

January 30, 2015

Agreement Officer Representative, USAID

Subject: Annual 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 annual report for the above mentioned agreement. This report summarizes activities undertaken from October 1, 2014 – December 31, 2014.

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

Sincerely,

Director of Program Operations  
International Operations

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



## WASH-UP FY15 First Quarter Report

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

Country: Ghana

Donor: United States Agency for International Development

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

Reporting Period: October 2014 - December 2014

Submitted To: AOR /USAID West-Africa

Submitted By: Country Director/ Global Communities Ghana



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FROM THE AMERICAN PEOPLE



<b>Name of Project</b>	Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project
<b>Country and regions</b>	Ghana, Greater Accra Region and Western Region
<b>Donor</b>	United States Agency for International Development
<b>Award number/symbol</b>	EPP-A-00-09-00014
<b>Start and end date of project</b>	October 2012 - September 2016
<b>Total estimated federal funding</b>	US\$ 12,168,660
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## Acronyms and Abbreviations

AMA	Accra Metropolitan Assembly
BCC	Behavior Change Communication
BDS	Business Development Services
GWCL	Ghana Water Company Limited
LNGO	Local Non – Governmental Organization
NGO	Non-Governmental Organization
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

## Executive Summary

It was against a backdrop of a majority of poor urban residents not having access to improved sanitation, the slow pace of the realization of the Millennium Development Goals relating to water and sanitation, and the need to promote the revised national environment health sanitation policy, that the Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project was developed. This program sought to bring relief to residents of 5 slums, through interventions in the area of water and sanitation and the reinforcement of proper hygiene behaviors, through hygiene behavior change messaging, throughout these 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

The following major activities were accomplished during the First Quarter of Year III project implementation:

1. All Local Non-Governmental Organization (LNGO) partners engaged in Year II program component work, under sub-grant agreements, applied for no-cost extensions to wrap-up on their deliverables by December 2014. More specifically, extensions were granted to partners engaged in work related to Water and Sanitation (WATSAN), Behavior Change Communication (BCC), and Business Development Services (BDS) components of the program.
2. Over the course of the first quarter of FY15, project activities in Nima resulted in 320 residents gaining access to a safe and reliable water supply after the completion of 21 house/yard connections, as well as the completion of a public water kiosk for the neighborhood. Rapid progress in the construction of the Ntankoful Small Town Water system lead to the completion of all works on the water supply system; Thereby, making water accessible to about 3,000 more people.
3. The construction of family latrines resulted in 460 individuals, across all project communities, gaining access to basic sanitation. School sanitation improvements in Assakae and Ntankoful have also been completed, and the facilities are ready for use.
4. Hygiene behavior change education continued across all communities, as well as nationwide, through the medium of television (terrestrial and satellite). Emphasis was placed on proper hand washing at critical times and promoting the use of family latrines, the latter of the two relating to the goal of reducing open defecation.
5. The Water and Sanitation Committees (WSC) completed sustainability reviews of all public facilities, after which all necessary corrective and proactive measures were taken to ensure their compliance with all regulations.

6. WASH-UP received a second modification in the period under review. This modification has extended the project completion date from September 2015 to September 2016 and provides opportunity to extend program activities to rural and peri-urban communities in Northern, Volta, Central and Western Regions. Visits to these Regions were made and meetings held with relevant stakeholders to discuss and plan for the implementation of the deliverables within the scope of the second modification.

## 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 as well as reinforcing hygiene behavior change messaging to promote proper hygiene behaviors in the communities. After 3 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 utilizes 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 works to improve services in nine poor urban settlements; four (4) within the Accra Metropolis, one (1) in La Municipality and four (4) in Sekondi-Takoradi.

This report covers the first quarter of FY2015, or Year III, and outlines progress towards reaching the various deliverables under the project. Effort continues to be targeted towards completing work in La Abafum-Kowe-Abese, Nima West, Ntankoful, and Assakae, with project activities still active in Nima East, Ayidiki, and Kojokrom.

## Implementation Activities by Program Objective and Expected Results

The achievements of WASH-UP feed into the overall goal of increased equitable access to improved water supply and basic sanitation for poor urban communities in Ghana. In order to improve water supply and sanitation infrastructure, behavior, and governance, the project set up the following objectives and targets to guide program implementation:

- *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*
- *strengthen local governance for water supply, sanitation service, and hygiene promotion*

These objectives were translated into action areas categorized under different components, with specific activities detailed in the project implementation plan. The 5 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 house connections and public water points. To realize the results under this component, WASH-UP II works closely with LNGOs and WSCs in all 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 additional 10km of water mains extended into their communities*
- *400 households will benefit from house (yard) water connections as a result of lower connection costs due to mains extensions into their communities*
- *Another 1500 people will be benefiting from water supplies from public water kiosks. These are people who might not be able to connect water to their houses and area where water mains extension and for that matter house water connection are not feasible*

### SANITATION

Efforts under this component focus on increasing household access to improved sanitation, which are household based, rather than communal facilities, for health and management reasons. Communal sanitation will also be tackled, with an emphasis on 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. At the close of the project, efforts under the sanitation component are expected to result in:

- *8,800 people having access to improved sanitation through provision of family/yard/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 about 2km 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 element also offers mentoring to the WSCs in operating and managing public facilities provided under the project. This section as well 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 Program, Department of Environmental Health as well as CBOs, and Local NGOs to increase hand washing with soap at 5 critical times, particularly by key population groups such as mothers with babies and children who are going to school. Overall, the component aims to reach over 63,000 people in all 9 project communities.

## **CAPACTY 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, 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.

## Progress Report by Program Objective or Result Areas

WASH-UP produced tangible outputs by the end of the first quarter of year three (3) implementation. Across all project communities, construction work continued and soft components, like trainings, were intensified in response to the all-time high incidences of cholera recorded nationwide. Performance under each component of the WASH-UP program continued to improve over this reporting period. Details regarding first quarter program deliverable achievements are shown in the summary of indicators on page 12.

### Component One: Water Supply

Within the first quarter, 3,320 people gained access to safe water after the completion of the Ntankoful Water Supply System. Feeding into 6 strategic public water stations, this new system will supply water to 3,000 new community members, as well as the 21 house/yard connections constructed in other project communities. At the end of the period, 56 more water connections were still in the process of being completed.



One public water kiosk was completed this quarter in Nima. Over-development of residential land has, unintentionally, created space limitations; Therefore, hampering the uptake of private water kiosks in the community.

Construction of the Ntankoful Small Town Water System was completed, and will now undergo the necessary safety, pumping, and water quality tests this upcoming quarter. The Water System was fitted with an alternate power supply to ensure all-day water access to every resident, even when regular electricity supply from the main power source goes down. The new water system is designed to support up to 3,600 people. Benefits of the new Ntankoful Water System will also extend to the Ntankoful MA Cluster of schools, where, after constructing a connection to the new water supply, a total of 20,000 liters is now available for use by the entire school community.

At 59%, Kojokrom remains the community with the most water connections. Assakae is ranked second, with 19%. The region saw a jump in connectivity because of an increase in supply from the Ghana Water Company Limited (GWCL) lines.

The mechanized borehole provided for Assakae Whindo Basic Schools is now operational. Completion of this project brings access to safe drinking water to over 1,200 pupils and teachers. In La, the rainwater harvesting

system and GWCL yard connection, into the La Anglican Cluster of Schools, continues to function properly. Water from this system is used for cleaning of the school, hand washing, and a water supply for the school latrine, constructed earlier through the WASH-UP program.

The table below summarizes work done in the first quarter of Year III:

Item		Achieved			Year III Target	LOP Target
		Up to Year II	1 <sup>st</sup> Quarter Yr III	To date		
<b>House/yard connections</b>	Connections completed	158	21	179	180	400
	Ongoing	70	56	56		
<b>Water Vending Points</b>	Completed	3	7	10	0	20
	Ongoing	1	0	0		
<b>Borehole Source Piped Scheme</b>		-	1	1	0	-

## Component Two: Improved Sanitation

The construction of household latrines for residents continued throughout the quarter, with 31 new latrines now completed. This quarter alone, 460 residents gained access to safe and improved sanitation as a result of construction of latrines at the household level. In total, WASH-UP now provides 4,310 residents access to basic sanitation facilities.



The completed Biofil-technology based School latrine at Assakae

A total of 183 family latrines have now been constructed; 31 of which were completed this quarter. Construction of 65 latrines across all project communities began this first quarter, and are still in the process of being completed.

Regarding school sanitation improvement, this quarter saw rapid progress made on the construction of the 20 and 12 seater Biofil Latrines at the Whindo-Assakae Cluster and Ntankoful MA Cluster of Schools. By the close of the quarter, all construction was complete, and the facilities are ready for use. The younger-female-student-friendly and disability-friendly latrines were designed to

include walk ramps, a changing room for female pupils, and hand washing sinks. Although the Biofil latrines require minimum water for flushing, all latrines built or rehabilitated under the project (in Assakae, Ntankoful and La) were built with additional water tanks to ensure that adequate water is available for use in the latrines.

The previously rehabilitated latrine at La Roman Catholic Basic Schools has yet to open. Training on post construction management is scheduled for the School Management Committee, which will ensure the sustainability of the facility and prevent it from falling into its pre-rehabilitation state.

A summary of first quarter progress in the sanitation component is presented below:

ITEM		Achieved			Year III Target	LOP Target
		Up to Year II	Year III 1 <sup>st</sup> quarter	To date		
Household latrine construction	Completed	152	31	183	180	400
	Ongoing	62	65	65		
School sanitation improvement	Completed	0	3	3	0	3
	Ongoing	3	0	0		

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



Education of nursing mothers on proper hygiene

Implementing under a no-cost extension, our partner, Hope for Future Generations (HFFG), continued hygiene behavior change education activities. Building on the previous quarter, education activities were intensified in response to a massive cholera outbreak. Residents continued receiving education on proper hygiene practices, like hand washing at critical times and the health hazards of open defecation. As a complement to this sanitation education, WASH-UP program staff coordinated the distribution of water purification tablets in those areas most affected by the cholera outbreak.

The hygiene behavior change animations, which are part of the nation-wide education campaign, continued to air on Ghana Television (GTV). The animations also made it onto MultiTV; a free-to-air satellite television company with a broadcasting footprint across west, central, and eastern Africa. These animations, aired in both English and Akan, promote latrine ownership, hand washing, and safe solid waste disposal. WASH-UP has now received multiple requests for the animations to be translated into other common Ghanaian languages, such as Ga, Ewe and Dagbani.



Pupils demonstrate proper hand washing at the durbar

Hand washing facilities, which are designed to be an integral part of family latrines, were installed on all latrines. A total of 110 hand washing facilities have now been installed, with 26 of these completed this first quarter. 14 more stations are now ready to be fitted to new latrines.

WASH-UP also supports the Community Water and Sanitation Agency (CWSA) in marking the Global Hand Washing Day, and, as part of this collaboration, coordinated a school-based hand washing meeting in the La Municipality. Pupils from the La Anglican Cluster of Schools worked with La Township

representatives to create banners and placards with messages geared towards informing residents on the importance of practicing proper hygiene. The event closed with a school assembly, where pupils performed sketches and cultural displays that drove home the important message of hand washing. The event also acted as an opportunity for the CWSA to introduce innovative hand washing facilities to the school community.

#### Component Four: Business Development Services



Although partners were winding down implementation of their activities, program staff continued outreach aimed at mobilizing residents to take advantage of business opportunities through WASH-UP. 236 applications were received for micro-loans during the first quarter of 2015. After reviewing all applications, WASH-UP granted 59 micro-loans to the most competitive applicants. These micro-loans will be used to finance the acquisition and installation of house/yard connections and family latrines.

14 new water business were established this quarter, 13 of which are women owned; Bringing the total number up to 59. The already existing 45 private water businesses received continued supported through trainings and loans.

Overall loan recovery activities continued, with extra effort put into educating all loan beneficiaries on the importance of loan repayment for the sustainability of the micro-loan program and housing improvement (house/yard water connections and family latrine construction).

#### Component Five: Capacity Building and Governance

In the quarter under review, the Environmental Health Units of La Dadekotopon Municipal Assembly and the Ashiedu-Ketekeh Sub-Metro were assisted to plan and undertake house-to-house sensitization on hygiene behavior change. This is because these two areas were the epi-centers of the cholera outbreak in the Greater Accra Region.

Sustainability meetings were held with Water and Sanitation Committees running public facilities, to review activities that enhance the sustainability of the facilities. In Ayidiki for instance, the committee is being encouraged to invest in additional water points and enhancing the environment around the water points.

Preparations for the full operations of the Nima market institutional latrine was completed in the quarter, including opening of a bank account for revenue expected from the latrines as well as training of attendants and the WSC in proper record keeping. Water from the Nima water system has been successfully pumped to the latrine, paving way for its use. The alternate arrangement with the St. Kizito Catholic Church for water supply still holds, making water supply to the facility assured.

## Planning Activities Related to Cost-Extension WASH-UP Modification

Preparatory activities, relating to the implementation of additional USAID funding, included field visits to the WASH-UP program regions: Volta, Northern, Central, and Western Regions. Meetings were held with stakeholders, like the Regional Environmental Health Officers (REHO), to receive feedback relating to new program activities, as well as secure partner buy-in to the second phase of the WASH-UP program. The REHOs assisted in the selection of districts that will benefit from the expansion of the project. The following new districts were selected:

- Northern Region – Mion, Yendi
- Volta Region – South Dayi, Adaklu
- Western Region - Amenfi Central, Amenfi West
- Central Region – Twifo Atti Mokwa, Twifo Hemang Lower Denkyira

Follow-up visits to these new districts enabled the team to meet with the Chief Executives, Planning Officers, and Community Development Officers, and Environmental Health Officers to brief them about the project and elicit their views on improving delivery. They also helped with the identification of communities and institutions in each district that met the criteria for intervention.

Prioritized communities and institutions were later visited for data collection and validation purposes. A total of 85 communities, 21 schools and 4 Community Health Post (CHPs) compounds were assessed in the Central, Western and Volta regions.

In the Northern Region, a meeting was held with staff of the USAID funded SPRING Project staff in Tamale to discuss collaboration in the assignment in the region, as they were presently on the ground. Tentatively, the project will be implemented in Mion and Yendi. Prioritization for the selection of communities and institutions in the two districts is yet to be completed.

## Summary Indicator Table

Indicator	Total FY13	Total FY 14	FY 15 1st Qtr ( Oct '15- Dec '15)		LOP	Achieved to Date	% achieved
			Target	Actual			
# of clean-up exercises held by residents	34	17	2	0	54	51	94%
# of existing private sanitation enterprise supported	1	1	2	0	20	2	10%
# of existing private water enterprise supported	143	480	7	45	200	668	334%
# of hand washing facilities distributed	93	94	38	26	400	213	53%
# of household water and sanitation loans accessed by residents	21	69	10	59	200	149	75%
# of households assessing loans for water and sanitation facilities	0	420	67	236	800	656	82%
# of meetings held between water committees and city authorities to articulate WASH issues	9	10	3	3	27	22	81%
# of micro enterprise loans granted	6	236	62	59	500	301	60%
# of new private enterprises in sanitation activities established	1	0	6	0	50	1	2%
# of new policies, laws, agreements, regulations, or investment agreements (public or private) that promote access to improved water supply and sanitation	29	305	103	73	850	407	48%
# of new private water enterprises owned and managed by women	4	98	11	13	90	115	128%
# of partner groups engaged in the integration of WASH activities in their activities	5	0	0	0	5	5	100%
# of people receiving improved service quality from existing drinking water source	0	15755	1125	0	9000	15755	175%
# of people gaining access to improved drinking water source	73	5344	1326	3320	6123	8737	143%
# of people reached out to with hand washing messages	11579	24862	4166	6008	20000	42449	212%
# of people who have gained access to improved sanitation facility	95	3850	689	460	8800	4405	50%
# of people with access to hand-washing facilities	3720	7233	1318	320	16,000	11273	70%
# of private new water related enterprises established	5	81	14	14	100	100	100%
Number of household having access to water connection	193	707	178	64	1424	964	68%
% of households using an improved drinking water source	1.6%	6.54	7.90	0.00	12.00	6.65	55.446%
Number of household having access to sanitation facility	85	666	169	92	1424	843	59%
% of households using an improved sanitation facility	0.70	5.61	6.75	5.65	11.70	11.96	102.22%
# of WATSAN related activities carried out jointly by Assembly, communities and GWCL	9	10	3	0	18	19	106%
Number of households reached with Aquatabs		3020	0	135540	0	138560	-

## **Project Management**

### **New developments impacting implementation**

Not applicable in this quarter as conditions have remained quite stable

### **Key achievement this quarter**

Completion of the Ntankoful Small Town Water Supply System.

### **Actions and items pending resolution**

Not applicable in the quarter.