



charity: water



CONRAD N. HILTON  
FOUNDATION



CATHOLIC RELIEF SERVICES



Community water supply at the borehole equipped with hand pump of Barrage neighborhood of Bodadiougou village in Banfora Commune -2021. [Photo by Ismail KABORE / CRS]

# Saniya-So and Ji Saniyani Projects: Supporting WASH System Strengthening at District Scale in the Municipality of Banfora, Burkina Faso

## Introduction

The municipality of Banfora, located in the Cascades region of southwest Burkina Faso, had a population of 160,302 in 2019. The municipality has developed a 12-year (2018-2030) WASH strategy with technical support from IRC, and financial support from the Conrad N. Hilton Foundation. This strategy calls for gradual advancement toward ensuring access to water and sanitation for all by 2030, in line with SDG 6. The year 2017 was taken as the baseline, with 69% of the population having at least basic access to water and 28% with access to simple sanitation.

CRS has committed to support this strategy in collaboration with other partners, including Espace Culturel Gambidi (ECG), Office National de l'Eau et de l'Assainissement (ONEA), Direction Régionale de l'EAU et de l'Assainissement (DREA) des Cascades, WaterAid and OXFAM. To this end, CRS is implementing two integrated projects for strengthening the WASH system, by considering the building blocks defined by the Agenda for Change initiative (<https://washagendaforchange.org/strong-wash-systems/>) to improve sustainable WASH services at the district level. The two CRS projects are summarized in the table below.

PROJECT/ FUNDING	DURATION	BUDGET	APPROACHES AND TARGETS
<b>Saniya-So / Hilton Foundation</b>	April 2019- Dec 2023	\$2.63 million	<p><i>Clean Clinic</i> approach in 17 healthcare facilities and <i>WASH-Friendly School</i> approach in 30 schools.</p> <p>Activities include:</p> <ul style="list-style-type: none"> <li>• Training and coaching on the <i>Clean Clinic</i> and <i>WASH-Friendly School</i> approaches for 505 healthcare and school community members.</li> <li>• Training and coaching on the management and maintenance of WASH facilities for 467 individual partners, teachers, healthcare workers and WASH committees.</li> <li>• Training and coaching on menstrual hygiene management in schools for 361 individual partners, teachers, healthcare workers, WASH committees and Saniya-So mothers.</li> <li>• Training and coaching on the use of WASH guides, games and quizzes in schools for 250 individual partners and teachers.</li> <li>• Provision of WASH materials, manuals, guides and posters in schools and health care facilities.</li> <li>• Regular monitoring and evaluation activities including self-evaluations, joint visits, review and planning workshops, and applied learning workshops.</li> <li>• Construction of 3 new boreholes and 15 restored boreholes, 15 incinerators and ash pits, 15 kitchen areas, 12 shower blocks, 32 latrine blocks and 6 small gravity water systems.</li> </ul>
<b>Ji Saniyani / charity: water</b>	Feb 2020- Jan 2023	\$3.85 million	<p>Activities include supporting improvement of water and sanitation services and governance through:</p> <ul style="list-style-type: none"> <li>• Establishment and capacity building of water management and governance structures at the village level.</li> <li>• Establishment of formal/contractual links between infrastructure management and maintenance actors.</li> <li>• Improved coordination and accountability, improved capacity to plan and monitor WASH services at the district level, and a facilitation and learning platform.</li> <li>• Improved access: 62 new boreholes, 60 restored old boreholes, 4 new water reticulation systems, 1 restored reticulation system, 7 small new gravity fed systems, 5 new school latrine blocks and CLTS programs in 15 villages.</li> </ul>

CRS is implementing two integrated projects using a WASH system strengthening approach in support of Banfora municipality's WASH strategy.

## Contribution of CRS projects to the WASH system building blocks



### Institutional Arrangements and Coordination

- Banfora municipal WASH staff, education and health departments, and school and healthcare communities were trained to implement effective approaches for improving WASH conditions in schools and health care facilities (including the *WASH-Friendly School* approach and the *Clean Clinic* approach, respectively) and to work collaboratively to support school WASH committees and healthcare center management committees.
- Engagement of stakeholders (municipality, communities and repair services) in water service management policies/guidance in Burkina Faso.
- Support to Banfora municipality for the restoration/establishment of water service management structures: Water Users Association (WUA) and service providers.
- Support for the creation of functional links between management structures: agreements for water service provision between the municipality and the WUAs; MOUs between the WUAs and water points caretakers; tripartite contracts between the municipality, WUAs and maintenance and pumps mechanics; and, following a new selection of local mechanics, a leasing contract between the city and a service provider for the management of all the small piped water systems in the municipality.

*The Clean Clinic approach is participatory and aims to empower healthcare staff and communities to develop clean and attractive healthcare facilities by setting realistic goals for improving hygiene and infection prevention/control with limited external assistance.*



### Service Delivery Infrastructure

- Construction, restoration and extension of water and sanitation systems in schools and health care facilities.
- Training of municipal workers, school communities (teachers, parents and students), healthcare communities (healthcare agents, support staff and healthcare center management committees), educational supervisors, and the health district management team regarding the management and maintenance of water points and latrines in schools and health care facilities. A group of trainers composed of municipal agents, the regional water and sanitation department, education supervisors and staff from the regional health department and the Banfora health district, trained by CRS, are able and available to conduct this training for new employees.
- As part of the support for facilities management, a census of all the water points in the municipality, including their coordinates, was carried out and the data was shared with the city. CRS also regularly provides the municipality information on new water points constructed by CRS.
- Promotion of chlorine water treatment.



### Monitoring

- Staff from the municipal government, the regional water and sanitation department, the education department and the health department trained in conducting self-assessments of WASH services in schools and health care facilities and in conducting joint WASH assessment and support visits to schools and health care facilities. School and healthcare communities were trained by the above pool of trainers in conducting self-assessments of their WASH conditions.
- WASH performance indicators were integrated into school-based educational monitoring and service audits at healthcare facilities.
- Training of municipal WASH staff in monitoring small gravity systems and piped water networks.
- Performance monitoring of Water User Associations (WUA) in collaboration with the municipality is conducted every six months.
- Encouragement to include performance indicators on municipal government management and governance of WASH services.



## Planning

- Training staff from the municipal government, the regional water and sanitation department, the education department and the health department on the *WASH-Friendly School* and the *Clean Clinic* approaches, menstrual hygiene management, and how to conduct an audit of WASH conditions in schools and health care facilities, and develop a performance improvement plan.
- Members of WASH committees in schools and health care facilities have been trained and are able to develop annual action plans with the necessary budget lines.
- Practical training of the municipal government staff on community needs assessments in, taking into account the existing water points, remoteness, unserved people and other planning factors.



## Finance

- CRS helped the Banfora municipality adopt a municipal resolution for funding the construction/restoration of water points (150,000 CFA-\$230), a new borehole with handpump, and a public tapstand (75,000 CFA-\$115) for a restored borehole, as well as a resolution on the tariff to be paid by the WUAs for preventive visits to the water points for each handpump (5,000 CFA-\$8).
- In schools, communities have implemented an internal resource mobilization system for WASH. This includes increasing the contribution paid by parents for WASH, requesting special contributions as needed, and promoting donations, especially in kind from villagers (buckets, soap, disinfectant, sanitary napkins ...)
- As part of implementing the new national water service management policies, which take into account the life cycle cost approach for determining the cost of maintaining water points, CRS trained WUAs in assessing the costs of water service delivery and the need to cover all related expenses.
- CRS encourages including funding in the municipality's annual budget for expenses associated with monitoring and support visits to WUAs in the villages.



## Regulation and Accountability

- Support the municipal government and the WUAs of all villages in organizing bi-annual accountability meetings in the villages to review water service management.
- Encourage the municipality of Banfora to find a way to channel/standardize the involvement of various actors to take into account proven approaches: *WASH Friendly Schools* for school-based workers and *Clean Clinic* approach for health care facilities.



## Water Resource Management

- The information collected from each new or restored water point supported by CRS projects is shared with the appropriate actors (e.g., municipality, regional water department).
- The WUAs and managers of water points have been trained to carry out sanitary risk assessments of their water points and to implement actions to protect the resource, including, as a preventive measure, establishing a protective perimeter (30 meters radius) around the water points.
- Each year, CRS sponsors water quality monitoring in schools and health care facilities covered by CRS project, but not served by the national water and sanitation department, which is limited to urban settings.

The WASH Friendly School approach is participatory and aims to establish autonomous, sustainable management of WASH in schools by training and coaching staff, parents and students with the support of local and educational institutions.



## Learning and Adaptation

- Organization of quarterly meetings for monitoring, evaluation, accountability and learning from projects implemented by CRS, with the participation of the municipal government, the regional water and sanitation department, the education and health departments, and other WASH actors working in the district, where lessons learned and best practices are shared. For example, CRS promotes the separation of borehole drilling or restoration work from handpump supply, to ensure that quality handpumps are supplied through registered vendors, thus avoiding recurrent breakdowns. Similarly, in the context of building school infrastructure and health care facilities, control offices are generally recruited to monitor construction quality on site. In view of the shortcomings of these control offices, which generally do not respect their contractual clauses (e.g., effective mobilization of personnel), it was deemed necessary to recruit independent inspectors to accompany the project's infrastructure manager during the implementation of work. These inspectors, trained in civil engineering, are under the supervision of the infrastructure manager, to whom they will report weekly on the progress of the work. From an economic point of view, this system is relatively less expensive because it avoids certain expenses, such as the costs for the head of mission, supervisors and others related to operating the control office. It also allows the infrastructure manager to monitor the inspectors who are now under his direct responsibility.
- As a result of frequent personnel turnover among stakeholders, and especially the key actors in the implementation of the WASH-friendly school and Clean Clinic approaches, a briefing mechanism was established to systematically inform newcomers about the project so that they can effectively provide support. The work sessions are much lighter than classroom training sessions.

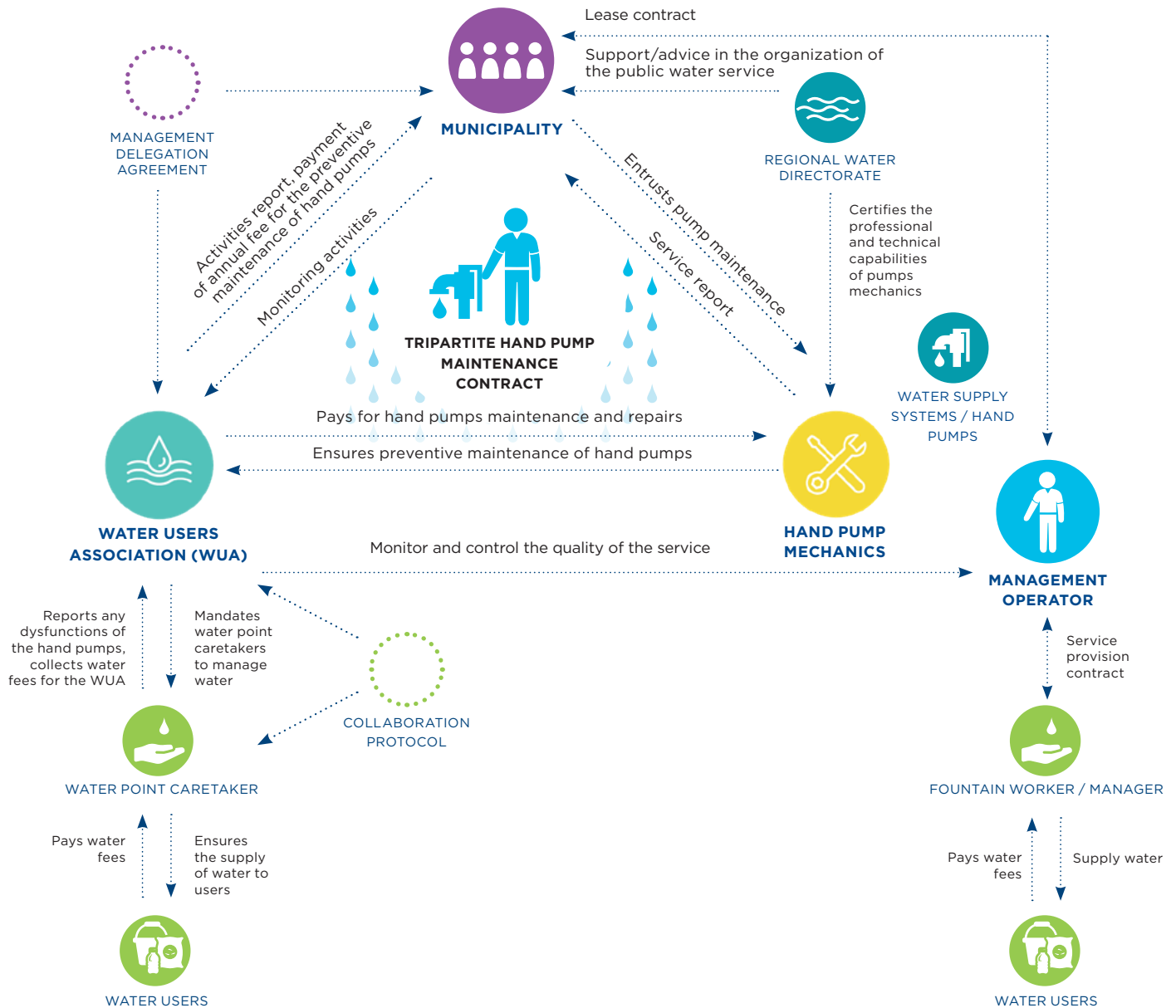
*Municipal WASH staff, school supervisors, school communities (teachers, students and parents), and healthcare communities (healthcare workers, support staff and healthcare center management committees) are able to plan and implement in schools or healthcare centers WASH improvement activities, such as assessment, action planning and monitoring.*

## Results

- Municipal WASH staff, school supervisors, school communities (teachers, students and parents), and healthcare communities (healthcare workers, support staff and healthcare center management committees) are able to plan and implement in schools or health care facilities WASH improvement activities, such as assessment, action planning and monitoring.
- Municipal WASH staff are now able to properly assess the needs of communities and institutions (schools and health care facilities) and include them in their planning.
- Each school and healthcare center has an annual action plan with the necessary budget lines to sustain them and to make desired improvements.
- A private service provider was recruited by the Banfora municipality to manage all the small gravity water systems and piped water networks of the district.
- The implementation of the new national water service management framework and policies is increasingly effective. For example: payment of the communities' contributions to the construction of the water points (\$12,000 in the first year, \$11,478 in the second year), payment of fees for preventive visits to the water points, and carrying out preventive visits to the water points (in the second year, 100% of the water points received their preventive maintenance visits, compared to 10.67% at the beginning of the project).
- The rate of water revenue collection increased from 5% to 65%.
- The percentage of water points with high sanitary risk levels decreased from 60% to 19%.
- 100% of healthcare facilities and schools have functional water points that are well maintained.
- Good use and better maintenance of latrines .
- Menstrual hygiene management in all 27 elementary school with the removal of taboos.
- Systematic hand washing at critical times in schools.

- Synergy in the activities of different school stakeholders (parents associations, WASH committees, school management, etc.)
- Resource mobilization and management mechanisms activated. All schools were able to mobilize funds ranging from US\$20 to US\$492 in the 2020-2021 and 2022 school years; 15/17 health care facilities were able to mobilize funds ranging from US\$117 to US\$1,667 in 2021 and 2022.
- Chlorine production in 3 health care facilities and distributed to 12 others.
- Waste management (sorting, transport and incineration) was improved in all 17 health care facilities.
- WASH aspects were integrated into service audits in health care facilities.
- Annual WASH action plans were developed and implemented by each healthcare facility and school.
- With the implementation of both approaches: healthcare facilities are more welcoming to patients, school absences have decreased significantly and children participate better in learning activities.

### Banfora municipality water services management framework





Group hand washing at Sainte Monique Primary School in Banfora. [Photo by Patricia SANOU / CRS]

## Lessons Learned

- Self-evaluations improve community decision-making.
- Joint monitoring visits (improve the functioning of healthcare facilities and schools, by implementing the recommendations and suggestions that are made participatory approach project-technical partners-communities-leaders, immediate debriefing in exchanges between evaluators, and evaluation followed by decision making and commitments to do better).
- Not all WASH governance issues and requirements for sustaining results can be understood at the outset, so initial actions may not address all bottlenecks to long-term improvement. Therefore, it is necessary to be able to review and adapt responses as they become available.
- The municipal government sometimes does not seem to have the same timing, deadlines or obligations in terms of actions to be carried out or results to be achieved, as the performance indicators are set essentially for projects that involve the municipal government.
- By inviting community members to work together, CRS projects contribute to strengthening social cohesion.
- In light of the significant changes in WASH practices and facility management, we can safely say that, when stakeholders are properly engaged, very good results can be achieved.

*In light of the significant changes in WASH practices and facility management, we can safely say that, when stakeholders are properly engaged, very good results can be achieved.*



Community water supply at a public tap stand of Siniena village piped water network - Banfora commune.  
 [Photo by Ismail KABORE / CRS]

*The municipality's role in coordinating WASH actors is essential.*

## Recommendations

- Not only is it necessary to seriously assess the WASH governance problems in a municipality and the conditions for sustaining results before planning actions to ensure that all bottlenecks are identified and that the proposed actions will lead to long-term improvements, but it is also necessary to allow for reviews and the possibility of adapting/revising responses during implementation.
- The municipality should participate in the analysis and decision-making on the actions to be implemented and must commit to implementing the actions that concern it directly and facilitating the implementation of those that must be carried out by other stakeholders.
- The municipality should improve coordination of the operations led by diverse actors of the sector.
- Performance indicators are needed for the key actors in WASH systems strengthening, so that all can be held individually accountable for the success of systems strengthening actions.
- The municipality should strengthen its WASH technical team at the management level to respond to requests from local actors.
- The municipality should monitor water quality in rural areas.
- The municipality should establish protocols for managing public and institutional latrines.
- The municipality should have a clear line item in the municipal budget dedicated to WASH, and budget for monitoring and coordination activities from its own funds.
- The municipality should establish a functional system of accountability and a mechanism for collecting and managing complaints from the municipal government to the local level.
- The municipality should implement its communication and fundraising strategy.
- The municipality should capitalize on the learning practices of all actors.