

WASH UP - ANNUAL REPORT - Year 2

October 1, 2010 – September 30, 2011

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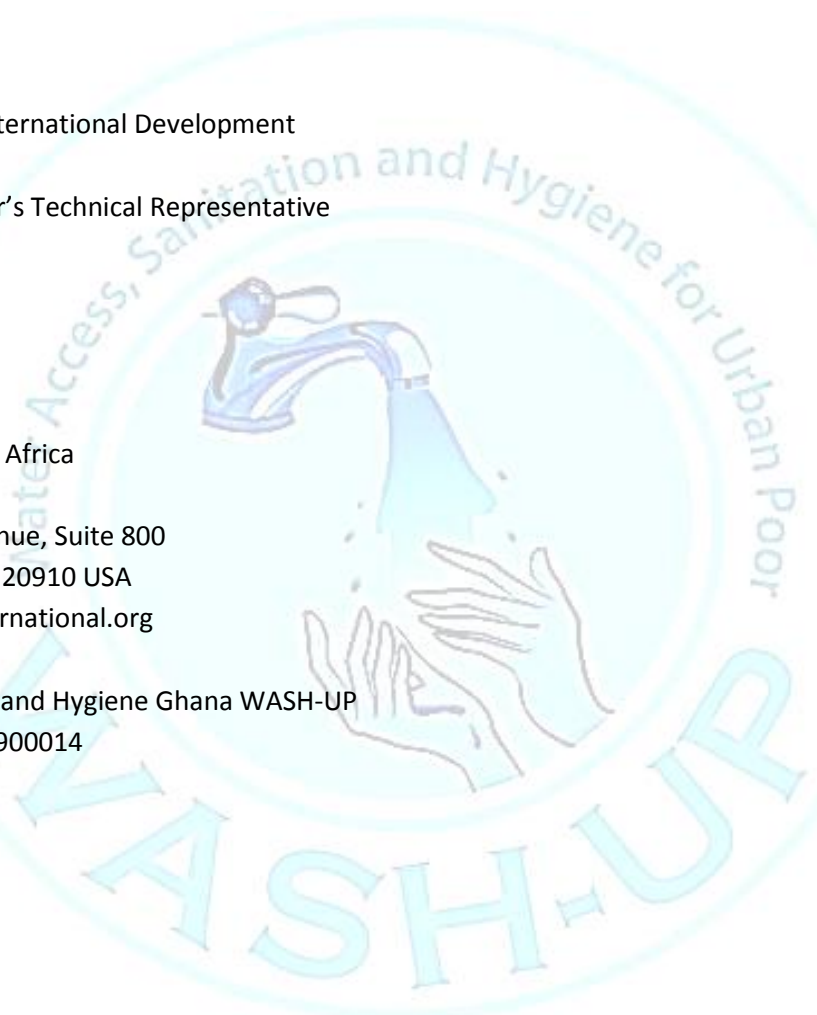
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Water, Sanitation and Hygiene Ghana WASH-UP
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Regions: Accra and Sekondi-Takoradi (selected communities)

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ABREVIATIONS AND ACRONYMS

AMA	Accra Metropolitan Assembly
BCC	Behavior Change Communication
BCS	Behavior Change Support
BDS	Business Development Services
CBOs	Community Based Organizations
CHF	CHF International
CONIWAS	Coalition of Non-Governmental Organization in Water and Sanitation
CWSA	Community Water and Sanitation Agency
DMA	District Metered Area
GES	Ghana Education Service
GWCL	Ghana Water Company Limited
JHU	John Hopkins University
KVIP	Kumasi Ventilated and Improved Pit
LNGO	Local Non-Governmental Organization
LOP	Life of Project
MDGs	Millennium Development Goals
MLGRD	Ministry of Local Government and Rural Development
MMDAs	Metropolitan, Municipal and District Assemblies
MWRWH	Ministry of Water Resources, Works and Housing
PACE	Participatory Action and Community Engagement
PHAST	Participatory Hygiene and Sanitation Transformation
PTA	Parent Teacher Association
SCALE-UP	Slum Communities Achieving Livable Environments with Urban Partners
SHC	School Health Committees
SHEP	School Health Education Program
STMA	Sekondi-Takoradi Metropolitan Assembly
TREND	Training, Research and Networking for Development
UNICEF	United Nations Children Fund
USAID	United States Agency for International Development
VIP	Ventilated and Improved Pit
WASH	Water, Sanitation and Hygiene
WASH-UP	Water Access, Sanitation and Hygiene for Urban Poor
WATSAN	Water and Sanitation
WMD	Waste Management Department
WSB	Water and Sanitation Board
YES	Youth Engagement in Service Delivery
Y-SEF	Youth and Social Enterprise Fund

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EXECUTIVE SUMMARY

CHF International is implementing a pro-poor intervention aimed at improving access to water, sanitation and hygiene in Ghana under the Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) project. The project is being implemented in five (5) slum communities in the Sekondi-Takoradi Metropolitan Assembly (STMA) and Accra Metropolitan Assembly (AMA) areas. The Project is designed to achieve the following objectives:

- 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.

The second year of the program started in 1st October 2010 and ended on September 30, 2011. During this program period, several strategic key activities were carried out under the five major objective areas including:

- Extensive planning process and consultation with major stakeholders to solicit their views on the best approach for Year 2.
- Awareness creation campaigns and publicity on project objectives were undertaken through the INFORMART and public durbars to enlighten people on the benefits of the project and generate their interest.
- Physical extension of GWCL mains to enable household water connections to be sought. This resulted in household level access to public water supply.
- Construction of household and institutional sanitation with hand washing facilities to provide access to improved sanitation, thus enhancing behavior change practices at the household and institutional levels.
- Extensive behavior change messaging in schools, markets, places of worship and healthcare centers.
- Development of training materials and user manuals used in building the capacities of local NGOs, partner institutions, community groups, entrepreneurs and household water and sanitation facility owners.
- Collaboration with WASH sector players in sharing knowledge, development of strategies and policies to drive action.

By the end of the second year of WASH – UP, major achievements include:

- The five Water and Sanitation Boards (WSBs) established under WASH-UP are now officially recognized by their respective sub-metros and Metropolitan Assemblies.
- Over 5,520 people have access to water through household connections.
- Over 250 household latrines completed serving over 7,500 people.

- Two institutional sanitation facilities with urinals and hand-washing facilities serving over 5,000 pupils and teachers in public schools.
- 5,895 people were reached through the INFORMART and made aware of the business components of the program.
- 310 entrepreneurs were mobilized and trained in Wat/San related business opportunities.
- A total of 216 business loans amounting to US\$86,037 were granted.
- 29,000 residents and over 9,000 pupils in public schools are practicing good hygienic behaviors including hand-washing with soap at 5 critical times.
- Over 150 food vendors trained in hygienic food preparation, storage and handling.

The outcomes from the five components of the project have been remarkable as evidenced by the community level improvements in water and sanitation infrastructure, as well as the change of attitudes to hygiene and sanitation practices. To build on these successes achieved in year two of the project, the way forward in Year 3 will even be more ambitious and focus on providing more access to household water and sanitation facilities, re-enforcing behavior change communication and capacity strengthening of community level management structures for sustainable water and sanitation delivery.

SECTION ONE: BACKGROUND

1.1 Water and Sanitation Situation

In 1948, the urban population of Ghana was about 13% of the entire National population.(Authur A.B., 2009). The urban population kept increasing until in the year 2010 when the Rural – Urban population split was almost 50%. Alongside the rapid trend of urbanization was also a decline in improved water supply services in the urban cities such as Accra and Sekondi-Takoradi. For instance the urban population in these areas using an improved water supply declined from 86% in 1990 to 59% in 2009 partly due to rapid urbanization (Ntow S., 2010).

Almost half of the urban population lives in slum settlements, and due to the informal nature of slum settlements, water supply and sanitation services in these areas remain vastly inadequate. Residents have limited access to water, and improved sanitation. It is said that only 18% of the urban population has access to an improved sanitation. Nearly 50% use public latrines whilst the rest of the population uses other unsafe sanitation facilities and 7% reportedly practice open defecation. In slum areas, the proportion of those practicing open defecation increases to 37% (WASH BCC strategy, 2011).

As the urban population continues to grow in Ghana, the challenge of providing adequate water supply and basic sanitation services becomes increasingly challenging, and without significant resource and innovation efforts, water and sanitation problems will become even more acute.

1.2 Urban Water Policy Framework

Ghana has National Water Policy which determines the Government of Ghana’s direction in investments in related to the water sector. The policy is framed in 3 strategic action areas which include Water Resources Management, Urban Water Supply, and Community Water and Sanitation. WASH-UP, as an urban water and sanitation project, is closely associated with Urban Water Supply focus area of the National Water Policy.

The Urban Water Supply System is being managed by the Ghana Water Company Limited (GWCL) which currently operates 82 urban systems (including systems in Accra and Sekondi-Takoradi) with an average output of 572,012m³/day against a demand of 1,049,306m³/day. Water is rationed to the large majority of consumers with only a few customers able to get 24-hour supply. Among the urban poor, water is a critical resource very much in short supply: only four out of ten (41.4%) living in urban areas has piped water in their homes and a similar number (42.6%) purchase water form a public tap or neighbour’s residence.

To abate the trend of diminishing access to urban water, the policy specifies key focus areas that need immediate attention: Water Sources; Improving Access to Water; Finance; Hygiene Education and

Environmental Sanitation; Public Private Partnerships; Capacity Building; Good Governance; Research and Development Monitoring and Evaluation; Emergency and Extreme Events and Pro-poor Issues

Within the mandate and the implementation of WASH-UP, the project does focus on the key areas identified within the Water Policy. Policy areas highlighted in WASH-UP implementation are diversification of water sources, improve access to water by the urban poor, public private and community partnership in water delivery, hygiene education and environmental sanitation, capacity building both at the institutional (GWCL) and community levels, Water Governance and other pro-poor arrangements.

1.3 Urban Sanitation Policy framework

The overall goal of the National Sanitation Policy is to develop a clearly accepted vision of environmental sanitation. The Policy takes a wide view of sanitation, including food hygiene, solid waste and excreta disposal. The Policy also focuses on Capacity Development; Information, Education and Communication; and Legal and Regulatory issues, including Levels of Service and Sustainable Financing and Cost Recovery.

Due to inadequate professional manpower, there are major challenges of managing sanitation, especially:

- managing increasing waste levels associated with a growing economy;
- widespread littering and indiscriminate dumping of refuse in drains and open spaces;
- lack of sector-wide standards for service provision;
- location of environmental sanitation facilities;
- Increasing disease burden from poor environmental sanitation.

In response to the above challenges, the policy advocates integration of environmental sanitation education, effective communication and dissemination of information as core components in addressing sanitation challenges in urban areas.

1.4 The WASH – UP Program Goal and U.S Government (USG) WASH priorities

The Water Access Sanitation and Hygiene for urban poor (WASH-UP) is a three year USAID funded project which started in October 2009 in slum communities of the two major cities of Accra and 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 project is designed to meet the objectives of the Senator Paul Simon Water for the Poor Act of 2005 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.” Additionally, there is a focus on improving governance for WASH and decreased the prevalence of water-related disease.

Thus the project contributes to both, the Government of Ghana achieving its MDG targets in water and sanitation and USG’s WASH priorities. The following specific objectives are to be achieved by WASH-UP:

- 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.

SECTION TWO: COMPONENT ACTIVITIES AND PROGRESS

2.1 Water Supply Access

Objective 1: Increase household access to affordable, improved, and sustainable drinking water supply

Result 1.1: Percentage of people with access to improved water supply

Result 1.2: Percentage decrease in the price per liter of water

Result 1.3: Number of times water is supplied to the community in a week

A number of key activities were undertaken during year two to achieve the above objectives. These included re-assessment of the existing condition on the ground to prevent duplication of infrastructure provision and the subsequent installation of appropriate and affordable water and sanitation infrastructure in the project communities. Some of the processes adopted for water services delivery included:

2.1.2 Local NGO Partner Engagement for implementation

For Year 2, CHF International engaged the services of two (2) local water and sanitation NGOs and one (1) Community-Based Organization (CBO) under a pilot for the implementation of the water and Sanitation components of the WASH-UP project in the 5 project communities. Table 1 presents the list of local implementing partners and their respective project communities.

Table 1: Local Implementing Partners

s/n	Community	Implementing Partner
1	Nima	Professional Network Association (PRONET)
2	Avenor	
3	New Takoradi	Rural Development Network (RUDNET)
4	Kojokrom	
5	Ayidiki	Ayidiki Water & Sanitation Organization (AWSO)

2.1.3 Procurement of Services

Under Year 2 implementation, 5 local Contractors were also engaged through a national competitive bidding with the support of local consultants. Works executed were as follows:

- Construction of a mechanized borehole system in Nima;
- Construction of tertiary and secondary drains in Avenor;
- Extension of distribution mains in Nima, Avenor and Ayidiki;
- Construction of a 20-seater water closet latrine facility in New Takoradi.

Representatives of the City Authorities (i.e. Roads Department, Environmental Health Department, and Building Inspectorate) The Ghana Water Company Ltd, The Ghana Education Service, School Authorities and the Communities themselves participated in the selection of the various contractors.

Three consultants were also engaged for the supervision of these projects with technical backstopping from the Water and Sanitation Project Officers of CHF International. In the case of the extension of the distribution mains, the District Offices of Ghana Water Company Ltd (GWCL) also provided technical support.

2.1.4 Mains Extension for household water connection

WASH-UP project is determined to deliver its water services in line with the Ghana National Water Policy. Our measures and actions were always critically selected to meet prevailing challenges and come up with appropriate solutions in our quest to provide sustainable and reliable water services to the project communities, other alternative water sources were sought to augment supply from GWCL.

According to the Ghana National Water Policy (2007), the main challenges of improving access to water in the urban sector include:

- Rehabilitation and expansion of existing infrastructure;
- Increasing and improving existing water sources, tapping new sources and managing catchments to eliminate or abate depletion and degradation of water resources;
- Achieving equity in access to water supply for peri-urban and urban poor to meet their basic needs at affordable cost;
- Improving operations and management
- Achieving equity in access to water supply for peri-urban and urban poor to meet their basic needs at affordable cost, and;
- To ensure sustainable financing of the infrastructure deficit to meet present and future demand.

Measures to serve the urban poor

- Encourage cooperation between private operators and small-scale independent providers;
- Introduce private sector participation in the operations and management of urban water supply;
- Ensure that alternative sources will be harnessed to meet present and future demand and;
- Ensure that due consideration be given to water harvesting as a source of water supply, and;
- Ensure that an equitable amount of investment resources are dedicated to extending services to low-income communities.

One part of the project's mandate is to increase water access for as many people as possible from the target communities at the household level. However, prevailing conditions did not make this readily possible, because the slum dwellers were living too far from existing distribution systems in the cities. The only option was to extend some of the existing pipelines closer to the communities to enable them have access to water. In so doing a total of 8.4 km of distribution mains were extended into four project communities where demand for household water connections was high. This has resulted in a 65% increase in the household water connection.

Prior to this initiative, the distribution mains were located beyond the GWCL-allowed maximum distance of 120 meters for house water connection. The extension was done in collaboration with the District offices of GWCL and provided a more accessible and cheaper option for households to connect to the mains.

During the extension exercise in Ayidiki, the Water and Sanitation Board (set up under this project) was identified by the community as a focal point for lodging complaints which were forwarded to GWCL for remedies. Thus, the social aspect of GWCL's operations with their consumers has been further enhanced.

My children can now get to school on time since they do not have to walk to Nketiakrom just to fetch water. My family and I will forever be grateful to you for your support... 'ye dze Nyame da hom ase' meaning God bless you".

- Peter Ayensu; water connection beneficiary at Bonsukrom

2.1.5 Testing of Community-Managed Systems

In Ghana, the sole service provider for urban water supply is the Ghana Water Company Limited (GWCL). Unfortunately, urban dwellers especially the poor communities are inadequately served. According to the Ghana Water Policy (2007), the rate of urbanization outstrips current levels of urban water supply. GWCL currently supplies an average daily output of 572,012m³ as against a daily demand of 1,049,306m³. In the peri-urban areas and the densely populated poor urban areas customers receive supplies once a week or none at all. The ripple effects are such that many urban poor have to cope with water supply mechanisms such as buying from neighbors, relying on tanker services and other informal water vendors who charge exorbitant prices.

The WASH-UP program, as part of focus on innovation, developed alternative water sources by drilling boreholes in some project communities. This resulted in the construction of a Community-managed borehole supply system in Nima-East. It is expected that the Water and Sanitation Boards (WSB) will engage private entrepreneurs in the operation and maintenance with technical support from GWCL. Technical and financial management models are being developed by CHF as part of the local Governance and capacity building efforts for sustainability of the system.



Picture 1: Community-Managed Water Scheme in Nima East

2.1.6 Achievements in figures

- 8.4 km of extended distribution main completed serving over 20,000 people.
- 184 individual household connections completed.
- Over 5,520 people being served through household connections.
- 25 water kiosks completed.
- Over 12,500 people access water daily from public water kiosks.
- 1 Community-Managed Water Scheme completed.
- Community scheme serves over 3,000 people daily.

NB: Over 500 households presently interested in household water connection and still counting.

2.1.7 Lessons Learnt

- Community participation is paramount in the private water connection since individuals would need to have the ability and willingness to pay for water consumed after the water connections.
- The involvement of the private sector is not entirely accepted by the GWCL; there is still a feeling of interference whenever the private sector is involved in works perceived as the sole duty of GWCL. The private sector does not therefore receive total support when contracts are awarded to them.

Slow contribution from beneficiaries delayed the household connections because GWCL has no special concession for poor communities; connections fees had to be settled in full before the registration processes could be completed for connections to commence.

2.2 Sanitation Access

Objective 2: Increase household access to improved and sustainable sanitation facilities

Outcome 2.1: Number of households with access to improved private latrines

Outcome 2.2: Number of people with access to improved public latrines

Outcome 2.3: Number of people with access to hand-washing facilities

Outcome 2.4: Number of people benefiting from improved wastewater infrastructure

2.2.1 Sanitation Facility Options

Sanitation options under the WASH-UP project are limited to KVIP, pour flush, water closet with septic tank and the Elevated Compost Latrine (ECL) depending on the soil condition. The facilities normally provided included household private, group latrines and public latrines. The construction of these facilities was to help eliminate open defecation and to further improve on the unimproved toilet facilities currently available in the project communities.

2.2.2 The Innovative Biofil Toilet

Based on lessons learnt during Year 1 with regards to limited available space and unfavorable ground conditions such as rocky areas and the inability of access routes to some households, the scope of the latrine technologies was widened to include the innovative Biofil toilet technology.



Picture 2: Front & Back views of A Biofil Latrine Showing Digester



Picture 3: Wastewater from Hand-washing Used for Flushing

Advantages of Biofil Technology

- This stand-alone facility has the capacity to be installed in narrow spaces.
- It can be installed on all types of soils including rocky areas.
- The difficulty of frequent dislodging of human excreta is minimized (on-site digester breaks down waste).
- The most striking feature about this innovative option is its water-saving potential.
- It only takes two days to install.

No space! Try the Biofil Latrine

Implementation of the Water and Sanitation Component by a CBO in Ayidiki attracted the notice of the Public Health Director of the Accra Metropolitan Assembly, Mr. Boateng. This was as a result of the various available HH latrines including the Biofil, which was then under a pilot phase. A meeting was scheduled with the Director resulting in a presentation to all Assemblymen at the HQ of AMA on latrine options during their General Assembly. The Biofil latrine has been selected to be built at the HQ of AMA as a show case proof and as a way to enforce the construction of individual home latrines by all landlords.

Success Story 1

Madam Yetesu Mahama, an elderly woman resident in the Nima East, upon hearing about the WASH-UP program saw it as an opportunity to meet one of her long cherished aspirations of acquiring and using her own latrine. Initial assessment of her compound by the technical team indicated limited space to house the latrine facility. However, this never dampened her spirit. She therefore resorted to convert one of the habitable rooms in her house into the latrine; a decision majority of landlords/ladies will not consider. However there was a challenge, a tenant was occupying the room.

Determined to have the latrine constructed, she waited till the tenancy agreement expired and had the room demolished to make way for the facility to be installed with funding source from a micro-credit facility. According to her, though she is going to lose regular income by giving away a room for latrine; it is a worthy venture she has accomplished in her lifetime.



“Since I did not have a latrine in my house I used to go to my neighbor until one day he forgot to leave the latrine key at home when leaving for work. I had to hold it for the entire day and it gave me a serious headache, it was then I realized I could not rely on my neighbor anymore. I had to get money by all possible means to get a good latrine at half price. Now I can ease myself whenever I want to. ‘Naa gode’ USAID, CHF and Rudnet for this kind gesture”.

- Ismaila Adams, Latrine beneficiary in Koiokrom

2.2.3 WASH in schools

The WASH-UP project has specifically committed itself to the goal of providing water and sanitation facilities in public schools in all the project communities. According to the Ghana Water Policy, increase in good hygiene and sanitation service levels has the potential to affect

“I can finally get a secured place to defecate as well as change my sanitary pads whenever the need arises. A burden has been lifted off me, God bless u for your kind gesture”.

-Mavis Ofori JHS 2 pupil of Sacred Heart school

productive lives of people, enhance enrolment and retention of girls in school, and enhance women’s dignity and ability to lead. This informed the construction of latrine facilities in some selected public schools with poor or no sanitation facilities.

A 20-seater Water Closet (WC) latrine facility with hand-washing facilities and rainwater harvesting technology was constructed and commissioned by the US Ambassador to Ghana, Donald Teitelbaum in Ayidiki on 20 May, 2011. The ceremony was well attended by Government Officials and received good media coverage.

Another 12-seater pour flush latrine has been completed and handed over in Kojokrom. Construction of a 20-seater Water Closet latrine facility is currently on-going in New Takoradi. All these facilities have some form of storage reservoirs for rainwater harvesting.

Rainwater has a great potential to increase water availability to augment supply from the public service providers. This is of particular interest and an important option for basic schools that have to rely on the meager capitation grants and limited levies to pay for utilities and other infrastructure expenditures. WASH-UP has actively promoted the incorporation of appropriate rainwater harvesting technology in institutional toilet facilities to provide the needed amount of water to keep facilities functioning. This has reduced demand on the pipe-borne system and meant that schools are able to prioritize expenses as needed. It is not uncommon to find that schools without functioning latrines as they have been disconnected from the mains due to failure to make utility payments.

Ayidiki

With an enrolment of over 3,000, pupils of the New Town Experimental Cluster of Schools had to rely on a public latrine facility outside the school. Pupils had to compete with the community members to use the facility. It is passionately reported by the School Authorities that the pupils who took advantage of the situation and never returned to school after visiting the toilet had ceased. Girls now have privacy and attendance has dramatically increased with the construction of 20-seater latrine facility.

Kojokrom

Nana Katabra Memorial school prior to the WASH-UP project implementation had no latrine facility for both its pupil and teachers. Pupils had to defecate in the bush nearby the school exposing them to snake bites. With the construction of a 12-seater pour flush latrine facility, the school has been declared open defecation free (ODF). Both pupils and teachers alike now have access to safe, improved sanitation.

"I am very excited about this project since I do not have to worry about where I will defecate when I come to work. This had always been my headache. Because of this I had to make sure I take everything out of my stomach before I get to work. I pray for more opportunities from CHF International".

-Rosemary Obosu, teacher at Nana Katabra School, Kojokrom



Picture 4: Tony Kolb of USAID with Caretaker, STMA and AMA Institutional latrines respectively

Sanitation Achievement in figures

- About 400 households showed interest in household latrines during phase 2.
- 252 household latrines completed and others ongoing.
- 7,560 people being served by HH latrines.
- 252 hand-washing facilities attached to all household latrine facilities to promote hygienic practices.
- 4 Biofil latrines tested in Ayidiki.
- 20-seater Water Closet Latrine Facility, Urinals and Hand-washing Facilities completed and serving over 3,000 pupils in Ayidiki public school being served.
- 12-seater Pour flush Latrine Facility, Urinals and Hand-washing Facilities completed in Kojokrom to end open defecation and serving over 1,500 pupils in Kojokrom in STMA being.
- 20-seater Water Closet Latrine Facility, Urinals and Hand-washing Facilities on-going at New Takoradi to serve over 2,000 pupils and 38 teaching staff at New Takoradi cluster of schools.
- 1 Market Latrine completed in Nima; over 5,000 people served daily.

2.2.5 Improved wastewater infrastructure

The lack of drainage infrastructure was seen as a major setback for the Avenor community. Because of the generally unplanned nature of Avenor and its location in a valley, the community faced a huge problem of proper tertiary and secondary drainage. This caused poor run-off and wastewater disposal leading to the flooding of homes and streets after rains. In addition, the run-off always exposed the water infrastructure that was put in to serve the households resulting in frequent burst pipes and water losses. In addition, the only public basic school in Avenor has been closed down for the past 2 years because of incessant flooding of the school as a result of overall poor drainage situation in the community.

For self and community!

Avenor, a suburb of Accra with a total population of 8,725, is not exceptional in poor environmental sanitation. Despite the need for basic services, the Avenor community is noted for apathy towards community participation and engagement. With two weeks into the drainage construction, community members poured into the street to help with the backfilling of the drains while the construction was on-going. For the first time, both men and women participated in a self-motivated communal labor. It is obvious that a desperate need has been solved.

During our community forum, Avenor indicated the need for drains along with their need for household water and sanitation facilities. Improvement in drainage with the construction of tertiary and secondary drains has led to the proper and efficient discharge of wastewater in communities which was part of our innovative concepts in the water and sanitation component of the program. These will contribute immensely to reducing poor sanitation and minimizing outbreak of water-related diseases such as cholera, malaria and dysentery.



Picture 5: Community participation in backfilling of drain construction in Avenor

2.2.6 Lessons Learnt

- Widening the scope of the latrine technology options helped to increase coverage especially in areas where it was difficult to apply existing latrine technology options.
- The involvement of the City Authorities was important, both in promoting innovative latrine technologies and showing a willingness to better enforce regulations regarding the construction of household latrines by all landlords.
- Payment for the latrine construction via micro-credit facilities required enough processing time and these delays sometimes affected construction.

2.2.7 Identified Challenges

Although there were no serious challenges in implementation, CHF identified some issues of concern:

- The group latrine construction (i.e. a cluster of individual houses agreeing on a common land to site their individual household latrines) could not be fully attained due to unavailable space for construction. Landlords were not so willing to donate land for this kind of construction. There was no demand for public latrines construction with private funds as a good business practice. This is attributable to the fact that business centers like markets in the project communities

already had some public latrines put in by the City Authorities, thus, most entrepreneurs approached were pessimistic about the venture.

2.3 Business Development Services (BDS)

Objective 3: To promote innovative economic enterprises / businesses related to water and sanitation

Result 3.1: Number of new private enterprises engaged in water activities established

Result 3.2: Number of new private enterprises engaged in sanitation activities established

2.3.1 Overview of BDS

The BDS component of WASH-UP is aimed at supporting innovative economic enterprises in the areas of water and sanitation including households' access to safe water and sanitation facilities, through awareness creation and promotion, training and provision of microfinance services to eligible clients. The main focus of the Business Development Services during the second phase is therefore as follows:

- Awareness creation about the WASH-UP goals, objectives, the water and sanitation businesses, technology options, loans and other opportunities available in project communities through a mix of communication media.
- To provide training in basic entrepreneurial and business management skills to identified entrepreneurs operating in the water and sanitation sector in order to enable them run their businesses sustainably.
- To provide affordable financial services to businesses to start or improve water and sanitation-related enterprises as well.
- To support poor income households to access water and sanitation facilities through micro finance services to improve the health of the people in the program communities.

The activities carried out during the year under review was to engage the residents of the project area in innovative water and sanitation related businesses that would lead to economic empowerment of the community members especially women. These activities included the initial identification of existing groups, formation of new ones, training and general capacity building among others as follows.

2.3.2 Planning and Organisation of Activities

Extensive planning was carried out in consultation with the various Water and Sanitation Boards (WSBs), other organized groups including Assembly members, LNGOs operating in the communities and volunteer youth. The planning included some of the following steps:

- Existing BDS brochures were reviewed and revised to reflect changes in cost sharing, financial arrangement and collateral contribution. The brochures depict products being promoted such as the community-specific products including household toilet and water connections, private-sector specific products such as support for various innovative enterprises in the water and sanitation sector including water kiosks, privately-managed public bathhouses; as well as various subsidies, credit facilities, business development and technical support services.

- Banners boldly bearing USAID, CHF and WASH-UP logos were hoisted at vantage locations within all the five communities to enhance publicity before and during the program.
- Involvement of the key stakeholders identified in the communities assisted in the selection of volunteers and routes. The criteria for the selection of volunteers included basic education, good interpersonal skills, affable nature, proficiency in at least two most spoken languages in the community in question, experience in phase one INFORMART, decent dressing all in preparation for an INFORMART.
- Volunteers were sensitized and trained on
 - WASH-UP Product, specifically Water and Sanitation – businesses and household
 - Basic etiquettes in information dissemination
 - How to engage households, business people and community members in general.
 - New cost sharing and financing arrangement with special emphasis of the 50-50, and 60-40 cost sharing basis for household toilets and water connections respectively as well as new collateral contribution of 20% of loan amount

2.3.3 The information Market (INFORMART)

The Information Market (INFORMART) is a one-stop shop collection of information on water and sanitation related businesses and the WASH-UP Program goals and objectives. This was held in all the five project communities, with the main objective of creating awareness on water and sanitation businesses available under WASH-UP. It is a one-time activity carried out in each community, but the duration can vary from 2-3 days depending on the community.

To get the full attention of the target group and to achieve a wider coverage within the communities, a truck with loud music was used to follow designated routes in each community. Along the route, flyers and brochures are distributed while staff of CHF and the local NGO supported by volunteers interacts with community members. Daily debriefing was carried out after each day's activities to share experiences among volunteers. In addition to this, recommendations and suggestions were made to enrich the next day activities.

2.3.4 Community / Business Durbars

In all the five communities the program was crowned with a durbar to offer additional platform for the community members to ask questions on areas they did not understand and also to seek more information about the project. Each durbar was attended by key dignitaries and stakeholders including, Traditional leaders Metropolitan Health Inspectors, Assemblymen WSB members, opinion leaders, community members



and other partner NGOs including HFFG, PRONET and **Picture 5: Community residents at a Durbar**

RUDNET in AMA). As a way to promote the project success stories, phase one beneficiaries also shared their experiences at the durbars. A total of 8 durbars were held over the year.

2.3.5 Business Development Training

Business Management Training was organized for entrepreneurs who wanted to benefit from the business development training of the WASH-UP Project in all project communities. In each community, the training lasted for four days. Beneficiaries of the training were previously trained clients as well as new clients.

The training Workshop was aimed at:

- Equipping participants with requisite skills in improving and developing their businesses.
- Enable participants keep records of their business transaction.
- Promote a culture of good customer relations.
- Inculcate the practice of costing and pricing their products well.
- Appreciate the need for credit management.
- Expose participants to various sources of information

By the end of the training sessions the outcome was that participants had an appreciation of business purpose and operations, characteristics of an entrepreneur, customer service, costing and pricing, record keeping, credit management and preparation of business plans:

2.3.6 BDS Achievements in figures

During the period under review, the following were achieved:

- 5,895 people were contacted and made aware of the business components of the program.
- 509 entrepreneurs were identified and orientated; 486 females and 104 males.
- 310 entrepreneurs were trained in basic management and entrepreneurial practices, comprising 282 females and 28 males.
- 200 business plans were developed for 200 entrepreneurs.
- 216 business loans were granted; 136 in AMA and 80 in STMA, women constituted 90%. US\$68,757.79 was granted.
- US\$.17,279.22 household loans were granted to 47 landlords for either household water connections or latrines; out of this, 24 were women.
- 62 WSBs, latrine attendants and water vendors were trained in operation and management of the water and sanitation facilities completed under year 2.

2.3.7 Challenges

- Collateral payment (regulated by MFI) affected the progress of the project for a very long time this proved to be too restrictive for the target population.
- The loan granting processes usually took almost two months before beneficiaries could access the loan, thereby frustrating many borrowers.

2.3.8 Lessons learnt

- In adult learning, simulation plays a key role in trainees' participatory level. Trainees were triggered when exposed to new concepts in relation to their businesses. The enthusiasm and full participation of trainees indicated that they have acquired knowledge which they will apply in managing their businesses.
- While we have assisted 200 entrepreneurs to develop their business plans, we have also realized that not all these micro-entrepreneurs would necessarily move to the small scale levels anytime soon. A meticulous selection process should have been done to select those with the potential to move on from the micro-level. In view of these, out of this number, we will be giving special attention to between 25 to 50 clients to guide and mentor them to move their businesses to the next level.
- Coordination meetings with key community stakeholders like WSBs, local organizers, LNGOs, CHF BDS team to plan and implement the INFORMART including promotion materials development – brochures, banners, drama, media, success stories, the video documentaries was insightful and led to better success
- The information and communication media used; brochures, banners, use of large float vehicle, dissemination of information in local languages, door-to-door promotion, business promotion, volunteers and staff, all gingered awareness creation and enhanced the achievement of results
- Micro-lease; micro-loans were given in the form of leasing of basic equipment and machinery instead of cash loans.
- Household water and sanitation (WATSAN) loans were unique in the sense that in many cases, these loans were used for their intended purpose. From experience in the Ghana microfinance sector, it is common to find that entrepreneurs who access loans divert these amounts to personal and other consumption purposes instead of channeling such credit into their businesses.
- There are a large number of community members, which due to multiple reasons such as poverty, **are not able and or cannot immediately** raise the required cost towards home connections or sanitation improvements. The result is a number of these poor households/communities have been sidelined over the more financially endowed ones. The WATSAN financing is a bridge to safe household sanitation and water uptake including facilitating dialogue between sanitation developers/engineers, partners, government agencies, local NGOs to share ideas to stimulate demand by taking account of price, technology options and financing to meet this gap.

It is also worth mentioning that some of specific challenges around microfinance observed during implementation serve as important lessons:

- a) In the microfinance industry, it is important to have in-depth knowledge of prospective loan clients' background including related orientation, sensitization, training and loan access and use education, etc. This formal and necessary process takes time and in some cases not less than 4 months to conclude before the granting of loans;

- b) Performance monitoring, providing on the job coaching and mentoring of the newly trained entrepreneurs, loan use and repayment will take at least a year.

2.3.9 Way forward for BDSs

Despite the gains made during Year 2 of WASH-UP, the present sub-grant arrangements with local NGOs are not sustainable enough after the end of the program .The withdrawal of sub-grant support will eventually increase the cost of loans as overheads covered by the sub-grants will be transferred to clients, who may not easily bear it being poor households. Future water and sanitation supports in BDS may therefore need to consider some form of subsidy to be used in setting up a revolving fund which can be accessed by beneficiaries upon paying the 10-20% cash collateral deposit. The revolving fund will be used to grant loans for financing household water and sanitation facilities and for small scale businesses, and when repayment is done, goes on to be granted to others. This fund should be managed by a local bank or microfinance institution.

2.4 Hygiene Behaviour Change Communication

Objective 4: To improve hygiene and sanitation behaviors

Result 4.1: # of people practicing hand washing with soap at five critical times in last 24 hours

Result 4.2: # of communities with sanitation and hygiene plans

2.4.1 Overview

The main objective of the Hygiene behavior change component of the WASH-UP project is to improve hygiene and sanitation behaviors among the residents of the 5 urban poor communities by implementing innovative and comprehensive hygiene behavior change interventions at the individual, community and social levels for improved health status. Individual behaviors are influenced by social, economic, political and cultural factors and hence the Behavior Change Communication (BCC) activities had to be carried out at all these levels for the desired change in the target populations and their communities.

The specific objectives therefore are to:

- Increase hand washing with soap at five critical times, particularly by key population groups such as mothers with babies, and school-aged children.
- End open defecation at community level through increased household use of improved toilet facilities.
- Improve hygienic maintenance of latrines.
- Decrease the disposal of solid waste into wastewater drainage systems.

2.4.2 The BCC Approach

When changing behaviors, the individual or the target community goes through a series of steps sometimes moving forward, other times moving backward and sometimes skipping steps. Even when individuals or communities adopt new behaviors, there may be times when individuals or communities

revert to old behaviors, at least under certain circumstances. Thus due to the complex nature of the process of changing behaviors there is the need to employ different strategic approaches geared towards definite target groups to re-enforce the progress made in the process at every level for a sustained behavior change. The BCC approach therefore involved the use of various activities and a mixture of channels and platforms with the aim of re-enforcing the progress made during the first phase in changing the WASH behaviors of individuals and their communities.

The primary targets were children of school going age, women with children under five with various community groups being the secondary targets. More efforts were also put in collaborating with national level partners and institutions in order to foster stronger partnerships for sustainability of the BCC activities at the different levels.

The activities targeting school children during the year included class by class hygiene promotion, fun games, essay and word power competitions, quizzes, picture stories and the development of hand washing tools.

Interactions with pregnant women, lactating mothers and mothers with children under five were conducted through the Child Welfare Clinic Education sessions using the PHAST tools as well as market place sensitizations.

Existing community groupings such as Mothers' Support Groups, Youth and Drama Groups and those set up by the project including Water and Sanitation Boards(WSBs), Daddies Clubs and Food Vendors were also reached through clean-up and awareness creation campaigns, community durbars, community reflections, games, quizzes, house-to-house education and monitoring to award best sanitized homes and latrines. Some of the major activities carried out include the following:

2.4.3 Awareness Creation

Awareness creation campaigns were carried in the 3 AMA and 2 STMA communities mainly targeting landlords to increase demand for household latrines for the second phase of the WASH-UP project. The over 600 participants ranged from landlords, tenants, community leaders, environmental officers from the sub-metros, directors of the sub-metros and staff of Local NGO partners. The drama groups of New Takoradi and Ayidiki performed dramas depicting the importance of having latrines in the households and the benefits that come along with them.

Cost-benefit analysis on the benefits of having household latrines over using public latrines were also presented to the participants to help all present to understand the importance of household latrines. Facility user manuals as well as hand-washing facilities were also presented to all the landlords from the 5 communities who accessed the household latrines under the WASH-UP Project to encourage hand-washing with soap under running water after using the latrines. Beneficiaries of these were also given training on the operation, usage and maintenance of the facilities. Demonstrations of proper way of washing hands with soap were also carried out as part of the campaigns.

2.4.4 House-to- house outreach

House-to-house BCC campaigns were carried out every weekend all year round in all the communities. A total of 29,381 household residents were reached in the 5 communities during the house to house campaigns. A 24 hour recall of behaviors was used to monitor households already sensitized through earlier house to house outreach activities. The objective was to ascertain whether households sensitized are practicing good water and sanitation behaviors (hand-washing with soap under running water, stopping open defecation and proper disposal of refuse). The data analyzed and interactions with household members indicate that the BCC messages communicated are being keenly practiced.

The data also indicated that the level of community awareness and knowledge on good water, sanitation and hygiene behaviors have improved. In some cases, even children were able to respond to some of the issues concerning hand washing and a child in Avenor said this during one of our monitoring visits to his house ***“I washed my hands with soap yesterday at school after playing and before eating. When I came home from school my mother insisted that I wash my hands with soap before touching anything in the house. I also washed my hands with soap after visiting the toilet. I do this with all my friends in school and my sister in the house everyday”***. Another member of the community also said ***“I did not know that I had to wash my hands when I returned from town until you came here to educate us. Now, anytime I come back from town or market I make sure I wash my hands with soap before I start cooking. I also make sure that my children wash their hands with soap immediately they return from school before they do anything else in the house”***.

2.4.5 Child Welfare Clinics outreach

Child welfare clinic education sessions were held in all the communities in order to reach out to mothers with children under five with the BCC messages. An average of 355 women with children under-five years were reached every month through 4 existing child welfare clinics in STMA. The key messages were stopping open defecation, no indiscriminate disposal of refuse to ensure cleanliness in the community and hand washing with soap under running water for healthy life. During the discussions at the clinic, mothers were also encouraged to acquire latrines in their homes as well as get connected to pipe water to reduce the risk of diseases. A cost benefit analysis was also used during the education sessions to help the mothers to compare the savings involved in having a household latrine compared to using public facilities. Mothers’ Support Groups with technical and logistical support from the BCC team also carried out market sensitization using key BCC messages on hand washing with soap at critical times, stopping open defecation and proper refuse disposal. Issues related to proper transportation, storage, handling and selling of food items were also highlighted. Both mass education and one-on-one education were used to educate the market women.

2.4.6 Community Reflections

Community reflections were organized in all the five project communities as one of the participatory approaches to monitor and reflect on the project activities implemented, best practices, challenges and the way forward. To generate more discussions and answers from the members of the communities, an

award scheme was added where those who answered questions correctly were given awards during the program.

In Nima, this was done as part of the National Mothers' Day Celebration organized by the Mothers Club. Some key Community-Led Total Sanitation (CLTS) exercises were used in Nima and Avenor to carry out the reflections and in Avenor the community members after "the walk of shame" and "the drinking glass" exercises concluded that they had been eating their "own shit" and resolved to stop open defecation. Members of the mothers support clubs and some of the community members present indicated that the house to house education, community hygiene competitions and all the BCC activities and campaigns had resulted in some change in the attitudes of some of the community members. According to them littering of the alleys with rubbish had been reduced drastically and many landlords were beginning to understand the importance of having household latrines and hand-washing with soap under running water at the 5 critical times. Some of the children who were members of the newly formed Community Based WASH Club indicated that what they had learned from all the BCC activities had helped changed their behaviors and they were going to pass on the information to their peers.



Picture 6: Participants at a community reflection forum

2.4.7 Community-led initiated Campaigns

To promote proper hygiene and sanitation behaviors and also to revitalize the community support groups in these communities, several clean-up exercises were jointly carried out by the groups, crowned with fun games with support from the BCC team. These monthly platforms were used to educate the community members on proper hygiene behaviors as well as the importance of acquiring household latrines using the cost benefit analysis.

The fun games were interspersed with drama performances. In Nima one of the clean-up exercises was led by the Daddies' Club to commemorate the Celebration of the Father's day. Members of Daddies' Clubs from Ayidiki and Avenor went to support the members of the Nima Daddies' Club to carry out the activities for this occasion.



Picture 7: Members of community support groups conducting a clean-up in the community

2.4.8 Household hygiene competitions

A Cleanliness Score criteria for selecting the best sanitation practicing household and best kept toilet facility in the communities was developed through consultative meetings with all stakeholders of the project. Leaders of the various community support groups and the WSBs were brought together to orient them on the cleanliness score criteria and to solicit their inputs in finalizing it. The finalized cleanliness score was used by the leaders of the WSB and the various community groups to select the best sanitary households and latrines for awards at community durbars.

2.4.9 Community WASH Quiz Competitions

As part of the community level BCC activities, WASH quiz competitions were organized among the support groups in all project communities based on information received during BCC activities and the training sessions they were carried through. Each support group (Daddies Club, Mother Support Group, Youth Group, and WASH Club) presented candidates with all contestants exhibiting high levels of knowledge about sanitation and hygiene and also about the WASH-UP project and its components. The questions were translated into the local language (Ga, Fante and Hausa) to enable all community members to understand the issues being discussed and difficult issues or questions were discussed and explained to the entire community. Some community members said these about the quiz competitions:

“The quiz was an educative one for all of us. This is because; the questions were read both in English and in Fante so I also understood and learnt a lot from it.” “This activity should be repeated. Next time the daddies will prepare very well and win. The daddies will practice more of the hygiene and sanitation behaviors at home so that we can answer the questions better and demonstrate the best way of hand washing under running water.

2.4.10 Safe Street Foods Campaign

Access to safe and nutritious food is essential for the health and wellbeing of individuals and communities and more importantly the urban poor communities who rely on street foods for their primary source of nutrients. However, very few street vendors have formal training on safe and healthy

food preparation, resulting in disease outbreaks, unsanitary and unhygienic conditions, and lack of nutritious food offerings. Interviews were carried out to assess the training needs of about 150 food vendors who had been pre-identified in the communities and the schools during the school visits and the house to house hygiene education activities.

Data analysis¹ revealed that many vendors had minimal (primary) to no formal education. A large majority of these vendors were, both unaware of and not adhering to the food safety regulations in the country. Additionally, day-to-day food preparation practices of most the food vendors left a lot to be desired: as many as 38% served the food with their bare hands, with 55% of them using the same bare hands to receive and give out money whilst preparing and serving food. This together with other hygiene issues observed during the exercise and the request of the food vendors for their capacities to be improved culminated in the training of 148 food vendors in the 5 communities in AMA and STMA. The training topics included business planning (including access to loans); housekeeping; customer service; food safety and hygiene; basic nutrition.

Building off the momentum of these training sessions and constant monitoring visits, the vendors created a Food Vendor Associations in each community as a way to facilitate access to credit and bulk purchases of food. The food vendors have been duly inaugurated and registration with the Traditional Caterers Association of Ghana is still on-going.



Picture 8: Food vendors undergoing training with the Capacity Building Specialist of CHF

There has been increasing improvements in the vending points of the food vendors that were trained. Most of them now have acquired food flasks keep prepared food warm, some have purchased fly-proof nettings for sale of food and there has being progress in their savings and business management behaviors. The food vendors have also been assisted with business loans in collaboration with the BDS

¹ Needs Assessment of Food Vendors (food hygiene and safety) was carried out within the project communities in March 2011. The trainings ensued in April 2011

team, to support them to expand their businesses to provide safe, hygienic and nutritious food for school children and community members.

2.4.11 Distribution of BCC Materials and dawn broadcasts

BCC materials such as posters, handbills and T-shirts that were developed during the first phase were reprinted. Mass distribution in the communities was carried out by WSB members and members of the mothers' support clubs, youth clubs and drama groups in the communities as well as during the child welfare clinics outreaches, fun games and community durbars. Dawn broadcasts were also carried out in all project communities in partnership with the Information Services department in STMA and AMA using Cinema Vans to reinforce key BCC messages as well as create demand for household latrines. The Broadcast started at 4:30am and continued till about 8:00am using pre-recorded BCC messages on hand washing with soap under running water, proper refuse disposal and stopping open defecation, in Hausa, Twi and Ga.



Picture 9: Dawn broadcast in New Takoradi

2.4.12 Facility user and maintenance education

A total of 1,241 household residents and landlords were educated on how to clean and hygienically maintain their toilet facilities. Copies of the facility user manuals were given to all the residents and landlords who had been educated. 82 houses with hand washing facilities have also been educated on their use and maintenance of hand-washing facilities. ***“In my house, I provided a container where the toilet paper will be dropped so that nobody drops it into the latrine but from this training, I have learnt that I have to take that container from there and educate all tenants to drop toilet paper into the pit. I will also educate them to use decomposable cleaning materials”*** said a landlord during the training at Nima.

2.4.13 Involvement of School Health Committees and School Health Education Program (SHEP) Coordinators

The KAP methodology was used to assess the capacity needs of the School Health Committees (SHC) SHEP Coordinators and the Circuit supervisors and based on the identified capacity needs, a Capacity

Building plan was developed for them. Through a series of interactive sessions and group activities the 36 members made up of SHEP coordinators, members of the School Health Committees and the circuit supervisors in both the AMA and STMA basic schools in the 5 communities had their capacities built in behavior modeling for sustainable hygiene and sanitation, Fund Raising and Participatory Monitoring.

In addition to these major identified needs, they were trained in Gender issues in Hygiene and Health, Food hygiene and food vendors as well as monitoring the implementation of School Health activities. The essence of the training was to enhance the ability of the SHCs to function properly by ensuring proper supervision of the school health activities, supervision of food vendors in the schools and giving equal opportunities to both boys and girls to develop their hygiene and sanitation related behaviors.



Picture 10: SHEP Coordinators undergoing training

2.4.14 Class by Class Hygiene Education and Sensitization

Class by Class sensitization was carried out in all the mapped out public schools. Project staff, with support from the SHEP coordinators and WASH Club members visited each class in all mapped out schools and educated the pupils on proper hygiene and sanitation behaviors. This offered the pupils the opportunity to ask questions and demonstrate proper hand washing with soap under running water. The class by class education has proven to be a very effective tool in educating – pupils, increasing the overall interest of school children in hygiene and sanitation issues as well as improving WASH behaviors among the pupils.

2.4.15 School fun games and quiz competitions

The BCC team worked with local partner HFFG and the Regional and Metro SHEP Coordinators to carry out sanitation and hygiene quiz among the schools in AMA and STMA as well as carried out fun games to reinforce hygiene education especially hand-washing with soap at the critical times for the school children. The fun games competed in included lime and spoon race, threading the needle, musical chairs, sack race and walking race. All SHEP coordinators in each of the participating schools as well as the regional SHEP Coordinator participated in the activity.

The SHEP Coordinators developed the quiz questions for students based on the content of training materials for WASH Club Members as well as lessons that the pupils were taught during the class by class educational activities and WASH Club meetings. The contestants were also taken through a “word power competition” by being asked to form as many words as possible from the words “ENVIRONMENT” and “SANITATION”. Prizes that comprised of boxes of carbolic soap, exercise books and dustbins were given to the participating schools and the contestants were also given prizes comprising hand towels and soaps for them to practice hand-washing with soap daily.



Picture 11: School children at the school fun games and quiz competition

2.4.16 School Monitoring Visits

Monitoring visits were undertaken to all mapped out schools to ascertain the use and maintenance of hand washing facilities presented to the schools during the first phase of the project and also the observance of BCC messages on proper refuse disposal. The monitoring exercises revealed that all the hand washing containers are in good condition and pupils enthusiastically practice hand washing at all times. Pupils are also very much aware of the dangers of improper refuse disposal and this has contributed to the tidy condition of the compounds of all the mapped out schools.

School monitoring also included monitoring of the activities of the school health committees. Monitoring of the activities of the school health committees showed that most of the school health committees have not been very active. SHEP coordinators were therefore tasked to organize a meeting for the members of the committee to enable them draw up and implement a WASH action plan for their schools. It is however worth mentioning that some of the health committees have been very active and they have drawn up their action plans and are implementing them.

2.4.17 WASH Club Meetings

Members of the school based WASH clubs in mapped out schools were trained and equipped with adequate information to be role models for their peers at school as well as serve as inspiration for siblings at home and the community at large. Following training, the WASH Club members met and were guided by the SHEP Coordinators to draw their action plans and review their activities which were closely monitored to ensure they were implemented. An interesting activity that ran through all the action plans was “Peer policing”, a concept that the WASH Club members were taught at a training workshop organized for them. By Peer Policing, pupils watched each other to ensure that issues related to hand washing with soap under running water, proper refuse disposal and stopping open defecation

were adhered to by all pupils. Observations made by the BCC team indicated that this activity is the most practical activity that could be used to promote WASH activities in schools. Weekly club meetings were also held by the members to carry out clean up and other hygiene campaigns in the schools.

2.4.18 Rapid Assessment of School WASH Behaviors

To be able to measure progress made on deliverables related to school WASH issues, an assessment was undertaken in the various schools. Questionnaires were designed to solicit information from both pupils and teachers. One aspect of the assessment sought to find out the extent to which school hygiene practices have improved, whilst the other sought to assess the WASH Behavior Change among pupils.

Before the assessment, HFFG staff held meetings with all SHEP coordinators from the mapped out schools to discuss and agree on the mode of the assessment and timelines. Analysis of the data collected during the school assessment shows a great improvement of WASH behaviors and facilities in schools as a result of the implementation of this project in the schools. However, open defecation continues to be a challenge in some schools due to the unavailability of latrines in the schools.

The results of the assessment indicated that 90% of students practice in hand-washing with soap while 96% of this number, washed hands at the most critical times (before and after eating and after visiting the toilet) of the day. Another 95% reported disposing refuse in the dustbins while at school and 82.5% said they had stopped practicing open defecation.

2.4.19 Emergency Response to Cholera Outbreak in Accra

The BCC Specialist together with the M&E Specialist of CHF International led a team from UNICEF, Water Directorate and the Environmental Health Directorate to assess the sanitation and hygiene situation in communities in Accra that had high cholera cases of over 6000 and over 80 fatalities in 2011. The team also made recommendations for the response efforts. A series of meetings were held to develop strategies to control the spread of the disease and various tasks were assigned to the partner organizations involved in the program to help curb the situation.

The BCC Specialist was thus invited to one of the national TV Stations to join other resource persons to educate viewers on the cholera outbreak and the right behaviors to prevent further spread. The swift response to the epidemic led to a reduction of cases and a subsequent control of the incidence of cholera in the Accra Metropolis.

2.4.20 BCC Achievements in figures

- 9,197 school pupils practicing good hygienic behaviors.
- 48% increase in school hygiene practices.
- 29,381 residents practicing good hygienic behaviors including hand-washing with soap at 5 critical times.
- 1,115 households having access to household latrines.
- 82 houses with hand washing facilities educated on the use and maintenance.
- 444 landlords signed on to benefit from household latrines.
- 158 food vendors trained and practicing hygienic way of preparing food.
- 1,241 residents trained and carrying out hygienic maintenance and use of latrines.

NB: All deliverables were met and exceeded

2.4.21 Challenges

Though the BCC activities were generally successful in the implementation, it did not come without challenges, some of which have taken long weeks of research and interactions to resolve. These challenges include;

- Measuring behavioral determinants; though segmenting “owners” from “non-owners” on the basis of latrines for instance is easy; applying this analytical approach to BCC is difficult. There is the need to collaboratively develop indicators with the M&E team to enhance results based management.
- Refuse collection in communities was realised as a key challenge in the practice of proper waste disposal. The communities did not have adequate and well-designed refuse dumping sites and where these were available; the frequency of collection to final disposal sites was very slow. This practice served as a disincentive to community members.
- Unwillingness of latrine beneficiaries to deposit anal cleansing materials into latrine pits resulting in the presence of flies in the facilities and the production of stench in the latrines due to the activity of the flies.
- Some landlords do not allow their tenants to use household latrines due to the fact that they (tenants) refused to contribute to the construction of the facility.
- The busy schedule of most urban community members led to their absence from homes and inhibited contact hours between field officers and community members. These are the section of the community members that may not be adequately informed on the need to adopt better hygiene and sanitation related behaviours in the community, hence the need for follow up visits in project year three.
- Unfavourable academic calendar of the schools also prevent scheduled school based activities from being implemented in a timely manner.

2.4.22 Lessons learnt

The role of good hygiene in the control of water and sanitation related diseases is crucial, so the lessons learnt here have the potential of saving millions of lives. These lessons outlined below;

- Having a designated hand washing station supports the behavior change process especially among school children.
- A multi-sector approach facilitates overall improvement in behavior change. Using the traditional authorities, community based structures, notable groups, the Ghana Education Service (GES) and Ghana Health Services (GHS) and other private sector participants as well as other NGO partners has improved the implementation process.
- It is necessary during any training in hygiene practices to emphasize the importance of passing on the information gained to friends, neighbors and other peers.
- The initial fun games took the form of games and speeches to the community members, but after stakeholder meetings and recommendations, the fun games included interactive dramas and cultural displays which made them more effective.
- Quiz competitions have been very effective in community mobilization, participation and learning. Competitors usually learn before they come for the competitions; other community observers get to learn from the competitors as well.
- Drama and cultural performances should be an integral part of community durbars since they attract a large crowd. Also, while people watch these performances their receptiveness to the information being given is enhanced.
- During the training of community groups (daddies, mothers, youth), participants were able to identify the community's sanitation problems and also came up with innovative ways of solving these problems.
- Capacity of community support groups need to be built to lead the change process. They are key in project implementation.
- School class by class sensitization had the most impact on school hygiene practices. This was an effective activity and should be replicated in subsequent phases of the project.
- Use of different media and activities to disseminate information reinforces BCC messages leading to behaviour change.
- Children are key change agents (WASH Club members).
- The use of pictorials (PHAST Toolkit) for presentations and sensitizations enhances understanding.

2.5. Governance and Capacity Building

Objective 5: To strengthen local capacity for water supply and sanitation service delivery and hygiene promotion

Result 5.1: % of operations and maintenance costs for water supply service covered through customer charges

2.5.1 Overview

The expected outcomes of objective 5 are:

- Local urban water and sanitation planning processes are more participatory.
- Expanded capacity of communities and community-based organizations to identify local water and sanitation needs and manage resources.
- Expanded capacity of Unit Committees, including technical and organizational skills.
- Expanded capacity of the Ghana Water Company to deliver water services to the urban poor.

In order to achieve the outcomes of objective 5, some key activities were undertaken during the period under review. These included:

2.5.2 Training of WSB's/ CBO's in Urban Water and Sanitation Management

The use of community based group (WSBs) for the management of water services delivery in the urban setting is uncommon in Ghana, even though this has been practiced in the small towns under the National Community Water and sanitation Program for over a decade. As a public good, GWCL has the mandate of providing water services to the urban population.

The WASH-UP approach of establishing WSBs to be in charge of water and sanitation facilities under the project has a policy link and many mandate challenges. During the training in Accra and STMA members of the WSBs urged CHF to facilitate the recognition of the Water Boards at their respective sub-metros and municipal assemblies. The need to develop operational structures and bye-laws that will guide the work of the WSB-functions of officers, tenure of office of the board, reporting and accountability system, motivating, tariff system also came up. Sixty-six (66) members of the five Water and Sanitation Boards benefitted from training programs in Urban Water and Sanitation Management, Operations and Management.

At the end of this training the following results were realized:

- The five WSBs in Avenor, Nima, Ayidiki, New Takoradi and Kojokrom have been recognized by their respective sub-metros and Municipal Assemblies.
- Functional offices have been set-up for each of the Water and sanitation Boards except Nima.
- Guidelines for the management and operations of the constructed Water and Sanitation Facilities has been developed and signed by WSB and municipal staff in New Takoradi and Kojokrom.
- Work is currently ongoing to develop national strategy for community-owned water supply in urban communities.

2.5.3 Training of Trainers in Community Led Total Sanitation (CLTS).

Presently, the sanitation coverage stands at 18% for urban areas and 7% for rural areas and Ghana's target is to get to 61.5% coverage for urban areas and 55% for rural areas by 2015. But with only four years to go to the MDG targets, the need for radical approaches towards accelerating sanitation coverage has been recognized. As part of this program, CHF has adopted the CLTS approach to support its Behavior Change components. Though the approach was originally designed for the rural context, its focus on behaviour change and the use of triggers such as shame and disgust to ignite community action are all very relevant in the urban context as well. The WASH-UP project is implementing a modified form of the CLTS approach in its urban slum areas to address the sanitation challenges.

To ensure that the right capacity exists to implement the approach, CHF procured the services of the TREND Group, to train its local Partner Organizations and other stakeholders to facilitate the CLTS approach. Two hands-on training workshops were conducted for its partners in Accra and in Takoradi.

The outcome of the trainer of trainers in CTLS was that:

- Thirty eight (38) participants; made up of CHF staff, LNGOs and Environmental Health Officers participated in the training of workshops.
- Three CLTS triggering activities were undertaken in Avenor, Nima and New Takoradi as part of the sensitization process towards ending open defecation.
- A team has been proposed to modify and pilot CLTS in urban settings in Ghana.

2.54 Workshops for Ghana Water Company

A series of training workshops were held for Senior and Middle level staff of Ghana Water Company Limited in Accra and STMA. Forty four staff of GWCL participated in the four-day workshops in Accra and STMA respectively. The training focused on Urban Water and Sanitation Policies and Bye-Laws and Urban Water and Sanitation Management (Operations and Maintenance). The workshops sought to further enhance the capacity of the GWCL in urban water supply, especially the poor communities in Accra and Takoradi on Urban Water and Sanitation Policies and Bye-laws including:

- The guidelines for improvement of quality of Urban Water Supply Services,
- Key points of the Water Sector Reform and the role of The Private Sector in water and sanitation.
- Institutional Set-up of Ghana Water Company Limited and the need for Cost Recovery,
- Best standard practices in Operations and Maintenance for Urban Water service delivery.



Picture 12: GWCL staff being briefed by the Station Chemist on water quality treatment processes at Weija

Field visits were also undertaken to the Weija Water Works and Inchaban Head Works in Accra and STMA respectively. Some of the participants had the opportunity to experience the processes involved in Water Production and its transmission for the first time! Participants also had opportunities to ask questions and seek clarification on issues from the Station Managers and Station Chemists.

By the close of the four day workshop, 66 senior and middle level staff had benefited from both AMA and STMA. The List of capacity building needs for Ghana Water Company was compiled as result of a capacity building gap assessment that was undertaken prior to the roll-out of this training intervention.

2.5.5 PHAST methodologies for Sub Metro Staff



Picture 13: Environmental Health Officers facilitating Hygiene and Sanitation education using PHAST methodologies

To engender full utilization and sustenance of the constructed latrines, eliminate open defecation and its associated cycle of fecal-oral contamination that continue to spread diseases, the Capacity Building and Behavior Change and Communications Specialist of CHF introduced Environmental Health Officers in Accra and STMA to PHAST methodologies. This training has provided the Environmental Health Officer with a participatory approach for empowering communities to eliminate sanitation related diseases.

methodologies in promoting hygiene and sanitation. Recently, the trained Environmental Health Officers mobilized community members in Kojokrom and New Takoradi to discuss causes and prevention of fecal borne diseases. Requests for household latrine and water facilities have increased in the two communities as result of the new approach that has been adopted by the Environmental Health Officers.

The Municipal Environmental Health Office of STMA has now integrated PHAST

The outcomes of this training were:

- Twenty seven (27) Environmental Health Officers in the Sekondi-Takoradi Metropolitan Assembly introduced to PHAST methodologies.
- Twenty-two (22) Environmental Health Officers from the eleven (11) sub-metro of the Accra Metropolitan Assembly introduced to PHAST methodologies.
- Environmental Health Officers in the Sekondi-Takoradi Municipal Assembly have now incorporated participatory processes in promoting hygiene and sanitation in the STMA.

2.5.6 Strategic Plan Development for local NGOs (LNGOs)

Strategic planning workshops were organized for the partner NGOs. Through a carefully facilitated process, each of the partner NGOs has been able to develop their own strategic plans. Separate workshops were organized for each partner NGO. Staff, board members as well as selected community members and key stakeholders supported in the review and examination of the mission, vision, values,



Picture 14: Executive Director and staff of HFFG participating in the strategic planning workshop.

goals, and objectives of their respective NGOs. HFFG, Y-SEF and PRONET have reformulated their vision, mission and strategic objectives. The NGOs currently are being guided by the implementation plan they developed through this strategic planning processes. A guideline to aid the partner NGOs as well as organization development practitioners to facilitate strategic planning for Water and Sanitation focused NGOs to develop their own strategic plans has been developed.

The outcomes of this planning process have helped HFFG, the BCC LNGO to expand its project portfolio through securing additional grant from the Netherlands government. Two other LNGO partners (PRONET and Y-SEF) have followed same direction by developing their own strategic business plans for the first time ever

2.5.7 Media Engagement / Training in WASH Reporting

A one-day workshop was organized to equip 34 news editors and seniors reporters who are members of the Ghana Water and Sanitation Journalist Network (GWJN) in WASH reporting. Prior to this training the understanding of most of the journalists on WASH was very limited. A quote by the President of the Network during the discussion leading to the workshop clearly confirms this.

"All presentations look good except "presentation on WATSAN construction activities (focusing on project objectives, strategy and achievements to date)"As far as I am concerned, GWJN is not engaged in any construction business. Also of concern to me is "Presentation on Business Development Service activities, Is it really relevant to our cause? Our business is advocacy, education and making available to



Picture 15: GWJN members participating in the training

our readers, viewers and listeners, depending on which media house we represent, relevant information on WASH issues in the country and by that influence behavior change.”

The journalists were enlightened by the integrated approach currently being employed by CHF in Ghana in the implementation of the WASH-UP program. As results of this training CHF staff were occasionally invited in all the leading media houses in the STMA to share insights on the USAID funded WASH-UP program.

2.5.8 Capacity Building Achievements in figures

- 15 training modules undertaken by WSBs.
- 26 community water groups given training in local governance.
- 39 training/Technical Assistance received by community groups.
- 171 household latrine management/maintenance manuals distributed.

SECTION THREE: PROGRAM MANAGEMENT & INSTITUTIONAL SUPPORT

Under the WASH-UP Program, relationships with the Government and other public sector players have been cordial and these relationships are being strategically strengthened during the second year. The good relationship established is to ensure program activities are acceptable and consistent with National policies and regulations.

3.1 Project Steering Committee

The WASH-UP Project Steering Committee, which is hosted by the Ministry of Water Resource Works and Housing, have had two meetings during year two of the project. These meetings which were held under the auspices of the sector Ministry reviewed policy direction of the program. First meeting, in January 2011, took stock of previous year's outputs of implementation activities and their consistency with the annual plan. At the 2nd meeting, members reviewed implementation over the past 6 months and discussed challenges, and adopted strategies to overcome the challenges. Both meetings evaluated the program outputs in relation to Ghana Government Policies.

3.2 National BCC strategy

The program also strategically strengthened the working relationship with the Environmental Health and Sanitation Unit of the Ministry of Local Government and Rural Development. This became relevant as WASH-UP initiated the idea of the BCC strategy and wanted to promote Government ownership of the National Water, Sanitation and Hygiene (WASH) Behavior Change Communication (BCC) Strategy for the Urban Sub-sector. After the successful development of the strategy, it was launched by the Ministry and has subsequently been disseminated to all the 170 Metropolitan, Municipal and District Assemblies, 10 Regional Coordinating Councils and relevant Water and Sanitation Government and Non-Government sector players for adoption as the Government blue print to guide design and implementation BCC activities in Ghana: Over 800 copies of the published strategy has been distributed.

3.3 The Urban Poor Water and Sanitation Management strategy

CHF, the Ministry of Water Resources, Works and Housing and the Ministry of Local Government and Rural Development under the WASH-UP Project have initiated a process to evolve a community management strategy for the urban poor through a series of stakeholder consultations. This will determine in the first place if community management of Water and Sanitation is feasible within the urban context, and if so define the scope regarding legal issues of ownership, roles and responsibilities of all relevant stakeholders, as well as accountability arrangements. A draft strategy will be developed for practical implementation of the concept, with the active participation of all stakeholders in the sector. This concept is still evolving slowly, but the hope is to move forward during the third year of WASH-UP.

3.4 Collaboration with National sector partners

3.4.1 Community Water and Sanitation Agency (CWSA)

The WASH-UP team together with other experts within the WASH sector participated in workshops organized by CWSA to develop the national Hand-washing with Soap Strategy to harmonize as well as move the hand washing with Soap efforts in Ghana forward. As a result the BCC Specialist was selected to be a member of a team of BCC experts in the country trained to serve as resource as well as leaders to drive the hand-washing with soap efforts in Ghana.

3.4.2 JHU/BCS strategic framework for reducing anaemia

CHF International was represented by WASH-UP in a stakeholders workshop organized by JHU/Behavior Change Support (BCS) Project in collaboration with Ghana Health Services to develop a strategic framework and messages targeted at reducing anemia in children in Ghana in an integrated manner. WASH-UP requested that messages to improve hand washing with soap under running water and other good hygiene behaviors at the school and household levels should be included in the strategic plan to reduce worm infestation of children which predisposes children to anemia.

Further collaborative meetings led to an agreement between CHF and JHU/BCS to bring community volunteers together and re-orient them on the importance of working together since the two projects are being funded by USAID. This will ensure the sustainability of the activities even after the funding period. As a follow up, the BCC Local NGO Partner, HFFG which also has some community volunteers working under the JHU/BCS Project convened a workshop where the volunteers were taken through training for community mobilization using manuals developed by the BCS project. Some WASH-UP community support group members who are also volunteers in the communities were included in order for them to also be trained in all the thematic areas of health around which the Behaviour Change Support Project is carrying out their campaigns

3.4.3 Ghana Health Services

Meetings were also held with the head of the Health Promotion Unit of the Ghana Health Services (GHS) to foster collaboration in the areas of: provision of technical support to the unit to improve capacity of the health promotion officers at all the levels, and their involvement in carrying out BCC activities at the community level, involvement of CHF in activities carried out by the Health Promotion Unit and vice versa. As a follow up, WASH-UP was invited as a member of the Inter Agency Committee for Health Promotion in Ghana, to participate in a workshop to discuss the development of a Health Promotion Policy for Ghana as well as the development of a budget for carrying out Communication for Development interventions in some selected communities in Ghana with funding from UNICEF.

CHF International was also represented in the Launching of the Association of Public Health Practitioners of Ghana in May 2011 at the College of Physicians and Surgeons.

CHF International represented by the BCC Specialist participated in this year's weeklong annual Health Summit organized by the GHS. The aim of the summit was to review work done in the previous year, challenges faced and their solutions as well as lessons learnt. The Minister of Health, in his keynote address mentioned that the efforts to deliver improved health services need to be coordinated with sectors such as environment, water, sanitation and hygiene and promised an inter-ministerial discussion to be led by him to help push this agenda forward. A series of presentations were also made from health service audits conducted, governance and budgeting issues within the health sector as well as round table discussions during which CHF International was called upon to strengthen its partnership with the Health Promotion Unit of GHS and the Environmental and Sanitation Health Directorate of the local government ministry to promote proper hygiene behaviors at all levels.

3.5 Collaboration with USAID funded Projects

3.5.1 USAID Health Partners meetings

The WASH-UP Director and the BCC team usually participated in the quarterly USAID Health Partners meetings during the year to present an overview of the work carried out on the WASH-UP project. Upon request from the USAID Mission, WASH-UP did a presentation on work done with food vendors at one of the partners' meetings. In one of her opening remarks, the Mission Director, USAID/Ghana, extended her gratitude to all partners and was excited at the quantum of work that was being done in Ghana. She said she had received several commendations from the United States and attended very impressive programs organized by partners. Most notable among all was the reference made to CHF International for a terrific job done and was pleased with the organization's sense of urgency towards requests from the mission on issues of development.

3.5.2 WSUP Project partners

In response to the call by USAID for all its funded projects to collaborate and share lessons, WASH-UP, Water and Sanitation for the Urban Poor (WSUP) and Relief International (RI) organized series of programs including field visits and dissemination meetings to discuss program implementation and strategize for future collaborative efforts. Some of the meetings were part of a fact finding mission conducted by WSUP international partners to assist them to develop innovative products for the urban poor in the WASH sector by learning from the WASH-UP approach. As a result, the team was briefed on the WASH-UP, SCALE-UP and YES activities and strategies for implementation. WSUP also shared documents on different models they had developed for financial arrangement for water and sanitation facilities as well as lessons they had gathered from the inception of their project in Kumasi, Ghana.

3.5.3 Relief International (RI)

As part of the efforts to strengthen collaboration among USAID funded projects in the WASH sector, WASH-UP and Relief International jointly organized the 2010 Global Hand-washing Day Celebration, on 15th October 2011 in one of the WASH-UP target basic schools which has a population of about 3,000 pupils. Hand-washing stations were presented to all the schools in the cluster to create the enabling

environment for the school children to practice hand-washing with soap at critical times. Dissemination workshop to share project activities, challenges and lessons learnt was also carried out at CHF office for Relief International and WSUP. Discussions included ways to strengthen collaboration and follow-up actions agreed upon.

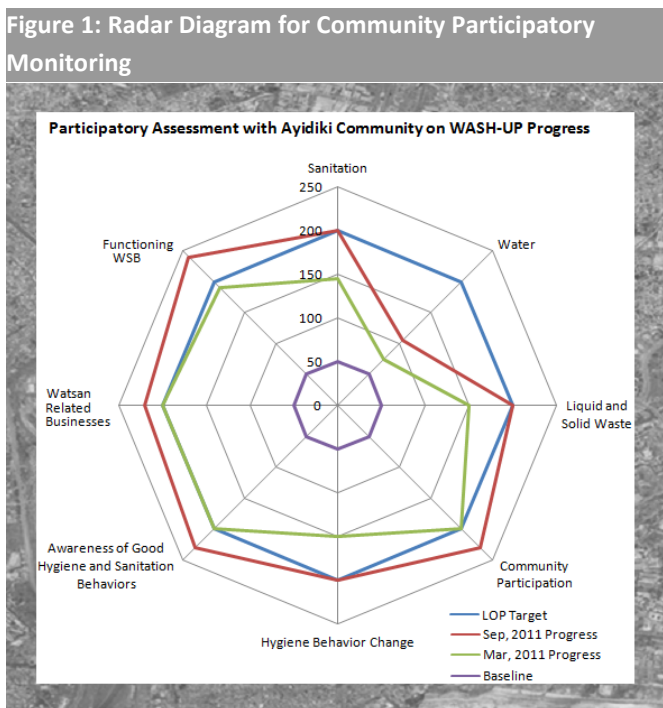
3.6 Monitoring and Evaluation

The Performance Monitoring Plan continued to guide project implementation monitoring. Some activities under taken to facilitate the monitoring process included:

3.6.1 Participatory M&E Training and Implementation

WASH-UP has continuously involved community members through the Water and Sanitation Boards (WSBs), in participatory monitoring and evaluation activities. This approach is to promote project implementation transparency and accountability. Community members are engaged through the use of Radar Diagrams to discuss the progress of each project component to voice their views and gather information; it also assists community members to analyze data themselves and plan actions to improve project performance.

Supporting local communities to design, implement and evaluate their own activities has proven to very useful as youth involved in the project get to understand what is required of them; actions are designed out of the process to improve on their conditions. The participatory assessment for all the five project communities indicates that, all the communities have met more that 50% of their LOP Targets set for themselves in relation to the project. An example is shown in the radar diagram above.



All project partners, including community water working groups, were brought together bi-monthly in Partners Workshops for assessment of progress, identification of emerging issues, challenges and lessons learnt. The outcomes of this process were used to enrich and improve project implementation.

3.6.2 Project Mid-Term Assessment

As part of the entire M&E Framework a rapid Mid-Term assessment was also done to assess progress towards project objectives and outcomes and to identify issues and take corrective measures in the final

year of the project. It was also to identify and address issues of project sustainability as the project comes to a close. Below are the summary Findings and Recommendations.

- ***Knowledge on Water Related Diseases***

Respondents demonstrated an appreciable level of knowledge on water and sanitation diseases in terms of the causes, dangers and preventive measures. In terms of awareness, with the exception of Nima where about 50% did not have an idea related to water-related diseases, more than half of respondents were able to mention cholera and or diarrhea as major water-related diseases. The majority (69% in Nima, 85% in Ayidiki and 100% in Avenor) were also able identify at least one preventive measure of diarrhea which included washing of hands ,covering of foods, keeping environment clean and eating hot food as well as curative measures like the use of ORS or salty water to replenish lost water.

- ***Open defecation***

The majority of respondents were of the opinion that open defecation had reduced compared to two to three years ago. Close to two thirds of respondents thought the situation was moderate whilst about a sixth thought the situation was minimal. In Nima and Avenor about 10% of respondents thought the situation had rather worsened. In Nima and Ayidiki residents attributed improvement to education, and the increase in public and household latrines. In Avenor improvement was highly attributed to increase in public toilets. Residents indicated that over the past two years the numbers of public toilets have increased from two to four. Open defecation indeed has reduced drastically compared to last year (the beginning of the project)

- ***Refuse disposal***

The rate of indiscriminate littering and waste disposal was also observed to have improved. In Nima residents applauded themselves for the improvement, about 86 % thought the situation was moderate and 6% thought it was minimal. In Ayidiki 58% thought it was moderate, 30% thought it was minimal. Residents attributed improvement to education and the presence of door to door waste collectors.

- ***WATSAN Micro-Enterprise Development Support***

The assessment revealed beneficiaries are very satisfied with the BDS support. About 80 percent of clients each in Nima and Avenor and 90% in Ayidiki were satisfied with the process of accessing support. The remaining few who were dissatisfied with the process thought the waiting period between training and access to credit was too long. Some beneficiaries who benefited from only training pointed out that their intention was to get access to loan but due to the delay they and some others decided to forget about it. Some beneficiaries also thought, being accompanied by a representative from the LNGO to purchase facilities could be quite embarrassing especially' where the representative is young enough to be 'your child' as one client put it.

3.6.3 Monitoring Chart

At the end of the second year WASH-UP has been able to exceed all its targets for the year under review. The table below illustrates the achievements.

Table 2: The WASH-UP monitoring chart

Objective	Outcomes	Indicator	Baseline	LOP Target	Year 2 Planned Target	Year 2 Actual (LOP To Date)
1) To increase household access to affordable, improved, and sustainable drinking water supply	Expanded safe water supply coverage in targeted communities	# of people with access to improved water supply	61,297	27,341	28,880	24,752
	Improved drinking water supply (increased reliability) of service in targeted communities	# of days water is supplied to the community in a week	1	3	3	10
	Improved pricing of available water supply	% decrease in cost of available water	20p/25lts	30% decrease	10	10
2) To increase household access to improved and sustainable sanitation facilities	Expanded improved sanitation coverage in targeted communities	# of people with access to improved household latrines	76,626	19,811	7830	16,465
	Improved wastewater infrastructure and management (through drainage improvement and installation)	# of people access to improved wastewater infrastructure	31,974	132,266	65,000	10,000
3) To promote innovative economic enterprises / businesses related to water and sanitation	Establishment of private enterprises engaged in innovative local water activities	# of new private enterprises engaged in water activities established	N/A	30	30	347
	Establishment of private enterprises engaged in local sanitation activities (communal latrine operators)	# of new private enterprises engaged in sanitation activities established	N/A	15	5	62
4) To improve hygiene and sanitation behaviors	Increased hand washing at five critical times	# of people practicing hand washing with soap at five critical times in last 24 hours	18,285	18,858	9,735	16,633
	Reduced open defecation at community level	# of communities with sanitation and hygiene plans	0	5	5	5
5) To strengthen local capacity for water supply and sanitation service delivery and hygiene promotion	Expanded capacity of GWCL to deliver water services to the urban poor (build their capacities in cost recovery)	% of operations and maintenance costs for water supply service covered through customer charges	50%	50% over baseline	-	-

3.7 THE WAY FORWARD

WASH-UP has come far in terms of project implementation and achievements. The outcomes from the five components of the project has been remarkable as evidenced by the success stories and community level improvements in water and sanitation infrastructure, as well as the change of attitudes to hygiene and sanitation practices.

Building on the successes chalked in year two of the project, the focus on year three will even be more ambitious with concentration on:

- Increase access to water and sanitation infrastructure by installing household water and sanitation facilities.
- Re-enforcement of behavior change communication in project communities including Television and radio broadcast using the behavior Change Support (BCS) slots on TV and radio.
- Capacity strengthening of community level management structures for water and sanitation delivery.
- As much as to the extent possible continue to foster good relationships with the state institutions such as the Ministry of water Resources, Works and Housing, Ministry of Local Government and Rural Development, Ghana Water Company Ltd, AMA and STMA, so as to influence policy change in the management of water /sanitation in Urban Poor Communities.

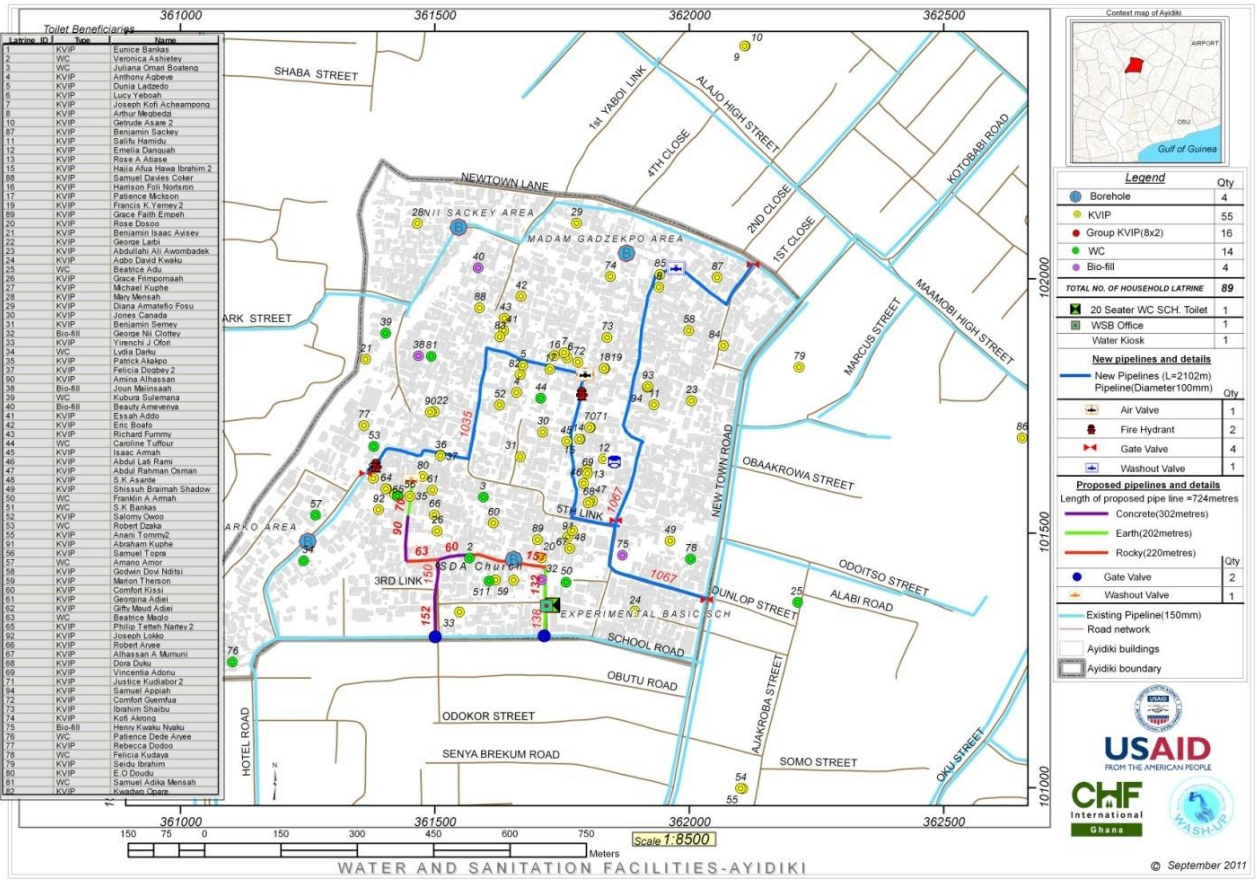
The project implementation plan (appendix A) attached therefore illustrates the activities to be implemented in an abridged form.

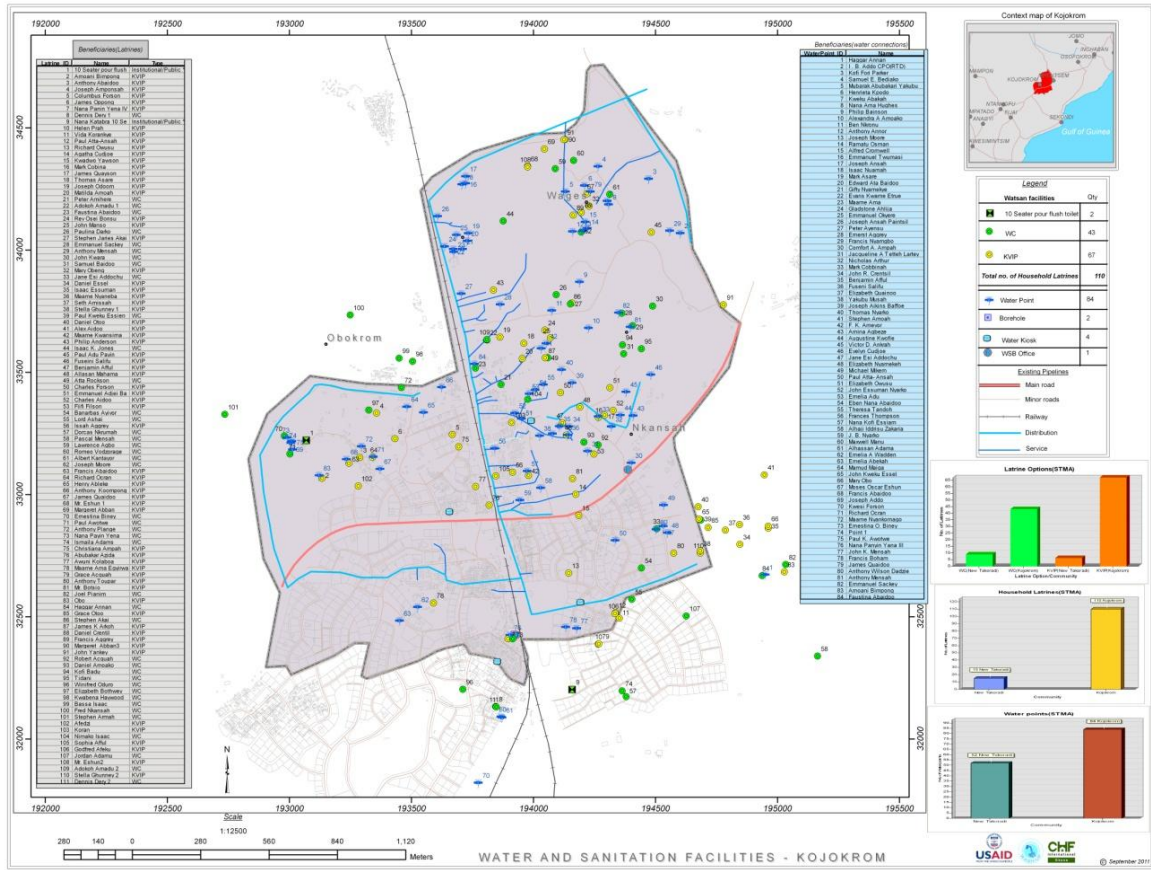
APPENDICES

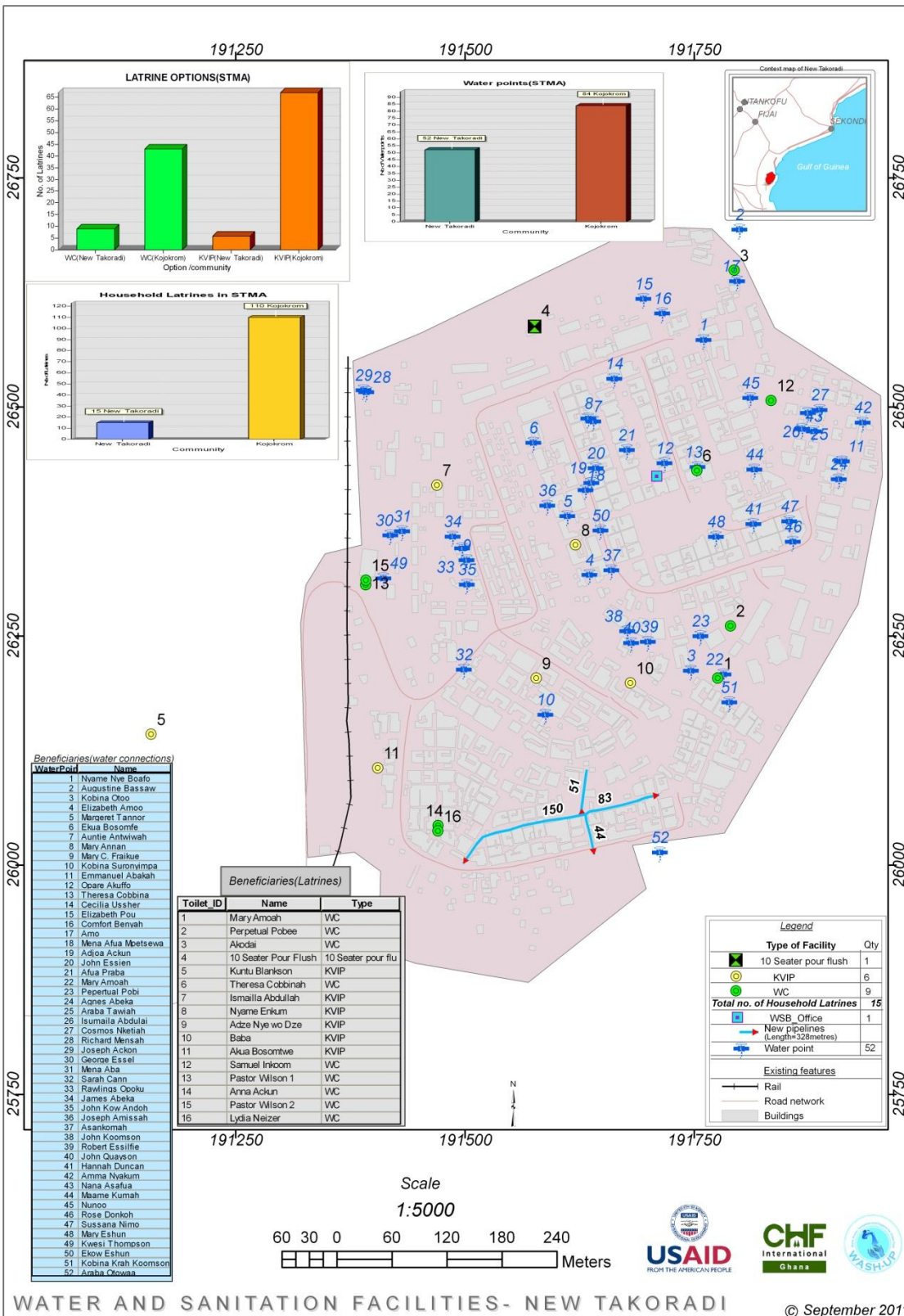
Appendix A: Project Implementation Plan (year3)

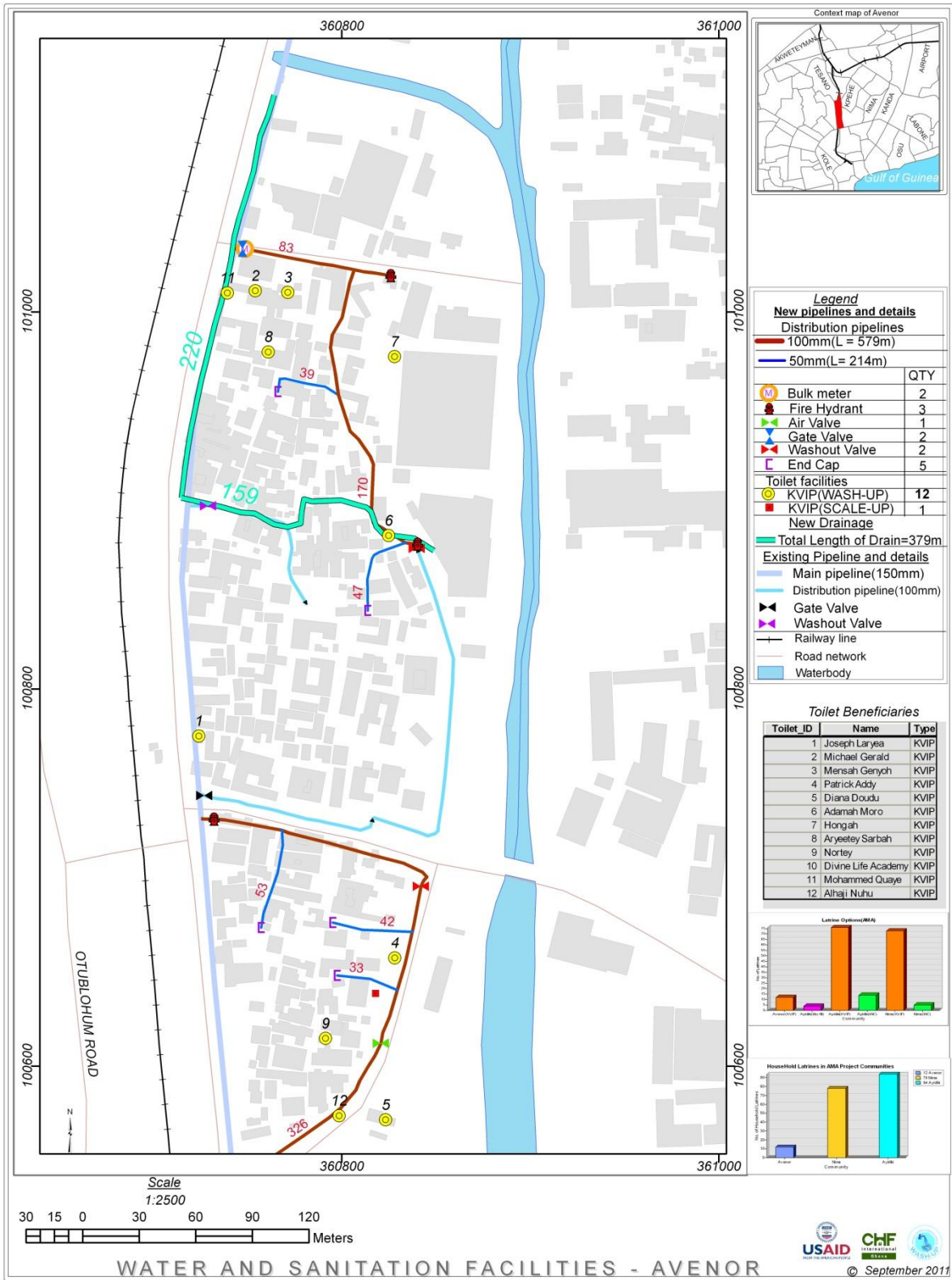
WATER ACCESS, SANITATION AND HYGIENE FOR URBAN POOR (WASH-UP) PROJECT														
IMPLEMENTATION PLAN (OCTOBER 2011- SEPTEMBER 2012)														
Date: October 2011														
CHF Ghana														
Description of Activities	Deadlines	October 11	November 11	December 11	January 12	February 12	March 12	April 12	May 12	June 12	July 12	August 12	September 12	
		W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4 W5	W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4 W5	W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4	W1 W2 W3 W4	
Objective 1, increase household access to drinking water supply														
1	Monthly meetings with Ghana Urban Water Co. Ltd	2nd week monthly												
2	Logistics support for Water and Sanitation Board offices	31-Jan-12												
3	Completion of Nima borehole - Water supply scheme	30-Nov-11												
4	Continuation of Household water connections in all communities	31-Jul-12												
5	Piloting of District Meter Area (DMA) system in Avenor	29-Feb-12												
6	Monitoring and supervision of operation and maintenance of public water kiosk	4th week monthly												
Objective 2, increase household access to sanitation facilities														
7	Mobilization of applicants' funds for Household Latrine construction	31-Jul-12												
8	Construction of Household latrines	31-Jul-12												
9	Supervision/Monitoring of HH latrines construction artisans performance	31-Jul-12												
10	Completion of secondary and tertiary drainage construction at Avenor	11/11/2011												
11	Monitoring of operation and maintenance of institutional latrines	4th week monthly												
12	Construction of 2 types of handwashing facilities for households and institutions	31-Jul-12												
Objective 3, promote innovative economic water & sanitation enterprises														
13	Training of Local Partners in Micro Enterprise Development	30-Nov-11												
14	Monitoring of number of entrepreneurs granted loans	4th week monthly												
14	Monitoring of loans repayment	4th week monthly												
15	Support the granting of loans for household water and latrines	31-Jul-12												
16	Assessment of the utilization of loans (businesses, household)	2nd week monthly												
16	Establishment and support to new sanitation businesses	31-Jul-12												
Objective 4, improve hygiene and sanitation behaviors														
17	Assist Ministry of Local Government in distribution of BCC Strategy	30-Dec-11												
18	Reinforce BCC campaign messages in project communities	31-Jul-12												
19	Monitor BCC Campaign behaviour change in Project Communities	31-Jul-12												
20	Continue household latrine promotion	31-Jul-12												
21	Monitoring of School Health Committee activities	31-Jul-12												
22	Mass media campaign using Behaviour Change Support Project slot (TV, Radio slots for drama etc)	3rd week monthly												
23	Work with Business Development Services team to Develop Innovative Behaviour Change Communication activities linked to WATSAN Businesses	30-Mar-12												
Objective 5, strengthen local governance of water, sanitation, & hygiene promotion														
24	Continue the Development of a National strategy for community-managed water supply	4-Nov-11												
25	Northern Zone Stakeholder workshop on National strategy for Community-Managed Water Supply	11-Nov-11												
26	Central Zone Stakeholder workshop on National strategy/Community-Managed Water Supply	18-Nov-11												
27	National stakeholder conference on Management strategy Community-Managed Water Supply	16-Dec-11												
28	Training of Water and Sanitation Boards/CBOs in urban water/ sanitation manage	30-Mar-12												
29	Legalization/Registration of WSBs	29-Jun-12												
30	Establishment of sub-metro water and sanitation team	29-Jun-12												
31	Develop, train and distribute water construction manuals	30-Mar-12												
32	Develop, train and distribute household latrine maintenance manuals	30-Mar-12												
Monitoring & Evaluation & Knowledge Management														
33	Conduct end evaluation	28-Sep-12												
34	Conduct participatory monitoring evaluation	31-Jul-12												
35	Support Partner Communities to conduct participatory Evaluation	4th week quarterly												
36	WASH UP Documentary	29-Jun-12												
37	Conduct GIS Mapping for all WASH Facilities	2nd week quarterly												
38	Publication of WASH UP documentation	3rd week quarterly												
Program Management														
39	Assessment of Performance of Local NGOs	7-Oct-11												
40	Year 2 Performance review meetings	7-Oct-11												
41	Request for Sub-grant applications	14-Oct-11												
42	Project Implementing partners meetings	3rd week monthly												
43	Project Steering Committee meeting and field visits	Semi-annually												
44	USAID Health partners meetings	4th week bimonthly												
45	Collaboration with USAID funded projects(RI, WSUP etc)	2nd week monthly												

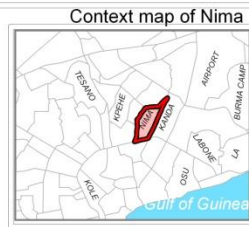
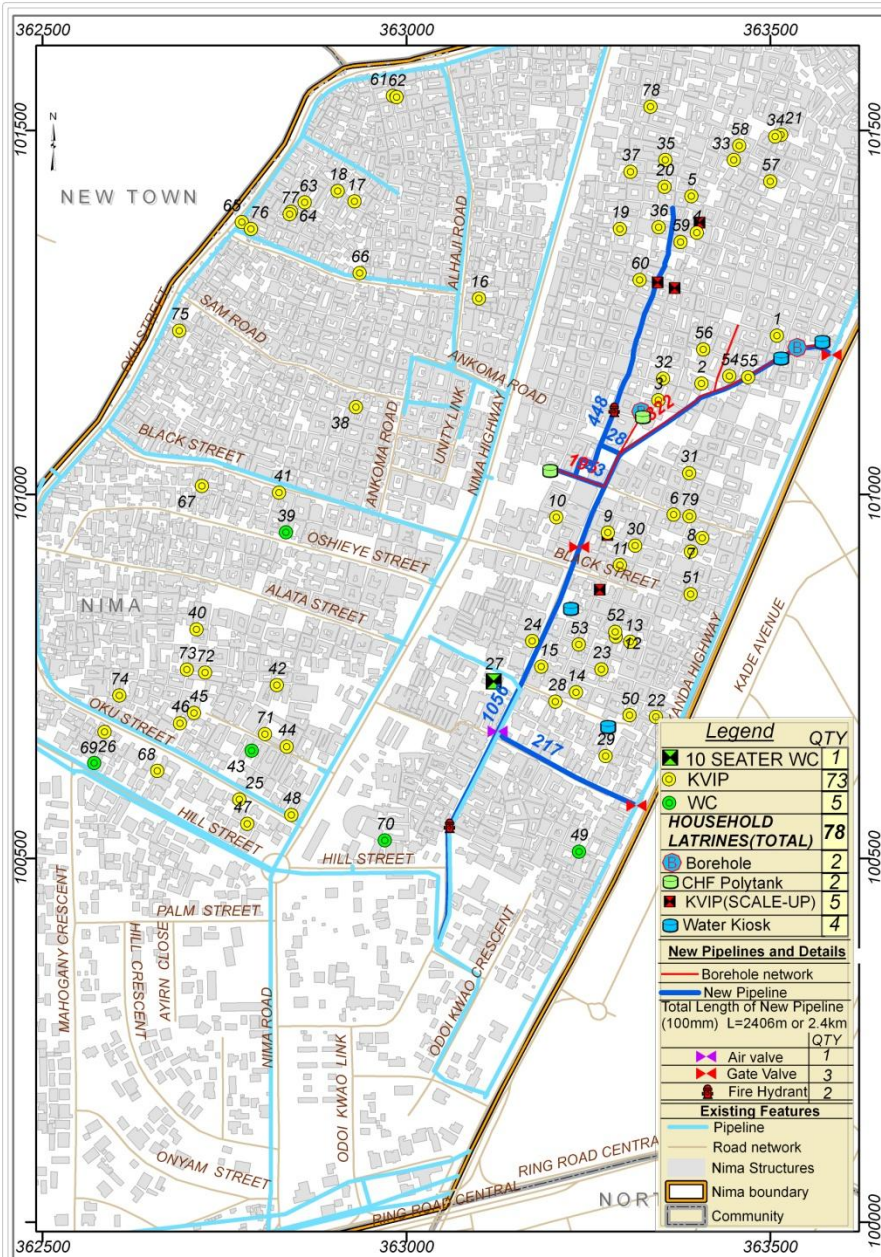
Appendix B: Facility Location Maps





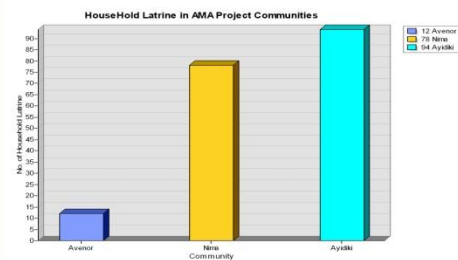
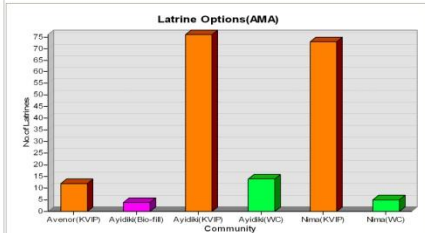
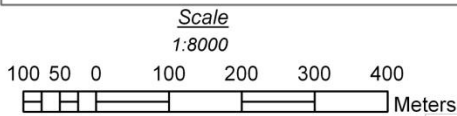






Toilet Beneficiaries

Toilet ID	Name	Type
1	Ibrahim Lare	KVIP
2	Osmanu Amadu	KVIP
3	Hudu	KVIP
4	Bibi Faud	KVIP
5	Ampenh	KVIP
6	Hajia Nahima	KVIP
7	Aziz	KVIP
8	Halimatu Isaka	KVIP
9	Hajia Yaya	KVIP
10	Theresah Nartey	KVIP
11	Karimu Kassim	KVIP
12	Hajia Tamanja	KVIP
13	Mohammed Osman	KVIP
14	Amadu Jibrin	KVIP
15	Ibrahim Alhassan	KVIP
16	Rafiu	KVIP
17	Hajia Ajrah Seibu	KVIP
18	Hajia Abiba	KVIP
19	Hajia Asaana Moro	KVIP
20	Hajia Adizah	KVIP
21	Abdul Ranzak	KVIP
22	Billia Issah	KVIP
23	Abass Dauda	KVIP
24	Ali Bah	KVIP
25	Loussa Allottey	KVIP
26	Vincnet Nunoo	WC
27	NIMA MARKET LATRI	10 SEATER WC
28	Juliana Kyraa	KVIP
29	Philip Gadossey	KVIP
30	Andrews Quartei Quarte	KVIP
31	Alhaji Abass Danbaki	KVIP
32	Samual Vanderpuje	KVIP
33	Mallam Abdul Rasak Jaf	KVIP
34	Joseph Nii Ayi Quaye	KVIP
35	Mallam Alhassan Shaib	KVIP
36	Fredrick K Yirenkyi	KVIP
37	Hajia Hassana Moro	KVIP
38	Alhaji Abass Nahata	KVIP
39	Ahmed Mohammed	WC
40	Sanbo Fulani	KVIP
41	Faisal Bash	KVIP
42	Mrs Abdul Rahman	KVIP
43	Abdul Rahman Ahmed	WC
44	Alhaji Modasiru Ahmed	KVIP
45	Mallam Mukaila	KVIP
46	Shietu Sulleymana	KVIP
47	Mercy Asamoah	KVIP
48	Comfort Obuobie	KVIP
49	Elliott Awuku	WC
50	Hajia Ramatu Amadu	KVIP
51	Amadu Osmanu	KVIP
52	Hamidu Amadu	KVIP
53	Yatesu Mahama	KVIP
54	Mohammed Aminu	KVIP
55	Mallam Saeed Mohamm	KVIP
56	Chief Zakaria	KVIP
57	Alhaji Alhassan Saed	KVIP
58	Alhaji Zurak	KVIP
59	Alhaji Mohammed Sama	KVIP
60	Suraj Mukaila	KVIP
61	Hajia Fati Issaka	KVIP
62	Mariama Abubakar	KVIP
63	Alhaji Mohammed Osm	KVIP
64	Armah Ayarigu	KVIP
65	Hannah Mensah	KVIP
66	Mercy Agbenu	KVIP
67	Alex Vorsah	KVIP
68	Mary Cudjoe	KVIP
69	Innocent Quaye Tetteh	KVIP
70	Hajia Kande	WC
71	Mariama Seidu	KVIP
72	Baba Yara	KVIP
73	Imama Musah	KVIP
74	Ali Abubakar	KVIP
75	Alhassan Issaka	KVIP
76	Faustina Serwah	KVIP
77	Roger Adjei Okai	KVIP
78	Rose Sottie	KVIP
79	Alhaji Muniru Maraba	KVIP



WATER AND SANITATION FACILITIES-NIMA



September 2011