



PHOTO CREDIT: USAID EXPANDING WASH: COMMUNITY MEMBERS AT AN INTERFACE MEETING IN NALOLO DISTRICT

USAID EXPANDING WATER AND SANITATION PROJECT

QUARTERLY PROGRESS REPORT #7 JANUARY 1–MARCH 31, 2024

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USAID Expanding Water and Sanitation Project

Quarterly Progress Report #7

Contract #: 72061122C00004

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ACRONYMS AND ABBREVIATIONS

CBO	community-based organization
CDF	Community Development Fund
CHWSC	Chambeshi Water and Sanitation Company
COR	Contracting Officer's Representative
CSO	civil society organization
CU	commercial utility
DWASHE	District Water, Sanitation, and Hygiene Education
GRZ	Government of the Republic of Zambia
LA	local authority
M&E	Monitoring and Evaluation
MOU	memorandum of understanding
MWDS	Ministry of Water Development and Sanitation
NWASCO	National Water and Sanitation Council
O&M	operations and maintenance
PPP	public–private partnership
PSE	private sector engagement
PSP	private sector participation
RFA	request for applications
RTI	RTI International (registered trademark and trade name of Research Triangle Institute)
SCF	Sector Coordination Framework
SOP	standard operating procedure
SWSC	Southern Water and Sanitation Company
USAID	United States Agency for International Development
WASH	water, sanitation, and hygiene
WDC	Ward Development Committee
WWSC	Western Water and Sanitation Company

EXECUTIVE SUMMARY

RTI International (RTI) is pleased to submit Quarterly Progress Report #7 for the United States Agency for International Development (USAID) Expanding Water and Sanitation Project (USAID Expanding WASH). The purpose of this contract (72061122C00004) is to professionalize water, sanitation, and hygiene (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.

This report covers implementation of the USAID Expanding WASH project within FY24 Q2 (January–March 2024). It highlights progress against the Annual Work Plan within the reporting period as well as cumulative progress against the Activity’s overall goals, objectives, and indicators as defined in the Activity Monitoring, Evaluation, and Learning Plan.

Key implementation highlights from the quarter are outlined below:

Objective 1: During this quarter, the project undertook site selection activities for borehole and piped water system construction and rehabilitation covering all 12 districts. A total of 151 infrastructure sites were assessed by District Water Sanitation and Hygiene Education (DWASHE) committees using standardized surveys developed by USAID Expanding WASH. The applications will be subjected to feasibility assessment before development of site-specific designs by the Architectural and Engineering firms. In this period, USAID Expanding WASH commenced implementation of the Social Behavior Change strategy and expects to undertake the first open defecation free assessments during Q3.

Objective 2: In this quarter, USAID Expanding WASH made progress in its implementation of advocacy and social accountability activities within the target geographies. Three grantees and 17 civil society organizations (CSOs) were trained by the project in advocacy and social accountability work, and 33 interface meetings between community representatives and service providers were conducted in Western and Muchinga provinces by YWCA and Centre for Future Generation, respectively. The interface meetings provided a platform for community representatives and service providers to discuss issues with delivery of WASH services and identify solutions. During the community score card sessions, community members rated the provision of WASH services in their communities. These score card sessions informed engagement with service providers and civic leaders at the interface meetings. In addition, 13 of the CSOs trained by the project conducted inception and mobilization meetings at district and community levels, where various WASH issues were discussed including advocacy for disability friendly public toilets, importance of clean water, basic sanitation, and the need for improved WASH service provision. The inception meetings provided opportunities for CSOs to share their WASH activities in the district and hear from stakeholders.

Objective 3: During the quarter, the project continued supporting the Government of the Republic of Zambia (GRZ) to promote private sector participation (PSP) in WASH service delivery. Working with the Ministry of Water Development and Sanitation (MWDS), the project drafted the National PSE Strategy and submitted to MWDS for further review. The project also worked with the Public–Private Partnership (PPP) Department under Ministry of Finance and developed the draft WASH PPP guidelines currently being reviewed by the PPP Department. It is envisaged that the two documents will be finalized in Q3.

Management: In Q2, the project made significant progress in the recruitment of Architectural and Engineering firms that will support project infrastructure design and construction supervision.

Negotiations with two of the shortlisted firms are underway, and it is anticipated that procurement will be finalized in the first month of FY24 Q3.

During the quarter under review, USAID Expanding WASH continued its regular communication with the USAID Mission through weekly updates and biweekly meetings. In February, the project presented to the Contracting Officer (CO) highlights of its phasing approach for construction with a high-level Gantt chart indicating key construction activities and planned timelines. The presentation also highlighted anticipated approval requests to USAID with associated timelines. In a second meeting in March, the project provided responses to key questions raised by the CO following the February presentation.

The project also submitted contractual deliverables in line with Section F of the contract. These include the Year 2 Annual Progress Report and FY24 Q2 Accruals Report.

PROGRAM OVERVIEW

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 of January 27, 2022, through January 26, 2027, implementation of the USAID Expanding WASH Project is led by RTI International.

The USAID Expanding WASH Project uses USAID’s Local Solutions Framework to strengthen social accountability within complex, dynamic local systems. This approach entails a flexible and responsive strategy to link supply-side governance—understood as Government of the Republic of Zambia’s (GRZ) 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 three project objectives are to:

1. Institutionalize market-based WASH service delivery through financially sustainable and inclusive management models.
2. Increase the accountability of WASH service providers, policy makers, and civic leaders.
3. Increase private sector participation (PSP) with supporting policy and regulatory reform.

These interventions, taken together, will increase access to safe water, improve sanitation, and enhance the capacity of the GRZ, the private sector, and civil society organizations (CSOs).

The USAID Expanding WASH Project is headquartered in Lusaka, Zambia, and covers four provinces: Northern, Muchinga, Western, and Southern. The project has a target of 12 districts within the provinces:

1. Muchinga – targeted districts are Chinsali, Mpika, Nakonde
2. Northern – targeted districts are Mungwi, Lunte
3. Southern – targeted districts are Kalomo, Kaoma, Kazungula
4. Western – targeted districts are Kalabo, Mongu, Nalolo, Sesheke

During the period under review, the project continued working with its key partners, including the Ministry of Water Development and Sanitation (MWDS), three targeted commercial utilities (CUs), and 12 local authorities (LAs) in the target districts.

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

SUMMARY OF CUMULATIVE PROGRESS AND ACCOMPLISHMENTS

In Q2, the USAID Expanding WASH project completed key priority activities as outlined in the work plan. Highlights from the quarter are listed below.

Operational

- Registered for workers’ compensation and engaged an external auditor to conduct a verification of the financial statements for the period ending September 30, 2023. This was

to enable the project to submit annual returns to the Patents and Companies Registration Agency and Ministry of Community and Social Services.

Technical

- The project team held a quarterly review meeting February 14–16 to review progress of the Annual Work Plan and priorities for the next quarter. The project team also presented updates to representatives from MWDS, National Water and Sanitation Council (NWASCO), and other stakeholders on the implementation of the Baruto toilets and other sanitation interventions under the Social and Behavior Change strategy.
- The project’s grantees held 45 interface meetings in Muchinga (15 meetings) and Western (30 meetings) provinces. The meetings focused on issues raised through the WASH service delivery community score cards sessions held at the community level. In Muchinga province, the grantee Centre for Future Generation conducted three district-level interface meetings in Chinsali, Mpika, and Nakonde and 12 community level meetings in these districts. The interface meetings brought community members, civic leaders, and Member of Parliament’s representatives (from the respective constituency office) to discuss WASH issues raised during the community score card sessions. Resolutions were discussed and agreed upon during these community meetings. For instance, most of the communities have inadequate water points resulting in the use of unprotected wells as a source of drinking water. The LAs provided feedback on applications the communities had made earlier (before project intervention) and clarified on the number of proposed water points planned for construction or rehabilitation in the respective communities. The desire by the communities to access the Constituency Development Fund (CDF) for additional water points was a common issue. Both LAs and District Commissioners (political leadership at district level) encouraged communities to apply and instructed Ward Development Committees (WDCs) to assist with applications and submissions. In Western province, the grantee YWCA conducted 30 community-level interface meetings and held an average of six zonal meetings per ward. In all meetings in Western and Muchinga provinces, service providers and policy makers were represented by the Council Secretaries, Council Chairpersons, District Commissioners, WASH Coordinators, District Water Development Officers, Councilors, Ward Development Committee Chairpersons, WDC representatives, representatives of MPs, and traditional leadership.
- Thirteen CSOs conducted inception and mobilization meetings at district and community levels to introduce their activities in relation to the USAID Expanding WASH project and promoting advocacy and social accountability for improved WASH service delivery. Some CSOs engaged service providers in advocating for disability friendly public toilets and were featured on radio programs to discuss the importance of clean water and basic sanitation and advocate for improved WASH services. In February, the project supported MWDS in the preparation of a roadmap for the development of a National PSE Strategy. Based on the roadmap, the project developed a draft National PSE Strategy and submitted to MWDS for review. The strategy is aimed at establishing a framework for structured engagements between public and private sector institutions for increased private sector investment and participation in the WASH sector. The WASH sector in Zambia has largely remained underdeveloped owing to underinvestment mainly from the treasury. This has resulted in limited coverage of services with rural areas being the most affected. The private sector has been known to hold huge resources which if harnessed could go a long way in bridging the investment gap in the WASH sector.

- Review of the draft strategy by MWDS and other stakeholders is expected in FY24 Q3 followed by stakeholder validation of the revised strategy and adoption by MWDS. It is envisaged that increased private sector participation in the WASH sector will help increase investment in WASH and lead to increased innovation and efficiency in service provision.
- The project supported Chambeshi Water and Sanitation Company (CHWSC) in the development of technical requirements for the procurement of delegated management services for water supply in Lunte district. The project also secured the support services of a procurement specialist from MWDS headquarters to assist ChWSC procurement staff on the use of the Zambia Public Procurement Authority (ZPPA) guidelines and the electronic government procurement (e-GP) system. This was important to ensure adherence to public procurement legislation and provide technical backstopping in the tendering process especially that this was the first time for Chambeshi to undertake such procurement using the government electronic procurement system. Further, CHWSC was supported with preparation of draft tender documents for procurement of private vacuum truck services in Chinsali, Mpika, and Nakonde districts. CHWSC is expected to undertake all required internal approval processes and launch tender for both delegated management of water supply and private vacuum trucks in FY24 Q3.
- The project supported the Southern Water and Sanitation Company (SWSC) to finalize tender documents for the procurement of private vacuum truck services in Kalomo district. The tender was successfully run and closed at the end of the quarter. Evaluations were scheduled to begin FY24 Q3.

DELIVERABLES

During this reporting period, USAID Expanding WASH submitted contractual deliverables in line with Section F of the contract. These are highlighted in Table I below.

TABLE I. REPORTS AND DELIVERABLES COMPLETED DURING THE REPORTING PERIOD		
REPORT/DELIVERABLE	STATUS	SUBMISSION DATE
Year 2 Annual Progress Report	Draft	January 30, 2024
	Final	March 9, 2024
	Approved	Pending
FY24 Q2 Accruals Report	submitted	March 18, 2024

DESCRIPTION OF PROGRESS AND ACCOMPLISHMENTS

The following sections outline progress under each objective, sub-objective, and task.

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

Objective I seeks to improve social accountability by securing minimum quality standards for market-based services and strengthening institutional arrangements to ensure that these services reach customers. USAID Expanding WASH worked toward achieving this objective through comprehensive analysis and deliberate engagement of various stakeholders, recognizing how co-implementation could enhance governance, policy reform, and sustained investment. The project worked with CUs and LAs to identify service-improvement projects for peri-urban areas, rural growth centers, and rural communities.

SUB-OBJECTIVE I.1: IMPROVE AND INSTITUTIONALIZE MARKET-BASED, PROFESSIONALIZED, FINANCIALLY SUSTAINABLE, ADAPTIVE, AND INCLUSIVE MANAGEMENT MODELS

TASK I.1.2: ESTABLISH FLEXIBLE MODELS FOR DELEGATION OF WASH SERVICE DELIVERY.

The USAID Expanding WASH project provided technical support to CUs and LAs to adopt professionalized service delivery models. Following research undertaken in 2023 and discussions with MWDS and NWASCO, the USAID Expanding WASH project prioritized three models: (1) CU-managed model, (2) private sector (investment and management) model, and (3) cooperative community-managed model.

The project supported CHWSC to adopt the private sector model. Besides the private sector delegated management covering piped schemes, the private sector will also manage boreholes with handpumps in areas where the schemes are located. In this quarter, the project supported the CU to develop technical requirements for the procurement of delegated management services for water supply in Lunte district. The CU is expected to finalize procurement documents and launch tender in FY24 Q3. This activity is linked to task 3.1.1.

The project also trained key staff at SWSC responsible for managing the Mambova piped water scheme in Southern province. The training covered nonrevenue water management, water quality management, meter reading and billing, revenue collection and debt management, and data capturing and storing. Given that the Mambova scheme is currently understaffed, and that the CUs processes for recruitment of permanent staff would take long, the project provided an internship program as an interim measure to help the CU implement improved service delivery before the water Utility recruits permanent skilled labor. Under the program, 2 interns from local colleges/universities (1 commercial and 1 technical) will be hired to support operations at the water scheme in line with standard operating procedures (SOPs)/guidelines under the supervision of the water utility branch manager supported by the project's Institutional Development Specialist. The project will encourage the CU to exploring the possibility of eventually recruiting Interns as permanent employees.

In the next quarter, the project plans to issue 3 grants to Grantees who will build capacity in D-WASHE committees and V-WASHE committees in sustainable Operation, Maintenance and Management of boreholes with handpumps. The Grantees will be tasked to train APMs and facilitate

the establishment of APMs associations to operate, manage and repair boreholes and small WASH systems as profitable micro-businesses in an effective, efficient and sustainable manner.

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.

Data for field appraisals for nearby construction sites drawn from Kazungula and Kalomo districts in Southern province were extracted from mWater platform and evaluated against the minimum construction requirements criteria by the Technical Committee. Sites that met the minimum criteria were handed over to the local engineering support firm for feasibility assessments and the development of the site selection report.

TASK 1.2.2: BUILD CU AND COUNTERPART CAPACITY FOR CONSTRUCTION MANAGEMENT AND OVERSIGHT.

An mWater digital tool was developed and deployed for use by CUs, LAs, and the project for construction site selection and planning. As part of construction capacity building, the CUs and LAs were trained and coached to use the digital tool for field appraisals, design, and management. The tool is a mobile construction information management application that enables the capture of site information for identification, evaluation, and planning for construction. Information captured using the tool is used to determine which sites meet the minimum criteria for construction.

Following training, CUs, LAs, and DWASHE committees commenced data collection required for site selection and construction design. Recorded data included GPS locations and pictures of sites, proposed type of infrastructure, target populations, risks of pollution, community need, operations and maintenance (O&M) capacity, and land tenure status for Kazungula, Kalomo, and Kalabo districts. The field appraisals also probed whether VWASHE committees were willing to pay the initial capital contribution and maintenance fees. The VWASHE committees were requested to provide proof of payment where such payments were made.

TASK 1.2.3: DESIGN AND OPERATIONALIZE A CONSTRUCTION FUND FOR NEW, EXPANSION, AND/OR REHABILITATION OF WATER AND SANITATION INFRASTRUCTURE.

Field appraisals were undertaken by three LAs, three DWASHE committees, and two CUs for 151 construction sites from Kalomo and Kazungula districts in Southern province and Kalabo district in Western province. A total of 64 sites that met the minimum criteria were handed over to the local engineering support firm for feasibility assessments before finalization of the site selection report.

Progress in selecting final Architectural and Engineering firms also continued. Four shortlisted Architectural and Engineering firms submitted financial proposals, and the two most competitive firms were selected for final negotiations.

TASK 1.2.4: DEVELOP ASSET MAINTENANCE MANAGEMENT SYSTEMS AND O&M MANUALS.

During the period under review, the project supported the SWSC to implement improved SOPs based on the Asset Management Manual developed in 2023 at Mambova piped water scheme in the Southern region. The procedures cover water quality management, nonrevenue management, operation and maintenance of water schemes and networks, and spare parts for rural boreholes and

small piped water systems. The project plans to assign two interns at the scheme in the next quarter, and the project will coach CU staff to use SOPs and meet required performance levels. The interns will work under the supervision of the water utility branch manager supported by the project's Institutional Development Specialist.

In FY24 Q3, the project will continue working with CUs to fully adopt asset management policies and manuals developed by the project. Additionally, Expanding WASH intends to issue two grants to reinforce capacity building of DWASHE committees, V-WASHE committees, and APM associations/cooperatives in sustainable operation, maintenance, and asset management systems.

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.

During this quarter, the Social Behavior Change strategy was revised to incorporate feedback from USAID. The project analyzed existing sanitation behaviors and practices in rural areas covered by the project. Community leaders and members were interviewed about sanitation interventions villages had used in the past to understand what works and what does not and ensure application of lessons learned in new initiatives. This approach enables a tailored implementation of sanitation behavioral change that deviates from the standardized Community-Led Total Sanitation approach, which emphasizes emotional drivers for behavior change. The strategy follows a market-based method that will support the supply of local materials and construction of toilets by local masons who will be trained by the project.

TASK 1.3.2: ADDRESS SANITATION PRIORITIES THROUGH MARKET-BASED SERVICES.

In line with selection guidelines developed by the project, the Expanding WASH team commenced the identification of masons, area pump menders, and community champions based on lists submitted by villages in 12 districts in Southern, Western, Northern, and Muchinga provinces. The area pump menders will support the repair of nonfunctional boreholes with minor faults while the community champions and masons will support community mobilization and construction of rural household toilets. The project also developed training manuals for masons. Training of masons and development of sanitation supply chains scheduled for the next quarter will be linked to finalized toilet designs featured in the catalog developed in 2023.

TASK 1.3.3: COMMUNICATION AND BEHAVIOR CHANGE.

The project revised the Social and Behavior Change strategy and developed a sanitation rollout plan that provides detailed actions, timelines, and responsibility holders. In line with the revised Social and Behavior Change strategy and rollout plan, the provincial teams worked with environmental health technicians to collect data on existing practices, backgrounds, and status of villages (Tool 1). The project also held sanitation focus group discussions on various sampled villages drawn from the 12 participating districts. (Tool 2). This activity will lead to the establishment of motivators, levels of knowledge, and enablers of good sanitation. This data driven approach will be used to confirm specific behaviors and motivators that hinder good sanitation and enable the design of responsive programs that will lead to the implementation of appropriate behavior change interventions.

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

Objective 2 focuses on enhancing social accountability by equipping citizens—as constituents and as customers—with the tools and spaces that enable them to advocate for high-quality services and hold service providers accountable to minimum standards. The project has trained citizens in the use of social accountability tools that provide a clear picture on WASH services at community levels. The grantees have conducted community score card sessions and facilitated interface meetings with community and traditional leaders, service providers, civic leaders, and professional assistants of members of parliament. Trained local CSOs have engaged with service providers and civic leaders to advocate for improved WASH service delivery. The lack of social inclusive public toilets, an issue raised in a gender, youth, and social inclusion survey, was discussed with service providers and local leaders. The CSOs have also used radio as a platform for engaging service providers and advocating for improved community-level WASH services.

During the period under review, the project continued implementing activities and tasks aimed at achieving key results and associated targets.

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.

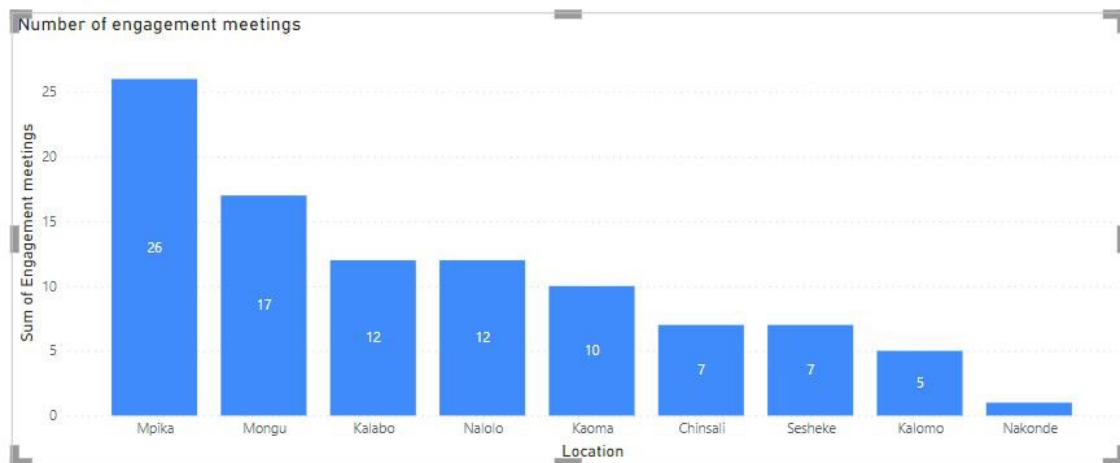
Following the community score card sessions in Muchinga and Western provinces, the project worked with the grantees to prepare community members, policy makers, and service providers for the interface meetings. Thirty-three interface meetings were conducted in the two provinces. In Western province the grantee, YWCA, conducted 30 community-level interface meetings, which allowed for greater community participation. YWCA had targeted to conduct six zonal level interface meetings in each of the five wards it is working in, and this resulted in greater community participation. In Muchinga province the grantee, Centre for Future Generation held three district-level meetings that enabled more representation from the service providers and a total of twelve ward level interface meetings. In both scenarios, LAs and policy makers were well represented. In attendance were the Council Secretaries, District Commissioners, District Managers for the CU, District WASH Coordinators, District Water Development Officers, professional assistants of members of parliament, Council Chairpersons, Councilors, WDC representatives, and traditional leadership. The total number of attendees was 885 (782 in Western province and 103 (at district level in Muchinga). A total of 461 females and 424 males attended these interface meetings. In Western province the interface meetings were held at the community level where the turnout of women was higher at 403 (51.5%) than men at 331 (42.3%). Conversely, the district-level meetings in Muchinga were attended by more men at 69 (67%) than women at 34 (33%). This could imply that to have increased female participation, activities need to be undertaken at the community level. In Muchinga province the female participation was better at ward level than at district level, with 145 (42.3%) representation whilst that of men stood at 198 (57.7%).

During these interface meetings the service providers informed the communities of the approved borehole allocation for 2024 and encouraged the communities to continue applying for more water points. The desire to learn how to apply for CDF support for water points was expressed in almost all the communities. The civic leaders encouraged the communities to work closely with the WDCs to submit CDF applications. The Council officials encouraged the community to ensure faults and

non-functional water points are reported and in a similar light the community appealed to the Council and government officials present to provide feedback on issues reported to them and on the failed applications. All meetings concluded with an action plan on issues to be addressed and responsible person/organization.

During the period under review, 97 engagement meetings were held at district and community levels. During these meetings, community members are engaged to discuss WASH issues. Figure 1 below highlights the number of engagement meetings held in nine of the project districts. These engagement meetings include district WASH stakeholder meetings to introduce the CSO's program for the district and to engage service providers on the provision of disability friendly public toilets. Engagement meetings also included interface meetings with WDCs and councilors to advocate for their support in improving WASH service provisions in their respective wards. The interface meetings are called to discuss specific WASH service delivery issues and both consumers and the service providers/duty bearers are present, and they agree on resolutions to address identified issues.

FIGURE 1. TOTAL NUMBER OF WASH ENGAGEMENT MEETINGS



Some of the key issues raised by the communities during the engagement meetings included:

- Inadequate water supply in rural areas: LAs disclosed that plans are in place for construction of new water points and how these have been phased. Application for new water points through CDF was also discussed, and communities were encouraged to apply and follow up with the LAs. An appeal was also made to USAID Expanding WASH project to help with new water points.

- In peri-urban areas in Muchinga, people expressed a desire to be connected to the water system that passes through their communities, and the CU representative stated he would consult with management and that this was feasible but also emphasized the need for the communities to be ready to pay for services provided.



Photo Credit: USAID Expanding WASH: Interface meeting in Nalolo

- Nonfunctional water points and rehabilitation: The Council promised to reassess the nonfunctional water points to ascertain the problem and plan for rehabilitation. The community was encouraged to use CDF to rehabilitate their water facilities or upgrade to piped systems. They were further advised to follow up with the Council often to ensure their demands are met as there are competing priorities at district level.
- Sanitation: The major issue was the collapse of toilets built by community members and their desire to be trained in the construction of longer-lasting toilets. The LA noted this need.

During the period under review, the project provided financial and technical support to 14 CSOs trained by the project. The CSOs implemented community and district-level inception and mobilization meetings to introduce their activities and create synergies with existing WASH stakeholders. Other activities conducted by the CSOs included radio programs on WASH (sanitation, handwashing, and cleanliness), engaging service providers on the need for disability friendly WASH facilities (especially toilets) in public places, low-cost toilet options for rural and peri-urban communities, and the importance of advocacy and social accountability for improved WASH services. These CSOs have worked closely with district service providers (district WASH coordinators, district administrative officers, ministry of health staff and the WDC members). The CSOs have created a conducive environment for continued work in advocacy and social accountability for improved WASH service delivery.

TASK 2.1.2: DEPLOY RIGOROUS AND USER-FRIENDLY LOCAL GOVERNANCE TOOLS.

The governance tools have been deployed through the CSOs and grantees. The project had planned to gradually introduce tools starting with the score card first and then as a more cordial relationships between service providers, communities and CSOs are developed, introduce more tools such as the budget tracking tools. It has been observed that the CSOs, grantees, and service providers are familiar with the government policies/guidelines and the service charters regarding WASH service provision but are yet to be familiarized with the other governance tools such as citizen report card, customer charters, the public expenditure tracking, and the complaints redress mechanism. The activities mentioned above (Task 2.1.1) are creating an environment that will allow for amicable engagement of stakeholders in the use of the governance tools. Specifically, the community score card sessions were an entry point to using governance and social accountability tools. In some cases, service providers were using these tools for the first time. As grantees and CSOs working with both services providers and the communities start implementing the resolutions

or action/advocacy plans developed at the interface meeting, more governance tools will be deployed. The project will continue working with local stakeholders on the uptake of these tools.

TASK 2.1.3: REINFORCE PUBLIC PLATFORMS TO MONITOR PERFORMANCE AND SERVICE QUALITY.

Local communities and citizens in peri-urban and rural areas are accustomed to calling local radio programs to express themselves on issues affecting them. The CSOs and the grantees are using radio to engage service providers and communities on WASH advocacy and social accountability. The grantees intend to participate in full council meetings as a platform for sharing community issues on WASH service delivery, but the first quarter meetings were rescheduled as the Council focused on crop failure and the draught emergency in the country. The project is planning on holding townhall meetings in the next quarter and is working with the LAs regarding participation in full council meetings.

SUB-OBJECTIVE 2.2: IMPROVE INVESTMENTS AT THE NATIONAL LEVEL

TASK 2.2.1: INCREASE GRZ RESOURCE ALLOCATION FOR WASH.

The Participatory Local Organization Capacity Assessment of the WDCs in the 12 target districts was completed in the period under review, and the gaps identified include inadequate skills in community mobilization, participatory planning (with the community), and resource mobilization. Training of WDCs is planned for April–May in all the provinces. With improved capacity, the WDCs should be able to successfully mobilize communities and engage them in submitting successful proposals for CDF funding or applying to any other sources or agencies in the district.

The preparation of a request for applications (RFA) for a grant to undertake pro poor research in WASH has advanced and will be submitted to USAID for approval in FY24 Q3.

TASK 2.2.2: IMPROVE WASH SECTOR COST RECOVERY.

The project is working on a scope of work for a grant(s) to support awareness campaigns to increase citizens' awareness of and willingness to pay for WASH services. Expanding WASH will target grantees located in the province and those with experience in implementing campaigns and follow-up actions with the service providers and customers.

OBJECTIVE 3: INCREASED PRIVATE SECTOR PARTICIPATION

PSP is at the core of the USAID Expanding WASH approach and is key to the sustainability of WASH service delivery. Objective 3 focuses on enhancing 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 also drives priorities for policy and regulatory reform cognizant of the constraints in the current enabling environment. The project continued providing technical support to its partners with a view to enhance their capacity to effectively engage with the private sector. Details of key activities undertaken, and progress achieved during the quarter are discussed in this section.

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.

Under this task, the project implemented activities aimed at facilitating partnerships between public and private sector institutions within the WASH sector to enhance service accessibility and reliability. The project supported SWSC with the preparation of tender documents for contracting private vacuum truck operators to service onsite sanitation facilities in Kalomo district. SWSC launched the tender advertisement on the government electronic procurement (eGP) system March 1–15, 2024. The purpose of the procurement was to identify a private vacuum truck operator to enter into a contract with SWSC to service onsite sanitation facilities on behalf of SWSC in selected residential, commercial, and industrial areas within Kalomo district. By the end of the quarter, the procurement process was still underway, and the outcome of this procurement will be reported in the third quarter.

The project supported CHWSC with the preparation of tender documents for two different procurement processes: (1) management contract with a private institution for the water supply system in Lunte district and (2) procurement of private vacuum truck services for Chinsali, Mpika, and Nakonde districts. The project facilitated a retreat for the preparation of tender documents for the delegated management of water supply for Lunte district to develop the technical specifications and prequalification documents to launch the tender and develop a roadmap of activities. Tender launch is scheduled for early April 2024 after all internal administrative processes at Chambeshi Water are completed.

The project researched potential co-financing sources such as domestic public resources (budget allocations, taxes), private or commercial financing, private financing through public–private partnerships (PPPs) among others to co-finance WASH projects and interventions.

Regarding public financing, in FY24 Q1 the project engaged 12 LAs for possible co-financing of select WASH projects in the target districts. This was aimed at mobilizing funding from the LAs through the CDF administered by the LAs. The project held several meetings with Sesheke Town Council and Western Water and Sanitation Company (WWSC) on the details of the proposed extension of water supply services in Sesheke district under the Katima Mulilo water project. The project involves improving water supply infrastructure and extension of piped water to unserved communities in Katima Mulilo area with an estimated cost of [REDACTED].

During FY24 Q2, the project secured commitments for co-financing of the Katima Mulilo project in Sesheke district. The project worked with Sesheke Town Council and WWSC and agreed to cofinance the project as follows: (1) [REDACTED] from Sesheke Town Council; (2) [REDACTED] from WWSC; and (3) [REDACTED] from the project. So far, Sesheke Town Council has made available [REDACTED] while WWSC mobilized [REDACTED] from central government toward their financial commitments. The project is in the process of drafting an agreement that outlines



Photo Credit: USAID Expanding WASH Participants at the PSE Network meeting (Mika Lodge Jesmondine, Lusaka - March 19, 2024).

roles and responsibilities of each of the parties and the details of the works to be undertaken under the Katima Mulilo Water Supply Improvement Project. To consolidate the commitments, it is anticipated that the agreement will be signed by the parties in FY24 Q3.

TASK 3.1.2: FACILITATE WASH SECTOR DIALOGUE THROUGH A PSE FORUM.

During FY24 Q2, the project held several consultative meetings with some members of the WASH PSE Network on the need to identify a suitable institution to host the network. The project is working with members of the network on a sustainability strategy with respect to long-term hosting.

The project held a meeting with network members, and key takeaways were that the members were enthusiastic and looked forward to benefit from their membership in different ways. During the deliberations members appreciated the importance of their active participation in the network especially because of the opportunities shared by the project. The participants also acknowledged that the network had potential to enhance the enabling environment through policy dialogue for improved PSP in WASH. Improved enabling environment would contribute to the private sector playing a more meaningful role in WASH service delivery, and improved PSP would promote profitability and growth of the private sector and contribute to increased access to WASH services, development of the water sector, job creation, and eventually national development.

Provincial-level PSE forums scheduled for FY24 Q2 were rescheduled to Q3 to allow for more consultations with key stakeholders.

To promote PSP in the WASH sector, during Q2 the project supported MWDS with the development of a National PSE Strategy by facilitating a meeting where a concept note on PSE developed by MWDS was reviewed. The meeting also developed a roadmap for the development of the National PSE Strategy. Further, the project provided technical support and prepared a draft National PSE Strategy which the Ministry of Water committed to jointly review with other stakeholders. The Ministry is expected to review the draft strategy during FY24 Q3.

Through engagements, MWDS invited the project to participate in the review of the Sector Coordination Framework (SCF) which was scheduled for FY24 Q2. The review did not commence as planned as MWDS was committed and indicated that the review of the SCF would commence in FY24 Q3. The SCF is a government document developed by MWDS aimed at building effective partnerships between cooperating partners and MWDS to make effective progress toward attaining sustainable development goals. The SCF provides for structured engagements between cooperating partners and the MWDS and other stakeholders, but there are no provisions for engagements between public and private sector institutions. The review of the SCF was aimed at aligning the focus of the SCF to the WASH sector by removing the component on environmental protection which was severed from the mandate of MWDS and taken to the Ministry responsible for environment. The project identified an opportunity to lobby for the inclusion of private sector engagement in the revised SCF as this component was not catered for in the current SCF.

TASK 3.1.3: STRENGTHEN GRZ AND PRIVATE SECTOR CAPACITY TO IMPLEMENT PPPs.

During FY24 Q2, the project undertook Capacity Needs Assessments (CNA) of private sector institutions to help inform the design of tailored trainings aimed at building the capacity for target institutions to engage with public sector institutions more meaningfully and to implement PPPs. CNAs were conducted with private sector institutions, drawn from among members of the WASH PSE Network. The results of the CNAs were analyzed, and training designed based on the outcome of the assessment. The training of the private sector is scheduled for FY24 Q3.

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 INSTRUMENTS FOR RURAL WATER SUPPLY.

During FY24 Q2, the project embarked on a process to support water utility companies through the development of rural water supply and sanitation Standard Operating Procedures (SOPs) that would guide the extension of water supply and sanitation service delivery to some unserved peri-urban and rural areas. At the end of Q2, the project identified a preferred short-term consultant to develop SOPs for rural water supply and sanitation service delivery and a draft contract with the goal of commencing the assignment in the next quarter. Once completed, the SOPs are expected to guide water utility companies on the modalities for the provision of WASH services in peri-urban and rural areas on a sustainable basis as prescribed in the Framework for Rural Water Supply and Sanitation Provision and Regulation of 2018. Following government directive requiring all water utility companies to extend services to peri-urban and rural areas, the project embarked on a process to support WWSC with the development of a strategic plan. The project engaged Lusaka Water Supply and Sanitation Company, which has developed multiple strategic plans, to help WWSC develop its strategic plan on a peer-to-peer basis. The engagement of Lusaka Water Supply and Sanitation Company will be through a memorandum of understanding (MOU). The draft MOU was developed at the end of FY24Q2 and is scheduled to be signed in FY24 Q3 after which the parties to the MOU will commence its implementation. The development of the strategic plan is expected to be completed during FY24 Q3.

TASK 3.2.2 DEVELOP APPROPRIATE ENABLING ENVIRONMENT ACTIVITIES FOR THE PRIVATE SECTOR.

During the quarter under review, the project continued supporting the PPP Office in the Ministry of Finance with the development WASH PPP guidelines. This was in response to a request made by the PPP Office in FY23. In the FY24 Q2, the project held two meetings with the PPP Office about the scope of works to be covered by the guidelines and timelines. The draft WASH PPP guidelines were developed and submitted to the PPP Office for review. At the end of FY24 Q2, the PPP Office had not reviewed the draft guidelines due to other commitments and was expected to review in the third quarter.

During the FY24 Q2, the project participated in three meetings on reviewing and validating the 2024 Water Supply and Sanitation Bill jointly hosted by NWASCO and MWDS and attended by the Ministry of Justice. The project advocated for inclusion of two provisions in the Bill and these are (i) give NWASCO authority to approve water supply and sanitation tariffs for water utility companies, and (ii) provide for a more consultative process when developing tariff setting guidelines to ensure wider stakeholder buy-in for easier acceptability and implementation. By the end of the second quarter, MWDS submitted the validated 2024 Water Supply and Sanitation Bill to the Ministry of Justice for further consideration. Once finalized and adopted, the bill is expected to contribute to improving the enabling environment that will play a key role in facilitating partnerships between public and private sector institutions within the WASH sector.

SUB-OBJECTIVE 3.3: LEGISLATIVE IMPROVEMENTS TO COMMODIFY WASH SERVICES

TASK 3.3.1: ADVANCE NECESSARY LEGISLATIVE IMPROVEMENT FOR COMMODIFICATION OF WASH SERVICES.

Enhancement of the legislative framework governing the provision of WASH services and promoting private sector investment and participation in WASH service delivery is at the project's core. Commodification of WASH services is key to service sustainability but requires a clear and enhanced legal environment. The goal is to have in place a legal framework that will enable consumers to hold service providers, regulators, and policy makers accountable. In this regard, activities implemented during the second quarter were aimed at strengthening policy and legal frameworks to remove barriers to private sector investments and participation in WASH service delivery to enhance the commodification of WASH services.

Public Private Partnerships (PPPs) are key to improved and sustainable WASH service delivery. In this regard, the project has been supporting the Public Private Partnerships Officer under the Ministry of Finance and National Planning in the development of WASH based PPP guidelines. During FY24 Q2, the project held two meetings with the Public Private Partnerships Office and discussed progress on the development of WASH PPP guidelines. By the end of the quarter, the project had developed draft WASH based PPP guidelines and submitted to the PPP Office for review. The development of these guidelines is in line with the provision in the recently enacted 2023 PPP Act. The guidelines are aimed at facilitating partnerships between public and private institutions to promote the commodification of WASH services.

The project planned to undertake a review of the policy framework for rural water and sanitation, to identify any gaps, compile recommendations, and develop a roadmap for policy reviews. The project identified a number of policy documents relating to rural water and sanitation services to be reviewed. These include the 2020 National Water Supply and Sanitation Policy, the Water Supply and Sanitation Act No. 28 of 1997 (under review), the National Rural Water Supply and Sanitation Program (2019–2030), Community-Led Total Sanitation, and Open Defecation Free Strategy Zambia (2018–2030). The review of these policy documents is scheduled to commence in the third quarter.

MANAGEMENT

OPERATIONS

To ensure compliance with relevant Zambian laws, the project successfully registered for workers' compensation in March 2024. In addition, the project engaged an external auditor to conduct a verification of the financial statements for the period ending September 30, 2023. This was to enable the project to submit annual returns to Patents and Companies Registration Agency and Ministry of Community Development and Social Services. The final audit report was submitted in March 2024.

COMMUNICATION AND REPORTING

In FY24 Q2, USAID Expanding WASH continued its regular communication with the USAID Mission:

- Weekly emails: The project provided weekly updates to its Contracting Officer's Representative (COR) on activities implemented.
- Biweekly meetings with the COR and alternate: The project held biweekly meetings (virtual and physical) with the COR and alternate COR on agreed dates and times, to discuss updates on progress and implementation challenges. The project used these meetings to

seek feedback and guidance from the COR. These meetings were typically attended by the Project Manager, Chief of Party, and other key project staff as necessary.

- Monthly construction implementation review meeting: This meeting was introduced on March 21. It is aimed at providing USAID a platform to review the project's construction implementation activities.
- Annual Progress Report: The final draft of the Year 2 Annual Progress Report was submitted on March 9, 2024.

CROSS-CUTTING ACTIVITIES

GENDER AND YOUTH

Under Objective 3, the project has been promoting women-led private sector institutions to participate in the WASH PSE Network. One of the network's key objectives is to share business opportunities under the project with the private sector. To date, one woman-led private company has been co-opted into the network and is actively involved in network activities.

Under Objective 2, 97 engagement meetings were held in the 4 provinces, and 1,982 participants attended. A total of 1,051 females participated representing 53% and 931 males at 43%. There was a higher participation of women at community-level meetings than at district level.

GRANTS UNDER CONTRACT

During the quarter under review, the project evaluated grant applications for a grant under Objective 1 for capacity building of WASHE stakeholders. The technical and evaluation committee team held a consensus meeting with USAID in January 2024 to review the technical scores of applicants. The team completed cost evaluations in February 2024 with three top applicants: Empowered Communities Helping Others, Lions Aid Zambia, and Mumbwa Child Development Agency. However, all three organizations applied to operate in Western province, and the RFA requests three organizations work in different provinces. The project issued letters of intent to the three organizations with a request that two of them consider operating in Southern and Northern/Muchinga provinces.

- Mumbwa Child Development Agency has a budget ceiling of [REDACTED] and proposed areas of operation are Kalomo and Kazungula districts in Southern province.
- Lions Aid Zambia has a budget ceiling of [REDACTED] and proposed areas of operation are Lunte, Mungwi, Mpika, Chinsali, and Nakonde in Northern and Muchinga province.
- Empowered Communities Helping Others has a budget ceiling of [REDACTED] and proposed area of operations are Mongu, Kaoma, Nalolo, Sesheke, and Kalabo in Western province.

In March 2024, we received responses from all three organizations:

- Mumbwa Child Development Agency accepted the offer. In March 2024 the project conducted pre-award assessments facilitated by the Finance/Operations Director and Grants Specialist. The team is currently working on preparation of the award package to be submitted to USAID for approval by April 2024.
- Empowered Communities Helping Others responded to the letter of intent with a request to increase their proposed budget increase by [REDACTED] and add construction. The

project met with Empowered Communities Helping Others to explain that construction could not be added, but no agreement was reached.

- Lions Aid Zambia rejected the offer to operate in Northern province and requested to operate in Western province. This is because they have offices in Western province and a WASH project under UNICEF operating in four districts within Western province. The project agreed, and Lions Aid Zambia will operate in Mongu, Kaoma, Nalolo, Sesheke, and Kalabo in Western province pending USAID approval. The next step is for the project to conduct a pre-award assessment with Lions Aid Zambia in April 2024.

Based on the above developments, the project readvertised the RFA for Objective 1, capacity building for WASHE stakeholders, for Northern and Muchinga provinces. The advertisement was placed in local newspapers and the RTI website on March 25, 2024, with a closing date of April 30, 2024.

During the quarter under review, the project terminated the grant agreement for the Kasama Christian Community Centre on account of plagiarism detected in both an inception report and a campaign strategy that were submitted to the project for review and approval. The project issued a stop work order to Kasama Christian Community Centre in February 2024 and a termination letter in March 2024. Kasama Christian Community Centre was not paid for these deliverables, or any other costs incurred under this grant. The technical scope that Kasama Christian Community Centre was supposed to implement is critical to USAID Expanding WASH project success, and therefore the project team has commenced the process to identify a new organization to carry out the social accountability activities in the Northern province. The RFA for this work will be readvertised in April 2024.

LOCALIZATION

In Q2 the project continued supporting 17 community-based organizations (CBOs) to develop their capacity to implement advocacy and social accountability. The project mentored these organizations and provided tools to help them develop annual work plans and monitoring and evaluation plans. The project accompanied them during implementation of their activities to ensure they fully grasp advocacy work and that they can implement on their own.

MONITORING, EVALUATION, AND LEARNING

JOINT MONITORING

During the reporting period, the project assessed performance of civil society organizations it trained to determine whether capacity building activities that were undertaken had contributed to improved performance of the CSOs. The assessment revealed that the CSOs have started using the knowledge, skills, and tools gained from the training to engage service providers on many WASH-related issues. The organizations held engagement meetings and consumer-service provider interface meetings to address challenges in service delivery.

QUARTERLY REVIEW MEETING

The project held a quarterly review meeting to review progress in FY24 and against annual targets. The team reviewed indicators and targets and how indicators are measured to ensure that field staff can capture achievements. Field staff reported they have done a lot of work under Objective 2, especially work done by the grantees and the CBOs that has not been captured. The meeting resolved that field teams submit activity reports to the Monitoring, Evaluation, and Learning Team

using the forms on CommCare so that the work done can be reviewed and reported accordingly. The field teams submitted reports on the number of engagement meetings held in each project district, the issues emerging from the meetings, and action points developed. Based on these reports, the Objective 2 lead and the Monitoring, Evaluation, and Learning Team reviewed and visited project sites to validate the data before reporting.

ASSESSMENTS

In Q2 the project assessed 17 CBOs it has been supporting to see if interventions have contributed to improved performance. The assessments focused on four domains: efficiency, relevance, effectiveness, and sustainability. Organizations were scored on each of the four domains on the scale of 1 to 4. The score of 1 means that the organization has made some improvements by developing an institutional annual work plan to guide its activities. A score of 4 demonstrates significant improvements in organizational performance implementing 75 percent of the activities in the work plan. The highest average score an organization could get is 32, and to compute the percentage improved the project divided the average score of the organization by the highest possible average score of an organization multiplied by 100. These institutions showed performance improvements ranging between 12 and 22 percent. The targeted performance improvement is 80 percent.

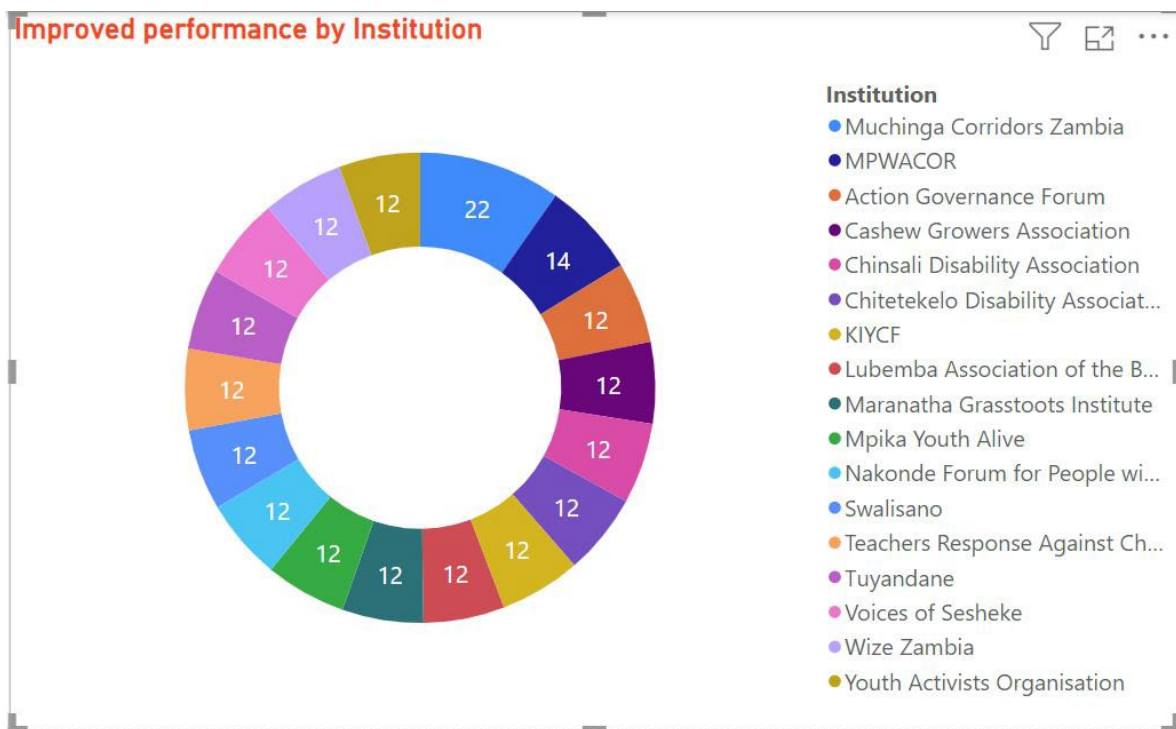


Figure 2 Institutional performance improvement

COLLABORATING, LEARNING, AND ADAPTING

The project worked with the Water and Sanitation Association of Zambia and WaterAid Zambia to operationalize the PSE Network, which the project had established in FY23. The project convened the inaugural PSE Network meeting. The objectives of the meeting were to support member

agreement on the governing structure of the network and design the value proposition the network will bring to the engagement table with government. The key objectives of the network are to share information on upcoming opportunities under the project, bring together the private sector to speak with one voice on issues of common interest that affect their operations, promote engagements between public and private sectors, and to engage with the Public Private Dialogue Forum on policies and legislation to enhance the enabling environment. The network is a pool of private sector institutions working in the WASH sector. The project aims to encourage sharing of business opportunities with the network members but also use the network as a platform through which to lobby government for policy changes that can enhance PSP in the WASH sector.

ENVIRONMENTAL MANAGEMENT

ENVIRONMENTAL COMPLIANCE

In Q2 the project trained all field staff and objective technical leads based in the Lusaka office on key environmental laws and compliance. The team also discussed environmental risks, mitigation measures, and how the project will implement them. The training focused on sharing information with staff so they can integrate environmental compliance in all construction-related activities. The project staff will integrate the knowledge and skills in the construction activity processes.

CLIMATE ADAPTATION

In Q2 the project conducted trainings through CBOs on advocacy and social accountability, integrated climate change adaptation measures, and how failure to adapt to the effects of climate change affects access to water and sanitation services. The project sensitised community members on the effects of climate change such as droughts and floods and what they can do to mitigate these effects.

SCHEDULES

Some activities planned for execution in the reporting period experienced delays for various reasons. The team will accelerate implementation of these activities to ensure completion by the target dates. Details of the delayed activities are outlined in the table below:

TABLE 2. SCHEDULES				
TASK	ACTIVITY	PLANNED TIMELINE	REVISED TIMELINE	COMMENT
1.2.3	Design and operationalize a construction fund for new, expansion, and/or rehabilitation of water and sanitation infrastructure	January 2024– March 2024	March 2024– May 2024	Field appraisals were delayed as LAs were required to submit revised sites lists due to lapse of time. LAs reported that some of the sites initially earmarked for construction were no longer available as the resources had been allocated to CDF and other donor-funded projects. However, 151 construction sites had been appraised. Engagement of A&E firms was delayed as Expanding WASH requested that bidders clarify their proposals and submit revised offers. The two most competitive firms were selected to proceed to

TABLE 2. SCHEDULES

TASK	ACTIVITY	PLANNED TIMELINE	REVISED TIMELINE	COMMENT
				the negotiation stage by the end of the quarter under review.
2.1.3	Support the review and utilization of data from social accountability framework tools (e.g., customer score cards, service level standards, and expenditure tracking) by CUs for the improvement of WASH service provision and to promote citizen engagement.	February–March 2024	June–July 2024	Resolutions from the interface meetings were meant to form the basis for this activity, including how the results would help improve service provision. These meetings have now been held (last was held on March 23).
3.1.2	Support the Ministry update the SCF to include PSE Forums	January–March 2024	July–September 2024	The MWDS could not commence updating the SCF in the second quarter 2024 due to other commitments. The project will therefore provide support when the process starts in the third quarter.
3.2.1	Support the Development of the Strategic Plan for WWSC (including the integration of expanded mandate guidelines)	January–February 2024	April–June 2024	This activity is to be supported by Lusaka Water Supply and Sanitation Company after signing an MOU with USAID. The MOU was finalized at the end of March 2024, which delayed work on the development of the strategic plan for WWSC and has been rescheduled for the third quarter.

CHALLENGES

In FY24 Q2, USAID Expanding WASH continued evaluating long-term challenges as project implementation progressed. Potential challenges include the following:

- Field appraisals were delayed as LAs were required to submit revised sites lists due to lapse of time on initial lists. LAs reported that some of the sites initially earmarked for construction were no longer available as the resources had been allocated to CDF and other donor-funded projects.
- Engagement of Architectural and Engineering firms was delayed as Expanding WASH requested that bidders clarify their proposals and submit revised offers. This additional step required more time before the two most competitive firms were selected to proceed to negotiation.
- Delays were experienced in receiving data on proposed project sites and other information required to optimize models for pipeline projects earmarked for PSP. In some cases, CU district managers do not have laptops and have complained that some of the proposed sites are far from the office, and they do not always have transport. The project engaged data collectors to address this challenge.
- Low levels of O&M cost coverage from revenues of CUs, mainly because of low tariffs, may affect CUs' sustainability and their capacity to take on additional responsibilities. None of the

11 CUs in the country have been allowed a tariff adjustment over the past three years, despite the increased cost of inputs such as electricity, fuel, and water-treatment chemicals.

- There was a delay in implementation of the activities by the local CSOs due to delays in provision of funds by the project. A milestone-based system has been put in place and seems to have worked well for the CSOs.
- Delayed feedback from stakeholders, especially the MWDS and PPP Department under Ministry of Finance, affected review of the SCF and the WASH PPP guidelines. To mitigate impact of this challenge, the project will continue engaging with key staff in the ministries to ensure effective coordination.
- Staff changes at MWDS where the project focal point person and other key staff were moved to other stations adversely affected coordination and implementation of project activities such as the PSE Strategy and SCF. The project continued engaging with the MWDS to expedite replacement of the focal point person.

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, RTI deploys a risk register to continually track potential risks and challenges during project implementation. Using adaptive management principles that promote collaboration, transparency, and accountability, RTI identifies potential mitigation measures for every risk or challenge identified. A summary of the risks and challenges identified this quarter is included in Table 3.

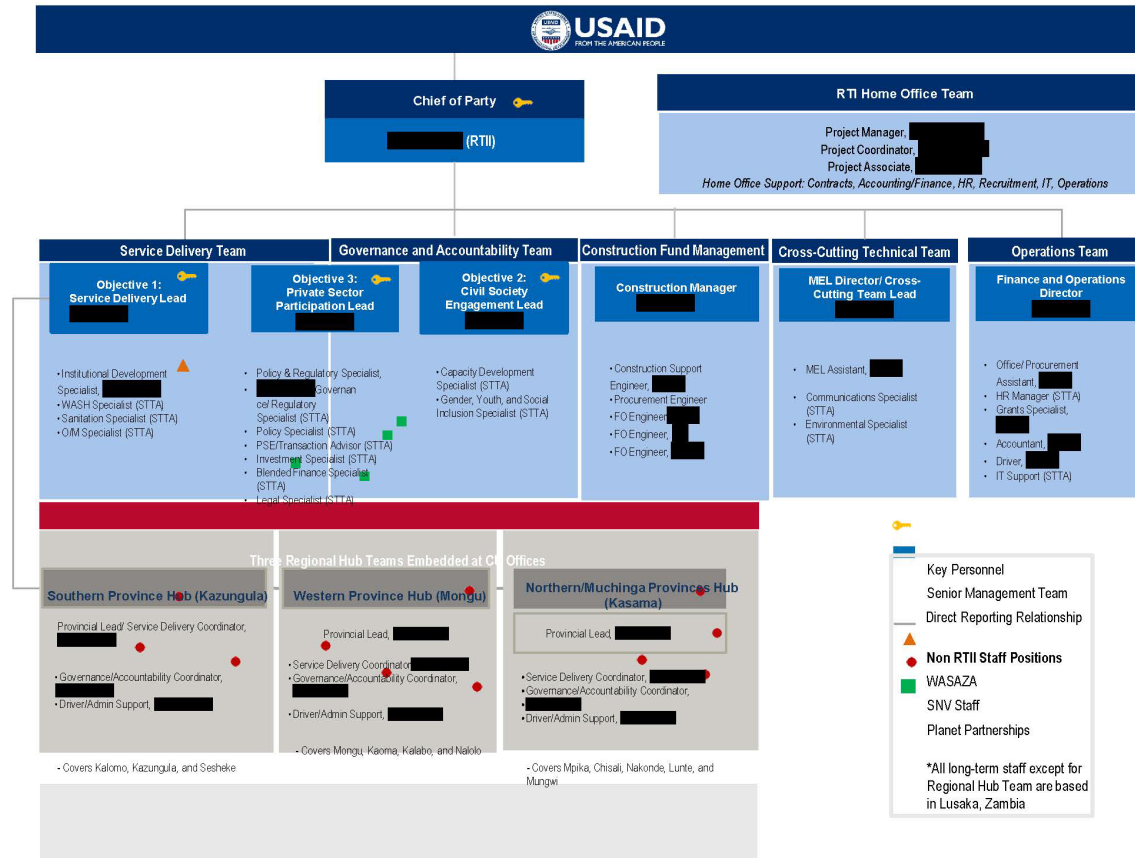
TABLE 3. CHALLENGES AND RISKS	
RISK/CHALLENGE	MITIGATION MEASURES
<p>Schedule Risk: Delayed commencement of construction activities may lead to underperformance of targets due to decreased time in which to complete works. Significant preparatory work and necessary approvals from USAID must be undertaken well in advance.</p>	<p>Timely engagement of Architectural and Engineering firm to support infrastructure design and engagement of construction subcontractors. The project aims to have all preparatory measures completed by April 2024 to maximize the time during the dry season.</p>
<p>Technical Risk: Construction budget may not be adequate to support attainment of project indicator targets as government policy shift requires waterborne toilets and piped water for institutional water and sanitation services.</p>	<p>Prioritize construction activities that optimize attainment of project indicator targets. Discussions with USAID on prioritization of project construction activities.</p>
<p>Technical Risk: Some identified private sector stakeholders envisaged to be part of the private sector dialogue and PSE forums have been unresponsive to project communications. These groups have delayed or canceled several meetings, and the project has been unable to identify points of contact.</p>	<p>Leverage influence of other key partners, such as MWDS, to engage unresponsive stakeholders.</p>
<p>Technical Risk: Low levels of O&M cost coverage from CU revenue, mainly because of low tariffs, may affect CU sustainability and capacity to take on additional responsibilities. None of the 11 CUs in the country have been allowed a tariff adjustment over the past three years despite the increased cost of inputs such as electricity, fuel, and water treatment chemicals</p>	<p>Project team to engage regulator and MWDS on the need for consistency with respect to tariff reviews.</p>

NEXT-QUARTER ACTIVITIES AND MILESTONES

In FY24 Q3 the project will continue working toward implementation of key tasks as outlined in the work plan. Table 4 includes expected project milestones and deliverable submissions in Q3.

TABLE 4. ACTIVITIES AND MILESTONES		
MILESTONE/DELIVERABLE	RELATED ACTIVITY	DATE
Quarterly Notification of Changes Certification	Reporting Requirements	April 10, 2024
Quarterly Progress and Financial Report Submission	Reporting Requirements	April 15, 2024
Engage A&E firms to undertake detailed designs and support procurement of construction subcontractors	Objective 1	April 23, 2024
Procure support equipment (bicycles, tool kits, smartphones) under grant for capacity building of environmental health technicians, community champions, and area pump menders	Objective 1	April 30, 2024
Award pro-poor grant for research that seek to generate evidence of the impact of pro-poor social and economic programs and make a case for sustained financing of water and sanitation services	Objective 2	May 2024
Train WDCs in target districts	Objective 2	April–May 2024
Support commemoration of world water day	Objective 2	March 2024
Support CUs in a customer enumeration exercise that includes activities such as consumer base audits (to clean up and update customer databases), universal metering (to accurately measure consumed volumes of water and improve billing), and consistent monthly billing (for stable revenue flows)	Objective 2	June 2024
Support SWSC and CHWSC procurement and tendering of the pilot transactions to facilitate contract signing with private sector partners	Objective 3	June 2024
National PSE Strategy developed.	Objective 3	June 2024
MWDS SCF for the WASH sector updated incorporating PSE Forums	Objective 3	June 2024

ANNEX I. ORGANIZATIONAL CHART



ANNEX 2. INDICATOR PERFORMANCE TRACKING TABLE

Performance Indicators		Year 1			Year 2			Year 3			Year 4			Year 5			Year 6	Life of Project	Life of Project Target	Cumulative Achievement
		Oct. 2021–Sept. 2022			Oct. 2022–Sept. 2023			Oct. 2023–Sept. 2024			Oct. 2024–Sept. 2025			Oct. 2025–Sept. 2026			Oct. 2026–Jan. 2027	JAN. 2022–JAN. 2027	JAN. 2022–Jan. 2027	
		Baseline	Annual Target	Actual	Achievement (%)	Annual Target	Actual	Achievement (%)	Annual Target	Actual	Achievement (%)	Annual Target	Actual	Achievement (%)	Annual Target	Actual	Achievement (%)	Actual	Actual	
Goal-Level Indicators																				
HL.8.1.1	Number of people gaining access to basic drinking water services as a result of U.S. Government (USG) assistance		0		13,924		0%	69,621	0	0%	83,545		0%	111,393		0%		0	278,483	0%
		685,496.00	0		21,528		0%	64,582	0	0%	172,220		0%	172,220		0%		0	430,550	0%
HL.8.1.2	Number of people gaining access to safely managed drinking water services as a result of USG assistance		0		12,853		0%	12,853	0	0%	8,569		0%	8,569		0%		0	42,844	0%
		85,687.00	0		26,910		0%	26,910	0	0%	17,940		0%	17,940		0%		0	89,700	0%
HL.8.1.4	Number of schools and health facilities gaining access to basic drinking water services as a result of USG assistance	0	0		26		0%	34		0%	13		0%	13		0%		0	86	0%
HL.8.1.3	Number of people receiving improved service quality from existing basic drinking or safely managed water service as a result of USG assistance		0		31,695		0%	158,475	0	0%	190,170		0%	253,560		0%		0	633,900	0%
HL.8.2.1	Number of communities verified as open defecation free (ODF) as a result of USG assistance		0		168		0%	336	0	0%	252		0%	84		0%		0	840	0%
HL.8.2.2	Number of people gaining access to a basic sanitation service as a result of USG assistance	192,796	0		53,554		0%	107,109	0	0%	160,663		0%	214,218		0%		0	535,544	0%
HL.8.2.8	Number of health facilities and schools gaining access to basic sanitation and hygiene services as a result of USG assistance		0		26		0%	26	0	0%	26		0%	34		0%		0	86	0%
Objective 2: Increased accountability of WASH service providers, policy makers, and civic leaders.																				
Custom-1	Number of community-based WASH engagements targeting vulnerable groups (women and youth)				106	53	50%	159	97	61%	53		0%	53		0%		150	264	57%
Custom-2	Percentage of water utility consumers who pay according to consumption		0																80%	
Objective 3: Increased private sector participation.																				
HL.8.3.3	Number of water and sanitation sector institutions strengthened to manage water resources or improve water supply and sanitation services as a result of USG assistance		0		30	3	10%	45	17	38%	45		0%	30		0%		20	150	13%
Custom-3	Number of WASH-related reforms introduced, adopted, repealed, changed, or implemented		0		4	1	25%	4		0%	2		0%	2		0%		1	12	8%
HL.8.4.1	Value of new funding mobilized to the water and sanitation sectors as a result of USG assistance		\$ -		\$ 200,000.00	\$80,419	40%	\$ 800,000.00	\$80,419	10%	\$500,000		0%	\$500,000		0%	\$	160,838	\$2,000,000	8%
CB.D-9	Percent of USG-assisted organizations with improved performance		0%		85%		0%	85%		0%	85%		0%	68%		0%		0	85%	0%
PSE-2	Number of private sector enterprises that engaged with the USG to support U.S. Foreign Assistance		0		2	39	500%	4	20	500%	2		0%	2		0%		59	10	590%
PSE-3	Number of private sector enterprises with improved participation in the local economy as a result of USG assistance		0		2		0%	4		0%	2		0%	2		0%		0	10	0%

ANNEX 3. IMPACT STORY I

EMPOWERING PEOPLE WITH DISABILITIES TO SPEAK OUT ABOUT INEQUALITY IN WASH SERVICE PROVISION

Access to water and sanitation services in Zambia’s Nakonde, Mpika, and Chinsali districts is already very low, but the situation is even more dire for people with disabilities. In addition to facing innate challenges that others don’t, these populations often lack the skills, tools, and opportunities to participate in the governance processes inherent to providing water and sanitation services. This is evidenced by the lack of accessibility in the construction of public facilities, which results in the services that don’t serve all populations.

USAID’s Expanding Water and Sanitation project (USAID Expanding WASH) is working to change that. Recently, the project trained more than 60 people in advocacy and social accountability as a way of strengthening the capacity of groups who are typically marginalized and excluded, empowering them to participate in the governance of water and sanitation services in their districts. The results are clear. Following the training, more people with disabilities have harnessed their newfound courage to speak out about the challenges they face in accessing water and sanitation.

Dinah Nandi, a person with disabilities based in Mpika, is one of the 60 people who now feel empowered to speak up about their struggles, engaging with the CHWSC and LAs to promote inclusive water and sanitation service delivery in unprecedented ways. Despite the CHWSC extending their water reticulation system in Mpika to her area, no household connected to the service because the connection fees were not affordable to most, especially those with disabilities who tend to have lower or non-existent incomes, reported Dinah. As she explained,

“The knowledge and skills gained from the training have helped me to build confidence and courage to approach institutions and offices that can make decisions to improve our plight. I and other members of the Chitetekelo Association of People with Disability have had meetings with the service provider to propose a flexible payment plan to allow people in the lower income bracket to access water and sanitation services. As a result of our engagement meetings with the service provider, our members can now make a 350 kwacha down payment of the required 950 kwacha to access safely managed water services and then pay the balance over an extended period.”

Bridget Mubanga, another community member with a disability based in Chinsali, expressed her excitement about simply being able to sit in the same room with powerful government officials and managing institutions that provide water and sanitation services. As a member of the Mpika Association of People with Disability, Bridget oversees selling the association’s farm produce at the Chinsali main market, but she has not been able to go the market because it is not accessible to those with her disability. *“The market does not have a ramp to enable me to access the trading stand, and the toilet is not accessible to people like me, and yet I am supposed to spend the whole day at the market.”*



Dinah Nandi the Chitetekelo Association of People with Disability at the association building in Mpika. Credit: USAID Expanding WASH

We have engaged the council to make sure that they address our concerns, and they have graciously agreed to make the market more inclusive by making the public facilities accessible to everyone regardless of their physical conditions” she said.

Following this training and others like it, more vulnerable and socially excluded people in Nakonde, Chinsali, and Mpika are finding their voices as social advocates, championing not only their own needs but also the needs of fellow community members. They are now actively participating in consumer-service provider interface meetings designed to ensure that those normally excluded from governance processes take part in shaping equitable access to water and sanitation services delivery. Seeing the impact these trainings have had, the project plans to continue this work at the community level, understanding that only by empowering local voices can we identify solutions that meet everyone’s needs.

ANNEX 4. IMPACT STORY 2

Saving Lives Through Improved Sanitation

A topic that most steer clear of in the western world, and few would likely even consider a major health concern, diarrhea is responsible for over 15,000 deaths each year in Zambia and is the third leading cause of death among children under five, according to Zambia's Centre for Infectious Disease Research.

The tragic reality is that many of these deaths could be avoided if more people had access to improved water, sanitation, and hygiene services, which eliminate fecal-oral transmission pathways. If we are ever to eliminate this unnecessary cause of death, establishing sanitation infrastructure designed to safely contain and dispose of fecal waste and minimize environmental contamination is crucial.

As it stands, the traditional pit latrines found nationwide are unsuited to withstand the effects of climate change or difficult geographies, and when they collapse, the fecal waste they contain often makes its way into the community, putting individuals at risk of pathogen exposure and the ensuing diseases it brings.

Compounding this problem, Zambia has a highly variable climate, with extreme weather events including droughts, floods, and drastic temperatures, and the effects of climate change are making these events even more extreme and frequent. Climate resilience, or a community's ability to quickly bounce back from the effects of climate change, is a crucial component that has for too long been lacking in the design of sanitation systems in vulnerable areas. This is where USAID's Zambia Expanding Water and Sanitation (USAID Expanding WASH) comes in. Understanding how vital the need for community resilience is, this five-year project



Photo Credit: USAID Expanding WASH: An improved demo Baruto toilet.

has been working with a local engineers and authorities to design and construct climate-resilient toilets in the project's target regions.

These climate adapted toilets come in three designs, which communities can choose from at their discretion. All designs are resilient in the face of extreme weather, as well as accommodating for accessibility and cultural considerations, and using only locally available materials. Furthermore, they use a durable layer of basket and clay for the pit substructure to prevent collapse due to flooding or sandy soils.

The true genius of the design though lies in the community centered process through which it was created — engineers considered local preferences and accessibility at the forefront, understanding that acceptance of the new toilets among the community members would be key to the design's success. Costa Chitanda, Expanding WASH's provincial service delivery lead, emphasized the importance of community engagement

during the design process, remarking that, “Implementation of any climate adapted toilet should ensure that it meets local preferences and usage patterns.” He went on to explain, “The durability of these toilets ensures the continued long-term benefits for public health...by breaking the flow of pathogens, these new designs will have immensely positive impacts on community health – especially that of mothers, children, those with disabilities, and other vulnerable populations.”

The team gaged success on the toilet’s ability to be used by any member of the community — including children, elderly, and people with disabilities, as well as the acceptance rate for the climate-adapted latrines. Looking ahead, the project plans to continue this work, scaling up and making alterations based on the lessons learned—what will not change though is the team’s focus on community engagement. After all, the new designs can only be effective in changing the lives of the populations they’re intended to serve, if those populations actually feel comfortable incorporating them into their lives.

ANNEX 5. IMPACT STORY 3

COMMUNITY LEADERS AND CSOs UNITE WITH UTILITY COMPANY TO IMPROVE SERVICE DELIVERY

Faced with low access to WASH services, lack of accountability for service providers, erratic service delivery, and no formal forum where consumers and service providers could interact and advocate for themselves or communicate with each other, a group of community-based organisations’ representatives and village leaders in Nakonde district have joined forces with CHWSC and

the Nakonde District Council to improve the quality of water and sanitation services. Prior to this first-ever WASH consumer interface meeting, USAID’s Expanding Water and Sanitation project (USAID Expanding WASH) had been laying the foundation for such a forum, training CSOs in advocacy and social accountability, the idea being that they could then go on to train community members on how to change their relationship with service providers from one of conflict to one of communicative partnership.

This meeting was long overdue for the region. Only 31.8% of Nakonde’s estimated 235,529 residents have access to basic drinking water, and only 2.9% have access to safely managed water. Current services are erratic—in some cases users go for weeks without water—and yet the utility company expects them to pay the service provider’s monthly fees. Prior to this meeting, no forum existed where consumers could express their dissatisfaction with services to providers. Understanding that communication between the providers and consumers is crucial to improving service quality, USAID Expanding WASH has been working with CSOs to build the capacity of community members to hold service providers, civic leaders, and policy makers accountable--facilitating this meeting being a prime example.



Photo Credit: Mr. Paul Sinkamba explaining the reasons why CHWSC might fail to meet the minimum standards of water supply at the WASH interface meeting in Nakonde.

Prior to the meeting, the project trained 17 CSOs on advocacy and social accountability to enhance WASH governance in Munchinga, Northern, Southern, and Western provinces. These CSOs now work with various WASH service providers and community leaders, raising awareness among community members about the role they must play in water and sanitation service provision, including how to create spaces for community members to engage service providers and contribute to sustainable service delivery.

In a moment of progress for all, during one of many such meetings, CSO members pledged to collaborate with the LAs and utility companies to address the local barriers to effective service delivery. Members and community leaders pledged to be on the lookout for leakages and vandalism and to encourage consumers to pay service bills promptly, ameliorating some of the largest current barriers to service delivery.

Mr. Paul Sinkamba, the CHWSC Nakonde district Commercial Manager, remarked at the WASH consumer interface meeting that, “The utility company sometimes does not meet the minimum service standards because it does not have adequate resources to finance operations. Sometimes the utility only manages to collect 40% of the monthly bills due, and this affects its ability to continuously provide the service. Consumers need to change their mindset and begin to take responsibility towards sustainable service delivery through prompt payments.”

Cleopatra Muzyamba Namonje, Treasurer at Nakonde District Women’s Association, added that it is the right of consumers to demand quality services from providers, but it is also their duty to pay for services consumed to enable the service provider to continue supplying the service. “I attended the USAID Expanding Water and Sanitation project’s advocacy and social accountability training, which enlightened service providers and consumers to work together.”

The district WASH services interface meetings are designed to encourage service providers to interact with consumers with the aim of improving service delivery. During them, community members complete community scorecards on which they rate the quality of water and sanitation services, these findings are then presented during interface meetings with service providers.

Looking ahead, CSOs will continue to train community members in advocacy and social accountability in all the wards, empowering

them actively engage service providers and raise awareness about citizens' responsibilities in the service delivery process. They will continue facilitating interface meetings between consumers and service providers, with the aim of ensuring that service delivery continues to improve as well as ensuring that all stakeholders – government, policymakers, providers, the public and others, – are aware

of the role they must play if this work is to continue to improve health outcomes for all Zambians.

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