

WATSAN MONITORING FOR EFFECTIVENESS

TRAINING WORKSHOP NGO & IRC

Bangladesh, 9-15 July 1997

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Workshop Report

by

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Acknowledgements

Thanks to the keen, knowledgeable and enthusiastic participants much could be achieved in the limited time (five days) that were available for the training workshop. I hereby wish to express my warm appreciation and thanks for all the support received and look forward to reviewing the fully revised monitoring system and later on seeing the information it will produce.

1. Introduction

The training workshop on Monitoring for Effectiveness of WATSAN programmes took place in Cox's Bazar, Bangladesh from 9-13 July 1997. The objectives were (1) to enhance the knowledge and skills of the participants regarding WATSAN monitoring and (2) to improve the existing monitoring system of NGO Forum. A further aim was to help develop a simplified monitoring system that can also be used by other WATSAN agencies in Bangladesh.

The workshop was organised by NGO Forum and facilitated by IRC (Fig. 1). The nineteen participants were NGO Forum's Director (1), Field Co-ordinator (1), Senior Programme Officers (2), Regional Officers (10) and senior staff (5) of the Communication, Information, Training and Monitoring Cells and Accounts Office. A list of participants can be found in Appendix 1. On 15 July participants of the course gave a debriefing to the financiers of the programme.

2. Methodology

The workshop was based on the experiential learning methodology. This methodology recognises that adults have obtained professional and personal experiences and insights on which new learning can be based. It also recognises that learning is a group process and that course staff are learning facilitators and not conventional teachers.

Throughout the workshop participatory methods and tools were used in plenary sessions and small working groups. These included card writing and sorting (Fig. 2), case study analysis, role play, mapping, checklist development and pocket voting. On key topics the facilitator gave a presentation to explain issues and enhance knowledge and understanding. Examples of monitoring tools from other countries and programmes were frequently used.

The course started with a review of current monitoring problems and expectations of the participants about the course (Figs. 3 and 4). The inventories showed a need to simplify the current monitoring system. Less quantitative and more qualitative data are required. The focus of monitoring should be on the effectiveness of WATSAN activities. Interest was also expressed in using more participatory data collection methods. Presently monitoring is mainly by Regional Officers and the monitoring cell in the headquarters of NGO Forum. In the revised system partner NGOs and villagers will participate in monitoring. Monitoring data and reporting will be class and gender-specific.

3. Outputs

3.1 Programme objectives and monitoring areas

A good monitoring system can show if objectives and targets are likely to be reached with the given means and strategies. If this is not the case, it helps show up where the problems lie, so that users of the information can take appropriate action. Monitoring is also a learning tool, which makes the users of the tool aware of issues they may not have thought of earlier, such as class and gender.

Because monitoring is related to objectives, the participants formulated the objectives and sub-objectives for the WATSAN programme in Bangladesh and for NGO Forum and its partners (Fig. 5).

The overall programme goal of the WATSAN sector in Bangladesh to which the monitoring will be related was identified as "The reduction of water and sanitation related morbidity and mortality [from an average ...% to ...%¹] by 2020.

¹ Not defined during workshop

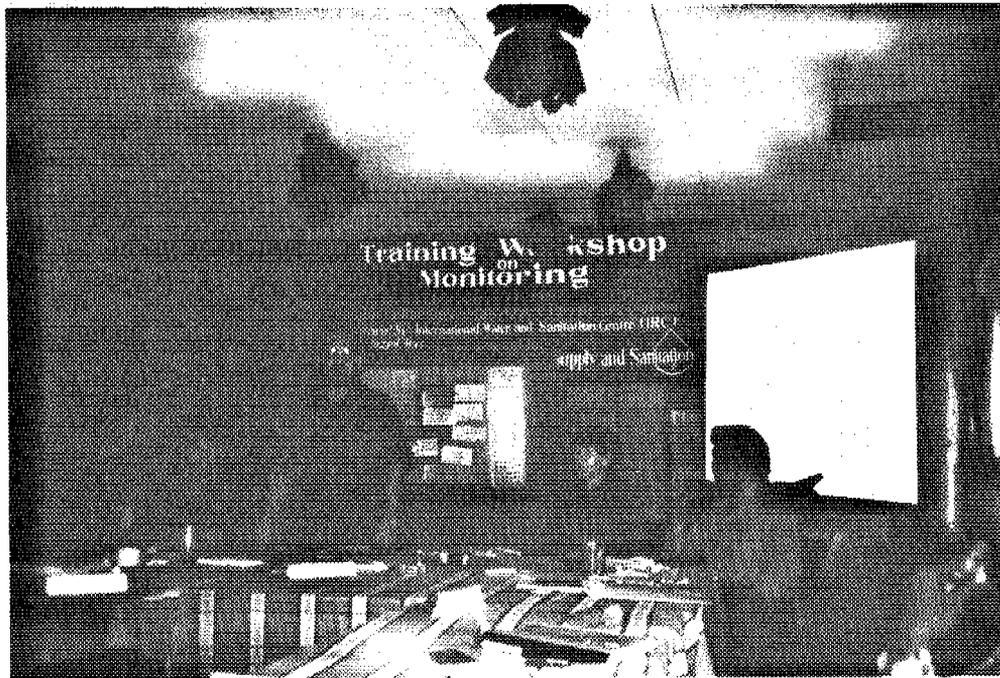


Fig. 1 Training workshop on WATSAN monitoring by NGO and IRC

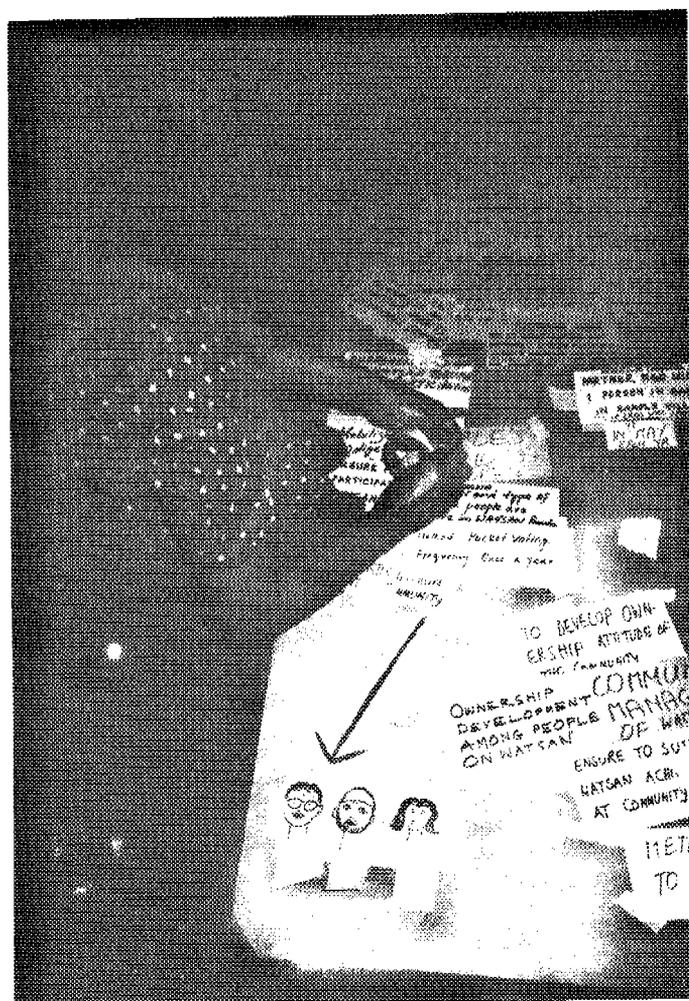


Fig. 2 Card writing and clustering

The objective of NGOF, or project purpose, was defined as "All people in the intervention areas use tubewells and sanitary latrines by 2020". The participants decided that this overall NGOF objective or project purpose can be realised by achieving the following sub-objectives:

For improved sanitation:

- To increase village sanitation coverage from 40% to 75% by the year 2000;
- To ensure that all latrines are properly installed, maintained and used.

A coverage of 75% of household latrines was chosen as Esrey² has concluded from comparative health impact studies that a 75% ownership and use of latrines is the critical mass which brings an impact on public health.

The increased coverage is to be achieved by three further sub-objectives:

- (1) making the means for installing improved household latrines available to each household in the intervention area, by setting up and keep operative one "reachable" and "capable" village sanitation centre in each "unserved" union;
- (2) ensuring that established VSCs continue to function "well";
- (3) Promoting and meeting the demand of individual households for sanitary latrines.

In the workshop the concepts put between quotation marks were further defined. Participants also set criteria for measurement and listed targets for output (Fig. 5).

An important gap noted in the project is the absence of a school sanitation and hygiene component in the project. As children are more susceptible to disease and schools are places where water and sanitation related diseases can easily be transmitted, this absence may be an important reason why incidence of water and sanitation related diseases has remained high in the country. This gap is addressed in the proposed follow-up to the workshop, discussed at the end of this report.

The sub-objective identified for improved water supply was:

- All "disadvantaged people" of "unserved areas" will have "access to" and "use of safe water" for "key" household uses.

The participants agreed that in most cases, tubewell water could be classified as safe, being groundwater. However, in the arsenic areas, more specification is needed on which sources are safe and unsafe. The participants also decided that for health benefits it makes no difference whether bathing and clothes washing is done in tubewell or surface water. Therefore, only water uses that involve ingestion of water are classified as safe or unsafe depending on the type of source used.

To meet the water subjective, it is necessary that:

- New tubewells are "properly installed" for each unserved group of 10 households/75 people;
- Installed tubewells function and are used "properly".

The participants later defined "properly" and set criteria for measurement, looking at technical, social, institutional, environmental and health appropriateness (Fig. 8).

Promotional activities are important for creating hardware demand and achieving proper use, maintenance and hygiene behaviour.

² Esrey, S.A. 1994. Complementary strategies for decreasing diarrhea morbidity and mortality: water and sanitation. Paper presented at a meeting of the Pan American Health Organisation, Washington D.C., March 2-3.

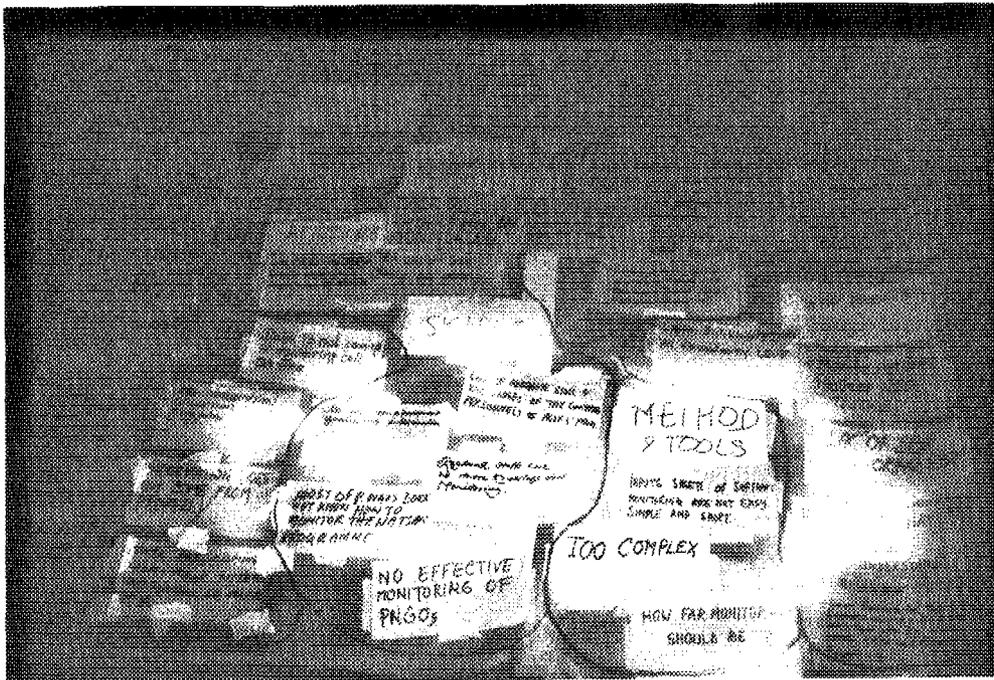


Fig. 3 Problems with monitoring

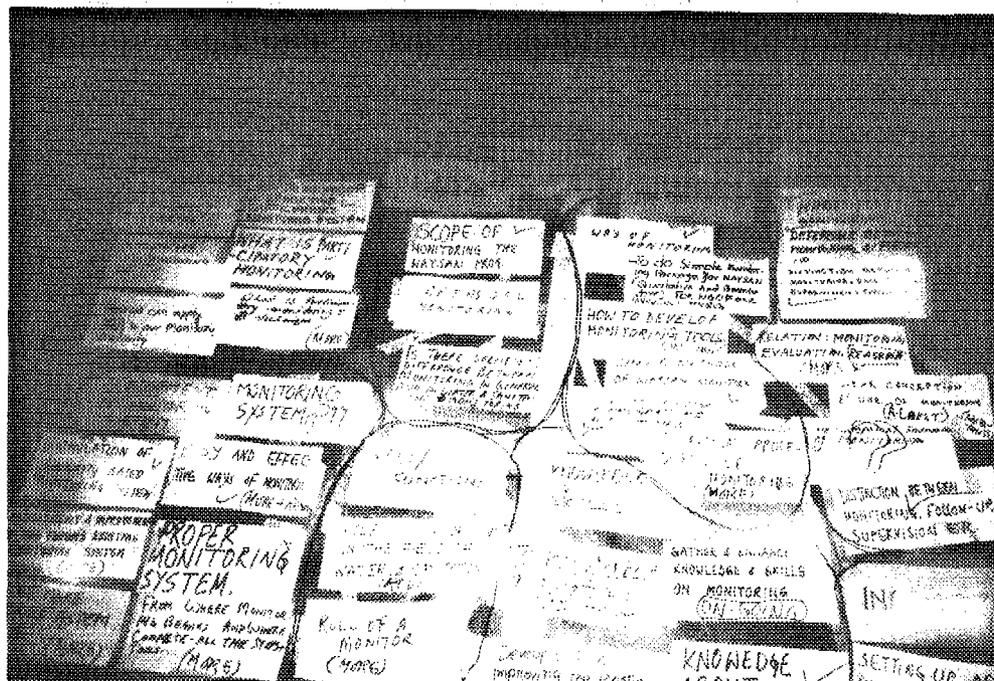


Fig. 4 Expectations from the workshop

The participants identified the following subobjectives for promotion and mobilisation:

- Create awareness of the project and the promoted changes through appropriate materials and actions;
- Enhance community participation in the promotion of facilities and behavioural change;
- Build the capacities of PNGOs for effective information, mobilisation and participation;
- Enhance capacities of [more advanced] communities to take on the local management of water supply, sanitation and hygiene improvements;
- Realise, in combination with the hardware inputs, improved practices;
- Establish an effective network for support to the WATSAN sector.

The realisation of the above objectives requires a range of capacities at various levels. To develop these capacities, NGO organises a number of training courses. The objectives of these courses are:

- Establish commitment, knowledge and skills to effectively carry out the required activities;
- Ensure that the developed commitment, knowledge and skills are practised properly in the field.

Based on the sector goal and project objectives the participants identified the following areas for monitoring effectiveness of WATSAN activities: 1) sanitation, 2) water supply, 3) information, mobilisation and participation and 4) training.

Monitoring was chosen to become *integrated*, that is, in the respective monitoring events, assessment of and reporting on technical, social, environmental and health aspects are combined.

On the *quantitative side*, monitoring will be reduced, but continue to include numbers of tubewells (by type), Village Sanitation Centres (VSC), latrines (by type), community information/mobilisation activities (by type) and training (by type).

On the *qualitative side*, monitoring will focus on the effectiveness of the WATSAN programme in reaching its goal and objectives. For this, specific indicators and sub-indicators will be set in all four monitoring areas identified. The system of data collection, aggregation, presentation and feedback will be improved. Improvements focus on collecting only key information that can be measured reliably and give information that can be acted upon already at the level at which it is collected. Methods of data collection will be more participatory.

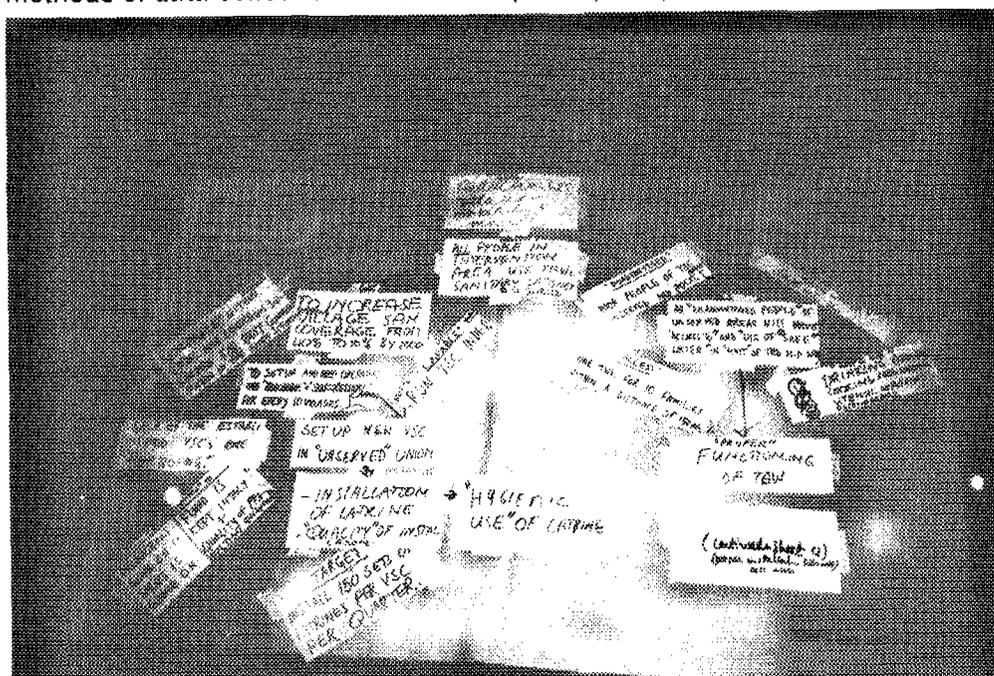


Fig. 5 WATSAN programme and project objectives

3.2 Monitoring of sanitation

The participants choose sanitation as the most important item to monitor. Reasons are that good sanitation is crucial for the reduction of diarrhoeas and sanitation is less developed than water supply. They then defined what they will monitor, who will be involved, what methods and tools will be used and what will be the frequency of monitoring a particular aspect. They also determined the upward flow of information and the feedback for one aspect. For the others this remains to be done.

WHAT:

For sanitation, three key items will be monitored, each with some sub-items:

1. Village sanitation centres: their access and performance;
2. Ongoing coverage by sanitary latrines in project communities, according to socio-economic class (better-off/medium/poor) and latrine type (pit latrine/water seal);
3. Effective installation, maintenance and use of bought latrines.

#1 MONITORING OF VILLAGE SANITATION CENTRES

HOW:

To assess the effectiveness of the VSC, NGOF will monitor the accessibility and performance of VSCs. To assess accessibility, the number, location and distribution of the VSCs will be reviewed, using maps. Performance indicators for established VSC will continue to be production, sales and financial management. They will be monitored through visits and checking of records (Fig. 5).

WHO:

The current approach of monitoring by ROs through field visits using formats will continue. But intensity of monitoring strongly performing VSCs will be reduced to allow for more intensive monitoring of weak VSCs. This will also test the sustainability of VSCs under reduced follow-up.

WHEN:

Quarterly

DATA USE:

The RO will use the data to see whether VSC targets and performance criteria are being met. (S)he will also use the information to distinguish between more and less efficient and effective VSCs, so as to see what makes some VSCs better than others. Other uses will be to strengthen the weaker VSCs and relocate VSCs when effectiveness is low or takes off due to saturation or private sector take over. The monitoring cell will use the data for reporting on the programme and for comparative analysis per region, NGO and over time. They will feed back visualised results to ROs and PNGOs. The current formats for reporting, condensation and presentation of data and feedback will be reviewed.

#2 MONITORING ONGOING HOUSEHOLD LATRINE COVERAGE

HOW & WHO:

RO staff will assisted PNGOs to start mapping latrine coverage to enable the communities to monitor their own progress in sanitation coverage (Fig.6). Mapping will be separately with men and women (gender approach), after which information will be aggregated in one map. Villagers will mark the houses of latrine owners by socio-economic class (poor, less poor, least poor) and use different beans for different type of latrines (overhung, pit, waterseal,

etc). NGOs will revert information to coverage statistics by class and latrine type (format to be developed).

No/unclean school latrines are a serious risk in transmitting W/S related diseases among children. Hence the village inventory will include school sanitation (presence latrines, ratio boys/latrine, girls/latrine, status, use, signs of outside defecation). A simple observation sheet will be developed. Monitoring will be by a village team with PNGOs. As there are now hardly any means to improve school sanitation, efforts will be made to develop a school sanitation component. As mentioned earlier, this is discussed at the end of this report.

WHEN:

Yearly

DATA USE:

PNGO and villagers will use data to assess progress and plan demand raising and financing activities (e.g. village own assistance to the poorest families) in the community. PNGO will forward coverage percentages and class-related latrine ownership data coming from the maps to RO. The maps stay in the communities for continued monitoring and as a community learning and planning tool. ROs will cross-check with decreasing intensity, from 100% to a sample of 20%-10% per PNGO. RO will send aggregated data to monitoring cell. Compilation and feedback: similar to above.

#3 MONITORING ADEQUATE INSTALLATION, MAINTENANCE AND USE OF INSTALLED LATRINES

HOW AND WHO:

A community team facilitated by a PNGO staffmember will visit each installed household latrine 2 or 3 times. During the first visit the latrine will be monitored on quality of *installation and on hygienic use*. During the second visit the team continues observing and asking questions on maintenance and use of the latrine. If the observed use and maintenance is good, no more follow-ups will be required. Otherwise another monitoring/follow-up visit may be needed.

ROs will follow up a sample of schools and household latrines for cross-checking the reliability of data from PNGO and community.

In the workshop an integrated checklist for latrine observation was drafted (Fig. 7). This form, and the mapping and school observation sheet need to be further developed by a team of NGO and PNGOs and tested in several villages.

After hygienic use of a latrine handwashing is the second most important measure to reduce morbidity and mortality from diarrhoea³. The practice of handwashing is hard to measure directly. The participants decided that handwashing can best be measured by 1) observing if the means for handwashing are available at places where the household reports to wash hands and 2) asking a child to demonstrate how it washes hands and tell when. As part of household latrine monitoring, the PNGO staff will be trained to observe and record whether 1) means for handwashing after defecation and before food handling are present (water/soap/ash/natural brush/other local means) anywhere between/in latrine and house (various locally appropriate sites are possible); and 2) if a child can demonstrate and explain proper handwashing habits.

³ WHO/SEARO, 1993. Working towards better hygiene and better health in the absence of improved facilities. SEA/EH Meet.4/4.2. Geneva, WHO.

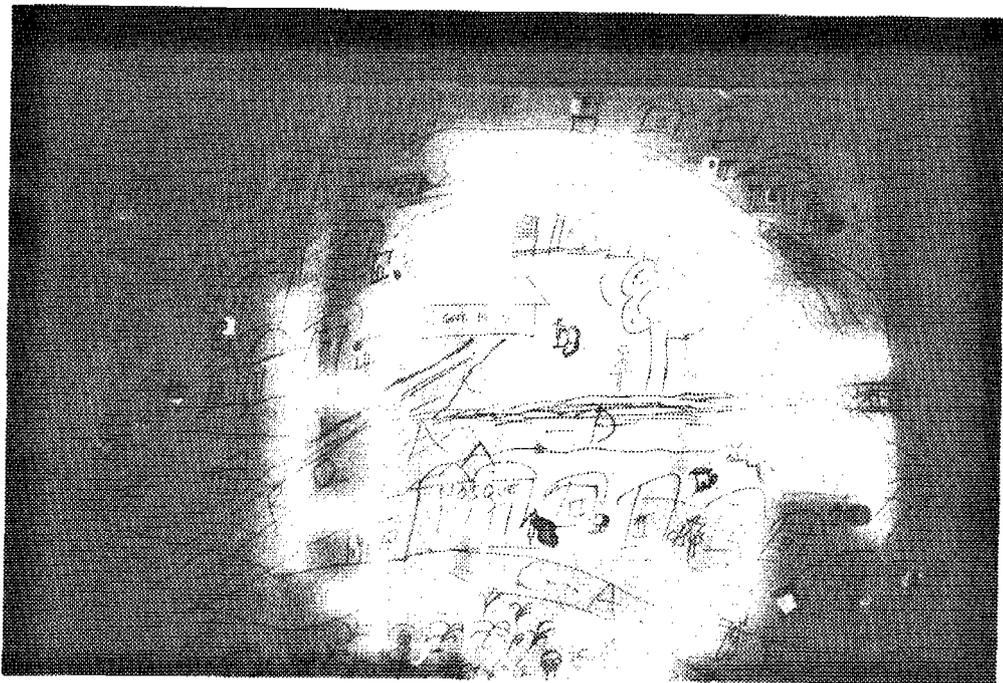


Fig. 6 Village WATSAN map made through roleplay

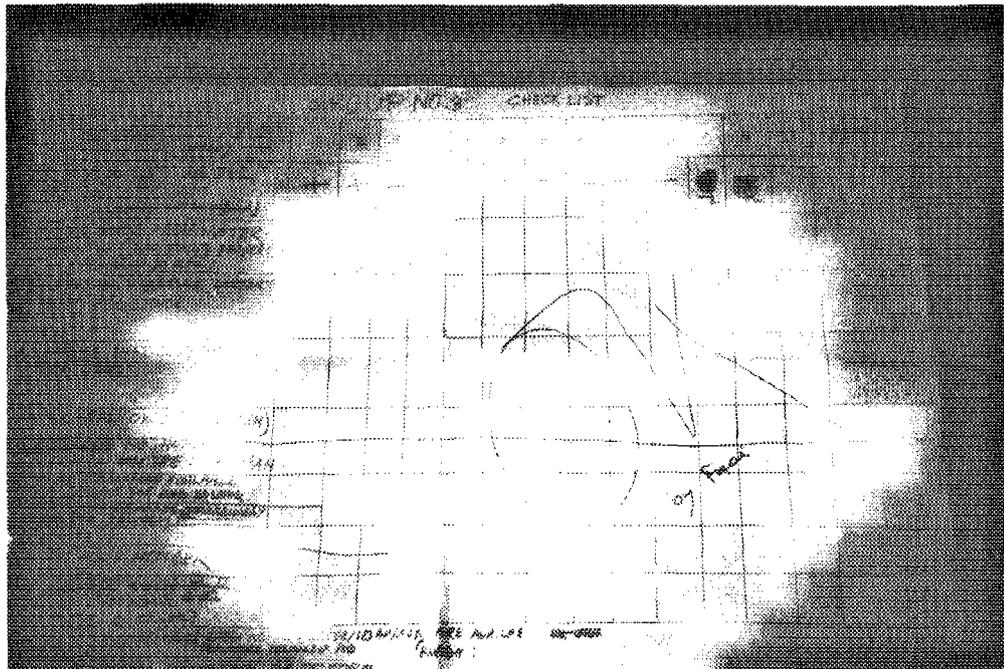


Fig. 7 Draft checklist for quality of latrine installation, maintenance and use

WHEN:

During 2 or 3 follow-up visits to each installed latrine. The number of latrine monitoring visits is yet to be decided on and tested.

DATA USE:

The village and PNGO team will use the data to ensure proper latrine installation and use. Monitoring of installed household latrines will be on decreasing frequency and intensity (good latrines are dropped, as indicated above). RO will use the data to check the performance of the PNGO. The training and information and mobilisation cell will use the data to check on appropriateness of training and motivation/participation activities.

3.3 Monitoring of water supply and use

WHAT: For water, two key items will be monitored:

1. Proper installation and use of new tubewells;
2. For installed tubewells: their proper functioning, hygiene and adequacy of numbers (to check sustained water supply coverage in connection with population growth).

#1 MONITORING OF TUBEWELL INSTALLATION AND USE

HOW:

Each installed tubewell will be visited upon installation. Items that will be monitored are soundness of technical/environmental/maintenance/health/access/use aspects. Indicators for each aspect were set (Fig. 8). Proper installation will be checked through observation (Scoring format/pictorial observation format to be developed). The method of checking on tubewell use will be pocket voting by user group (Fig. 9). Topics are type of source used by men and women and children for various uses involving direct ingestion of safe or unsafe water (drinking, washing raw food, washing utensils, mouth gargling). Pocket voting by sex will bring out gender and age group differences. Use of non-tubewell water for bathing and washing will not be measured, as other sources are considered safe for these uses. In the village both Voting and data registration will be sex-segregated. Mothers will vote on children's practices. Optionally, also fathers may be asked to vote and results compared, since they also have an educational role. In the workshop a role-play on voting was done in which the participants used pink cards for female votes and blue cards for male votes (Fig.10). The participants improved the pocket-voting chart from NEPAL by deciding that loose pictures and loose and large envelopes are more practical. WATERAID will send a sample of their pocket voting set for further reference.

WHEN:

Each new tubewell will be monitored once. This will be done in the second quarter of installation, as then habits of use can be measured.

WHO:

The PNGO and pump caretaker (PCT) will jointly visit the tubewell and fill in a tubewell completion format on all aspects. The RO will cross-check by field visit the quality of installation, presence of maintenance system and the access and use of all tubewells installed. (S)he will also check the reliability of reporting. For new PNGOs 100% cross-check will be done. For PNGOs with a good performance cross-checking will be gradually reduced to a sample of 20%-10%.

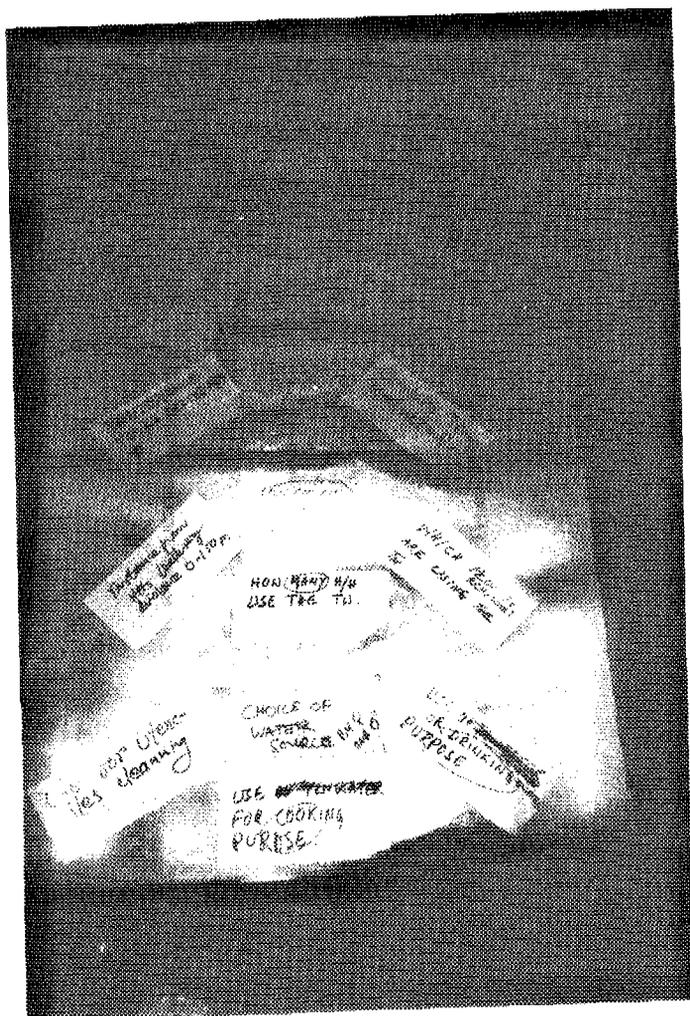


Fig. 8 Monitoring items and indicators for newly installed tubewells

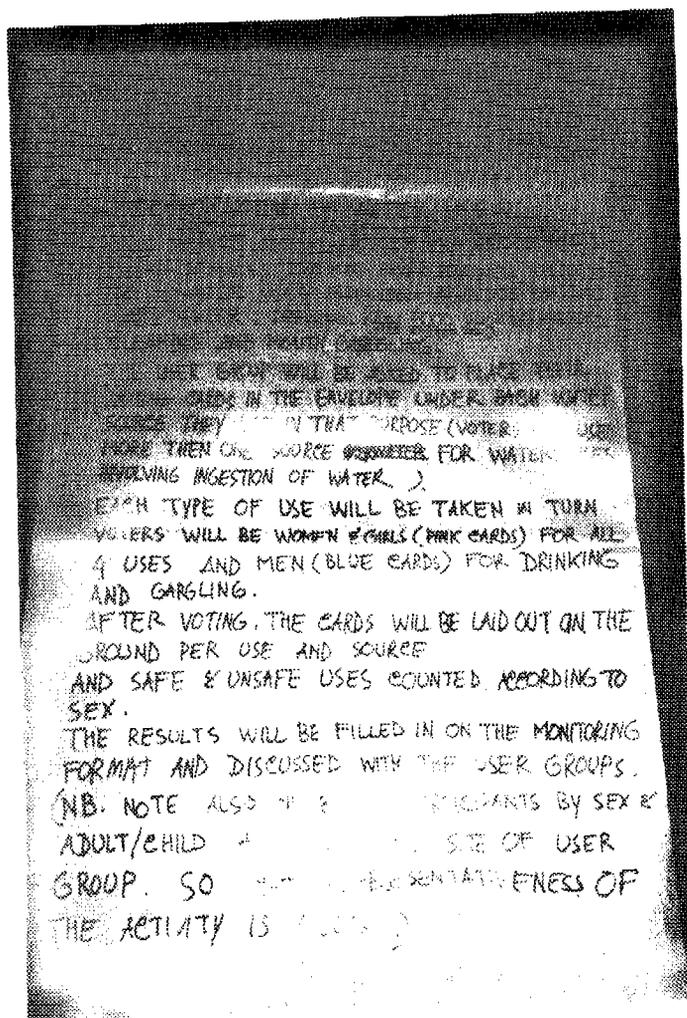


Fig. 9 Procedures for pocket voting

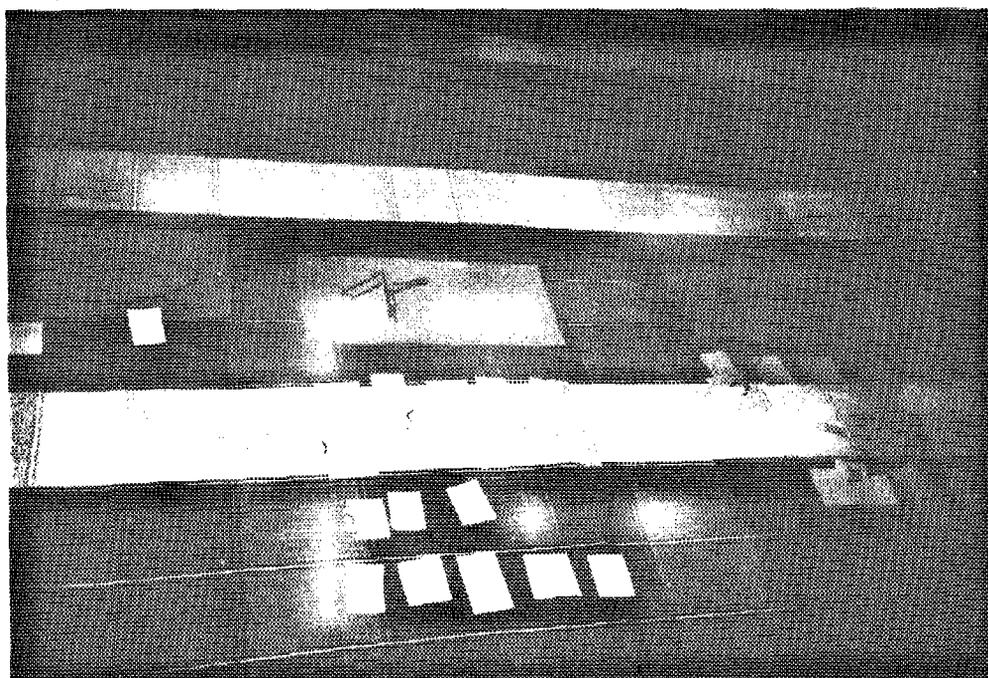


Fig. 10 Counting votes on source used for drinking by sex

USE: A procedure (5 steps) was developed for the upward flow of the data and the feedback of the aggregated information (Fig.11).

#2 MONITORING OF TUBEWELL PERFORMANCE AND HYGIENE

WHEN:

Half-yearly.

HOW & WHO:

Methods are observation visits by PNGO and interviewing and reviewing the breakdown calendar of the caretaker. The caretaker will get a simple calendar on which she will record, if necessary with the help of literate children, each breakdown period. Agreed indicators of tubewell performance are: For each pump: status of pump (operative or inoperative). For operative pumps: adequacy of discharge (method: count number of strokes to fill 20 l. pot); frequency and duration of breakdowns in the previous half year (method: calendar review with caretaker). For inoperative pumps: duration; reason; earlier history (frequency and duration of earlier breakdowns).

DATA COLLECTION AND USE:

Steps for recording, cross-check, reporting and feedback will be similar to those for newly installed tubewells. A small working group will work them out. The group will also further work out who will use the information at what levels and for what purposes.

3.4 Monitoring of information, mobilisation, participation and networking

WHAT:

For information and mobilisation activities, NGOF itself will no longer monitor the numbers of each promotional activity carried out. The PNGOs as part of their usual reporting to NGOF will only do this. NGOF will only measure the *effectiveness* of the activities.

This will be done by monitoring three, and in future four items (Fig.12):

1. To what degree, and with whom, awareness has been created on the project's activities and messages;
2. To what degree and which persons and groups in the communities participate actively in motivation, mobilisation and follow-up of improved hygiene;
3. Whether the information, mobilisation and participation activities, together with the hardware provisions, have led to improved key water use, sanitation and hygiene conditions and practices;
4. Whether community organisations and groups are able to manage the improvements in water supply, sanitation and hygiene in their own community or neighbourhood.

For monitoring quantitative activities, PNGOs will be asked to report their activities according to two types: 1) activities for mass awareness raising, such as rallies, miking, sanitation week celebrations, etc. and 2) activities for personal conviction to buy and use a latrine, such as home visits, small group meetings etc. The latter makes it possible to link frequency per type of activity with degree of awareness and sales. Normally, more mass activities would lead to more awareness and more personal promotion to higher sales. Thus it becomes possible to use the monitoring system for applied research.

For promotion of behavioural change, NGOF would like to test also more participatory, gender-sensitive methods and materials. The monitoring system will allow the assessment of the cost-effectiveness of such methods over the currently used more conventional demand raising methods and materials. This is one of the activities proposed for follow-up (see end of report).

P-1 : FIELD VISIT, OBSERVATION
 TOOL : OBSERVATION CHECK LIST (TO BE DEVELOPED)
 MONITORING FORMAT #3 (TO BE DEVELOPED)
 SIGNED BY PNGO & VET UPM

P-2 : CROSS CHECK BY RO-NGOF
 100% WHEN PNGO IS NEW, DECREASE
 20% - 10% DEPENDING ON NO OF PUMPS.

METHODS : FIELD VISIT, OBS., QUESTIONS ON ACCESS
 & WATER USE, TO 1 PCT, 1 WOMAN
 USER, 1 CHILD, 1 MILE USER.

TOOLS : CHECK LIST (SAME)
 FORMAT (SAME)

P-3 : RO COMPLETES COMPLETION REPORT IN EACH TW.
 AND AGGREGATES DATA PNGO - WISE :
 NO. OF TWs INSTALLED & INSPECTED
 NO. OF TWs MEETING QUALITY NORMS.
 NO. OF TWs NOT MEETING QUALITY NORMS
 (+ WHO'S RESPONSIBLE, ACTION)

MONITORING CELL SEE AGGREGATES DATA :

QUANTITATIVE : NO. OF TWs INST. PLANNED/ACTUAL THIS QUARTER

NO. OF	NO. OF	NO. OF	SINCE START
"	"	"	"
"	"	"	REGION WISE
"	"	"	NGO WISE

QUALITATIVE : % INST. THIS QUARTER, ACCORDING TO INTEGRATED NORMS
 " SINCE START " " " "
 % NOT INST. THIS QUARTER " " " "
 " " CUMULATIVE " " " "

TOTAL PER REGION & PER PNGO
 MONITORING CELL CONVERTS STATISTICS TO GRAPH
 ADDS ANALYSIS AND CONCLUSIONS
 SHARED.

CELL SENDS COPY OF GRAPH
 TO FIELD OFFICERS

Fig. 11 Steps for monitoring of new tubewells after installation

#1&2 MONITORING OF AWARENESS CREATION AND PARTICIPATION

HOW & WHO:

To monitor the effectiveness of promotion activities and materials, the ROs will interview 1 person from each target group: 1 literate woman and man, 1 non-literate woman and man, 1 schoolboy, 1 schoolgirl, 1 non-schoolgoing girl, 1 teacher, 1 imam, 1 member of the social elite (Fig. 12). Topics will be 1) whether any promotional activity was attended, and if so, 2) two messages recalled. Only when the aggregated monitoring information shows that reach-out and/or recall are not good, the frequency and type of promotional activity will be gone into. A question sheet and data aggregation format will be prepared and tested.

Through pocket voting it will be assessed if certain persons in the community concerned undertake promotional activities on their own, that is, without presence and/or organisation by the PNGO. The workshop participants expect that outreach and recall will be better in communities with active participation than in those where the PNGO is totally directing the activities. In this way and as mentioned above, monitoring could be linked to research.

WHEN:

Once a year, probably in May. (Suitable season for community and time fitting in well with office workload and opportunity for rectification).

#3 MONITORING OF HYGIENE CONDITIONS AND BEHAVIOUR

This data will become available through the monitoring on tubewell use and hygiene, ongoing coverage, use and maintenance of household and school latrines and availability of means for and demonstrated method and reported occasions of handwashing.

#4 MONITORING OF COMMUNITY MANAGEMENT CAPACITY

The participants assumed that certain communities are able not only to participate, but actually manage their local WATSAN programme. Manage was defined as: able to make an inventory and analyse local WATSAN situation and plan, implement and monitor improvements. They recommended development and testing of self-analysis, planning and monitoring methods and tools. This will be part of a proposed experiment, of which the formulation is discussed at the end of this report.

3.5 *Monitoring of NGO's training programme*

For human capacity building, the focus will be on evidence of capabilities used in the field (Fig. 13) Data on the capabilities of the PNGOs, VSCs and community leaders to perform their roles effectively will partly come through the data on the effective establishment, functioning and use of facilities and practices (Fig. 12). When the data show good performance and use, training has also been good. When the performance data are below expectation, staff will assess whether this is due to deficiencies in training, or other factors, or both. They can then take corrective action. An indicator for measuring PNGO capacities will be whether they have prepared and implemented a proper plan of activities.

Data on the effectiveness of technical and accounts training will come similarly through the data on tubewell installation, latrine installation and VSC performance. Of five courses the effectiveness will be monitored in the field (Fig. 14). For this purpose, the training cell and ROs will observe and interview/observe 25% of the trainees of the previous 6 months, or 4-5 persons per region per half year.

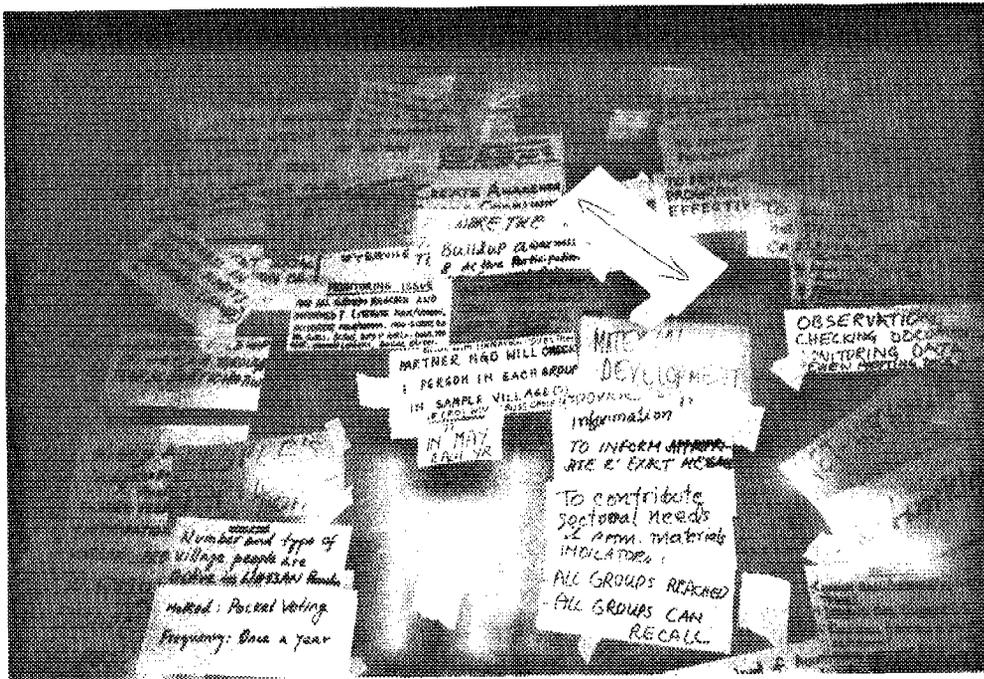


Fig. 12 Monitoring items, indicators and methods for community information, mobilisation and participation

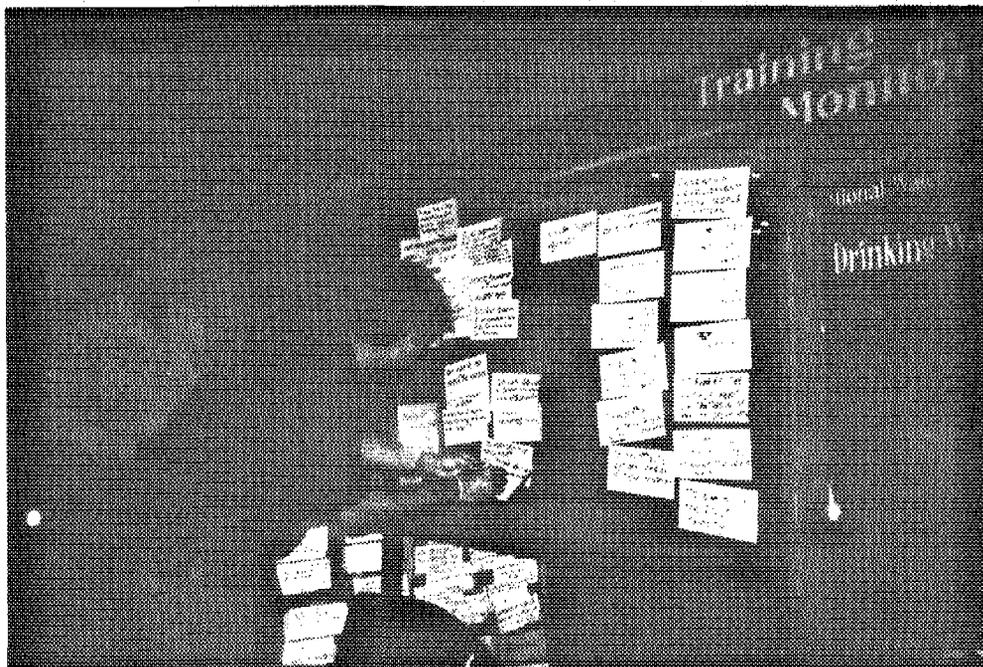


Fig. 13 Monitoring of training will focus on proved effectiveness in the field

After the workshop the training cell will work out what aspects will be measured for each training. It will also work out what aspects will be monitored through questions, and to whom these will be asked, and what aspects will be monitored through observations. The cell will develop and test question and observation formats. Exercises on who to address for reliable information and how to make and analyse observation formats were included in the training workshop.

3.6 Aggregation, presentation and feedback of data

The ROs will aggregate some of the above data before sending them on to the monitoring cell. The exact way of doing so is still to be worked out. The monitoring cell will further aggregate the data per quarter, half year or year, depending on the agreed on frequency of data collection for the various types of information. The cell will present results in visualised form (graphs, diagrams, piecharts, etc.). Data will further be presented in forms which allow comparison of physical progress and effectiveness per PNGO, per region, actual against planned for this quarter and actual against planned cumulative. All data on distribution and use of tubewells and latrines access to and recall of information and participation in and effects of training will be reported by gender and/or class, as applicable.

Written comments will focus on analysis of overall findings and trends. Graphs and comments will be fed back to ROs and PNGOs. A comparative and visualised report will make the data more accessible and easy to use for PNGOs, ROs, NGO support offices, NGO management and donors.

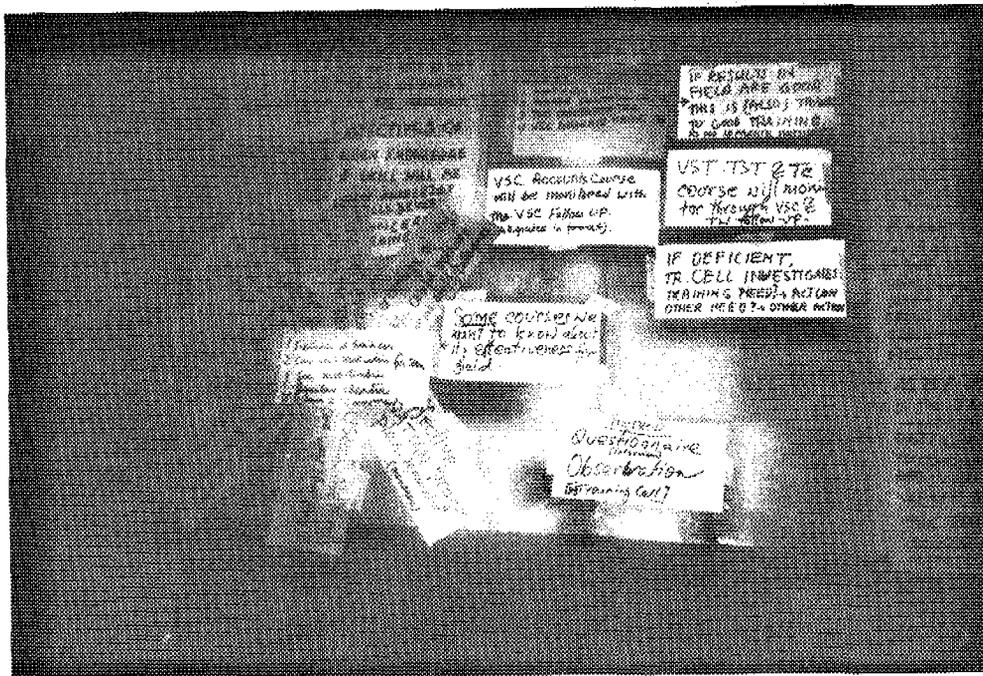


Fig. 14 The effectiveness of five courses will be monitored in the field

4. Workshop monitoring and evaluation

On the fourth day of the workshops the participants monitored the workshop's progress in meeting their expectations (Fig. 15). To allow analysis and fill in gaps, the information was presented in a bar chart (Fig. 16). On the last day as many gaps as possible were filled in.

Each day the session of that day was evaluated, using a daily assessment sheet. The results of this monitoring are given in Table 1.

Programme topics	Content					Presentation				
	1	2	3	4	5	1	2	3	4	5
Problems and expectations, Conceptual aspects			9	9	1		2	6	9	2
Formulating and defining Indicators		3	5	10	1		1	7	8	3
Data collection, analysis and use			2	11	6			1	10	8
Participatory Techniques. Video on PRA training			2	4	13			2	5	12
Application to NGO monitoring system				8	11				3	16

Table 1 Summary of scores of session appreciation sheets
 Score 1: not useful, I learned nothing new; not well-structures, not clear
 Score 5: useful, I learned a lot; well-structured, clear

The table shows that both content and approach were well-appreciated. Appreciation increased as the workshop developed and became more focused on NGO's own monitoring system. The individual comments and suggestions revealed that on the first day the work should proceed more slowly and include an energizing activity, as the approach is quite new. More time is also needed to explain the groupwork. The first case study (water) needs simplification. Preferably both water and sanitation case study should be specific for the programme conditions concerned. Card filling and sorting (clustering) were useful techniques and plenary and group discussions in Bengali enhanced general participation.



Fig. 15 Participants monitor progress of workshop against initial expectations

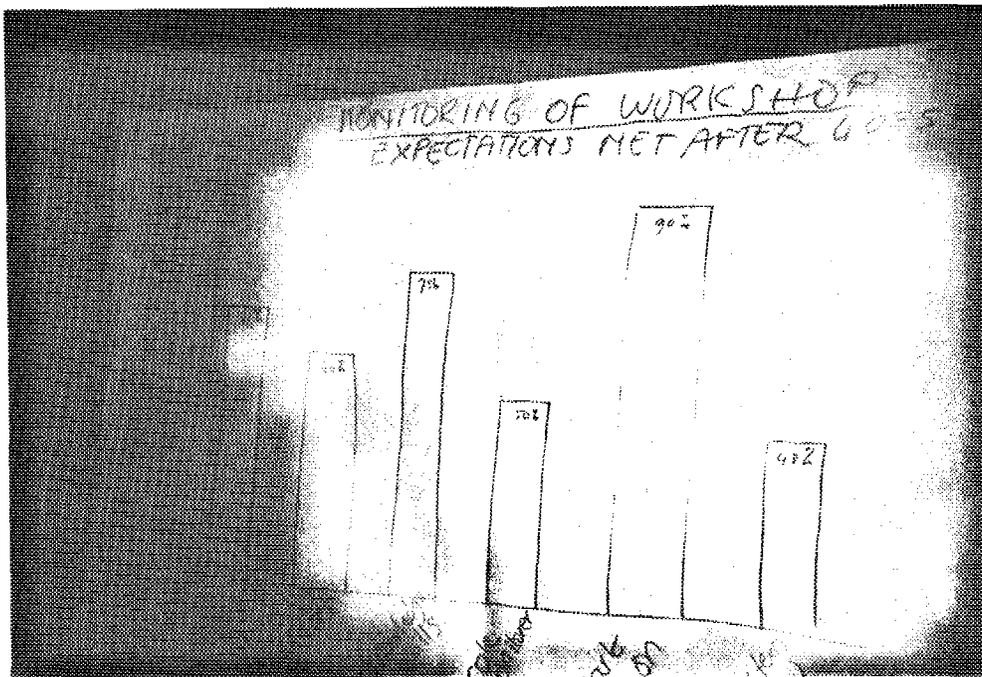


Fig. 16 Progress against expectations after four days

The overall evaluation sheets at the end of the course revealed that 'participatory monitoring techniques' and 'indicator setting' were the topics on which participants felt they had learned most. They were followed by 'monitoring of qualitative aspects', 'monitoring concepts' and 'functions of monitoring'. There was no particular topic of the course that more than one participant found missing. However, more practice, more PRA and community-based monitoring and more time for gender would have been liked.

Best liked in the training workshop were PRA/participatory monitoring (9), the facilitation approach (5) and the case studies (4). Least liked were the short duration of the workshop (5), monitoring community information (4) and the sometimes prolonged discussions (3) and domination by some participants (3). Eleven of the nineteen participants would have liked a longer course and five recommend including field work. The facilitator got the advice to talk slower, especially in the first days. Further suggestions were: a video on monitoring more visualisation of the conceptual aspects, more case studies and more group exercises and practice on indicator setting and data compilation. One participant suggested a course follow-up after two years.

The participants plan to use the training in their general work (6) or in specific activities, such as field supervision and annual reviews (3). Seven participants intend to introduce participatory monitoring in the communities and with partner NGOs. Six participants mentioned that they will work on further developing the monitoring system. One participant mentioned in particular that (s)he will apply the learning approach.

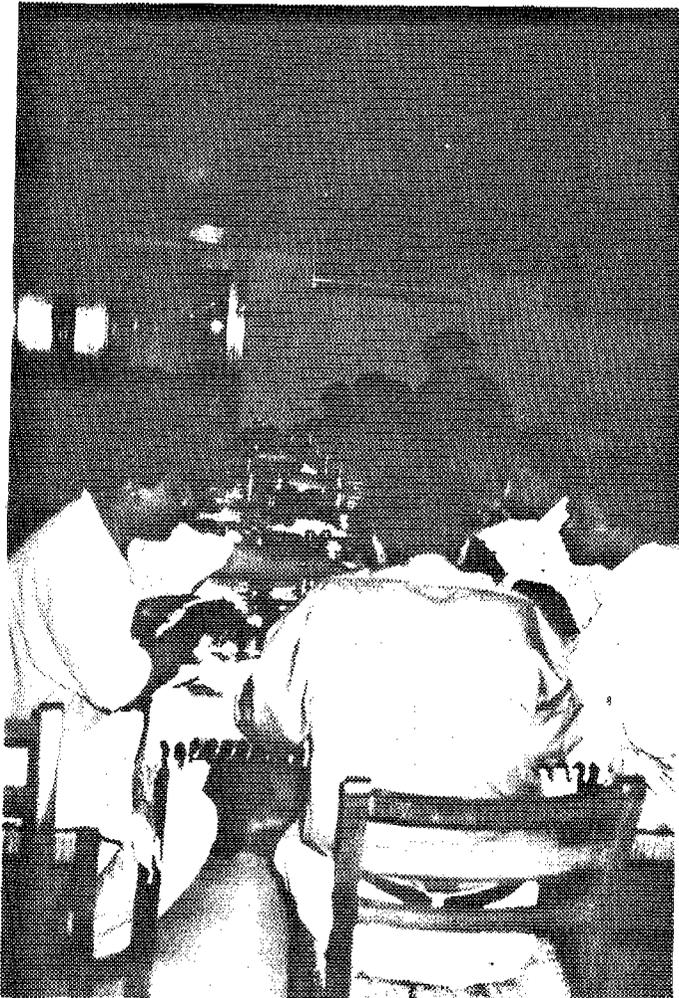


Fig. 17 Meals were both a means for relaxing and socialising and an opportunity to *continue workshop discussions*

5. Follow-up of the training workshop

5.1. Finalisation of monitoring system

To finalise and test the above, NGOF will form a small taskforce of the concerned support offices, one or two ROs and four to five PNGO representatives. The completed draft system and formats will be send to IRC for review (est. time requirement for review: one to two days).

Thereafter the system will be tested in several communities and VSCs in tubewello regions. Finalisation will take place in a second, smaller workshop (task force and IRC representative). Tentative timing is October 1997. The TOR will include computer processing, analysis and reporting of monitoring data and also cover the earlier review by email of the draft monitoring system..

Estimated total time requirement is 12-13 days (1-2 days for system's review, 2 days in total for travel, 4 days for the workshop, 3 days for joint computer processing and reporting system review, - 1 day for preparation and 1 day for reporting). The resulting monitoring system will also be suitable for other WATSAN agencies wishing to monitor the effectiveness of their investments.

5.2. Strengthening existing WATSAN programme

A more long-term development is proposed for the development and testing of social marketing through participatory tools, community management methods and the development of a school sanitation component. To develop these aspects it is proposed to form a small working group of 3-4 staff from NGOF and 4-5 representatives of PNGOs, with feedback from 1 IRC staff. A one-week participatory workshop would plan and design the above components in November 1997. The specific output of the workshop would be a project proposal based on a logframe format.

If cleared, implementation of such a project could start in 1998 and might take 2-3 years, to be decided by the workshop. Focus of the project to be formulated will be (1) development and testing of the cost-effectiveness of more participatory methods on promotion, sale, installation, functioning and hygienic use of household latrines; (2) development of an effective school sanitation and hygiene programme with active participation of the community in establishing and maintaining the improvements and (3) setting up and testing a strategy whereby the more organised communities themselves plan, implement and monitor WATSAN and HYGIENE improvements in their community.

NGO FORUM

FOR DRINKING WATER SUPPLY & SANITATION



SAFE WATER AND SANITATION FOR SAFER ENVIRONMENT

Workshop Schedule:

From 09th July to 13th July 1997 (Details attached)

Venue:

Hotel Simon
Cox's Bazar
Chittagong

Participants:

All regional and cell chiefs including the field coordinator and the director, numbering 20 who have practical knowledge and experience. The participants are:

1. S.M.A.Rashid
Director
NGO Forum for DWSS
2. Mr. A. Salam
Field Coordinator
NGO Forum for DWSS
3. Mr. Anil Chandra Debnath
Sr. Accounts Officer
NGO Forum for DWSS
4. Mr. Azahar Ali
Sr. Programme Officer
NGO Forum for DWSS
5. Mr Enamul Haque
Sr. Programme Officer
NGO Forum for DWSS
6. Mr. Qazi Mahbabul Hasan
Sr. Information Officer
NGO Forum for DWSS
07. Mr. A.R.M.M. Kamal
Training Officer
NGO Forum for DWSS
08. Ms. Rehana Akhter
Comm.Dev. Officer
NGO Forum for DWSS
09. Mr. Saiful Alam Khan
Asso. Monitoring Officer
NGO Forum for DWSS

NGO FORUM

FOR DRINKING WATER SUPPLY & SANITATION



SAFE WATER AND SANITATION FOR SAFER ENVIRONMENT

10. Mr. Yeaminul Islam
Programme Officer
NGO Forum Regional Office
Comilla
11. Mr. Mokhlesur Rahman
Regional Officer
NGO Forum Regional Office
Barisal
12. Mr. Anup Kumar Sarker
Regional Officer
NGO Forum Regional Office
Rangpur
13. Mr. Abdul Karim
Regional Officer
NGO Forum Regional Office
Jessore
14. Mr. Ziaul Hoque
Regional Officer
NGO Forum Regional Office
Dhaka
15. Mr. Alwad Hossain
Regional Officer
NGO Forum Regional Office
Faridpur
16. Mr. Golam Kibria
Regional Officer
NGO Forum Regional Office
Sylhet
17. Mr. Punardan Madhu
Regional officer-in-charge
NGO Forum Regional Office
Mymensingh
18. Mr. Mizanur Rahman
Regional Officer
NGO Forum Regional Office
Chittagong
19. Mr. Iqbal Azad
Regional Officer
NGO Forum for DWSS