



In cooperation with

'I am not nobody now'

This story was told by Amai (Mother) Toriro before she died in 2010 in Zimbabwe from an AIDS related illness. The key message that she wanted readers to know was that she had changed her life through becoming active with the help of a community health club. She did not die alone, or in distress. And most of all she knew she was somebody ... not a nobody.

I am Amai (Mother) Toriro. This is the story of how my life changed when I became a health club member. In 1995, I was dumped by my husband. He left me with 7 children and went to the city. (He came back six years later – but he was ill with AIDS and he died in 2003.)

My husband left me with nothing; at first I was in difficult times as we had no money, until I joined the Community Health Club started by Zimbabwe AHEAD Organisation. [This is in the Makoni District of Manicaland province of Zimbabwe.] We called our club 'Rujeko' meaning Light! I attended the health sessions every week for six months and learnt about so many things. It gave me light to understand how to prevent diarrhoea, bilharzia, malaria, skin diseases, worms, even HIV/AIDS but most of all how to care for our family with good hygiene. I completed all 20 health lessons and graduated with my certificate in 1996. The next year my children and I dug a pit latrine and our own deep well. Later I put in a handpump on the well from the money I earned. I became the Chairperson for our club in 1998.

We were given homework every week to improve our lifestyle. I built a pot rack for drying the plates off the ground. I dug a rubbish pit, and kept my yard clean. My kitchen is so beautiful, with homemade clay shelves and everything laid out well. My water is covered properly and we take drinking water carefully with a ladle. We know unsafe water, dirty food, and dirty hands cause diarrhoea. Our children are no longer sick due to poor hygiene.



An immaculate kitchen inside a mud hut

In 1999, every club member was trained with a skill to enable us to make money for ourselves. We learnt how to sew mosquito nets, and others learnt how to press oil to make soap. In our areas over 100 people joined a paper-making project. My two children were also trained and got a full time job making paper. During difficult times in Zimbabwe this helped us to survive as they went to Harare and made paper there.

In our club some trained how to keep bees. We must plant woods, because bees need trees, so this makes our area very green. I started with just a mud hut, but with my income from selling vegetables and herbs, I built a four-bedroom house, making my own bricks and roofed with iron sheets. All have nutrition and herb gardens and I now have drip irrigation. I am earning as much as an office worker from selling vegetables, herbs and honey

Something very important to me as a woman, is caring for the home and the children. I myself paid for their school fees up to 'O' level. I even told them if you want something like a better life you must have skills. So all my children joined the clubs, even all my friends were in the club and we were together every week meeting and planning our projects. I am happy and I just feel free, and pleased with every activity. I am self-reliant now because I have knowledge and skill to live well.

Our health club assists those who have problems in the village. We also know how to cure small infections suffered by people living with AIDS. I am a District Nutrition



Strong women: Community Health Club Women celebrate getting a certificate for completing 6 months health sessions, Mrs Toriro is in the centre with Project Co-ordinator Josephine Mutandiro (left) and trainer Mrs Rezen (right).

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Trainer for ZimAHEAD. I train the carers how to handle the clients and care for the sick. I have over 70 varieties of herbs in my garden, and I know all the names, and how to use them.

We help each other with funerals through a revolving loan. As health club members we often support those orphans without parents and the widows lacking food with our own produce, and with clothes.

We continue to meet every week to plan projects. We play netball, we remind ourselves of good practice and have competitions for the best home. In our ward

there are 20 health clubs just like Rujeko with over 100 members in each. In Makoni District there are over 200 health clubs with about 20,000 members.

There are many women like me with smart, clean homes and healthy children who will survive and be strong. I was happy with what I have done with my time on earth, even though I too have the terrible disease called AIDS and must die soon.

Epilogue:

Mrs Toriro died in 2010 from AIDS but she set a fine example by her energy and

dedication to the community, and many came to her funeral. Through her own hard work she raised herself and her family up and although she died prematurely she was happy with her life and is remembered throughout Makoni District. As she once said to me, **'I am not nobody now'**. One woman on her own is often powerless, but there is nothing stronger than a group of motivated ladies.

Amai Toriro as told to Juliet Waterkeyn, Africa Ahead

One of the prizes winning story of the story contest 2011.

Municipal Assistant system helps operation and maintenance of assets in municipalities

The Drakenstein Local Municipality in Western Cape, South Africa, is using a new software system to get a better insight into assets management and the operation and maintenance status of six wastewater treatment plants serving 250,000 people.

The Municipal Assistant computer programme helps engineers and process controllers to generate reports for political bosses on the quality of effluents being discharged into rivers and helps the municipality to track the status of hardware – especially when it may need replacement or repair.

Mr. Ronald Brown, the Engineer of Waste Management in Drakenstein, said the software could be managed by process controllers with low levels of literacy while reports could be understood by politicians without technical knowledge. He predicted it would save the municipality millions in unplanned maintenance bills.

"We in South Africa have a problem with wastewater effluent polluting our rivers. So we need to have a management tool that will manage the quality of this and also our infrastructure."



Ceres waste water treatment plant one of the six plants where Drakenstein is using the Municipal Assistant system. Photo: Dick de Jong, IRC

The Water Institute of Southern Africa (WISA) had identified the need improve the management, operation and maintenance of assets, and to build the capacity of process controllers in Water Services Authorities (WSAs) as key steps in improving service delivery.

The software was developed in South Africa by WAM Technology and is being used in 38 municipalities where eWISA, the capacity building and knowledge sharing arm of WISA, has loaded data and photographs from the water and wastewater treatment works into the asset database. The software can be used for a wide range of purposes including reporting on:

- Water quality, plant performance and efficiency
- Asset management, including inventories, maintenance schedules, life span of equipment and replacement costs
- Financial management
- Resource monitoring, (rivers, streams and boreholes)
- Water demand and sanitation assets
- Assisting with maintenance, including logging calls and arranging call-outs

One of the key uses is in providing monthly reports to councils. "Whatever we put in, we can request a report from the system. The councillors are not highly technical staff, they are politicians and even they can interpret the report."

From Stellenbosch to Drakenstein

Mr. Brown joined Drakenstein Municipality from Stellenbosch, which has been using the Municipal Assistant system since 2006, and it had earned them the prestigious Blue Drop certification awarded by the Department of Water Affairs to the top service delivery providers in South Africa.

Mr Brown said: "We in Drakenstein were very interested in looking at the Stellenbosch experience and how the Municipal Assistant system strengthened their capacity at their water treatment plants operations."

The Drakenstein municipality gave the go ahead in June 2010, investing 300,000 - 400,000 Rand (Euro 30,000 - 40,000) for the package. Software developers then helped Drakenstein to put information and photos about its six wastewater plants in the computer.

The municipality has also invested in staff training and was preparing to go live with reports from April 2011. Mr. Brown said that once all Process Controllers were trained on the system, they would add a complaints management module which would highlight any overdue action. Mr Brown said: "If it is not completed in a certain amount of time the system gives you a note to say it has not been dealt with. If a maintenance guy doesn't act on a complaint in time, it goes to his boss, who can take action."

Value for money?

Mr Brown expects the system to give good value for money. "With one touch of button I can do the budget, or my report to my superiors. It also gives us lifespan figures that we can use for forward planning, our operation and maintenance costing and our capital management expenditure needs. We can also keep track of the performance of our suppliers. It also provides us a Global Positioning System to track our water quality. For me it is a good management tool. It is a warning system that can help avoid millions of Rand spending for maintenance. In a year from now I can tell you more about the impact".

Mr. Grobler from WAM Technology, said that the national drive for municipalities in South Africa to qualify for the Blue and Green Drop certifications was a powerful incentive. "The political leaders of municipalities need a good operational system that can show good performance for their drinking water quality. They can get an almost photographic audit of what the municipality achieves and does not achieve."

Costs involved

The standard package licensing fee is R 18,500 [Euro 1,850] with an annual renewal of R 9,250 [Euro 925] and an extra sum for training. By World Water Day in March 2011, WAM Technology had trained 100-120 people from 38 South African municipalities. The system is also

being piloted in Malawi and Zimbabwe. Drakenstein is now considering using the Municipal Assistant for other services such as electricity, solid waste management and roads.

One word of warning, however, from Mr Brown. He points out that the system is only fully useful if everyone uses it every day, and "it is only as good as the user who can use it."

Interview with Ronald Brown from the Cape Town WaterCube, March 2011 <http://watercube.blip.tv/file/4909215/>. For a fuller list of the Municipal Assistance components, see Components of the eWISA Municipal Assistant <http://www.irc.nl/page/62933>

Dick de Jong, interviews in Cape Town and Witzenberg, March 2011



Ronald Brown, engineer of the Waste Management Department in Drakenstein Local Municipality. Photo: Dick de Jong, IRC.

Celebrating community management of water in Cochabamba

We have just celebrated four years of community management of our water supply in this part of Cochabamba. It is a celebration not of perfection but of hard work; not a story with a happy ending, but a story where we meet the continual challenges.

Lack of water is a constant problem in the Southern zone of Cochabamba since the water network from the public company Semapa does not reach us. We could perhaps have managed to attract a project to bring us water supply, but it would take a long time and we feared that we would be disregarded by the authorities. So we followed the path that some neighbours have taken to organise themselves and form a water committee to tackle the lack of drinking water.

Our Community Association for Drinking Water and Sanitation was formed on April 22, 2007, as a public service community association with charitable status. Its primary purpose is to administrate, operate and maintain the drinking water system and keep it clean. This association has managed to supply water to the districts between the rivers, Trafalgar, Santa Fe and part of Bello Horizonte (Villa Payer-District 14), about 45 minutes bus ride from the city centre.



To solve the problems in my community we needed to clear the route dig, clean and put the whole thing together. This community effort was the only way to obtain good results.

Four years after the association was formed it has 748 active members who receive their water supply from two tanks, each of 125,000 litres, on a small hill nearby. A road to the tanks was built by the community so that water tankers can fill them. This had become a difficult task in rainy periods due to the chalky ground.

Before the association was formed, we and our neighbours were at the mercy of the good or ill-will of the private water carriers, who controlled the water tankers. The neighbourhood organised itself to manage the installation of a distribution network and the two tanks, creating a Steering Committee to oversee the work.

The water association finances itself through tariffs that are paid for installations, through projects, donations and through a sum paid by the actual or future associates.

Community management is not simple. It is difficult to achieve consensus and get agreement but we are really convinced that united we are strong, divided we

fall. Our system has now been working for 18 months. We consider it to be a great achievement but we know that we still face big challenges, like for example the sustainability of the system. We need to obtain technical advice and raise the awareness of water users, some of whom waste water.

To ensure that we can continue to improve, in 2010 the association started participating in the Yaku South project that provides specialised technical support.

One of the first activities this year was cleaning the distribution network, with the support of a technician from the Environmental Water Centre of the Greater University of San Simón. The whole community participated in this work and the costs of purchasing water and the necessary chlorine was covered by the association's own funds. On 22 April 2011 we celebrated four years of intense work, with adventures and mix-ups but mainly with friends who had bet on the success of community water management.

Author: Sonia Colque

One of the prizes winning story of the story contest 2011

The community gathers to clean the distribution network. Photo: Sonia Colque

From the Netherlands to Ghana: the story of a King www.akinginghana.com

"Every year I select 4 or 5 villages and ask inhabitants what they really need. I don't impose anything on them. Some of the 210 villages ask for toilets, other villages ask for a clinic, a school or water facilities. We try to find a way to turn their requests into something real." These are not the words of a district planner or even a traditional NGO. The speaker is King Safrotwe Kakradae IV from Ghana¹.

When Safrotwe Kakradae IV was crowned in 2007 and became the ruler of the Aduana-Abrade clan, originating from Akwapim South district of Ghana (Aduanahene & Kingmaker), he had been living and working in the Netherlands for more than 10 years. He studied at the TU Delft, did strategic management in Amsterdam and then became a king.

"My family would not have forgiven me if I didn't accept this role. Besides I considered it a higher calling and inner assignment to help create a better and sustainable life for my people. That way they can also actively contribute to improving the world." And he added: "I knew that the experience accumulated from the years I worked in the Netherlands as strategic and performance management consultant would be useful".

Leaking roofs and rainwater

"I am proud to have accomplished some of the Foundation's goals", he said. "We built a new primary school in Coaltar, a clinic in Adamrobe, toilets for a village in Edipa as well as a vocational school." The King in Ghana Foundation, the Kofi Annan Foundation and personal resources helped build this vocational school for agriculture,



This is a primary School in Asamankese, Eastern Ghana at Coaltar before the Foundation [Akinginghana.com](http://www.akinginghana.com) renovated it in December 2010.

catering, hair-dressing, seamstress, auto-mechanic, carpentry, painting, building construction, economics and ICT studies in Edipa. The first students were admitted on 1 April 2011 <http://tinyurl.com/5r3ejdl>.

The whole school – and indeed all the construction work – relies on rainwater.

"During the projects we constructed a water-tank to store the rainfalls which is now used for flushing the toilets. The rainwater was also used for building the remaining facilities. We intend setting up a swimming pool, a hostel, kitchen and a football field for the school and our source of water will again be rainwater," said the King. The King expects that students' fees will generate part of the money that is needed to complete the project but he is also looking for new sponsors.

The King in Ghana Foundation has rebuilt the Coaltar primary school. "I saw that when it rains, the water gets into the classrooms while the children are having classes. It was really sad to see. I realised that a new school building must be put-up for the children. I thank God that this has also been realised.

The school project started in September 2010 and in December 2010 the main classrooms were completed. With more classrooms the school has been able to admit more students. "We recruited a new teacher to cope with the growth. The teachers are paid from a small contribution from the parents."

See more pictures at: <http://tinyurl.com/6azbejo>

Supporting villages to become open defecation free

In Edipa, people complained that it wasn't safe going into the bush for defecation at night, especially for women. "We built toilets and implemented some policies governing the usage of the toilet. When someone is found defecating in the bushes he or she gets a fine. This was decided in a meeting with the community. Now the village is free of open defecation". One person from the village is paid a monthly salary to clean the toilets to ensure that people keep them clean and flush them at the end of the day, http://youtu.be/_LkRdxq8wmM.

In June 2010 The King launched the "Royal Black Queens" project that has so



Water-tank to store rainfalls now used for flushing toilets and building all facilities. Photo: Caridad Machin Camacho, IRC.

far provided micro-credits to 420 women to start market stalls. This has improved the standard of living of their families. Women are able to pay school fees, pay for health care and give their children healthier food. Micro-credit does not abolish poverty, but it helps parents create better futures for their children. Free training has been provided for the women in basic computer knowledge. From April 2011, they will also be able to learn to read and write. At this moment, there are about 1,500 women on the waiting-list hoping to get micro-credit. All investors who put their money in the micro-credit get 5% interest per annum. See www.royalblackqueens.com



A better school since December 2010. Photo: Caridad Machin Camacho, IRC.

The Foundation is planning to work on twinning schools between Ghana and the Netherlands. You can read about this on the Foundation's website at <http://www.akinginghana.com/>

Lessons from a King

"I would advise people interested in starting projects in Ghana to involve the right persons. For instance, it is very important to know who owns the land you plan to build on or you could find yourself involved in legal problems" says Safrotwe Kakradae IV. He also says: "I learnt that it is essential to look for a good contractor or you spend too much time coordinating. Community labour is cheaper but you need to find someone who takes the responsibility so that you get what you planned for."

Setting a royal trend?

It is clear that the King's past experiences in the Netherlands and his family ties will continue to strengthen the bridge between institutions in the Netherlands and projects in Ghana. It is now up to the Foundation, the communities and the sponsors to make sure the facilities and the positive results will last.

Fetching water in Coaltar related video: <http://youtu.be/XEcZ79NTSeM>.
By Caridad Machin Camacho from IRC who interviewed the king while documenting progress in some of these villages during two days in March 2011.

1. The region "King Safo" is located on the Eastern Region, 25 km from Accra, the capital of Ghana. It has 1.200.000 inhabitants in around 210 villages.

Breaking the rules or mending the leaks

A reality case from Janagoan town in Andhra Pradesh

The provision of water, sanitation and hygiene services is a major challenge for local municipalities in small towns and peri-urban areas with rapidly growing urban populations. When people in these communities feel that services fall below the levels they expect, they often take individual action to get the water they want. These practices are on the border of what is legal but sometimes people are encouraged to bend the rules by those who want to be their representatives. There are difficult choices for municipality administrations – to invest in better facilities and facilitate better governance, silently allow local “illegal” practices or punish those who engage in them. The 8th Ward in Janagoan town reflects some of this confusion in a typical situation facing peri-urban settlements in Andhra Pradesh.

Peri-urban community – mostly “pucca”

The 8th ward is a peri-urban community in the Chamman area of Janagoan. It has 20 streets, 420 households, a population of almost 1,100 people, and its own elected councillor. Three out of four adults in this ward are daily wage workers, including masons, carpenters and cooks. Others are farmers, employees at rice mills or the paper plate factory, or they work as small scale entrepreneurs or depend on livestock for their livelihoods. Most of the houses in this ward are semi-pucca and pucca – that is they have a permanent structure and roof. Only 10 to 15% of houses are kuttcha – that is they are made with bamboo or have sheet tin roofs.

Janagoan was made a 2nd Grade Municipality in 2004 and developed its own roads and water supply systems. A ground level storage reservoir (GLSR) supplies water to three wards and another tank was constructed with the support of the agricultural bank, NABARD. There are 43 public standposts (PSPs) in the 8th ward, of which 41 are functional, and 3 smaller storage cisterns. The entire



Households taking the official connection for private use

pipeline network and the standposts are connected to both water storage reservoirs. However, only 7 of the 15 handpumps are working and one of these is directly connected to a motor. Due to low pressure in water network, 6 pit taps have been added in the ward – where the tap outlet is below ground level.

Concerns about services levels and environment

Water is released from the reservoir every other day, and from the second tank every day. These sources feed groundwater into the storage cisterns and once these are full they feed the standposts. The switches that govern the pump are openly accessible, so anyone can switch on the pump and fill the cistern. This flexibility is desirable, but there are concerns. Anyone can turn the pump on, and they do not always turn it off. Water overflows, runs into the streets, and stagnates in unhealthy pools around the cisterns. One of the cisterns leaks so much, the water goes down the drain and households at the tail-end of the network get no water.

Households pooled money for standposts

Citizens have evolved a variety of practices and strategies to overcome this low level of service. Some households pooled money and installed a “group-based standpost”, which they connect to the existing network. Each of the 5-7 families in a group contributes about 500 Rupees (US\$ 11) for this standpost but they do not pay a connection charge or user charges. They say that this process has the blessings of the Ward Councillor, but the group-based



standposts are officially unauthorised. There is no control mechanism so any user can connect a hosepipe to the standpost and supply unlimited water to their household.

Official route leaves homes high and dry

Some households take the official route – paying a connection fee to make a private connection, but water pressure is so low that households on higher ground get a very poor service – sometimes one or two pots of water a day from their taps and sometimes nothing at all. These households tire of the unresponsive service – they stop paying, buy long hosepipes and connect them to the nearest standpost.

The other option is to buy water from the three water purification plants that have been established in 8th ward, where the price of water varies from 3 Rs/ to 5 Rs/- per 20 litre can – more for home delivery.

Can households, councillors and municipalities work together?

It would seem that the water problems of the 8th ward could be sorted out by the municipality and the ward working together. But problems of water scarcity are being tackled another way. A new overhead reservoir has been constructed and it is proposed to connect this to the Chittakodur reservoir.

This scenario is typical of peri-urban settlements with weak governance and management systems. Individual families find individual solutions, while municipalities invest in new infrastructure rather than maintain existing systems and make them work better.

Can citizens find a way to better services by breaking rules and norms? Or would it be better for councillors and households to work together so that services reach the end of the pipe network?

Kishan and MV Rama Chandrudu, WASSAN, 5 March 2011.



Civil society flexes muscle at SACOSAN

WSSCC helped to drive preparations for the meeting and was active at the SACOSAN event in Colombo and at the preceding gathering of civil society organisations. WSSCC teamed up with WaterAid, the Freshwater Action Network South Asia, and others to bring the voices of the people to the podium, highlight the vital topics such as equity and inclusion and raise the challenges around the unserved in the region. The three organisations provided input to the final document through a Declaration of the Pre-SACOSAN-IV Consultation Meeting of civil society organisations (CSOs), and welcomed The Colombo Declaration, which outlines ministerial commitments made in SACOSAN-IV.

Visit www.wsscc.org to access these documents and outputs from WSSCC, its partners and the SACOSAN event:

- Sanitation Crisis in South Asia "Traffic Lights" (which assesses the progress on previous SACOSAN commitments)
- Report and video on Equity and Inclusion in Sanitation and Hygiene in South Asia
- South Asian People's Perspective on Sanitation report and Peoples' Voices video
- Colombo Declaration
- CSO Coalition's Response to SACOSAN-IV, Colombo Declaration



Over a hundred civil society members, community leaders and grassroots activists from across the region queued behind a giant toilet to highlight the nearly one billion people living without access to adequate sanitation in South Asia. Photo: Prakash Amatya, FANSA

SACOSAN IV focuses on the scourge of open defecation

Open defecation and unsafe latrines together account for a high toll taken by water-borne diseases in South Asia. In fact, between 2008 and 2011, that is, the interval between SACOSAN III held in New Delhi and SACOSAN IV that recently concluded in Colombo, 750,000 children under 5 succumbed to diarrhoea, dysentery and jaundice in the region. In spite of the 2008 Delhi Declaration by governments in South Asia recognising access to safe drinking water and sanitation as a human right at SACOSAN III, progress in sanitation remains tardy and uneven.

Although faring better than most in numbers, India manages only 68 per cent sanitation coverage for its people. Open defecation remains a major public health concern for the emerging economic superpower with 6 per cent of its GDP, (US \$ 53.4 billion), wasted annually due to lost productivity, healthcare provision, and other consequences of poor sanitation -according to the World Bank's Water and Sanitation Program (WSP) .

The SACOSAN series of conferences is an acknowledgement by governments in the region that investing in improved sanitation can bring down the expenditure on public health bills, as well as restoring the dignity of poor and excluded groups. Heightened awareness of the need for improved sanitation has spelt a new dawn for the peoples of the region, especially the poorest, underlined by the UN recognising this as a human right and countries in the region committing themselves to MDG 7.

This was illustrated by accounts from the front line. Himani Mistry from the Sunderbans of Bangladesh described how her village continued to face the problems wrought by natural disasters, especially due to saline water from the seas. Having realised that

sanitation is a human right, Himani spoke of making others aware of it. To her, it meant being free of the constant scourge of skin diseases that were contracted during menstruation, and expensive treatment that had to be sought from far-off hospitals.

K. Rajamouli of Gangadevapalli (Andhra Pradesh) has led his village to achieve the status of total sanitation, become free from child labour and 100 per cent literate. His view was that communities cannot achieve this on their own. "Each community's micro-plan needs to be supported by the government. Local bodies need to be capacitated to get the best results."

Rajamouli's prescription was more than vindicated by the success achieved by the Orangi Pilot Project of Pakistan, and the community led total sanitation approach that has enabled Bangladesh to bring down open defecation from 42 per cent in 2003 to 6 per cent in 2011.

Lack of sanitation is not just troublesome. For women in patriarchal South Asia, it means suppressing a natural urge and making do with makeshift arrangements. In times of disaster, when people have to be bundled into overcrowded relief camps, women suffer most.



A girl in Bangladesh washes sanitary pads by hand. Menstrual hygiene issues are critical in South Asia. Photo: Amanda Marlin, WSSCC

The issue of WASH (Water, Sanitation and Hygiene) in schools was graphically depicted in a skit presented by Sri Lankan children. It was delightful to have adolescents overcome their diffidence and talk of an issue that prevents millions in South Asia from regularly attending school since they cannot relieve themselves in the open. Exclusion in the context of gender equity brought into focus the needs of the physically handicapped. Nepal's success in introducing designs friendly for the wheelchair-bound inspired the other participating nations enough to have a special mention in the Colombo declaration on making provision for designs for the excluded.

It was also interesting to learn about how odour-free ECOSAN toilets could be used to replace the high carbon-emission pit latrines, and prove a boon in coastal areas and islands that have a high water table (since groundwater can easily be contaminated by human waste from latrines).

Opting for improved sanitation can also serve as a solution to the problem of untouchability that plagues Pakistan, India and Bangladesh, as is being done by Sulabh International through their network of toilets. It can also serve to uplift those who traditionally clean and maintain toilets and sewers. As a civil society professional

maintained at the conference, "Why don't we assign value to their services, and let them earn from maintaining public toilets?"

Interestingly, for a gathering of over 450 delegates from all over the region, debating on a millennium development goal with direct repercussions on public health, the media coverage and general publicity was abysmal. With the heads of state keen to increase allocations for sanitation, and SACOSAN set to be linked to the SAARC (regional cooperation) process, it is high time the media got interested.

By Rina Mukherji, freelance journalist sponsored by WSSCC to participate in SACOSAN. To contact Ms. Mukherji, write to rina.mukherji@gmail.com.

WSSCC News Brief

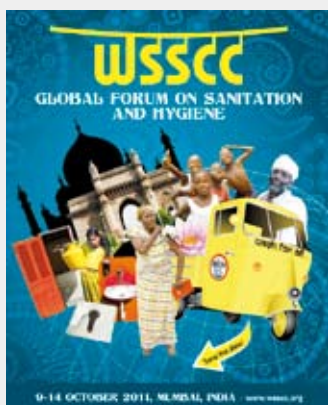
The first half of 2011 has been a busy period for WSSCC. Implementation of the **Global Sanitation Fund** continues at a rapid pace. Since 2010, GSF programmes started in Cambodia, India, Madagascar, Malawi, Nepal and Senegal, to which in 2010 WSSCC committed \$36 million to impact the lives of up to 24 million people over the next five years. The country programmes are beginning to issue contracts to sub-grantees to carry out on-the-ground work related to sanitation and hygiene awareness raising and marketing, community led total sanitation, and more.

In addition to extensive involvement in SACOSAN, and preparations for AfricaSan in Rwanda in July, WSSCC has been planning for its own **Global Forum on Sanitation and Hygiene**, to be held from 9 to 14 October in Mumbai, India. For professionals, the event will be a unique sanitation- and hygiene focused gathering with four main aims:

1. to facilitate learning and sharing between WSSCC members, sector practitioners and policymakers;
2. to energise professional communities through an exclusive platform dedicated to sanitation and hygiene;
3. to showcase knowledge, investment, communications, advocacy, partnership and networking approaches; and
4. to strengthen national, regional, South-South and global dialogue and collaboration. To encourage attendance from developing countries, a bursary fund has been established to support some participants.



Dignitaries at the launch of the GSF in Cambodia. Photo: Saskia Castelein, WSSCC.



WSSCC is pleased to announce that the popular **Hygiene and Sanitation Software Compendium**, released in 2010, is now available in French under the title, *Introduction aux Stratégies Participatives et de Promotion en Matière d'Hygiène et d'Assainissement*.

WSSCC has teamed up with WaterAid to **support journalists in West Africa** through a new network which will act as a platform to share knowledge and experience between journalists, work together at key moments for maximum campaigning impact, amplify the voices of the poor, and support national networks and project WASH issues at the regional, continental and international level.

For more on all of the above, or to apply for membership in WSSCC, visit www.wsscc.org.



Participants in the General Assembly for the West Africa WASH Journalists Network. Photo: WSSCC.

Vietnam: Highlights from rural sanitation supply chain and finance workshop

Can households in Asia be given better information about the sanitation choices they can make and more options for financing them? Is the role of women in small scale sanitation businesses being overlooked?

These were some of the questions that flowed from an enthusiastic five-day workshop in Dien Bien Phu, Vietnam in late January 2011. Participants representing the government, non-government organisations and the private sector shared experiences on rural sanitation supply chains in their countries: Bhutan, Cambodia, Indonesia, Laos, Nepal and the host country Vietnam.

This workshop was part of the learning and sharing component of the "Sustainable Sanitation and Hygiene for All" programme, implemented with funding from AusAID and DGIS. The workshop was organised by Dien Bien Province, Vietnam and SNV Asia with the support of IRC International Water and Sanitation Centre. Resource people from WSP, WaterSHED Asia, IDE Vietnam and SNV's biogas programme also attended.

The workshop addressed three topics:

- Informed choice for toilets and analysis of sanitation supply chains
- Sanitation business development
- Subsidies and finance

Participants learned about simple pre-fabricated latrines: the Easy Latrine, which was piloted in Cambodia by IDE. They discussed how to better understand consumer aspirations and about new ways of subsidy payment directly to

beneficiaries through the post office in Vietnam as in the biogas programme. All country teams had brought in technology handbooks, which were enthusiastically reviewed: for whom are they written? Most handbooks are not for households who need to make the technology choices. And if they were, there is too much text and the handbooks are too expensive to reach the majority of households, they concluded.

Sanitation as a business

Common barriers for sanitation businesses are unclear demands; high transport costs; difficulties of information flows; unwillingness to take risks in pre-financing orders; and lack of volume and profitability. In spite of this, shops selling sanitation hardware or masons providing toilet construction services exist in every country. The challenge is to reach (many) more households (customers). Different organisations have searched for different answers.

WSP Indonesia with its Total Sanitation and Sanitation Marketing (TSSM) approach, looks at the market structure and aims to simplify service delivery to the consumers. A main element is the one-stop-shop.

The 'Hands-off' approach of WaterSHED aims to reach more households with sanitation products and services by drastically reducing costs through pre-fabrication and mass production of toilets, as through standardised marketing. Product development and marketing is subsidised by the donor.

IDE Vietnam dives deep into understanding consumer aspirations and carefully selects the masons they work with, to make sure they cater for different groups of households.

A question remains, how much public funding should be invested in the

improvement of sanitation supply chains and are they reaching the poorest households? It was pointed out that if the supply chain fails the poorest households, we are effectively subsidising sanitation for the rich.

Three market-based solutions



The district governor and local Lama (religious priest) inaugurating the female sample toilet for use during the festival

Participants discussed three market-based solutions or business models in which these business constraints are addressed in a sustainable manner, creating the right incentives, recovery of costs (at least) and quality of services.

The one-stop-shop model is a contractor or Sanimart located in an accessible place where all sanitation-related materials can be purchased at once. However, shops exclusively dedicated to sanitation, like Sanimarts, usually do not have enough business to survive.

The micro-franchising model is an application at scale engaging small businesses in implementing one business idea.

The network model is a network or cooperative of masons, shopkeepers, middle-men working together to provide services. Here it was said: "If collected data is not sex-specific, women's roles in e.g. sales remain hidden and therefore training often goes to male shopkeepers only".

Take home messages

Take-home messages from participants after five days include:

- Learn about the existing roles of women in sanitation business and see how these can be strengthened;
- Look at the selection process of masons and build their skills to meet the demand;
- Demonstrate sanitation models and let consumers 'touch and feel';
- Look into new payment methods such as saving groups and instalments.



The man is explaining why he bought the PVC pipes and the ladies are inquiring at the sanitation stall.

Some country-specific reflections or follow-up actions mentioned were:

- Localise incentives for the private sector (Bhutan);
- Find out if there is a case for subsidy/ vouchers (Cambodia);
- Know the priorities of different groups on sanitation in order to better support and supply them (Vietnam);
- Look into the possibility of linking suppliers to consumer groups and

- establish self-financing revolving funds (Laos);
- More than a toilet - include a bathroom in technology packages (Nepal);
- See if the production and use of biogas from human and animal excreta can be integrated in the one-shop model (Indonesia);
- Support a government policy on sanitation subsidy for the poor (Indonesia).

This programme includes the following steps, triggering and following-up sanitation demand; strengthening sanitation supply chain development; developing behavioural change communication for hygiene and sanitation marketing; and improving WASH governance and multi-stakeholder sector development.

Ingeborg Kruekert

'Services that last' training in 2011

Many countries are beginning to focus on the need for sustained WASH services and to focus on investment in planning, monitoring and post-construction support, rather than just infrastructure. However, significant gaps and disparities remain. To tackle these, IRC International Water and Sanitation Centre has developed a modular training programme, "Water and sanitation services that last". It combines the expertise of WASH professionals and the latest ideas around service delivery approaches for water services.

WASHCost and the Triple-S project have provided significant input into the training by providing a framework that emphasises service delivery and life-cycle costs approaches.

First training in Brisbane

WASHCost Director Catarina Fonseca, IRC, and Harold Lockwood, Aguaconsult and Triple-S, will lead a training on sustainable service delivery and life-cycle costs at the WASH Conference 2011: Towards sustainability in water, sanitation, and hygiene, in Brisbane, Australia, 16 – 20 May 2011.

The training will initially focus on three major steps that take participants from (1) general concepts and approaches to (2) examples of these in use to (3) learning how to apply tools and approaches for sustainable water and sanitation services in your own context.

At the same conference, IRC's senior Participation, Hygiene and Gender specialist Christine Sijbesma will also run a training course on performance monitoring.

Back-to-back training at other events 2011

The WASHCost team will organise back-to-back training sessions for using the life-cycle costs approach at three other international events in 2011:

- AfricaSan 3, Kigali, Rwanda, 19 – 21 July 2011
- World Water Week, Stockholm, Sweden, 21 – 27 August 2011
- 6th Rural Water Supply Network Forum, Kampala, Uganda, end of November 2011

Key concepts: service delivery approach

A key disparity in many countries is failing to properly distinguish between the physical system (the infrastructure) and the service which these systems deliver. This is a fundamental starting point of the service delivery approach, a core concept of this training. Service refers to the provision of a public benefit through a continuous and permanent flow of activities and resources; a concept applied in many other services, both in the developing and developed worlds, such as health, education, electricity, telephone and urban water supplies.

A water service consists of access to a flow of water with certain characteristics (such as quantity, quality and continuity). It needs infrastructure – but infrastructure is not the service. Even more than water, sanitation services are usually categorised by technology. The concept of a sanitation service as something that comprises



containment, collection, treatment, disposal and re-use of excreta and solid and liquid waste has not yet been widely adopted. Yet this allows a greater focus on the users and the actual service they can access.

Key concepts: life-cycle costs approach.

One key component in ensuring that WASH services continue to deliver is life-cycle costing: which replaces a focus on just pumps and pipes to consider all the costs of the service, from capital investment to maintenance, repairs, direct and indirect support costs and the costs of capital for asset replacement. The life-cycle costs approach is about recognising the importance of post-construction costs which must be covered in order for a service to be maintained over time. The rationale is that WASH governance will improve at all levels, as decision makers and stakeholders analyse the costs of sustainable, equitable and efficient services and put their knowledge to use.

Target audiences for this training package

Target audiences for this training package include:

- Sector professionals and practitioners from international agencies, donors and NGOs;
- Research partners;
- Senior members of national government and NGO staff.

Carmen da Silva and Dick de Jong



Uganda: More than a school toilet: a sense of responsibility and source of income

For St. James Bbina primary school in Kampala city, Uganda, ecological sanitation (ecosan), is no longer just a technology but a commitment. With little or no supervision from teachers, the pupils treat the urine diversion dry ecosan toilets (UDDT) with a sense of ownership and responsibility. Each pupil willingly brings at least a kilogramme of ash each from home twice a week to ensure proper use of the facility. Under the supervision of the hygiene prefect, these ashes are collected, bagged to the storage room and used in the UDDT toilets that have been installed in the school.

Because they separate urine and faeces, UDDT makes it easier to collect uncontaminated urine that can be used as a fertilizer and to compost dry faeces to use as rich and safe manure.

Three to four 20-litre jerry cans of urine per day

Action by the pupils has boosted the amount of urine and dried manure obtained from their toilets, so that the school community is able to collect three to four 20-litre jerry cans of urine a day. The school has used these by-products to enhance its

aesthetics, planting grass and flowers on the hitherto bare and dusty compound.

St James Bbina, which is in the Mutungo parish of Nakawa division in Kampala, has a population of 1,705 pupils (720 boys and 985 girls). The school does not only use the urine itself; four farmers currently rely on them for urine and manure as fertilizers for their farms. Mr. Emmanuel Singyesa, the teacher in charge of hygiene, says that plans are far advanced to market these products and get more "clients" to contribute to the financial base of the school. Currently, a jerry can of urine (20liters) sells for UGS 5,000, equivalent to US\$ 2.2. The extra income is to be used to support very able but poor pupils at the school.

Teachers and others have also educated parents about the technology, and even parents who thought that the ecosan toilets offended their cultural beliefs have now agreed to their use. It is believed in some parts of central Uganda that, ash put on toilets causes some sort of irritation and burns which may manifest themselves in real life where an individual's personal resources may be burnt. With careful



Pupils collecting ashes they have brought from home

sensitisation however, most parents have been reassured and some are even adopting the technology in their homes.

The ECOSAN technology was introduced to the school about four years ago by the Uganda Ministry of Water and the Environment. The Network for Water and Sanitation Uganda (NETWAS U) is providing technical assistance on the use and maintenance of the ecosan toilets plus documentation and dissemination of the good practices to other stakeholders.

Ida Coleman, RCN Ghana, on secondment with NETWAS Uganda as part of the Youth Zone Southern partners' capacity strengthening programme of PSO/IRC.

Ghana: Triple-S selects three district centres for piloting SDA

Triple-S Ghana has selected three regions as centres to pilot the service delivery approach (SDA) at district level. Each centre will be involved in the application of an action research approach where the steps for implementation of SDA and effectiveness in sustainable water service delivery will be documented for replication in other parts of the country.

Each of the regional centres has chosen one focal district where the approach will be implemented. The centres and their selected districts are: Volta Region (Akatsi District); Brong Ahafo Region (Sunyani West district); Northern Region (Gonja East district).

Leveraging with other projects

The regions were selected to reflect the different social cultural dynamics of water service provision in Ghana and the opportunity to leverage through partnership with initiatives as the World Bank's Sustainable Rural Water and Sanitation Project, CIDA's Northern Region Small Towns Project (NORST) and the IRC WASHCost project.

The Community Water and Sanitation Agency (CWSA), which is the host agency for Triple-S in Ghana, will partner the selected districts with three main objectives:

- Develop and test innovative elements within SDA framework
- Increase learning and adaptive capacity of regional and district service authorities/providers
- Document processes and steps for developing and implementing SDA in practice

A concept note for piloting the service delivery approach has been developed in consultation with key stakeholders in the water sector in Ghana.

Community Water and Sanitation Agency in the lead

To begin the piloting process, the Triple-S project has undertaken visits to the regional centres to orient staff on the SDA, including introducing a learning alliance approach at the regional level. The visits were undertaken jointly with IRC Country Office and WASHCost under the leadership of CWSA Head office.

Speaking at the Volta Regional interaction, the Regional Director of CWSA, Naa Yelkuma Dogoli Bagah II said that CWSA staff will be the vehicle for mainstreaming the SDA in Ghana since the Triple-S project is addressing a gap in with the water sector.

Naa Bagah II entreated CWSA staff to begin thinking of how to achieve the paradigm shift in their approach to rural water service delivery.

The recurrent theme in each of the regions was a desire to go beyond providing water facilities to improving water services. The staff expressed the cautious optimism to see how the Service Delivery Approach will facilitate their ability to do this.

Devine Dugbatey, water and sanitation engineer and Assistant Regional Director for Brong Ahafo, spoke for many when he said: "This is a brilliant idea, let's put our hearts into it and make it work. There must be a systematic approach to providing the water supply, beyond funding".

The Triple-S initiative began in 2009 in Ghana. The first year of operation was devoted to heightening awareness for the sustainability challenge by making a compelling case for a change in the approach to delivering water services. This has yielded positive results, evident in the level of enthusiasm and commitment by government, development partners and NGOs to support the process in Ghana.

There is enough indication that the project will continue to count on government leadership in this new phase of implementation. In a message sent to the regional offices, the Acting Chief Executive Officer of CWSA, Mr. Clement Bugase, said: "CWSA is making a paradigm shift in its approach to rural water supply from a focus on projects to delivery of services. This objective is being pursued in partnership with the Triple-S initiative. It is expected

that results/innovations from the piloting will inform the adaptation of policies and practices for delivering water services in Ghana. The success of the initiative in Ghana will depend on how well we fare in the respective regions. I am therefore counting on your usual cooperation and rich experiences to make this a success."

Lamisi Dabire, Communications Officer, Triple-S, Ghana, lamisid@gmail.com



Triple-S staff with Regional staff of the Community Water and Sanitation Agency in Tamale after an orientation meeting.

Northern Cameroon: Bucket chlorination for treatment of epidemic cholera

Bucket chlorination is a method for reducing the spread of cholera. This lethal disease derives from bacteria (*vibrio cholera*). The vibrio, which can be spread by water must be treated. An effective treatment for water is to add chlorine.

In Africa, one problem is that most of the water is not treated, even in distribution pipes. Therefore a lot of pathogen can be carried by water.

The population of Cameroun is more than 19 million (2009) of whom only 6% live in the far North. The bucket chlorination scheme is based on Kolofata, a town with a public health centre, and covers 20 villages in the department of Mayo-Sava with a total population of about 29,000 people. Mayo-Sava is one of two departments that were affected by a cholera epidemic.



In the 20 villages in this case study, everyone draws water from wells. There is tap water in only two villages, and this water is sold. In order for the water to be treated effectively the following rules should be followed:

- Each new case of cholera is checked by the health centre
- The health centre informed the centre chlorination team
- The team goes to the village, analyses the water and checks the wells
- When a community is affected by the disease, all wells receive water treatment.

In the village, all wells are checked. The water is analysed (pH, conductivity, turbidity) and a plan for chlorination is established by the team. A guardian is chosen for each well in the village to take care of the chlorination process.

The guardian receives some training and materials. He stays close to the well and treats water inside the bucket drawn by people.

Drawn water is used mainly for drinking and cooking, and sometimes washing.

This study was completed in a very short period and at the end of the wet season. Does the population change its practices

during the dry season? Without any field research, it is difficult to know, but when Mayo's river is dry, there is no doubt that the population changes its customs.

Conclusion

Knowledge about water consumption is prerequisite to establish water protection. Information is necessary to evaluate the needs of the population to create new facilities. To know the rules and habits is most important for success.

Several studies and reports show that women (with children) are the ones, who draw water. Consequently they are the first to undergo the lack of it as well as the hardness in drawing water and this irrefutable fact, prevents them to go to school, and they have not another choice than to be a housewife.

To assure the durability of water resources, integrated suitable water management should be a priority. That is the assurance for a future of the population. Water resource management has many compounds that need to be addressed.

Patricia Aline HUGONIN, Ingénieure HES, dipl. EPFL, Water specialist, pat.hugonin@gmail.com.

One of the prizes winning story of the story contest 2011.

Uganda: Sources with functional Water User Committees never run dry

In March 2011, the Lira District Water and Sanitation Coordination Committee (DWSCC) made unannounced field visits to various water sources. The idea was to perform impromptu check-ups on the functionality of the Water User Committees (WUC) and the situation of sanitation in the communities which use the sources.

Of five sources visited in Barr and Lira sub-counties, two were very well managed and three were poorly managed. These observations leaves one to question: what is it that makes one community maintain its source where others are failing? Is there

any magic formula leading to effective management and maintenance of a rural water source? The findings during these visits indentified several factors of effective and ineffective source management.

Successful source management was observed at two locations: Okello Omuku shallow well in Akolodong village and Kullu Ongora borehole in Telela Village. On the other hand, Olaka Annex deep borehole in Ariac parish, Ongika B in Aminodur village, and Ober Oyere shallow well in Abunga village were found to be wanting in their management.

So what were some of the challenges that hampered proper resource management, and what were the factors that allowed water sources to continuously function?

Factors for effective source management

Committed and active water user committees: At Okello Omuku, the shallow well (since 2009) has never broken down, thanks to the efforts by community members led by their user committee. At Kullu Ongora where some committee members were not showing commitment,

the other members had already started debating what to do with them. They were considering asking them to resign.

Good cooperation between users and user committees: At both sources, users reported that they had a good working relationship with their WUCs. Although the committee members take the lead, they could not make much headway without the cooperation of the water users themselves.

The gender factor: women held key positions on the committees at both sources. "The men are always too busy so they can't dedicate time to manage the well," said Katrina Akia the WUC vice chairperson at Okello Amuku well.

Positive community attitudes towards making contributions for O&M: Once the community members pay up their fees, the committee doesn't face many difficulties in maintaining the facility, even when it breaks down.

Motivation and encouragement given during field monitoring visits: Committee members reported that they feel encouraged and motivated by the kind remarks that visitors make when they visit their sources.

Training of water user committees: Whenever sources are established, the WUC members are given some training on how to manage their sources. Emma

IRC New Staff

To cope with increasing work in selected countries and on monitoring and learning IRC has hired three new staff members: Erick Baetings; Thea Bongertman and Mags Peterken.

Erick Baetings Senior Programme Officer, Latin America / South Asia Team

Erick Baetings joined IRC on November 1, 2010 as the Senior Programme Officer for Sanitation in the Latin America / South Asia (LASA) Team. Erick is Dutch and has experience in the WASH sector, management, public health and advising finance, control & programme auditing. Erick has worked mainly for SNV and his last work experience was in Laos as WASH Sector Leader and Senior Advisor.

Thea Bongertman, Senior Programme Officer, Global Team

At the beginning of 2011 Thea Bongertman joined IRC as the Senior Programme Officer for monitoring and evaluation (M&L) in the Global Team.

Thea has 15 years of experience in design, implementation and evaluation of economic

Obong, a member of the WUC at Kullu Ongora said that she had been trained in basic repairs and she has never used her skill to do a minor repair on the borehole.

Influence of the Village Health Teams on sanitation practices: Village Health Teams (VHTs) have been very instrumental in ensuring that community members observe good sanitation and hygiene in order to avoid contaminating sources. In Akilodong village where Okello Amuku well is found, all households have latrines. Only one very old and vulnerable lady didn't have a latrine and the WUC had tasked her grandsons to construct one for her. In Telela village, all households accessing Kullu Ongora borehole had latrines.

Enforcement of by-laws: At Kullu Oringa borehole, those who litter are fined while at Okello Amuku well dirty containers are prohibited. Those with dirty jerry cans are chased away from the well. Meanwhile, in Telela village, if your household is found without a latrine the team confiscates your goat or chickens.

Factors for ineffective source management

Lack of commitment of WUCs to their roles and responsibilities e.g they don't conduct regular meetings. At Olaka Annex, the committee had been trained but they were not holding meetings.

development and basic services support projects/ programmes in Africa and Europe.

She has managed projects and programmes from various sources (EU, UNHR, Dutch Ministry of Foreign Affairs, European Refugee Fund, Cordaid and SNV). She was SNV Corporate Knowledge Network Leader on WASH services in the Congo.

Mags Peterken, Senior Support Officer, Project Management Team

Mags Peterken started in September 2010 as a Project Controller in the Project



At Okello Amuku well dirty containers are prohibited

Some **WUCs are not trained** as was the case in Ongika B and Ober Oyere.

Poor management system: In Ober Oyere, the committee decided to pay a caretaker to maintain the well, yet the caretaker was also a member of the committee. The committee failed to sustain the caretaker's salary and he also stopped maintaining the well. Had they opted to mobilise the community members to do work, it might have been easier and more sustainable.

Poor workmanship: Some sources are constructed in a shoddy manner. E.g the splash apron at Ober Oyere shallow well has a crack which causes dirty water to flow back into the source.

Lydia Mirembe Communications and Advocacy Officer, Triple-S, Uganda, lmirembe@triple-s-ug.org.

Management Team and will also provide support to the Finance Team.

Over the past decade Mags has worked as a financial officer for the KNCV Tuberculosis Foundation and the EVD (International Business and Cooperation) and as senior financial officer for the Ecosystems Grant Program of the International Union for the Conservation of Nature (IUCN-NL).

See all IRC staff at <http://www.irc.nl/page/7686>

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