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Expanding WASH Project Launch in Kazungula.

USAID EXPANDING WATER AND SANITATION PROJECT

ANNUAL PROGRESS REPORT #1
JANUARY 27 – DECEMBER 31, 2022

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Annual Progress Report #1

Contract #: 72061122C00004

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The authors' views expressed in this report do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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ACRONYMS AND ABBREVIATIONS

ADS	USAID Automated Directives System
AMELP	Annual Monitoring, Evaluation, and Learning Plan
AWP	Annual Work Plan
CBO	Community-based Organization
CDF	Community Development Fund
CF	Construction Fund
CFM	Construction Fund Manager
CHWSC	Chambeshi Water and Sanitation Company
CLA	Collaborating, Learning, and Adapting
COP	Chief of Party
COR	Contracting Officer's Representative
CSO	Civil Society Organization
CU	Commercial Utility
DDCC	District Development Coordinating Committee
DFC	USAID Development Finance Corporation
DMA	Delegated Management Agreement
D-WASHE	District Water, Sanitation, and Hygiene Education Committee
EMMP	Environmental Mitigation and Monitoring Plan
GRZ	Government of the Republic of Zambia
GUC	Grants Under Contract
GYSI	Gender, Youth, and Social Inclusion
HEARTH	Health, Ecosystems, and Agriculture for Resilient, Thriving Societies (USAID Public–Private Partnership Program)
IEE	Initial Environmental Examination
IT	Information Technology
LA	(Government) Local Authority
M&E	Monitoring and Evaluation
MEL	Monitoring, Evaluation, And Learning
MOF	Ministry of Finance
MWDS	Ministry of Water Development and Sanitation
NRW	Non-Revenue Water

NWASCO	National Water Supply and Sanitation Council
NWSSP	National Water Supply and Sanitation Policy
O&M	Operations and Maintenance
PDCC	Provincial Development Coordinating Committee
PEA	Political Economy Analysis
PLOCA	Participatory Local Organizational Capacity Assessment
PP	Planet Partnerships
PPP	Public–Private Partnership
PSE	Private Sector Engagement
PSP	Private Sector Participation
P-WASHE	Provincial Water, Sanitation, And Hygiene Education Committee
PWD	Persons with Disabilities
QASP	Quality Assurance and Surveillance Plan
RTI	RTI International (Registered trademark and trade name of Research Triangle Institute)
SANIFOAM	Framework to Analyze Behaviors to Design Effective Sanitation Programs: Focus, Opportunity, Ability, Motivation
SBC	Social and Behavior Change
SNV	SNV Netherlands Development Organisation
STTA	Short-Term Technical Assistance
SUN-TA	Scaling Up Nutrition Technical Assistance
SWSC	Southern Water and Sanitation Company
TBD	To Be Determined
USAID	United States Agency for International Development
V-WASHE	Village Water, Sanitation, and Hygiene Education Committee
WARMA	Water Resources Management Authority
WASAZA	Water and Sanitation Association of Zambia
WASH	Water, Sanitation, and Hygiene
WQAP	Water Quality Assurance Plan
WWSC	Western Water and Sanitation Company
ZCSMBA	Zambia Chamber of Small and Medium Business Associations
ZANACO	Zambia National Commercial Bank
ZPPA	Zambia Public Procurement Authority

EXECUTIVE SUMMARY

RTI International (RTII) is pleased to submit its first Annual Progress Report for the United States Agency for International Development (USAID) Expanding Water and Sanitation Project (USAID Expanding WASH), covering the period January 1 to December 31, 2022. The Annual Progress Report discusses developments within the reporting period, as well as cumulative progress in the context of the agreed-upon accomplishments and indicators. It further discusses existing and potential problems in implementation and variances from the Annual Work Plan (AWP) and Activity Monitoring, Evaluation and Learning Plan (AMELP).

On August 12, 2022, USAID issued Modification No. P00001 to the Expanding WASH Contract, which amongst other things, sought to realign Objective 3 and update Section C with construction language. The modification led to the adjustment of some project activities to reflect these changes.

This report covers the first year of implementation of the USAID Expanding WASH Project. During the reporting period, the project made significant progress by completing key operational and technical activities, concluding key start-up activities, and moving into full program implementation. Specific objective activity updates discuss the progress in greater detail.

Management Highlights:

Key program procurements were completed during the year, such as office lease, office furniture and equipment. The project undertook identification of potential vendors and entered into service level agreements for operational services like IT, cleaning, security, etc.

Apart from these, the project completed operational startups such as receiving the Value Added Tax (VAT) exemption, submission and approval of the local compensation plan, approval of the field operations manual, grants manual and the safety and security manual.

The Lusaka office lease was signed, and team moved into office space in June 2022 following the completion of the procurement of furniture. In addition, the provincial office arrangements were negotiated with the Commercial Utilities (CUs). The project set up the three provincial offices and deployed relevant IT equipment and furniture such as desks, chairs, etc.

Recruitment and orientation of 21 out of 24 project staff for both Lusaka and provincial offices, as well as engagement of the Communication Consultant was completed by October 2022.

Technical Highlights:

During the year, the project successfully implemented key start-up activities and moved into full scale implementation. Relationships with key stakeholders were established and the project was introduced to stakeholders in the 12 target districts. The project prepared and concluded dissemination and validation of four foundation Project reports, including the WASH Baseline Assessment, Political Economy Analysis (PEA), WASH Market Assessment, and Gender, Youth and Social Inclusion (GYSI) Action Plan to key stakeholders. It also developed and submitted two USAID key project deliverables that include the draft Water Quality Assurance Plan and the draft Construction Implementation Plan in line with Section F of the contract.

Below is a summary of key achievements the project made during the year under review across different activities under each objective and Monitoring, Evaluation and Learning (MEL) activities:

Table 1: Summary of Key Achievements for the Project

Objective 1: Institutionalized Market-Based WASH Service Delivery, Financially Sustainable and Inclusive Management Models
Achievements
<ul style="list-style-type: none"> ✓ Successfully introduced the project to participating CUs, Local Authorities (LAs), the National Water Supply and Sanitation Council (NWASCO), the Ministry of Water Development and Sanitation (MWDS) and other key stakeholders. ✓ Undertook a comprehensive assessment of Information Technology (IT) and data management systems in CUs, LAs, NWASCO and MWDS. The outcomes from the assessments will be used in the development of IT and data management systems in CUs & LAs that are integrated and aligned to the existing and planned systems at national level. ✓ Completed a comprehensive assessment of Asset Management and Operations and Maintenance (O&M) practices in CUs and LAs. Assessments highlighted gaps and challenges in the existing asset management policies, and O&M procedures. Outputs of the assessments will be used to develop suitable Asset Maintenance Management systems and O&M manuals.
Objective 2: Increased Accountability of WASH Service Providers, Policymakers, and Civic Leaders
Achievements
<ul style="list-style-type: none"> ✓ Issued a Call for Grants, with 17 applications evaluated. ✓ Compiled a database of 92 Civil Society Organizations (CSOs) and used the Participatory Local Organization Capacity Assessment (PLOCA) tool to assess capacity of 43 CSOs (11 in Southern, 12 in Muchinga/Northern and 20 in Western).
Objective 3: Increase Private Sector Participation (PSP) with Supporting Policy and Regulatory Reforms
Achievements
<ul style="list-style-type: none"> ✓ Conducted market assessment to evaluate the potential for market-based WASH service delivery models, including presence and capacities of local businesses. ✓ Jointly wrote the Public-Private Partnership (PPP) Background Paper with the Ministry of Finance (MOF) PPP Department, outlining status of PPP legislation and existing PPPs. ✓ Created project pipeline development toolkit and used it to identify private sector driven pipeline projects with all CUs.
Activity Monitoring Evaluation and Learning
Achievements
<ul style="list-style-type: none"> ✓ Developed data collection tools, a data and communication flow map and built these into CommCare mobile device application. The project installed the application on the devices to be used by field level staff and will be pre-testing the application in the first quarter of 2023. ✓ Commissioned a comprehensive WASH Baseline Assessment in the second quarter of 2022. This WASH Baseline Assessment was designed to establish the status of WASH infrastructure and service needs across the 12 Project target districts. The study was completed in July 2022.

1.0. INTRODUCTION

The United States Agency for International Development (USAID) Expanding Water and Sanitation Project (USAID Expanding WASH) is a five-year program to professionalize water, sanitation, and hygiene (WASH) services; promote accountability for reliable and high-quality WASH services; and enhance the enabling environment for private sector engagement (PSE) in service delivery in Zambia. With operating dates from January 27, 2022, through January 26, 2027, implementation of the USAID Expanding WASH Project is led by RTI International (RTII).

With headquarters in Lusaka, Zambia, USAID Expanding WASH covers four provinces: Northern, Muchinga, Western, and Southern. The project is working in 12 districts within the provinces: Chinsali, Kalabo, Kalomo, Kaoma, Kazungula, Lunte, Mongu, Mpika, Mungwi, Nakonde, Nalolo, and Sesheke. Throughout implementation, the Project team will work with USAID to reaffirm the target areas.

The three targeted CUs are (1) Western Water and Sanitation Company (WWSC); (2) Chambeshi Water and Sanitation Company (CHWSC), which covers both Northern and Muchinga provinces; and (3) Southern Water and Sanitation Company (SWSC).

To strengthen social accountability within complex, dynamic local systems, USAID Expanding WASH uses USAID's Local Solutions Framework. This approach entails a flexible and responsive strategy to link supply-side governance—understood as GRZ's ability to follow through on its promises for providing WASH services to its citizens—with demand-side governance, defined as robust civil society engagement that keeps governments and private service providers accountable.

The project is premised on three objectives, namely:

- to institutionalize market-based WASH service delivery through financially sustainable and inclusive management models,
- to increase the accountability of WASH service providers, policymakers, and civic leaders, and
- to increase private sector participation (PSP) with supporting policy and regulatory reforms.

Together, these interventions will increase access to safe water, improve sanitation, and enhance the capacity of the Zambian government, the private sector, and civil society organizations (CSOs).

Throughout this Annual Progress Report, the districts, provinces, and CUs listed above may be referred to as “targeted provinces,” “targeted districts,” or “targeted CUs,” to be as concise and consistent as possible.

Table 2: Activity Snapshot

Activity Title	USAID Expanding Water and Sanitation (USAID Expanding WASH) Project
Location	Northern, Muchinga, Western, and Southern provinces. The project targets rural areas, rural growth centres and peri-urban areas in 12 target districts within the provinces. The target districts are: Chinsali, Kalabo, Kalomo, Kaoma, Kazungula, Lunte, Mongu, Mpika, Mungwi, Nakonde, Nalolo, and Sesheke.
Goal	To professionalize WASH services, to promote accountability for reliable and high-quality WASH services, and to enhance the enabling environment for private sector engagement (PSE) in service delivery in Zambia.
Objectives	<ol style="list-style-type: none">1. Institutionalized market-based WASH service delivery, financially sustainable and inclusive management models.2. Increased accountability of WASH service providers, policy makers and civic leaders.3. Increased Private Sector Participation (PSP)
Start Date	January 27, 2022
Expected End Date	January 26, 2027
Total Budget	██████████

This report provides details on USAID Expanding WASH implementation in Year 1 of its operation. The structure of the report is as outlined below:

1. **Introduction:** This section details the key elements of the Expanding WASH Project and a table that presents the activity and its objectives, key dates and budget.
2. **Context and Overview of Year 1 Activities:** This section provides details on WASH opportunities and challenges, and highlights details of Expanding WASH activities designed to address them.
3. **Cumulative Achievements:** This section discusses progress made during the year
4. **Activity Implementation Updates:** This section details activity implementation throughout the reporting period.
5. **Cross Cutting Activities:** The section reports on key crosscutting issues, including MEL Activities.
6. **Successes, Challenges, and Recommendations:** This section reviews the activity-wide and objective-level key successes, programmatic obstacles, and potential pivot points for the remainder of the project.
7. **Corrective Action:** this section of the report outlines some of the corrective action taken to address some major issues during project implementation

2.0. CONTEXT AND OVERVIEW OF YEAR 1 ACTIVITIES

While Zambia has a rich history of WASH governance and a well-defined institutional framework, the performance of its various institutions for water services delivery remains weak. Access to sanitation is still low, cost recovery is not at sustainable levels, and non-revenue water (NRW), with a national rate of 52% in 2019, continues to be a big bottleneck. The GRZ's recent decision to expand the mandates of its 11 CUs to include rural WASH creates a window of opportunity to expand inclusive, sustainable, and high-quality WASH services for citizens.

National-Level Challenges: At the root of the technical and financial challenges in Zambia's WASH system lie a splintered system of governance and deteriorated infrastructure. The World Health Organization (WHO) and United Nations Children's Fund (UNICEF) Joint Monitoring Program reported that in 2020, only 48% of the rural population had access to basic drinking water services, while 25% had access to basic sanitation services¹. The establishment of the Ministry of Water Development, Sanitation and Environmental Protection (MWDSEP) in 2016, and later Ministry of Water Development and Sanitation (MWDS) in 2021, is a positive step. However, the development has triggered a number of adjustments in WASH sector roles and responsibilities. These must be addressed, resolved, and reconciled before improved service and sustainable private sector participation (PSP) can be achieved. The CUs continue to struggle to meet the service level indicators and performance benchmarks set by NAWASCO. Even with clearly defined roles and responsibilities, the sector still suffers from weak planning, coordination, and financial management.

National-Level Opportunities: The over 20 years of WASH sector reforms in Zambia have served, in large part, to set up the necessary elements of social accountability. The regulator, NAWASCO, has been a dominant feature in promoting transparency, accountability, and benchmarking. Regulatory decisions (i.e., tariff adjustments) are made based on professional and cost considerations. The National Water Supply and Sanitation Policy (NWSSP) of 2020 is the culmination of the latest reform effort. Guided by the GRZ's national vision, the Seventh National Development Plan (7NDP), and the Sustainable Development Goals (SDGs), the policy identifies several opportunities for meaningful enhancements to sector governance and investment, including the need for private sector partnerships. For rural areas, the GRZ promotes a partnership approach where the private sector and civil society play central roles in extending services to the poor, reflected in NAWASCO's ongoing development of a Statutory Instrument (SI) for on-site sanitation.

During the year, USAID Expanding WASH focused on implementing key operational and technical start-up activities in the initial work plan. Whilst the operational startup activities included office set up and recruitment of key personnel, the technical startup activities included four baseline assessments namely (1) the comprehensive WASH baseline, (2) baseline Political Economy Analysis (PEA), (3) WASH market assessment, and (4) GYSI action plan. In addition to some of the startup activities, the initial work plan also covered specific activities around the three project objectives.

¹ Progress on household drinking water, sanitation and hygiene 2000-2020: five years into the SDGs. Geneva: World Health Organization (WHO) and the United Nations Children's Fund (UNICEF), 2021. Licence: CC BY-NC-SA 3.0 IGO.

3.0. CUMULATIVE ACHIEVEMENTS

This section provides details on the cumulative achievements for the first year of the project, covering the period of January to December 2022. The achievements are outlined under the following sub-headings: Technical start-up activities, Project Deliverables and Reports, Management and Personnel, and Operations and Administration.

Technical Start-up Activities

The project undertook key technical start-up tasks that included four assessments as part of programmatic baseline evaluation. These assessments included (1) the comprehensive WASH baseline, (2) baseline PEA, (3) WASH market assessment, and (4) Gender Youth and Social Inclusion (GYSI) action plan. Details of these assessments are highlighted below.

COMPREHENSIVE WASH BASELINE

The comprehensive WASH baseline was undertaken from April – June 2022. The WASH Baseline Assessment reported on the status of infrastructure and service needs across the 12 project districts. The baseline provided key demographic data (e.g., number of women or youth water users, institutional access to water and sanitation services), location and state of existing WASH facilities, functionality, and their management. This information was used in all the objectives and in identification of priority infrastructure and service needs.

The final WASH Baseline Assessment was submitted to USAID in July 2022. The results showed that access to basic drinking water was 32%, access to safely managed water was at 4% with access to basic sanitation at 9%. During the reporting period, USAID Expanding WASH staff visited 6 of the 12 target districts to share the findings of the WASH Baseline Assessment with stakeholders. The dissemination meetings served to validate the results. At face value the district stakeholders felt the baseline results were much lower than what they expected but after the project explained that the baseline assessment used the World Health Organization and United Nations Children’s Emergency Fund (UNICEF) Joint Monitoring Program (JMP) definitions for water and sanitation service levels, they validated the results as an accurate estimate of access to water and sanitation.

The project used the baseline information to inform decisions around the number of potential water and sanitation facilities that would improve access to water and sanitation services in the target districts.

BASELINE PEA

The PEA assessment that was undertaken from April to mid-June 2022, focused on sanitation. The guiding questions included:

- Why do gaps exist between theory vs. reality on sanitation-related laws, policies mandates, regulations, and service provisions for citizens in peri-urban and rural areas in the target districts?
- Systems Level: Why are government entities unable to fulfill their mandates to enable and facilitate sanitation service delivery in the target areas?
- Service Delivery and Private Sector Level: Why are service providers not providing quality equipment and services?

The PEA assessment revealed several challenges that affect sanitation service delivery, including:

1. Household sanitation options are too expensive and affordability support mechanisms are not flexible.
2. Current social and behavioral change efforts to decrease open defecation and improve sanitation are punitive and ineffective – there is fatigue in using the same messages with minimal results and a poor supply chain for latrine construction materials. Elected officials are directing and influencing how CUs operate at the local, regional, and national levels – political influence in the running of CUs and in tariff setting.

The assessment also revealed some opportunities, such as:

1. The demand by citizens for sanitation services is high in growth centers and peri-urban areas.
2. The new policies and frameworks (water and rural supply) have clarified and formalized roles and responsibilities between LA, CUs, and private sector.

There is an active civil society engaged that can advocate for increased attention to WASH.

USAID Expanding WASH will continue to use the PEA approach as a means of collecting sensitive information in an indirect and non-aggressive manner.

WASH MARKET ASSESSMENT

The WASH Market Assessment was finalized in the third quarter and was followed by interviews with other private sector actors who would supplement the gaps in the assessment. The aim was to identify opportunities for increased private sector participation in the water and sanitation sector, identify WASH services offered by private sector and assess interest and capacity of potential private sector suppliers, contractors, and service providers in supporting potential transactions with the target Commercial Utilities (CUs). The team engaged 17 private sector actors, falling under the following categories: suppliers, contractors, and consultancy firms. The findings from the interviews also informed the design of the PSE Forum. The Market Assessment report was availed to the provincial leads to use as a basis for identification of private sector players who will form part of the PSE Forum. The market assessment and follow-up consultations in Lusaka informed the Needs Assessment Input Report developed in August 2022, which laid out the proposed recommendations for assessing capacity within key private and public sector actors in relation to identifying and executing PPPs and small-scale partnerships in water and sanitation.

The capacity assessments with the private sector will commence in the first quarter of FY23 through presentation of market opportunities at the PSE Forum. The private sector will be assessed in two main areas namely Enhanced Understanding of the Market Opportunities for Partnerships in Water and Sanitation (initially presented at the inaugural PSE Forum) as well as Enhanced Understanding and Preparation for Partnerships in Water and Sanitation (WASH Entrepreneurship Summit and Preproposal Conferences later in 2023). The assessment will facilitate the categorization of private sector actors with demonstrated capacity and appetite for participating in PSP pilots, drawing from the market sounding activities, the WASH Market Assessment, PSE Forum, WASH Entrepreneurship and Partnerships Summit, and other public-private dialogue activities.

The CUs will be assessed in 5 main areas namely Project Identification, Project Screening and Prioritization, Project Appraisal and Structuring, Project Procurement and Contract Management and Oversight. Project Identification and Project Screening/Prioritization stages of the project life cycle

were addressed in part by the Pipeline Development Trainings in year 1 September 2022. Other areas of Assessments of the CUs such as IT, asset management etc. have already commenced.

GYSI ACTION PLAN

The GYSI assessment included a systematic analysis of challenges, enhancers, and power dynamics in the context of the WASH sector as they relate to vulnerable groups such as women, youths, persons with disabilities, elderly, and the economically vulnerable. The GYSI Action Plan provided recommendations on how to improve social inclusiveness in the implementation of the project objectives.

Under Objective 1, the planned actions for the project are:

- Engaging relevant government ministries and WASH service providers to develop socially inclusive methods of financially sustaining and providing high-quality WASH service delivery.
- Engaging policymakers at district and national levels to determine the social inclusion needs of key populations.
- Engaging water utility companies and GRZ ministries to determine the possibility of subsidizing or providing fixed water fees for Persons with Disabilities (PWDs), the elderly, and other vulnerable groups.

Under Objective 2, the planned actions for the project are to:

- Facilitate dialogue with GRZ ministries to encourage the inclusion of women, youths, and persons with disabilities at different levels.
- Engage GRZ, civil society organizations, and nongovernmental organizations in dialogue to ensure they leverage community-level representation and feedback mechanisms to tackle GYSI challenges.
- Engage GRZ and key partners to undertake institutional and community sensitization around GYSI misconceptions.

With regards to Objective 3, the planned activities for the project are to:

- Strengthen dialogue with the private sector to determine possible actions for GYSI.
- Encourage private sector participation in GYSI engagement and dialogue between the private sector and GRZ ministries.
- Engage with GRZ and relevant ministries to determine which policies govern GYSI and best practices for implementation.
- Support GYSI policy in regulatory reform.
- Create dialogue to advocate for universal standards (as per WHO standards) in WASH facilities. Encourage collection of disaggregated GYSI data to facilitate targeted addressing of inclusion challenges.
- Determine best practices for private sector engagement of key populations through Activity research, stakeholder engagement, and through implementation of activities.

In addition to the above, the following cross-cutting issues have been planned for:

- Need to promote socially inclusive market-based WASH service delivery.
- Need to address policy implementation deficits.

- Including women, youths, persons with disabilities, and the economically vulnerable in project activities.
- Need to monitor, evaluate, and report on GYSI progress.
- Need to build staff social inclusion capacity.

In September 2022, an orientation session was held for project staff to enhance their appreciation of GYSI issues.

Project Deliverables and Reports

During the reporting period, USAID Expanding WASH submitted all contractual deliverables and reports as drafts and/or final products in line with Section F of the contract. The table below outlines the deliverables and respective timelines.

Table 3: Reports and Deliverables Completed During Reporting Period

Report/Deliverable	Status	Draft Date	Final Date	Approval Date
Initial Annual Work Plan	Approved	March 12, 2022	May 20, 2022	July 11, 2022
Activity MEL Plan	Approved	March 12, 2022	May 10, 2022	December 22, 2022
Grants Under Contract Manual	Approved	April 15, 2022	June 13, 2022	August 10, 2022
FY22 Q2 Quarterly Progress and Financial Reports	Approved	April 15, 2022	April 28, 2022	May 13, 2022
FY22 Q3 Quarterly Progress and Financial Reports	Approved	July 15, 2022	July 30, 2022	August 10, 2022
FY22 Q4 Quarterly Progress and Financial Reports	Approved	October 14, 2022	October 29, 2022	December 8, 2022
Quality Assurance and Surveillance Plan (QASP)	Approved	April 16, 2022	May 25, 2022	June 6, 2022
Construction Implementation Plan (CIP)	Pending	October 14, 2022	January 14, 2023	Pending
Water Quality Assurance Plan	Pending	November 14, 2022		Pending
Portfolio Review Presentations	Submitted	N/A	November 8, 2022	N/A
EMMP	Approved	March 12, 2022	May 10, 2022	June 3, 2022
Year 2 Work plan	Pending	November 21, 2022	December 16, 2022	Pending

*Items marked as pending showcase the status of the report as of December 31, 2022.

Management and Personnel

As part of the start-up for year 1, the project prepared a Local Compensation Plan (LCP), or salary scale, for local staff for USAID approval. The LCP was approved on February 23, 2022, which enabled the submission process of approval requests for five key personnel (KP), including Chief of Party (COP), Service Delivery Lead, Civil Society Engagement (CSE) Lead, Policy and Regulatory Lead, Private Sector Participation (PSP) Lead. On March 11, USAID approved the PSP Lead and disapproved the first COP candidate. Approvals for the Service Delivery Lead and CSE Lead were granted on March 14 and March 15, respectively. Lastly and upon further internal review of the Policy and

Regulatory Lead² candidate, the approval request for this position was removed from consideration on March 22, 2022.

USAID Expanding WASH identified a second COP candidate that was presented to USAID on April 29 for approval but removed from consideration on June 8 as the candidate was no longer available. The third and final candidate was presented to USAID on June 28 and approved on July 9. Throughout the recruitment and onboarding process for the COP position, [REDACTED], Regional Director, acted as COP from project award to March 2022 while [REDACTED], Project Manager, was Acting COP from March - August 2022, providing technical direction and management.

In addition to the KP positions, USAID Expanding WASH brought onboard the Monitoring, Evaluation, and Learning Director/Cross-Cutting Lead on April 1. With the support of regional HR staff, USAID Expanding WASH identified qualified candidates for non-key personnel, including Accountant, Procurement and Admin Specialist, Monitoring and Evaluation Assistant, Grants Specialist, and Finance and Operations Director (FOD). Concurrently, SNV and WASAZA led the recruitment and onboarding efforts of most of the provincial staff members (SNV) as well as the Institutional Development Specialist (WASAZA).

In the period from October to December 2022, the project recruited the Western province Governance and Accountability Coordinator, as well as the Northern Province Driver /Admin staff. Both these staff reported in October 2022. By December 2022, the USAID Expanding WASH project had recruited, onboarded, and conducted orientations for 88% of all expected project staff members. A complete list of positions and associated start dates are included in Table 3.

Table 4: USAID Expanding WASH Staff Positions

Position Title	Start Date
Monitoring, Evaluation and Learning Director	April 1, 2022
Service Delivery Lead	April 13, 2022
Civil Society Engagement Lead	April 13, 2022
Private Sector Participation Lead	April 18, 2022
Accountant	April 18, 2022
Monitoring and Evaluation Assistant	April 21, 2022
Procurement and Admin Specialist	May 2, 2022
Grants Specialist	June 9, 2022
Finance and Operations Director	July 6, 2022
Western Provincial Lead	July 18, 2022
Northern/Muchinga Provincial Lead	July 18, 2022
Western Driver/ Admin Support	July 25, 2022

² With the restructure of Objective 3 in August 2022, the Policy and Regulatory Lead was removed as KP position and substituted for a Policy and Regulatory Specialist role, reporting to the PSP lead.

Table 4: USAID Expanding WASH Staff Positions

Position Title	Start Date
Institutional Development Specialist	August 2, 2022
Northern Governance & Accountability Coordinator	August 2, 2022
Southern Provincial Lead/ Service Delivery Coordinator	August 2, 2022
Southern Governance & Accountability Coordinator	August 2, 2022
Southern Driver/Admin Support	August 2, 2022
Chief of Party	August 8, 2022
Western Service Delivery Coordinator	September 5, 2022
Western Governance & Accountability Coordinator	October 1, 2022
Northern Driver/ Admin Support	Admin Driver assigned in October 2022
Position Title	Expected Start Date
Northern Service Delivery Coordinator	January 2023
Policy and Regulatory Lead/Specialist	March 2023
Lusaka Driver/ Admin Support	February 2023

Outstanding recruitments as of December 2022 include the Northern Province Service Delivery Lead (SNV), Policy and Regulatory Specialist (RTII) and Driver for the Lusaka office (RTII). The Northern Province Service Delivery Lead was identified during the reporting period and is expected to start in January 2023. Furthermore, a suitable candidate has been identified for the Policy and Regulatory Specialist position and negotiations are underway. Lastly, the recruitment of the Lusaka project driver was postponed given the lead time for receiving project vehicles in Lusaka.

Operations and Administration

USAID Expanding WASH start-up activities began immediately upon project award. Administrative start-up efforts involved establishing project presence in Lusaka through the identification and commissioning of a project office in Lusaka. In addition, SNV secured office space in the three provinces, establishing project presence at a provincial level. The Northern/Muchinga Team is located at SNV's office in the province, and the Western and Southern teams are embedded within the Commercial Utilities (CUs), Western Water and Sanitation Company Limited (WWSC) and the Southern Water and Sanitation Company Limited, respectively.

In addition, the operations team focused efforts in various start-up activities, including obtaining the VAT exemption status, opening a bank account, and registering with statutory bodies (NHIMA, NAPSA, ZRA). Simultaneously, the project conducted the procurement of office supplies, furniture, equipment, and services (i.e., internet, transportation, security, and cleaning services). All procurement processes were completed in a transparent and competitive manner while ensuring value for money. The successful office commissioning in both Lusaka and provincial offices enabled the project staff to work from their respective offices and ramp up activity implementation.

Although the project started the procurement process to secure project vehicles during year 1 of implementation, the vehicles are expected to arrive in July and October of 2023 given supply chain delays lingering from the COVID-19 pandemic. The project expects to receive two vehicles by July 2023 and one vehicle by October 2023. To mitigate the transportation challenges faced to date, USAID provided the project with two vehicles to use in the interim. One vehicle will remain with the project through closeout and the second vehicle is expected to be returned to USAID upon receiving the procured project vehicles in July 2023.

Beyond office set-up, the project finalized the development of key project manuals, including the Branding and Marking Plan, Grants Manual, Field Operations Manual, and Security Manual. The Branding and Marking Plan was approved in April 2022 and the Grants Manual in August 2022 by USAID while the Security Manual and Field Operations Manual were both finalized and approved internally in September 2022. Manuals were also complemented by the development of harmonized stationary materials to be used for both administrative and programmatic purposes.

From a health alertness perspective, the project ensured full compliance with all COVID-19 protocols as enshrined in the Center for Disease Control and Prevention (CDC) and the Zambia National Public Health Institute (ZNPHI) guidelines. As such, the project developed COVID-19 Operations Standard Operating Procedures (SOPs) in-line with USAID guidance and RTII policies. This was to ensure all COVID-19 measures were observed, which included daily and regular checks of temperature for all staff and visitors to the project office. Adequate hand sanitizers, handwashing facilities and facemasks are made available to all staff and visitors.

In terms of financial management, controls and reporting, the project put in place financial systems and setup QuickBooks Accounting Software in June 2022. During the same period, the project commenced processing payments in-country through Standard Chartered Bank. Financial and Accruals report were consistently submitted to USAID on time and per contract requirements.

During the period from October to December 2022, the operations team procured additional IT supplies and equipment namely projectors, printers, Network UPS and LED cabinets, these were delivered by November 2022. In addition, the operations unit commenced procurement of 23 mobile phone handsets to be used by the Lusaka and provincial teams for communication purposes. These were delivered in December 2022 and deployed to all staff by January 2023. The operations team had commenced identification of suppliers that the project could enter into an agreement with for provision of sim cards and to upload the handsets with airtime monthly. In December 2022, as part of safety and security, the operations unit procured fire extinguishers to be installed in the Lusaka office and arranged for all staff to be trained in fire safety management. Lastly, as part of the visibility and branding strategy, the operations commenced development of office signage and submitted for approval to USAID in November 2022, this was approved in December 2022 and the office signage has been installed at the offices in January 2023.

Finally, the project operations team supported technical implementation through the recruitment of various technical consultants to assist with technical activities. The project hired a Communication Consultant in September 2022 to support report editing and development of communications materials. The Communications Consultant commenced work in October 2022. Most recently, the project operations team supported the identification of the Consultant that will support the Formative Research on Sanitation & Hygiene Behavior using Sanitation Focus Opportunity Ability Motivation (SaniFOAM) Framework, this engagement is anticipated to be finalized in January 2023.

In October 2022 the project commenced the procurement for a consultant to provide IT Support Services for both the Lusaka and provincial teams. This is expected to be concluded by January 2023.

Summary of Year One Achievements

- Development, submission, and approval of the local compensation plan.
- Recruitment and approval of four key personnel namely: Chief of Party, Service Delivery Lead, Civil Society Engagement Lead, Private Sector Participation Lead.
- Recruitment of 21 out of the 24 planned staff, on-boarding and orientation of both Lusaka and provincial staff, as well as deployed provincial staff to their duty station.
- Project presence established in Lusaka, Northern/Muchinga, Western and Southern provinces through the identification and commissioning of project offices.
- Finalized major procurements for office space, office services, project materials and equipment.
- Developed and secured USAID approval of manuals including, Branding and Marking Plan, Grants Under Contract (GUC) Manual.
- Developed and finalized internal operations manual including, Security Manual and Field Operations manual.

4.0. ACTIVITY IMPLEMENTATION UPDATE

The sections below provide summary details on the project's progress on implementation of key project activities for the periods January to September 2022 (FY22) and the quarter ending December 2022. The progress is itemized by objective and at task level.

OBJECTIVE 1: INSTITUTIONALIZED MARKET-BASED WASH SERVICE DELIVERY, FINANCIALLY SUSTAINABLE AND INCLUSIVE MANAGEMENT MODELS

Objective 1 seeks to improve social accountability by securing the minimum quality standards for market-based services and strengthening the institutional arrangements to ensure that these services reach customers. USAID Expanding WASH will achieve this objective through comprehensive analysis and deliberate engagement of district, community, and private sector stakeholders, recognizing how co-implementation can enhance governance, policy reform and sustained investment. The project will work with CUs to identify service-improvement projects for peri-urban areas, rural growth centers, and rural communities. The projects will include upgrading existing infrastructure, drilling boreholes, installing water taps and small piped water schemes, and improving on-site sanitation. Where possible, the project will capitalize on existing management models to increase shared value for rural growth centers and communities, using them as a foundation to scale a structured delegation of authority (DOA) for market-based services.

SUB-OBJECTIVE 1.1: IMPROVE AND INSTITUTIONALIZE MARKET-BASED, PROFESSIONALIZED, FINANCIALLY SUSTAINABLE, ADAPTIVE, AND INCLUSIVE MANAGEMENT MODELS

TASK 1.1.1: Determine entry point for water supply and sanitation services

The project held meetings with the NWASCO, CUs, LAs and target Institutions to introduce the project and confirm the priority interventions. Visits were also undertaken to sites to assess potential entry points. The long list of potential projects was revised to tentative interventions with entry points.

TASK 1.1.2: Establish flexible models for delegation of wash service delivery

The project conferred with NWASCO and the Ministry of Water Development & Sanitation to obtain guidance and Government's position on the different management models that could be considered under the project in rural areas, rural growth centers and peri-urban areas. Specific models discussed include CU, NGO or private sector operated piped schemes and networks. The meetings with MWDS and NWASCO also discussed the challenges of community-based models.

As part of the private sector pipeline development workshops (conducted between August 31 and September 10, 2022), the project held capacity building sessions with the 3 CUs to present the various service provision models and service agreements that were provided for under the 2018 National Rural Water Supply and Sanitation frames.

The project has planned to undertake a detailed study, in the first half of 2023, on various models and options within the models, to select the most suitable options for adaption in the project.

TASK 1.1.3: Strengthen Data Systems, Technological Tools, and Information Platforms

The project undertook assessments and review of IT and data management systems in CUs, LAs, NWASCO and MWDS. Physical and virtual meetings were held to clarify details with the IT departments and key staff of the assessed institutions. The assessments and review will lead to the development of IT systems and data management systems in CUs & LAs that are integrated and aligned to the existing and planned systems at national level.

SUB-OBJECTIVE 1.2: ENHANCE CONSTRUCTION QUALITY OF SMALL-SCALE WATER SYSTEMS (NEW AND REHABILITATED HAND PUMP BOREHOLES AND SMALL PIPED-WATER SCHEMES)

TASK 1.2.1: Ensure Construction Quality of Small-Scale Water Systems (New & Rehabilitated Hand Pump Boreholes and Small Piped-Water Schemes)

The project reviewed national strategies and construction standards of small-scale water supply and sanitation systems. The project also held meetings with the USAID Scaling Up Nutrition Technical Assistance (SUN TA) in April 2022. Later in October, USAID Expanding WASH undertook a learning trip with the USAID SUN TA Project to visit construction sites and attend meetings in Mansa district of the Luapula Province. The SUN TA project, which began in February 2019, has been undertaking construction of various water and sanitation infrastructure in different parts of Zambia.

The meetings and learning trip enabled the USAID Expanding WASH Project to obtain lessons and experiences on construction standards and learned the following key lessons:

- Consistent engagement of key stakeholders in planning and implementation is critical for construction quality assurance and project success.
- The Community-Led Total Sanitation (CLTS) approach has successfully implemented comprehensive community sensitization and awareness programs on the importance of improved sanitation and hygiene. CLTS also emphasizes capacity building of LAs, WASH committees and Sanitation Action Groups in improved sanitation and record keeping of activities and household data.
- A greater involvement of the private sector, adoption of more durable but affordable toilet designs and strengthening of sanitation supply chains, a method which is not traditionally prioritized during CLTS, needs to be included in the sanitation approach to improve project sustainability.
- Training and equipping Area Pump Menders (APMs) with tool kits is critical for them to adhere to standards in the maintenance of water points. There is need for a reliable and innovative strategy for household collection of user fees to support maintenance of water points.

USAID Expanding WASH also reviewed contract and procurement management among service providers. The review was followed by meetings with CU and LA engineering and procurement teams in project target districts. This was to emphasize the importance of adherence to technical standards as well as improved contract and procurement management for achievement quality construction. The project guided CUs and LAs on the importance of providing input into the development of quality designs for Infrastructure to be constructed.

TASK 1.2.2: Build CU and LA Capacity for Construction Management and Oversight

During the period under review, the project undertook assessments that not only probed O&M practices but also evaluated the capacities of CUs and LAs to oversee further construction works. The project will use the outputs from the assessments to design mentorship programs and capacity building activities in construction oversight and O&M of new and rehabilitated infrastructure beyond the life of the Project. The capacity building activities will target to improve the ability of CUs & LAs to design, supervise, construct and manage long-term O&M.

TASK 1.2.3: Design and Operationalize a Construction Fund (CF) for New, Expansion, And/or Rehabilitation of Water and Sanitation Infrastructure

This task was initially scheduled to start in July 2022. However, USAID guided that there would be no physical construction in Year 1. However preparatory documents for Year 1, such as the Construction Implementation Plan (CIP), were delayed due to the contract modification that provided further direction on the contractually construction guidelines. The Project submitted the draft CIP to the CO on October 14 and received feedback on December 9, 2022. The process to operationalize the Construction Fund will be finalized after USAID's final approval of the CIP. The operationalized Construction Fund will support the process of evaluation, approval, funding and actual construction of new and rehabilitated water and sanitation infrastructure.

TASK 1.2.4: Develop Asset Maintenance Management Systems and O&M Manuals

The Institutional Development Specialist developed an Asset Management Assessment Tool and piloted it at the Lusaka Water and Sanitation Company Limited (LWSC) in August 2022. Following the successful pilot of the tool, the project undertook a comprehensive assessment of Asset Management and O&M practices in CUs and LAs in September 2022. The assessments highlighted gaps and challenges in the existing Asset Management Policies, O&M Procedures, and practices in each of the 3 CUs and the 12 LAs. The project will use the outputs of the assessments to develop suitable Asset Maintenance Management Systems and O&M Manuals.

SUB-OBJECTIVE 1.3: FACILITATE ACCESS FOR THE POOR TO ADEQUATE SANITATION FACILITIES

TASK 1.3.1: Determine State of Sanitation Coverage and Existing Practices

The USAID Expanding WASH Project carried out a comprehensive WASH baseline survey and Market Assessment to establish sanitation access/coverage and market practices in target districts. Thereafter, the project reviewed the baseline results and Market Assessment reports, to draft terms of reference (TORs) for research on sanitation behavior and existing practices. The research on sanitation behavior and practices is expected to be undertaken in the first quarter of the 2023 calendar year.

TASK 1.3.2: Address Sanitation Priorities Through Market-Based Services

The project reviewed the outcomes of the Sustainable Sanitation and Hygiene for All Program implemented by SNV and commenced the drafting of a design strategy around triggering sanitation demand and improving supply chains. The Sustainable Sanitation and Hygiene for All program was developed in 2008 and has been used to develop sanitation supply chains and implement behavioral

change in more than 160 districts across 18 countries in Asia and Africa since its development. The approach is focused on collaboration with a broader group of stakeholders in private sector and civil society. The approach emphasizes enhancing capacities to develop sanitation supply chains and monitor performance. It also prioritizes the introduction and reinforcement of evidence-based hygiene behavioral change.

More than 5.4 million people have gained access to basic sanitation through it. In Zambia, it led 508,856 people to gain access to basic sanitation in 4 years, as confirmed also by an independent audit. Further, the identified needs from the WASH Baseline were compared with the Market Assessment results to build up plans for suitable market-based approaches.

TASK 1.3.3: Communication and Behavior Change

In September 2022, the project developed the TORs for the hire of a consultant to undertake the SaniFOAM formative research. The SaniFOAM research will assess sanitation behavior in project areas and provide input into the finalization of the Sanitation Behavioral Change Strategy.

Table 5: Objective 1 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Sub-Objective 1.1: Improve and institutionalize market-based, professionalized, financially sustainable, adaptive, and inclusive management models			
TASK 1.1.1: Determine entry point for water supply and sanitation services	5 months, June–October 2022	Determination and validation of entry points	Undertook visits & stakeholder meetings, disseminated WASH Baseline Assessment results. The entry points (priority institutions and the key WASH actions and interventions) were determined and validated.
TASK 1.1.2: Establish flexible models for delegation of WASH service delivery	7 months, July 2022–December 2022	1 capacity-building workshop on Service Delivery Models Commence drafting of agreements with CUs, LAs, and private operators on delegated service	Held capacity-building session with the 3 CUs to present possible service provision mechanisms, models and service agreements. The Service Providers acquired knowledge on key factors to be considered and steps that will be undertaken for the establishment of sustainable service delivery agreements with private sector Conferred with NWASCO and MWDS to discuss government’s position on the expanded mandate for CUs.

Table 5: Objective 1 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
TASK 1.1.3: Strengthen data systems, technological tools and information platforms	4 months, October 2022– December 2022	3 IT infrastructure assessments (1 for each CU) Summary of changes between old and new frameworks	Completed assessments of IT and data management systems in 3 CUs, 12 LAs, Completed review of old and new IT frameworks and data management systems in NWASCO and MWDS
Sub-Objective 1.2: Enhance construction quality of small-scale water systems (new and rehabilitated hand pump boreholes and small piped-water schemes)			
Task 1.2.1: Ensure Consistency in Construction Requirements and Determine Infrastructure Needs	6 months, July 2022– December 2022	Review CU and LA procurement and contract management processes. Build capacity of CUs/LAs in Procurement and Contract Management	Undertook review of CUs and LAs' contractual and procurement procedures. Also visited selected sites to clarify infrastructure needs. Held meetings with CU and LA engineering and procurement teams to emphasize the importance of improved contract and procurement management for achievement of quality construction. Further capacity building planned for 2023
Task 1.2.2: Build CU and Counterpart Capacity for Construction Management and Oversight	6 months, July– December 2022	Identify Engineering firms to provide mentorship and capacity building for CUs and LAs	Construction Implementation Plan was developed to guide on the engagement of Engineering Firm/s that will, alongside construction, work to improve the ability of CUs & LAs to design, supervise, construct and manage long-term O&M.
Task 1.2.3: Design and Operationalize a CF for New, Expansion, and/or Rehabilitation of Water and Sanitation Infrastructure	5 months, July– December 2022	Identify Construction Fund Manager and establish Construction Fund to enable CUs and LAs to access direct investment into WASH infrastructure.	A draft Construction Implementation Plan was submitted to USAID on October 14, 2022, with feedback received on December 9. The operationalized Construction Fund will support the identification and recruitment of a Construction Fund Manager and the process of evaluation, approval, funding and actual construction of New and Rehabilitated Water and Sanitation Infrastructure.

Table 5: Objective 1 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Task 1.2.4: Develop Asset Maintenance Management Systems and O&M Manuals	6 months, May–July 2022	<p>Assessment reports of the current asset management and O&M practices and procedures in CUs and LAs.</p> <p>Desk review report of O&M manuals that cover international best practices with recommendations on required improvements in CUs & LAs</p>	<p>Undertook assessments and produced 3 reports covering each project region on the current asset management and O&M practices and procedures in CUs and LAs.</p> <p>Undertook review of O&M manuals and documents that cover international best practices and produced 3 reports on best O&M practices and recommendations for required improvements in CUs & LAs</p>
Sub-Objective 1.3: Facilitate access for the poor to adequate sanitation facilities			
TASK 1.3.1: Determine state of sanitation coverage and existing practices	2 months, July and August 2022	<p>Determination of existing access levels, disaggregated by target populations.</p> <p>Mapping report of private sector operators.</p>	<p>Comprehensive WASH Baseline Survey and Market Assessment were undertaken to establish sanitation access levels, disaggregated by target populations.</p> <p>Mapping of Private sector players involved in the sanitation supply chain was also done.</p>
TASK 1.3.2: Address sanitation priorities through market-based services	9 months, April 2022–December 2022	Summary of methods to replicate sustainable sanitation for all program steps Strategy on demand triggering in the Western Province	Reviewed the outcomes of sustainable sanitation for all program and commenced the drafting of a design strategy around triggering sanitation demand and improving supply chains. Key demand triggering steps were incorporated in 2023 workplan. The planned approach in the work plan will also emphasize enhancing capacities to develop sanitation supply chains and reinforcement of evidence-based sanitation hygiene behavioral change for the poor.

Table 5: Objective 1 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
TASK 1.3.3: Communication and behavior change	5 months, September 2022–December 2022	Tailored SaniFOAM framework Behavior-change strategy on open defecation and hygiene	Commenced recruitment process for SaniFOAM research Consultant. Selection is expected to be completed by mid-January 2023. The SaniFOAM research will provide input into the finalization of the sanitation behavioral change strategy. Recruitment of Research Consultant took longer than initially planned due to consultations on rescoping of the research.

Specific Activities Undertaken in Quarter Ending December 31, 2022

During the period from October to December 2022, the project undertook several activities under the various Objective 1 tasks. Key amongst these was the Information Technology assessments that were conducted for the 3 CUs and 12 LAs, drafting of the Construction Implementation Plan and Water Quality Assurance plan.

A summary of the tasks undertaken is provided below.

- TASK 1.1.3: Completed assessments of IT and data management systems in 3 CUs, 12 LAs on December 20, 2022. Also completed review of old and new IT frameworks and data management systems in NWASCO and MWDS on December 31, 2022.
- Task 1.2.3: A draft Construction Implementation Plan was developed and submitted to USAID on October 14, 2022. Also developed and submitted the draft Water Quality Assurance Plan to USAID November 14, 2022.
- TASK 1.3.3: Commenced recruitment process for SaniFOAM research Consultant. Selection is expected to be completed by mid-January 2023. The SaniFOAM research will provide input into the finalization of the sanitation behavioral change strategy.

OBJECTIVE 2: INCREASED ACCOUNTABILITY OF WASH SERVICE PROVIDERS, POLICYMAKERS AND CIVIC LEADERS

Objective 2 focuses on enhancing social accountability by equipping citizens—as constituents and as customers—with tools and spaces that enable them to advocate for high-quality services and hold service providers accountable to minimum standards. At the district level, the primary challenge is the competing priorities of civic leaders and LAs. In town and rural councils, political expedience often trumps adherence to national policies and guidelines. This discrepancy translates into a misalignment of incentives which, in turn, misdirects resources and investments away from local citizen demands and priorities.

It was noted during the PEA that there is inadequate understanding of the revised mandates amongst WASH service providers in the target districts. The PEA also revealed the need to further

clarify the assigned roles in relation to devolution of power, the separation of functions and the actual provision of additional resources for service delivery. This lack of clarity by service providers has contributed to poor service provision. To address this issue the Project is working with the Ministry of Water Development and Sanitation to facilitate a meeting with NWASCO to discuss and clarify the revised mandate. The clarified roles will be used by the project in its capacity building programs for CUs and Local Authorities. In response to the PEA findings the Project has started to adapt governance tools that will enhance responsiveness to customer needs and social accountability tools and platforms that will facilitate healthy dialogue between customers, service providers and policymakers.

SUB-OBJECTIVE 2.1: IMPROVE CITIZENS' CAPACITY TO HOLD WASH SERVICE PROVIDERS, POLICY MAKERS, AND CIVIC LEADERS ACCOUNTABLE FOR QUALITY SERVICE DELIVERY

TASK 2.1.1: Empower Citizens and Build Capacity of Civil Society for Advocacy and Social Accountability

The project, prepared for the first call for grants by the end of July 2022. The statement of work, selection criteria, expression of interest and the Request for Applications (RFA) were drafted and approved. The RFA was advertised in the national newspapers and on the RTI website. The team responded to questions from would-be applicants in accordance with the guidelines in the Grants Manual. The deadline for submission of proposals was October 19, 2022. A total of 24 applications were received, but only 17 were eligible for technical assessment. The Technical Evaluation Committee (TEC) has concluded their scoring. The project is expected to identify applicants to undergo financial assessment at a meeting to be held on January 17, 2023.

To add to this, the compilation of the CSO database has advanced with a total of 92 (Southern province – 24; Northern & Muchinga provinces – 38 and Western province – 30). The Provincial Teams (The Governance & Accountability Specialists) have continued to identify more CSOs in their respective regions.

The Participatory Local Organizational Capacity Assessment (PLOCA) tool has been finalized, and during the last quarter of 2022, the Governance & Accountability Specialists conducted capacity assessment exercises in the provinces. PLOCA has been applied to assess 43 CSOs (20 CSOs in Western Province, 12 CSOs in Muchinga/Northern & 11 CSOs in Southern Province). A consolidated report is being compiled and it will form the basis for the development of the social accountability and advocacy training program for the CSOs. The training tool kit will include topics such as leadership, organizational management, community mobilization, WASH, social accountability, strategies on advocacy, social inclusion, planning and finance. It is envisaged that once equipped with these tools, the CSOs will effectively support communities in advocacy and accountability efforts.

The initial review of current service levels for rural communities, rural growth centers, and peri-urban area was undertaken during the 3rd quarter FY22. However, there is a need for validation with the LAs and some of the reports produced under Objective 1, including the Functionality Assessment. Additionally, the Accountability and Governance Specialists in the provinces shall engage the local authorities and some communities to verify these service levels.

TASK 2.1.2: Deploy Rigorous and User-Friendly Local Governance Tools

The project has continued to review existing governance tools such as management and leadership guidelines and service provider charters. Once packaged, the tools will address levels of accountability, transparency, responsiveness, participation, and consensus oriented decision-making, equity and social inclusiveness, effectiveness, and efficiency. The above governance tools shall be included in the social accountability and advocacy tool kit for CSOs that will be developed by the project. The deployment of governance tools shall be done through training, community meetings and committee meetings (WDCs, CDFCs, DWASHE, VWASHE). The development of the training tool kit for CSOs shall be completed by the end of March/early April.

TASK 2.1.3: Reinforce Public Platforms to Monitor Performance and Service Quality

The Civil Society Engagement Lead has identified some platforms that are accessible to consumers, service providers and policymakers. These platforms include district level full Council meetings; Constituency Offices; Ward Development Committee meetings and Community Radio programs. The CSE lead is compiling protocols and procedures for the utilization of these platforms.

SUB-OBJECTIVE 2.2 IMPROVE INVESTMENTS AT THE NATIONAL LEVEL

TASK 2.2.1: Increase GRZ Resource Allocation for WASH

The Civil Society Engagement Lead continues to explore ways of using the Constituency Development Fund committees in the target districts as avenues of tapping into available government resources for WASHE services. Additionally, research into the impact of pro-poor policies in the WASHE sector is envisioned to support the formulation of a more effective strategy for advocating for increased government support. This research will also help in developing an effective technical support for the CUs and the local authorities.

TASK 2.2.2: Improve WASH Sector Cost Recovery

Activities under this task have not yet started. There is an interlinkage with Objective 1, where progress has been made from that end. It is envisioned that this task will be carried out in the next quarter.

Table 6: Objective 2 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Sub-Objective 2.1: Improve Citizens' Capacity to Hold Wash Service Providers, Policymakers, and Civic Leaders Accountable for Quality Service Delivery			
TASK 2.1.1: Empower citizens and build capacity of civil society for advocacy and social accountability	April – December 2022	CSO database established	Task completed. CSO database has been established with 92 CSOs from the target provinces, (24 in Southern, 30 in Western & 38 in Muchinga/Northern).
	September– November 2022	CSO capacity assessment undertaken	Task completed. 43 CSOs have been assessed using PLOCA (11 in Southern, 12 in Muchinga/Northern & 20 in Western province).
	July– September 2022	At least 1 grant awarded	Task delayed. The call for Grants was issued mid-year and 17 eligible applications have been reviewed by the TEC team. Applicants to undergo financial assessment shall be selected on January 17, 2023.
	July–August 2022	Baseline of existing service levels compared to mandatory standards	An initial review of current service levels has been done and validation with other reports and the local authorities is still underway.
	December 2022	Service level awareness campaign designed in consultation with CSOs & stakeholders	This activity was not implemented due to delayed on-boarding of Provincial Accountability and Governance coordinators.
TASK 2.1.2: Deploy rigorous and user-friendly local governance tools	September– October 2022	Adapt governance tools relevant for current levels of service.	A compilation of existing governance and accountability tools has been made.
	October– December 2022	Hold 1 stakeholder consultative meeting to finalize governance tools appropriate for each CU.	A consultative stakeholder meeting planned for the 1 st quarter FY23 shall also be used to finalize these tools.

Table 6: Objective 2 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Sub-Objective 2.1: Improve Citizens' Capacity to Hold Wash Service Providers, Policymakers, and Civic Leaders Accountable for Quality Service Delivery			
TASK 2.1.3: Reinforce public platforms to monitor performance and service quality	July–August 2022	PEA and GYSI findings shared with regional stakeholders	Power point presentations of the findings of both surveys were shared during the presentation of the WASHE baseline survey.
	July – December 2022	Identification of engagement platforms accessible to consumers, service providers and policymakers	Engagement platforms have been identified and respective protocols and procedures of utilization are being drafted.
Sub-Objective 2.2: Improve Investments at the National Level			
Task 2.2.1: Increase GRZ Resource Allocation for WASH	July – December 2022	Grant issued to support research into impact of pro-poor policies in the WASH sector.	Statement of work for the pro-poor grant is in its final stage.
Task 2.2.2: Improve WASH Sector Cost Recovery	September – December 2022	Verified NRW. Customer enumeration exercise completed within 3 CUs	Both are planned for 2023.

Specific Activities undertaken in Quarter ending 31st December 2022

During the above-mentioned quarter, the project undertook some activities under tasks in Objective 2. The evaluation of grants applicants and the capacity assessment of CSOs were some activities done during this period: Below is a list of activities:

- CSO capacity assessment - 43 CSOs have been assessed using PLOCA (11 in Southern, 12 in Muchinga/Northern & 20 in Western province)
- Issuance of at least 1 grant - The TEC team evaluated the 17 eligible grants applicants.
- Existing service levels - An initial review of current service levels has been done and validation with other reports and the local authorities is still underway.
- Adaptation of governance and accountability tools - A compilation of existing governance and accountability tools has been made.
- Engagement platforms - Protocols and procedures for the utilization of engagement platforms are being drafted.
- Pro-poor research through grant - Statement of work for the pro-poor grant is in its final stage.

OBJECTIVE 3: INCREASED PRIVATE SECTOR PARTICIPATION (PSP)

Private Sector Participation (PSP) is at the core of the USAID Expanding WASH approach and is key to its sustainability. Outputs from tasks under this objective will shape and inform tasks under other

objectives. For example, all Objective Leads will participate in the PSE forum, noting outputs that impact and direct their respective tasks (e.g. policy and regulatory priorities for review and strengthening under Objective 3). Objective 3 will enhance the private sector's ability to fulfill its role in socially accountable services, using partnerships to establish effective pricing policies, cost recovery, and shared value. This objective will drive the priorities for the policy and regulatory reform agenda, cognizant of the restraints in the current enabling environment. Existing legislation has limited provisions for rural WASH, and the NWSSP outlines GRZ's updated vision of private sector partnerships that can deliver services to these areas.

Although the Water Supply and Sanitation Act of 1997 allows PSP directly in the management (and even ownership) of CUs, a more effective approach would create shared value by engaging businesses and private operators in investment partnerships and performance-based O&M, management, and service contracts that complement CU capacities. The project will explore partnerships to scale WASH services and their impact as the enabling environment improves.

SUB-OBJECTIVE 3.1: ENHANCE THE PARTICIPATION OF THE PRIVATE SECTOR IN WASH SERVICE PROVISION AND IMPROVING SERVICE RELIABILITY

TASK 3.1.1: Prepare a Pipeline of WASH Investment and Management Partnerships

In 2022, the project team traveled to each CU headquarters and conducted training as well as the problem, priority and solutioning (PPS) workshops. A number of projects were identified by the CUs based on the problems they were facing, and prioritization for consideration in the first tranche. This long list of project concepts was validated with the CUs in November. The long list comprised sub-lists of investment or management partnerships in water or sanitation. This long list underwent a thorough screening process of their merit in terms of financial, technical, institutional and sustainability considerations using the Pipeline Development Toolkit which was concluded at the end of November. A shorter list of 9 projects emanated from this and will be prioritized in 2023, for consideration of co-financing opportunities. Since this is an iterative process, the long list will be revisited, and other projects will be considered for the second tranche in 2024.

TASK 3.1.2: Facilitate WASH Sector Dialogue Through a PSE Forum

The USAID Expanding WASH project initially recommended that for the PSE Forum to have visibility and buy-in, MWDS should be the host while the project should offer logistical support. On August 13, 2022, the project formally wrote to the ministry requesting them to host the Forum, following a meeting in which the concept was introduced. However, due to delays in getting feedback and availability for meetings from the government, the project had to rethink this structure. For this reason, the project organized the PSE Forum and invited the Permanent Secretary from the Ministry of Water Development and Sanitation to officiate the inaugural forum in February 2023.

The project team also met with the Public Private Dialogue Forum Director to understand possible synergies and identify leverage points and to avoid reinventing the wheel. The PPD Forum is a government initiative overseen by a secretariat working through Technical Working Groups on 11 thematic areas namely: green economy, mining, education, energy, financial, manufacturing, ICT, agriculture, tourism, infrastructure, and gender. They also have ad hoc committees which tackle specific prevailing issues and are dissolved once the issues are resolved. The findings revealed that there was no WASH technical working group, hence justifying the need to create a WASH-specific

PSE Forum. RTII's ideas and form of the PSE Forum set up is based on the following recommendations:

1. Clearly differentiating the PSE Forum from the *Public Private Dialogue Forum for Private Sector and Economic Development* as being purely focused on the WASH sector and partnerships within this space. This is important because the PPD Forum has technical working groups that represent a number of sector and does not have a technical working group designated solely to WASH. With the PSE Forum, it is a targeted approach to have a space that is specifically focused on WASH.
2. Grounding the discussion in the real market opportunities emerging from the CU pipelines, framing the sessions as action-oriented and results-focused. Lessons from past Public Private Dialogues in Zambia documented by the International Financial Corporation indicated that "The Working Groups acquired a reputation for being a forum where the private sector came to complain about government inefficiencies, rather than engaging in constructive discussions"
3. Communicating with the private sector that the Forum is focused on the identification and enabling of partnerships with CUs, focusing on business-oriented nature of the sessions.
4. Disseminating invitations and announcements on a broad scale so that all interested private sector actors may be able to participate.
5. Highlighting the nature of the partnership opportunities as smaller in nature and directly focused on domestic operators, investors, and enterprises (both provincial and in Lusaka).

TASK 3.1.3: Strengthen GRZ and Private Sector Capacity to Implement PPPs

Under this sub objective, the project aimed to establish a working relationship with the Ministry of Finance PPP Department. Working with the PPP department, the project developed a PPP background paper. designed to understand the status of PPPs in the WASH sector, both past and present. This was in terms of the size of the projects, area, amount, duration, etc., as well as to understand what the contents of the existing legislation and regulatory framework that give the WASH sector leverage to engage in PPP. The paper was finalized in July 2022.

Secondly, the sub objective aimed to supply technical support to CUs to build an internal pipeline of projects. In connection with pipeline development in Task 3.1.1., the project offered technical support to the CUs in creating a Pipeline Development Toolkit which can serve as a basis for vetting, not only current but also future pipelines. The main technical team identified include the district manager of the CUs in the project supported areas, as well as focal point persons in the CUs who provide oversight of the project activities. Each district manager presented specific issues prevailing in their respective districts by identifying the most pressing needs so that they could be prioritized after they pass the screening criteria. In the last quarter, the team held validation workshops with the CUs for the pipeline projects.

The last activity was to group private sector companies by capacity level to plan for additional trainings in Year 2; and to identify the types of training that each group needs. This will be done after the PSE Forum in February 2023.

SUB-OBJECTIVE 3.2: STRENGTHEN THE POLICY AND REGULATORY FRAMEWORKS TO REMOVE BARRIERS TO PRIVATE SECTOR INVESTMENTS AND PARTICIPATION IN THE WASH SECTOR

TASK 3.2.1: Design and Strengthen Regulatory Instrument for Rural Water Supply

In August 2022, the WASH Investment Enabling Environment Diagnostic Tool was tested, and results documented. Generally, the findings indicated that the PPP legal framework of Zambia largely complies with international good practice in terms of the wide range of eligible sectors for PPPs, PPP structures, deal sizes and contractual terms. PPPs can be structured in the WASH sector under the PPP Act or the Public Procurement Act. WASH PPPs in Zambia are supported and encouraged by both legislation and government strategic plans for WASH. Certain types of private sector participation projects (which do not fall within the framework’s definition of a PPP, but rather performance-based service contracts or management contracts) are especially applicable in the WASH sector. These projects would fall under the Public Procurement Act of 2020, which replaced the Act of 2008 and further modernized procurement provisions in line with international good practices. Since the PPP Act does not provide for CUs as a contracting authority, Local Authorities may fulfill this role. The Local Authorities could initiate WASH PPP projects at the local level (independently or together with the Ministry of Water Development and Sanitation or the Ministry of Local Government and Rural Development).

Based on the findings, recommendations and a Public Private Dialogue Plan were documented and will be carried out in the second quarter of FY 23.

SUB-OBJECTIVE 3.3: LEGISLATIVE IMPROVEMENTS TO COMMODIFY WASH SERVICES

TASK 3.3.1: Advance Necessary Legislative Improvement for Commodification of WASH Services

Following the Enabling Environment Diagnostic Tool Results in August, recommendations under this objective were categorized into short, medium and long term. These are: project Preparation Support and Guidance, Institutional Structuring and Tariff Guidance and Legislative and Regulatory Reform, respectively.

The USAID Expanding WASH acknowledges that legislative and legal reform takes time and may not be possible within the life of the project. However, through advocacy, a road map for the reform will be developed. Starting January 2023, the project will work at reforming and upgrading CU policies to ensure that it reflects PSP while working with NAWASCO, MWDS and other relevant stakeholders to advocate for change in policies that impede private sector participation.

Table 7: Objective 3 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Sub-Objective 3.1: Enhance the participation of the private sector in wash service provision and improving service reliability			

Table 7: Objective 3 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
TASK 3.1.1: Prepare a pipeline of WASH investment and management partnerships	9 months, April–December 2022	Pipeline Development Toolkit Pipeline of WASH infrastructure and service delivery projects	By August, 2022 Pipeline Development Toolkit was created and CUs trained on its use by September, 2022. By December 9, 2022 ,9 pipeline projects were shortlisted to be prioritized in 2023
TASK 3.1.2: Facilitate WASH sector dialogue through a PSE forum	10 months, April–December 2022	Hold an initial centralized PSE Forum which serve as a space for clear and direct dialogue, deliberation, and information exchanges between the public sector stakeholders involved and relevant private sector actors, including operators, contractors, suppliers, investors, and other enterprises.	The Forum date was shifted a number of times due to delays from MWDS in planning and securing a date for the PSE Forum. MWDS gave the go ahead for USAID Expanding WASH team to proceed with the planning. The team has scheduled the Forum to take place on February 7-8, 2023
TASK 3.1.3: Strengthen GRZ and private sector capacity to implement PPPs	9 months, April 2022–December 2022	Develop a PPP background paper with MOF PPP Department Technical support to CUs to build an internal pipeline Group private sector companies by capacity level to plan for additional trainings in Year 2	Jointly wrote background paper with the MOF PPP Department by July, 2022; Technical team identified and internal pipeline concluded in December 2022, Needs Assessment Input with technical areas for assessment, modalities for assessment, and priority respondents. Capacity development workshops will take place in 2023
Sub-Objective 3.2: Strengthen the policy and regulatory frameworks to remove barriers to private sector investments and participation in the wash sector			

Table 7: Objective 3 Progress Summary

Objective Activities	Timing	Expected Results	Year End Update
Task 3.2.1: Design and Strengthen Regulatory Instrument for Rural Water Supply	9 months, April 2022–December 2022	Complete a gap analysis of the regulatory environment, including interviewing stakeholders (should review existing gap and diagnostic work and coincide with the diagnostic for enabling environment for investment within Task 3.1.2.)	Developed the WASH investment enabling environment diagnostic tool Assessed the environment using the tool and produced WASH investment enabling environment diagnostic tool results
Sub-Objective 3.3: Legislative Improvements to Commodify Wash Services			
TASK 3.3.1: Advance necessary legislative improvement for commodification of WASH services	7 months, June 2022–December 2022	Evaluate existing legislation and develop private sector market barriers priority list for review with policymakers and PSE through a forum. To facilitate dialogue and legislative/policy review that leads to improved business enabling environment and market entry for private sector Produce legal opinions; offer direction on next steps and segmentation; categorize laws Finalize road map and kickstart PSE forum	Developed WASH investment enabling environment Recommendations and Public Private Dialogue Plan. Legislative review was done through the WASH Enabling Environment Toolkit. Follow on activities did not take place due to the absence of the Policy and Regulatory Specialist. In addition, legislative improvement through revision of laws was reconsidered given the lengthy nature of legal reform. However, in 2023, the project team will commence dialogue with NWASCO, MWDS, CUs on legislative barriers and give recommendations for improvement. The project team will also work with the CUs to update their policies to ensure that they are reflective of the expanded mandate.

Specific Activities undertaken in Quarter ending December 31, 2022

In the last quarter of the year (October-December 2023), the team aimed to have the first centralized PSE Forum and it was originally slated for October 26, 2022, awaiting confirmation from MWDS. In a meeting held with the Permanent Secretary, Directors of Planning and Information, and Water Supply and Sanitation as well as other ministry officials, the project team was informed that the Ministry would assign a key focal person with whom planning for the PSE Forum can be done. The project focal point team was created from MWDS. However, there were several meetings that were canceled as the project team started the PSE forum planning. Eventually, the ministry gave a go ahead for the team to proceed with planning and invite the Ministry to officiate. The PSE Forum has now been scheduled to take place on February 7-8, 2023.

During the quarter, the team continued to provide capacity development support to the CUs regarding project pipeline development under task 3.1.3. Validation workshops were held with the CUs for the pipeline projects and a total of 9 pipeline projects were shortlisted to be prioritized in 2023.

5.0. CROSS-CUTTING ACTIVITIES

MONITORING, EVALUATION AND LEARNING

Activity Monitoring, Evaluation and Learning Plan (AMELP)

During the period under review, the project revised its AMELP. The team reviewed project activities and contract deliverables against USAID WASH indicators, USAID Private Sector Engagement indicators and further proposed project PIRs which were submitted to USAID together with the AMELP narrative on March 12, 2022. The AMELP included project Collaboration Learning and Adaptation strategies and objectives and was drafted to align with the comprehensive WASH Baseline assessment which provided baseline data for project monitoring and evaluation (M&E). The project developed a CommCare mobile application and installed it on the mobile devices for data collection. Community volunteer will collect household level data and record in the community sanitation action group booklets and the Environmental Health Technicians (EHT) will aggregate the data at health facility catchment area level and submit through CommCare. The project will then use Microsoft Power BI to visualize and report progress on the targets.

Data Collection Forms and Application

During the third quarter, the project developed data collection tools, a data and communication flow map and built these into the CommCare mobile device application. The project installed the application on the devices to be used by field level staff and will be pre-testing the application in the first quarter of 2023. During this process, the project consulted the planning unit at the Ministry of Water Development and Sanitation to ensure that the data forms not only collect data to satisfy project needs but also to align to government WASH indicators and information systems.

Comprehensive WASH Baseline

The USAID Expanding WASH Project commissioned a comprehensive WASH Baseline Assessment in the second quarter of 2022. The assessment was designed to establish the status of WASH infrastructure and service needs across the 12 project target districts. The final WASH Baseline Assessment was submitted in July 2022 and the baseline information was used to support the identification of priority infrastructure and service needs by collecting key demographic data (e.g. number of women or youth water users, population served through clinics or schools), and the location and state of existing WASH facilities, their functionality, and who manages them.

The project also used the report to determine baseline values to calculate targets for water and sanitation indicators in the AMELP. The results showed that access to basic drinking water was 32%, access to safely managed water was at 4% while access to basic sanitation was at 9%.

During the reporting period, USAID Expanding WASH staff visited 6 of the 12 target districts to share the findings of the WASH Baseline Assessment with stakeholders. The dissemination meetings served to validate the results. At face value, the district stakeholders felt the baseline results were lower than what they expected. However, after the project explained that the baseline assessment used the Joint Monitoring Program (JMP) definitions for water and sanitation service levels, they validated the results as an accurate estimate of access to water and sanitation in their districts.

The project used the baseline information to inform decisions around the number of potential water and sanitation facilities that would improve access to water and sanitation services in the target districts.

Collaborating, Learning, and Adapting

USAID Expanding WASH will bring stakeholders into the learning and adaptation cycle early and often by actively engaging and collaborating with them in gathering information, learning from data, and sharing findings. As the primary means to address learning systematically, the project's AMELP includes a learning agenda that identifies key learning questions. Through these learning activities, the project will bring forward information from M&E data, learning and research questions, and lessons learned to continually test assumptions, analyze the development hypothesis, and monitor changes in the local context to inform an adaptive management approach.

During the reporting period, the project collaborated with other USAID supported projects such as the Scaling Up Nutrition and Business Enabling Projects and exchanged notes on lessons generated on construction of water infrastructure and creating an enabling environment for private sector participation in WASH respectively.

Gender and Youth

A key priority of the USAID Expanding WASH Project is to create and maximize opportunities to enhance social inclusion and gender equality through public policy and direct field activities. Activities and tasks to support expected outcomes will apply a gender and socially inclusive lens. The project also will incorporate specific processes and indicators.

During the reporting period, the project engaged a consultant to conduct the Gender and Youth Social Inclusion (GYSI) assessment. The objective of the assessment was to analyze obstacles, relevance, and power dynamics in the context of the WASH sector and to identify the differential impacts of development policies and programs on women, men, youth, and persons with disabilities, to examine disparities and their causes, assess their potential to negatively impact results, and determine how they can be addressed. The assessment results indicate that current policies, designs and implementation strategies have a differential impact on the above-mentioned groups.

The consultant developed the GYSI Action Plan which includes recommendations on how to improve social inclusiveness in the implementation of the project objectives.

A summary of the recommendations for each of the project objective are:

Objective 1: To effectively engage relevant ministries, policymakers and service providers (especially CUs) in identifying the means of financially and technically (equipment & design) providing sustainable high-quality WASH services in a socially inclusive manner.

Objective 2: To engage effectively with GRZ, CSOs, NGOs and communities in enhancing social inclusion of key populations in decision making, implementation and management of high-quality WASH service provision at all levels.

Objective 3: To strengthen dialogue with GRZ and the private sector in identifying best practices for engaging key populations in PSP in WASH service provision and support regulatory reforms that promote social inclusion in the provision of WASH services at all levels.

The recommendations under each objective have been integrated into the tasks and their associated steps. For more information on the recommendations for each objective refer to Chapter 4.

Grants Under Contract (GUC)

On August 5, 2022, the USAID approved the Grants Under Contract (GUC) manual. The first RFA under Objective 2.1 (Improve Citizen, Capacity to Hold WASH Service Providers, Policy Makers, and Civic Leaders Accountable for Quality Service Delivery), and Objective 2.1.2 (Deploy Rigorous and User-Friendly Local Governance Tools) was issued on September 19. The call was advertised on the RTII website, in the local newspapers namely Times of Zambia and the Zambia Daily Mail for two days a week between September 19- 26, 2022. Furthermore, the RFA was shared through WhatsApp groups and emails to various NGOs.

Applicants were given 10 days to submit questions through a dedicated email address. The closing date for receipt of questions was September 28, 2022. Responses were due October 5, 2022, while the applications closed on October 19, 2022.

On November 8, 2022, the Grants Specialist conducted the evaluations of the applicant's eligibility criteria as was stated in the RFA. Out of the 23 applicants, 8 did not meet the eligibility criteria while 15 were responsive and proceeded to the next stage of evaluation.

Localization

To localize development processes, the project identified civil society organizations implementing activities in the USAID Expanding Water and Sanitation project areas and assessed their capacity to advocate for improved and high-quality water and sanitation services using the participatory local capacity organizational assessment tool. The project assessed 43 civil society organizations in 7 capacity domains, and it intends to use this information to design capacity building training for civil society organizations.

During this reporting period, the project made efforts to identify local entrepreneurs in the project implementation areas that have a role to play in the sanitation value chain. The project identified existing and trained masons, business entities that supply building materials and local artisans that make the basket linings for the latrine containment. Through this activity the project is collecting information on the different sanitation products and the available market, and it intends to use this information to devise the best sanitation supply chain model for rural areas.

USAID Development Finance Corporation (DFC)

The project did not hold any meetings with the DFC during the reporting period, as it was yet to finalize the pipeline of projects that can be considered for DFC financing. Concept notes for the draft pipeline projects identified during the pipeline workshops are being developed and a final list due to be concluded in November 2022 after which the DFC can be engaged. However, preliminary

discussions pending the finalization of the pipeline commenced in October 2022. The aim will be to explore the key priority areas and pipeline for investment/support for the DFC in Zambia as well as potential financial products that could be extended to transactions in the water supply and sanitation sectors.

6.0. SUCCESSES, CHALLENGES, AND RECOMMENDATIONS

No significant schedule delays occurred during the year. Re-submission of the AMELP was delayed on account of pending technical conversations between the project and USAID surrounding the targets.

Successes

During the first year of project implementation, key start-up activities were successfully implemented and completed. After the finalization of the foundational technical assessments, the project swiftly gained momentum under the three objectives. Relationships with key stakeholders were established and the project was introduced to key stakeholders in the 12 target districts.

Further, the project prepared and concluded dissemination and validation of four foundational technical project reports, including the WASH Baseline Assessment, Political Economy Analysis (PEA) Baseline, WASH Market Assessment, and Gender, Youth, and Social Inclusion (GYSI) Action Plan to key stakeholders.

Several key tasks under the three project objectives were successfully implemented. These include: assessment of the IT and Data management systems used by the 3 CUs and 12 LAs; Comprehensive assessment of Asset Management and Operation and Maintenance practices in the CUs and LAs; and Development of a Project Pipeline Development Toolkit that was subsequently used by the CUs to develop their project pipelines.

The project submitted all contractual deliverables to USAID as scheduled. The Construction Implementation Plan and the Water Quality Assurance Plan were delivered on schedule in October and November, respectively, as per Award modification effective August 12, 2022.

Challenges

Activity-wide

During the year under review, USAID Expanding WASH continued to evaluate several long-term challenges as project implementation progressed. These challenges include:

- As a result of the recent transfer of responsibility of rural WASH functions to the CUs, many LAs and community-based enterprises fear losing control and resources in managing WASH service delivery, risking lukewarm cooperation. Clarity on roles and responsibilities is critical for local stakeholders to be willing partners in this transition. Consistent consultation is required to clearly articulate benefits and reflect their priorities in the new arrangements. The project continues to facilitate dialogue between the LAs and CUs as well as encourage NWASCO and MWDS to formulate and disseminate guidelines so that stakeholders are clear on their respective roles.
- The potential challenge in future funding flows from central government for WASH because, with its limited resources, the government might reduce allocations through other funding lines as a result of the increased Constituency Development Fund (CDF) and this may directly result in reduced allocation of funds for WASH programs to line ministries and

departments. The project team is working to find ways to advocate for use of CDF for funding of WASH in rural areas.

- Under an uncertain policy framework, businesses risk losing their investments and ultimately not meeting the expected standard of service provision. In the WASH sector, the right conditions for private investment are created through effective pricing policies and cost recovery principles. The project will facilitate discussions with key stakeholders to highlight key impediments to effective service delivery private sector participation in WASH service delivery. In FY23, the project will support discussions with key stakeholders to ensure tariff setting and approval mechanisms support sustainability of service delivery.
- Low service quality and lack of timely information contribute to customer non-payment, risking low levels of cost recovery. An emphasis on affordability - which varies between peri-urban areas, rural growth centers, and rural areas - can help determine willingness to pay for each project site. Digital technology can improve information flows and enable customers to monitor quality and track professionalization in service delivery.
- Coronavirus disease 2019 (COVID-19) lingering impacts and risk of pandemics continued to be monitored by the Ministry of Health with regular updates to guidelines provided. COVID 19 restrictions were eased at the end of the 3rd quarter and the COVID-19 risks remained low during the rest of the year. The project continues to monitor the COVID 19 risks and potential impact on project activities.
- As deliverables were approved and prior approvals granted (such as GUC manual and AMELP), the project team worked to mitigate timeline changes or delays to ensure that activities are completed in timely way and aligned with the approved initial work plan.

Objective 1:

- It was initially expected that a team to manage Construction would be put in place in 2022 but the hiring was delayed as the position needed to be harmonized with the requirements in the contract modification around construction and the Construction Implementation Plan that requires USAID approval.
- It was a challenge to hold meetings with MWDS and obtain their input on cardinal project activities planned due to the limited availability of key ministry staff. To mitigate the impact of poor coordination with MWDS personnel, the project requested MWDS to appoint a project coordination team to work with the project team. So far, this has proved effective in supporting project coordination.

Objective 2:

Delays in the on-boarding of Provincial Governance & Accountability Specialists in each province resulted in the delayed establishment of the CSO database and undertaking of the PLOCA (Participatory Local Organization Capacity Assessment and CSO training). The project expedited recruitment of the affected staff and prioritized activities to ensure lagging activities were undertaken.

Objective 3:

- Getting the MWDS to commit to meetings and planning for the PSE Forum proved to be a challenge. This resulted in shifting the dates of the Forum a few times. Meetings with the project team appointed by MWDS helped to move activities that were previously behind. Better coordination was attained towards the end of Q1 of FY23.
- Delays in getting a Policy and Regulatory Lead (now Specialist) on board resulted in moving some initial year 1 activities to year 2. Project enhanced search for suitable candidate for the position and envisages that position will be filled in Q2 of FY23.
- Limited number of private sector entities in the project's target areas to participate through infrastructure and in some cases service delivery partnerships.

Despite the challenges highlighted above, the project team managed to record successes in key areas of the project as highlighted above. The project team will continue to evaluate and work towards addressing the challenges to ensure successful implementation of project activities.

RECOMMENDATIONS

The lack of clarity regarding the roles and responsibilities of CUs and LAs arising from the expanded mandate for CUs to cover rural WASH needs to be addressed by the MWDS. The mixed signals picked by project staff during interactions with MWDS staff of uncertainty as to whether this expanded mandate for CUs was a good decision or not, may affect implementation of projects in rural areas due to lack of clarity on policy position. It is recommended that the Project and USAID support MWDS to clarify its position regarding the expanded mandate for CUs.

7.0. CORRECTIVE ACTIONS

Table 8: Corrective Actions

#	Issue	Agreed Action Item	Current Status (December 2022)	Outstanding Action Items
1	Availability of MWDS key staff for project activities	MWDS to appoint project coordinating committee	3 project coordinating committee meetings held with MWDS.	None
2	Delayed recruitment of Policy and Regulatory Specialist		Potential candidates identified and interviewed. Appointment formalities underway	
3	Limited number of private sector entities in the project's target areas	The Provincial leads will continue to map and identify potential and existing private sector entities beyond market assessment	An additional list of players beyond those identified in the market assessment was shared for Muchinga, Southern and Northern Provinces. This is an ongoing activity	

8.0. CUMULATIVE EXPENDITURES SUMMARY

Table 9: Contract Details

Total Estimated Cost-Plus Fixed Fee	██████████
Start/End Date:	January 27, 2022 - January 26, 2027
Total Obligated Amount:	██████████
Total expenditure billed to USAID/Zambia (Through December 2022):	██████████
Expenditures incurred but not yet billed:	██████████
Total estimated expenditure for Year 1 (Both billed and not yet billed):	██████████

Estimated Cumulative Expenditures (Actuals and Accruals)	
CLIN	Estimated Cumulative Expenditures
	Through 12/31/2022
CLIN 0001 - Direct Cost	██████████
CLIN 0002 - Construction	██████████
CLIN 0003 - GUCs	██████████
CLIN 0004 - Indirect Costs	██████████
Total Estimated Cost	██████████
CLIN 0005 - Fixed Fee	██████████
Total	██████████

9.0. ANNEXES

Annex 1: Implementation Status, Challenges, and Risks

As with any project, unexpected situations may arise that could derail project implementation if not carefully tracked. As part of project implementation, RTII deploys a risk register to continually track potential risks and challenges during project implementation. Using adaptive management principles that promote collaboration, transparency, and accountability, RTII identifies potential mitigation measures for every risk or challenge that is identified. A summary of the risks and challenges as identified during the period under review are included in Table 3 below.

Table 10: Challenges and Risks

RISK / CHALLENGE	MITIGATION MEASURES
Financial Risk: The Zambian Kwacha has varied significantly against the U.S. dollar since the project budget was created over one year ago. The variance and rising prices of monthly costs, such as the project office, could cause activity level budget overruns if not carefully monitored.	<ul style="list-style-type: none">• Review the budget forecast monthly against actual expenditure.• Look for cost savings where possible, evaluating measure such as buying in bulk and getting potential discounts.• Make sure the project is not covering any tax or VAT charges, as the project has VAT exemption status from GRZ.
Financial Risk: Effective December 2022, Daily Subsistence Allowance (DSA) amounts have been revised, instituting slightly higher rates for government officials. This increase could cause budget overruns for established activity budgets given that budgets included lower DSA amounts when compared to the new rates.	<ul style="list-style-type: none">• Revise activity budgets to include the revised rates and ensure regular budget monitoring
Operations Challenge: Based on the USAID IP notice issued December 19, 2022, regarding <i>Guidance on Reimbursable Costs for Zambian Government Staff</i> , the project foresees an increase in administrative load while managing the deductions to DSA for lodging services paid directly to hotels/lodges.	<ul style="list-style-type: none">• Commencement of booking for accommodation early for activities that involves Government officials and ensure that actual amounts are deducted from the applicable reimbursement of DSA.

Table 10: Challenges and Risks

RISK / CHALLENGE	MITIGATION MEASURES
<p>Financial Risk: Although the purchase order for the procurement of the vehicles has been shared with the vendor, delivery of the vehicles is expected by July 2023 and October 2023. This delivery date has moved forward from the initial date that was advised of April 2023. Leasing of vehicles could result into budget overruns.</p>	<ul style="list-style-type: none"> ● Search for cost savings where possible such as combination of travel to reduce the number of trips ● Hire of a salon vehicle instead of a 4 by 4 vehicle for the Lusaka office to reduce costs ● Careful monitoring of the budget
<p>Schedule Risk: Inadequate front-end planning and preparation for construction works due to pending approval of the project Construction Implementation Plan (CIP) may delay actual execution of construction work</p>	<ul style="list-style-type: none"> ● Work with partner USAID projects to identify important lessons learned in construction, such as building in oversight, setting scoring criteria, etc, to facilitate environmental compliance reviews once appropriate documentation is received. ● Adequately prepare for construction activities; this includes recruitment of Construction Fund Manager, Architectural and Engineering Consultant, Design and Oversight Engineer as well as construction sub-contractors.
<p>Technical and Schedule Risk: Objective 3 KP role was re-envisioned to combine with Objective 4 in Modification 1. However, this delayed recruitment of appropriate personnel.</p>	<ul style="list-style-type: none"> ● Work with new Objective 3 lead to define new technical profile for personnel overseeing tasks related to policy and regulatory reform. ● Provide additional recruitment support for an expedient hire and on-boarding of new policy and regulatory staff next quarter.
<p>Technical Risk: Some identified private sector stakeholders envisaged to be part of the private sector dialogue and private sector engagement forums have been unresponsive to project communications. These groups have delayed or canceled several meetings and the project has been unable to identify POCs.</p>	<ul style="list-style-type: none"> ● Use the planned project launch in Q4 to share information about the project and bring them on board ● Leverage influence of other key partners, such as MWDS, to engage the unresponsive stakeholders

Annex 2: Indicator Table

The baseline values for the indicators in the table below are zero. The project was advised to use zeros as baseline as per USAID Zambia mission practice but there are baseline values for each indicator established through the USAID Expanding WASH Project baseline Assessment. The values show the current access to the services before the commencement of the USAID activity. The target values and actuals for all the indicators in year 1 are black because the activity is new, and the project implemented start up activities.

Table II: Performance Indicator Table

#	Performance Indicator	Baseline		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		LOP Target	
				(Jan. 27, 2022–Sept. 2022)		(Oct, 2022 Sept. 2023)		(Oct. 2023–Sept.2024)		(Oct. 2024–Sept.2025)		(Oct. 2025–Sept. 2026)		(Oct. 2026–Jan. 2027)			
	Goal-Level Indicators			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
G1	No. of people gaining access to basic drinking water services as a result of USG assistance (HL.8.1-1)	Minimum	0	-	-	83,545		83,545		55,697		55,697		-	-	278,483	
		Maximum	0		-	129,165		129,165		86,110		86,110		-	-	430,550	
G2	No. of people gaining access to safely managed drinking water services as a result of USG assistance (HL.8.1-2)	Minimum	0	-	-	12,853		12,853		8,569		8,569		-	-	42,844	
		Maximum	0	-	-	26,910		26,910		17,940		17,940		-	-	89,700	
G3	No. of institutional settings gaining access to basic drinking water		0	-	-	26		34		13		13		-	-	86	

#	Performance Indicator	Baseline		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		LOP Target	
				(Jan. 27, 2022–Sept. 2022)		(Oct, 2022 Sept. 2023)		(Oct. 2023–Sept.2024)		(Oct. 2024–Sept.2025)		(Oct. 2025–Sept. 2026)		(Oct. 2026–Jan. 2027)		Target	Actual
	Goal-Level Indicators			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
	services as a result of USG assistance (HL.8.1-4)																
Objective 1: Institutionalized market-based WASH service delivery, financially sustainable and inclusive management models																	
1.1	No. of people receiving improved service quality from existing basic drinking or safely managed water service as a result of USG assistance (HL.8.1-3)		0	-	-	190,170	-	190,170	-	126,780	-	126,780	-	-	-	633,900	-
1.2	No. of communities verified as ODF as a result of USG assistance (HL.8.2-1)		0	-	-	336	-	252	-	168	-	84	-	-	-	840	-
Objective 2: Increased Accountability of WASH Service Providers, Policymakers, and Civic Leaders																	
2.1	(custom) No. of community-based WASH engagements targeting		0	-	-	106	-	53	-	53	-	53	-	-	-	50%(264)	-

#	Performance Indicator	Baseline		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		LOP Target	
				(Jan. 27, 2022–Sept. 2022)		(Oct, 2022 Sept. 2023)		(Oct. 2023–Sept.2024)		(Oct. 2024–Sept.2025)		(Oct. 2025–Sept. 2026)		(Oct. 2026–Jan. 2027)		Target	Actual
	Goal-Level Indicators			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
	vulnerable groups (women and youth)																
2.2	No. of people gaining access to a basic sanitation service as a result of USG assistance (HL.8.2-2)		0	-	-	214,218		107,109		107,109		107,109		-	-	535,544	
2.3	No. of basic sanitation facilities provided in institutional settings as a result of USG assistance (HL.8.2-4)		0	-	-	182		122		122		182		-	-	608	
Objective 3: Increased Private Sector Participation																	
3.1	(custom) Percentage of water utility consumers who pay according to consumption			-	-	30		45		45		30		-	-	150	
3.2	Number of water and sanitation sector		0	-	-									-	-	80%	

#	Performance Indicator	Baseline		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		LOP Target	
				(Jan. 27, 2022–Sept. 2022)		(Oct, 2022 Sept. 2023)		(Oct. 2023–Sept.2024)		(Oct. 2024–Sept.2025)		(Oct. 2025–Sept. 2026)		(Oct. 2026–Jan. 2027)		Target	Actual
	Goal-Level Indicators			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
	institutions strengthened to manage water resources or improve water supply and sanitation services as a result of USG assistance (HL.8.3-3).																
3.3	(custom) No. of WASH-related reforms introduced, adopted, repealed, changed, or implemented		0	-	-	4		4		2		2		-	-	12	
3.4	Value of new funding mobilized to the water and sanitation sectors as a result of USG assistance (HL.8.4-1)		0	-	-	\$ 200,000		\$ 800,000		\$ 500,000		\$ 500,000		-	-	\$ 2,000,000	
3.5	Percent of USG-assisted organizations with improved			-	-									-	-	85%	

#	Performance Indicator	Baseline		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		LOP Target	
				(Jan. 27, 2022–Sept. 2022)		(Oct, 2022 Sept. 2023)		(Oct. 2023–Sept.2024)		(Oct. 2024–Sept.2025)		(Oct. 2025–Sept. 2026)		(Oct. 2026–Jan. 2027)		Target	Actual
Goal-Level Indicators				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
	performance (CBLD-9).																
3.6	Number of private sector enterprises that are engaged with the USG to support U.S. Foreign Assistance objectives (PSE-2)		0	-	-	2		4		2		2		-	-	10	
3.7	Number of private sector enterprises with improved participation in the local economy as a result of USG assistance		0	-	-	2		4		2		2		-	-	10	

USAID Expanding WASH Project Prepares Ground for Year Two



Photo: Commercial Utility staff after the pipeline development training in Mongu

Implementation, Engages with Zambian Government

Successful implementation of any donor-supported development project depends on multiple factors. However, greatest of them all is the acceptance and inclusion of the host-country government and its respective ministries and agencies in the related intervention areas into program design and implementation.

In keeping with this ideal, in its first year, the United States Agency for International Development (USAID) Expanding

Water and Sanitation Project (USAID Expanding WASH) in Zambia, kicked off its engagements with the Ministry of Water Development and Sanitation (MWDS) and agencies falling under it. The project held meetings with the National Water and Sanitation Council to discuss the implications of the extended Commercial Utilities(CUs) mandate especially regarding the roles of the Local Authorities and Commercial Utilities regarding the provision of water and sanitation services in rural areas. The project was guided that the mandate to provide water and sanitation services in rural areas lies with the CUs but they have to work with the local authorities in implementing that mandate. This guidance has helped the project to align its strategies and plans to this new mandate.

Among the first critical steps the project took was to engage with MWDS, which is responsible for the development and management of water resources, provision of clean water supply and adequate sanitation for all. The Ministry has the mandate to provide policy guidance in the water sector, within its mission to promote and ensure adequate water availability and a clean and safe environment for all. This makes the project's partnership with the MWDS and its agencies an inevitable venture, otherwise all intended programs would yield no positive result without the Ministry's support. The project held a meeting with the ministry to share among other things the strategies it will use to implement its activities. It also sought to understand policy guidelines on the type of water and sanitation infrastructure requirements that the project should consider when designing its interventions. Through this meeting the project learnt that pit latrines in institutions are no longer allowed. The project used this policy guidance to realign its sanitation interventions for institutions.

As such, in 2022, the project conferred with MWDS to obtain guidance and government's position on the different management models to consider under the project in rural areas, rural growth centers and peri-urban areas. Specific models discussed included community managed water schemes and CU or private sector-operated piped schemes and networks.

Additionally, on May 10, 2022, the project held an introductory meeting with the regulator of the water supply and sanitation sector in Zambia, the National Water Supply and Sanitation Council (NWASCO), whose vision is “safe, affordable and sustainable water supply and sanitation services for all”. This meeting came after the virtual introductory meeting the project had between April 6 and 8 with the three participating CUs, whose purpose was to introduce the project, and to initiate discussions on what the regulator thinks should be done to increase private sector participation in the provision of water and sanitation services and addressing the legal and administrative barriers to effecting cost reflective tariffs.

At local level, the project held meetings between August 1- 30, 2022 with local authorities (LAs), representatives from target institutions (schools and health facilities) and other key WASH stakeholders. It was during these meetings, that the project disseminated the WASH Baseline Assessment results and confirmed the priority WASH locations and institutions, as well as the key WASH actions and interventions to be undertaken in the Project target districts. These meetings were designed to enable the project and stakeholders to build consensus on the extent of the problem in the project areas and establish the baseline values for access to water and sanitation and use these values to set targets for the project and measure progress.

In the third quarter of the year, between August 31 and September 10, 2022, as part of the private sector development workshops, the Project conducted capacity building sessions with the 3 CUs to present various service provision models and service agreements provided for under the 2018 National Rural Water Supply and Sanitation framework.

Further, in efforts to strengthen data systems, technological tools and information platforms, the project undertook assessments and review of IT and data management systems in CUs, LAs, NWASCO and MWDS. These physical and virtual meetings revealed inadequacies in the WASH data systems. The assessment revealed that at the moment the LAs have no reliable WASH data management system, the CUs have a system and infrastructure, but it is limited to urban areas. These inadequacies make it difficult for the sector know the true coverage of WASH services in the country. The project is therefore using this information to work with the CUs, LAs, the MWDS and other stakeholders to establish and maintain WASH information management systems that are capable of timely collecting, managing, and disseminating WASH coverage data. A reliable WASH information management system will support the CUs and LAs to effectively assess their service coverage, identify under serviced areas and potential areas to expand the services to. These efforts will support the use of WASH data to inform effective management of WASH services provision.

As the project transitions into the second year of implementation, the work may be well received because of the thorough groundwork done in the first year. With the numerous engagements from national to the local community level, the project has made its presence and mandate known. Only the passage of time will tell the impact of such engagements as the project raves its activity implementation efforts in 2023 onwards.

Annex 4: Impact Story No. 2

Zambia's Growing Population: A Strain on Provision of Water and Sanitation Services, and an Opportunity for Private Sector Investment

Zambia Statistics Agency's preliminary results of the 2022 Census of Population and Housing (CPH) show a 49.6% growth in the country's population, to 19.6 million in 2022, up from 13.1 million in 2010. Of this, 11.8 million are in the rural, against 7.8 million in the urban areas. This growing population presents both opportunities and challenges with regards provision of water and sanitation services, which is already low. The 2018 Zambia Demographic and Health Survey (ZDHS) results showed that 33% of the Zambian



Photo: Kasama Wastewater Treatment Plant

population has access to basic sanitation service, 41% in urban areas and 28% in rural areas. Further, while 72% of households have access to an improved water source, access is more predominant in urban (92%) than rural (58%) households (ZDHS, 2018).

To help reduce this gap, in 2018, the government developed a framework for the provision and regulation of rural water supply and sanitation, and further amended the operating licenses of commercial utilities (CUs) to include rural areas, in line with the 2019-2030 National Rural Water Supply and Sanitation Programme (NRWSSP). This rhymes with the Zambian government's aim to increase the proportion of households with access to improved sanitation from 37.2% (2018 baseline) to 55% by 2026 for rural areas, and from 77.7% (2018 baseline) to 90% by 2026 for urban areas, according to the Zambia Water Investment Programme (ZIP), 2022-2030.

Nonetheless, the CUs' extended mandate is beyond their current ability to raise resources from their traditional sources of government grants and revenue collection from tariffs. The CUs require private sector participation and investment to meet the heightened demand. However, to achieve private sector engagement, the CUs require to come up with viable projects with prospects of profit making for private players. In their current state, the CUs do not have the capacity to successfully carry out this mandate.

To help build the CUs capacity to execute their expanded mandate, the United States Agency for International Development (USAID) through the Expanding Water and Sanitation Project (USAID Expanding WASH Project), has responded to the call for support USAID Expanding WASH is a five-year program to professionalize 'the provision of water and sanitation services, promote accountability for reliable and high-quality WASH services, and enhance the enabling environment for private sector engagement (PSE) in service delivery in Zambia. The project is working with 3 CUs

in 4 provinces of Northern, Muchinga, Western, and Southern. This intervention seeks to increase the number of people with access to quality and sustainable water and sanitation services.

As such, within its first year of operation in 2022, the Project trained commercial utility focal point persons, district WASH coordinators and senior management from CUs in pipeline development as the first step in attracting investment from the private sector. The pipeline is a list of projects that the CUs have identified to embark on. However, lack of resources hinders the implementation of such identified projects.

To harness the identification of these pipeline projects, USAID Expanding WASH developed a pipeline development toolkit to support the CUs to identify and prioritize viable projects to pitch to private sector entities for financial and technical buy in. The tool allows the CUs to subject potential projects to a standardized criterion and select the most viable projects that would attract private sector participation. The tool has 6 steps. The first step allows the CUs to identify the challenges they face in the provision of WASH services, reviewing those challenges and prioritizing the ones requiring urgent attention and then propose solutions. The second step involves developing a long list of pipeline projects and then the third step involves subjecting the pipeline projects a screening criterion that considers the financial, social and institutional feasibility. The fourth step involves applying the prioritizing criteria to those pipeline that pass the screening criterion. The fifth step involves developing a short list of pipelines to be implemented. The last step involves preparing the roadmap for piloting the projects in the shortlist.

Following the trainings, the CUs have narrowed down the potential projects from 47 to 17 using the pipeline development toolkit using the above steps and are ready for pitching during the anticipated private sector engagement forum in 2023, which USAID Expanding WASH is organizing.

The project envisions that increased private sector investment in the water supply and sanitation sector will contribute to increased access to water, sanitation, and hygiene (WASH) services in the country, thus contribute to the welfare of more citizens, especially in the rural areas, who are currently not adequately serviced.

Successful Comprehensive WASH Baseline Survey Sets Entry Point for Service Delivery in Target Districts



Photo: USAID Expanding WASH Project Team Meeting

January 27, 2022, marked the beginning point of a five-year long implementation journey for the USAID Expanding Water and Sanitation (USAID Expanding WASH) Project, through to January 26, 2027. Implemented by RTI International (RTII), the project aims to support the professionalization of WASH services, improve accountability among citizens, service providers and policymakers, as well as increasing private sector engagement (PSE) in service delivery.

The project targets rural and peri urban areas of 12 districts identified and selected based on greatest need in the water and sanitation sector.

The districts are: Lunte and Mungwi (Northern Province); Chinsali, Mpika, and Nakonde (Muchinga Province); Kalabo, Kaoma, Mongu, Nalolo, and Sesheke (Western Province); and Kalomo and Kazungula (Southern Province).

The Zambia Demographic and Health Survey (ZDHS) 2018 report reveals a concerning water access and sanitation situation in both urban and rural areas. It states that while 72% of households in Zambia have access to an improved water source, access is more predominant in urban (92%) than rural (58%) households. On the other hand, 33% of the Zambian population has basic sanitation service, 41% in urban areas and 28% in rural areas (ZDHS, 2018). These statistics show the status of access to water and sanitation services in the entire district. To reaffirm this situation in the rural and peri urban areas of the 12 project target districts prior to full implementation of interventions, the USAID Expanding WASH project commissioned a comprehensive WASH baseline survey within the target districts from April – June 2022. Apart from households, the assessment also targeted institutional like health facilities and schools.

The key findings from the WASH Baseline Assessment were that access to basic drinking water in the project target districts stood at 32%; access to safely managed water is at 4%; while access to basic sanitation is at only 9%.

The assessment formed an important part of the Monitoring and Evaluation (M&E) processes of the project, as well as to inform interventions. As such, the findings from the assessment have contributed to the project design, implementation, monitoring, learning and evaluation processes, as they will all be evidence-based.

The WASH Baseline Assessment also reported on the status of infrastructure and service needs across the rural and per urban areas of the 12 Project target districts. This information feeds into all project objectives. It has complemented the identification of priority infrastructure and service needs by collecting key demographic data such as number of women or youth water users,

population served through clinics or schools; and the location and state of existing WASH facilities, their functionality, and who manages them.

The Project has further used the baseline information to inform decisions around the number of potential water and sanitation facilities that would improve access to water and sanitation services in the target districts by the end of the project. In all, this comprehensive WASH Baseline Survey has set the entry point for the project and its partners for service delivery in target districts during the life of project.

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