

## PROGOAS - Governance, Water and Sanitation Programme



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### Outreach

PROGOAS has created access to potable water for more than 200'000 people by building and rehabilitating 465 boreholes and 2 small piped systems. The programme's capacity building activities on managing and repairing water points have reached 140 artisans and 11'000 water and sanitation committee members (47% of whom were women). Around 460,000 people gained access to improved sanitation via individual and institutional latrines. The programme also supported 316 community development councils and 121 consultative councils with regard to, for example, participatory planning skills and community representation and organised training for more than 10'000 socially engaged citizens, of which 39% were women, on participation in planning and accountability processes, both introduced by PROGOAS.

### Main lessons learnt

PROGOAS developed several tools to improve the local governance. One such tool, the ***Planning Fair***, enabled community representatives to participate in the yearly planning process realized through the consultative councils and done by the district technical teams.

The accountability component of the *Planning Fair* ensures the district government informs the consultative councils about projects executed by the government. The government was quick to realize that *Planning Fairs* could help improve the downstream information flow from district to community level. They also appreciated the tool's ability to prepare more realistic annual plans. The *Planning Fairs* had adapted to the financial capacities of the district while responding to the district's needs of ensuring information is channeled to the communities.

**The conclusion based on this experience is that an effective new mechanism to improve local governance requires a design that matches legal requirements and is adapted to the technical and financial capacities of local actors.**

PROGOAS developed a ***Public Private Partnership*** approach based on the collaboration of these three local actors. The artisans are contracted by the local government through the district technical service to regularly oversee the water points and to undertake major reparation works. Supervision consists of visiting water points to control the functionality of the hand pump and also the effectiveness of the water and sanitation committee in terms of good governance and small maintenance tasks. Repairs are done following requests submitted by the community or via the technical service. The district government covers all supervision costs, but the

community is asked to contribute, where possible, to the repair costs, with the district covering the rest. This model has been successfully tested in one district before being replicated in all four districts in the last phase of the programme. To achieve such a result, PROGOAS had to first strengthen the capacities of all three actors. The water and sanitation committees were trained on fundamental topics, HELVETAS gave the artisans business-oriented support and the district technical service benefited from several trainings on various topics, but also material. To summarize, one can say that community handpump management has its limits. It requires suitable technical and financial support from the local government and private sector.

HELVETAS used the **RANAS model** to identify which psycho-sociological factors have an influence on changing sanitation behavior in northern Mozambique. The conclusion highlighted that social norms play an important role as well as the importance of having a latrine in good condition. To address social norms, HELVETAS and its implementing partners developed a post-ODF intervention based on visual recognition in the form of a flag that is put on top of the latrines of families who properly use and maintain them. The idea behind the approach is to create peer pressure on latrine use and promote the use of latrines within families. The results show that this strategy is effective: most of the families that were not recognized made an effort to rebuild their latrine, receive the flag and avoid "being disregarded by families with flags". As a conclusion, one can say that it is important to properly understand the social context of a project before designing a behavior change strategy.