



# 6 CLEAN WATER AND SANITATION



**CSO ANNUAL PERFORMANCE REPORT  
FY2018/2019**



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AND SANITATION



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## Structure of CSO Performance Report FY 2018/2019

This report documents contributions of Civil Society Organizations (CSOs) to the Water and Sanitation sub-sector in Uganda. It is based on reports from 127 CSOs that made submissions to the Uganda Water and Sanitation Network (UWASNET).

The report is structured along the key thematic areas that the CSOs contribute to in the water and sanitation sub-sector. An overview of the UWASNET is provided in section 1, to give the overall context to the report. This is followed by presentation of CSO performance in sections 2 and 3. The status of reporting as reflected by the number of CSOS providing content for the report is provided in section 2 and section 3 provides an account of the CSO performance and contribution to the water and sanitation sector, along the different thematic areas, which are water supply, Sanitation and hygiene, WASH in emergency, Integrated water resources management, Water for production, capacity development and community engagement, Lobbying and advocacy. Performance on CSO collaboration with sector actors is presented in section 4. section 5 highlights CSO interventions and contributions to cross cutting issues including gender, equity and HIV/AIDs. Section 6 is the final chapter, providing conclusion and recommendations in line with key sector challenges and the recorded CSO performance.

## Foreword

It is with great pleasure that I share the annual Water and Sanitation Sub-sector CSO Performance Report for FY 2019. The annual WASH CSO Performance report is a critical activity conducted by the UWASNET Secretariat to document the contribution of CSOs to the Water and Environment and also enable the sector have an overview of the annual sector performance. It is also a tool that promotes CSOs' transparency and accountability to the sector, development partners and communities they serve.

This report elaborates the contribution of CSOs to the water and sanitation sub-sector during the financial year 2018/19 and is based on submissions made by 127 CSOs to UWASNET. During this reporting year 2018/19, a total expenditure of Uganda Shillings (UGX) 69.13 billion was reported by the CSOs. This amount was invested in improving access to water supply and sanitation, water resources management, increasing storage volumes and agriculture production opportunities, community strengthening for management and sustainability as well as towards promoting good governance in water and sanitation service delivery.



This year the call for 'Leaving No One Behind' in provision of water and sanitation services is ever so apparent. CSO investments are clearly making significant contributions, however, the challenge is still massive requiring concerted efforts, innovation and renewed commitments as well as partnerships. To achieve this ambitious agenda will require (i) increase in sector Financing through renewed lobbying and engagement of key stakeholders to prioritize the sector (ii) Increased support to UWASNET to enhance member coordination and to align their planning, implementation and reporting to sector priorities and guidelines will be important to optimize this source of financing, (iii) leveraging CSO expertise and solutions for example for FSM, WSS management and community engagement (iv) mainstreaming the comprehensive refugee response plan in workplans of all sector actors (v) increased attention to strengthening the functionality of water systems, (vi) a reliable information base to aid planning to address equity and the (vii) clear and practical operational framework for sanitation improvements including practical policy on subsidy for household sanitation and institutional anchorage.

I extend special gratitude to the 127 CSOs that voluntarily reported their contribution to the sector. You make our work in the sector worthwhile and we acknowledge your work. In a special way, I also thank all the partners who continue to support UWASNET financially, technically and even spiritually. Without you, UWASNET would not be able to fulfill its role.

Yours Faithfully

A blue ink handwritten signature, appearing to be 'Yunia Musaazi', written in a cursive style.

**Yunia Musaazi**  
**Executive Director**

## Executive Summary

This report elaborates the contribution of CSOS to the water and sanitation sub-sector during the financial year 2018/19 and is based on submissions made by 127 CSOs to UWASNET. The report is part of the annual performance reporting by CSOs to the sector. UWASNET, the umbrella organization of water and sanitation CSOs continues to coordinate and thus this performance report. During this reporting year, 2018/19, a total expenditure of Uganda Shillings (UGX) 69.13 billion was reported by the CSOs. This amount was invested in improving access to water supply and sanitation, Water resources management, increasing storage volumes and agriculture production opportunities, community strengthening for management and sustainability as well as towards promoting good governance in water and sanitation service delivery.

The financing provided by CSO is reportedly obtained from several sources including local and international NGOs, private sector (PS), district local governments (DLGs), Central government (CG), bilateral state agencies (BSA), and internally generated revenue (IR). INGOs, Local NGOs BSAs and IR are the largest contributors of CSO financing, in order of dominance.

### Access to Water supply

During FY2018/19, an investment of UGX 28.25 Billion was reported by 86 CSOs. This financed 1,651 new installations including for safely managed supply, the latter benefiting 128,730 people. 858,895 people were provided access to a basic service. The per-capita investment costs are averaging USD 15 and USD 35 for borehole and pumped piped systems respectively are lower than sector averages for the last two years. Sustainability of access was also a priority during the year, CSOs invested in rehabilitation of 2,495 water supply systems and continued to implement maintenance and management approaches to ensure continued functionality and thus sustainability. The public private partnerships (PPP) models reported during FY2017/18 were advanced - concession/ service contracts for borehole maintenance by Whave solutions and International lifeline fund. Others models like village saving approach to O&M fund management and through postpaid and prepay metering systems were also implemented with success in achieving continued functionality

### Access to Sanitation

CSOs financing towards sanitation was UGX 9.86billion during the year. This contributed to providing access to basic sanitation services for 364,398 people and 35,645 people were providing with safely managed sanitation. The VIP toilet is the pre-dominant technological option and household toilet subsidies were provided. In addition, as a result of CLTS interventions, 1,091 villages were declared open defecation free. School sanitation investments (UGX 2.43 billion) towards construction of 2,423 stances for pupils and teachers were made, resulting in reduction of pupil stance ratios. An average ratio of 1:40 was achieved. Investment in strengthening the emptying and treatment component of the fecal sludge management chain was reported. Water for people is developing technologies and approaches for FS emptying and re-use

### WASH in Emergency

This is the second reporting year on CSO Investment in WASH in Emergency. A total expenditure of UGX 18.83 Billion was reported by 19 CSOs for investments in water supply infrastructure, sanitation and hygiene, menstrual hygiene management and capacity development. The investments benefitted



refugees and host communities in settlements of Base camp, Bidibidi, Imvempi, Rhino Camp, Omugo, Kikube, Kiryandongo, Kyaka II, Kyangwali and Palorinya. This year, there is progress in provided both basic and safely managed WASH services including 598,226 with Safe water access and 241,015 Safely managed sanitation.

## **Water Resources**

CSO investment continues to align with the ongoing sector reforms that call for catchment-based water resources management. The UGX 4.55 Billion reported this year is an 67% increase from last year's investment amount in IWRM. Investments were made in restoration, livelihood and policy support activities in the Awoja, Lotok, Lwakhakha, Maziba, Mpologoma, Rwizi, Mpanga, and Semiliki sub-catchments. A total of 284,611 catchment residents benefitted from these activities.

## **Increased water storage and irrigated area**

CSOs maintained investment in water for production activities with 21 CSOs investing a total of UGX 558 million during the year. This expenditure was towards (i) 33 irrigation systems expected to cover up to 60.34Ha, (ii) construction of 2 storage systems (Valley tanks) and (iii) community capacity building activities on infrastructure sustainability and agriculture value chain enhancement for enhanced productivity, the latter targeting fish and livestock farmers.

## **Community capacity building**

Capacity development continues to be a core element of CSO interventions to enhance sustainability and service delivery standards. During FY 2018/19, a total UGX 2.83 Billion was spent on training events targeting community members including school communities, CSOs, local government staff and private sector participants. 147,972 people, (including hand pump mechanics, water user committees, school pupils and teachers), of whom 86,082 (58%) were female, benefited from these events on several topics relating to WASH planning, hygiene and sanitation promotion, IWRM, income enhancement, menstrual hygiene management, Operation and maintenance of water and sanitation infrastructure and latrine construction.

## **Lobbying and advocacy**

CSOs continued their advocacy and lobbying role in the sector to support and promote good governance, ensure equity and inclusion, increased awareness on sector related policies and generally sustainable WASH service delivery. An estimated total of 196,545 beneficiaries were reached as a result of these engagements, of whom 61% were female. During FY 2018/19, a total of UGX 1.5 Billion was spent on such engagements.

## **Inclusiveness – Equity, HIV/AIDs, Gender**

Inclusiveness is high on CSO agenda, as evidenced from the interventions reported; notably, the gender inclusive water and sanitation infrastructure provided, training and advocacy on gender and HIV/AIDS mainstreaming and targeting of marginalized community segments and areas like fishing communities and persons with disability. In addition, the geographic spread of CSO is fairly even across the UWASNET 10 geographical regions of the country.



## Collaboration

CSOs and UWASNET demonstrated several collaborative efforts during the year. These included Memorandum of Understanding (MoUs) and partnerships with district local governments and service providers, participation in multi-stakeholder engagements like sector thematic working groups, CSO regional meetings, meetings with districts, training institutions and MWE regional structures. Results are further reiterated by the CSOs that reported budgets forming part of district budgets with 10-100% of CSO budget inclusion. For example, ACORD, International lifeline Fund, Union of Community Development Volunteers reported more than 70% of their budget being reflected in the respective district.

## Conclusion

This year the call for 'leaving no one behind' in provision of water and sanitation services is ever so apparent. CSO investments are clearly making significant contributions, however, the challenge is still massive requiring concerted efforts, innovation and renewed commitments as well as partnerships. To achieve this ambitious agenda will require (i) increase in sector Financing through renewed lobbying and engagement of key stakeholders to prioritize the sector (ii) Increased support to UWASNET to enhance member coordination and to align their planning, implementation and reporting to sector priorities and guidelines will be important to optimize this source of financing, (iii) leveraging CSO expertise and solutions for example for FSM, WSS management and community engagement (iv) mainstreaming the comprehensive refugee response plan in workplans of all sector actors (v) increased attention to strengthening the functionality of water systems, (vi) a reliable information base to aid planning to address equity and the (vii) clear and practical operational framework for sanitation improvements including practical policy on subsidy for household sanitation and institutional anchorage.

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## List of Abbreviations and Acronyms

ACORD	Agency for Corporation and Research in Development
AEE	African Evangelistic Enterprise
ARUWE	Action for Rural Women's Empowerment
AMREF	African Medical Relief
AFARD	Agency for Accelerated Regional Development
Bn	Billion
CBMS	Community Based Maintenance System
CHAST	Child Hygiene and Sanitation Training
CBO	Community Based Organization
CLTS	Community Led Total Sanitation
CSOs	Civil Society Organizations
CDO	Community Development Officer
DWD	Directorate of Water Development
DWRM	Directorate of Water Resources Management
ECOSAN	Ecological Sanitation
EHD	Environmental Health Division
ENR	Environment and Natural Resources.
FBO	Faith Based Organization
FSM	Fecal Sludge Management
FY	Financial Year
GESI	Gender Equity and Social Inclusion
GFS	Gravity Flow Scheme
HEWASA	Health through Water and Sanitation
HPMA	Hand Pump Mechanics Association
HWF	Hand Washing Facilities
IAS	International Aid Services
IEC	Information Education Communication
ILF	International Lifeline Fund
IWRM	Integrated Water Resource Management
JESE	Joint Effort To Save The Environment
KWDT	Katosi Women Development Trust
LGs	Local Governments
LWI	Living Water International
MWE	Ministry Of Water And Environment
MoU	Memorandum of Understanding
NEMA	National Environment Management Authority
NGOs	Non-Governmental Organizations
NWSC	National Water And Sewerage Corporation
O&M	Operation and maintenance
ODF	Open Defecation Free
PHAST	Participatory Hygiene and Sanitation Transformation

PPP	Public Private Partnership
PWD	People With Disabilities
RWH	Rain Water Harvesting
SDG	Sustainable Development Goal
SWaP	Sector Wide Approach
SWC	Scheme Water Committee
TPL	Traditional Pit Latrine
TWG	Thematic Working Group
UGX	Uganda Shilling
UMURDA	Uganda Muslim Rural Development Association
UNICEF	United Nations Children Fund
UWASNET	The Uganda Water and Sanitation NGO Network
VHTs	Village Health Teams
VIP	Ventilated Improved Pit latrine
VAD	Voluntary Action for Development
WASH	Water, Sanitation and Hygiene
WEDA	Wera Development Association
Wfp	Water for Production
WFP	Water for People
WiE	WASH in Emergency
WMZ	Water Management Zone
WSC	Water and Sanitation Committee
WSS	Water Supply and Sanitation
WSSWG	Water and Sanitation Sector Working Group
WUC	Water User Committee

## 1. How UWASNET works through the sector policy and institutional framework

UWASNET was founded in 2000 as the national umbrella organization for all Non-Governmental Organizations (NGOs) in the Uganda Water and Sanitation sub-sector following a sector reform that brought together Government, Development Partners and CSOs to develop and contribute to one development plan.

### UWASNET's VISION

**All people in Uganda accessing improved and sustainable water resources, sanitation, hygiene and the environment**

#### 1.1 UWASNET's Strategic Objectives include:

- i. Coordinated and Amplified CSOs Voice to Influence Policy and Practice within the Water and Sanitation Sector
- ii. Enhanced learning and Strategic Synergies around key Sector Issues
- iii. Strengthened Institutional Capacity of UWASNET to Effectively, Efficiently and Sustainably Deliver on its Mandate

UWASNET works through the Sector Wide Approach (SWAp) to contribute to the National Development Plan of poverty alleviation through universal access to sustainable, safe water and improved standards of sanitation and hygiene, through partnership with Government under Ministry of Water and Environment including the Line Ministries namely Ministry of Health, Ministry of Education and Sports, Sector Development Partners, private sector, academia and CSOs in Uganda.

UWASNET's mandate is to coordinate all NGOs in the sector and strengthen their contribution to the sector by facilitating learning and sharing, documentation of their work, promoting partnerships and collaborations with other sector stakeholders, including Government, development partners and the private sector. UWASNET also coordinates and represents the voices of CSOs and communities at all the critical decision-making platforms in the sector through its thematic working groups that are directly linked to the sector working groups in order to influence pro poor policies and practice.

UWASNET has a clear and established governance structure comprising an Annual General Assembly of members, a Board of Directors supported by a Secretariat headed by an Executive Director and supported in field by coordinators in the 10 coordination regions. The secretariat is responsible for the day to day operations of UWASNET.

The new BOD member organizations are;

- i. AMREF,
- ii. Caritas Moroto,
- iii. Joint Effort to Save the Environment (JESE),
- iv. Life Water International,
- v. Lipro– Uganda,
- vi. Living Water International,
- vii. SNV Netherlands Development Organization,
- viii. Water Missions Uganda,
- ix. WaterAid Uganda – The Treasurer,



- x. WHAVE Solutions – The Vice Chair,
- xi. World Vision – The Chair,
- xii. Ministry of Water and Environment – Ex-officio
- xiii. UWASNET Executive Director – Secretary

To realize its mandate in the sector, UWASNET works through its coordination structures, comprising of Regional Coordinators who coordinate members at regional level in the ten UWASNET regions that are aligned to the Ministry of Water and Environment decentralized structures that provide technical support to the districts. In addition, UWASNET works through its six thematic working groups (TWGs), which are advocacy platforms to voice key emerging issues and to provide recommendations to the sector to improve WASH service delivery and sustainable water resources management. The TWGs are aligned to the sector working groups to facilitate policy influencing and strengthening CSOs participation in sector decision making processes.

The six thematic working groups are; (i) Good Governance, (ii) IWRM, Environment and Climate Change, (iii) Sanitation and Hygiene, (iv) Urban Water and Sanitation, (v) WASH technologies, as well as (vi) Women, Children and other Vulnerable Groups. All working groups have a leadership comprising of a Chair, Vice Chair and Secretary.

## 1.2 UWASNET secretariat contribution

The financial year 2018- 2019, witnessed UWASNET consolidate and reflect on its gains, in order to take better stock of its achievements, and identify strategies of how to unlock blockages of achieving its objective. This outcome was derived mainly from the review of the Strategic Plan 2017 -2022, that saw a revision of Strategic Objectives aimed at revamping UWASNET’s image and visibility in order to better implement its mandate. The contribution to each of the three objectives is outlined below;

### (i) **Strategic Objective 1: Coordinated and Amplified CSOs’ Voice to Influence Policy and Practice within the Water and Environment Sector**

Under this strategic objective, UWASNET focused on coordinating the voices of its members to influence policy and practice of the WASH and Environment sector. The following were achieved;

- Rejuvenation of Thematic Working Groups to foster membership coordination by holding quarterly meetings for all six Thematic Working Groups and identifying new leadership. Key sector challenges were discussed during these meetings and relevant intervention strategies identified.
- Compilation of the Annual WASH and Environment CSO Report which captured 267 CSOs reporting an annual investment amounting to Shs.69.13 Billion
- The Annual WASH and Environment CSO Forum was held under the theme “Assessing Systems for Achieving SDG 6 in Uganda – What is the role of CSOs?” More than 150 CSOs attended and deliberated on the key sector issues that are bottlenecks to attaining Universal Access to WASH and conservation of the Environment. These issues were the backbone of the CSO Response that was presented at the Annual Joint Sector Review and some recommendations incorporated within the Sector Undertakings.
- UWASNET is the host of the Uganda Water Partnership, a local chapter of the Global Water Partnership. The Annual Consultative Meeting was held and more than 100 members participated. The key outcome was the formation of thematic groups around Energy, Oil and Gas, Agriculture and Food Security and Climate Change which will enhance CSO policy engagements in those areas.



## 2. CSO Performance FY 2018/19

### 2.1. CSO Reporting trends

UWASNET, as per mandate highlighted above, supports sector performance reporting for civil society organizations involved in the water and sanitation sub-sector. This involves a synthesis of submissions from the CSOs. Over the last five years, reporting by CSOs has generally been on a downward trend as shown in figure 2-1 below. For FY2018/19, there is a notable rise of over 70% from the previous year and generally impressive performance reporting, compared to previous years.

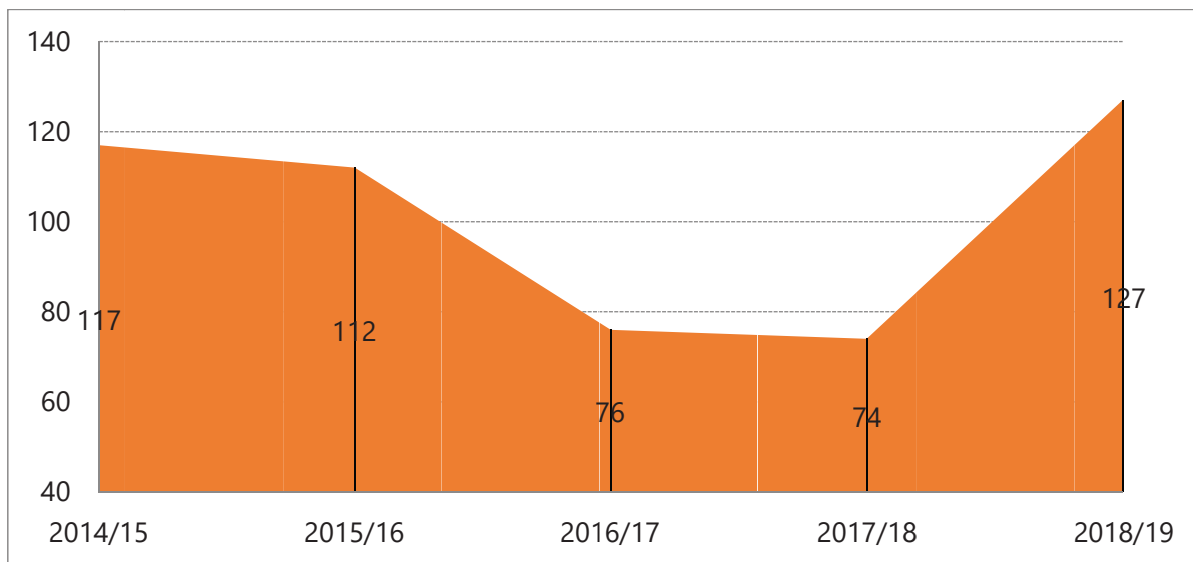


Figure 2-1: CSO reporting trends

### 2.2. Reporting status for the year

This reporting year, a total of 127 CSOs submitted annual performance reports to UWASNET as per categorization summarized in figure 2-2 below. Local NGOs provided the majority submissions (56%) in the sub-sector. Second, this can be considered as a representation of the CSO profile operating ven (7) of these CSOs, all Local NGOs reported no activity due to funding limitations. The number of CSOs are 6% of the total WASH CSOs (199) mapped by UWASNET.

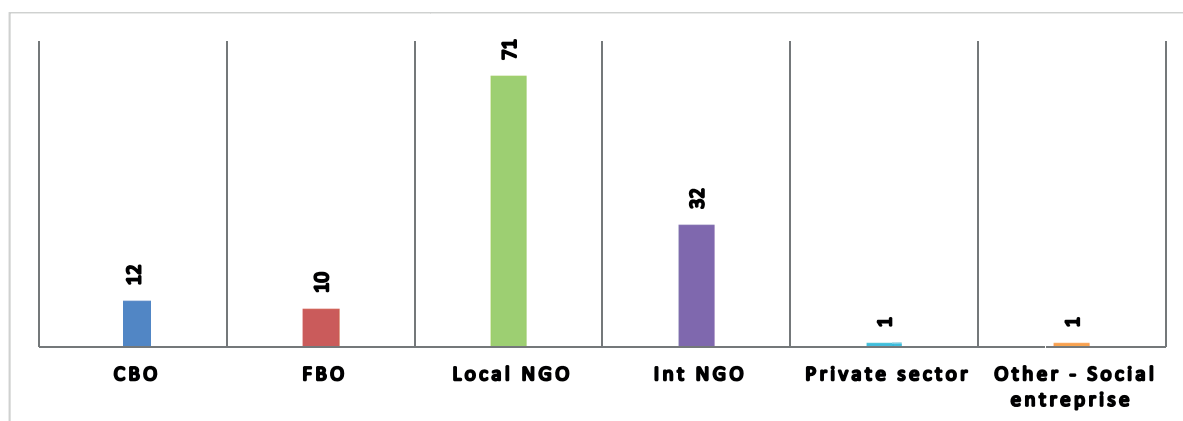


Figure 2-2: Categorization of CSOs that reported FY2018/19

### 3. CSO Investments in the Water and Sanitation Sub-Sector

#### 3.1 Overview of investment in the sector

##### 3.1.1 Intervention areas

The 127CSOs that reported indicated operations in all the 10 UWASNET regions, which are defined in the UWASNET Regional Coordination Map above. The geographic distribution of intervention areas, as shown in figure 3-1 indicates that CSO interventions are fairly evenly spread across the country with some CSOs operating in more than one region including about 39 CSOs in 2 regions and 15 in more than 5 regions. The central region has the most presence at 13% (29 CSOs) and the least presence is in the mid-central region (13 CSOs). The choice of focus areas/ regions is attributable to both organization focus and the water and sanitation needs countrywide.

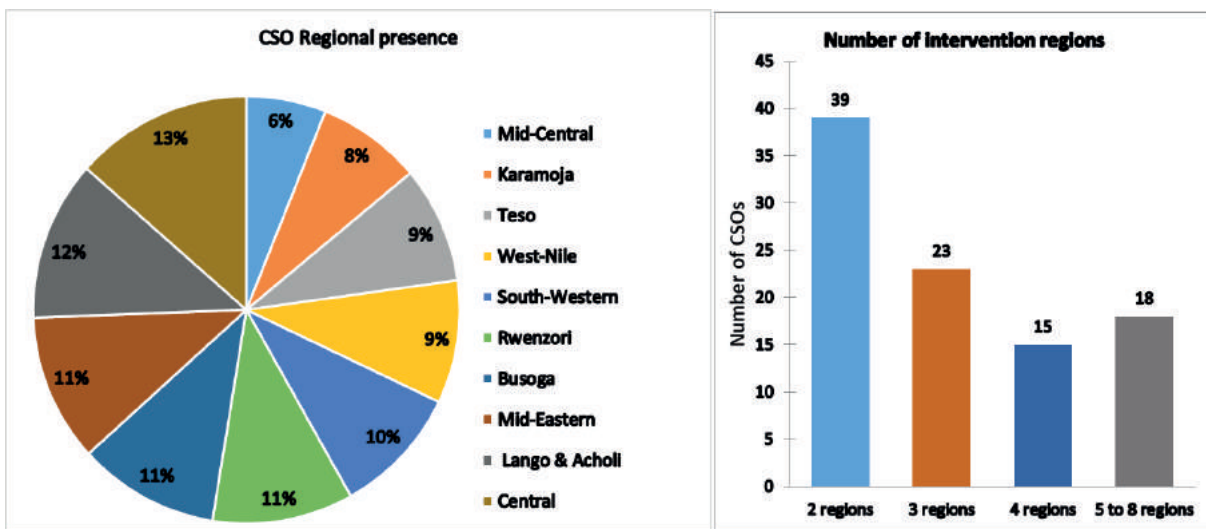


Figure 3-1: CSO participation by region (left) and by number of intervention areas (right)

CSO investments in these different regions covers all the nine thematic areas considered within this report including Water supply, Sanitation infrastructure, School sanitation and Hygiene, Water for Production, Integrated water resources management (IWRM), Lobbying and Advocacy, WASH in Emergency, Community management/ training and Research and Development as detailed in the sections below.

##### 3.1.2 Annual CSO Sector investment

This section presents the investment trends of the annual CSO financing to the Water and sanitation sub-sector as reported by CSOs. Figure 3-2 on the trends of reported investments over the last 5 years indicated an inconsistent trend, with generally an increase in sector financing by CSOs, from the amounts reported in the first three years from FY2014/15. The very high rise reported last year, attributable to investment in WASH in Emergency has not been sustained this year, resulting a decrease in investment amounts reported. The expenditure under WASH in Emergency during FY2018/19 is half of the financing reported in FY2017/18.

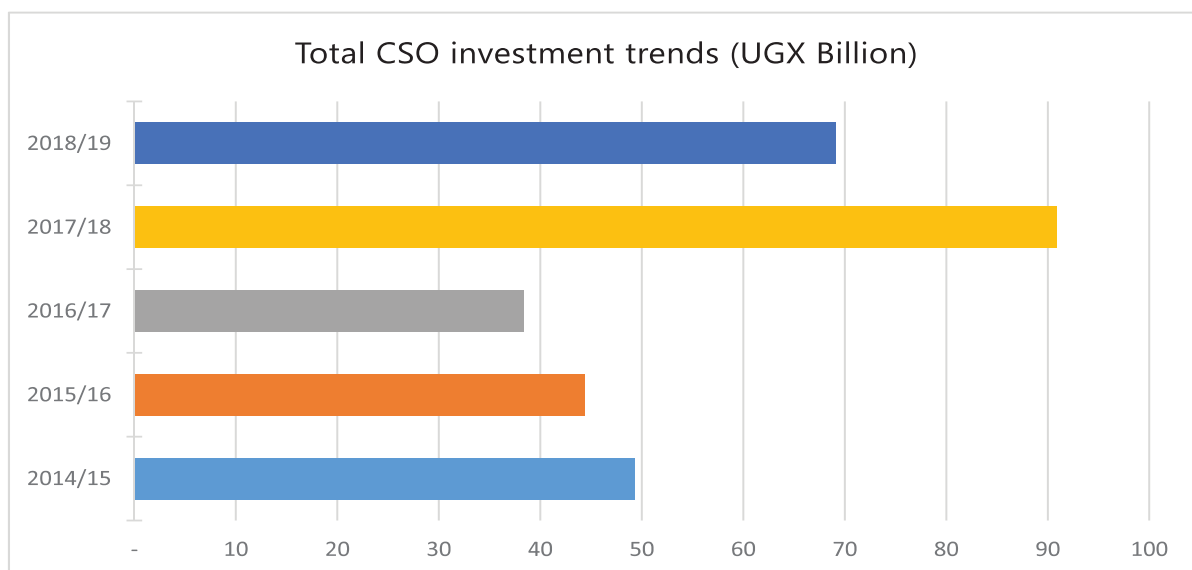


Figure 3-2: CSO total 5-year annual investment trend

Further analysis of the investment across the individual thematic areas, as shown in the figure 3-3 below, indicates that there has been continued investment across the different thematic areas, with water supply and sanitation infrastructure still maintaining the highest proportion of the total investment over the 5 year period, and in the last two years, WASH in emergency has contributed over 25% of the total amount reported.

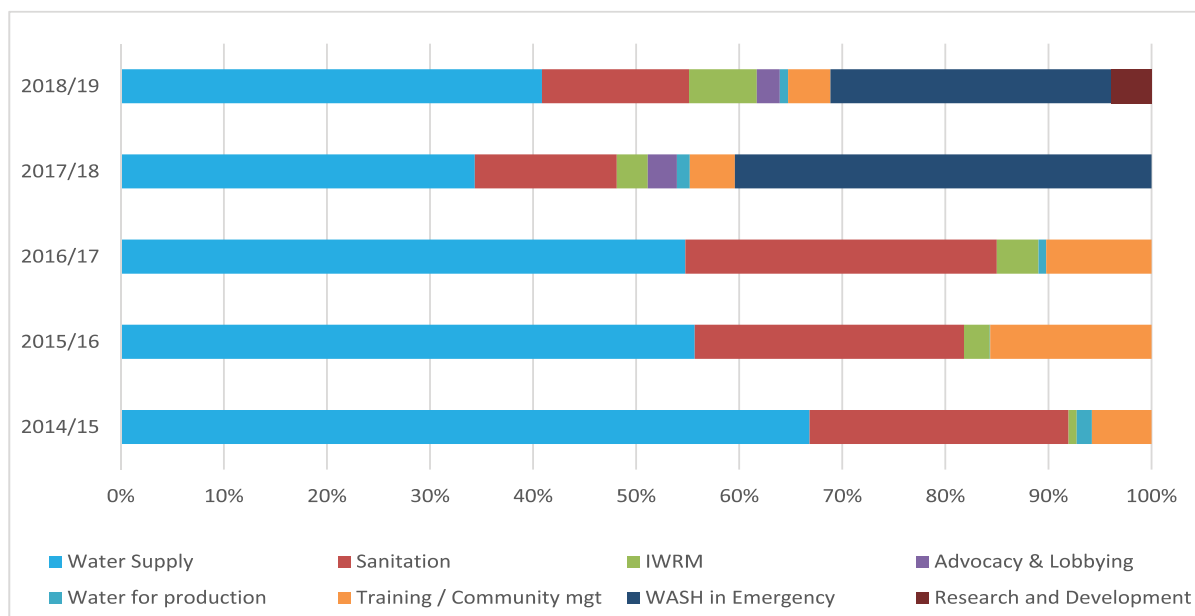


Figure 3-3: CSO annual investment profile by thematic area – 5 years

### 3.2 FY2018/19 CSO Investment

The total reported CSO financial contribution to the water and sanitation sector for the FY2018/19 was UGX 69.13 Billion that is allocated to the different thematic areas as detailed in figure 3-4. Water supply infrastructure investment is at 41% followed by WASH in Emergency at 27%. Water for production investments are still the lowest at 1%, reflecting the core competence areas for the CSOs in the sector as well as the perceived sector priority needs.

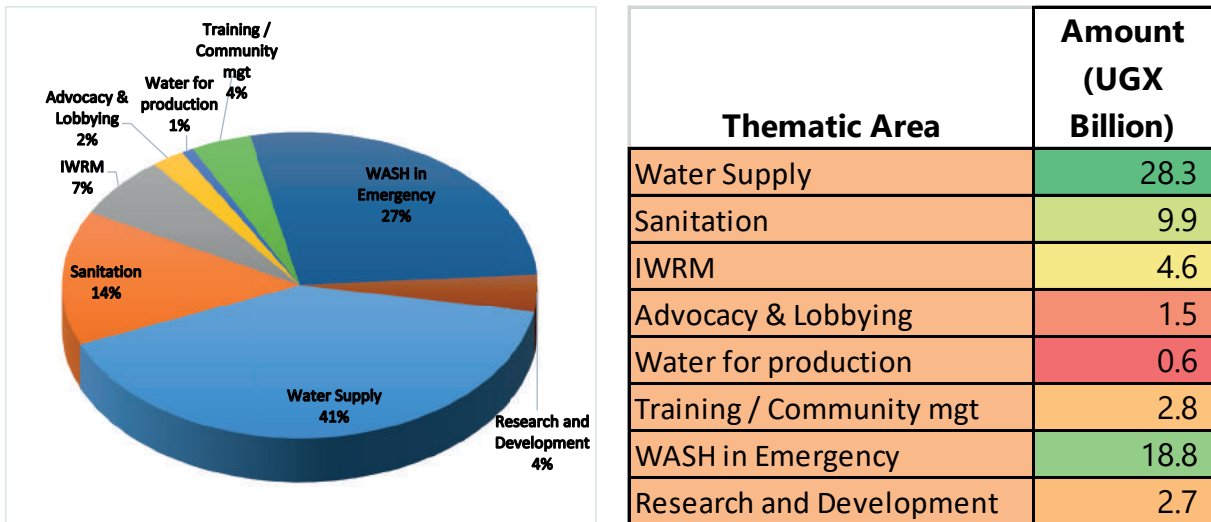


Figure 3-4: FY2018/19 CSO sector Investment profile

Generally, CSO investments are in non-emergency investments and largely for hardware activities - infrastructure. The investment in hardware activities is UGX 59.09 Billion (85% of the total reported).

120 CSOs that reported investments this year obtained funds from varied sources, including local and international NGOs, private sector (PS), district local governments (DLGs), Central government (CG), bilateral state agencies (BSA), Internal revenue (IR) and others sources, as summarized in figure 3-5 below. The main source of funding (34%), consistent with the FY2017/18 report, is still reported as international NGOs, including World vision Uganda that contributed 10% of the total reported FY2018/19 expenditure. Bilateral state agencies, Local and internally generated funds also contribute a significant proportion of funding to CSOs, at 11% to 13%.

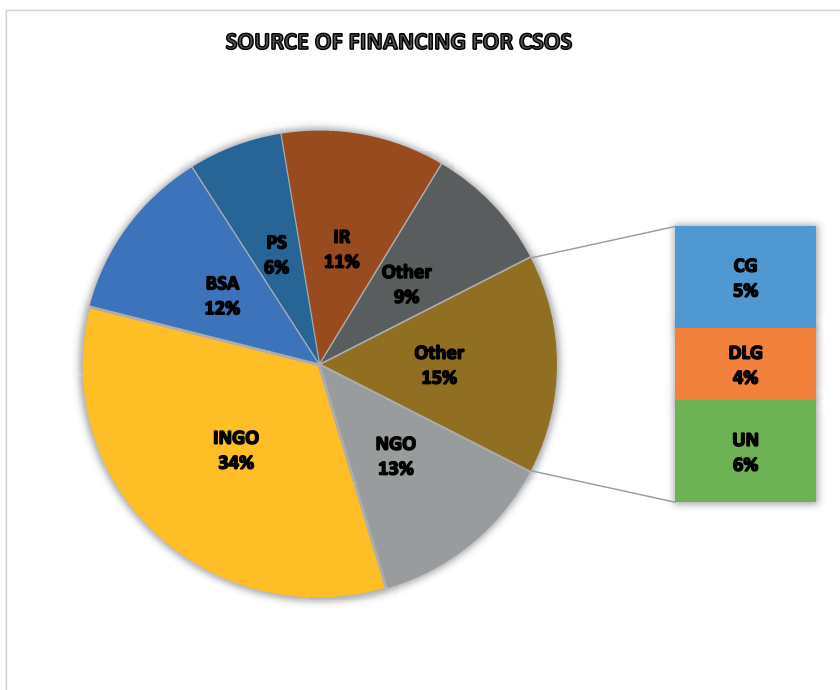


Figure 3-5: Sources of Financing

## Case Studies

### **INTERNATIONAL WATER AND SANITATION CENTER (IRC)**

#### **District Water, Sanitation and Hygiene (WASH) Master Plan; a Tool to Focus Local Governments to Achieving SDG6 -**

Achieving the SDG 6 commitments is still a huge task for Uganda. In Kabarole district where IRC works, 28% of the population has no access to water supply and 18% without access to basic sanitation. This in addition to the high population with just a basic level of service and the continued challenges of inadequate financing. The basis of investment and planning to achieve safely managed and leave no one behind is not very clear, IRC working with district stakeholders thus developed a District WASH Master Plan. The master plan lays down strategies for achieving the long-term vision of WASH access for all in Kabarole District, based on factual data.

The process: IRC Uganda with support from Conrad Hilton Foundation organized a reflection meeting with district stakeholders on the requirements to achieve universal WASH access. A District multi-stakeholder WASH Task Team (including LG, MWE, media, CSOs and private sector) was created to steer the process.

Comprehensive baseline data collection on the infrastructure(assets) and the levels of service was undertaken to establish the status quo using AKVO FLOW, an android phone-based tool. Data collection was done by district Extension workers (Health assistants and Community Development officers) and Hand pump mechanics. Collected data was analyzed with IRC support and a District Investment Plan (DIP) prepared, to provide estimates of financing requirements towards SDG target achievements.

Discussions on how to address the DIP requirements informed the master plan development. Strategies to address the service delivery gap included: identification and adoption of appropriate technologies for water supply and toilets including systematic upgrade of technological options from lower to higher levels of service e.g. point water sources to piped water supply systems, local policy development (by-laws) to support enforcement for proper hygiene and sanitation, sustainable O&M models like the pay as you fetch, integrated WASH interventions and rolling out town sanitation planning

The Kabarole District WASH Master Plan has assisted the local government and MWE in quantifying the requirements as well as defining context specific strategies to address the investment and service delivery requirements.

The District WASH Master Plan is an effective planning tool that districts should consider. It can also inform district development plan and accelerate achievement of SDG targets since it provides clear decision support for focused/ targeted investments.



### 3.3 Water Supply



#### 3.3.1 Financing water supply infrastructure

CSOs remain committed to contributing to the Uganda SDG 6.1 target and continue to make significant investments in water supply infrastructure. For FY2018/19, the up to 86 CSOs that reported investments in water supply infrastructure spent a total of UGX 28.25 Billion for construction and rehabilitation of water systems at both household and institutional level. Investment in investment in water supply infrastructure over the last 5 years, as shown in figure 3-5 below, have been above the UGX 20 Billion mark with a downward trend registered in the first three years, which started to rise last year FY2017/18, followed by a decline this year.

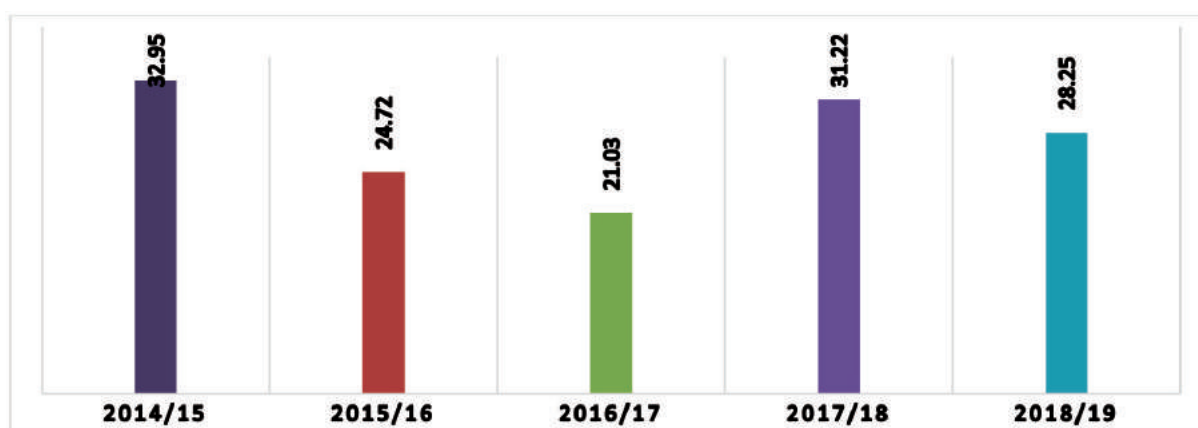


Figure 3-5: Annual CSO Investment in water supply infrastructure (UGX Billion)

The FY2018/19 investment profile for water supply infrastructure in figure 3-6 below indicates that majority of the funds were spent on provision of basic<sup>1</sup> water supply services and within each category of access to water supply, more investment was towards provision of new infrastructure.

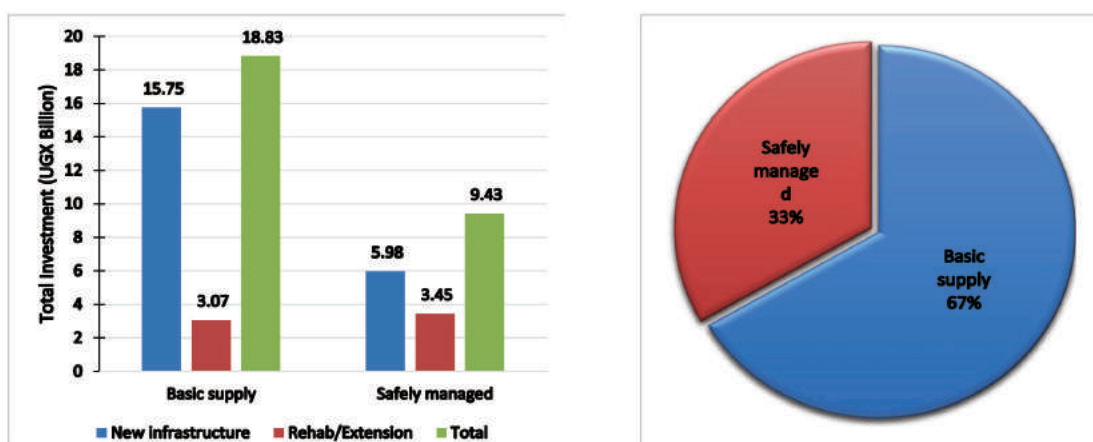


Figure 3-6: FY2018/19 Water supply infrastructure investment profile

<sup>1</sup> Basic water supply services refers to supply through an improved water source that is not on premises while safely managed refers to the higher service levels of supply including piped systems and RWH

### 3.3.2 Interventions for Access to Water supply

CSOs invested in different infrastructure options to provide at least a basic level of service to the targeted communities, as detailed in table 3-1 below.

**Table 3-1: Water Source Details**

Category	Technology	New systems/ facilities		Repaired/ Rehabilitated	
		Domestic	Institution	Domestic	Institution
Basic water	Boreholes	933	53	859	86
	Shallow wells	178	14	514	47
	Springs	42	4	894	3
Safely Managed	Pumped	18	7	54	27
	Gravity flow	7	1	7	4
Other	RWH Systems	297	97	0	0

A total of 1224 facilities were provided for basic water supply and 2403 rehabilitated, to provide this level of service to households and institutions, using borehole, shallow well and spring technologies. In addition, safe water supply was provided through 33 new piped systems (pumped and gravity flow) and rehabilitation of existing systems. Interventions were skewed towards household level. Investments were also made in supply through 394 roof top rain water harvesting (RWH) systems, these mainly for domestic supply (297t household facilities).

#### Indicator 1: Access to water supply

Focus	Basic water supply service				Safe water supply			
	Boreholes	Shallow Well	Spring	Total	Pumped piped	GFS	RWH	Total
Rural	486,248	271,614	930	<b>758,792</b>	100,763	26,367	21,974	<b>149,104</b>
Urban	15,000	19,100		<b>34,100</b>	1,600			<b>1,600</b>
Both	35,000			<b>35,000</b>				-
	<b>Total beneficiaries</b>			<b>827,892</b>	<b>Total beneficiaries</b>			<b>150,704</b>

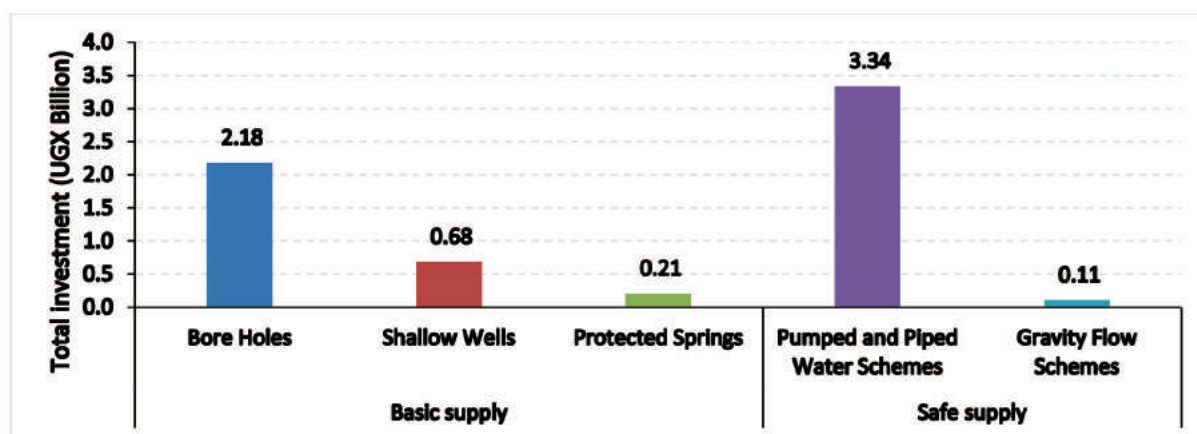
#### Indicator 2: Per capita investment cost

Service level	Investment (UGX)	Beneficiaries	Per capita cost (USD)
Borehole supply	14,497,336,332	262,599	14.92
Pumped piped system	2,246,585,936	17,213	35.27
Gravity flow system	1,556,769,637	3,804	110.61

The average per capita investment cost using current users for pumped piped water systems, is generally below the reported averages for rural and urban water supplies over the last two years (between USD 32 and USD 68). Investment cost for GFS at USD 110.61 are much higher as this considers the initial year demand and may present a with future demand/ design projections.

### 3.3.3 Water supply infrastructure maintenance

CSOs invested a total of UGX 6.52 Billion in rehabilitating water supply infrastructure including UGX 3.45 Billion for safely managed sources as detailed in the table below.



The highest amounts were spent on rehabilitation and extensions to pumped piped systems as well as borehole rehabilitation. The investment focus is consistent with the key service levels in rural areas where CSO interventions are focused. The continued high investment in borehole rehabilitation, at UGX 2.18 billion this year, although lower than the average over the last four years, is still an indication of the need for a sustainable sector solution to address the O&M requirements for borehole sources including those that relate to the upgrading of these sources to a higher service level for safe supply e.g. management requirements

CSOs are testing some models to address this challenge and considerable success has been registered. Notable initiatives as detailed in some of the case studies below include:

- (i) Borehole maintenance tripartite contracts by International Lifeline Fund and WHAVE solutions involving Local governments, communities and local service providers (mainly hand pump mechanics). These “service contracts” have improved functionality levels to within 97% in the respective operational areas in Apac, Mityana, Nakasekke, Kumi and Kamuli districts. This, in addition to improving community willingness to pay for water
- (ii) Water user committee savings groups to ensure availability of O&M funds the Water Trust in Kiryandongo and Masindi districts. The approach is an advancement of the “YY<sup>2</sup>” approach developed in Kamwenge district, which adopts a village saving O&M fund management approach,
- (iii) The “pay as you fetch” model promoted by Water for people in Kamwenge district, Water missions in Luuka district and Goal in Bugiri and Namayingo districts. A defined volumetric tariff at boreholes using post-paid or pre-paid metering systems like in the frame below are adopted

In addition, CSOs are also supporting the sector umbrella model for piped water system management, currently in its second year of operation. Some piped water systems were transferred to umbrella authorities for management and Water Aid (Uganda) is supporting performance improvement measures for the Eastern Umbrella through providing meters for the Busolwe piped water system – this, to improve metering ratios and thus improved performance through revenue enhancement and non-revenue water (NRW) reduction.

<sup>2</sup> YY<sup>2</sup> is an O&M fund management approach developed in 2010 in Kamwenge district, involving organization of water source user communities into savings groups. Funds are utilized for member welfare through subsidized loans and source maintenance requirements through a reserve fund out of collections made.

### 3.3.4 Case Studies - Water Supply

#### LINK TO PROGRESS

#### Community of Okoldyang Village, Aleka Sub County celebrates the gift of safe water



The baseline study conducted by Link to progress (LTP) in August 2018, indicated that 19% of the families in Aleka sub county Oyam district confirmed to have had someone in their family suffering from diarrhea at that time, the most affected age group were those above 60yrs with children under 5 years scoring the lowest cases. 16% of those infected had died the previous month. This was due to the fact that, most of the people used unprotected water sources that were also being shared with animals. “I and one of my children suffered severely from diarrhea that made us urinate blood, I spent to a tune of UGX 1,200,

000/= for treating the diarrhea which was later confirmed through laboratory tests to be Bilhazia and some other stomach complication said Mr. Oyugi Tom a resident at Okoldyang village in Aleka sub county.”

#### Interventions

In August 2018 Link to Progress (LTP) with support from the Medicor and FEMI foundations facilitated the construction of 10 boreholes and rehabilitation of 24 broken down boreholes in Aleka and Otwal sub counties with the aim of improving access to safe water and improving the sanitation and hygiene of the beneficiary communities through community led total sanitation approach (CLTS). Water source committees were then trained on operation and maintenance and sanitation and hygiene, in addition to that, the community members were triggered on community led total sanitation (CLTS) and were also sensitized on hygiene and sanitation promotion both at the water source and at household level.



Figure 2: The newly constructed borehole and other sanitation facilities as a result of the project at Okoldyang village

#### Achievements

As a result community members of Okoldyang started digging latrines and constructing other sanitation facilities like bath shelters, drying racks, rubbish pits and others and this has enabled the village to become 100% latrine coverage. Safe water chain management is also practiced in the community and the environment around the water sources is properly maintained.

**Lessons Learnt:** Throughout the implementation of the project, Link to progress learnt that, the involvement and continuous monitoring of the community from the inception of the project increased the participation and ownership of the project by the beneficiary communities. This has made them responsible for their boreholes is key for operation and maintenance of their water source. The engagement of the sub county extension, staff and community leaders has increased the level of follow up, hygiene and sustainability of the facilities.

## BUTAKOOLA VILLAGE ASSOCIATION FOR DEVELOPMENT (BUVAD)

### Women empowerment with safe rainwater harvesting tanks construction

In order to address the need for clean water in Kayunga District, BUVAD conducted reproductive health training alongside the bottle brick technology rain water harvesting tank construction training work camps. It involves training in constructing small manageable rain water harvesting tanks and toilets using waste plastic bottles as bricks, collected by the women themselves with help from children at the community primary school of Gramos International Primary School in Kisoga Village, Kayunga District.

The trained Women Village Chain Reproductive Health and bottle bricks technology Construction Cooperative (WVRHCC) have started on preparing materials like waste plastic bottle bricks, stones etc., towards constructing their own cheap household rain water harvesting tanks and toilets in their households. By June 2019, we will have success stories of WVRHCC constructing 2000 ltrs water tanks at household level. This will be based on a demonstration model tank at Gramos International Primary School Kisoga benefiting 600+ pupils.



Due to the anticipated benefits, more women are joining the trained groups, a legal women village chain reproductive health and bottle bricks technology construction cooperative (WVRHCC) has been created, BUVAD in partnership with Reproductive Health Uganda and the Nazigo Sub County Health Centre III's have provided family planning services and distributed basic family planning accessories to the created women village chain cooperative (WVRHCC). The integration of reproductive health, clean water and improved hygiene have maximum impact at household level regards improved health and livelihood.



## UGANDA RAINWATER ASSOCIATION (URWA)

### Changing the lense: Rainwater as a business for sustainable livelihoods

The percentage of households using rainwater harvesting in rural areas of Uganda is low. Moreover, with increasing populations and high unemployment there is more need for water for domestic use, production, and other purposes. Rainwater harvesting has the potential to provide water for these purposes, and improve food production for communities who have a high dependence on agriculture.

#### Interventions

URWA received a grant from RAIN for the “rainwater4sale model”. In this model, 4 entrepreneurs received loans for construction of Rainwater Harvesting (RWH) installations in Lwengo District in 2 sub counties of Malongo and Ndagwe. The rainwater for sale project aimed to create business for the selected entrepreneurs in the 2 trading centers that have no piped water. All the households and businesses (e.g. schools, shops, and restaurants) in these centres depend on open wells during the rainy season, springs and boreholes that are often located far away from the trading centres in the dry season. In some places, boreholes constantly break down and it takes long to mobilize for materials to repair them. As a result, water vendors collect water from the available sources and then sell it to households and businesses. The cost of water for a 20 litre jerry can range from 300 UGX during the wet season to 500 UGX in the dry season.



With the “Rainwater4sale” project, 50,000 litre water harvesting infrastructure were constructed for collection and storage of rainwater to sell to the community members. The water harvesting infrastructure included a ferro-cement tank, a first flush device for filtration, water meters, and a tap-stand. The entrepreneurs received the installations as a loan

#### Achievements

The project works with entrepreneurs who sell the water to community members, and use it for their agricultural production. Their economic situation is greatly changing, and there are reduced cases of illnesses and food insecurity in the families of the entrepreneurs. The Entrepreneurs collect the overspill and use water from the first flush system for home use, and also store water in the bigger reservoir for the dry season. They also use it in projects like piggery, backyard vegetable, brick laying and fruits farming. They then sell the products and gain income, which has improved their standards of living and also helped in loan reimbursement.

This sustainable livelihoods model approach towards water supply has help increase the RWH profile in these communities in addition to enhancing incomes and is worth scaling up in the sector.

## WORLD VISION

### Low Cost Rural Water Treatment Supply System Key for Achieving Universal Access to Safe Water for all in Uganda –Case study Rakai District

Rakai District has only 44%<sup>1</sup> access to basic water supply, and majority (90%) of the sources are highly mineralized. To address the acute safe water supply challenges in Rakai district, World Vision in partnership with Rakai district implemented Low Cost Rural Water Treatment Supply System (LCWSS). This is a multi-collaborative approach with Government, local community, and private sector to meet financial and social acceptability project requirements. The LCWSS consisted of a Solar Powered-Water Treatment Plant. The entire project costed 1.8 Billion with World Vision contributing 1.6billion and Rakai District Local Government 200 million.

The water treatment plant occupies 50 by 60 square meters, designed to receive 161 m<sup>3</sup>/day with a rated output of 149m<sup>3</sup>/day and a reservoir storage capacity of 195m<sup>3</sup>. The system has 1.9 km transmission pipe line with a distribution line network of up to 25km, and have 100 taps installed at the premises of 100 households and 118 public tap-stands installed strategically across the communities, schools and health care facilities.

The technology was powered with solar energy thus minimizing re-curing costs for fuel, rendering it a sustainable technology and cost friendly, with cost per capita of running the system coming to about 0.5\$ annually.



The water treatment system was designed to treat iron, hardness, manganese, alkalinity among others. After the installation, its performance has proven to be highly efficient and effective with 100% of the water samples meeting WHO/UNICEF/JMP standards for water quality, thus ensuring safe drinking water to 16,756 direct beneficiaries in Lwamaggwa Sub County-Rakai District.

In terms of life cycle costing, current estimates reveal that the system is very cost effective with a per capita investment cost of only 29\$ compared to 32\$ for Uganda rural water supply, and 70\$ for Africa. Performance limitations for such mini piped water treatment systems could be tied to fluctuating water quality, that would require routine water quality treatment. This could challenge community based water maintenance/management structures.

To achieve universal access to safe water for all, rural water treatment supply in highly mineralized communities is very important. Successfully implementation of such technologies require collaborative partnership between implementing partners, Government of Uganda and Private Sector.

<sup>1</sup> <http://www.mwe.go.ug>>files



### 3.3.5 Case Studies - O&M of Water Supply Systems

#### INTERNATIONAL LIFELINE FUND

##### Preventive maintenance of water sources in Apac District: Partnership between Local Government and communities

Water point functionality is a serious issue in Apac district where approximately 40% of water points become dysfunctional within 3-5 years of installation. This is due to four main factors: technical issues, lack of community engagement, reactive business model and external interference.

Lifeline, together with the District Water Office of Apac, signed preventative maintenance contracts with 12 communities in two sub counties. For a flat monthly subscription fee, Lifeline will provide each community with three concrete deliverables:

- Monthly pump maintenance and checks.
- An annual overhaul of seals and wear parts and
- Deploy a vetted hand pump mechanic within 24 hours of any breakdown when notified via Lifeline's toll-free hotline at no additional cost.

##### Achievements

Lifeline is ensuring quality service delivery by training mechanics, professionalizing the maintenance of boreholes through deploying professional HPM and proper data. This significantly reduced the risk of communities not being able to afford major repairs when needed. The approach simultaneously reduces the down time of boreholes (increases pump functionality) and improves the financial sustainability of rural water provision by paying mechanics to keep boreholes in good working order instead of paying them when boreholes breakdown. 12 subscriber communities that previously had boreholes breaking down frequently have greatly improved from 40% (functionality) to 99% (uptime) within 10 months from Aug 2017 to June 2018. More communities want to enroll before the pilot ends, which is encouraging as it indicates that communities appreciate the effort and see the value in the program.

##### Lessons Learnt

Key lessons learnt from this case study is that community trust is key to win the communities commitment to pay, which requires a series of meetings and exchange of ideas. Also engaging government stakeholders at district and sub county level was helpful in both adapting the program design and enabling ease of implementation, transparency and sound mediation.

##### Challenges

However promises for free repairs and drilling by political candidates during campaign periods derail the community from focusing on fee collection, which perpetuates the community's inability to independently finance maintenance and repairs to limit pump downtime. This calls for close dialogue with the leadership of the Local Government to sensitize the communities and politicians not to derail current success of the project.

# WHAVE SOLUTIONS

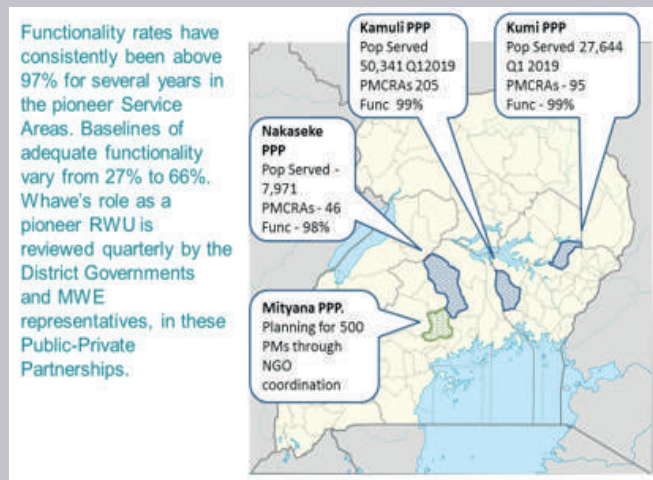
## Rural Water O&M PPP model

### Introduction

In Uganda, tremendous achievements have been made by the national government in establishing policies, processes and procedures for installing rural infrastructure, monitoring performance in the water and environment sector, channeling finance through provincial legislators, and regulating services delivery. However, the Ministry of Water and Environment (MWE), the local district governments (DLGs), local leaders as well as the “the man on the street” are keenly that there is a need for a focused coherent framework for rural water service delivery, for everyone to agree to and follow, at least at regional scale if not a national scale. So, everyone is asking, “what’s the plan?”

### The three key questions: who, what, how?

Four local government have signed Public-Provider Partnership (PPP) agreements with a Ugandan non-profit company Whave Solutions, which is acting as a pioneer Rural Water Utility (RWU) which signs Preventive Maintenance and Continuous Renovation Agreements (PMCRAs) with communities. The intention of these pilot PPPs is to develop fully viable service delivery answer the key questions: who does what, who pays for what, what are the costs, and how are the costs met?



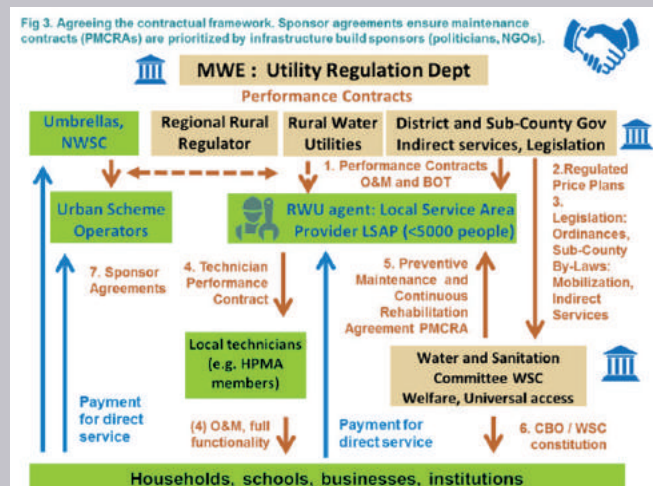
### Who does what?

This question is answered by a set of clearly understood and agreed contractual agreements. The pilot PPPs have generated provisional versions of such contracts as shown.

Contracts 4 and 5 are in an advanced state, having been proven over some years. There is debate still as to how the RWUs should be regulated, and how service areas should be defined for the urban utilities focused exclusively on large piped supplies in towns (the National Water and Sewerage Corporation NWSC and the Umbrella Authorities), especially in respect of point-sources (smaller piped systems, hand and wind-pumps, protected springs and similar) situated within their concession areas (known in Uganda as gazettes).

### Who pays for what?

Fig 4 shows the taxonomy of cost. There are two main types of cost, permanent recurrent costs and temporary investment, and the first type, recurrent cost, is sub-divided into Direct and Enabling Service. Direct Service is the task of keeping rural water sources working reliably. Who pays this cost? Communities sign into PMAs (preventive maintenance agreements) which oblige them to pay a Service Fee covering it. The amount of the Service Fee is agreed between the RWU and the government. Deciding prices is a feature of the second recurrent cost category, Enabling Service, financed by government.





**What are the costs?**

**Direct Service Costs:** The direct service costs are hardware replacement, local technicians’ fees, and management. The RWU / Service Area Provider / PPP model corrects a serious flaw in current rural water service delivery, which is that communities attend only to “minor” repairs.

**Investment Costs:** An important investment item is promotional pricing or “discount” for a temporary period. The cost model assumes conservatively that 6 years will be needed for initial service areas to remove promotional pricing and decline discounts to zero. **Enabling / Indirect**

**Service Cost:** for the time being, this cost is assumed to be within current budgetary provisions. Considerable sums are currently spent on rehabilitation while the waiting lists for rehabilitation do not shorten and sources are constantly falling out of use. It is acknowledged by the districts engaged in the three pioneer PPPs, that these budgets are better utilized to support the PMAs.

**How are the costs met?**

**Tariff payment:** In the baseline situation currently experienced by most rural communities, two methods are used to meet costs, although in both cases with severe failings. Subscription applies in farming communities and Pay-for-Volume (PFV) in rural trading and market centers. In practice it is usual for subscriptions to remain unpaid; instead, a mechanic’s bill is shared when a break-down occurs. There are frequent and prolonged downtimes, and deployment of sub-standard materials is common. These failings do not occur in the trading centers where PfV applies; instead the failing there is that access is limited only to people able to afford very high prices for safe water, while the majority are excluded.

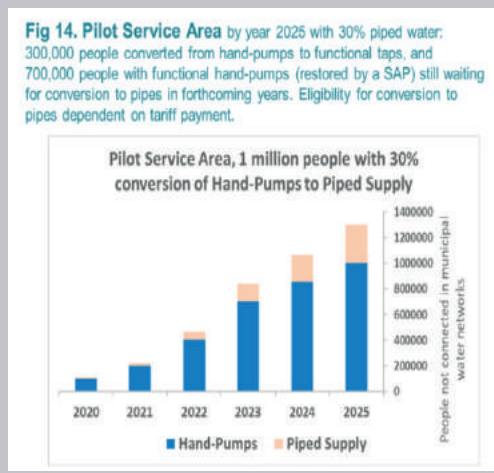
Under the RWU/LSAP approach developed by Whave and described in this paper, both these payment modalities are revised, and are labelled Improved Subscription and Improved Pay-for-Volume hybrid (iPFVh) In both these modalities, the RWU’s Local Service Area Provider (LSAP) assures reliable functionality.

**Scaling, saturation and feasibility**

Uganda’s National Development Plans project a middle-class country by the year 2040, with rural populations having reliable services such as water supply. It is necessary for aid agencies working on SDGs 6. 1 and 6.2, to join hands to help neighboring district governments create or “gazette” pilot service areas for reliable water and conversion to piped supply, based on a single contractual framework and financing approach. With saturation, social consensus on tariff payment is achieved since water users do not find a neighboring pump free of charge. Scaling the saturated area to one million people served with full functionality, creates financial breakeven for the RWU’s Local Service Area Provider (LSAP) and enables the local government to implement appropriate regulations.

The time-to-break even is estimated at six years but could be shortened by strong co-ordination of aid agencies and district governments, as mentioned above, but this would also demand successful “election-proofing”.

If we establish an O&M framework that assures that hand-pumps function reliably on strength of tariff payments, it acts as a justification for large-scale investment in conversion of hand-pumps to rural (point-source) piped systems for human health (safe drinking/washing), animal husbandry and crop irrigation for economic growth.



## THE WATER TRUST

### Financing Rural Water Point Maintenance through Community Self Help Groups (savings groups)

The Water Trust adapted the village savings and loan association methodology to create a community-based savings vehicle for maintenance and repairs. The groups are referred to as “self-help groups” to reflect the groups’ purpose and agency. Community members that share the same water point are invited to save and take out personal loans, while agreeing to maintain a reserve fund for water point maintenance and repairs. The weekly group meetings are also then leveraged for hygiene and sanitation promotion by The Water Trust staff.

#### Interventions

With the support of the Deerfield Foundation, The Water Trust has trained more than 120 active self-help groups (SHG) in the districts of Kiryandongo and Masindi. Following the SHG training, communities receive regular coaching and support from either a staff person or community facilitator for a period of 12 months. In this period, a committee (often that includes several if not all SHG members) will be trained to take up a subset of Water User Committee responsibilities, including maintaining the sanitation of the water point, and contracting with mechanics on behalf of the SHG for maintenance and repair.

The coaching intensity reduces significantly following the “share out” of funds at the 12-month mark. At this moment the group decides to renew its savings cycle and may have leadership changes. Groups receive periodic visits and supports from The Water Trust for six more months as the group transitions to full self-management.

#### Achievements

This scale up followed an initial pilot in 18 communities that saw annual water point contributions increase from an average of \$2 to \$164 over a period of two years. The SHG changes the context in which households are asked for contributions. Contribution of ~\$3 (10,000-12,000 UGX) per year is small compared to the personal savings (\$46) and loans (\$76) they get from the group. Furthermore, the accounting for water point funds is no longer informal, but rather integrated into transparent weekly meetings.

#### Lessons Learnt

Sustainable rural water requires improved operations and maintenance across communities, schools, health centres, and other institutions. The financing gap for these services can be met through different channels (e.g., government, NGO) in different contexts. For basic maintenance and repairs in rural villages, the self-help group approach presents a viable financing model. This model is not only effective, but scalable. It is built with a proven VSLA methodology that has demonstrated its effectiveness across more than 75 countries in Africa, Asia, and Latin America, benefiting more than 17 million active participants worldwide.

Looking forward, we recommend that government and NGO actors consider replicating this approach in rural areas where traditional community management is the norm. We also recommend that the Government of Uganda consider the number of options it has to leverage their own budget in partnership with communities to improve access and sustainability of water points in rural areas.

## GOAL UGANDA

### Pre-pay meters for sustainable O&M of rural hand pumps



In early 2015, GOAL undertook market research to better understand how it could support sustainable Operations & Maintenance (O&M) in the districts of Bugiri and Namayingo. The main issues faced by communities at that time related to the collection of water user fees which among others included: lack of trust and accountability, lack of regulation and enforcement, therefore leading to collecting funds when the water facility breaks down. Thus, interventions focused on three interrelated behavior changes that are crucial to the success of an alternative O&M model:

- An O&M service provider would adopt a new O&M service contract with WUCs.
- WUCs would adopt a new mobile payment system and collect regular water fees.
- Government would increase its influence in regulation and enforcement.

This prompted the introduction of the pre-paid meter systems in an effort to solve the problem of collection of water user fees reinforcing the model to become completely functional.

To operate the pre-pay meter technology, a token system is used where the user pays cash at the shop hub and gets the token recharged (with minimum 100/- and no maximum) by the hub operator who is always available to top up water time. The meters are programmed in such a way that a user is charged UGX 15 for every 20 litres. A user who gets less than 23 litres of water, gets a refund on the token from the system. The most vulnerable members (old or disabled and other less privileged) of community are provided with pre-loaded tokens to access water as agreed by the community members through their WUC.

This technology enables ease of collection of O & M funds, reliable access to water and real time information online monitoring system to track functionality, water consumption and revenue streams.

During a focus group discussion (FGD), the WUC pointed out the following;

***‘Everyone has to pay water user fees now. No taking water for free. We pay for water only if we want the water. For the time that one is not around, you save your money on your card’.***

The community of Bugali B was able to form a savings group because of the PPMs easing collection of water user fees that are now in excess of what the community needs for O&M per month; out of the savings group, they have been able to buy a grinding machine which in turn boosts their income for O&M and investment into other income generating activities.



## WATER MISSION UGANDA

### Improving management and sustainability of water systems through the Prepaid Remote Management Model (PReMa)

Reliable and accurate financial management is key to the success of a safe water project. Revenue collection and reliable management of water system revenue have been two of the most difficult challenges WMU has seen for community water projects, especially with regard to long-term sustainability. To address these issues. In November 2018, WMU implemented a new water system management model called PReMa, which utilizes affordable household-level smart water meters, and a management system of remote prepayment in an effort to achieve 100% revenue collection from water users, simplify the revenue collection process, and increase the level of water access within the community.

#### Interventions

WMU implemented the PReMa model in the rural growth center of Busalamu, in Luuka district where WMU had already installed a solar-powered piped water scheme with a few public taps. It's model involves having private taps owned by tap operators who pay a connection fee. They sell water to their surrounding neighbors at a maximum water price set and agreed to by the tap owners but with WMU's guidance. The water price is currently 60/= per jerrican for the household and 100/= per jerrican when sold to the neighbour. This price was regulated through an MoU between the household and WMU to make it affordable for all.

The installed taps are metered using household-level smart water meters, which dispense water according to bulk water credits purchased and applied by the Tap Operator. Water credits are purchased remotely through Mobile Money, and currently credited by a WMU WASH officer remotely, using a smart phone. WMU monitors both water production and water consumption remotely, through Satellite Remote Monitoring technology and the prepaid water meter management software.

A Water Agent from the community operates the water pumping and water treatment systems, promotes the safe water system in the community, and acts as a representative for WMU in the community.

#### Achievements

Within 8 months of operation, revenue collection is 100%, 50% increase in access, 87% Total Cost Recovery rate (Capital, Direct Support and O&M)

PReMa Water enables the O&M / management entity of a water system to collect full revenue as well as improving the water system revenue handling and management. These aspects are critical for providing better WASH services to the rural people because the water systems can ably generate the required O&M funds since the water revenue is not lost and wasted. This can help the managing entity (such as Umbrella, Sub-county water boards or District Local Government) to cover O&M expenses, pay operators, provide for expansions, upgrades, and equipment replacement in the future.

#### Lessons Learnt

This model requires oversight by a managing organization (such as Umbrella, Local District government, etc.) to ensure that water system revenue is protected from misuse and appropriately handled. Since full Mobile Money integration is currently not available, processing each individual water credit transaction is made manually. This is somewhat easy with the smart water meter's software. However, it would be improved by full Mobile Money integration.

## WATERAID

### Reduced non-revenue water because of supplied domestic water meters



In 2017, Busolwe Piped Water Supply System was not working. When the Eastern Umbrella of Water and Sanitation took over management in March 2018, there were accumulated electricity bills several system components needed attention including pumps and metering of consumers. EUWS, paid the bills, installed a new water pump and the system is now functional. Community engagement win back the trust of our customers is a key focus. Many people are appreciating the efforts to have the piped water system working to its full capacity.

Jesca, works as a Commercial Officer for the Busolwe Piped Water Supply System. As a Commercial Officer her job entails water meter reading, billing of customers and collecting revenue. She has held the position for 6 months and says some bills are estimated as connections are not metered, which also contributes to the potential revenue losses. She also engages in community outreach, talking to people about services as well as encouraging our customers to report leakages and pay their bills on time. The water tariff is UGX 3,068 (UGX 61 for 20 litres) and is cheaper than that charged by bicycle water vendors who sell a 20-litre jerry can of water at UGX 300.

This system suffered from high non-revenue water due to several reasons including unmetered customers. WaterAid supported the eastern Umbrella to procure meters. Jesca says the installation of the new meters has enabled billing based on actual consumption and not estimates. There is improved operator performance including revenues and a reduction in NRW figures as a result of this intervention

### 3.4 Sanitation and Hygiene



CSOs supported activities in support of the containment and emptying stages of the fecal sludge management chain and made relevant investments in improving access to sanitation as well as hygiene improvements in the communities served. During the FY 2018/19, up to 75 CSOs reported investments in sanitation and hygiene as summarized in table 3-2 below. Activities reported included provision of sanitation infrastructure including hand washing facilities at household and institutional level with particular interventions in schools, sanitation and hygiene promotion activities, as well as community engagements and capacity building on management and sustainability of toilets.

**Table 3-2: Number of CSO reporting sanitation activities**

Category	Sanitation infrastructure	School Sanitation	Hand washing	CLTS
Number of CSOs	75	22	48	33

#### 3.4.1 Expenditure in Sanitation and Hygiene

CSO investment in sanitation has been at a consistent level in the last four years since FY2014/15, as shown in figure 3-7. The Reported investment in sanitation of UGX 9.86 billion for FY 2018/19 represents an 18% decline from amount reported in FY 2017/18, and is the lowest reported over the last five years.

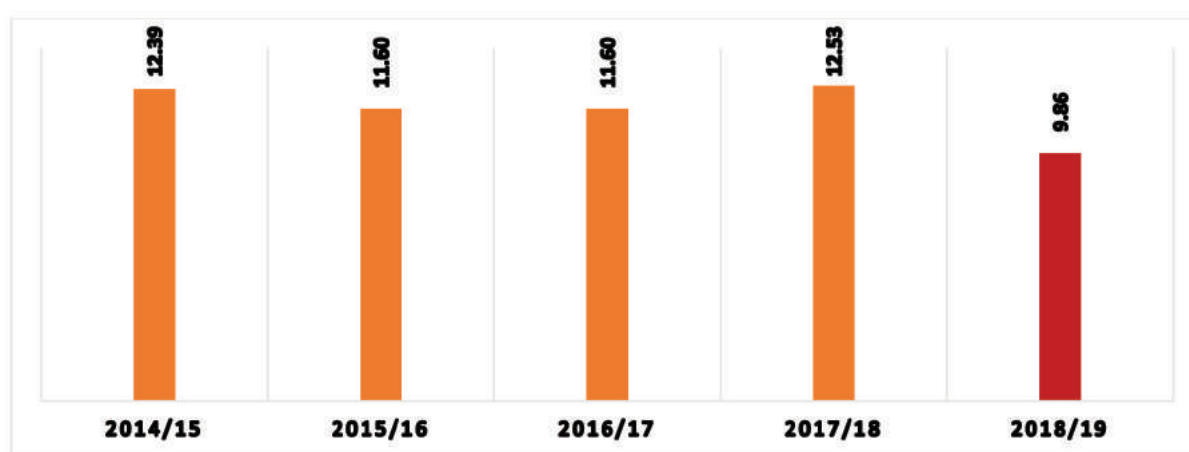


Figure 3-7: CSO Investment in Sanitation

Interventions like the Uganda sanitation for health activity (USHA) will contribute to increasing this investment amount in the coming years and more results in achieving safely managed sanitation. This was the inception year for USHA which focused on building community capacity and strengthening advocacy platforms that will catalyze achievement of improved sanitation. USHA is a USAID financed



hygiene and sanitation improvement project that commenced in January 2018 delivered by Tetra Tech in partnership with SNV, FSG, Sanitation Solutions Group, BRAC, the Government of Uganda, schools, CSOs and local communities. It involves (i) assessments to design a national sanitation marketing strategy aimed at unlocking public, private and household investment in sanitation products and services. This includes product design and advancing financing options (ii) implementation of evidenced-based sanitation social and behavior change program built around the community-led total sanitation plus (CLTS Plus) approach with a key focus on institutional sanitation and (iii) strengthening institutional (LG and national) structures to support effective program delivery and achievement of sanitation improvements.

### 3.4.2 Domestic and public Sanitation infrastructure

The major activity supported this financial year is construction of 62,155 toilets, of the different technological options detailed in table 3-3 below. CSO investment in toilet infrastructure was for provision of both basic (64%) and safely managed sanitation (36%), with significant subsidy towards household toilet provision. Technologies invested in are largely of the drop and store type. Over 55,000 traditional pit latrines (TPL) were constructed as a result of CSO investment. 98.7% of the total 62,155 facilities provided offered a basic sanitation service, these benefiting a population of 364,938. For safely managed sanitation, a total of 797 facilities were reported, down from the 2,365 reported in FY 2018/19, these targeting 35,645 people.

**Table 3-3: CSO investment in Sanitation infrastructure FY 2018/19**

Sanitation Category	Facility	No. of Facilities			Total Investment (UGX Billion)
		Domestic	Inst.	Total	
Basic Sanitation	TPL	54,820	1127	<b>55,947</b>	0.96
	VIP Latrine	3,146	36	<b>3,182</b>	0.96
	EcoSan Toilet	187	25	<b>212</b>	0.39
	Other	2,004	13	<b>2,017</b>	0.69
Safely Managed	Water Borne Toilet	33	3	<b>36</b>	0.29
	Pour Flush Toilet	32	36	<b>68</b>	0.09
	Drainable VIP	0	544	<b>544</b>	1.05
	Other	145	4	<b>149</b>	0.28
<b>Total</b>		<b>60,367</b>	<b>1,788</b>	<b>62,155</b>	<b>4.72</b>

The investment profile as detailed in figure 3-8 below, reiterates CSO expenditure in drop and store technological options. Majority of the funds were used for VIP toilet category, both for safely managed and basic sanitation.

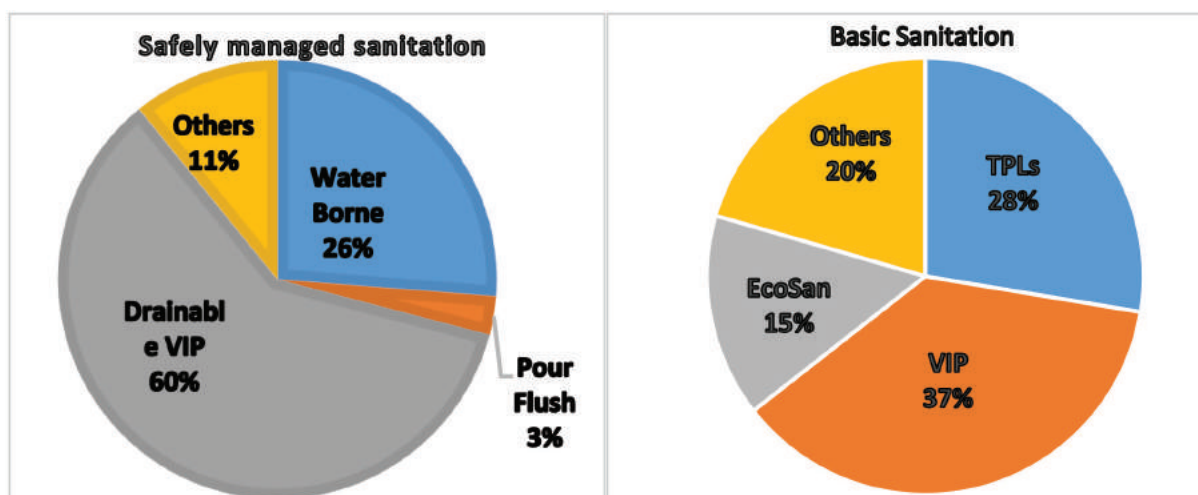


Figure 3-8: Investment profile by sanitation category and technology

### Indicator 1: Access to sanitation services

Safely managed sanitation					
Focus	Water borne	Pour Flush	Drainable VIP	Other	Total
Rural	4,800	16	25,046	910	30,772
Urban	511	10	2,310		2,831
Both		242		1,800	2,042
Total beneficiaries					35,645
Basic Sanitation					
Focus	TPL	VIP	Ecosan	Other	Total
Rural	262,482	18,137	4,267	19,079	303,965
Urban					-
Both	48,549	12,336	88		60,973
Total beneficiaries					364,938

#### 3.4.3 School Sanitation

CSOs invested UGX 2.37billion in school sanitation during FY2018/19. This investment contributed to improvements in pupil stance ratios, in gender parity and inclusiveness through the facilities provided, as shown in table 2-2. Toilet stances were provided for both gender including pupils and teachers as well as for persons with disability (PWD). This in addition to changing rooms to address the menstrual hygiene requirements.

**Table 2-2: School sanitation interventions**

Stance type	User category	Basic Sanitation		Safely Managed Sanitation	
		Stances	Beneficiaries	Stances	Beneficiaries
<b>School Latrine Stance</b>	Pupil - Male	419	10,821	246	10,809
	Pupil - Female	767	12,977	344	12,977
	Teacher - Male	58	80	13	80
	Teacher - Female	46	39	13	39
	PWD - Male	74	0	5	0
	PWD - Female	125	0	8	1
<b>Changing Room</b>	Female	224	0	24	0
<b>Others</b>		57	0	0	0

A total of stances 1770 were financed, providing a basic sanitation service reported to benefit at least 23,798 pupils and 119 teachers, with 55% of the pupils (12,977) being female. 653 stances were provided under the safely managed sanitation category, these benefitting at least 23,798 pupils and teachers.

Pupil stance ratio changes from interventions				
Stance ratio	Girls		Boys	
	Before	After	Before	After
Average	1:72	1:42	1:72	1:40
Maximum	1:125	1:80	1:140	1:83
Minimum	1:28	1:10	1:39	1:8

On Average, CSO interventions were able to achieve ratios within the national recommended 1:40 for both boys and girls from an average of 1:72 before interventions. These results are down from a maximum of 1:140 for boys and 1:125 for girls in some of the schools.

### 3.4.4 Hygiene and Sanitation Promotion

 <b>3,805 Villages triggered</b>	 <b>590,663 Beneficiaries</b>		 <b>1,091 ODF Villages</b>	 <b>HWF 63,905</b>
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CSOs continued to support hygiene and sanitation promotion in intervention communities, using several approaches but predominantly community led total sanitation (CLTS) and its variants (follow up Mandona and Mandona Plus). From CLTS interventions, 1,091 villages were declared open defecation free and 590,663 beneficiaries reached including from triggering events intended to result in improved sanitation as elaborated in the case studies below. CSOs like Link to progress, AMREF, CIDI and HEWASA, have demonstrated quick results using the CLTS approach, including using children as change agents/natural leaders to facilitate the behavior change. Impressive performance was registered by the 33 CSOs

that reported CLTS related interventions. The 1,091 villages declared ODF is almost seven-fold, the 165 reported by the MWE in the 2018 SPR.






The Clustering approach is also common to several CSOs including JESE, that is used in combination with CLTS. WaterAid Uganda is also still implementing a variant of clustering, the UMOJA approach reported in FY2017/18 with a particular focus on control and prevention of Neglected Tropical Diseases (NTDs) related to water and sanitation in the Karamoja region.

Fish landing sites are traditionally known to have poor sanitation and hygiene, the CSO Katosi women’s development trust (KWDT) has leveraged the power of women and children at 8 landing sites, to improve hygiene and sanitation through a mentorship and livelihood approach as detailed in the case study below.

### 3.4.5 Hygiene (Hand washing with Soap)

CSOs financed additional hygiene activities which resulted in installation of 63,905 hand washing facilities (HWF) from the total of UGX 784million spent. These HWF benefitted different user categories, as detailed in table 3-6 below, with majority (61,912) at household level. The FY 2018/19 performance is an improvement (12% increase) from the 56,809 HWF provided in FY 2017/18. The supporting promotion campaigns are anticipated to improve hand washing practice in the communities of CSO intervention.

**Table 3-6: Hand washing facilities provided**

					
	Households	Schools	Health Centers	Public Places	Total
<b>With Soap</b>	42,149	1,688	110	84	44031
<b>With Other Detergent</b>	19,763	91	10	10	19874
<b>Total</b>	61,912	1,779	120	94	63,905

### 3.4.6 Case Studies - Sanitation and Hygiene

#### **INTERNATIONAL WATER AND SANITATION CENTRE (IRC)**

##### **The role of private sector in fecal sludge management service chain improvement**

The FSM chain in Uganda still requires a lot of improvements. National statistics indicate that the percentage of population using safely managed sanitation services in urban areas is 26% and percentage of population practicing open defecation in urban areas is at 12.6% and 8% in rural areas.

IRC has identified the private sector as a key player in this service chain and is thus hand pump mechanics in Kaborole. Interventions commenced with a market assessment to understand the fecal sludge management chain in six sub counties of Kabarole District (4 rural sub counties, 1 town council, and one Municipality). This included (i) demand assessment and baseline establishment using several tools including the shit flow diagram (SFD), (ii) Market assessment including business opportunities in the sanitation market provides to entrepreneurs and (iii) institutional assessment to establish conditions for favorable enabling environment for private sector participation.

Findings from the assessment revealed that there was a huge opportunity for improvement of sanitation service provision throughout the sanitation value chain, since there is only one service provider with a Cesspool Emptier which serves Kabarole and neighboring districts. IRC worked with the Kabarole HPMA [KAHASA] to develop this business model. KAHASA was supported through training and tooling to understand and take on this venture. KAHASA was primarily supporting O&M of water systems and as part of the business development process, IRC supported them to revise their business plan 2018-2021, to diversify and include sanitation products. The tooling included a manual pit emptying kit and within one month of new operation, KAHASA had recorded net revenue of 700,000 UGX.

The weak regulatory framework and institutional arrangements and challenges in accessing financing for sanitation businesses identified during the assessment also require attention. However, from the returns obtained by KAHASA, there is a lot of potential to be explored by private sector participation in the FSM chain development.

## CARITAS HEWASA - FORTPORTAL

### The role of women in sanitation improvement in Bunyangabu and Kabarole Districts

Amref Health Africa and HEWASA are implementing a FINISH (Financial Inclusion Improves Sanitation and Health) project which works with partners to contribute to the realization of SDG3, 6 and 17. The project aims to provide universal access to safe and well managed sanitation facilities and healthier and economically empowered communities in the targeted communities. For effective and successful implementation, the government, communities, households, financial institutions and entrepreneurs must collectively work together as a team under the Diamond model of WASH improvement.

The FINISH project has been implemented in the following ways:

- i. Empowering and encouraging households and end users to demand better sanitation services through behavioural change communication through the use of videos and other audio-visual materials.
- ii. Training business entities, that are supported to build safe and affordable toilets
- iii. Financial institutions are supported to improve access to financial services and resources, including credit and micro-insurance for household entrepreneurs
- iv. Government institutions receive support to create an enabling environment, while ensuring that service providers adhere to government sanitation standards, and that subsidies get to those who have no access to sanitation facilities

The project has a focus on Gender Equality and Inclusion. This approach has brought a number of women on board to participate in various activities such as construction and community sensitization. As a result, there has been an emergence of women entrepreneurs who operate as masons and have constructed 15 Ecosan latrines in Rwiimi and Kasenda sub bounties in Bunyangabu and Kabarole districts.

Women are important stakeholders in WASH service provision and their contribution can't be limited to sensitizing communities and advocating for improvements in households, they should be empowered and trained to participate and even lead in hardware interventions such as construction and emptying of latrines. Not only does the approach promote women emancipation, it also aids in solving unemployment within the communities.

Working with district health officers, the FINISH project has registered a 10% increase in sanitation coverage as a result of increased access to financial services for sanitation improvement. An association of entrepreneurs comprised of masons, latrine emptiers, pit diggers and hardware store owners has been formed. This has improved collaboration between WASH service providers and is an effective way of quality control and ensuring sustainability of their services.

The biggest challenge, however, lies in trying to bring other entrepreneurs into the association which makes it difficult to standardize the technologies that are constructed/set up and used in the communities.



## LINK TO PROGRESS

### Community in Obanganego B, decides to bring latrines close to their homes



A community in Obanganego B village, Oyam district, have made a unconventional commitment – to abandon “open defecation”, the established/ “cultural” fecal disposal norm. In the past two years, Link to progress (LTP), works in this village and through consultative processes has been working to improve safe water access and sanitation. LTP is an international NGO which has its main objective to improve the lives of the poor population in northern Uganda through the provision of safe water, sanitation and hygiene.

Sanitation promoters in Obanganego B village, have typically had a difficult but successful time encouraging people to drop the old habit of open defecation. According to Okello Jackson, the village local council 1 chair person, people thought it deeply distasteful and even frightening to squat over the dark pit of a household latrine. Through his leadership and use of the community led total sanitation (CLTS) approach facilitated by LTP, community members were encouraged to drop the practice.

The water source committee (WSC) training included sanitation and hygiene promotion. WSC members in turn mobilized users to start improving sanitation both at home and at the water sources. The communities were also triggered on CLTS and the link between open defecation, disease and water source quality stressed. The results were achieved, the community of Obanganego B village was declared open defecation free (ODF) and community structures on ‘open defecation’ were put in place. There is evidence of reduction in medical expenses and trips to the hospital - *“I have been spending UGX 18,000 monthly to treat my children from intestinal worms from a private clinic but after the hygiene and sanitation training from the LTP team, I struggled to have all the required sanitary facilities in my home, there are now no cases of diarrhoea and stomach pain in my home.”*. Nam Innocent 36-year-old man from Obanganego B, narrated to the LTP team.

The main drivers of this behavior change process are the community centered approach to problem analysis and solutions as well as good WASH attitudes and knowledge. The previous enforcement methods had not yielded very much success.

## COMMUNITY INTEGRATED DEVELOPMENT INITIATIVES (CIDI)

### Oliangiindia stops open defecation and attains 100% sanitation coverage

In Palam Sub County, Katakwi district, CIDI implemented a CLTS approach that involved; follow up and monitoring visits, as well as the use of water user committees to enforce construction of pit latrines that resulted into 100% sanitation coverage in the sub county.

Mr Olinga Simon Peter a resident of Olingaindia village, in Palam is the hygiene and sanitation chair person in the village. He narrated how his village was able to put an end to open defecation and the benefits. Before CIDI started interventions in October 2018, the village sanitation and hygiene situation was in a bad state, open defecation was a norm and the village had only 2 pit latrines. Water borne diseases such as diarrhoea, typhoid, and malaria were a common occurrence with a lot of time and resources spent. The CLTS interventions by CIDI included a walk of shame during which contamination and disease paths from open defecation (OD) were stressed.

After the exercise, the village made a promise to put an end to open defecation and a sanitation and hygiene working committee of 9 members was formed. Within two weeks, the village had constructed 10 pit latrines which has increased to 65. Residents also reported reduction in diseases which has released productive time and thus increased incomes.

There is a lot of potential for the replication in the neighboring communities whose sanitation situation is very low. The key successes arise the involvement of key stakeholders and the use of community structures. For these to be sustained, regular joint monitoring visits will be important, as has been noted with other CLTS interventions elsewhere.

## AMREF HEALTH AFRICA

### The power of children in CLTs triggering and follow up in Arum village

Amref Health Africa is undertaking scaling up of the CLTS approach together with the sanitation count down strategy. A key feature of the approach is that it is a community led process in which the community as a whole decides and commits itself to stop the practice of Open Defecation. Children are an important and integral part of every community and CLTS recognizes them as an active part of the community. This case provides step by step guidelines on utilizing the potential of children positively during CLTS application at the community level.

At the time of triggering in Arum village, it was observed that most of the people were in the farms with approximately 10-15 children present. The health assistants and peer facilitators asked the children to take them to the open defecation area. A discussion on the diseases caused by Open Defecation and the expenditure incurred on the treatment of the diseases was calculated by the children. The amount - 400,000 shillings per year, was an eye opener for them. A further discussion ensued on how to stop OD in the village and how the group of children could work for that cause. A one, Okello was chosen as the leader of the team. The team spread out into the village shouting anti OD slogans, and sharing their new found convictions of why OD should be stopped.



*Children in Arum village lead in transect walks*



*HH Identified with a toilet by the children*

Children are the ones most affected by poor sanitary conditions of a community, providing justification for their involvement in the CLTS implementation. Children have a key role to play in all three stages of the implementation process (pre-triggering, triggering and post triggering). Amref has given them an opportunity to analyze the sanitation situation in their community and they have participated in drawing a Defecation Area map of their community by using a simple and straightforward analysis. Where there was a latrine, a leaf would be placed on that particular household on the map, and for a household that did not have one, a stone was placed to identify it as a place that is prone to open defecation.

During the sanitation analysis in Arum village, some of the children emerged as natural leaders who were quick to answer questions and to make good suggestions on how Open Defecation could be stopped in the community, and some were able to draw sketches of the types of latrines that they wanted to see constructed. Since children are quick to learn, they can easily pick up the skills needed to facilitate the CLTS process.

The village achieved 100% latrine coverage in less than three months, it has become fully sanitized and has been nominated for the Open Defecation Free declaration at the Arum sub county headquarters.

## **WATERAID UGANDA**

### **Sanitation and Hygiene Application for personal Empowerment (SHAPE) Project**

Trachoma, a neglected tropical disease, is the leading cause of preventable blindness globally. It is transmitted from person to person like most communicable diseases, through dirty hands or faces. Trachoma is associated with extremely low water, sanitation and personal hygiene practices. It is endemic to Uganda, where baseline surveys show that 36 of 112 districts are endemic, with seven of the districts located in the Karamoja Region. The majority of people in this region lack access to safe water and basic sanitation (USAID Climate Risk Profile 2017). Low water coverage means people lack water to wash their faces increasing incidences leading to less prioritisation of hygiene and sanitation issues as compared to domestic issues. jOHSurveys revealed that there was general lack of knowledge around trachoma, and most people in both districts feared trachoma but did not understand the relationship between trachoma, face washing, and sanitation, with the majority of parents felt helpless to protect their children from the disease.

Wateraid Uganda delivered the ‘Sanitation and Hygiene Application for personal Empowerment (SHAPE) Project in order to control and prevent trachoma in the endemic Karamoja region. SHAPE reached out to a total of 13,080 people from 38 communities and 10 public primary schools’ in districts of Napak and Nakapiripirit. The project focused on improving the hygiene behaviours around consistent face washing and environmental cleanliness at the school and community level to empower community members to prevent Trachoma if they adopt hygiene and sanitation behaviors related to the transmission of the disease.

The overall object of the project was to contribute to the reduction of Neglected Tropical Diseases (NTDs) among the rural and underserved communities in Districts by January 2018. Expected outcomes include; District local governments and Communities empowered to improve access to sanitation and hygiene behaviours among households and schools; adaptation and maintenance of desired face Washing and hand washing behavioural change in Napak and Nakapiripirit Districts; equitable and sustainable access to water and sanitation in poor and underserved communities in Sub Counties of Napak and Nakapiripirit Districts.

WaterAid focused on the “Facial,” and “Environmental Cleanliness” components of the SAFE strategy, encouraging hygiene and sanitation practices that break the transmission of the disease in order to ensure the sustainable prevention from Trachoma. For the community level, a combination of the Community Led Total Sanitation (CLTS) approach and Clustering known as UMOJA Approach was used. To strengthen the school environment, Child-to-Child approach, an educational process that links children’s learning with taking action to promote the health, wellbeing and development of themselves, their families and their communities was used. Edutainment proved to be a key strategy in delivering the messages to the community, and had a lasting impact in their memory.

Some key results have been attained which include development and promotion of cost-effective, sustainable and inclusive sanitation technologies, replacement of collapsed latrines; assistance to the disabled and the elderly to construct sanitation & hygiene facilities; increased hand washing with soap after toilet use and established long-term Community Based Monitoring and Evaluation system for monitoring and reporting on WASH at community level.

## KATOSI WOMEN'S DEVELOPMENT TRUST (KWDT)

### Improving sanitation standards in fisher communities

Fisher communities are characterized by lack of access to clean and safe water, adequate sanitation, health and education facilities as well as poor infrastructure development, which makes them remote and hard to reach. Majority depend on fishing and farming, with women and children forming the biggest percentage of the population. Declining fisheries resources, restriction to access to fish grounds, land grabbing in fisher communities has intensified poverty and their vulnerability.

With funding from BMZ, KWDT has worked with women and children in eight landing sites (Kisinsi, Mivo kasaali, Nangoma, Bugula, Kibanga, Buzindeere, Mpenja and Mugangu) as entry points to influence attitude and behavioral change towards good hygiene and sanitation practices on one hand and income diversification on the other. The focus of the project is on increasing access to water and sanitation, building women capacities in landing sites, to govern access to water and sanitation.

Having established some latrine facilities in some of the communities earlier, whose management and sustainability was greatly challenged, KWDT changed approach, and decided to build the community structures first. KWDT has established women groups at each of the landing sites which mentor, orient and support the development of other women's group in neighboring communities. Each landing site is placed under the care and mentorship of one women's group that has been in existence for over 10 years.

The women's group is trained in group dynamics, garbage management, vegetable growing and how to generate income from garbage. The groups are exploring various means including but not limited to; making of briquettes and making of fertilizers from garbage. All these activities are intended to reduce the sanitation problem, address the lake pollution while at the same time creating avenues for income and building the capacity of the women and other community members for sustainability.

Fish drying racks are being established in each of the 8 landing sites, to support women that have been drying their silver fish on the ground. This improves hygiene in fish handing but also increases the value of the silver fish. In all the eight sites, women mentioned that they sell their silver fish at low prices because it can only be used to make chicken feeds and not for human consumption. With the drying racks in place, the women can now sell their silver fish for human consumption, fetching a higher price and more profits for them.

A toilet, with 5 stances in each of the 8 landing sites and a bathroom each in 6 sites have been provided. A borehole or deep well has also been established. In addition, for each facility a committee has been established by the community with support from KWDT. Trainings for the committees have been conducted to ensure that they execute their duties well and effectively.

The situation at the landing sites looks promising as sanitation and hygiene practices have improved, with 70% of the target population use the installed facilities. Establishment of a systematic approach towards maintenance such as monthly user fee per household for WASH facilities has supported the durability of the facilities. In addition, the landing sites are much cleaner due to the establishment of routine communal cleaning days.

## DIVINE WATERS UGANDA (DWU)

### Addressing WASH challenges in schools

DWU involved 10 schools in Amach sub-county, in a school WASH challenge. Pupils were asked to identify key WASH challenge in their schools and design a solution. In a period of two months pupils, different challenges were identified and showcased through drama and Art (drawings/pictures). The ten schools were then invited to a drama competition that also profiled the linkage of WASH challenges, solutions and impact of those WASH challenges on the pupils and their education. The judges were sub-county community development officer, sub-county health assistant and Divine Waters Uganda staff.

The recurring WASH challenges were; lack of changing rooms for girls, girls missing classes because of menstrual periods, overcrowding in the existing school latrines due to high pupil stance ratios and the resultant contributing to open defecation, toilet sharing by pupils and teachers which discourages use by pupils because they fear to meet their teachers along the way. Four schools indicated they were already implementing, the proposed solutions - mainly centered on their (the children's) efforts. DWU supported some of the schools by; building two latrine blocks with changing rooms in Abutadi and Barlela Agro primary schools, drilling a deep well one deep well in Awirao primary school and repairing a deep well in Alworo central primary school. During this initiative, 40% of the total cost was provided by the schools, through local materials (bricks, pipes, sand), casual labors, meals for workers. Parents, pupils and teachers were all involved.



This approach provided a forum for schools to learn from each other in terms of best practices and resources available and to also prioritize their WASH issues. It promoted a sense of ownership amongst the pupils and encouraged mass participation in the project. The initiative helped DWU to deploy the funds available to address the most pressing WASH challenges and prioritizing schools facing the most significant challenges.



## WATER FOR PEOPLE

### Evolution of the Gulper over the years towards an effective pit emptying of latrine sludge

Water for people has leveraged its many years of experience in the sanitation sector to devise solutions for bottlenecks in the faecal sludge management chain. Through its research arm—SaniHub, a device known as the gulper<sup>1</sup> was developed, this device was conceived as an ideal solution to empty full pits and septic tanks and a way to upgrade pit emptiers from the outlawed manual to semi-mechanised emptiers. Since its inception, the gulper has evolved, starting with the gulper 1 to now the gulper IV. The story of the gulper evolution has been one of steady progress involving patient research, testing and customer feedback to come up with an effective device that is robust and able to handle the field condition.



*Gulper I in operation*

#### Operation of the gulper I

The operation of the device is based on a simple direct-action type hand pump – the foot valve lets in sludge into the pump chamber, the check valve on the rod lifts and sucks in more sludge on each up stroke until the pump chamber overflows through the outlet. The outlet delivers sludge into a barrel. A complete cycle is made when an operator lifts the piston rod up and down



*Gulper IV under development being tested*

#### Operation of the gulper IV

A complete change from the gulper III, the gulper IV is operated horizontally and its positioned outside of the toilet. It has been designed with a 110mm PVC pipe embedded in a rig of steel frames. The pump has 3-butterfly valves (1-foot valve, and 2 check valves). The piston is connected to a pumping handle which when rocked, draws the piston in and out creating the suction effect.

#### Improvements made over the years:

- **Length of the device:** The gulper 1 was only 1.5m deep, not appropriate for deep pits. As such in the second version, it was made 3m long to be used on deeper pit latrines.
- **Reduced contact with sludge:** Whereas the gulper I had a short outlet into a barrel, the gulper II, III & IV was improved with a horse pipe to reduce contact with sludge.
- **Ease of pumping:** The gulper I was made up of a direct-action type hand pump and in an effort to ease pumping, its handle has been improved to a donkey tail handle (gulper II), crank handle (gulper III & IV).
- **Nature of sludge pumped:** The gulper II, III & IV is able to pump thicker sludge.

<sup>1</sup> Gulper is a semi-mechanized device for manual pumping of fecal sludge from pits.

### 3.5 WASH in Emergency

#### 3.5.1 Investment in WASH in Emergency (WiE)

This is the second year of reporting separately on CSO Investment in WASH in Emergency. A total expenditure of UGX 18.83 Billion was reported by 19 CSOs, for water supply, sanitation and community engagement activities targeting refugees and host communities in the settlements of Base camp, Bidibidi, Imvempi, Rhino Camp, Omugo, Kikube, Kiryandongo, Kyaka II, Kyangwali and Palorinya. This investment of UGX 18.83 Billion was mainly allocated to provision of safely managed water supply (8.23 billion) and basic sanitation (3.74billion) services, as detailed in figure 3.9 below. The investment profile further indicate a significant decline in amounts reported for WASH in Emergency, when compared to both the FY 2017/18 and investment trend in development interventions by CSOs.

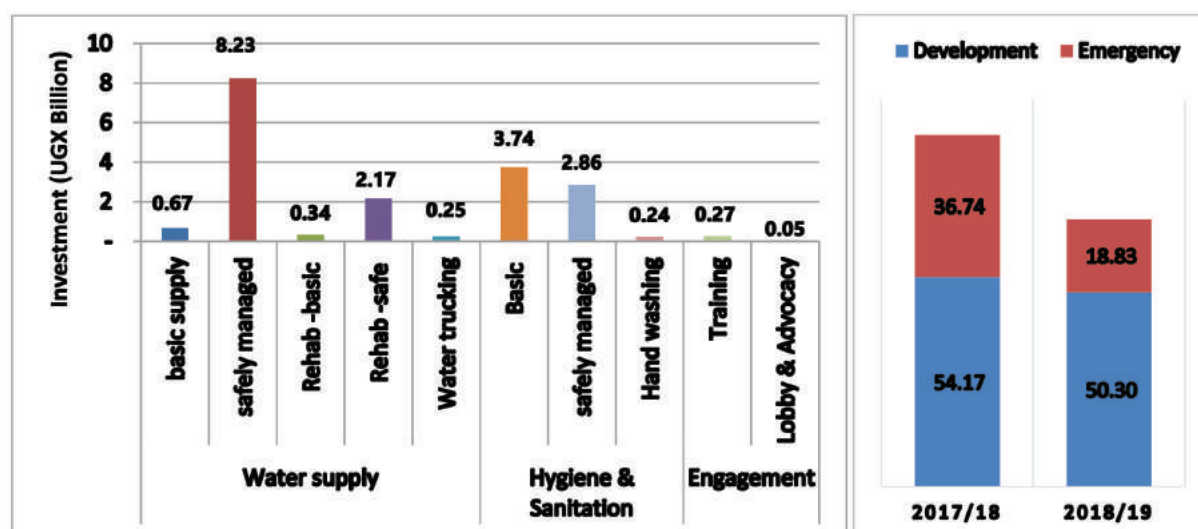


Figure 3-9: Investment profile by thematic area

#### 3.5.2 Major activities implemented

##### Water supply

Category	Technology	No. of Facilities		Total Beneficiaries
		New	Rehab	
Basic	Boreholes	18	188	112,474
	Shallow wells	13	140	36,125
Safely Managed	Pumped piped	46	61	312,570
	Gravity flow	1	18	285,696
Other	Other		4,755	<b>8,117,324</b>
	Water Trucking	N/A	N/A	172,157
<b>Total</b>		<b>78</b>	<b>5,162</b>	<b>9,036,347</b>

During FY2018/19, 19 CSOs reported a total of UGX 11.6 Billion investment in water supply activities for refugees and host communities. A total of 78 facilities were constructed and 5,162 rehabilitated and/or improved. Investment in water trucking was reported at UGX 250million, a reduction from the reported in FY2017/18/, representing a shift towards higher levels of services. This is aligned with Uganda's refugee policy on permanent resettlement of refugees. The over 80% of UGX 11.6 Billion (UGX8.23Billion) spent on provision of safe water supplies (piped water systems) further reiterates this. The reported per capita investment costs for new infrastructure are USD 5 for boreholes, USD 18 for pumped piped systems and USD 73 for GFS

### Sanitation & Hygiene

Category	Technology	No. of Facilities	Total Beneficiaries
Basic Sanitation	TPL	28,817	103,077
	VIP Latrine	10	200
	Other	2,606	51,818
Safely managed	Drainable VIP	513	42,960
Total - sanitation		31,946	198,055
Hygiene	HW with Soap	23,360	120,476
	HW with other detergent	5,804	102,932
<b>Total - Hygiene</b>		<b>29,164</b>	<b>223,408</b>

A total of 6.6 billion was spent on sanitation reaching out to 198,055 people, of which 22% were provided with safely managed sanitation. It is anticipated that with permanent settlement, this population will move up the sanitation ladder. The household level subsidy is similar to what was noted under toilet provision in the development context. Investments in Hygiene amounted to UGX 243.4 million and it is anticipated that health improvements will be realized by at least the 223,408 beneficiaries through use of the 29,164 HWF provided. The situation on sanitation indicates more investment in basic service provision, also given the national policy of self-supply on household sanitation.

### Capacity Development and Lobby & Advocacy

As with non-emergency WASH, capacity building, lobbying and advocacy activities targeting refugees and host communities were undertaken and UGX 322.3 million spent with 29,643 beneficiaries recorded. Most of the training was towards income generation activities, sanitation improvement and menstrual hygiene management.

**Table 2-6: CSO Investment in WASH for refugee and host communities**

Software	No.	Beneficiaries	Expenditure (UGX)
Training	396	29,163	273,256,500
Lobby & Advocacy	13	480	49,000,000
<b>Total</b>	<b>409</b>	<b>29,643</b>	<b>322,256,500</b>

### 3.5.3 Case Studies - WASH in Emergency

#### **INTERNATIONAL INSTITUTE OF RURAL RECONSTRUCTION**

##### **Vulnerability and risk mapping for improved DRR/CCA and IWRM-WASH service delivery for local Oxfam partners in Uganda- (28 partners/ organizations and district stakeholders**

International Institute of Rural Reconstruction (IIRR) and Oxfam partnered to conduct risk mapping and vulnerability assessments and trainings for improved preparedness response and service delivery. This involved 28 partner organizations in 5 sub regions of Uganda where Oxfam and partners are working. The main objective was to strengthen operational capacities to support these partners to play a leading role in integrating DRR/ Climate Change Adaptation in humanitarian and service delivery interventions. A Training of trainer (ToT) approach was adopted which benefitted a total of 134 partner staff and Government officials.

Identified common disaster risks in the Oxfam intervention areas include drought, floods, Environmental degradation, occasional pests, epidemics like hemorrhagic fever (Ebola), Cholera, armed conflicts, refugee influx, bad governance and poverty. Land conflicts are also emerging disaster risks that need urgent interventions.

The common processes in DRR and Preparedness response have enabled Oxfam partners appreciate that Disasters and Development are interrelated and thus joint planning for mitigation and knowledge sharing for partners is key for improving program delivery in both Development planning and Humanitarian Response.

Through this exercise it is apparent that a holistic approach to resilience and preparedness response is required. The landscape-based approaches beyond a district planning framework are recommended. For DRR/CCA for example the watershed approach offers a deeper understanding of Disaster risks beyond the helm of farming alone. Climate change impacts affect all sectors of national development and it is critical to understand the impacts using a landscape DRR-CCA approach including designing preparedness responses.

Strengthening institutional and coordination mechanisms for both human-ecosystems resilience and Climate Risk preparedness response is key for future DRR and preparedness response programming.

### 3.6 Integrated Water Resources Management (IWRM)

#### 3.6.1 Investment in Integrated Water Resources Management

During the FY 2018/19, CSOs reported a total investment of UGX 4.55 Billion in Integrated Water Resources Management (IWRM). The expenditure reported this year, as shown in figure 3-10 below, is more than double the financing reported in the previous year (FY2017/18) and the highest recorded over the last 5 years. This positive investment trend, continues to demonstrate CSO alignment with the sector direction of a catchment-based planning approach to water resources planning and development.

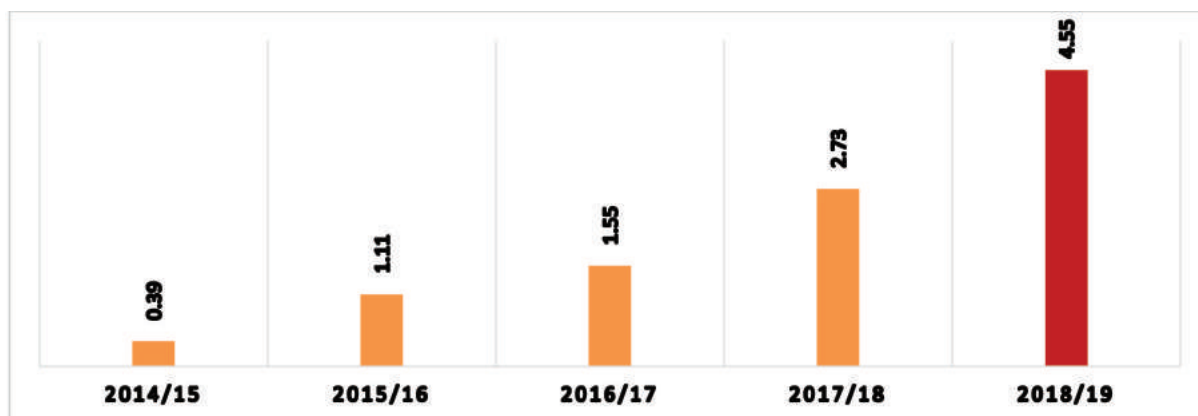


Figure 3-10: CSO Investment trends in IWRM

#### 3.6.2 Integrated Water Resources Management Activities

CSOs reported investments in restoration, livelihood and policy support activities in the Awoja, Lotok, Lwakhakha, Maziba, Mpologoma, Rwizi, Mpanga, and Semiliki sub-catchments aimed at ensuring proper water resource and environment management. Activities financed during the year included wetland and river bank restoration, agro-forestry, alternative livelihood and conservation initiatives like briquette making, fish farming and energy saving stoves. These activities are reported to have benefited a total of 284,611 catchment residents.

CSO water development activities are mainly ground water based and continue to present pressure on the ground water resource. This year has seen an increase in the number of CSOs reporting to have obtained a permit for these developments. In addition, the collaboration with water management zones (WMZs) through sub-catchment and micro catchment level interventions and coordination meetings. Innovative conservation techniques including rain water harvesting, which process also involves of gullies, Integrated WASH, community development and environment management by Protos and JESSE in South western Uganda. These initiatives, demonstrating all principles of IWRM, have resulted in improved catchment management, toilet coverage, water access and source yields

Research and development activities undertaken during FY2018/19 also tried to address key sector IWRM challenges, notably water pollution/ poor quality and water resource sustainability. Research undertaken in the Mpanga catchment including ground water mapping in Kamwenge by Water for People and pollution assessments by Generosity International Lifecare Development Coalition (GILDECO). A study by IIRR on vulnerability and risk assessment in refugee communities highlighted the need for an integrated and holistic approach to refugee response and resilience. Settlements are faced

with environment stresses, with limited alternatives for non-wood fuel and construction materials that places a strain on the natural resources. Toilets are constructed and water sources are mainly ground water based.

### **3.6.3 Water Quality Management**

The Sector performance reports by the Ministry of Water and Environment (MWE) continue to record improved water quality compliance levels. In the sector performance report 2018, 64% compliance was achieved in rural areas, where most of the CSO interventions are located. Improved compliance levels are anticipated with the reported collaboration with districts and water management zones as well as from contributions made to build community capacity in O&M, proper hygiene and sanitation, and the safe water chain.

CSOs also contributed to improvement of water quality at the final consumer points through provision of household water filters. During FY 2018/19, an investment of UGX 0.15 Billion was made for the provision of 401 water filters to benefit 17,708 people. Reports to UWASNET through the private sector indicate some new technologies being introduced to the community. Uganda health marketing group (UHMG) is promoting micro filtration units that use the “Life Straw Technology” (mechanical reverse osmosis), as detailed in the case study below.



### 3.6.4 Case Studies - Water Resources Management

#### WATER FOR PEOPLE

#### Ground water monitoring in Kamwenge district using CTD diver technology

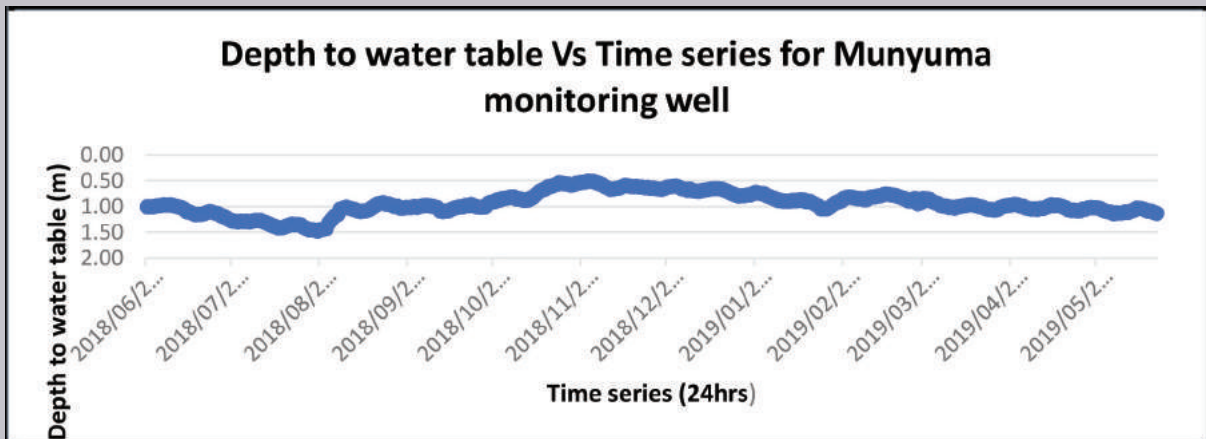


**Installation of the diver in the well**

Water For People, through its effort to ensure sustainability of water supply, installed CTD divers which measures the ground water level and salinity in 7 wells in Biguli Sub-county, Kamwenge District. The CTD diver made of ceramic material presents a better choice to other diver types as it measures three parameters and is less vulnerable to atmospheric attacks. Water For People undertook a Water Resources Assessment for Biguli Subcounty in 2017, the study showed that the groundwater which is the main source of water supply in the area was at risk. The subcounty has very high runoff with only up to 23% of the internally generated water resource within Biguli stored. The other challenge was degradation of the wetlands due to a number of human activities. It is against this background that Water for People decided to invest in CTD divers to undertake groundwater monitoring in partnership with the Desert Research Institute, to provide a remote system of ground

water monitoring that informs performance factoring ground water level and electrical conductivity. The data collected informs different stakeholders on key decision making on the appropriate measures to enable sustainability of the ground water sources. Which include appropriate technology and measures to undertake to restore retention of water.

The data obtained from the 7 wells under monitoring in Biguli Sub-county indicates conformity of the electrical conductivity with the set drinking water standards, the recovery rate of the motorized wells is still commendable and the wells are being safely pumped.



## LWI UGANDA

### Role of community empowerment in sustainable water shade protection and waste water management - A case of Omubugamba spring protection and yield boost

The village of Omubugamba in Birongo Parish, Ishongororo Sub-county, Ibanda District was struggling with a low yield of water from a protected spring. One of the reasons for the low yield was thought to be the general watershed and catchment misuse in Ishongororo Sub County. The tests had revealed that the yield was too low to effectively serve the 456 water users in this community. This was mainly because the catchment was severely depleted of natural vegetation, with the biggest section being used for non-environmentally friendly development works.

#### Interventions

LWI Uganda engaged this village for a watershed protection and water conservation project that was also intended to serve as a spring yield boosting innovation. The first engagement involved training on watershed management. This was followed by mobilization for community contribution – communities provided 40% capital cost in kind through provision of local materials and participation of local council leaders and church leaders. LWI Uganda provided technical support and skilled labor and some materials not locally available. The spring yield was boosted by constructing a reservoir tank that could collect and store water during idle hours and the source catchment was fenced off after replanting with natural vegetation. The overflow was channeled to a stream which drains it into River Rushango.

#### Achievements

The watershed was protected by the community and the water yield was significantly boosted to grant all the community members sustainable access to safe water and reduce queuing time; The time taken to fill a 20-liter container is less than a minute compared to the previous 36 minutes. The community is passionate about the spring and watershed management sustainability, having raised materials and offered labor to the project.

The Omubugamba pilot was rolled out in 3 other communities, making a total of 4 interventions in Ibanda from 2017 to present. Key lessons from the interventions are:

- The community is capable and willing to do engage in watershed / catchment protection activities if well mobilized and sensitized about the benefits and sustainability aspects
- Community contribution instills a sense of project ownership which consequently enhances sustainability of the project and in this case contributes to Integrated Water Resource Management.
- Churches and local community leaders are very instrumental in mobilizing community resources and leading initiatives

This case study reflects that there is need for a paradigm shift from working for communities for a better life to working with communities for more effective and efficient delivery of WASH services

## AFRICAN RURAL DEVELOPMENT INITIATIVES

### Restoration of River Namikhoma banks, Mbologoma water catchment zone

In the beginning of 2019, ARDI, Ministry of Water and Environment and Earth Consult Ltd. embarked on the activities of restoring the River Namikhoma bank. Activities commenced with stakeholder meetings, community mobilization and sensitization, profiling, planting and monitoring. The land users along the river were engaged in planting the bamboo, grass and trees were grown along the river stretching 3 km and covering 12 villages.



*The grass, trees, and bamboos have grown and prevent erosion into the river*

The project was aimed at restoring the river bank and raising household income through provision of labor to the project and sales from the grass, trees and bamboos at later stage. The project targeted all land users (100) along River Namikhoma who participated in the mapping, profiling and planting. All the 12 villages along the river bank were mapped and communities engaged through community dialogues and sensitization meetings which also involved documentaries on the importance of river bank protection.

Key lessons from this case study include (i) importance of using the available local raw materials for efficiency and effectiveness and (ii) community involvement restoration activities from project inception contributes to sustainability of restoration measures and to motivation in protecting river banks

## JOIN FOR WATER – PROTOS

### What 10 years of IWRM on landing sites has taught us

Kayinja and Nyakeera are small landing sites at the shores of Lake George in South-Western Uganda where people mostly depend on fishing in lake George for their livelihood. The fishing communities are faced with many problems due to risky work on the lake, no saving culture and high migration. The challenges are many regarding health and hygiene, water and sanitation and community welfare.

For more than 10 years of presence in the entire Sub county (Mahyoro), Protos and JESE decided to focus intensely on this landing site by working mainly on H&S related issues. Promoting CLTS in an unconventional way and combining it with a selection of relevant IWRM measures.

#### Interventions

The efforts and investments on H&S have not been limited to personal hygiene and sanitation at household (HH) level. In the case of Kayinja and Nyakeera, where fishing is the main economic activity, it meant that



there was also an important need for investments to improve the fish-handling hygiene and the sanitation in public areas. Therefore, the landing sites have been fenced and constructed with fish selling slabs, fish cleaning units and fish smoking kilns, an anti-erosion wall and a public ecosan.

The success of the approach is partly based on the fact that it's built around the economic activity of the residents it triggers the feeling of honor and pride, as people always try to avoid shame.

A big variety of ornamental and fruit trees were planted within the landing site and along the main roads. More than 10 metal benches for sitting have been added within the fenced area and along the fence. The beach management unit (BMU) planted small green shrubs. The reason? Beautification! It created ownership and triggered pride. The landing sites have become much cleaner and safer places with clean gravity flow scheme water, latrines have been constructed (both pit latrines and flower eco-sans), garbage is disposed through garbage pits at household level, animals are no longer wandering around in the villages and dirty bushes, former open defecation hotspots, have been transformed.

Key lesson is that most residents of landing sites are on the move, it is important to identify those who are permanent, and focus on building the initiative around them since they feel more ownership and would like to have sustainable interventions for the good of their families.

## KIKANDWA ENVIRONMENTAL ASSOCIATION ( KEA)

### Community road water harvesting for climate change resilience and water management

After many years of observation, KEA established that in Mityana District and indeed in many parts of Uganda, the population is exposed to many impacts of climate change and lack of innovative technologies to deal with natural and man-made disasters. While rain is always needed, it may be a source of disaster in form of soil erosion, flooding, impassable roads, water borne diseases and general poor socio-economic standards and poverty.

Road infrastructure is one of the main drivers of these problems because large areas including sloppy areas are deprived of vegetation cover and become exposed to run-off waters. Road users including heavy trucks, machinery, and livestock further weaken soil surfaces, creating gullies and potholes within the community roads.

#### Interventions

KEA, a community based organization in Mityana District came up with an innovation known as Community road water harvesting which has been experimented, tested and proven as one of the most innovative and cost effective technology for water catchment area management, community road cleaning and maintenance as well as water management. It is based on two pillars namely harnessing local knowledge and self-help practices - in the Central region of Uganda traditionally known as “Bulungi Bwansi” (Voluntarism). Communities are mobilized on agreed days, time and place where the activity will take place. They remove the grass from both sides of the road, dig up trenches on both sides of the road, fill the potholes and flatten the ridges developed by runoff water. Trenches are dug and directed to the bushes or gardens. Other channels may be directed to different points within the farm or collection points or dug up ditches lined with polythene sheets in the gardens. These act as storage tanks for water to be used during the dry season.

#### Lessons Learnt

Road water harvesting is one of the water management practice which minimizes soil erosion as well as increasing retention of water within the farms. It also recharges aquifers. It contributes significantly to better water resources management, domestic use and animal watering while keeping the roads clean, control flooding, water logging and drainage congestion.

Inspite of this being a local innovation, it needs urgent collaboration and support from government, development partners, research institutions and NGOs, to be replicated. There is need to examine these local innovations for policy formulation and improvement, up scaling and replication locally and globally together to achieve SDGs and agenda 2030. One key component that this model calls for is community volunteerism. Many community members have lost the sense of voluntarism and self-help whereas public resources which would be used on such activities have become very scarce. There is inadequate or no mobilization from cultural institutions and traditional and local leaders who used to spearhead voluntarism / self-help community activities during the 1960s and beyond. This spirit needs to be revived for the sustainability of many projects.

## UGANDA HEALTH MARKETING GROUP LTD

### Innovative institutional Safe Water Provision – life straw Technology

St. Kizito's Technical Institute Madera is a Government institute with a population of 700 students and 40 teaching and non-teaching staff. The school and school community had for long suffered with water borne diseases. The school purchased and installed a Life Straw Community purifier for the teachers, through UHMG. This filter has a capacity of 50 liters of water, able to serve up to 100 people per day.

The school currently has safe water for the teachers. This has had a positive impact on the health of the staff, and increased presence in class due to reduced time spent heading home to get safe water.



Life Straw Technology is a mechanical reverse osmosis method used to purify water at 0.02 microns and also purifies water with turbidity up to 2000 NTUs instantly without the use of power, chlorine or UV light. This technology can be used in refugee camps, in the field during field work and remote areas where there is no access to clean and safe water and it is easy to use as it is mobile and light.

Due to the current benefits, the staff are requesting for the same technology to be bought for the students. Most Schools and communities do not want to budget for products like this because they assume it is expensive.

Key challenges with scaling up the technology are, the available financing terms and availability of affordable and close maintenance support. Some schools have proposed installment payments but repayments have not been consistent with agreed terms. Despite these challenges, the applicability of the technology is wide including for mini village systems, household, institutional and emergency water supply.



### 3.7 Water For Production



#### 3.7.1 Investment in Water For Production

CSOs maintained investment in water for production activities with 21 CSOs investing a total of UGX 558 million during the year (see Figure 3-11). The investment trends indicate that the FY2018/19 investment is within the average registered in the last four years, albeit much lower than the FY2017/18 investment amount of UGX 1.13 Billion.

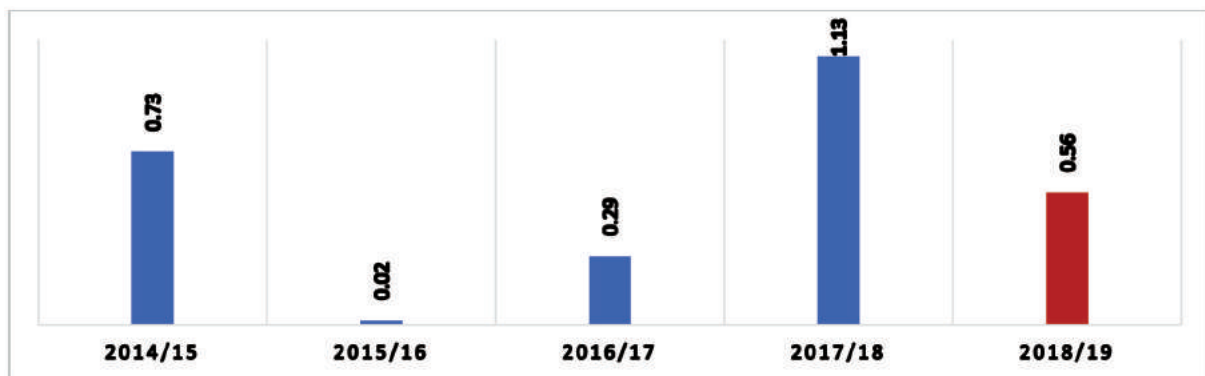


Figure 3-11: CSO Investment (UGX billion) trends in Water for production

The investment profile for the UGX 558 million spent during FY2018/19 is summarized in the figure 3-12 below.

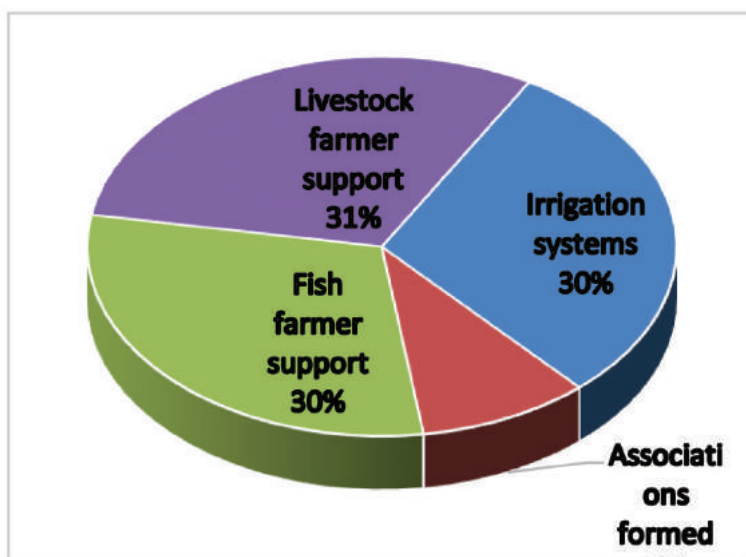


Figure 3-12: CSO Investment profile - Water for production

### 3.7.2 Major activities

CSOs continue to contribute to water storage volumes and increased water use efficiency for enhanced productivity. Major activities related to water for production for the FY 2018/19 are summarized in table 3-11 below. These include installation of irrigation systems, construction of valley tanks, as well support to livestock farming and aquaculture activities and establishment of community management structures. Investments to

**Table 3-11: Details of Water for production investments**

Output	Irrigation systems installed	Associations formed	Valley tanks constructed	Fish farmers supported	Livestock farmers supported
<b>Number</b>	33	93	2	105	4841
<b>Beneficiaries</b>	865	720	N/A	151	4991
<b>Cost (UGX Million)</b>	167.5	52.5	N/A	167.2	171.2

- **Irrigation systems**

CSOs reported a total of UGX 167.5 million expenditure on installation of 33 irrigation systems during the FY2018/19. An additional UGX 52.5 million was spent on capacity development for O&M support structures.

Overall, compared to last year, improved financial and economic efficiencies seem to have been realized, particularly in absolute terms of unit investment cost for irrigation systems, at UGX 19 million and UGX 5.1 million for FY2017/18 and FY2018/19 respectively.

To further enhance utilization of irrigation systems and as part of value chain development, investment was made in supporting livestock (4991) and fish farmers (151), to maximize the benefits of household farming activities utilizing the water for production provided.

- **Storage**

Increasing water storage volumes for water security and production is a key sector priority and part of sector performance indicators. This year, CSOs invested in water storage infrastructure including the construction of 2 valley tanks. Additional investment towards sustainability of these systems was made through formation of community associations.

The associations formed are expected to contribute to improved functionality of the facilities provided and given that they are newly formed, it can be assumed that performance on the indicator on “Percentage of WFP facilities with actively functional water user committees” stands at 100%.

## 3.8 Capacity Development (Trainings) and Community Engagement

### 3.8.1 Overview

Capacity development and community engagement is a core to CSO interventions; this to enhance sustainability, knowledge transfer and adequate stakeholder engagement. The CSOs philosophy is hinged on the power of participatory beneficiary engagements for sustainable development. As such, CSOs continued to invest with a total UGX 2.83 Billion spent on training events targeting community members including school communities, CSOs, local government staff and private sector participants.

### 3.8.2 Expenditure in community engagement and capacity development

The growth trend of investment that had been realized over the last four years has been transcended. The expenditure reported during FY 2018/19 of UGX 2.83 billion reported is the least recorded during the period. This excludes expenditure by the USHA that financed capacity development initiatives for sanitation market enhancement.

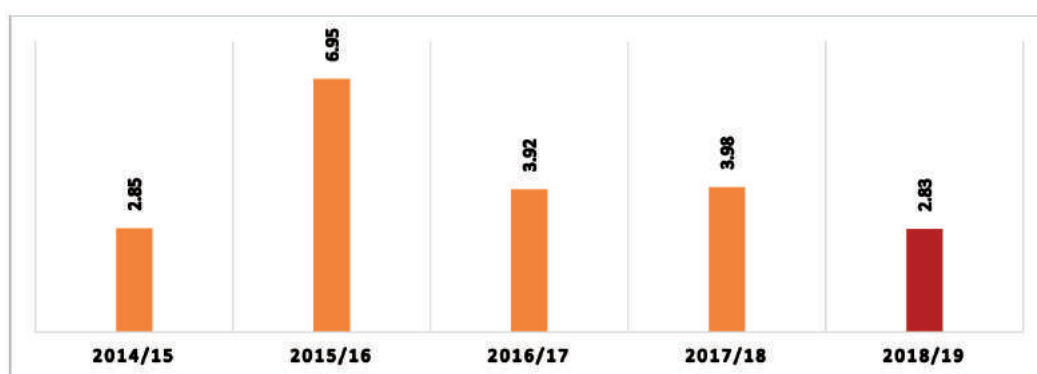


Figure 3-11: CSO Investment in Community Engagement

### 3.8.3 Training and Community Engagement events

Community engagement is core to CSO operations and as such there has been sustained investment in tooling and developing stakeholders in the service delivery chain. This reporting year, a total of 147,972 people, (including hand pump mechanics, water user committees, school pupils and teachers), of whom 86,082 (58%) were female, benefited from these events on several topics relating to WASH planning, hygiene and sanitation promotion, IWRM, income enhancement, menstrual hygiene management, Operation and maintenance (O&M) of water and sanitation infrastructure and latrine construction.

These engagements support service delivery improvements within the sector and thus the realization of related performance indicators, particularly those related to functionality, water resources management, hygiene and sanitation, gender and environment and natural resources.

Some of the approaches used for these engagements include community assembly by PACHEDO and WASH community profiling (by UMURDA), as a community led baseline assessment and planning tool. The community assembly is an advocacy platform that has been utilized to empower communities and has created some improvements in service delivery and community involvement.

### 3.8.4 Research and Development (R&D)

CSOs continued to contribute to sector knowledge through Research and development (R&D). During FY 2018/19, the reported total investment in R&D, by 19 CSOs, was UGX 2.71 billion in different thematic areas.

Thematic area	Investment
Functionality of Water Supply Systems	609,402,200
Functionality of Sanitation Facilities	811,667,700
Water Quality	388,859,100
Waste Water Quality	462,933,800
Innovative Technologies	342,721,497
WASH in emergencies	90,600,000
<b>Total</b>	<b>2,706,184,297</b>

The key research topics included:

- (i) Water resources assessments, including ground water mapping in Kamwenge and water scarcity assessment in Apac by Water for people and Gildeco;
- (ii) O&M of water and sanitation facilities, including the review of functionality of management models (WUC) by AID, World vision and HEWASA;
- (iii) Action research on fecal sludge reuse and emptying technologies, including toilet waste recycling Unit, Use of Biosol, gulper 4 tech, Fecal sludge briquettes, nibbler by Water for people
- (iv) Sanitation assessments in fishing communities by Gildeco ;
- (v) Water quality assessments at point water sources by Gildeco, Wells of Life and World Vision;
- (vi) Vulnerability assessment of targeted refugee and host communities by CIDI;
- (vii) Effectiveness of technological options and adoption rates of Pre-pay metering systems and water filters by Goal, AID, and World Vision and ; and
- (viii) Pollution assessments in sub-catchments, including river Mpanga including by Wells of Life .

The findings from these initiatives are important as they address key sector challenges. Further dissemination to stakeholders should provide this new knowledge to improve initiatives in improving WASH and water resources management in the country.

### 3.8.5 Case Studies - Community engagement

## COMMUNITY HEALTH AND DEVELOPMENT ORGANIZATION (PACHEDO)

### Community Dialogue Meetings

Community assembly is an approach that has been used and adopted by PACHEDO for the past 3 years. This is an effective way of giving a community a platform to air out the WASH challenges to the leaders, and the leaders give feedback.

Participants include community members, local leaders such as the sub county health assistant, community development officer, local council 1 and VHTs. A dialogue agenda developed prior to the meeting is used to guide the discussion. The key outcome is the action plan of key issues to be addressed by the community regards good sanitation and hygiene practices and sustainable water supply. These include construction of rubbish dumping pits, construction of tippy taps, cleaning of water points, construction of latrines, drying racks etc.

Actions that are beyond the scope of sub county or CSO, the leaders present forward the report and voice of the community to the higher government offices at the district level.

#### Achievements

Because the communities develop the action plans themselves, this creates ownership. This has led to the increase in the number of water and sanitation facilities in communities that include latrines, drying racks, bathing shelters, rubbish pits and tippy taps. Involvement of the local leaders triggers them to advocate for better budget allocations in the area of WASH to support in bridging the gaps communicated by the communities. The local government makes resolutions and bi-laws based on informed decisions on key issues arising direct from the communities.

#### Lessons Learnt

Key lesson from this case study is that it's important to involve the community in every change action that needs to be taken. Identification of solutions to the problems affecting them, motivates them to own and take up more actions and responsibilities towards addressing the problems. Providing a platform for community to interact one on one with their leaders gives the people assurance and hope of better things to come from the leaders.

Such initiatives are usually handicapped by lack of adequate budgets at the sub county, therefore CSOs can help to bridge the gap. Another key challenge is maintaining the meeting agenda as in some cases communities have focused the agenda on auditing performance of leaders while local leaders also utilized it as a political platform for vote seeking. Adequate meeting facilitation is required to maintain the focus to achieve intended objectives

The community dialogue meeting is a great way to inspire voices of different people within the community to speak up to their leaders and take responsibilities for making a difference and transforming their societies. Its adoption as a participatory community planning and development approach will contribute to improved WASH Service delivery.

## UGANDA MUSLIM RURAL DEVELOPMENT ASSOCIATION (UMURDA)

### Community mobilization model approach

With financial support from Rotary Club of Toronto Eglinton and the Technical support of Burris Devanney from the Canadian Teachers' Federation (CTF), in Bugiri District UMURDA implemented a pilot project to assess water and sanitation in 10 communities. The Approach is basically a strategic, but straightforward, process for community self-development.

#### Objective of the Project.



The Model process had three actions.

1. The whole 10 communities were mobilized, sensitized and awareness created on issues of sanitation and hygiene, climate change, safe water sources and sanitation facilities. Representatives were selected to draft Community Profile booklets.
2. The assessment enabled communities to identify issues they can address themselves, and those that need external support
3. And finally the communities started implementing the Action plans by first prioritizing actions which are within the community's own capacity; and secondly by advocating for assistance from outside.

Community profiling helps to obtain rich and pertinent information including community history and background, natural features, demographic Information, governance and occupations of each community. In addition, an inventory of each community's strengths and weaknesses, assets (resources) and deficiencies is carried out on top of identifying the community capacities and needs with regard to water sanitation and hygiene. The community is then accorded opportunity to provide solutions and approaches they think can work better for effective implementation and sustainability of WASH initiatives. This reduces on the donor dependence syndrome and promotes ownership of projects.

So far key success stories include resource mobilization from external actors, community action/ self-supply in key areas like achieving ODF, reduction in vandalism of facilities, better functionality of water sources, less time collecting water and mainstreaming the girl child in community development programs.



## WASH ALLIANCE INTERNATIONAL

### Uganda WASH Alliance sub-programme - progress 2018/19



The Uganda WASH Alliance was founded in 2011, bringing together all NGOs receiving financial and technical support from Simavi to implement WASH programmes in Uganda. The Uganda WASH Alliance was previously known as the Dutch WASH Alliance and comprises of Simavi, the lead partner, Amref Health Africa, Akvo, IRC, RAIN, RUAFA, Practica, AFSRT, HEWASA, JESE, NETWAS and WASEU.

The WASH SDG Programme in Uganda commenced in July 2017 with an inception phase of one year to analyse the situation on the ground. On the basis

of the inception phase, a joint programme was developed namely the Uganda WASH Alliance sub-programme and Uganda Kamuli Buyende and Nebbi sub-programme.

The Uganda WASH Alliance sub-programme is being implemented under three objectives, namely;

- i. Increasing demand for improved WASH facilities and practices
- ii. Improving the quality of service provision
- iii. Improving governance of the sector.

Gender, social inclusion, climate vulnerability and resilience are cross-cutting issues in the programme.

- The implementation of the sub-programme started in July 2018 and the following are the progress noted. Installation of the first modular water system in Omot: the sub-county donated land for the installation of the system. The system is up and running with an agreed cost of 75/- per jerrycan.
- The first rock catchment rainwater harvesting facility has been completed in Lira Kato sub-county-this is pending commissioning and training of the water management committee.
- Due to the introduction of households clustering immediately after CLTS triggering, 82% households that did not have latrines at baseline were having access to latrines for the first time as of July 2019 and an additional 55 households improved their latrines to acceptable levels. Socially marginalised members of the community particularly the elderly, widowed, orphaned and child headed families have benefited from being members of household clusters.
- Ten primary schools in Agago district were facilitated to develop cost recovery and risk assessment plans and are using the plans for advocating and lobbying district leadership, service providers and potential partners to invest in improving their WASH needs in their respective schools.
- The Uganda WASH Alliance has identified and profiled different private sector actors like masons, pit emptiers, micro finance institutions, water vendors among others. Trainings have been conducted to improve on the business development skills and linkage to finance.
- The Annotated Water Integrity Scan and Community Action Planning have been used to work on WASH Governance in Agago district.
- The WAI was present at the Uganda Water and Environment Week in March 2019 and participated in the Sanitation Week in Agago District.

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## 4.1 Strengthening Coordination and Partnerships between CSOs and other Sector Stakeholders

### 4.1.1 Collaboration

Collaborative efforts are evident in the sector, starting with the UWASNET secretariat and member involvement in sector thematic working groups and partnerships for activity implementation. Formalized collaboration arrangements in the form of Memorandum of Understanding (MoUs) and partnerships were also reported, as summarized in table 4-1. Major partners include District Local Government, CSOs, Central Government and Private Sector and collaboration is majorly on aspects of planning and implementation of WASH activities and IWRM.

**Table 4-1: summary of collaboration arrangements**

Partnership instrument	No. Of CSOs
MOU	55
Partnership	20
Tripartite MOU	1
Grand Total	76

The collaboration is further reiterated by the CSOs that reported budgets forming part of district budgets with 10-100% of CSO budget inclusion. For example ACORD, International Lifeline Fund, Union of Community Development Volunteers reported more than 70% of their budget being reflected in the respective district budgets.

### 4.1.2 Coordination with other stakeholders

Nearly all CSOs reported some level of stakeholder engagement, most of which is with communities and districts as shown in table 4-2 below. On average, based on the reporting, CSO engage at least three times a year with the different stakeholders. These engagements further affirm CSO commitment to knowledge management, improvement and prioritization of community and LG needs. Several UWASNET Thematic working group and regional CSO meetings were held, these are very useful platforms to deliberate and develop strategies for improvement of sector performance albeit with low CSO attendance.

**Table 4-2: Record of CSO attendance of meetings FY2017/18**

Frequency	District Mtgs		Mtgs with MWE regional structures		Sector Events	
	Meetings	CSOs	Meetings	CSOs	No of Events	CSOs
Once			0	4		
Twice	34	14	18	13	13	14
Thrice	85	24	43	16	23	24
Four times	379	55	194	24	51	51
More than 4 times	2	9	3	2	3	3

Frequency	Mtgs on PS involvement		R&D Mtgs with TIs		Community meetings	
	Meetings	CSOs	Meetings	CSOs	Meetings	CSOs
Once	9	0	14	0	21	4
Twice	10	14	11	14	123	4
Thrice	7	16	4	17	30	10
Four times	18	120	4	26	3918	56
More than 4 times	1	2			103	2

Frequency	With MPs / Parliamentary WASH forum		TWG Meetings		Regional CSO Mtgs	
	Meetings	CSOs	Meetings	CSOs	Meetings	CSOs
Once	16	0	0	10	0	4
Twice	6	7	13	11	25	18
Thrice	6	12	25	14	40	19
Four times	4	16	83	21	96	20
More than 4 times	1	1	18	1	0	0

### 4.1.3 Lobbying and Advocacy

CSOs continued their advocacy and lobbying role in the sector to support and promote good governance, ensure equity and inclusion, increased awareness on sector related policies and generally sustainable WASH service delivery. An estimated total of 196,545 beneficiaries were reached as a result of these engagements, of whom 61% were female (see table 4-3 below).

**Table 4-3: Lobbying and Advocacy engagements**

Thematic Area	Number of Engagements			Beneficiaries		
	Awareness	Dialogue	Community Mobilization	Male	Female	Total
Water Supply	86	53	267	7,735	6,329	14,064
Sanitation	64	60	99	3,143	4,488	7,631
Hygiene	134	43	128	39,775	27,906	67,681
IWRM	36	19	38	1,367	2,223	3,590
WFP	28	13	37	1,463	1,478	2,941
Policy/Law/Ordinance	64	32	60	7,678	4,460	12,138
Gender	267	281	36	5,727	5,266	10,993
Equity and Inclusion	25	31	47	9,395	10,572	19,967
HIV/AIDS	59	20	29	35,727	3,193	38,920
Good Governance	77	42	55	8,602	10,018	18,620
<b>Total</b>	<b>840</b>	<b>594</b>	<b>796</b>	<b>120,612</b>	<b>75,933</b>	<b>196,545</b>

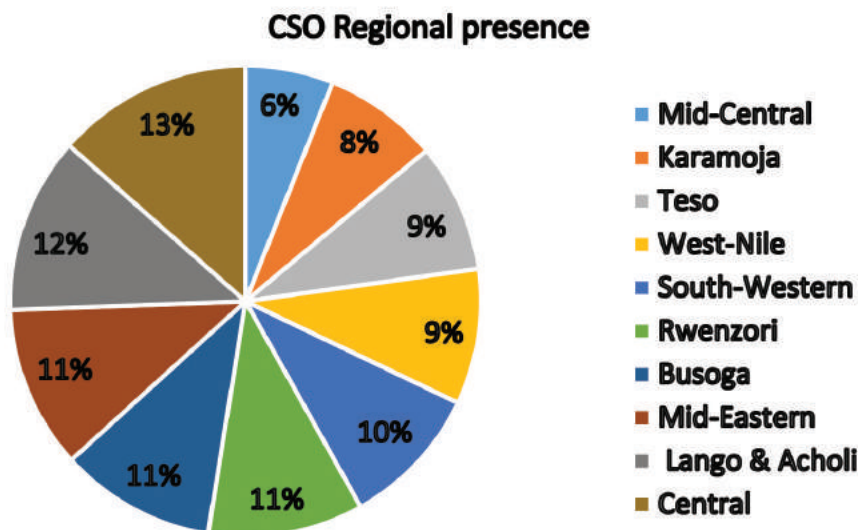
## 5.1 Cross-cutting issues

### 5.1.1 Gender:

Inclusiveness including general gender concerns continue to form part of CSO work. Related activities that reiterate this include provision of gender disaggregated and inclusive school sanitation facilities with provisions for persons with disability, gender disaggregated beneficiary data, targeting of women in training events (58 % female participants recorded) and lobbying and advocacy (61% female participants recorded) on gender and equity concerns. CSOs reported over 25 events related to training and formation of water and sanitation committees and water boards, given that CSO interventions are aligned with sector guidelines, it can be taken that CSOs the indicator on gender has been addressed.

### 5.1.2 Equity

CSO interventions are widely spread across the country as reported from the districts and regions of CSO intervention. In addition, as shown in the figure below, CSO operations are fairly evenly spread across the UWASNET 10 geographical regions of the country. These interventions also have specific target on marginalized groups, including refugees, fishing communities, Persons with Disabilities (PWDs) and school communities



The equity agenda is a key advocacy topic for CSOs and during the year, 103 events were undertaken that reached out to 19,967 people. The formal collaborative arrangements (MoUs) with district LGs are also expected to result in equitable service provision.

### 5.1.3 HIV/AIDs

CSOs acknowledge the close link and inter-relationship between HIV/AIDs and WASH as illustrated from the topics and/or content of the reported training and advocacy events. 108 events were reported on the topic of HIV/AIDs, including 59 awareness raising sessions that reached out to a total of 38,920 people.

## 6.0 Sector Challenges and Key Recommendations

### 6.1 Financing

In spite of the Sector Investment Plan indicating a nine-fold increment in current sector financing, to meet the universal access targets, the sector budget allocation by Government has been sustained at within the current average of 2.8%. Additionally, this budget is financing mainly through external debt, with current development partner support comprising of 71% loans and 29% grants in 2017/2018 as per a UNICEF Financing Study. There is therefore need for renewed lobbying and engagement of key stakeholders to prioritize the sector.

Furthermore, the current level of CSO financing to the sector is comparable to the average over the last three years of government transfers to districts local governments (conditional and development grants) and expenditure on rural capex at UGX 56.5 billion and UGX 47.8 billion respectively<sup>3</sup>. Increased support to UWASNET to enhance member coordination and to align their planning, implementation and reporting to sector priorities and guidelines will be important to optimize this source of financing.

### 6.2 Implementation models

CSOs are implementing different viable solutions for management of water supplies and fecal sludge management solutions which the sector can adapt to improve current levels of service and sustainability, notably the pre-pay meter systems, point source maintenance contracts, gulper emptying and fecal sludge resource recovery. In addition, the sector can leverage CSOs expertise in community engagement.

### 6.3 Refugee response

Uganda is hosting over 1.2 million refugees primarily living in rural settlements across 11 Districts in north and south of the country. These refugees have contributed to water, sanitation and environmental degradation challenges. The comprehensive refugee response framework should be well mainstreamed in all key sector plans and budgets, and enhanced coordination of all stakeholders including NGOs.

### 6.4 Access to Water

Uganda has a commitment to provide all Ugandans with safe drinking water access, as per the SDG guidelines. It is noted that only 66% of rural villages are provided with safe water source, with only 85% of water systems functional at any given point of time. Hence there is need to augment the resources for accelerating coverage in the rural areas. At the same time there is need to provide more attention to strengthen the functionality of water systems. Various models tried for strengthening operation and maintenance system including community-based management system has led to limited results and there is need to refine these approaches and build on ongoing efforts that have contributed to improved functionality of water systems.

### 6.5 Addressing Equity

The 2018 Sector Performance Report, indicates that 8 of the lowest served districts have an average water coverage of 35%, and 17 least served districts have an average of 55%. The situation is similar with respect to sanitation coverage. In a bid to “Leave No One Behind” as we progress towards attaining SDG 6, prioritization of the least served is critical. This also requires a reliable information base, with further assessment who are the underserved nationally to assist with the targeting and resource mobilisation.

<sup>3</sup> Oxford policy management (2019): Assessment of the state of financing of water, sanitation and hygiene services the Eastern and Southern Africa region (ESAR) – Uganda report

## 6.6 Institutional home for Sanitation

The management of sanitation remains fragmented and it has no institutional home. The non-legally binding Memorandum of Understanding between the Ministry of Water & Environment (MWE), Ministry of Health (MoH) and Ministry of Education & Sports (MoES) has not been successful in improving household and institutional sanitation and hygiene. This has contributed to continued underfunding of sanitation and lack of accountability for its performance. The sector needs to define a clear and practical operational framework to allow for the desired sanitation improvements

## 6.7 Subsidy for sanitation:

For the past two decades, government has maintained the policy of no subsidy for household sanitation. This policy has had varying successes with some areas attaining high basic sanitation coverage and others have remained behind. The NDP III goal of inclusive growth Leave No One Behind may not be realized if this policy is not reviewed to address the barriers in areas with low sanitation coverage.

## 6.8 Meeting the sector and SDG requirements

CSOs still largely provide a basic level of service for water supply and sanitation – particularly so for sanitation. This will require (i) Targeted investment to higher and appropriate service levels the investment including promoting self-supply at domestic level and ceasing investment in shallow wells (iii) alternative financing mechanisms like WASH loans and revolving funds for household level interventions as well as private sector financing for institutional services



## Annex – Organizations that reported

1.	Abanya Rwenzori Association
2.	Action Africa Help-Uganda
3.	Action for Rural Women's Empowerment (ARUWE)
4.	Advocate for Water and Environment Conservation
5.	African Agency for Integrated Development (AAID)
6.	African Community Technical Services (ACTS)
7.	African Evangelistic Enterprise (AEE)
8.	African Rural Development Initiative (ARDI)
9.	Agency for Accelerated Regional Development (AFARD)
10.	Agency for Cooperation and Research in Development (ACORD)
11.	Agency for Integrated Rural Development (AFIRD)
12.	Albertine Interventions for Development
13.	All Nations Christian Care (ANCC)
14.	Alliance Water Solutions
15.	AMREF Health Africa
16.	Appropriate Revival Initiative for Strategic Empowerment (ARISE )
17.	Association of Professional Women in Agric.& Environment (AUPAWE)
18.	Bringing Hope to the Family
19.	Build Africa Uganda
20.	Bunyoro Social Centre Works
21.	Butakoola Village Association for Development (BUVAD)
22.	BYEPA International Foundation Uganda
23.	CARITAS Arua
24.	CARITAS Fort Portal - HEWASA
25.	Caritas Gulu Archdiocese
26.	Caritas Justice and Peace of Archdiocese of Kampala.
27.	Caritas Lira
28.	Caritas Moroto Diocese
29.	Caritas Uganda
30.	Catholic Relief Services (CRS)
31.	CCAYEF
32.	CESA Uganda
33.	Christ the King Healthy Support Care Center for the Needy
34.	Christian Women and Youth Development Alliance.( CWAY )
35.	Church of Uganda Teso Diocese Planning and Development Office (COU-TEDDO)
36.	CIANEA Uganda
37.	Community Integrated Development Initiative (CIDI)
38.	Community Empowerment and Rehabilitation Initiative for Development (CERDID)
39.	Community Empowerment for Rural Development (CEFORD )
40.	Community Health Empowerment Development and Relief Agency (CHEDRA)
41.	DDS-NK 42. DECODI
43.	Diocese of Muhabura for Improved Livelihoods of Communities (DOM-WATSAN)
44.	Divine Waters
45.	DRC Uganda
46.	Ecological Christian Organisation (ECO )
47.	Efforts Integrated Development Foundation (EINTEDEF)
48.	Emesco Development Foundation
49.	Engineers Without Borders- USA
50.	Environmental Alert
51.	Evidence Action
52.	Fields of Life
53.	Fontes Foundation Uganda
54.	Foundation for Policy Dialogue and Development (FPDD)
55.	Generosity International Life Care Development Coalition
56.	GOAL Relief and Development Organization
57.	GOSAP
58.	Hope for Kids International
59.	Integrated Community Health Network (ICHN )
60.	International Aid Services
61.	INTERNATIONAL INSTITUTE OF RURAL RECONSTRUCTION ( IIRR)
62.	International Lifeline Fund

63.	International Union for Conservation of Nature (IUCN)	98.	Pentecostal Assemblies of God Kumi (PAG – Kumi)
64.	International Water and Sanitation Center (IRC)	99.	Plan International Uganda
65.	JEDOVC	100.	Protos-Join For Water.
66.	Jinja Area Communities Federation	101.	Real Action for Community Empowerment (RACE)
67.	John Foley Well Works Africa	102.	Rural Initiative for Community Empowerment- WESTNILE (RICE-WN)
68.	Joint Effort to Save the Environment	103.	Rural Mother at Risk- Africa (RURMOR)
69.	Joy Drilling Deliverance Church Uganda.	104.	RWIDF- Uganda
70.	KALI 71. Kaliro Community Development Foundation	105.	SNV
72.	Karamoja Peace and Development Agency (KAPDA)	106.	Soroti Catholic Diocese Integrated Development Organization
73.	Karucani International	107.	Sule Integrated Development Organization (SIDO)
74.	Katosi Women's Development Trust	108.	Temele Development Organization
75.	Kigezi Diocese Water and Sanitation Programme	109.	The Association of Rwenzori Community
76.	Kikandwa Environmental Association	110.	The Busoga Trust
77.	Knowledge Support and Research Centre	111.	The Water Trust
78.	Kokwech Agro Based Youth Project (KABYP)	112.	TUF Agency for International Development
79.	Kumi Human Rights Initiative	113.	Twaweza
80.	Life Changing Water	114.	UCSD
81.	Lifewater International	115.	Uganda Health Marketing Group (UHMG)
82.	LifeWorth Vision International (LWV)	116.	Uganda Muslim Rural Development Association (UMURDA)
83.	Link to Progress 84. Livelihood Improvement Program of Uganda (LIPRO-Uganda)	117.	Uganda Rainwater Association (URWA)
85.	Living Water International Uganda	118.	Uganda Red Cross Society (URCS)
86.	Malteser International 87. Mbarara District Farmers Association (MBADIFA)	119.	Unite for the Environment (UNITE)
88.	Mukono Multipurpose Youth Organisation (MUMYO)	120.	UWESO
89.	National Association of Professional Environmentalists (NAPE)	121.	Vision Teso Rural Development Organization
90.	NAWAD	122.	Voluntary Action for Development (VAD)
91.	Network for Water and Sanitation Uganda (NETWAS - Uganda)	123.	WaterAid Uganda
92.	North Kigezi and Kinkiizi Dioceses WASH programme	124.	Water for People
93.	ODS 94. Oxfam 95. PAMO Volunteers	125.	Water Mission Uganda
96.	Partners for Community Health and Development Organisation (PACHEDO)	126.	Wells of Life (WOL)
97.	Partners In Community Transformation (PICOT)	127.	WHAWE Solutions
		128.	World Vision Uganda
		129.	Youth Environment Service (YES – Busia)
		130.	Youth With A Focus Teso

# Acknowledgment

Since 2009, UWASNET has been presenting a detailed account of Civil Society Organisations' work to the Ministry of Water and Environment and is adopted under Chapter 12 of the annual Sector Performance Report as a contribution of CSO's in the sector.

UWASNET takes this opportunity to recognize the financial and technical support from its partners highlighted.

 <p>MINISTRY OF WATER AND ENVIRONMENT</p>	 <p>EUROPEAN UNION</p>  <p>german cooperation DEUTSCHE ZUSAMMENARBEIT</p>  <p>Implemented by giz</p>		 <p>DANISH PEOPLE'S AID</p>
 <p>IRC</p>		 <p>Whave a fair future</p>	 <p>WASH SDG programme</p>
 <p>WASH ALLIANCE International Accelerating WASH</p>	 <p>Simavi A healthy life for all.</p>	 <p>PLAN INTERNATIONAL</p>	 <p>World Vision</p>
 <p>water for people UGANDA</p>  <p>LIVING WATER INTERNATIONAL</p>	 <p>Evidence Action</p>		 <p>HEWASA HEALTHY WATER AND SUSTAINABLE AGRICULTURE</p>
 <p>HEWASA HEALTHY WATER AND SUSTAINABLE AGRICULTURE</p>	 <p>THE WATER TRUST</p>	 <p>Global Water Partnership</p>	 <p>fields of life CHANGING LIVES, BUILDING HOPE</p>
 <p>SNV</p>	 <p>water mission</p>	 <p>USAID FROM THE AMERICAN PEOPLE</p>	 <p>UUMG UGANDA HEALTH MARKETING GROUP</p>





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