

April 30, 2014



Agreement Officer Representative, USAID

Subject: Quarterly Report for Cooperative Agreement No. EPP-A-00-09-00014—Ghana – Water Access, Sanitation and Hygiene for the Urban Poor (Wash-Up)

Dear ,

On behalf of Global Communities I am pleased to submit our quarterly report for the above mentioned agreement. This report summarizes activities undertaken from January 1, 2014 – March 31, 2014.

Please do not hesitate to contact me or our Country Director should you have any questions.

Sincerely,

International Operations

Cc: USAID
Country Director, Global Communities/Ghana
DFA, Global Communities/Ghana
Program Manager, Global Communities/Headquarters
Program Analyst, Global Communities/Headquarters



WASHUP Quarterly Report

Program Name: Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP)

Country: Ghana

Donor: United States Agency for International Development

Award Number: EPP-A-00-09-00014

Reporting Period: January 1, 2014 – March 31, 2014

Submitted To: USAID West-Africa

Submitted By: Director, International Program Operations



Name of Project	Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project
Country and regions	Ghana, Greater Accra Region and Western Region
Donor	United States Agency for International Development
Award number/symbol	EPP-A-00-09-00014
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Table of Contents

Contents

Table of Contents	1
Acronyms and Abbreviations	2
Executive Summary	3
Introduction	5
Implementation Activities by Program Objective and Expected Results	6
Progress Report by Program Objective or Result Areas.....	8
Project Management	12
Annex	13

Acronyms and Abbreviations

AMA	Accra Metropolitan Assembly
BCC	Behavior Change Communication
BDS	Business Development Services
EHA	Environmental Health Assistant
GWCL	Ghana Water Company Limited
LNGO	Local Non – Governmental Organization
NGO	Non-Governmental Organization
PHAST	Participatory Hygiene and Sanitation Transformation
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
WSC	Water and Sanitation Committee

Executive Summary

The Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) project was developed against a backdrop of poor urban residents not having access to improved sanitation. WASHUP works to bring relief to residents of five slums through interventions in the area of water, sanitation and reinforcing hygiene behavior change messaging to promote proper hygiene behaviors in the communities. Specifically, WASH-UP was designed to:

- Increase household access to affordable, improved, and sustainable drinking water supply;
- Increase household access to improved and sustainable sanitation facilities;
- Promote innovative economic enterprises in the areas of water and sanitation;
- Improve hygiene and sanitation behaviors among the urban poor; and
- Strengthen local governance for water supply, sanitation service, and hygiene promotion.

In the quarter under review, procurement processes were followed to engage five local NGO partners to work on the various components (WATSAN, BCC and BDS) of the program. The partners are PRONET, RUDNET, AWSO, HFFG and Y-SEF. When the sub-grants were yet to be signed for implementation until 14th March, 2014, activities on these components slowed down in the project communities.

In the area of water supplies, low/no flows through water pipelines extended to two of our project communities (LA and Assakae) due to challenges confronted with the main water utility provider, the Ghana Water Company Limited has dampened interest for house water connections in those communities, The interest is expected to pick up when the water flows through the pipelines improves. That notwithstanding, 16 water connections were completed in the project communities in the quarter with an additional 39 ongoing. Rainwater harvesting and boreholes has also been pursued as complementary/alternative water sources for schools with the construction of facilities for rainwater harvesting and water storage in 3 schools. A tendering process was also initiated to engage a contractor to execute the construction of Ntankoful community water scheme which would be based on a borehole water source. The water scheme when completed will have the capacity to supply safe water to approximately 3,000 residents.

Construction of household latrines continued in the quarter leading to completion of 33 new latrines with another 33 at various stages of completion. Contract was also signed with Biofilcom for Design and Construction of Institutional Latrines to two schools in two project communities (Ntankoful and Assakae) based on the BIOFIL technology and retrofitting of an abandoned WC toilet facility due to inadequate water supplies to a school into a BIOFIL Toilet which would require less use of water. This retrofitting works would be carried out in LA also a project community.

Under our Behavioral Change Campaigns and promotion of food hygiene in schools, contract was signed for construction of canteen for a school in Assakae and Hand Washing Facilities were supplied to schools in all

the project communities. Also posters and animated products were developed to champion the campaign for Hand Washing with soap, Open Defecation Free Environment and Proper Solid Waste Management.

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 works to bring relief to residents of five slums through interventions in the area of water and sanitation, while 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; through improving water supply and sanitation infrastructure, behavior, and governance. Additionally, the geographic scope was widened to include four more communities; one in Accra, one in the municipality and two in Sekondi-Takoradi.

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 Accra and four in Sekondi-Takoradi. The objectives of the WASH-UP project are:

- Increase household access to affordable, improved, and sustainable drinking water supply;
- Increase household access to improved and sustainable sanitation facilities;
- Promote innovative economic enterprises in the areas of water and sanitation;
- Improve hygiene and sanitation behaviors among the urban poor; and
- Strengthen local governance for water supply, sanitation service, and hygiene promotion.

This report covers the second quarter of FY Year II of project implementation and outlines progress towards reaching the various deliverables under the project. Efforts continue to be targeted at the Abafum-Kowe-Abese, Nima West, Ntankoful and Assakae with limited filling-in activities in Nima East, Ayidiki and Kojokrom.

Implementation Activities by Program Objective and Expected Results

The overall goal of increased equitable access to improved water supply and basic sanitation for poor urban communities in Ghana is facilitated by improving water supply, sanitation infrastructure, behavior, and governance. The project objectives and targets to guide implementation of the overarching goal are to:

- *Increase household access to affordable, improved, and sustainable drinking water supply;*
- *Increase household access to improved and sustainable sanitation facilities;*
- *Promote innovative economic enterprises in the areas of water and sanitation;*
- *Improve hygiene and sanitation behaviors among the urban poor, and;*
- *Strengthen local governance for water supply, sanitation service, and hygiene promotion.*

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

WATER

This component seeks to continue expanding improved water supply coverage to communities and households through individual household connections and public water points. To realize the results under this component, WASH-UP II will work closely with LNGOs and WSCs in the various project communities to mobilize households to access the facilities provided under the project. By the close of the project, the following are expected:

- *Slum communities to have an additional 10km of water mains extended into their communities;*
- *1,424 households will benefit from house / yard water connections, due to a lower connection cost, and;*
- *1,500 people will benefit from public water kiosks and limited reticulated borehole source water schemes established in their communities. These people may not be able to gain connection to water otherwise.*

SANITATION

Efforts under the sanitation 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 pursued; 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 comprehensive to reduce environmental health-related diseases and improve sanitary conditions. At the close of the project, efforts under the sanitation component are expected to result in:

- *400 households having access to improved sanitation, through the provision of 400 household latrines;*
- *Improved school sanitation in project communities through construction of school latrines, and;*
- *Reduced incidence of flooding in Avenor due to the construction of 2,000 meters of secondary and tertiary drains in the community.*

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.

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.

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 envisioned for GWCL; 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 GWCL.

Progress Report by Program Objective or Result Areas

Within the second quarter of year II implementation, project activities continued in all component areas at varied pace as partners with outstanding deliverables strive to clear them similar to the past quarters, water and sanitation activities dominated, with some significant work in the other components.

Component One: Water Supply

House water connection within the quarter has not been impressive, yielding only 16 connections; although interest continued to increase. In all, 286 applications were lodged with the WSCs in the project communities and registered with GWCL. Preliminary observations point to the unpredictable flow in some communities like Assakae discouraging registered applicants from completing payments for connection. Also there appears to be delays by GWCL in completing measurements and estimates for applicants. For instance, out of the 286 registered, only 96 have had their measurements done. In the ensuing month more deliberations will be had with district offices of GWCL to speed up their work for residents to benefit from the pipe extension done under the project.



With regards to water supply for Ntankoful, design works have been completed and tendering process initiated to engage a contractor for executing the works. It is anticipated that the construction works will commence in the next quarter. WASH in schools interventions continued within the reporting period. In terms of water supply, a borehole has been drilled and mechanized and water storage facilities provided for the Assakae MA Primary and Junior High School. Work is estimated to be 99% complete.



Water storage tanks being provided in the Anglican Cluster of Schools to store rainwater harvested

The Ntankoful MA basic School in Sekondi-Takoradi Metropolis is also provided with water storage facilities and is planned to supply water to the school from the proposed Ntankoful Community Water Supply Scheme. In the Dade-Kotopon Municipality, the Anglican Basic School is being provided with rainwater harvesting systems, water storage facilities as well as being reconnected to the main GWCL lines. Work is estimated to be over 90% complete as all platforms for the water tanks have been completed, construction of rain gutters at 80% completion and pipe laying at 90%. When pipe-laying is completed, GWCL will undertake connection of the school to the main water distribution lines. It is anticipated that by the close of April, all works on the Anglican Basic School will be completed. These are all geared towards improving availability and accessibility to water for enhanced hygiene practice in the

school.

The Nima Water Scheme developed under the first phase of WASH-UP continues to operate as designed. A maintenance plan has been drawn with a maintenance contract signed to ensure the water system continues

to provide residents of Nima with clean, reliable and affordable water throughout the year. The Nima Community Water Scheme saw a very high level of patronage in the quarter, as GWCL undertook water rationing in the Accra metropolis many settlements faced an acute water shortage. Rationing was due to a shutdown of a pumping station to carry out maintenance on machines and expand activities on distribution lines.

The table below summarizes work done in the 2nd Quarter of Year II.

ITEM	ACHIEVED		
	1 st Quarter	2 nd Quarter	To date
House/yard connections	214 applications received	72 applications received	286 applications received
	23 connections done, 16 ongoing	16 completed, 39 ongoing	80 completed, 39 ongoing
Water Vending Points	Construction of platform for one ongoing.	One completed; started last quarter -	One completed
Borehole Source Piped Scheme	Consultant engaged for design of scheme has commenced work	Tendering process completed, contractor to be engaged	One ongoing

Component Two: Improved Sanitation



Work continued in the construction of household latrines for residents in all project communities. Within the quarter, only one new application was received. However, working to clear outstanding deliverables, 33 latrines were completed. Another 33 are ongoing in all communities; 8 in Sekondi-Takoradi and 16 in Accra and 9 in LA.

With the institutional sanitation facility delivery, within the reporting period, site preparatory works commenced at the Catholic Basic School where an abandoned WC toilet facility is going to be worked on to change it into a BIOFIL Toilet to address water inadequacy and fecal dislodging issues, which originally led to the abandonment of the facility. Also, the Assakae Primary, JHS School and Ntankoful Basic Schools are also being provided with Intuitional Biofil Toilet Facilities.

A summary of progress in the sanitation component in the quarter is summarized below.

ITEM	ACHIEVED		
	Year II 1 st quarter	Year II 2 nd quarter	To date
Household latrine construction	23 latrines completed, 42 others are ongoing.	33 completed, 33 ongoing	74 completed
School sanitation improvement	Contractor procured and signed on.	Ongoing work at 3 schools	Work ongoing at 3 schools

Component Three: Hygiene and Sanitation Promotion (Behavior Change Communication)

Under the component, training workshops were held for Environmental Health Assistants in introducing them to the PHAST methodology. Additionally, food vendors in the municipality were also trained in hygienic (raw and cooked) food handling. In the Sekondi-Takoradi Metropolis, meetings were also held with Market Queens in



School children washing their hands with a facility

Assakae and Ntankoful in preparation for educating food vendors in hygienic handling of foodstuff, hygienic preparation of food and food handling. The Market Queens were tasked with mobilization of the vendors and the market fold. In addition to this, a canteen facility is being constructed for the Assakae Primary and JHS School to promote food vending in a very conducive atmosphere.

Monitoring visits continued throughout the quarter to observe the utilization of hand washing facilities provided in schools and the implementation of action plans drawn by the school health clubs.

The mass media BCC animations were completed and submitted in the quarter, after receiving approval from USAID. Efforts are now geared towards forming partnerships with the private sector to show these animations on nation-wide reaching television networks. The BCC posters were also finalized and submitted paving way for their utilization by the BCC Team in hygiene education and sanitation promotion in schools, markets, health centers and the communities as a whole.

Component Four: Business Development Services

In the quarter under review, efforts were focused on recovering loans granted to households and WATSAN related businesses, as well as awareness creation on the project, through “Dawn Broadcasts,¹” especially in Ntankoful and Assakae. In hope that it will generate demand for household latrine delivery. As a follow-up, a list of interested residents was compiled to be shared with Youth and Social Enterprise Fund (YSEF), the sub-grantee under the component, and Rural Development Network (RUDNET), who implements the Water and Sanitation components.

Trainings were held for staff of Y-SEF in Accra and Sekondi-Takoradi on the deliverables for Year II and reporting format for ease of monitoring progress.

Component Five: Capacity Building and Governance

Preliminary meetings were held with sub-grantees on expected deliverables for Year II. It was attended by all LNGOs who were successful in responding to the RFAs. The monitoring and evaluation team led participants through the ‘F’ Indicators and how progresses in achieving them are measured. Additionally, they were given training on community entry.

¹ Making announcements at dawn in communities, before residents leave their homes for work.

Working with the Public and Environmental Health Unit of the Metropolitan/Municipal Assemblies and other stakeholders, WASH BCC Action Plans were prepared for 2014. The plans outline the various activities and responsible actors for improving WASH conditions in the local government areas.

Preparation for capacity building of partners was done, with the procurement of a firm. The scope of works outlined a capacity gap assessment and training for sub-grantee partners as well as critical partners. Essentially, training is expected to begin in the month of April after signing of new sub-grants.

The Nima WSC was assisted to open a savings account with a local bank to help in the management of the public facilities provided in the Nima Community, especially the Water System. There are 3 signatories to the account; 2 from the WSC with one being a representative of the Ayawaso East Sub-Metropolitan District Council. The decision to operate a bank account is to help in tracking income and expenditure from the public facilities in Nima and will be replicated in all communities with like facilities and arrangement.

Three members of the WASH-UP Team participated in a forum organized by Safe Water Network on the theme “Unlocking financing opportunities in the WASH sector”.

Project Management

New developments impacting implementation

The high levels of pollution in surface water within the western region, as a result of small scale artisan mining and illegal mining along river bodies, is posing a serious challenge to the Ghana Water Company Limited in treating water for distribution to the Sekondi-Takoradi Metropolis. This especially difficult in the dry season (December–April). Consequently, in most parts of the city, especially our project communities, water is rationed. This situation is discouraging residents in project communities from paying and having house water connections as there has been very low/no flow for some time now.

Key achievement this quarter

Completion of production of [animations](#) in English and Akan, promoting hand washing, proper solid waste disposal and discouraging open defecation by owning and using latrines.

Annexes

Photo Gallery



EHAs at the PHAST Methodology Training



An EHA with an illustration from the PHAST Toolkit



A completed Biofil Latrine in La



A completed Water Closet Latrine in La

Extract of the WASH-UP Program Monitoring Chart

TARGET AND ACHIEVEMENT FOR FY 14

Indicator	Year 1 (2013)	1st Qtr. (Oct - Dec '13)		2nd Qtr. (Jan-Mar '14)		LOP Target	Achieved to Date	% achieved
	Achieved	Target	Actual	Target	Actual			
# of clean-up exercises held by residents	34	2	0	2	2	54	36	67%
# of existing private sanitation enterprise supported	1	2	1	4	0	20	2	10%
# of existing private water enterprise supported	143	20	202	20	0	200	345	172%
# of hand washing facilities installed	93	34	43	34	13	400	149	37%
# of household water and sanitation loans accessed by residents	21	50	42	50	35	200	98	49%
# of meetings held between water committees and city authorities to articulate WASH issues	9	3	3	2	1	27	13	48%
# of micro enterprise loans granted	6	75	86	75	0	500	92	18%
# of new private enterprises in sanitation activities established	1	10	40	10	0	50	40	80%
# of new policies, laws, agreements, regulations, or investment agreements (public or private) that promote access to improved water supply and sanitation	29	75	124	75	102	850	257	30%
# of new private water enterprises owned and managed by women	4	10	39	10	0	90	43	48%
# of partner groups engaged in the integration of WASH activities in their activities	9	1	0	1	1	27	11	41%
# of people gaining access to improved drinking water source	73	789	901	789	113	6220	1087	17%
# of people reached out to with hand washing messages	1535	2000		2000	0	20000	1535	8%
# of people who have gained access to improved sanitation facility	95	789	848	789	1553	6220	2496	40%
# of people with access to hand-washing facilities	3720	789	2346	789	3209	16,000	9275	58%
# of private new water related enterprises established	5	10	40	10	0	100	40	40%
# of water connections installed	41	48	23	48	16	400	80	20%
Number of household having access to water connection	193	226	108	226	75	1424	569	40%
% of households using an improved drinking water source	1.6%	3.5%	2.5%	5.4%	3.2%	12%	3.2%	27%
# of household latrines installed	18	48	24	48	32	400	74	19%
Number of household having access to sanitation facility	85	226	113	226	150	1424	348	24%
% of households using an improved sanitation facility	0.70%	2.54%	1.60%	4.40%	2.90%	11.70%	2.90%	25%
# of WATSAN related activities carried out jointly by Assembly, communities and GWCL	9	3	3	2	1	18	13	72%