

International Water Conference

Community Monitoring for Sustainable WASH: The Case of Twachiyanda ADP, Zambia Presentation.

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Background

- Community-based monitoring is a concept that has helped people at all levels, improve their programmes and services.
- Community-based monitoring is key to project sustainability.
- ZWASH has helped to strengthen community initiated project monitoring system to improve the effectiveness of water and sanitation services.
- Community developed monitoring tools and procedures that have assisted in the adoption of appropriate WASH practices and also promotion of project sustainability at the community level
- Monitoring was for World Vision staff but has changed to community volunteers

Background of World Vision Zambia

- World Vision started work in Zambia in 1981 with three small community developments projects in Mkushi district north of Lusaka.
- In 1995, World Vision Zambia started implementing the Area Development Plan (ADP) approach covering a large geographical area with longer project life span.
- World Vision Zambia has now 40 large scale programs well spread in all the 10 provinces of the country, providing support to approximately 120,000 registered children in child sponsorship.
- The support is in areas of Education, Food Security and Economic Development, Health, HIV and AIDS and WASH services.
- The total ADP population World Vision Zambia is 1,549,502 people including 943,592 children.

What is community monitoring?

- Process through which communities measure the quantity and quality of public services and other government activities.
- Main objective not to collect data about government's performance but a process to strengthen the relationship between citizens and the state by informing people about their entitlements, the promises made to them by the government and the tools to ensure they receive both the entitlements and the promises
- CM reinforces community ownership and investment in long-term sustainability of WASH interventions.

Organization of Community Monitoring

Organized around the following things:

- Water points maintenance, use of boreholes, water collection, transportation, storage, usage
- Hand washing with soap or ash at critical times
- Latrine construction, use and maintenance
- Multiple uses of water for gardening and animal watering, economic and social activities

Who does the community monitoring?

- Area Pump Minders
- Caretakers
- Community Hygiene Promoters
- Community Champions
- Sanitation Action Groups
- Community Health Workers
- Environmental Health Technologists and School Health and Nutrition (SNH) Coordinators.
- Traditional Leaders

Data Management

Step 3: WASH coordinator (World vision staff- develops the strategies with communities on how to address the key issues identified as well as emerging issues

Step 2: Environment Health Technician (Health centre staff receives sanitation and hygiene data from each area, summarizes and compiles a report to the district health office

Step 1: Community hygiene promoter/champions collects data using locally translated tools, summarizes the data per village

Monitoring Process

- Data is managed and stored at community level and also at the rural health center and feedback is given to the community.
- Monitoring schedule in place includes; Daily, Weekly and monthly.
- CM is done through door to door household visits, household inspections and physical infrastructure inspection.
- Translated community based monitoring forms are used to capture data.

Impact of Community Monitoring

- Reports are more accurate and community ownership has increased.
- Report Submission rate increased from 40% to 95%
- Use of latrines has changed from compliance to full knowledge and understanding of the importance of use.
- Hygiene practices improved from 19% to about 90% where community feedback is done.
- School WASH clubs play a critical role in monitoring as children have taken hygiene knowledge home.
- Traditional leaders have appreciated the monitoring process and even demand for updates and feedback from the community volunteers involved in monitoring.

Impact of Community Monitoring

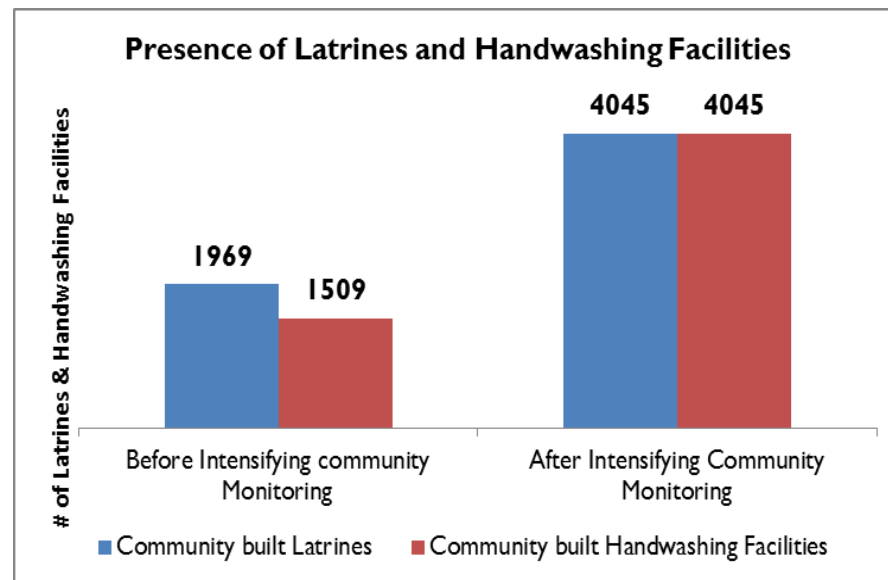
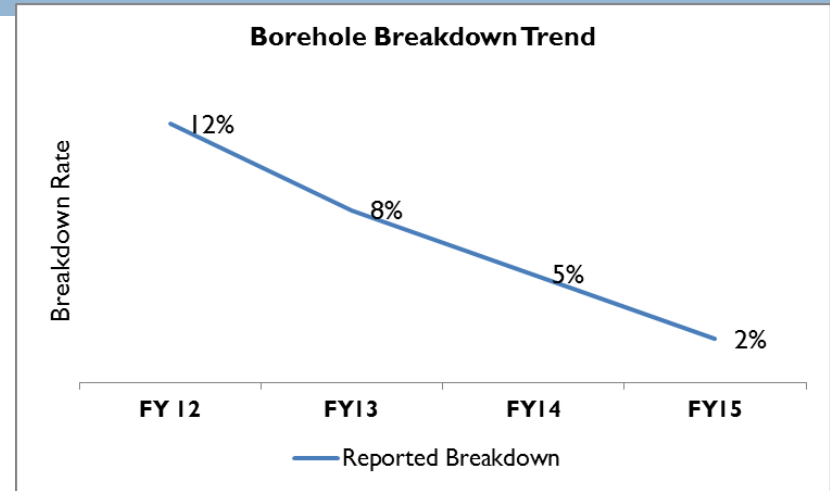
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- The down time has also reduced from average 5 days in FY 12 to 24 hours in FY 15.
- 83 of the 226 functional water points have gardens. (Not every water point can have gardens due to soil fertility, security and other local factors)
- 83 of the 226 water points have animal watering (drinking troughs).
- Access to water has also contributed to the good health of the animals that provide drought power for cultivation of corn fields.

Impact of Community Monitoring

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- Operation and maintenance of water facilities have improved as rate of breakdown has reduced significantly.
- 2076 new additional latrines and 2536 handwashing facilities have been constructed by community members as shown below.



Challenges of Community Monitoring

- Some health centre staffs have not appreciated or understood the concept behind community monitoring in complementing their work.
- Some community members are still resistant to change
- Community members analyzing the information for decision making.
- Trust and confidence in community ability to monitor their own projects

Community Monitoring Photos



A community monitor interview. Inspecting a bathing shelter, a hand washing facility household head during her household visits

Community Monitoring Photos



Community feedback maintenance

A Pump Minder repairing and training youth on pump repair and

Community Monitoring Photos



A community volunteer giving a report to a Rural Health Centre Staff



Rural health center staff checking through a submitted report



A traditional leader taking part in a monitoring session

Community Monitoring Photos



1. A community feedback session
2. Inspecting a borehole by APM and caretaker
3. Using water for gardening