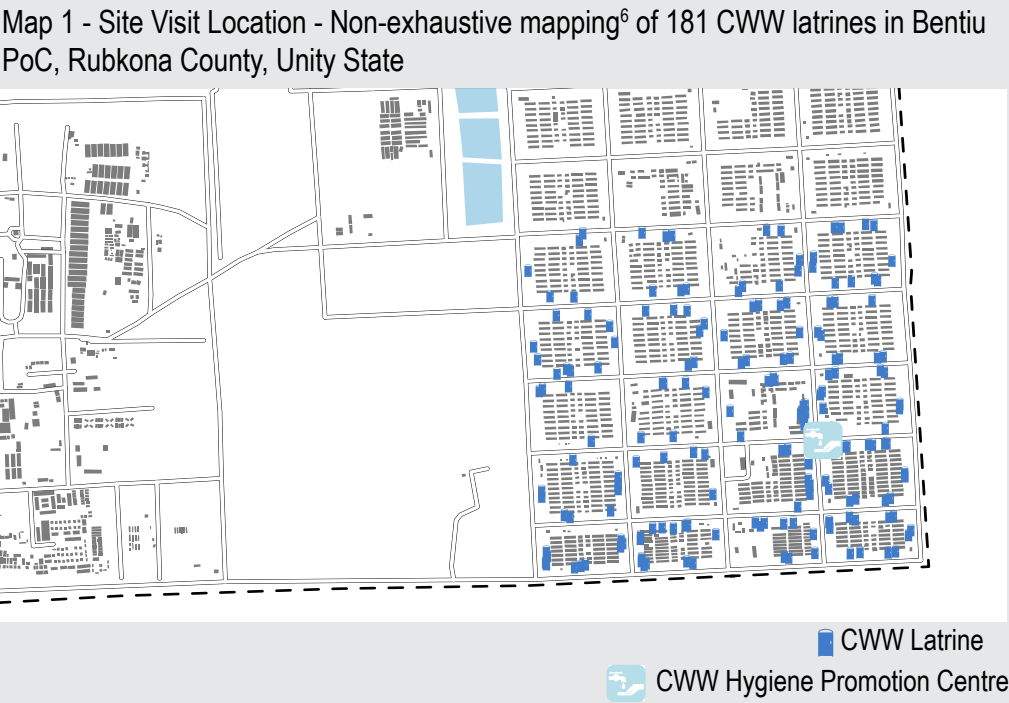


Introduction

The humanitarian situation in South Sudan has deteriorated since the onset of civil war in 2013, with an estimated 1,8 million internally displaced<sup>1</sup>, 1,18 million displaced in neighbouring countries<sup>2</sup>, and 3,7 million people food insecure<sup>3</sup>. DFID Humanitarian Assistance and Resilience Building in South Sudan (HARISS) programme is a five-year program seeking to save lives, alleviate suffering and support vulnerable communities’ ability to cope with and recover from challenges. Upon request from DFID, IMPACT Initiatives provided short-term monitoring and verification of HARISS contracting partner activities from December 2016 through May 2017.

Concern Worldwide (CWW) works with disaster stricken communities and has been present in Rubkona County since January 2014. In Unity, CWW implements Water, Sanitation and Hygiene (WASH) activities in Bentiu Protection of Civilians (PoC) site and in other areas of Rubkona (Rubkona Town) and Guit (Kuach and Nimni) counties through HARISS programming in partnership with UNICEF. This factsheet summarises the key findings of a monitoring and verification visit to CWW’s WASH Programme in Bentiu PoC, Rubkona County, Unity State on March 29, 2017.



Project Summary

**Contracting Partner:** UNICEF  
**Implementing Partner:** CWW  
**Sector:** WASH

**Site Visit Location:** Bentiu PoC, Rubkona County, Unity State

**Project Start Date:** July 2016  
**Anticipated End Date:** March 2017<sup>4</sup>

Monitoring Methodology<sup>5</sup>

- IMPACT utilised the following methodologies to assess this project:
- Secondary data review of contracting partner (UNICEF) and implementing partner’s (Concern Worldwide) proposal and implementing partner’s second quarterly report
  - Verification of project activities, outputs and outcomes through three Key Informant Interviews (KIIs) with CWW staff members, physical verification and GPS mapping of the hygiene promotion centre in PoC Sector 5 and non-exhaustive GPS mapping of 181 CWW latrines

KIIs provided insights into programme implementation including strengths, challenges and adherence to proposed indicators and GPS mapping of latrines provided verification of reported activities.

Overview of Findings

CWW developed this WASH project to respond to two major issues highlighted during a CWW needs assessment - 1) widespread open defecation and 2) the practice of drawing river water due to the poor state of existing boreholes. CWW is in charge of WASH in Sector 5 and part of Sector 4 of Bentiu PoC. In addition to the construction, operation and maintenance of various WASH infrastructure, CWW is reaching the community with behaviour change messaging through outreach work and the daily activities of its hygiene promotion center. The programme is relying on a community-based approach to WASH and thus provides support to residents who seek to take ownership of WASH activities. The programme is labor intensive and relies heavily on casual labor. While CWW initially envisioned that the role of the hygiene promoters (HPs) would be gradually phased out to allow the community to fully take charge of hygiene promotion, the HPs protested the removal of their employment and reportedly obtained support from camp community leaders, initiating a strike that disrupted access to various WASH services for the residents of the PoC, including borehole water supply (one week), cleaning of latrines and garbage collection (three weeks). One major concern of interviewed CWW staff was the lack of latrine accessibility for people with disabilities.

Strengths	Challenges
<div><div>1. A KII with programme staff indicated that CWW is proactive in identifying mitigation measures for major programmatic issues such as difficulties in accessibility to latrines for people with disabilities. For example, discussions are reportedly taking place with Handicap International to obtain a list of people with disabilities in Sector 5 and part of Sector 4 in order to identify the location of potential new latrines that would be adapted to the needs of people with disabilities.</div><div>2. Programme staff further indicated that CWW collects feedback on WASH services from beneficiaries through diversified mechanisms including participation in IOM camp coordination and camp management monthly block level meetings, participation in camp high committee weekly meetings and through HPs and HP supervisors who conduct house-to-house messaging.</div><div>3. A KII with the programme manager indicated that the CWW Juba office offers relevant and timely programme support. The Emergency Programmes Director in Juba is specifically focused on the Bentiu response. Additionally, while Bentiu has its own WASH engineer for technical support, programme staff highlighted that they receive timely support from technical advisors from the global headquarters in Dublin through Skype when necessary.</div></div>	<div><div><div>External Challenges</div><div><div>1. The programme manager reported that the rainy season presented logistical challenges for desludging, reportedly slowing down the IOM-managed desludging process in the camp which caused latrines to collapse frequently.</div><div>2. KIIs with programme staff indicated that a cholera outbreak delayed the implementation of community-ownership strategies given the need to refocus temporarily on emergency response.</div></div></div><div><div><div>Internal Challenges</div><div><div>1. HPs conducted strikes to protest the elimination of their positions as part of the roll out of community ownership strategy. The dispute culminated in January 2017 with a structured strike movement that led to the disruption of various essential services such as water supply, latrine cleaning and garbage collection in the site for three weeks.</div><div>2. KIIs and physical verification showed that constructed latrines are hard to access for many people with disabilities, especially those with mobility impairments.</div></div></div></div></div>

1. OCHA. South Sudan: People Internally Displaced by Violence. Nov. 2016.  
2. UNHCR. South Sudan Situation Regional Overview. Dec. 2016.  
3. FAO. South Sudan: Escalating Food Crisis in 2017. Nov. 2016.  
4. The programme was originally supposed to last from July 2016 through January 2017 but benefitted from an extension until the end of March.  
5. Due to reasons associated to security clearance, the monitoring team was not able to visit projet sites outside of the Bentiu Protection of civilians site.  
6. Time constraints combined with miscommunication regarding scope of CWW latrines (e.g. CWW staff did not communicate that latrines labeled with "Government of Canada" were partially funded by UNICEF) prevented IMPACT team from mapping all UNICEF funded latrines. Latrine mapping included portion of latrines in Sectors 4 and 5 of Bentiu PoC).

# UNICEF5 Project Factsheet: UNICEF - Concern Worldwide WASH Programme

## Third Party Monitoring for DFID HARISS Programme

## Proposed, Reported and Verified Project Activities, Outputs and Outcomes

IMPACT collected data from both primary and secondary sources to compare proposed, reported and verified project activities, outputs and outcomes. Non-verified items do not indicate that these activities, outputs, or outcomes are not occurring, but rather that the methodology did not capture this information.

- ☒ Reported or verified items  
☐ Non-verified items

	Proposed	Reported <sup>7</sup>	Verified
	<i>Proposed items refer to activities, outputs and outcomes that were submitted in the contracting partner's proposal</i>	<i>Reported items refer to activities, outputs and outcomes that were reported in standard reporting to DFID or internal</i>	<i>Verified items refer to activities, outputs and outcomes that were verified through KIIs, FGDs or physical observation.</i>
Location	<ul style="list-style-type: none"> <li>☑ Bentiu PoC, Rubkona County, Unity State</li> </ul>	<ul style="list-style-type: none"> <li>☑ Bentiu PoC, Rubkona County, Unity State</li> </ul>	<ul style="list-style-type: none"> <li>☑ Bentiu PoC, Rubkona County, Unity State</li> </ul>
Activities	<ul style="list-style-type: none"> <li>☑ Construction of semi-permanent latrines, handwashing stations and laundry space in Sector 5 and part of Sector 4 of the PoC</li> <li>☑ Solid waste collection in the PoC<sup>7</sup></li> <li>☑ Door-to-door outreach activities and construction of a meeting place for training and community hygiene promotion sessions including “Kids Clubs”</li> <li>☑ Implementation of a community based approach to WASH management</li> <li>☑ Protection of boreholes and operation of the Bentiu Surface Water Treatment (SWAT) system</li> <li>☑ Water quality monitoring at household level and at the water collection points</li> <li>☐ Maintenance of showers, handwashing stations and latrines in the PoC<sup>7</sup></li> </ul>	<ul style="list-style-type: none"> <li>☑ Construction of semi-permanent latrines, handwashing stations and laundry space in Sector 5 and part of Sector 4 of the PoC <ul style="list-style-type: none"> <li>▪ 188 latrine stances constructed</li> </ul> </li> <li>☑ Solid waste collection in the PoC <ul style="list-style-type: none"> <li>▪ 1,200 garbage bags collected in CWW operational areas per week</li> </ul> </li> <li>☑ Door-to-door outreach activities and construction of a meeting place for training and community hygiene promotion sessions including “Kids Clubs” <ul style="list-style-type: none"> <li>▪ 5,478 households visited for hygiene promotion in the PoC</li> </ul> </li> <li>☑ Implementation of a community based approach to WASH management <ul style="list-style-type: none"> <li>▪ One community solid waste campaign ongoing</li> </ul> </li> <li>☑ Protection of boreholes and operation of the Bentiu SWAT system <ul style="list-style-type: none"> <li>▪ Five boreholes rehabilitated in total</li> </ul> </li> <li>☑ Water quality monitoring at household level and at the water collection points <ul style="list-style-type: none"> <li>▪ 20 water points regularly monitored for water quality</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>☑ Construction of semi-permanent latrines, handwashing stations and laundry space in Sector 5 and part of Sector 4 of the PoC <ul style="list-style-type: none"> <li>▪ Non-exhaustive mapping of CWW latrines in the PoC substantiated construction of 181 latrines in the proposed/reported areas (Sector 5 and Blocks 8 through 12 in Sector 4)</li> <li>▪ KII with programme manager showed that laundry space construction was abandoned after consultation of the cluster given the fact that users allegedly do not use those spaces</li> </ul> </li> <li>☑ Door-to-door outreach activities and construction of a meeting place for training and community hygiene promotion sessions including “Kids Clubs” <ul style="list-style-type: none"> <li>▪ Physical verification of hygiene promotion session</li> </ul> </li> <li>☑ Implementation of a community based approach to WASH management <ul style="list-style-type: none"> <li>▪ KIIs report that the activity is taking place but that it has been slowed down by cholera outbreak and HP strike movement</li> </ul> </li> </ul>
Outputs	<ul style="list-style-type: none"> <li>☑ Affected populations have timely access to safe and sufficient quantity of water for drinking, domestic use and hygiene</li> <li>☑ Affected populations are enabled to practice safe excreta disposal with dignity in a secure environment.</li> <li>☑ Affected populations have knowledge and appropriate behaviours to prevent and mitigate WASH related diseases and practice good hygiene</li> <li>☑ Coordination of WASH Cluster partners in Unity State and the management of the WASH core pipeline</li> </ul>	<ul style="list-style-type: none"> <li>☑ Affected populations have timely access to safe and sufficient quantity of water for drinking, domestic use and hygiene <ul style="list-style-type: none"> <li>▪ 85% of weekly household water samples indicate a Free Residual Chlorine (FRC) rate of 0.25-0.3mg/l however quantity of safe water used per capita per day is still suboptimal</li> </ul> </li> <li>☑ Affected populations are enabled to practice safe excreta disposal with dignity in a secure environment <ul style="list-style-type: none"> <li>▪ As of December 2016, 42 latrines had been constructed by the community (target 60)</li> </ul> </li> <li>☑ Affected populations have knowledge and appropriate behaviours to prevent and mitigate WASH related diseases and practice good hygiene <ul style="list-style-type: none"> <li>▪ Ratio of one HP for 500 inhabitants of the PoC as of December 2016</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>☑ Affected populations have timely access to safe and sufficient quantity of water for drinking, domestic use and hygiene <ul style="list-style-type: none"> <li>▪ KII with programme manager confirmed that 85% of weekly household water samples had an acceptable FRC rate</li> <li>▪ KII with WASH coordinator confirmed that water supply at the boreholes is too low</li> </ul> </li> <li>☑ Affected populations are enabled to practice safe excreta disposal with dignity in a secure environment <ul style="list-style-type: none"> <li>▪ Verification led to the identification of a sizeable proportion of latrines (55.8% or 101 out of 181 latrines assessed in need of maintenance)</li> <li>▪ Physical verification of 145 latrines substantiates report that latrines are not accessible to people with disabilities</li> </ul> </li> <li>☑ Affected populations have knowledge and appropriate behaviours to prevent and mitigate WASH related diseases and practice good hygiene <ul style="list-style-type: none"> <li>▪ KII with HP confirms training</li> <li>▪ Observation of hygiene promotion session and KII with HP substantiated the implementation of behaviour change activities</li> </ul> </li> <li>☑ Coordination of WASH Cluster partners in Unity State and the management of the WASH core pipeline <ul style="list-style-type: none"> <li>▪ According to KIIs, CWW procurement process is often slow but UNICEF/IOM co-pipeline is helpful in cases of delays</li> </ul> </li> </ul>
Outcomes	<ul style="list-style-type: none"> <li>☑ Reduced mortality and morbidity through increased access to safe water and sanitation facilities and implementing hygiene promotion activities that will increase the capacity of the target population to prevent outbreaks of WASH related diseases</li> </ul>	<ul style="list-style-type: none"> <li>☑ Reduced mortality and morbidity through increased access to safe water and sanitation facilities and implementing hygiene promotion activities that will increase the capacity of the target population to prevent outbreaks of WASH related diseases <ul style="list-style-type: none"> <li>▪ 38% children have had diarrhoea over the last two-weeks in the PoC - on track toward the 34.6% target (10% decrease from the baseline survey)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>☑ Reduced mortality and morbidity through increased access to safe water and sanitation facilities and implementing hygiene promotion activities that will increase the capacity of the target population to prevent outbreaks of WASH related diseases <ul style="list-style-type: none"> <li>▪ KIIs confirmed that CWW WASH services are improving awareness on waterborne disease prevention in the community</li> </ul> </li> </ul>

7. CWW 2nd Quarterly Report for Oct to Dec 2016. This report aggregated data at the state level, therefore statistics included in this column also include services provides in Guit and Rubkona counties unless specified otherwise.

8. Interrupted in January due to strikes.