been established during the reporting period and would be developed into the water scheme/s

WASH-UP II has deepened its collaboration with local government bodies and relevant stakeholders in the WASH sector by disseminating 2 national WASH strategy documents, which are intended to facilitate implementation of Behavioral Change Communication (BCC) component of wash programs and formation of governance structures. These would ensure sustainability of the results of WASH interventions. The implementation of the strategies by local government bodies' would promote better partnership between the WASH-UP project and local authorities. Water and Sanitation Committees (WSCs) set up under WASH-UP I have started exhibiting signs of growth in line with the goals set under the Participatory Monitoring and Evaluation (PME) framework. The New Takoradi WSC after operating the public latrine for almost 2 years took a loan under the STMA City-wide Settlement Upgrading Fund to rehabilitate and expand the volume of their septic tank, which minimizes the frequency of de-sludging the tank and thereby reducing the operating and maintenance cost. This has made the operation of the public latrine facility economically viable. Trainings of the WSCs formed under WASH-UP I continued in the first year of the extension and covered the new WSCs formed under WASH-UP II as well.

A number of challenges confronted the implementation of WASH-UP II in the first year, but as a result of prudent management, the challenges have been addressed and towards the end of the year achievements were made in preparation towards the realization of the targets set for the program. With the challenges addressed, the project is expected to scale up its achievement of the set targets in the subsequent years. Attached is the table of Indicators and target set for the project for the three year period, which also shows the achievements for the period under review.

Acronyms and Abbreviations

AMA	Accra Metropolitan Assembly
BCC	Behavior Change Communication
BDS	Business Development Services
CLTS	Community-Led Total Sanitation
GWCL	Ghana Water Company Limited
LNGO	Local Non – Governmental Organization
MFI	Microfinance Institution
NGO	Non-Governmental Organization
LNGO	Local Non-Governmental Organization
PACE	Participatory Action for Community Engagement
PHAST	Participatory Hygiene and Sanitation Transformation
RCN	Resource Centre Network
STMA	Sekondi-Takoradi Metropolitan Assembly
USAID	United States Agency for International Development
WASH	Water, Sanitation and Hygiene
WASH-UP	Water Access, Sanitation and Hygiene for Urban Poor
WATSAN	Water and Sanitation
WST	Water and Sanitation Team
WSC	Water and Sanitation Committee

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1.0 Introduction

The Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project is fashioned to respond to dire situations in selected poor urban communities in the Accra and Sekondi-Takoradi Metropolises. It sought to bring relief to residents of 5 slums through interventions in the area of water and sanitation and reinforcing hygiene behavior change messaging to promote proper hygiene behaviors in the communities. After three years of implementing WASH-UP, due largely to demands from project communities, it was deemed necessary to continue the project and scale up interventions to significantly improve conditions in the communities. Consequently, WASH-UP (phase II) was designed retaining the original overarching goal of increased equitable access to improved water supply and basic sanitation for poor urban communities in Ghana by improving water supply and sanitation infrastructure, behavior, and governance. However, the geographic scope was widened to rope-in 4 more communities; 1 in Accra Metropolis, 1 in La Municipality and 2 in Sekondi-Takoradi Metropolis.

To accomplish the afore-mentioned goal, Global Communities is utilizing a community-driven approach involving a broad range of stakeholders to address critical gaps in availability and access to water and sanitation services for the urban poor. WASH-UP is now working to improve services in nine poor urban settlements; five within the Accra Metropolis and four in Sekondi-Takoradi. The objectives of the WASH-UP project are:

- to increase household access to affordable, improved, and sustainable drinking water supply
- to increase household access to improved and sustainable sanitation facilities
- to promote innovative economic enterprises in the areas of water and sanitation
- to improve hygiene and sanitation behaviors among the urban poor
- to strengthen local governance for water supply, sanitation service, and hygiene promotion

This report covers the first year of implementation and outlines progress towards reaching the various deliverables under the project. Efforts have been targeted mainly in the new communities (La Abafum-Kowe-Abese, Nima West, Ntankoful and Assakae) but still offers some level of presence in the old communities (Nima East, Avenor, Kojokrom and New Takoradi), mainly to satisfy demands that could not be met by the close of the first phase of WASH-UP.

1.1 Project Components

These objectives of the projects were translated into components as action areas, with specific activities which are detailed out in the project implementation plan. The 5 components of WASH-UP, planned intervention activities and their expected results are outlined hereafter.

1.2 Component One: Water Access and Supply

This component seeks to continue expanding improved water supply coverage to communities and households through individual house connections and public water points. To realize the results under this component, WASH-UP will work closely with LNGOs and WSCs in the various project communities to mobilize households to access the facilities provided under the project. The interventions planned under the water component include water mains extensions into the project communities, water scheme(s), house/yard connections, and water kiosks (publicly and privately owned and managed)

By the close of the project, the following are expected.

- *Slum communities to have an additional 10km of water mains extended into their communities*
- *400 houses will benefit from house (yard) water connections as a result of lower connection costs due to mains extensions into their communities*

1.3 Sanitation

Efforts under this component focus on increasing household access to improved sanitation, which will be household based rather than communal facilities for health and management reasons. Communal sanitation will also be tackled especially in schools to increase access of school children to safe sanitation away from the home. The objective will also look at improving solid waste management in the communities and continue to reduce areas exposed to flooding through varied strategies. These among others are steps towards making the program a comprehensive one to reduce environmental health-related diseases and improve sanitary conditions. Planned interventions under this component include construction of household latrines of various suitable technologies but with emphasis on the Biofil latrine, school sanitation improvements, and completion of drainage improvement works in Avenor,

At the close of the project, efforts under the sanitation component are expected to result in:

- *400 households having access to improved sanitation through household latrines*

- *Improved school sanitation in basic schools in project communities through construction of school latrines.*
- *Reduced incidence of flooding in Avenor due to the construction of 2,000m of secondary and tertiary drains in the community.*

1.4 Business Development Services

At the core of the business development component is the support and establishment of small-scale private enterprises engaged in innovative water and sanitation activities. The aim is to support private initiatives in meeting local demand for water and sanitation services for the urban poor in a better and more affordable way. The component also looks at supporting households with micro-credit to access household water and sanitation facilities. This component also offers mentoring to the WSCs in operating and managing public facilities provided under the project. This component sees the economic opportunities that are inherent in poor urban communities with dense populations and largely underserved. Planned activities in the business development service component include facilitating the establishment of new water and sanitation related enterprises, supporting existing businesses and facilitating poor households' access to microloans for WATSAN facilities.

1.5 Behaviour Change Communication

This objective is to use Behavior Change Communication (BCC) to improve hygiene and sanitation behaviors by focusing on decreasing open defecation, encouraging proper waste disposal and increasing hand washing with soap at five critical times through a number of strategies. BCC will work to increase household use of improved toilet facilities provided through WASH UP intervention. Building household level capacity to improve environmental sanitation and decrease disposal of solid waste into wastewater drainage systems. The team will work with Private and Public Partners such as Ghana Health Services, Ghana Education Service through the School Health Education Project, Department of Environmental Health as well as CBOs, and Local NGOs to increase hand washing with soap at five critical times, particularly by key population groups such as mothers with babies and children of school-going age. Overall, the component aims to reach over 63,000 people in all 9 project communities. Planned activities for the first year include scaling up BCC messaging using mass media, multi-channel and modal BCC messaging, tackling food safety and hygiene, and providing hand washing facilities for proper practicing of hand washing at the 5 critical times for at least 20 seconds.

1.6 Capacity Building and Governance

Activities under this component seek to improve water and sanitation governance through local urban water and sanitation planning process using participatory approaches. In this regard, capacities will be built at the local level to plan for local interventions in water and sanitation as well as manage the existing facilities. Technical and organizational skills capacity building is also envisaged for Ghana Water Company; the main urban water service provider to deliver water services to the urban poor.

Objective 5 underpins all the above objectives as it seeks to improve water and sanitation governance through local urban water and sanitation planning processes using participatory approaches. It is working to expand the capacity of communities and CBOs to identify local water and sanitation needs and manage resources. Here we also work with Water and Sanitation Committees, Sub-Metro Water and Sanitation Teams building technical and organizational skills as well as building the capacity of Ghana Water Company, the main urban water service provider to deliver water services to the urban poor.

2.0 Project Background

The Water Access, Sanitation and Hygiene for Urban Poor project is a three year follow-up project of the same named project, which was implemented between October 2009 and September 2012 in five slums in the two major cities of Accra and Sekondi-Takoradi, Ghana. The goal of the project is to increase equitable access to improved water supply and basic sanitation for poor urban communities in Ghana by improving water supply and sanitation infrastructure, proper disposal of waste water, behavior change, and governance. The initial project was implemented in Avenor, Nima East, and Ayidiki in the Accra Metropolis and New Takoradi and Kojokrom in the Sekondi-Takoradi Metropolis.

The project was designed to meet the objectives of the Senator Paul Simon Water for the Poor Act of 2005 which is to “Increase equitable access to improved water supply and basic sanitation for the urban poor in sub-Saharan Africa by promoting innovative cooperative efforts between civil society organizations, local service providers, and government.” It is also found to be in conformity to the Growth and Shared Development Agenda being implemented by the government of Ghana and the revised national environmental sanitation policy. Additionally, it focuses on improving governance of WASH services and reducing the incidence of water and sanitation -related diseases. Thus, the WASH-UP Project will also help in increasing the race towards achieving the Government of Ghana MDG targets in water and sanitation.

2.1 Background of Project Communities

In this phase of the project, WASH-UP extended its geographical coverage to four new communities; Nima West in Accra, La Abafum-Kowe-Abese in the La Dadekotopon Municipality and Ntankoful and Assakae in the Sekondi-Takoradi Metropolis.

2.1.1 Assakae

Assakae is located in the Effia-Kwesimintsim Sub-Metropolitan Assembly of Sekondi-Takoradi Metropolitan Area. The estimated population of the Assakae community is 8,153 with annual growth rate of 3.2. Assakae appears to be growing in terms of land area as well as population, mainly attributed to migration caused by high rental charges in the inner city of Takoradi causing people to relocate to places like Assakae, which is now serves as a dormitory town for workers. The community is classified as a third class residential area by the Sekondi-Takoradi

Metropolitan Assembly; having high population density (80-150 persons per acre) and housing density often more than 6 housing units per acre. Assakae has an average household size of five with 60% living in compound houses.

Assakae possesses rich agricultural land where crops like maize, cassava, cocoyam, yam, plantain, oranges, oil palm and sugar-cane are mainly cultivated. However, the poor condition of the feeder road linking the community to the marketing centers results in high post-harvest losses due to the refusal of transporters to commute to the community to convey foodstuff. Consequently, income levels are low in Assakae.

Accessibility to water is not a major challenge in the community but the quality of most water available in the community is not of approved standards and largely untreated. A Community Socio-Economic Survey undertaken in 2012 as reported in the Assakae Participatory Community Action Plan 2012 noted that the sources of water used in the Assakae community are: connected to GWCL (10%), public stand pipe (20%), well/borehole (60%) and stream (10%). Some households have access to hand dug well on their compounds which are not treated before use and this poses health hazards to such households.

In terms of sanitation, it was also noted that about 40% of residents of Assakae use the public toilet while 35% defecate in the open creating health hazards. Among the rest 15% of the people use water closet and the 10% have access to KVIP.

2.1.2 Ntankoful

Ntankoful is another slum located in the Effia-Kwesimintsim Sub-Metropolitan Assembly of Sekondi-Takoradi Metropolitan Assembly (STMA). The settlement is estimated to have about 3,344 residents and an average growth rate of 3.2%. The average household size is 5, which is higher than that of the entire metropolis (4.3), and average room occupancy of 4.

Agriculture is the main economic activity of the people of which about 70% of the work force engages in. The major crops cultivated are maize, cassava, plantain, citrus, oil palm and sugar-cane. Some of the inhabitants are also engaged in artisan activities such as dress-making/tailoring, masonry, carpentry and hairdressing.

Access to potable water in Ntankoful is inadequate and unreliable due to very small pipelines used for house/yard connections. Just like Assakae, improved sanitation facilities in Ntankoful are inadequate and most residents defecate indiscriminately into the open spaces and bushes.

2.1.3 Nima West

Nima West is an electoral area of the Ayawaso East Sub-Metropolitan Assembly of the Accra Metropolitan Assembly. It is one of the oldest and widely known slums in Accra and beyond. Nima in general is a settler community; both heterogeneous and cosmopolitan in composition and very densely populated. Nima West is estimated to be home to about 40,000 people. The average household in Nima is 4.6. Typically, a house in Nima has about 30 people.

Almost immediately after independence Nima was officially classified as a slum in urgent need of renewal. The situation persisted through the years and Nima has remained a slum as classified by the Accra metropolitan Assembly, though having benefitted from some slum upgrading interventions in the late 1980s and 1990s.

Owing to its location, most residents of Nima are engaged in trading activities and artisan activities. The ever bustling Nima Market is the hub of activities and shops and offices including numerous banks line the Nima Highway which is the boundary between Nima East and West. Consequently income levels vary greatly in the settlement, although a large part is of the lower income group

Most households in Nima West do not have adequate water and sanitation facilities and some households still use pan latrines. Some also use private commercial sanitation facilities. Few houses have GWCL mains piped into their houses/dwellings and consequently most people rely on water vendors, “water porters”, water tankers and reservoirs.

2.1.4 La Abafum-Kowe-Abese

La Abafum-kowe-Abese are three separate but closely-linked quarters of the main La township, which is the capital of the newly created La-Dadekotopon Municipal Assembly (LadMA). La used to be part of the Accra Metropolitan Assembly (AMA) until it was carved out by the Local Government (La Dadekotopon Municipal Assembly (Establishment) Instrument, 2012 (LI 2038). The 2010 PHC puts the entire population of La at 183,528, a massive increment from 81,684 counted during the 2000 Census. The average household size is 4.2

In the coastal town of La, trading and fishing are the major economic activities with a significant proportion of male resident also engaged as commercial drivers.

In terms of access to potable water, supply from the existing Ghana Water Company line is erratic with few households connected. A large portion of residents buy water from vendors. The situation of access to improved sanitation is not any better, as very few households have latrines and majority rely on the LadMA managed public toilet and privately-owned and operated public latrines.

2.2 Project Inception

Although, the WASH-UP Project Phase II is a follow up to an earlier project and retained the project name, goal and objectives, it was considered necessary to undertake various inception activities to solidly ground the project owing to the expansion of geographical scope and consequential increase in actors. The several inception activities are outline in this section.

2.2.1 Community Durbars

In all the new project communities, community durbars were held as entry point activities. It presented the platform where resident of the new communities were educated on the goal, objectives, approaches and all relevant aspects of the project.



La Mantse sharing some remarks at the community durbar held in La WASH-UP Project.

In La, the paramount Chief, Nii Kpobi Tetteh Tsuru III, graced the durbar, which was attended by other traditional leaders including the 'Wulomei', health sector workers, staff of relevant departments, agencies and units of LadMA, residents and project staff of Global Communities. Interested residents immediately started applying for various packages under the

In Nima West, the event was attended by the Assembly Member for the Electoral Area, leaders of various ethnic groups in the settlement, representatives of the Ayawaso East Sub-

Metropolitan District Councils, a representative of the Member of Parliament for Ayawaso East; the constituency within which Nima West is located and over 100 residents.

In Assakae and Ntankoful, in the Sekondi-Takoradi Metropolis similar community durbars were held and well attended. These durbars officially marked entry of the WASH-UP Project in to the communities.

2.2.2. Baseline studies

To establish the pre-intervention status of the new communities, which later helps in evaluation of the project, a baseline study was undertaken in La, Nima West, Ntankoful and Assakae. The baseline followed the sequence of activities briefly described below.

A reconnaissance survey was used an entry activity to make data collection easier. This activity was supported by project staff who introduced the selected consultant to community leaders, sub-metro/municipal officials, SHEP coordinators and other relevant actors in the communities.

Training of 20 research assistants and 4 FGD facilitators was done on the questionnaire, how to conduct interviews and record responses, the sampling process, interviewer's attitude and conduct, understanding of the terminologies used. The Research Assistants practiced interviews after they were given feedback by their colleagues and trainers. The training also included testing of data collection instruments in La and Assakae for completeness and adequacy.

Beside the 700 household respondent interviewed, Key informant interviews were also held, which specifically targeted in each community a head teacher, SHEP coordinator, the Officer-in-charge of a clinic, a public toilet attendant, a garbage collector, water vendor, food vendor, assembly member, unit committee member, director of a sub-metro/municipal assembly, district director/engineer for GWCL.

Some of the key findings of the baseline studies are:

- Except La, all the other three communities prioritized food as their number one expenditure item but lowly prioritized sanitation unanimously.
- Altogether only 36 percent of respondents used drinking water from improved sources.
- Bottled /sachet water was found to be the most accepted drinking water in La, Assakae and Nima West.
- Almost 65 percent of respondents access water within 100 meters of their home.

- Almost 70 percent of respondents do not have access to an improved latrine (household latrine).
- 60 percent of residents without household latrines cover distances up to 200 meters to access a public latrine.
- Nima West is the only community that still had pan latrines being used.

2.2.3 Spatial baseline

A spatial baseline was also carried out as a complementary exercise to the socio-cultural and economic baseline. It depicted graphically the existence, type and spread of existing water and sanitation facilities in each community. The exercise involved mapping of all existing water sources in the communities as well as latrine facilities, school sanitation facilities and collecting information on the types and use of the facilities. The geographic data and other attribute data were processed and stored in a database. Maps generated from the studies are informing which sections of the communities to target with what interventions. It was for instance used in the planning of water mains extensions in to La and Assakae. The Baseline Maps are presented in Appendix 1.

2.2.4 Formation of WSCs

To replicate what pertains in the communities where the WASH-UP Project was initially implemented and in line with the National Strategy for Community Participation in Management of urban WASH services, the project facilitated the formation of Water and Sanitation Committees in La Abafum-Kowe-Abese, Nima West, Assakae and Ntankoful. The WSCs are critical actors in the approach used for implementation and are a pre-requisite for community ownership, ease of community mobilization and spontaneous active participation in project activities. Various sections of the communities presented representative to constitute the committee, of which women, youth and traditional leadership deemed highly significant. The WSCs are later given orientation and capacity building under the governance and capacity building component of the project.

In the first year, office space was organized and equipped for all the new WSCs to offer a congenial environment where they can meet to decide on how to advance the case of their communities in terms of water and sanitation. The offices also serve as contact point for service providers, local government officials, project staff, partners, residents, researchers, and other WASH sector actors.

2.2.5 Partnerships

Working using an integrated approach that builds on fruitful partnership, it was considered utmost priority to closely re-engage old partners and stakeholders as well as initiate activities for engagement of new actors found in the expanded area of intervention.

2.2.5.1 Ministerial level buy-in and support

During the implementation of the first phase, the project received immense support at the highest level, with close relationship with the Ministry of Water Resources, Works and Housing and its Water Directorate as well as the Environmental Health and Sanitation Directorate of the Ministry of Local Government and Rural Development. These partnerships ensure WASH-UP Project is able to influence policy making decisions in the WASH sector in Ghana, having already contributed to the development of 2 national strategies in the sector. Consequently in the early days of the phase two of WASH-UP, the project renewed its relationships with the various sub-ministerial bodies, who by the design of the project are constituent members of the steering committee.

2.2.5.2 Local government partnerships

With the addition of La Abafum-Kowe-Abese, it was necessary to build working relations with the La-Dadekotopon Municipal Assembly and its decentralized departments and agencies, especially the Environmental and Public Health Unit. Series of meetings were held at the project inception stage, paving way for the active participation of LadMA in all project activities and facilitated the location of the Water and Sanitation Committee office in La.

2.2.5.3 Sub-grantee agreements

In line with the implementation approach of Global Communities, WASH-UP is being implemented through local intermediaries, which are mainly local non-governmental organizations (LNGOs). Sub-grant agreements were crafted for Water and Sanitation (WATSAN), Behaviour Change Communication (BCC), and Business Development Services (BDS) components. Such agreements spell out the modalities of the partnership and deliverables expected at the end of the sub-grant period.

At the end of the procurement process of the sub-grantees, Rural Development Network (RUDNET) was selected to implement the WATSAN component in the Sekondi –Takoradi communities while Professional Network Associates (ProNET) was allocated Nima West and

East. The Ayidiki Water and Sanitation Organization (AWSO) is implementing WATSAN activities in La and Ayidiki.

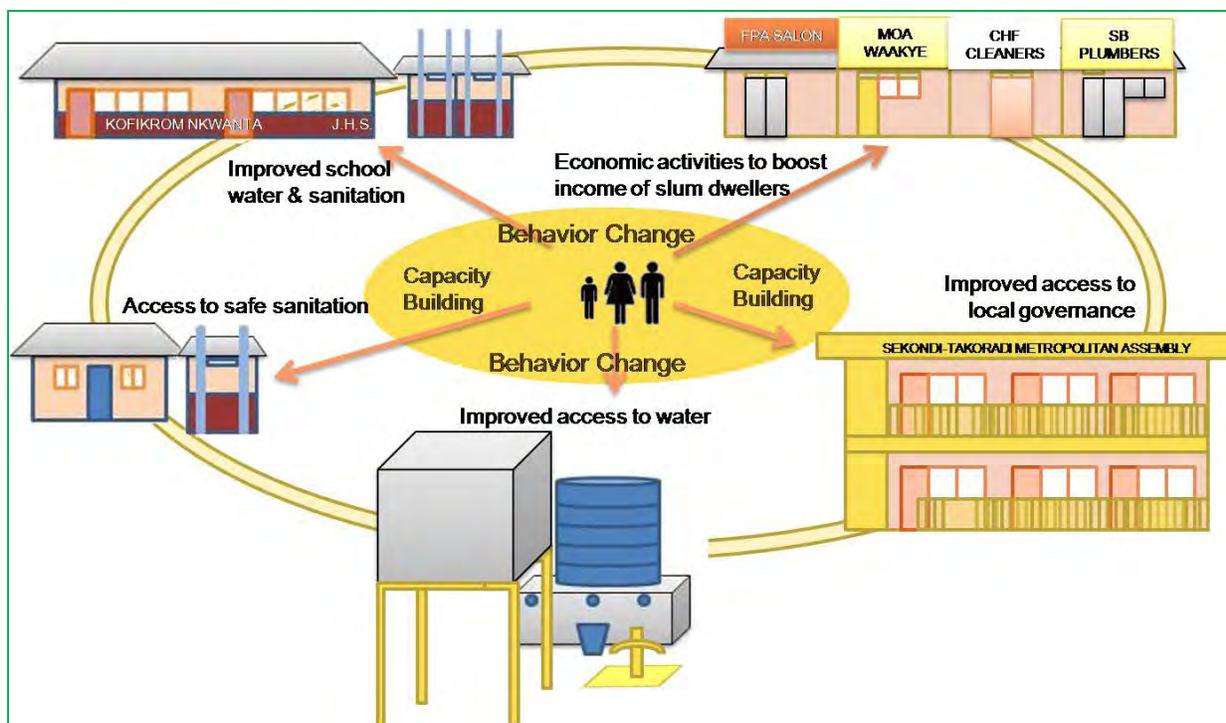
Hope For Future Generations (HFFG); a widely known BCC organization was selected to implement the BCC component in all project communities to ensure uniformity of messaging and is currently operational in the La Municipality, Accra and Sekondi-Takoradi metropolises. Bofo Micro-finance Services Limited, a private sector financial organization was also selected and engaged to undertake the BDS activities in all project communities.

2.2.5.4 Partnerships with Service providers

Ghana Water Company Limited, the statutorily mandated body for running water systems in the urban setting in Ghana is one organization whose active involvement in the project is key. Detailed discussions were held with local managers/engineers responsible for Districts where project communities were located were actively partnered to ensure smooth implementation of the water component. At the higher level, GWCL's assistance was envisaged in selecting technically effective contractors since the organization had a database of certified contractors. Therefore GWCL was assigned supervisory roles in the execution of water mains extensions, since such extensions are actually made to GWCL main distribution lines and must meet their standards of materials.

3.0 Implementation Progress

This section describes the progress towards achieving the objectives of the WASH-UP Project by component. It highlights the major activities undertaken by stakeholders, challenges and the overall outputs achieved in the reporting period. Implementation was done using the integrated approach as developed in Phase One of WASH-UP, which hinged the success of implementation around capacity building and behavior change as shown below.

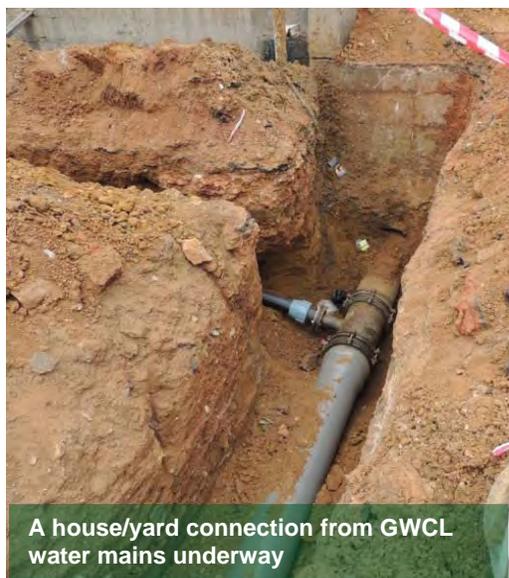


3.1 Water supply

An initial baseline study conducted in the four new communities under the WASH-UP II established existing safe water coverage of 36%. It was targeted under WASH-UP II to increase the percentage of people with access to safe and reliable water supply by 1.2% which improves the coverage to 37.2% at the end of year one of the project implementation. Currently the major challenge of households to have house/yard connections have been the high cost, delays in effecting the connections. Consequently, Ghana Water Company Limited was partnered to extend the water mains into two of the communities where the extensions works are feasible. The partnership reduces house connection distances and simplifies the connection process and cost.

A spatial baseline survey and field assessments guided the selection of La Abafum-Kowe-Abese in the La Dadekotopon Municipality and Assakae in the Sekondi-Takoradi Metropolis to benefit from such extensions. A total length of 2.5 km was planned for La, which seeks to considerably reduce average connection distances. In Assakae, a total length of 3.85 km of extension lines were planned to be laid to facilitate house/yard connections.

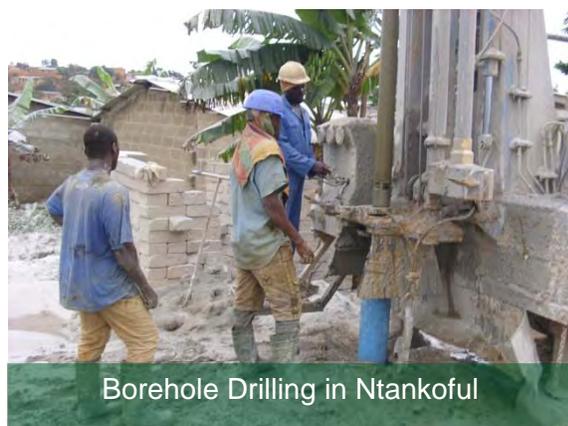
3.1.1 Water mains Extension



The mains extension works have been completed under the supervision of Ghana Water Company Limited Engineers. In the meantime, registration for house/yard connections has been on-going and currently stands at 90 household applicants. Cost estimates for connections are also being prepared by GWCL in anticipation of the completed extensions works so that the household connections can begin. On the other hand, 17 house/yard connections have been completed in STMA with another 43 ongoing in all project communities. This gave an achievement of 0.14% at the end of year one resulting in

improvement in the water coverage which should now stand at 36.14%. Please refer to the attached indicator tracker table for the details

3.1.2 Point Source water schemes



In Ntankoful, owing to unfavorable conditions and long distance from the GWCL main distribution lines, it was planned to establish borehole source water scheme/s. Hydrogeological studies was conducted for identification of suitable locations of which boreholes were drilled to establish water sources for the development of the water scheme(s). Currently, WASH-UP has a pool of 5 boreholes with only one with an impressive yield of

210 l/m. The rest have unimpressive yields ranging between 20-30 l/m. A consultant would be engaged to advice on optimal utilization of these boreholes based on their yields, water quality,

proximity and other relevant factors. In the end, access to water in Ntankoful will be greatly improved when the boreholes are put into use.

3.1.3 Household Water Connections

In the other communities where there are optimal distances to the water mains, like Nima West, potential beneficiaries have been registered and undergoing processing by Boafo Microfinance Services Limited for loans to finance their house water connections as Ghana Water Company Limited also undertakes measurement and estimations.

To date seventeen (17) water connections have been installed serving 73 people with 54% being females. This was generated through a beneficiary count in collaboration with implementing partners. Currently there are 43 on-going water connections and one water kiosk which will increase the results upon completion. Actual results would be ascertained through a survey annually. The backlog is attributed to delay in the project start date and unexpected procurement procedures which had to be adhered to.

A summary of achievements under the component is presented in the table below

ITEM	ACHIEVED THIS YEAR
Water Mains extension	Contract executed with a total of 6.35km laid; 2.5km in La and 3.85km in Assakae
House/yard connections	So far 62 applications have been registered with GWCL but no connections yet done.
Vending Points	Mobilization for 2 points done, construction for one ongoing.
Borehole Source Piped Scheme	Five boreholes sunk; water quality and yield tests completed. Consultant to be procured to help design and implement scheme

3.1.4 Challenges

A slow start to the project especially in partnering with Ghana Water Company Limited in the new communities meant actual water connections to home of residents was affected. Since the new communities fell in administrative regions other than where Phase I of WASH-UP operated, it was a critical step to build positive relationships with the statutorily mandated service providers to have a smooth implementation in the subsequent years. These challenges have however been overcome resulting in the speedy but effective water mains extensions in La and Assakae to be completed in good time.

Also, the volume of water expected from the boreholes in Ntankoful had been below expectations, giving rise to delays as more hydro-geological investigations are continued to ascertain higher yielding ones. Eventually five boreholes had to be sunk instead of the planned two. However, with the current pool of 5 it is possible to build water systems in Year II that will impact the residents positively.

3.2 Access to Improved Sanitation

Baseline studies revealed 26% of the project targeted households having access to improve



sanitation (household toilet facilities). It was targeted to improve upon this by 1.2% by the end of Year One of the project implementation.) 0.12% was achieved at the end of year one resulting from constructing of 17 household latrines of varying technologies (Water Closet, KVIP and Biofil¹). 34 more household latrines are under construction and expected to be completed by October 2013. The percentage of household with access to improve sanitation is also

expected to improve in the subsequent years of the project implementation. To date 95 people have gained access to improved latrines using the head count methodology as against the target of 631. This achievement is expected to improve in subsequent years of the project implementation.

3.2.2 Improved School Sanitation

In respect of school sanitation, a consultant is being sought to design and construct “Biofil” Latrines for schools in project communities .The Biofil latrine requires less use of water and has least operation and maintenance cost and currently appears to be best suited for conditions like that of schools in water-stressed areas.

3.2.3 Avenor Drainage Improvement Works

In Avenor, where the community suffers from frequent flooding, WASH-UP continued the construction of secondary and tertiary drains, which were started under the first phase of the

¹ Biofil is a latrine type developed by Biofilcom to overcome the challenges of conventional water-based and non-water based latrines. In the water-based option, the latrine uses waste water used in the hand washing sink to flush the latrine after use. Another benefit of the latrine is its minimal maintenance cost as it usually does not require desludging, making use of aerobic digestion to break down the fecal matter.

project. A total of 570 meters of drainage channel was constructed. The completed channel is expected to help carry waste water and runoff out of the community quickly to reduce the susceptibility of the settlement to flooding.

A summary of progress in the sanitation component is presented below.

ITEM	ACHIEVED THIS YEAR
Household latrine construction	27 applications received, 8 latrines completed
Storm drainage works	570m constructed
School sanitation improvement	Designs have been completed and procurement of a suitable contractor is ongoing.

3.2.4 Challenges

Raising the beneficiary contribution posed a challenge to the provision of household latrines. Although residents clearly saw the need to own household latrines, and readily applied for construction of improved latrines in their homes, they were impeded by the contributions necessary to have them. The Business Development Services Component was designed to address such challenges, but a slow start of the partner to position staff in the communities for processing such interested but needy households held back actual construction work. Currently full-time staff of the partner has been posted to the communities and are present throughout the week to register, assess applicants and process them for loans.

In new communities, a slow acceptance of new latrine technology (Biofil), especially in La where it clearly suits the local conditions meant a few households had to first access it and recommend before the demand will pick up. It is anticipated that with three Biofil latrines ongoing as of reporting time, their performance and cost savings will convince the general population of the appropriateness of the technology for them.

3.3 Governance and Capacity Building

The governance and capacity building component ensure elements of sustainability are infused into the project by building local capacities to drive action. Most activities are geared towards strengthening existing organizations to better perform their assigned roles which ensure poor urban residents have access to essential urban services like water and sanitation. As a critical component, most activities are done with facilitation from the Capacity building specialist.

3.3.1 Improved capacity of local authorities for BCC activities

Under the governance and capacity building component, WASH-UP provided technical assistance to the Environmental Health Departments of the three Assemblies to prepare Behavior Change Communication Action Plans as well as develop the Food Handlers' Training Manual to aid in the training of food vendors and other food handlers in the poor urban communities in the La Municipality and Accra and Sekondi-Takoradi Metropolises. Twelve Environmental Health Officers (EHOs) of the 3 Assemblies were also introduced to CLTS and the PHAST methodology to help promote household latrines. Significantly, success in their work would promote the demand for household latrines in project communities and also complement the activities under the Behavior Change Communication Component.

3.3.2 Dissemination of WASH sector strategies



To orient and deepen knowledge of local government officials and sector players, WASH-UP II facilitated the dissemination of two national strategies formulated under the first phase of the project in collaboration with relevant directorates under the Ministry of Water resources, Works and Housing and Ministry of Local Government and Rural Development. The dissemination workshops were held in partnership with Resource Centre

Network (RCN); a WASH sector knowledge management organization with working relations with all the major stakeholders. Key participants in the dissemination workshops included Ministry of Water Resources, Works and Housing, SNV, WaterAid, UNICEF, CWSA, GWCL, Coalition of NGOs in Water and Sanitation (CONIWAS) and Municipal/Metropolitan Assemblies across the country. A direct result of the dissemination workshops has been the development of Regional BCC Action Plans.

The National Behavior Change Communication Strategy for the Urban Sub-sector is intended to fill the gap of BCC messaging in urban setting with its attendant complexities as the Community Water and Sanitation Agency's efforts are limited to the rural areas of Ghana. On the other hand, the National Strategy for Community participation in management of WASH services serves to institutionalize the role of community members and local structures in effectively

managing needed services. With the operationalization of the two strategies, sustainability issues of the interventions are expected to be addressed.

3.3.3 Community Ownership and management structures

For effective management of facilities and coordinating of efforts at the community level, WASH-UP established Water and Sanitation Committees in the four new communities in conformity with the National Strategy formulated in WASH-UP I. After the constitution of the committees, members were oriented and together with the other existing committees given training in post-construction management, advocacy, financial management and book keeping. Exchange visits were undertaken for the old committees to share experiences with the new committees

Municipal and sub-metro WASH Teams were also formed in all Assemblies WASH-UP is operating in, to be focal persons of WASH interventions and also serve as a link between the Water and Sanitation Committees and the Municipal/Metropolitan Assemblies and advocate for WASH-related interventions.

3.4 Water and Sanitation related business development

Boafo Microfinance Services, as earlier reported has also posted full time staff to the communities, to help in registering, assessing and processing residents for micro-loans. The loans are intended for both start-up and expansion of existing businesses as well as to finance house water connections or household latrine construction.

3.4.1 Community mobilization and sensitization through “Informart”

At the onset of implementation, project staff undertook extensive education of residents in the target communities through the “Informart”, highlighting the various business opportunities of the WASH-UP Project and how the component inter-relates with other components like the provision of household latrines and water connections through micro-finance. The rounds of “Informart” were also used to introduce the sub-grantee partners executing activities under the other components to the community.

3.4.2 Establishment of new businesses and support for existing businesses

The business development component sought to facilitate the establishment of 50 sanitation-related enterprises and 40 water-related enterprises. However, only 4 new water-related

businesses managed by women have been realized. This situation is partly due to a late start of the partnership with the micro-finance institution which has managed to grant 23 loans to support existing water and sanitation-related enterprises at the end of year one of project implementation.

Within the period under review, the New Takoradi WSC successfully applied for a loan facility under the City-Wide Settlement Upgrading Fund managed by STMA to facilitate expansion works on the cesspit tank of the New Takoradi Public Latrine. Work on the expansion was completed and the latrine has resumed operation and is on course to fully repay the loan.

3.43 Business development training



Training of entrepreneurs at Ntankoful

As part of activities under the component, business management training was organized for 233 entrepreneurs identified in the project communities in Accra and Sekondi-Takoradi Metropolises during the rounds made by the Informart. Other forms of support were also given to 14 existing water-related enterprises.

3.4.4 Micro-loans for household WATSAN facilities acquisition

With micro-credit from the Business Development Services partner, 20 households have been able to acquire household latrines or have water connection to their homes. They are expected to repay the loans within a year. As the BDS partner gains a foothold in the communities, WASH-UP anticipates an increase in number of businesses and households being supported to either set up or expand their water and sanitation related businesses. Consequently, the huge backlog from Year one is expected to be made-up for in the subsequent years, as more residents gain confidence in the partner, especially in the new communities of La, Nima West, Assakae and Ntankoful

Below is a summary of achievements under the business development service component within the year.

Item	Achievement
# of private new water related enterprises established	17
# of new private Water-related enterprises owned and managed by women	16
# of existing private water enterprises supported	186
# of existing private sanitation enterprises supported	1
# of WATSAN related micro enterprise loans granted	17
# of new private enterprises engaged in sanitation activities established	0
# of households granted loans to acquire household toilets and water connections	24
# of new enterprises trained on business management	233

3.5 Behaviour Change Communication



Education of residents during house-to-house campaign in La

A key activity for BCC for the first year of implementation has been house to house education. Approximately 5,000 community members in all project communities are being contacted on a monthly basis within their homes with information on hand-washing at the five critical times with soap under running water, proper refuse disposal, improved water sources and water storage, hygienic latrine with hand washing facilities maintenance and use.

Community groups have continued to be a focus of the BCC component of WASH UP as the participants in these groups are typically already active in the community. Their high potential of spreading behavior change messages to their family members, especially young children has made them a readymade group of our key target audience. In all thirty-seven community group are currently involved in the project.

3.5.2 School Health and Hygiene

Under WASH-UP II, School WASH clubs have been formed/ revived within project communities. A total of 16 WASH clubs are now active within the project area, which has made it possible for class to class education, fun games and quizzes to be organized. These sessions offers pupils the opportunity to ask questions and demonstrate proper hand washing techniques. These have proved to be very effective tool in educating pupils, increasing the interest in hygiene and sanitation and improving WASH behaviors in schools and out of school.

Two training sessions have been held with the School Health Education Program (SHEP) to train SHEP coordinators to carry out WASH activities and events within the school setting with a total participation of 68.

3.5.3 BCC messaging at public places

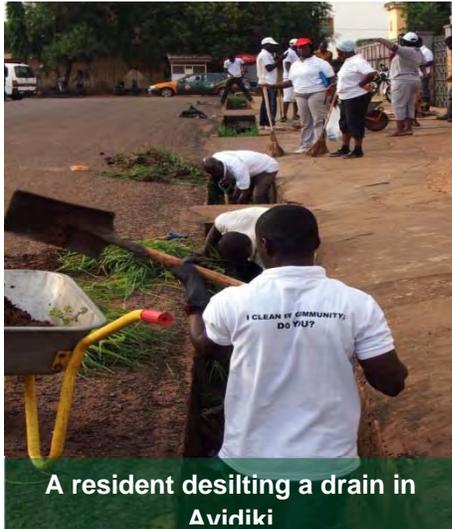
Other supplementary behavior change messaging was carried out in clinics, market places and worship centers. This is important because, changing behaviors require very frequent reminders of the need to change and the benefits expected as a result of the change.

3.5.4 Food Safety

In preparation towards food vendor training in Year II, a Food Handlers' Training Manual was done. This was made possible through collaboration with Environmental Health Officers, Hope for Future Generations (the BCC sub-grantee), and a consultant. A two-day workshop was used in drafting the manual with stakeholders reviewing and validating the manual. The manual covers proper foodstuff handling, hygienic food preparation, handling of cooked food and storage. This has become necessary as findings from a research² conducted in 5 slums points to over 50% of residents in poor urban communities relying on food cooked outside the home, of which the source of preparation and quality is unknown to them and sometimes resulted in outbreak of diseases such as cholera and typhoid.

² BCC Formative Research, carried out in 2010 in preparation of the National BCC Strategy for the Urban Sub-sector.

3.5.5 Community-led clean-up exercises



A resident desilting a drain in Avidiki

Periodic clean-up exercises were carried out in all project communities. These clean-ups were led by the Water and Sanitation Committees formed under the Governance and Capacity Building component. The clean-ups were held in sections of each community on a rotation basis picking up participation and momentum with each passing week.

3.5.6 BCC Messaging using Mass Media

Furthermore, three short animations have been developed, each focusing on one key message with the aim of reinforcing the messages heard elsewhere while the residents are undertaking their daily activities. The animations which will be shown on local television have been developed with the ability to use the audio as a short radio advert, which is a mop-up strategy to reach a bigger audience significantly. Radio talk shows have also been utilized especially the Ga speaking communities with key messages and also to create awareness about the project and the need for residents to take ownership of their health through adopting healthy sanitation practices.

3.5.7 Hand washing facilities

Hand-washing facilities are also being fabricated under an arrangement with PolyTank Group and an artisan to be supplied to basic schools in the project beneficiary communities. Also all household latrines to be delivered under the project are to have hand washing facility attached to them. This is to ensure proper hand washing takes place after using the latrines. In a related development, a new hand washing poster (see appendix 5) has been developed to add to the current set of posters used within the project; this poster promotes the correct way to wash hands and length of time, an aspect not covered by previous posters. The posters will be posted on all hand washing facilities and all washrooms in schools within the project communities. A summary of the activities under the hygiene and sanitation promotion component completed in the reporting year is as follows:

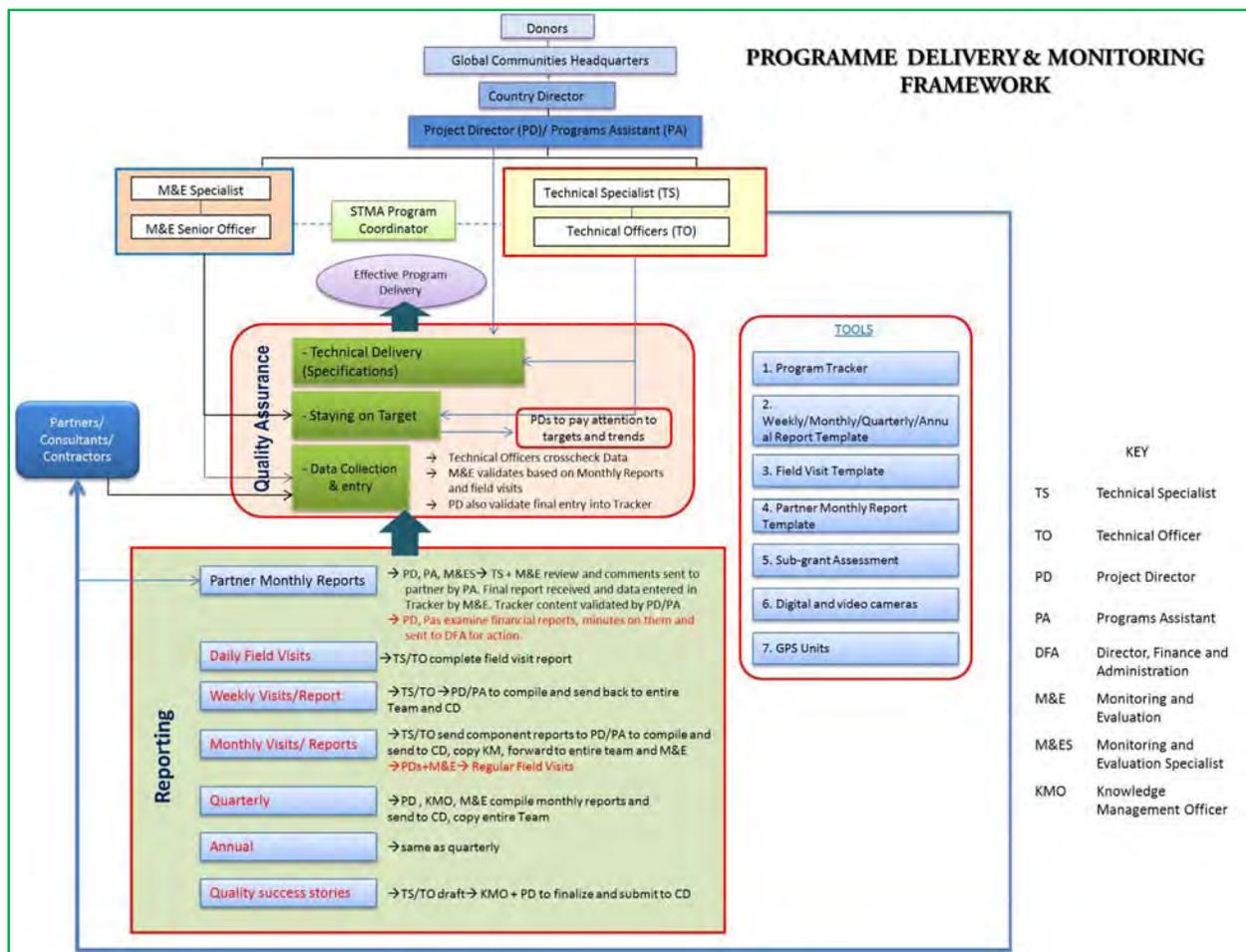
- 44,870 People practicing hand washing with soap at 5 critical times in the last 24 hours
- 6,913 Household residents trained and carrying out hygienic maintenance and use of latrines

- Food Handlers training manual developed

4.0 Project management

Administratively, the project is headed by a Director, who is supported by technical specialists and officers, responsible for successful implementation of components activities and technical backstopping of local NGOs engaged under sub-grant agreements. A general program support unit comprising Monitoring and Evaluation, Knowledge Management and Geographic Information Systems provide essential inputs in project activities tracking, documentation, and reporting.

A general program delivery and monitoring framework (Shown below) ensures the interlinking units help to achieve project deliverables in the right quality, quantity and on time.



4.1 Monitoring and Evaluation

As the preliminary monitoring and evaluation activity, a baseline study was carried out to ascertain the prevailing conditions in the new communities (La, Ntankoful and Assakae) with respect to water, sanitation and hygiene and other related indicators. This was complemented by a spatial baseline which mapped all existing water and sanitation facilities in the new communities. These baselines are useful in determining the effects and impact the project is having on residents of the selected communities. A mid-term review is planned for 2014; halfway through implementation.

In the interim, monitoring of implementation continued throughout the year, focusing on both tangible and intangible outputs. The program used various processes to ensure effective monitoring and evaluation of all activities. The Participatory Monitoring and Evaluation (PME) reviews; monthly Indicator tracking, performance evaluations, data, quality assurance, and GIS mapping were undertaken. Partners were also brought together in monthly workshops to discuss progress of implementation, share lessons, successes, and challenges and address emerging issues.

The Monitoring and evaluation team follows a reporting framework to validate data collected in the course of implementation for completeness, consistency, accuracy, objectivity and relevance. Validated data is stored in both an offline and online database system, from which reports are generated on demand.

4.2 Project Implementation Planning

At the close of implementation in Year One, the team held a day's workshop to review performance in the year and strategize for Year Two. The resultant Project Implementation Plan for year II of the project implementation (FY14) is presented in Annex 7. Please follow the link provided at the appendix to access the plan.

5.0 Key issues

By design, the WASH-UP Project is gender-sensitive and works to improve the living conditions of all residents especially women and children, who are often tasked with fetching water for use by the entire household.

Secondly, in the area of new water and sanitation related business establishment and development, women are targeted particularly, as returns on investing in women yield more for the entire household. Already, monitoring

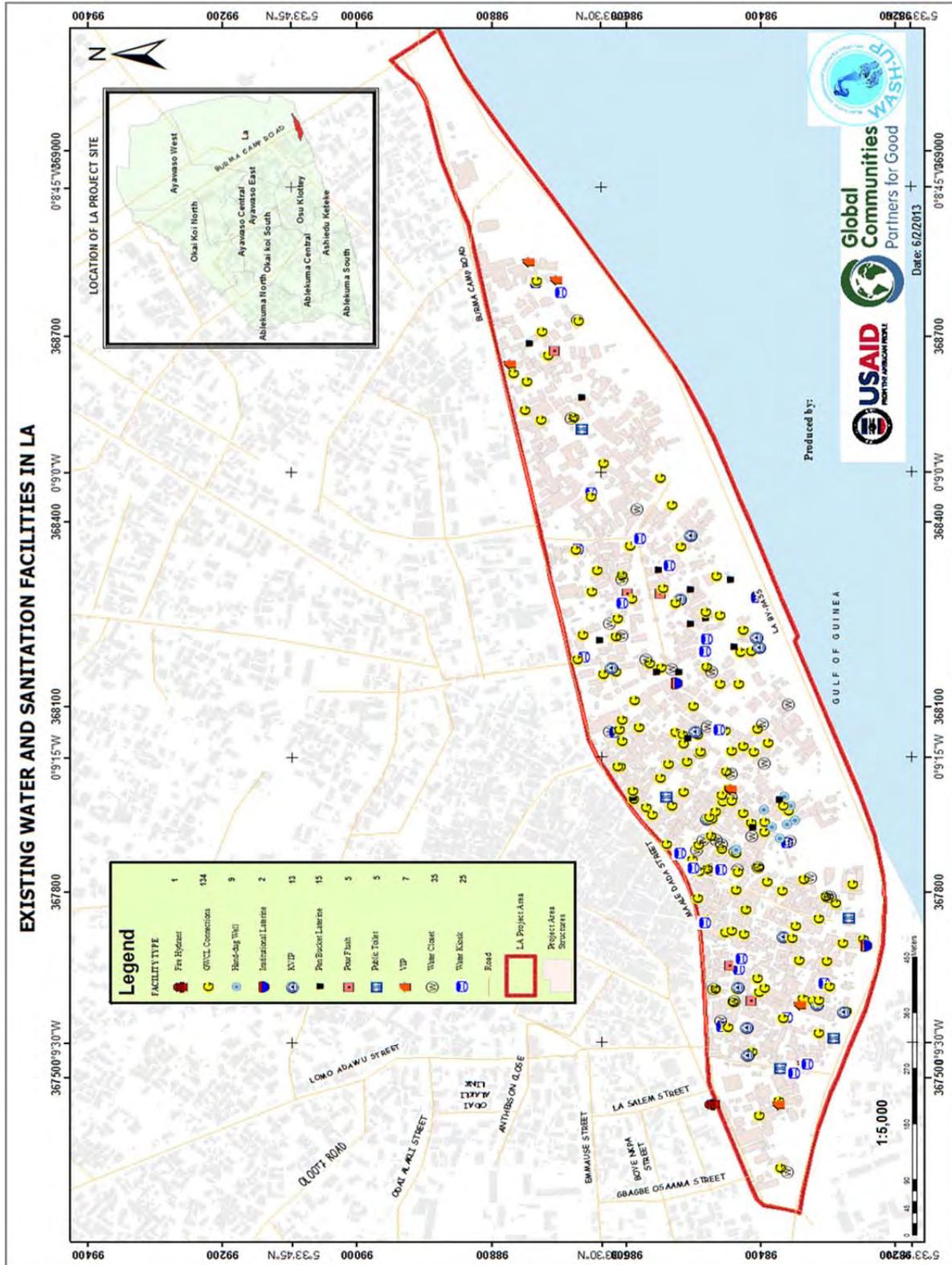
In the management of public water and sanitation facilities provided under the WASH-UP project, a quota of at least 25% of membership is reserved for women. Significantly, there are 32 women constituting, approximately 30% of the membership of the Water and Sanitation Committees in all 9 project communities. These same committees are trained to operate and manage public facilities to ensure sustainability.

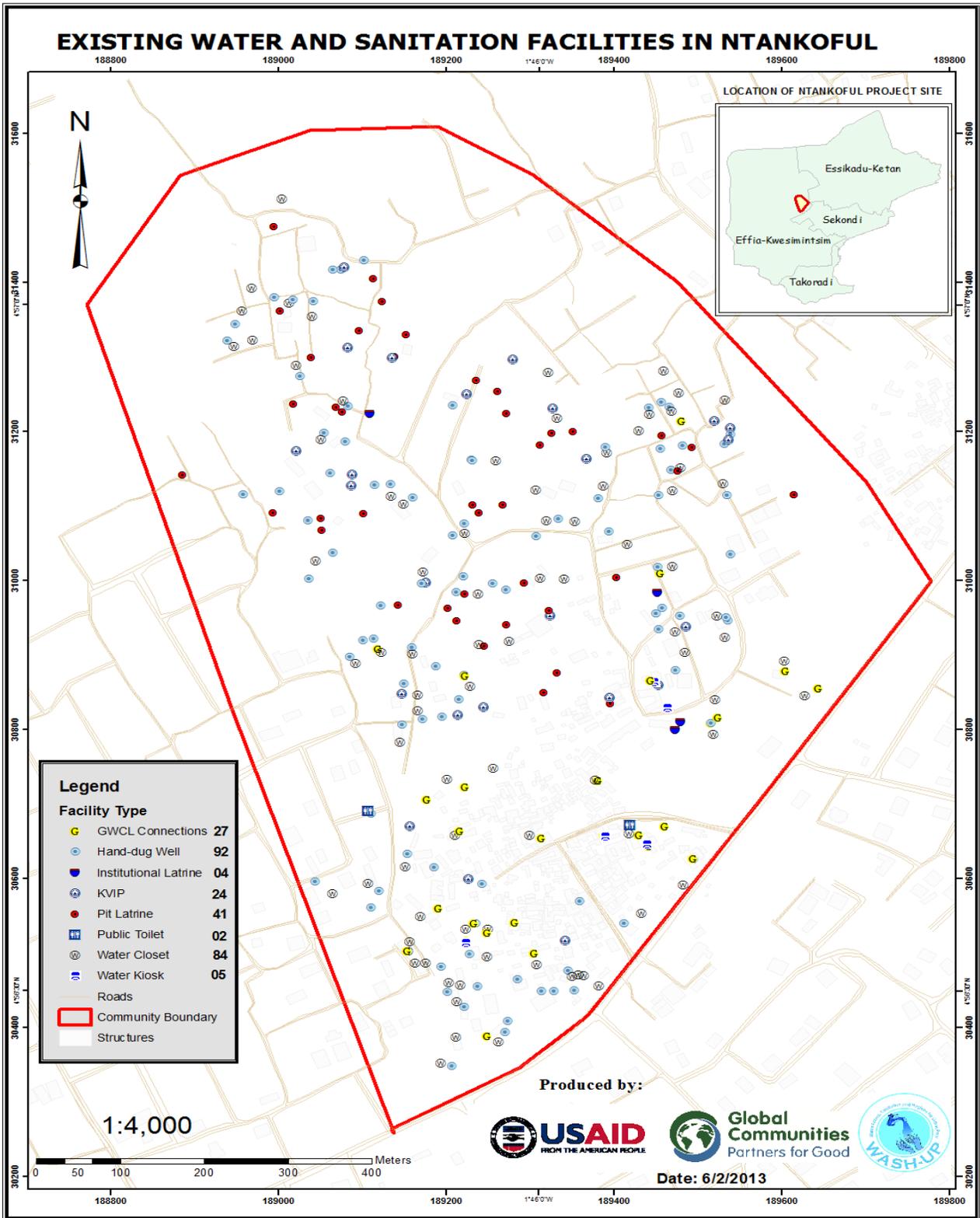
APPENDICES

APPENDIX 1: INDICATOR TABLE

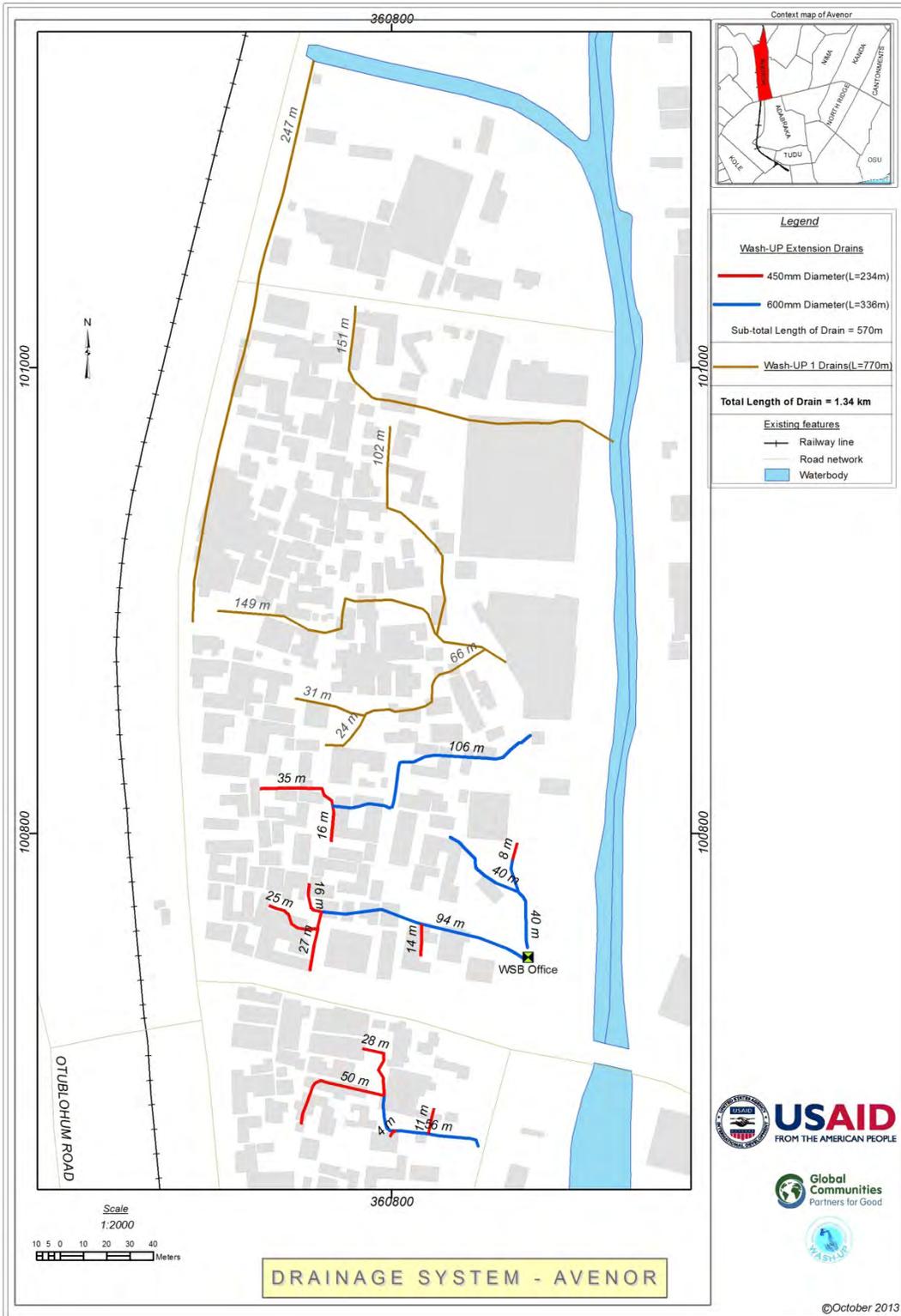
S/N	INDICATORS	FY 13 TARGET	FY 13 RESULTS	FY 14 TARGET	FY 15 TARGET	LOP TARGET
1	Percent of households using an improved drinking water source.	1.2%	0.14%	5.4%	5.4%	12.0%
	Number of persons in rural areas	0	0	0	0	0
	Number of persons in urban areas	701	84	3,156	3,156	7,013
2	Percent of households using an improved sanitation facility.	1.2%	0.12%	5.3%	5.3%	11.7%
	Number of persons in rural areas	0	0	0	0	0
	Number of persons in urban areas	701	74	3,156	3,156	7,013
3	Number of policies, laws, agreements, regulations, or investment agreements (public or private) that promote access to improved water supply and sanitation.	252	29	300	250	802
3a	17. Number of WATSAN related micro enterprise loans granted	150	6	200	150	500
3b	Urban WASH strategy documents developed and disseminated	2	2	0	0	2
3c	Number of households accessing loans for water and sanitation facilities	100	21	100	100	300
4	Number of persons gaining access to an improved sanitation facility	701	74	3156	3156	7013
5	Number of people gaining access to an improved water source	701	84	3156	3156	7013

APPENDIX 2: BASELINE MAPS

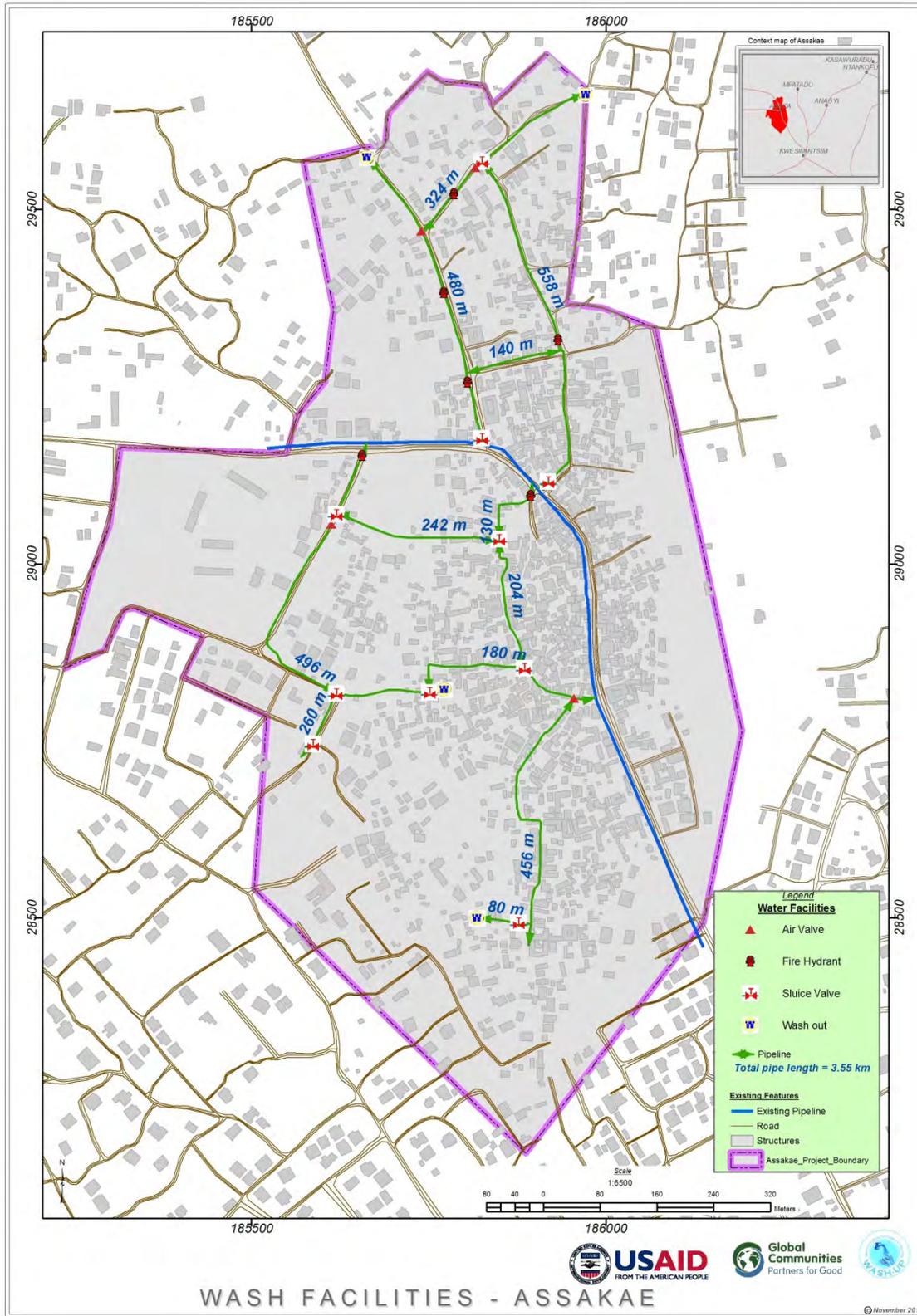




Appendix 3: Drainage Improvement works in Avenor



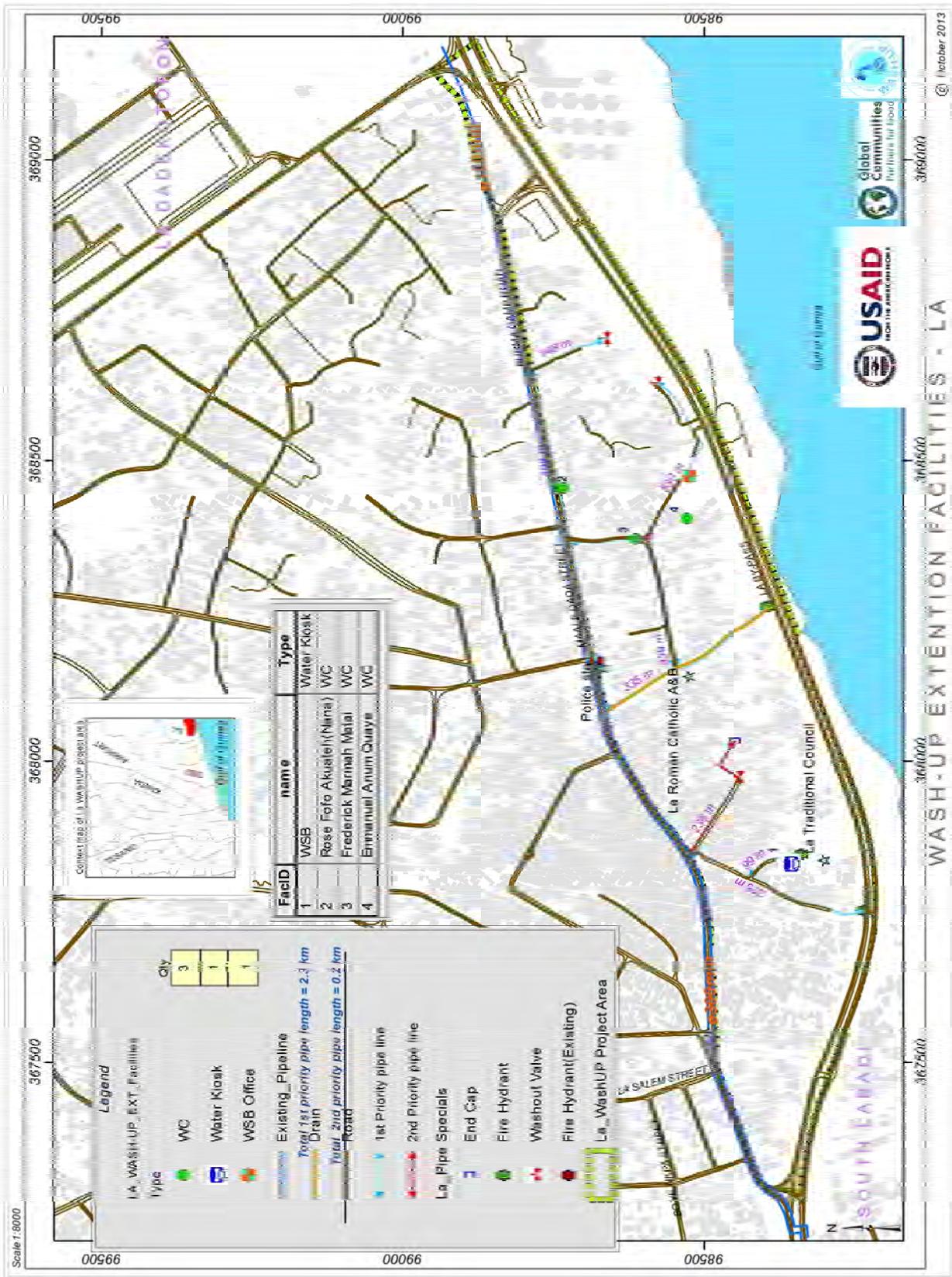
Appendix 4: Water Mains Extensions



WASH FACILITIES - ASSAKAE



© November 2013



Stay healthy! wash your hands properly

Don't forget to always wash your hands **with soap** for at least **20 seconds**

1 rub your palms

2 between your fingers

3 under your thumbs

4 all around your thumbs

5 back of your hands

6 your wrists

How to be sure your hands are really clean!

- with soap and under running water is the best way to clean your hands.
- make sure you wet your hands with running water before you apply soap.
- apply soap to your wet hands.
- use the six steps to ensure your hands are properly clean.
- rinse your hands thoroughly with running water.

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Appendix 6: Avenor Participatory Monitoring and Evaluation Guide (WASH-UP II)

THEMATIC AREAS	INDICATORS			
	IDEAL - 450	EXCELLENT - 400	GOOD - 350	DEVELOPING - 300
Sanitation				<ul style="list-style-type: none"> Support the maintenance of existing ECLs
Water	<ul style="list-style-type: none"> 30 water connections completed At least 600 people have access to water supply in their homes through pipe connections 	<ul style="list-style-type: none"> 20 water connections completed At least 400 people have access to improved water connections 	<ul style="list-style-type: none"> 15 water connections completed At least 300 people have access to improved water connections 	<ul style="list-style-type: none"> 10 more water connections completed At least 200 more people have access to improved water connections
Water Related Businesses	<ul style="list-style-type: none"> At least 50 water and sanitation related businesses supported 	<ul style="list-style-type: none"> 40 water and sanitation related businesses supported 	<ul style="list-style-type: none"> 30 water and sanitation related businesses supported 	<ul style="list-style-type: none"> 20 more water and sanitation related businesses supported
Hygiene/ Behavior change	<ul style="list-style-type: none"> 80 % practice hand washing with soap under running water Install hand washing facilities at public toilets Reduced open defecation 	<ul style="list-style-type: none"> 70 % practice hand washing with soap under running water Install hand washing facilities at public toilets Reduced open defecation 	<ul style="list-style-type: none"> 50 % practice hand washing with soap under running water Install hand washing facilities at public toilets 	<ul style="list-style-type: none"> 30 % practice hand washing with soap under running water
Functioning Water and Sanitation Board	<ul style="list-style-type: none"> Meet weekly Take minutes Decisions taken are acted upon Have an office Have logistics Have a source of funding by establishing additional WatSan business 	<ul style="list-style-type: none"> Meet weekly Take minutes Decisions taken are acted upon Have an office Have logistics 	<ul style="list-style-type: none"> Meet weekly Take minutes Act upon decisions Have an office 	<ul style="list-style-type: none"> Meet every week Have an office
Community Participation	<ul style="list-style-type: none"> Communal labor organized monthly Community durbar organized 4 times a year 	<ul style="list-style-type: none"> Communal labor bimonthly Community durbar 3 times a year 	<ul style="list-style-type: none"> Communal labor organized every three months Community durbar twice a year 	<ul style="list-style-type: none"> Communal labor organized every 4 months Community durbar once a year

Appendix 7: FY14 Project Implementation Plan

[Appendix 7: FY14Project Implementation Plan](#)

Appendix 8: Special Budget – Participation on the High Level Forum Conference in Abidjan – Ivory Coast.

Global Communities - Budget Summary					
Participation on the High Level Forum for Water Sanitation for all in Africa					
Abidjan - November 20 - 23					
Four people from Global Communities team will attend the conference during the 4 days.					
Name of Participants		Title			
	Alberto Wilde	Country Director / COP			
	Joseph Asante	Program Director			
	Ebenezer Kye-Mensah	Capacity Building Specialist			
	Augustine Adams	Knowledge Management Specialist			
Summary of Expenses					
Line Item	Object Class Categories	Base of Calculation	Qty	Cost	Total USD
1	Lodging	Nights	12	239.00	2,868.00
2	M & IE	Person	4	458.50	1,834.00
3	Local transportation	Days	4	100.00	400.00
4	Airfare	Unit	4	611.00	2,444.00
5	Visa - Ivory Coast	Unit	1	150.00	150.00
6	Printed Materials	Lump Sum	1	2,584.00	2,584.00
7	Total				10,280.00
Detail of Expenses					
	Materials	Base of Calculation	Qty	Unit Cost	Total USD
	Roll-up Banner (1)	Unit	1	120.00	120.00
	National Strategy document (200)	Unit	200	5.00	1,000.00
	Ghana program Overview (200)	Unit	200	3.57	714.00
	Branded Pens (500)	Unit	500	1.50	750.00
	Sub Total - Materials				2,584.00
	M & IE Calculation per Person	Base of Calculation	Qty	Unit Cost	Total USD
	Travelling day (75%)	Unit	2	98.25	196.50
	Full day (100%)	Unit	2	131.00	262.00
	Sub Total Perdiem per Person				458.50
	M & IE Rate for Ivory Coast		\$ 131.00		
	Maximun Lodging Rate for Ivory Coast		\$ 263.00		