

## About WaterAid

### Global

WaterAid is an international not-for-profit non-governmental organization that was established in 1981 in the United Kingdom. WaterAid operates in over 35 countries globally including Africa, Asia and the Pacific, Latin America and Europe and seeks “to transform the lives of the poorest and most marginalized people by improving access to safe water, sanitation and hygiene” including in the Kingdom of Eswatini. WaterAid programs have directly reached 24.9 million people with clean water, 24 million with decent toilets and 16.7 million with good hygiene.

### About WaterAid Eswatini

The Eswatini Country Programme was conceived in 2012. The country office is registered as a Nonprofit International Organization and affiliates to the Coordinating Assembly of Non-Governmental Organizations in Eswatini. We operate nationally across the four regions of Eswatini. However, the majority of our work has been concentrated in the Lubombo and Hhohho regions. Our geographic prioritization is influenced by the status of WASH coverage in the different parts of the Country.

To deliver improved inclusive, equitable and sustainable WASH services our programmes integrate advocacy, service delivery and sector strengthening and are aligned to national level sector strengthening and influencing agenda.

WASWA specifically seek to add more value to the WASH sector by using existing platforms to enhance its influencing efforts; in the process we model workable systems and mechanisms for sustainable WASH service delivery; and engage the right strategic partnerships and networks for optimum impact. In addition, we strive to make our work visible for sector learning and replication.

### Our Delivery Approaches

Our work is delivered using the following programmatic approaches:

#### Hygiene Behavior Change (HBC)

The full benefits of safe water and improved sanitation facilities can only be realized with improved hygiene practices. In order to effect hygiene behavioural change as well as to achieve sustenance of good hygiene practices, packaging of critical and compelling messages and identifying impactful channels and modes will be critical in this strategy. We take strategic steps in designing hygiene behaviour change interventions through a creative process informed by formative research and assessments. The behaviour change interventions innovative and customized for the target groups and institutions. These are delivered through various modalities and touch points to ensure every, one everywhere is reached.

#### Human Right Based Approach (HRBA)

Although water and sanitation are not explicitly mentioned as rights in the country's constitution, WaterAid Eswatini understands that access to water and sanitation services are a right to be enjoyed by all people coupled with the need for right-holders and duty-bearers to take necessary action towards the realisation of such rights. Key to this approach is capacity strengthening for both citizens and actors alike to comprehend their rights, roles and responsibilities. We therefore, facilitate the strengthening of citizens' capacities to claim their

rights and as well as design methods to help citizens to engage with decision makers to honour their commitments whilst building the CPs capacities as well as those of the partners to mainstream HRBA. We influence actors, policies, systems, frameworks and practices such that they are in support of the attainment of these rights by all Emaswati. This entails awareness raising and capacity building of people, institutions, and different actors entrusted with the duty to provide or facilitate the provision of WASH services. Working in partnership with local Civil Society and Human Rights Organisations, we mobilise and support different social groups of people such as people with disabilities, people living with HIV, youths and women, among others, to be active agents of change in facilitating equitable and sustainable access to WASH. We have trained Environmental Health Officers on Disability Mainstreaming in WASH and have supported the development of the Water and Sanitation Policy and Regulations in draft.

### Sustainable Services Approach

It is very important that the services and infrastructure delivered are sustainable for beneficiaries and investors to realise value. WaterAid Eswatini is modelling water supply management approach in the Lubombo region (PPP model) for sustainable rural water supply and has led the development of a Reporting and Information Management System to monitor functionality and quality of water. This is being piloted by the government (Department of Water Affairs). We also promote infrastructure development that is durable and resilient to extreme weather and climatic conditions through our ground water monitoring project funded by SDAC.

### Strategic Partnerships and Alliances

The achievement of the CP strategic objectives is dependant on the development and nurturing of strategic partnerships and alliances to harness experiences, expertise and influence. We deliver our programmes in partnerships where we champion innovation, development including sharing and management of knowledge for the delivery of sustainable programmes. Partnerships and alliances are used to leverage citizen empowerment, advocacy and influencing.

### Sector Strengthening

We work in partnership with others within and outside the WASH sector to strengthen key sector building blocks that include; sector policy and strategy, planning and coordination, financing, institutional arrangements including frameworks for regulation and accountability, and performance monitoring. Our programmes are designed to model and promote integration within the WASH sector and with other sectors. We target strategic forums and planning processes in other sectors, such as health and education, to make WASH an integral component of their interventions. Our programmes promote integration between different levels of actors – national, district and local levels.

### Citizen Empowerment

The aim is to have citizens/communities that fully understand their rights, responsibilities and entitlements and are able to claim their entitlements from duty-bearers. This is to be enhanced by the presence of a strong civil society that effectively supports citizens' voice necessary to realise their WASH entitlements. In this regard, WaterAid demonstrate the promotion of rights at different levels in all the areas we work in and among the stakeholders we work with.

## **WATERAID EXPERIENCE SECTOR STRENGTHENING WORK**

Our interventions in Eswatini have been designed and Influenced by research work conducted on the ground in collaboration with the government and other key sector players. WaterAid has facilitate the following key sector studies to inform the sector development and sustainability:

- **Rural Water Sustainability Study (2015)** - This study identifies underlying causes of poor sustainability of rural water services.
- **Water Point Mapping (2013-2015)**- process of mapping all rural water supply and sanitation infrastructure in Eswatini to establish functionality of rural water schemes
- **Sector Financing Study** - To establish bottlenecks in sector financing and investment.
- **Development of bidirectional guidelines for integrating HIV and WASH (2015)** – developed guidelines integrating HIV and WASH.
- **Menstrual Hygiene Management study**- Conducted a national MHM study to establish challenges faced by adolescent girls during menstruation.
- **Joint Sector Review** – WaterAid in collaboration with government and sector players pioneered the JSR as an annual process to monitor and review sector progress and to provide a space and a process for sector planning. WaterAid facilitate this process through dialogue, ensuring accountability, sharing of best practice. WaterAid technically and financially led 2 joint sector review processes in 2016 and 2018.

### **WATERAID EXPERIENCE IN DEVELOPMENT OF NATIONAL WASH POLICIES, STRATEGIES AND REGULATORY FRAMEWORKS**

WaterAid Eswatini has collaborated with both the Ministry of Health and Department of Water Affairs to develop key national WASH frameworks to drive sector sustainability, monitor performance and to create an enabled environment for sector development. WaterAid has facilitate the following key national frameworks:

- Development of the initial Sector Development Plan (SDP- 2017-2022)
- Development of the National Sanitation and Hygiene Policy (2017)
- Development of the National Sanitation and Hygiene strategy (2018) In collaboration with UNICEF
- Development of the Open Defecation Protocol (ODF) (2018) In collaboration with UNICEF
- Development of National Sanitation and Hygiene Regulations (2019) – In final draft format, pending approval.
- Development of Drinking Water Quality Regulations (2020) – In final draft format, pending approval.
- Development of the PPP Regulatory Framework (2020)

### **EXPERIENCE OF WATERAID IN HYGIENE BEHAVIOUR CHANGE**

WaterAid promotes and sustains hygiene behaviour using a hygiene behaviour-centred approach. This approach entails investigating and challenging socio-cultural issues since they are critical for behaviour change and the sustainability of services and practices. We facilitate the designing of hygiene behaviour change interventions through creative processes informed by formative research and assessments.

Informed by the formative research which was conducted in 2018/2019 a creative package was designed in collaboration with the Ministry of Health- Department of Environmental Health, UNICEF, UNFPA, MoET and MTAD other WASH partners. The objective of the HBCC is to promote and sustain proper hygiene practices across various levels. The Hygiene Behaviour Change Campaign is piloted in the Northern Hhohho targeting schools, HCFs,





### **EXPERIENCE OF WATERAID IN MENSTRUAL HYGIENE MANAGEMENT**

WaterAid has included menstrual hygiene management as one for the key hygiene behaviours to be promoted and sustained through the HBCC. MHM in Eswatini is faced with a number of challenges thus making it difficult for girls and women to manage it safely and with dignity. The challenges include institutional, socio-cultural, financial and infrastructural. WaterAid has worked with some of the rural high schools to support with sanitation facilities that are appropriate for MHM. Our policy review work has shown that the integration of MHM by some policies is not existing or is very vague. In partnership with UNFPA and MoH -ASRH unit WaterAid has conducted a national assessment on MHM in order to fully understand the situation of MHM in Eswatini at individual, institutional and policy levels. The assessment is nearing completion; a number of threats to decent MHM have been uncovered; myths, affordability for sanitary pads and accessories, self-stigma, water scarcity, inappropriate sanitation facility; stigma and policy gaps.

### **WATERAID EXPERIENCE ON SANITATION**

WaterAid aims to transform the sanitation sector to ensure universal access to sanitation services with sustained use and operation. As a global leader in the sector, we convene and led the multi organisational initiative on Rethinking Rural Sanitation which is focused on improving sanitation delivery approaches so that we can achieve equity, scale and sustainability. We focus on strengthening the supporting systems for sanitation services primarily for households, schools, health care facilities, communal and public toilets. We understand that achieving the significant changes in sanitation progress requires increased political prioritization; a system strengthening approach; provision of inclusive facilities that effectively prevent faecal oral transmission; focusing on improved hygiene behaviours to drive demand and minimize pathways to disease spread and; addressing the entire sanitation chain from capture to disposal. WaterAid believes that no single implementation approach will bring about the changes necessary and we therefore use detailed context specific analyses to define the most effective interventions and approaches required to address the five areas above. Alongside government, we promote a flexible choice of the most impactful approaches for the context (including for example CLTS, social marketing, market-based sanitation) with a focus on household sanitation, schools, early childhood care and learning centres, health care facilities and communal, public places. We promote sanitation that is gender sensitive and inclusive and meets the needs of everyone at each stage of life.

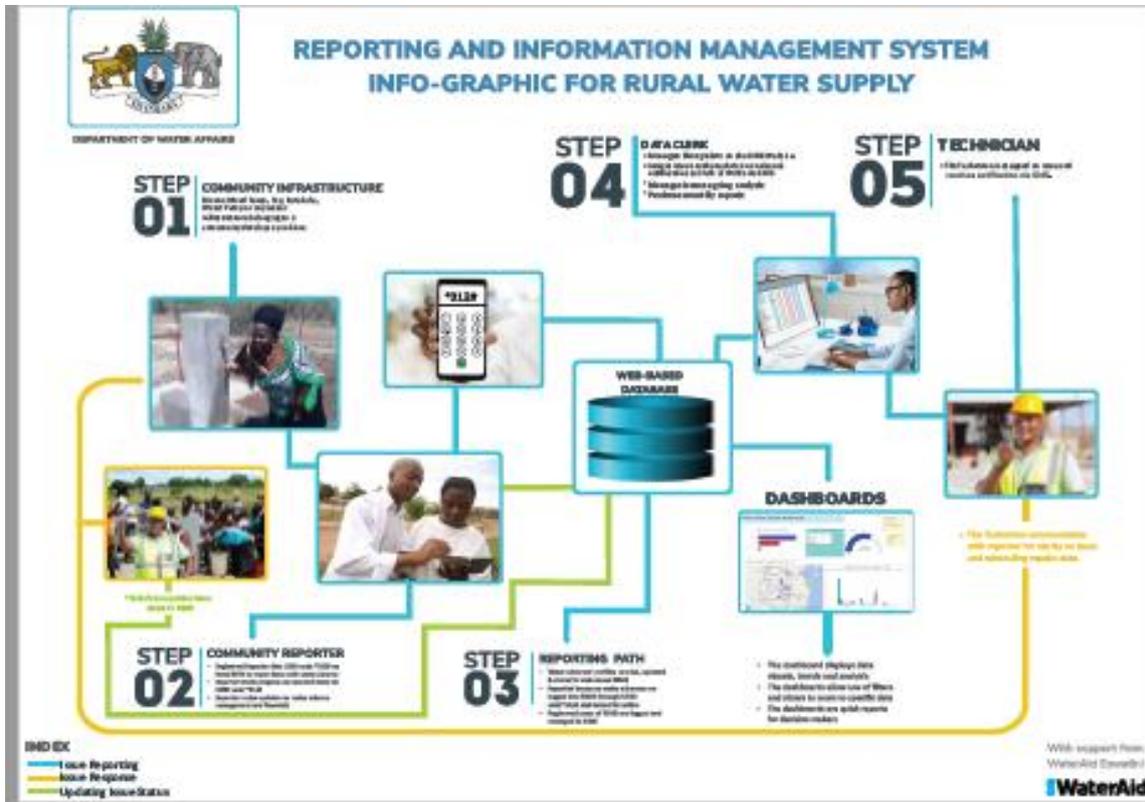
- **Sanitation Conloo Model** - To improve effectiveness, innovation and replicate tested methodologies and approaches to responding to WASH challenges in Eswatini, we have supported the identification of durable, low-cost reusable superstructures to respond to the sanitation challenges of communities, WASH sector partners, stakeholders and government. Sanitation structures are filling while the superstructure remains stable, causing regression on sanitation progress made by the country. A concrete structure has been identified, as an easy to mount pre-cast superstructure which is reusable, offering a long-term solution. The structure was sourced from the SA market and steps taken to identify local pre-cast companies able to take up this initiative. This toilet model has been replicated and upscaled by many other sector players. The scale has increased from the 50 initially piloted by WaterAid to over 5000 units imported by other sector players. WaterAid has continued to explore domestication and adapting the model for local production.



### **Wateraid Experience in Information and Reporting systems**

- **Reporting and Information Management System** - in collaboration with the Department of Water Affairs has established and pioneered a mobile technology system that is used for updating the functionality status data of rural water points. The Reporting Information and Management system (RIMS) uses a normal cellphone owned by rural communities to effectively report status of functionality of water points. A near real time functionality status and maps are produced to inform the functionality. The system allows for the tracking of reported cases. The key monitored indicators include, water quality, functionality, management and financial indicators. The RIMS is currently at pilot stage with 100 rural water supply systems being monitored. The anticipated impact of the RIMS project is improved access to clean water at 100 waterpoints in Eswatini by influencing government to act more proactively to repairs. The main objectives for the RIMS are:

1. Enhanced monitoring of water infrastructure in the rural areas and reduce costs and resources related to infrastructure monitoring.
2. Strengthened formal process in government for acting on monitoring data and is able to provide maintenance /repair services for water infrastructure in the rural areas.



- **Groundwater telemetry monitoring system** – Through the support of the SADC-GMI, WaterAid in collaboration with the Department of Water Affairs has resuscitated the groundwater monitoring programme. We have facilitated the development of 15 groundwater monitoring systems predominantly distributed across the Hhohho region to monitor the quality and quantity of groundwater.

### Covid19 Response in Eswatini

WaterAid eSwatini working with Prime Minister’s Office to utilise their existing handwashing promotion campaign materials as well re-designing COVID19 responsive focus materials for promotion. Our work includes: in partnership with AB InBev (eSwatini Beverages), we handed over five group hand washing facilities in rural growth areas and distributed hygiene hampers to market vendors operating in these areas – where a population of 150,000 will use these facilities. Local Governments have also committed to maintain the facilities for handwashing practice post COVID-19. Produced videos with key messages targeting schools which other countries can view and modify. We created a short cartoon video to create awareness on COVID-19 and promote handwashing for young children. This has been aired on national television and circulated on social media platforms. Distributed hygiene hampers consisting of soap, disinfectant, cloth masks and gloves to over 400 vendors in small towns. Developed over 15 videos with high-level influential leaders on the promotion of handwashing – these are being aired daily on national television. We are currently developing COVID-19 awareness material and promotion of handwashing targeting people with disabilities, including the people

who has hearing difficulties. We have created radio jingles and TV adverts in partnership with the Ministry of WASH and Ministry of Health which broadcasts daily promoting handwashing with soap, respiratory hygiene and food hygiene targeting young people and children. We have partnered with the Ministry of Agriculture to train and equip 4000 women across the 4 regions of the country to produce soap and other detergents.



## Our Approaches

### - Promoting Public-Private Partnership Approach in Water Supply

WaterAid Eswatini has supported the Ministry of Natural Resources and Energy, Department of Water Affairs on assessment of sustainability challenges on WASH services. This was through Sustainability study conducted by the Department in 2015 which had 3 recommendation aimed at improving sustainability. This project was informed by the recommendation number three. This recommendation was stated as, “**A Public Private Partnership (PPP) model in which aspects of maintenance or operation and management (or both) are delegated to the private sector**”.

The design of Lubombo Sustainable Rural Water Supply and Sanitation Project was to create a learning environment for the key WASH Partners of the PPP model. This pilot project has managed to install 4 solar powered rural water systems. The process of engaging an operator has informed the process of developing **a business plan** to validate the viability of the business model to be used when using the PPP management approach. The reviewed and approved business plan for KaBen, Siweni and Njonjane solar powered rural water systems is attached on this brief. The pilot project requires a tool to be used as a guide on how the key players need to facilitate the learning whilst generate best practices and challenges to better inform this approach going forward. The PPP management approach has a guideline developed to provide a protocol on how the country can mode this innovation. These guidelines have been developed and reviewed and approved by WaterAid at Regional and Global level. The Sustainability Study of 2015, matched management and maintenance which further informed the need for these systems to have an **Operation and Maintenance manual**. This will be used to provide technical guidelines on how to ensure the infrastructure is managed. This document has been attached too, for reference.

Informed by the Sustainability study of 2015, the rural water supply delegating the management and maintenance component to the Private sector. This project has also developed a **service level contract** which communicates the DWA remains the owner of the rural water infrastructure. The operator being engaged on contractual obligation on specific roles, terms and condition to manage the rural water system. This contract is clear on the key roles every key Stakeholder has to play during the pilot. This is open for review

as this is still the learning phase of the model. This is also at its infancy stage, but it has a potential of change the approach and further reducing the risk. But for now it has been planned to start the way the PPP guidelines narrates. More technologies and innovation can be explored to further improve the effectiveness of this approach. These include using insurance company to implement major service components and using smart cards and completely cutting out money handling in the waterpoints. But the cost of this investment is rated at the percentage of the quality it provides. WaterAid Eswatini commits to further expands the innovation in other projects whilst allowing the learning to start in these areas. This is mainly meant to start the process of generating evidence on performance of this new management approach. The project had a provision of creating an enabling environment for the WASH sector on the replication of this model if it proves reliable, sustainable and affordable within the Kingdom of Eswatini context. This provision was in a form of funds directed to the development of PPP regulations. This was reported to DWA where guidance was shared on how best the country could utilised the resources whilst seeking funds for develop WASH Bill after the approval of the WASH Policy. The regulation will be put in place after the Bill. The future for PPP model, WaterAid Eswatini will further expand the quality of this model through resource mobilization to create more learnings for the WASH sector on the potential of PPP approach. This involves exploring more technologies, innovations and integrated approaches for guaranteed sustainability of WASH services in the rural areas.

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## - Promoting the use of Solar Energy to ensure sustainability

### Management expertise and key personnel

- **Global Experts**

WaterAid has over 30years global expertise on designing and delivery sustainable WASH services for communities and institutions. Also, WaterAid has solid experience in conducting research to inform programming at global and country programme level. This expertise provides technical support to all country programmes in customizing programmes, sanitation and hygiene technologies and approaches for sustainable WASH services. The following key expertise are available at global level:

1. The Hygiene Behaviour Change Technical Expert : (Om)
2. Water and Sanitation Technical Advisor: (Ada/Joana)
3. Research Director:

- **In country experts:**

The Country Programme has staff who have vast experience in designing and implementing WASH projects in rural communities. The staff has capacity to deliver WASH projects which integrate climate change and are inclusive. The CP has led locally the development of management approaches and innovations that promote /ensure sustainability of WASH services. The staff compliment comprises of the following key personnel

Community Liaison Expert: (Thobile)

Behaviour Change Expert: (Babazile)

Project Management Expert: (Mhlanga)

### WaterAid experience of communication Strategy

WaterAid has global, regional and local experience in developing communication strategy to support and drive our programmes. We have experience in developing strategy for influencing, lobbying, visibility, promoting and disseminating information using different modalities and platforms such as TV, social media, print media and comedies. Our Communication strategy development mainstreams gender, and integrates disability thus based on “do no harm” principle.

### Select Project Experience

- Water For Life Sanitation for Health project

Year	Water	Sanitation	Hygiene
2012-13	1100 people through 7 water points	64 toilets	
2013-14	1800 people through 12 waterpoints	52/68 toilets (76%)	Target to train 5,690 Actual 44% (2,503* people)
2014-15	984 people through 2 waterpoints	50/50 school toilets 18/18 community toilets 3,263 sanitation beneficiaries 9 school clubs 14,000 people trained on de-sludging	
2015-16	Total water beneficiaries 4,494/3,000 (149%)	Total sanitation beneficiaries 3,236/3,000 (107%)	Total hygiene beneficiaries 5,184/5,000 (103%)
2016-17	Total water beneficiaries 1,864/1,376 (135%)	Total sanitation beneficiaries 1,399	Total hygiene beneficiaries 2,631
2017 -18	1,316 people through 8 waterpoints	15,000 people trained on CLTS	

<b>Assignment name:</b> Water for Life, Sanitation for Health Project	<b>Approx. value of the contract (in current US\$):</b> USD 769 230 <b>Name of Client:</b> WaterAid
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Lubombo Region (Mpolonjeni Inkhundla)	<b>Start date (month/year):</b> January 2013 <b>Completion date (month/year):</b> December 2018
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b> <b>Aim of the project</b> The project aimed at accelerating access to safe and sustainable Water, Sanitation and Hygiene for all in the Lubombo Region Mpolonjeni Inkhundla. <b>Timeframe</b> The project was implemented from January 2013 to December 2018  <b>Project Components</b> <ol style="list-style-type: none"> <li>1. Improved access safe and clean water in Mpolonjeni</li> <li>2. Increased number of people with improved sanitation at household level</li> <li>3. Good hygiene Behavior</li> </ol> <b>Target beneficiaries</b> The Project benefited 11 558 people through increased access to safe and clean water. The Project was also successful in assisting schools and community members in constructing Ventilator Improved Pit Latrines that benefitted 4662 people, 14 000 were trained on de-sludging their sanitation facilities and 15000 people were trained on Community Led Total Sanitation (CLTS). A total of 10318 were trained on good hygiene at schools and community level and nine schools clubs were formed. <b>Partners in Implementation</b> The Project was implemented by WaterAid working with: <ol style="list-style-type: none"> <li>1. Nazarene Compassionate Ministries – Key Implementing partner facilitated assessments and mobilization of community leaders and all stakeholders, conduct relevant trainings and construction of all infrastructure with technical support from WaterAid.</li> <li>2. Ministry of Natural Resources and Energy Department of Water Affairs - custodian of all the installed infrastructure and ensures that operations by the water vendors are aligned to the developed regulations and funds are not misappropriated.</li> <li>1. Ministry of Health Environmental Health Department - Facilitated community-led Total Sanitation Training in communities to ensure that latrines are properly constructed, and good hygiene behaviors are adopted.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b> The project was fully implemented by WaterAid in partnership with Nazarene Compassionate Ministries – all the services from the identification, design, implementation and close out were provided by WaterAid staff	

<b>Assignment name:</b> Lubombo Sustainable water supply and Sanitation Project	<b>Approx. value of the contract (in current US\$):</b> USD 736 400.00 <b>Name of Client:</b> Coca-Cola Foundation
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Lubombo Region (Dvokodvweni and Hlane Tinkhundla)	<b>Start date (month/year):</b> January 2018 <b>Completion date (month/year):</b> October 2020
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b> <b>Aim of the project</b> The Projects aimed at improving access, quality and sustainability of water supply and sanitation services including ensuring better hygiene in Dvokodvweni and Hlane Constituencies located in Lubombo Region. <b>Timeframe</b> The timeframe for the project was January 2018 to October 2020 <b>Project Components</b> The Project Outcomes were: <ol style="list-style-type: none"> <li>1. Increased access to potable water, improved, sanitation and hygiene services and can withstand climate related negative impacts.</li> <li>2. Improved sanitation and better hygiene practices adopted by vulnerable communities for improved health and wellbeing</li> <li>3. Community based water vending systems and regulatory framework that guide Public Private Partnerships (PPPs) in poor rural areas established and operational</li> </ol> <b>Target beneficiaries</b> The project benefitted 30 000 people in rural communities and health care facilities in the Lubombo Region of Eswatini using solar technology and Private Public Partnership management approach in rural communities. <b>Partners in Implementation</b> The project was implanted through a partnership between: Coca Cola Foundation, WaterAid, Nazarene Compassionate Ministries Eswatini and relevant government departments. <ol style="list-style-type: none"> <li>1. Coca-Cola Foundation- Funding Partner and responsible disbursing funds in a timely manner.</li> <li>2. WaterAid – Lead agency and played a key role in the overall management and coordination of the project, including Monitoring and Evaluation and Reporting to Coca-Cola Foundation and Government of Eswatini.</li> <li>3. Nazarene Compassionate Ministries - Key Implementing partner facilitated assessments and mobilization of community leaders and all stakeholders, conduct relevant trainings and construction of all infrastructure with technical support from WaterAid.</li> <li>4. Ministry of Natural Resources and Energy Department of Water Affairs – is the custodian of all the installed infrastructure and ensures that operations by the water vendors are aligned to the developed regulations and funds are not misappropriated. They were also part of the project steering committee.</li> <li>5. Community and Local Authorities - supported the development of each constituency WASH implementation plan and participated fully in the recruitment of local service provider. They also played a liaison role between the government and community.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b> The project was fully implemented by WaterAid in partnership with Nazarene Compassionate Ministries – all the services from the identification, design, implementation and close out were provided by WaterAid staff	

<b>Assignment name:</b> Improve Access to Safe Water and Sanitation through Private Public Partnership (PPP) Scale-up in Lubombo.	<b>Approx. value of the contract (in current US\$):</b> USD 476, 682.05 <b>Name of Client:</b> Coca-Cola Foundation
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Lubombo Region (Dvokodweni and Hlane Inkhundla)	<b>Start date (month/year):</b> April 2019 <b>Completion date (month/year):</b> October 2020
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b> <b>Aim of the project</b> Building upon the Coca-Cola Africa Foundation (TCCAF) funded project (Lubombo Sustainable Water Supply and Sanitation Project). The project aimed at improving the sustainable management of rural water infrastructure in Eswatini. The project also aim at scaling up the Private Public Partnership (PPP) model that supports sustainable rural water infrastructure and increased capacity of rural communities to adapt to the impacts of climate change by improving access to safe water and sanitation. <b>Timeframe</b> The Project was implemented from April 2019 to October 2020. <b>Project Components</b> The project components were: <ol style="list-style-type: none"> <li>1. Improved access to safe and substantiable water and sanitation services.</li> <li>2. Integrated Water Resources and date management to increase community resilience</li> <li>3. Improved hygiene for rural communities through soap trainings</li> </ol> <b>Target beneficiaries</b> The project benefitted 2300 people in terms of access to safe water and 5000 people on Hygiene Trainings <b>Partners in Implementation</b> The project was implanted through a partnership between: Coca Cola Foundation, WaterAid, Nazarene Compassionate Ministries Eswatini and relevant government departments: <ol style="list-style-type: none"> <li>2. Ministry of Natural Resources and Energy Department of Water Affairs - This key partner will assume full responsibility and ensure proper management of all constructed and rehabilitated infrastructure after project close-out.</li> <li>3. Nazarene Compassionate Ministries Eswatini – This organization is WaterAid’s implementation partner and will work to facilitate assessments and mobilize community leaders.</li> <li>4. Communities and local authorities – were essential for to project success as they provide a nuanced understanding of community contexts and can assist in resolving local conflicts that mat arise during project implementation.</li> <li>5. Ministry of Health Environmental Health Department – Facilitated community-led Total Sanitation Training in communities to ensure that latrines are properly constructed, and good hygiene behaviors are adopted.</li> <li>6. Media- WaterAid will continue to engage and partner with various media outlines to support the dissemination of project activities, events, and outcomes.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b> The project was fully implemented by WaterAid in partnership with Nazarene Compassionate Ministries – all the servicers from the identification, design, implementation and close out were provided by WaterAid staff	

<b>Assignment name:</b> Accelerate Sustainable Access to Water, Sanitation and Hygiene (WASH) in rural communities of Northern Hhohho, Eswatini	<b>Approx. value of the contract (in current US\$):</b> USD 230,000 <b>Name of Client:</b> Latter days Saints Charities
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Hhohho Region (Mayiwane and Ndzingeni Tinkhundla)	<b>Start date (month/year):</b> August 2019 <b>Completion date (month/year):</b> September 2020
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b> <b>Aim of the project</b> The project aimed at improving the lives people in the selected Northern Hhohho Region Communities through increased access to Clean water, improved sanitation, and proper hygiene behavior.  <b>Timeframe</b> The Project was implemented from August 2019 to September 2020. <b>Project Components</b> The project aimed to increase access to safe and clean water by constructing 11 Inclusive hand-pumps in targeted communities informed by hydrogeological study. The project also addressed improved hygiene and sanitation practices in targeted communities, this was done through Participatory Hygiene and Sanitation Transformation (PHAST) trainings by ensuring community members without toilets construct their own. WaterAid also piloted a hygiene behavior centered approach using results from previously conducted formative hygiene research to gain an understanding of communities' behavioral drivers, ambitions, and determinants for their behavior. The project also worked at strengthening community operation and management of rural water infrastructure. Extensive trainings on how to collect operation and maintenance funds from users and how to properly manage, maintain and repair water systems.  <b>Target beneficiaries</b> The project benefitted 4908 people in 11 rural communities in the Northern Hhohho Region in Mayiwane and Ndzingeni Constituencies.  <b>Partners in Implementation</b> WaterAid coordinated the overall project, supporting local partners to mobilize the communities, engaging government and engaging contractors to perform construction activities. The following stakeholders were used in the project: <ol style="list-style-type: none"> <li>1. Latter-Day Saints Charities (LDSC) – provided the necessary financial resources to achieve project outcomes.</li> <li>2. Ministry of Natural Resources and Energy Department of Water Affairs – Key partner, ensuring that all project components are implemented following set national standards.</li> <li>3. Vusumnotfo – Official Implementing Partner for WaterAid, has experience working in the northern Hhohho Region. Responsible for on the ground implementation for community engagement, mobilization with technical guidance and support from WaterAid.</li> <li>4. Ministry of Health Environmental Health Department – responsible for supporting in supporting project implementation and ensuring activities are in line with national standards and procedures.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b>	

The project was fully implemented by WaterAid in partnership with Vusumnotfo – all the servicers from the identification, design, implementation and close out were provided by WaterAid staff

<b>Assignment name:</b> Groundwater Monitoring and Installation	<b>Approx. value of the contract (in current US\$):</b> USD 150 000 <b>Name of Client:</b> Southern African Development Community.
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Hhohho Region (Mkhiweni, Timphisini and Mayiwane Inkhundla)	<b>Start date (month/year):</b> June 2019 <b>Completion date (month/year):</b> November 2020
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b> <b>Aim of the project</b> To Establish a groundwater monitoring stations within two rivers basins for the purpose of water levels and water quality management to curb socio and climate change impacts. The project also aimed at promoting the use of renewable energy systems using solar powered pumps. <b>Timeframe</b> The Project started from July 2019 to November 2020 <b>Project Components</b> <ol style="list-style-type: none"> <li>1. Improved Groundwater Monitoring by installing Groundwater Loggers in 11 sites.</li> <li>2. Improved access to safe water by community members in 4 communities.</li> <li>3. Installation of data monitoring station</li> </ol> <b>Target beneficiaries</b> The project has benefitted 5089 with improved access to safe water. <b>Partners in Implementation</b> The Project is coordinated by WaterAid Eswatini working with partners: <ol style="list-style-type: none"> <li>1. Southern African Development Community Groundwater Monitoring Institute - Funding Partner and responsible disbursing funds in a timely manner.</li> <li>2. Ministry of Natural Resources and Energy Department of Water Affairs – Key partner in implementing the project working with their Groundwater Section.</li> <li>3.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b> The project was fully implemented by WaterAid in partnership with Nazarene Compassionate Ministries – all the servicers from the identification, design, implementation and close out were provided by WaterAid staff	

<b>Assignment name:</b> Hygiene Behaviour Change Campaign	<b>Approx. value of the contract (in current US\$):</b> USD 150 000 <b>Country Programme</b>
<b>Country:</b> Kingdom of Eswatini <b>Location within country:</b> Northern Hhohho Region (Mayiwane and Ndzingeni Inkhundla)	<b>Start date (month/year):</b> August 2019 <b>Completion date (month/year):</b> November 2021
<b>Name of associated Consultants, if any:</b> N/A	
<b>Narrative Description of Project:</b>	
<b>Aim of the project</b>	
<p>To promote sustainable hygiene behaviour change in schools, health care facilities, neighbourhood care points and public places to contribute to the improvement of health status of Emaswati for the realization of benefits for investments made by government and development partners in water supply and sanitation facilities. The project also aimed at integrating the key hygiene behaviours into the norm-systems of beneficiaries at household and institutional level.</p>	
<b>Timeframe</b>	
<p>The Project started from August 2019 to November 2021</p>	
<b>Project Components</b>	
<ol style="list-style-type: none"> <li>1. Improved knowledge and capacity of government and other WASH partners on the Hygiene Behaviour Theory of Change (ABCDE Approach)</li> <li>2. Improved and sustainable hygiene behaviour change in households, schools, health care facilities and public places; focusing on the 5key hygiene behaviours (use of safe and inclusive toilet, proper food handling, handwashing with soap and running water, proper waste management, use of safe water) , menstrual hygiene management and covid 19 prevention behaviours.</li> <li>3. Improved infrastructure for sustainable hygiene behaviour change in the targeted places</li> </ol>	
<b>Target beneficiaries</b>	
<p>The project is targeting 13 schools, 3 health care facilities and 10 NCPS.</p>	
<b>Partners in Implementation</b>	
<p>The Project is coordinated by WaterAid Eswatini working with partners:</p>	
<ol style="list-style-type: none"> <li>1. Ministry of Health- Environmental Health Department- Key partner in implementing the project with the Environmental Health Department.</li> </ol>	
<b>Description of actual services provided by your staff within the assignment:</b>	
<p>The project is fully implemented by WaterAid in partnership with the Ministry of Health- Department work from formative research, training of government on the ABCDE Approach and design of the creative package of interventions for hygiene behaviour change was led by WaterAid staff. The delivery of the campaign is done collaboratively with the Ministry of Health.</p>	

## **Programme Monitoring**

WaterAid has predefined minimum programme quality standards for planning, monitoring evaluation and reporting core procedures, processes and systems to assess our work and improve approaches. These procedures and processes include sector strengthening for sustainable WASH services and reducing inequalities by building on and supporting country led institutions thus emphasizing on ownership of development, alignment behind local systems and mutual accountability between development stakeholders. Our hygiene work at country programme level is designed using knowledge of behavioral determinants and social norms specific to the context using methods such as the formative research; use creative and innovative approaches and hygiene behaviour change is prioritized alongside water and sanitation. Our hygiene work is integrated in other sector work such as education.