EXTERNAL EVALUATION - END OF PROJECT EVALUATION TANZANIA – WASH

PROJECT CODE: WASH 2017-2021 – 2017-14-TZ-DGD
DATE OF EVALUATION: JANUARY-MAY 2022
EVALUATOR(S): KEY AID CONSULTING (INFO@KEYAIDCONSULTING.COM)
EVALUATION MANAGEMENT TEAM (EMT):
- BRC-FL: AMBRE PARISSE (PROJECT MANAGER), DIDIER VAN AERT (HEAD OF INTERNATIONAL OPERATIONS), YOUSRI EL ADAK (EVALUATION MANAGER)
- TRCS: NATHAN VINCENT (WASH FIELD COORDINATOR), NICODEMUS NKIAMI (WASH ENGINEER), HILARY NGUDE (HEALTH DIRECTOR)

BACKGROUND INFORMATION

The evaluation is part of the programme 2017-2021 of the BRC-FL International Cooperation department financed by the Belgian Development Cooperation (DGD). The evaluation is focusing on the relevance, effectiveness, impact, efficiency, coherence and sustainability of the Water, Sanitation and Hygiene (WaSH) program in *Tanzania*.

SUMMARY OF MANAGEMENT RESPONSE

BRC-Fl and TRCS for the larger part agrees with the recommendations of the consultant. They all aim to achieve an increased efficiency, relevant, effectiveness or sustainability therefore increasing the impact of future interventions. To be noted that some of the recommendations were only applicable to other countries as already implemented in Tanzania throughout the program (recommendations 5 & 8). Key actions will be implemented by TRCS through its current program finances by Enabel. They mostly focus on ensuring the impact of the intervention, improving the sustainability of the interventions, but also on taking the necessary input from the different stakeholders into account.

MANAGEMENT RESPONSE TABLE

Recommendation 1: Improve the quality of needs assessments.					
Management response: ☐ **Partially accepted**	**Response rationale:** Having quality needs assessment even before designing the program would be the best way to ensure relevance but also efficiency throughout the implementation. Although that is often a challenge due to budget constraints, at least some level of needs assessment should take place before the start of the project. Additionally, reducing the scope of the needs assessment thanks to information coming from other actors can increase the efficiency of the said needs assessment.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
1.1 Identify the main indicators of interest for the National Society and how they can be impacted by other actors.		Q2 2022	WASH engineer		
1.2 Develop a needs assessment template including baseline data and context information. The template should also provide 3 levels of assessment (basic, moderate and extensive) to allow its use even if the budget or time is limited.		Q3 2022	WASH engineer		
1.3 Develop a pre-needs assessment to limit the geographical scope of the needs assessment. Before the needs assessment, reach out to other actors and government institutions active in the region to specify the scope of the needs assessment.		Q3 2022	WASH engineer		

Recommendation 2: Better integrate a WaSH market-based approach for latrine construction.					
Management response: ☐ **Accepted**	**Response rationale:** Ensuring the availability of improved latrines items is crucial to ensure the replicability of the intervention by the community members themselves. The increase of demand following the intervention is sometimes not enough to trigger an increase of the offer or this process of offer increase can be so slow that demand would falter before the offer would be able to keep up. The option of consciously providing assistance to the local market would solve the challenge of sustainability while supporting the local economy.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
2.1 Develop an SOP for the potential modalities of the market-based approach with financial feasibility analysis		Q4 2022	WASH engineer		

2.2 Identify the market actors in the intervention area. They should then be linked with the manufacturers and TRCS should be part of the initial negotiations.	Q4 2022	Field wash officer		
2.3 Establish community-based sanitation committees to increase the demand from the community and link them with the market ac-tors.	Q4 2022	Field wash officer	ongoing	
2.4 Pilot a voucher assistance for satos instead of a direct distribu-tion of the satos to the households.	Q4 2023	WASH engineer		

Recommendation 3: Better plan volunteers' inputs.				
Management response: ☐ **Partially accepted**	**Response rationale:** Volunteers being community members themselves, being the first contact to the rest of the population and often providing key element of the intervention (hygiene promotion), they are the best place to bring information up to the stakeholders of a project. Taking into consideration their feedback in time can avoid delays and but also misalignments between the planned activities, the needs and the expectations of the beneficiaries or government entities.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
3.1 Improve and formalize the feedback from the volunteers on their activities, challenges and suggestions should be collected through KOBO and through monthly volunteers meeting with the field project officer.	Continuous	Field wash officer	ongoing	

Recommendation 4: Involve the local authorities early in the programme design.				
Management response: ☐ **Accepted**	**Response rationale:** The program had properly involved the WASH local authorities at the beginning program. However, more actors can have an impact on wash infrastructure or on hygiene promotion. Correctly identifying those actors and pro-actively maintaining the contact throughout the program is key.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
4.1 Identify all stakeholders of the projects and organize a joint meeting to present the plans of the project and individual meetings	Q4 2023	TRCS		

				Tracking	
to have a clear view of the plans of the actors and the impacts on the project.					
4.2 Developing communication mechanism for each stakeholder in order to be aware of the updates of their own work plans.	Q4 2022	TRCS			
4.3 Involve the wash actors in the design of the program and proactively search for synergies and complementarities with their own work plans.	Q4 2023	TRCS			
4.4 Develop a common understanding of the project monitoring and handing over modalities and the involvement of the WASH government actors in these steps	Q4 2022	TRCS			

Recommendation 5: Better monitor the quality of slabs constructed by volunteers.					
Management response: ☐ **Rejected**	**Response rationale:** Slabs were not used in Tanzania. Sato pans were used instead. Additionally, the use of trained local artisans significantly decreased the risk of quality issues compared to the use of volunteers.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
N/A					

Recommendation 6: Collect more data on the service delivery of water points.					
Management response: ☐ **Accepted**	**Response rationale:** With the flow of water and the water safety being non-constant, regular data collection and follow-up should be made. The results from these collected data should then be used to inform and adapt the intervention.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
6.1 Proceed with quarterly comprehensive quality of water testing at the source, water point and household level on monthly basis and build database for comparison.		Q3 2022	TRCS		

6.2 Proceed with flow of water testing on monthly basis and include in the follow-up database (that should also contain information on the water point status)	Q3 2022	TRCS		
6.3 Based on the developed database results, adapt intervention throughout the program	Continuous	TRCS		

Recommendation 7: Simplify some monitoring indicators and internalize the analysis within HNS to make them actionable.				
Management response: ☐ **Accepted**	**Response rationale:** The sustainability of WASH intervention can only be ensured if TRCS is independently able to assess the impact of their future project. M&E capacity building is therefore as important as wash capacity building.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
7.1 Separate the indicators between observational questions (does the HH have a latrine, with taps, etc.) and when and how the HH says to use the latrines. Same for the handwashing practices, split observation (does the HH have a handwashing station with soap and water) and knowledge (does the HH know the key times for handwashing)	Q4 2023	TRCS and partners		
7.2 Limit the complexity of the data analysis and train the M&E department in this planned data analysis. As the capacity increases, the complexity of the data analysis can increase again.	Q4 2023	TRCS and partners		

Recommendation 8: Improve communications with beneficiaries on the expected material to be delivered for latrine construction.				
Management response: ☐ **Rejected**	**Response rationale:** This is not applicable to TRCS as the expectations of the communities were aligned with what the project planned to provide. This was ensured through a clear design of the intervention strategy which was then communicated and agreed during community meetings at village level at the beginning of the project. The modality of the project was then continuously reinforced by the volunteers through their household visits.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
N/A				

Recommendation 9: Provide a more comprehensive training to WUC.				
Management response: ☐ **Partially accepted**	**Response rationale:** Improving the capacity building of the WUC (in Tanzania called CBWSO) could definitely serve the projects and the sustainability of interventions. However, in Tanzania the trainings were already including the maintenance of all systems available in the area including what was not introduced by the project. What could be improved would be the training of CBWSO on the proper quality testing and treatment of water.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
9.1 Develop a guideline for quality testing to be done by the CBWSO	Q4 2022	TRCS		
9.2 Develop response mechanisms to be followed by the CBWSO based on the results of the quality testing.	Q4 2022	TRCS		
9.3 Develop and provide a training of CBWSO on the above developed guidelines with infield practice exercise.	Continuous	TRCS		
9.4 Include realistic practice exercise to all trainings of WUC	2023	TRCS		

Recommendation 10: Test water quality more systematically.				
Management response: ☐ **Accepted**	**Response rationale:** Testing for the water quality comprehensively on quarterly basis and on specific issues when necessary (more regularly) will allow for the project to quickly response to changes in the environment or adapt the project planned activities if unplanned challenges occur.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
10.1 (see key action 6.1)	Q3 2022	TRCS		
10.2 (see key action 6.3)	Continuous	TRCS		
10.3 Include the procurement of testing kits in project designs and budget	Continuous	TRCS		
10.4 Include the training on the use of testing kits in project designs and budget	Continuous	TRCS		

10.5 Proceed with regular testing of water through field test based on specific issues (example: e-coli, cholera only test, etc.)	Q3 2022	TRCS		

Recommendation 11: Work on a sustainability framework.				
Management response: □ **Partially accepted**	**Response rationale:** Having a clear view on what are the potential threats to sustainability and what are the strategies to face them is crucial to ensure the long-stating impact of WASH project. TRCS in collaboration with its current and future WASH partners needs to put in place a sustainability framework that is to be revised continuously.			

Key action(s)	Deadline	Responsible	Tracking	
			Status	**Comments**
11.1 Organize discussions with other WASH actors in Tanzania to brainstorm on how to ensure sustainability of wash projects.	Q4 2023	TRCS		
11.2 First draft of the sustainability framework	Q4 2023	TRCS		
11.3 Revisions of the sustainability framework	continuous	TRCS		

Recommendation 12: Map responses and actions that need to take place when (not if) a water point stops working.				
Management response: □ **Accepted**	**Response rationale:** Disruption of the water systems is unfortunately likely to happen. Being prepared to respond to the most typical technical issues can allow for the population to continue to have access to safe water through a quick re-establishment of the net-work or through realistic short-term alternatives.			

Key action(s)	Deadline	Responsible	Tracking	
			Status	**Comments**
12.1 Identify the types of system disruptions that are the most likely to happen	Q1 2023	TRCS		
12.2 Identify the alternatives available for the households if a water point would stop working and how to ensure they don't turn to un-safe water sources	Q2 2023	TRCS		
12.3 Develop a workflow with the tasks and responsabilities of the different actors based on the level and type of breakdowns	Q2 2023	TRCS		

Recommendation 13: Offer a clear commitment to support operation and maintenance of WASH services, post construction for at least 3-5 years.	
Management response:	**Response rationale:**

□ **Partially accepted**	To ensure the sustainability of the new water systems, it is indeed crucial to have a clear view of which actors are going to oversee the operation and maintenance and what their specific roles would be. However, the identifications of actors should be done on a project basis as it will depend on the context and capacities of the entities active in the selected area.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
13.1 Identify the actors with the mandate and capacity to take part in the operation and maintenance of the system	Q4 2022	TRCS		
13.2 Organize joint discussions on the roles and responsibilities of each actor during the project but also after the end of the project	Q2 2023	TRCS		
13.3 Ensure each actor provides clear commitments through memorandum of understanding or other relevant documents	Q2 2023	TRCS		