

FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA

MINISTRY OF WATER, IRRIGATION AND ELECTRICITY

One WaSH-Consolidated Water Supply, Sanitation and Hygein
Account Project (One WaSH-CWA-P167794)



Updated Social Assessment Report

January 2019
Addis Ababa, Ethiopia

Contents

Acronyms	ii
Executive Summary	iii
1. Introduction	1
1.1 Background of the Project	1
1.2 Project Development Objective	1
1.3 Project Components.....	1
1.3.1 Component 1 Rural and Pastoral Water Supply, Sanitation and Hygiene	1
1.3.2 Component 2 Urban Water Supply Sanitation and Hygiene.....	2
1.3.3 Component 3 Institutional Water Supply, Sanitation and Hygiene	2
1.3.4 Component 4 Sustainable and Resilient Water Supply, Sanitation and Hygiene Services	2
1.3.5 Component 5 Institutional Strengthening and Project Management.....	2
1.4 Project Beneficiaries	3
1.5 Sectoral and Institutional Context	3
1.6 Social Background	3
1.7 Objectives of the Social Assessment	4
1.8 Social Assessment Methodology.....	5
1.8.1 Secondary Data Collection Methods	5
1.8.2 Primary Data Collection Methods	5
1.9 Selection of communities to be studied	6
2. Legal, Policy and Institutional Frameworks	8
2.1 Legal and Policy Framework	8
2.2 World Bank Policies on Social Impacts of Projects OP/BP 4.10: Underserved Peoples Policy	9
2.3 Institutional and implementation Framework	9
2.3.1 Roles and Responsibilities of the Implementing Institutions	9
2.3.2 Non-government Actors	10
3. Assessment of Institutional and Key Social Issues	11
3.1 Characteristics of Vulnerability and Exclusion from WaSH Services	11
Poverty.....	11
Gender disparities.....	11
Age disparities:	12
Spatial disparities.....	13
Underserved and Vulnerable Groups	13
People living with Disabilities	14
3.2 Social Capital	14
3.2.1. Traditional Mutual Support/Self-Help Institutions	14
3.2.2. Customary Conflict Settlement Mechanisms and Resource Managment	15
3.3 Grievance Handling Mechanism (GRM)	16
3.4 Socio-economic and Cultural profile of studied communities.....	16
3.4 Vulnerability, Exclusion and Underserved Populations: Implications for Universal Coverage	23
3.5 Asset Loss and Loss of Access to Assets (OP 4.12 – Involuntary Resettlement)	24
4. Community and Stakeholder Consultations.....	25
4.1 Community Perceptions of Current WaSH Benefits.....	26
4.2 Community Needs in Relation to WaSH Services.....	26
4.3 Barriers to Equitable and Inclusive WaSH	27
4.4 Improvement Suggestions	28
5. Lessons Learnt from the OWN-P-CWA	30
5.1 Gender Equity and Inclusion	30
5.2 Reaching Underserved Populations and Vulnerable Groups	30
6. Monitoring and Evaluation (M&E)	31
7. Potential Social Risks and Challenges and Recommendation	33
Annex 1: Reference Materials	38
Annex 2: Interview and FGD Guide/Checklist.....	40
Annex 3: Suggested Amendments or Additions to the Key Performance Indicators for OWN-P.....	46
Annex 4: Summary of Findings of the Stakeholder Consultations prepared by MoWIE	49

Acronyms

CLTSH	Community Led Total Sanitation and Hygiene
CSO	Civil Society Organization
DFID	Department for International Development
FGD	Focus Group Discussion
FPIC	Free Prior Informed Consultation
GoE	Government of Ethiopia
GTP	Growth and Transformation Plan
HEW	Health Extension Worker
MDG	Millennium Development Goal
MoWIE	Ministry of Water, Irrigation and Electricity
NWCO	National WaSH Coordination Office
NGO	Non-Governmental Organization
ODF	Open Defecation Free
OWN-P	One WaSH National Programme
SDG	Sustainable Development Goal
SNPPR	Southern Nations, Nationalities and People's Region
WaSH	Water, Sanitation and Hygiene
WaSHCO	WaSH Committees
WIF	WaSH Implementation Framework
WWT	Woreda WaSH Team

Glossary of Terms used

Kebele: The smallest administrative unit in Ethiopia

Woreda: An administrative division of Ethiopia

Zone: An administrative Level between Woreda and Region

Region: An administrative Level below from Federal. Equivalent with district.

Executive Summary

Project Background and purpose of updating the Social Assessment: currently, the World Bank is jointly financing the One Wash National Program-Consolidated WaSH Account (OWNP) being implemented in 382 woredas; 124 small towns, and 20 medium towns in all regions including Dire Dawa City administration by pooling its resource with DFID, AfDB, UNICEF and Government of Finland in a Consolidated WaSH Account (CWA). With the current One WaSH project due to be completed in June 30, 2019, the Ministry of Water, Irrigation and Electricity (MoWIE) is currently developing the second phase of the project, One WaSH-CWA which will be implemented in all nine regions and Dire Dawa City Administration.

One WaSH-Consolidated Water Supply, Sanitation and Hygein Account Project (One WaSH-CWA-P167794) (the proposed WSS project) is a continuation of Phase I (OWNP-CWA) and also the largest operational modality within OWP. The main objective of updating of the existing social assesment document is to incorportate changes and lessons learnt from previous interventions mainly from the ongoing CWA project and so that contributes to actions by the Government of Ethiopia(GoE) to ensure that implementation of One WaSH-CWA is inclusive and equitable for all citizens in Ethiopia.

As far as project methodology/approach is concerned, the planning and implementation of One WaSH-CWA is to be carried out in a decentralized and participatory manner. Thus, greater powers will be given to *kebeles* and *woredas* in the planning process, making sure that grassroot community members, women, youths and their organizations play an important role in identifying and prioritizing project activities. This approach helps guarantee that the project design and implementation will be bottom-up and demand driven. The institutional arrangements for the implementation of One WaSH comprise Coordination Units (CUs) and high-level steering committees (SCs) in place at federal, regional and *woreda* levels. The arrangements are responsible for the coordination and oversight of program implementation, which would be supported by technical committees (TCs) at all levels. The TCs are composed of representative of the various implementing agencies and development partners.

The aim of the SA is to advice on the appropriate measures that need to be adopted in the design and development of the project through the generation of the required information. The inputs of the SA are deemed to be helpful in the following ways: i) to assess the possible adverse effects that may result from the implementation of one WaSH to vulnerable and underserved groups; ii) to enhance the positive project impacts; and, iii) to make sure that the project design reflects the needs of the target groups in the intervention *woredas* as per the World Bank's social safeguard policy of OP 4.10.

This SA is complemented by a Resettlement Policy Framework (RPF) that establishes the principles and procedures to be applied in the event that involuntary resettlement, loss of land or other fixed assets, disturbance affecting livelihood or natural resource limitations leading to non-physical displacement would arise as a result of the project implementation. The RPF is developed based on the World Bank Operational Policy 4.12 and the relevant national laws and regulations. It will form the basis for resettlement/land take planning of the project. The RPF seeks to ensure that affected communities are meaningfully consulted, participated in the planning process, adequately compensated to the extent that their pre-displacement incomes have been restored, and the process is a fair and transparent.

Project Beneficiaries:

The Project will directly benefit approximately 3,178,000 people through the provision of improved water supply services and 1,893,000 people through improved access to sanitation facilities. The project will develop and rehabilitate water supply schemes in 166 woredas. For urban areas, 180 small towns will be supported with capacity building and planning activities. An estimated nine medium towns and 44 small towns will receive financing for water supply investments. The project will indirectly benefit WaSHCOMs, water boards and utilities and

will support woreda, zonal and regional water, health, education and finance offices through enhancement of planning, budgeting and implementation capacities. The project will also strengthen capacities of federal level OWNPs implementing agencies.

Methodology

The process of designing the One WaSH-CWA update began in July 2018 and the social assessment is an integral part of this process. The One WaSH-CWA design process has been characterized by extensive free, informed and in-depth consultations with all levels of stakeholders including: sector Ministries, government officials at Woreda, regional and national offices, donors and civil society organizations.

For this SA update, two categories of information (i.e., qualitative and quantitative) were collected. As a result, the assessment employed a mixed approach. The qualitative approach enabled to collect subjective information from community members, concerned government officials, and other stakeholders. The quantitative approach was employed to collect background socio-economic data and to document the livelihood activities of the people under the study. Thus, these two approaches enabled to collect both qualitative and quantitative information that supplement one another and ensure the validity and reliability of the information obtained.

For the SA study, eight *woredas* were selected through purposive sampling.

Accordingly, 2 were selected from Oromia, 2 from SNNPR, 2 from Amhara, 1 from Gambella, and 1 from Afar. A desk review was carried out to analyze existing gaps in the available literature relevant to One WaSH-CWA. Following the gap analysis, fieldwork was conducted using mixed data collection methods to generate the required largely qualitative information in respect to the key issues identified. The methods comprise community consultations with groups of male and female residents, focus group discussions, and individual and group key informant interviews.

Most Vulnerable and Underserved Groups

This social assessment is prepared because the vast majority of people in the project area meet the criteria detailed in OP/BP 4.10. The Ethiopian Constitution recognizes the presence of many ethnic groups, including historically disadvantaged and vulnerable groups, as well as the rights to their identity, culture, language, customary livelihoods, socioeconomic equity and justice. There are approximately 80 culturally distinct ethnic groups within Ethiopia, including: Afar, Agaw, Akisho, Amhara, Anuak, Avoup, Berta, Borana, Daasanach, Dorze, Gngaton, Gumuz, Gurage, Hamar, Jerberti, Kichapo, Konso, Me'en, Mun, Mursi, Nuer, Oromo, Qemant, Rer Bare, Sidama, Suri, Tigray-Tigrinya people, Tirma, Welayta and Zay, among others. The OP4.10 group of interest includes various nations, nationalities and peoples, pastoralists, and national minorities.

This Social Assessment also includes extensive consultations with potential project beneficiaries and project affected peoples, including those identified as vulnerable and historically underserved groups, meeting the OP4.10 requirements to seek broad support from these groups; and the findings and mitigation measures will form the social management plan for the project.

Policy, Institutional and Implementation Framework

Constitutional rights, policies, programmes in Ethiopia strongly support and promote the equitable inclusion of regions and social groups lagging behind in access to WaSH Services. The GoE has moved on a number of fronts – strategies, financing, strengthened coordination mechanisms and improved data flows to address the immediate constraints affecting progress towards universal WaSH coverage. Nevertheless, a number of challenges face the sector in meeting the goal of universal WaSH access. Some are generic to the sector including: capacity and human resource issues, high government staff turnover, limitations in private

sector capacity to meet demand, geographical inequities, operation and maintenance issues, ensuring sustainability, ongoing limitations in M&E, and slow financial utilization rates for some donor funds. Other challenges relate directly to progressing equitable access to WaSH services for under-served populations and vulnerable groups.

Implementation Arrangements:

To support the UAP targets the GoE has developed a WaSH Implementation Framework (WIF) that acts as a guiding document for the implementation of an integrated One WaSH programme and sets out roles and responsibilities in the WaSH sector. Responsibility for WaSH targets is shared between the Ministry of Water, Irrigation and Electricity (leads on water supply), the Ministry of Health (leads on Hygiene and Sanitation) and the Ministry of Education (leads on school sanitation and WaSH clubs). Lastly, the Ministry of Finance and Economic Cooperation (MoFEC) has a critical role in terms of financing and financial management.

The project implementation and institutional arrangements will follow the existing structures that are used under the current project (P133591 whereby the WASH sector Ministries: Water, Irrigation and Electricity, Health, Education, and Finance and Economic Cooperation at federal level and their respective bureaus and offices at regional and woreda levels will be primary implementing agencies with oversight from their respective Steering Committees. These ministries and their respective regional bureaus have signed a Memorandum of Understanding (MoU) to support the project under implementation. The MoU describes the specific roles and responsibilities of the ministries and respective bureaus in implementing the project. In addition, the MoU defines major areas of cooperation among the signatory parties' joint planning, resource mobilization, creation of management and coordination structures, quality control, and monitoring. In addition, consistent with Ethiopia's decentralization policy, woredas/towns and communities are responsible for planning and managing their own water supply and sanitation services.

Integrating Equity and Inclusion in to the One WaSH-CWA: Majority of policies and strategies within the WaSH sector, does not identify or define specific vulnerable groups needing special attention, within the WaSH sector. However, in terms of equitable access, OWN-P's goal explicitly seeks "to reduce regional and social disparities in access to safe drinking water and sanitation" (MoWE, 2013:41). It will do this through a range of implementation modalities, strategies and targets including the following:

- ✓ A dedicated component for pastoralist WaSH reflecting a commitment to address the specific environmental and social conditions in pastoralist areas.
- ✓ Mainstreaming gender equality approaches throughout the programme, including gender disaggregation of data in the MIS and results framework. Giving priority (financial and human resource allocations) to acute water and sanitation "hotspots" including those in conflict zones, informal settlements of migrant labourers and other emergency WaSH situations.
- ✓ Committing to, and prioritizing demand-led and community-based approaches in all implementing mechanisms in order to promote a) full participation of communities in WaSH provision and b) post-implementation maintenance and sustainability.

Community Consultation and Involvement

Though the indigenous policy of the project applies only to the emerging regions and pastoral community, community consultations were conducted both emerging regions and big regions including Amhara. The consultations were conducted concerning One WaSH-CWA with different community groups, namely: male and female, elders, young men and women, and members of disadvantaged groups. For the SA update, eight woredas were selected from five regions from three two big regions (Oromiya, Amhara and SNNP) and two emerging regions - considered as underserved regions (Afar and Gambella). A total of 16 focus group discussions (FGDs) were conducted across the 5 selected regions involving 130 participants:

24, 16, 23, 36 and 31 participants in Oromia, Amhara, SNNP, Afar and Gambela regions respectively. Within each selected community/kebele separate FGDs were held with WaSHCO members, poor and disadvantaged men and women, including people living with disabilities, from pastoralist communities and other under-served populations.

Grievance Handling Mechanisms:

A grievance redress mechanism will be established /strengthened to allow complaints about any decision of activities both land and non-land related issues including equity and inclusion issues that might arise during project implementation. The project will ensure that the Grievance mechanism is effective and gender sensitive during committee formation and implementation. It will ensure that women are represented in the GRM committee and the GRM equally address grievances received from men and women.

In view of this, One WaSH-CWA will incorporate into the project design an efficient grievance handling system that duly responds to the complaints of project affected people (PAP), with a process that is smooth, timely, transparent, and cost effective.

Project coordinating bodies at each level should make sure that the GRM is adequately communicated in One WaSH-CWA target communities through awareness creation and capacity building training programs and works efficiently.

Asset Loss and Loss of Access to Assets (OP 4.12 – Involuntary Resettlement)

As one of its major objectives, the Social Assessment was intended to determine and document cases of voluntary or involuntary resettlement and loss of assets or access to assets. The focus was on the identification of the problems particularly caused as a result of the implementation of project *Components 1, 2, 3 and 4*, and on the procedures adopted to address these scenarios. In this respect, the community consultations revealed that land acquisition or loss of access to assets was insignificant and managed as per the RPF and OP4.12 of the World Bank involuntary resettlement Policy. For the majority sub-projects with small-scale land acquisition, the farmers and communities provided land voluntarily. When farmers gave their small pieces of land voluntarily, they were consulted, and well communicated that refusal of voluntary land donation is possible. In addition, implementing agencies at Woreda level and communities have been well informed about the scope of voluntary land donation. If subprojects were to cause significant land acquisition and loss of assets, they were managed through changing the design, site and rerouting. If impacts could not be avoided, both in kind and cash compensation were used.

To preclude any social risks associated with land acquisition, a Resettlement Policy Framework (RPF) is updated considering the OP4.12 Involuntary Resettlement policy; and all grievances related to land acquisition impacts or reduced access to services will follow provisions provided in the RPF.

Monitoring and Evaluation (M&E):

Pertinent to the social development issues, the main objectives of monitoring and evaluation (M&E) include: (i) make sure that the concerns and risks identified during community and public consultations are properly addressed in line with the proposed mitigation measures; and (ii) assess and determine the extent of compliance with social safeguard issues as per the policy instruments of the government and the World Bank (WB) and included as Social Development Plan in the Project Appraisal Document. To meet the M&E objectives, regional and woreda implementing agencies will carry out monitoring work to track progress and achievement at process and result levels. M & E should help the project implementers to learn from their weaknesses and further boost their strengths. M & E system will be used to guide management decisions at both the woreda and higher levels of the project implementation structure.

Summary of Potential Risks and Mitigation Measures (Social Development Plan)

The social development plan, as outlined below, will ensure that the project and its implementing agencies at different levels will respect the dignity, rights and culture of groups meeting the OP4.10 requirements and ensure that these people benefit from the project in a sustainable manner. The plan could be redefined during implementation and further consultation undertaken for the underserved peoples and vulnerable groups to ensure their full participation. The matrix below provides the summary of potential risks and challenges as well as recommendations along with estimated budget.

Table 1: (Potential Implementation Risks and Challenges identified by the Social Assessment and Proposed Action Plan)

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
Cross cutting issues	<p>Despite improvements, still affordability of WaSH services by poor, vulnerable and underserved populations may not fully addressed in the design and risks excluding these groups from coverage as well as sustained access to services.</p> <p>Processes and strategies for developing understanding, awareness and respect, as well as building capacities to address the diverse needs of underserved populations and vulnerable groups may be only partially addressed in the design</p> <p>The needs and voice of disabled people largely invisible in practice and in design</p>	<p>✓ Establish mechanisms for increasing affordability of WaSH services for the poorest and most vulnerable groups, example, introducing Fee-waivers in both rural and urban areas; using community-based targeting to establish eligibility for fee-waivers; assess the potential of using water fees to cross subsidize sanitation and pilot the approach in selected low-income underserved areas</p> <p>✓ establish cost-effective mechanisms, processes and strategies for provisioning and sustaining WaSH services to underserved and vulnerable groups</p> <p>✓ Strengthen actions to ensure that people with disabilities benefit from WaSH services, including, standardized designs for accessible latrines, training for officials, WaSHCOs, etc., on disability issues and WaSH needs;</p>	FMoWIE, FMoH and FMoE and their respective regions and offices	\$5,000 (only for establishing mechanisms and capacity building activities)
Component 1: Rural and Pastoralist WaSH	Low participation of women and poor people in general in WaSHCOs affects design, implementation and O&M of WaSH facilities	<p>Rural WaSH</p> <p>✓ Strengthening WaSHCOs' capacities to promote women's leadership and that of representatives from vulnerable groups. The impacts of this type of</p>	FPMU, RPCU, Woredas /Towns	\$4500 (for capacity building activities)

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
	<p>Low participation of Pastoralists women and vulnerable groups are underrepresented in WaSHCOs.</p> <p>Unemployed women and youths may not be included in the targeted WaSH value chains (during construction, operation and management of WaSH services including public toilets and showers)</p>	<p>technical support on the sustainability of WSSP interventions can be tracked through the Key Performance Indicators (KPIs).</p> <p>✓ Design user friendly and disability friendly water supply and sanitation (public toilets) and create awareness on the use</p> <p>Pastoralist WaSH</p> <p>✓ In developing the pastoralist WaSH strategy, specific attention needs to be given to women and the poor and vulnerable pastoralist individuals and households. The M&E indicators developed need to be disaggregated by age, wealth status and gender and aligned with the KPIs suggested in this assessment.</p> <p>✓ Design user friendly and disability friendly water supply and sanitation (public toilets) and create awareness on the use</p> <p>Provide capacity building (both skill trainings and financial support) for women, disabled people and youth led groups organized in MSE's to benefit from the WaSH services</p>	<p>FPMU, RPCU, Woredas /Towns</p> <p>Woredas/ Towns</p>	
Component 2: Urban WaSH	<p>Cost-recovery processes disproportionately negatively affect poorer households</p> <p>Lack of safe and accessible communal/public toilet blocks in urban and peri-urban areas excludes some vulnerable groups from WaSH, e.g. homeless, elderly</p> <p>Community-demand for woreda/community-supported WaSH-based O&M IGA for poor people</p>	<p>✓ Build explicit strategies for reaching underserved and vulnerable groups to exempt poor people from service payment for water and sanitation. It is vital that the strategy clearly identifies the underserved and vulnerable groups and tailor's implementation strategies to ensure their access.</p>	<p>FMoWIE, FMoH and FMoE and their respective regions and offices</p>	<p>\$5,000 (only to conduct studies),</p>

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
	not addressed in OWN-P design	<ul style="list-style-type: none"> ✓ Implement the standardize disabled accessible hardware designs within school and health services provision to ensure specific needs of people living with disabilities are addressed. ✓ Provide capacity building (both skill trainings and financial support) for women, disabled people and youth led groups organized in MSE's to benefit from the WaSH services 		
Component 3: Institutional WaSH	<p>Menstrual hygiene management practices and needs not fully addressed</p> <p>Design and guidelines of institutional WaSH provision does not address the needs of all vulnerable groups, especially people living with disabilities</p>	<ul style="list-style-type: none"> ✓ Standardize disabled accessible hardware designs within school and health services provision to ensure specific needs of people living with disabilities. ✓ Separate latrine for boys and girls in school ✓ Introduce menstrual hygiene management practices materials in WaSH institutional information packages. 	FMoH, FMoE and their respective regions and offices	Part of specific sub-project budget
Component 4 Sustainable and Resilient Water Supply, Sanitation and Hygiene Services	Low participation of women, poor people, people with disabilities, vulnerable and under-served populations in areas that are prone to recurrent droughts and floods.	<ul style="list-style-type: none"> ✓ Special attention need to be given to women and poorer and vulnerable pastoralist individuals and households in arid and semi-arid areas ✓ Include latrine designs for people with mobility constraints within hardware WaSH options for production and distribution, within support envisaged for expanding market supply chains 	FMoWIE and their respective regions and offices	
Component 5: Institutional Strengthening and Programme Management	Capacity building measures missing opportunities to address the range of capacity limitation at national, regional and woreda level.	<ul style="list-style-type: none"> ✓ Provide tailored training at all level to improve the understanding on development equality and inclusion including 	FMoWIE, FMoH and FMoE and their respective regions and woreda/tow	The detail budget requirement is included in the RPF

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
	<p>GRM/accountability mechanisms may not be fully effective.</p> <p>Gaps in systems and processes of WASHCOs for encouraging the active participation and leadership of women and vulnerable groups and, Inadequate attention given to the importance of the monitoring, evaluation and documentation of safeguard management processes.</p> <p>Existing gaps in knowledge, skills and attitudes at woreda and grassroots levels in relation to safeguard issues.</p> <p>Inadequate safeguards institutional including human capacity particularly at woreda level</p> <p>There is a gap in the available data and MIS for tracking usage at household and sub-household levels</p>	<p>involvement of women and vulnerable groups in WaSHCOs.</p> <ul style="list-style-type: none"> ✓ Capacity building on the importance of GRM is needed at all level ✓ Ensure that the Monitoring and evaluation system of the project to include the Safeguard activities <p>Monitoring and Evaluation including GRM/Accountable Mechanisms:</p> <ul style="list-style-type: none"> Track progress in expanding access of WaSH services to underserved populations and vulnerable groups through the semi-annual and annual performance reports. Strengthen and harmonize GRM/accountability mechanisms, within the implementation framework and M&E ✓ The project need to assign safeguard focal persons ✓ Conduct capacity building, including trainings for the safeguard specialists in selected areas of safeguard management ✓ Carry out tailored, need based and customized capacity building trainings for woreda WaSH Committees and safeguard focal persons 	n offices	

1. Introduction

1.1 Background of the Project

The One WaSH National Program (OWNP) is the Government's main instrument for achieving the GTP's goals of the WaSH sector in a more integrated manner. OWNP aims to coordinate WaSH activities and improve efficient use of resource for service delivery with respect to water supply, sanitation, and hygiene in rural, urban, and pastoral communities, as well as schools and health posts and health centers. Currently, the World Bank is jointly financing the One Wash National Program-Consolidated WaSH Account (OWNP-CWA) being implemented in 382 woredas; 124 small towns, and 20 medium towns in all regions including Dire Dawa City administration by pooling its resource with DFID, AfDB, UNICEF and Government of Finland in a Consolidated WaSH Account (CWA). With the current One WASH project due to be completed in June 30, 2019, the Ministry of Water, Irrigation and Electricity (MoWIE) is currently developing the second phase of the project, One WaSH-CWA which will be implemented in all nine regions and Dire Dawa City Administration.

One WaSH-Consolidated Water Supply, Sanitation and Hygein Account Project (One WaSH-CWA-P167794) (the proposed WSS project) is a continuation of Phase I (OWNP-CWA) and also the largest operational modality within OWNP. The main objective of updating of the existing social assesment document is to incorportate changes and lessons learnt from previous interventions mainly from the ongoing CWA project and so that contributes to actions by the Government of Ethiopia (GoE) to ensure that implementation of One WaSH-CWA is inclusive and equitable for all citizens in Ethiopia. The Project Management Unit (PMU) within the Ministry of Water, Irrigation and Electricity will coordinate the implementation, review and reporting of the social assessment activities in collaboration with Ministry of Education (MoE) and Ministry of Health (MoH).

1.2 Project Development Objective

The Project's Development Objective is to provide access to improved water supply and sanitation services and strengthen capacity for sustained service delivery in selected rural and urban areas.

To achieve its development objectives, the project will finance the following five components in all regional states and the Dire Dawa city administration.

1.3 Project Components

1.3.1 Component 1 Rural and Pastoral Water Supply, Sanitation and Hygiene

This component would support increasing access to water supply and sanitation services and promoting hygiene in rural areas. In particular, this component would finance: (i) development and rehabilitation of community water supply schemes in participating woredas; (ii) promotion of improved hygiene and sanitation practices through the application of behavior change campaigns and sanitation marketing initiatives; (iii) capacity building to strengthen and sustain participating woredas' capacity to plan, implement and manage water supply and sanitation services jointly with ONWP core implementing sectors (water, education, health and finance) as well as coordinating sectors (agriculture, pastoralist affairs and disaster risk management commission); (iv) develop and strengthen capacity of participating communities to effectively self-manage their water supply and sanitation facilities; and (v) strengthen capacity of respective water, health and education regional bureaus and woreda offices and Woreda WaSH Teams (WWTs) to increase the number of trained and skilled facilitators that can support community mobilization activities, provide technical support during design and construction of water supply systems and provide support to communities to establish operational community management systems or WaSH Committees (WaSHCOMs).

1.3.2 Component 2 Urban Water Supply Sanitation and Hygiene

This would improve access to water supply and sanitation services in urban areas (small and medium towns) and to strengthen operational efficiency of urban water boards and utilities to effectively manage WSS service delivery. This component would finance: (i) preparation of Business Plans that lay out strategies for WSS service delivery for current and future demands for water supply and sanitation (e.g. HH sanitation improvement, fecal sludge management, etc.). These plans will also articulate prioritization and sequencing of investments in line with urban growth and demands; (ii) establishment and strengthening of urban water boards and utilities to effectively implement and manage WSS infrastructure and assets; (iii) construction, rehabilitation and optimization of urban water production, treatment and distribution systems; (iv) construction, rehabilitation and management structures for public and communal sanitation facilities; (v) capacity building for participating water boards and utilities to establish and strengthen O&M of WSS services in line with GoE's stepped approach sector policy for institutional development; and (vi) preparation of feasibility and design studies for priority water supply and sanitation investments. For sanitation, the program will promote City-Wide Inclusive Sanitation approach that has been adopted by Addis Ababa and secondary cities across the country.

1.3.3 Component 3 Institutional Water Supply, Sanitation and Hygiene

This component would support increasing and improving access to water supply and sanitation services in health facilities and schools. The program would finance: construction and rehabilitation of integrated water supply, sanitation and solid waste disposal facilities in schools and health facilities. Implementation of these activities will be closely linked with activities in component 1 (Rural WaSH) to ensure that institutions within the same geographic areas of targeted communities are provided with an integrated package of water supply and sanitation services. Standards for sanitation services in schools will follow MoE guidelines, while standards in health facilities will follow MoH guidelines. Capacity building through WWT will be provided to bureaus of education and health to provide technical support in procurement and contract management of proposed infrastructure development to address weaknesses in sub-par construction quality.

1.3.4 Component 4 Sustainable and Resilient Water Supply, Sanitation and Hygiene Services

This component aims to support the study, design and implementation of WSS services in areas that are prone to recurrent droughts and floods. This component is sub-divided into three pillars to effectively address (i) proactive planning and management; (ii) study and design resilient and sustainable infrastructure that cope with extreme climatic variability; and (iii) dimension framework for support and resources mobilization in the event of emergencies. A potential grant proposal for the Green Climate Fund will be explored to complement proposed activities under this component.

1.3.5 Component 5 Institutional Strengthening and Project Management

This component would support implementation of this program through: (i) capacity building, financing of additional implementation support and technical experts; (ii) program management and coordination between implementing agencies; (iii) procurement and contract management to improve implementation of proposed infrastructure; (iv) financial management; (v) operationalization of sector-wide Management Information System; (iv) application of environmental and social safeguards instruments and compliance; (v) knowledge management and experience sharing. This component will also finance procurement of equipment and goods required by federal, regional and Woreda implementing agencies to effectively manage and implement proposed activities.

1.4 Project Beneficiaries

The Project will directly benefit approximately 3,178,000 people through the provision of improved water supply services and 1,893,000 people through improved access to sanitation facilities. The project will develop and rehabilitate water supply schemes in 166 woredas. For urban areas, 180 small towns will be supported with capacity building and planning activities. An estimated nine medium towns and 44 small towns will receive financing for water supply investments. The project will indirectly benefit WaSHCOMs, water boards and utilities and will support woreda, zonal and regional water, health, education and finance offices through enhancement of planning, budgeting and implementation capacities. The project will also strengthen capacities of federal level OWN implementing agencies.

1.5 Sectoral and Institutional Context

Ethiopia has made considerable progress in water supply and sanitation (WSS) provision but still needs to catch up with its sub Saharan neighbors. During the Millennium Development Goals (MDG) period, the government has made profound effort in creating the enabling policy, legal and institutional environment as well as allocated more resource to the sector. These have significantly increased access to improved water supply to 57% (2015) and access to improved sanitation to 28%.

Moreover, the significant achievement was largely driven by the very rapid increase in rural areas where 35 million people were provided access to piped and protected water sources between 1994 and 2015. In urban areas, an additional 10 million people gained access to piped water through household connections. The MDG for sanitation was not met but good progress was made in reducing open defecation in rural areas – over 40 million people built basic latrines – while in urban areas good progress was made with 8 million people moving up the sanitation ladder from basic to improved toilet facilities. However, gains in urban sanitation coverage have been offset by increases in urban population, and lack of focus on the integrated sanitation service chain (that includes containment, transport and safe treatment and/or disposal).

In spite of this fact, many challenges and opportunities exist for the GoE to effectively manage the increasing competing demands for its already stressed water resources and to provide sustainable WSS services. These include: (a) major gaps exist in access and coverage of different water services and other productive uses to achieve the Second Growth and Transformation Plan (GTP II) and Social Development Goals (SDG) because of low level of water resources development; (b) the socio-economic development is rather vulnerable to climate shocks for lack of investments in water infrastructure, particularly water storage facilities. The severe droughts in the past years in eastern and southeastern Ethiopia leading to devastating food shortage, health issues and even famine, illustrate the urgent needs to develop more water (storage) infrastructure and improve climate resilience in the country; (c) water use conflicts are emerging in some parts of the country due to rapid urbanization and population growth; (d) institutions for water resources management require strengthening; and (e) decision-making for water resources development is not conducted in an integrated manner.

1.6 Social Background

Ethiopia is off-track in meeting its MDG targets for water and sanitation. The Growth and Transformation Plan (2010 – 2015) reaffirmed GoE's commitment to extending WaSH services to under-served households and populations. However, the WaSH coverage data indicates, there are significant challenges to meeting the GTP II goals which the One WaSH-CWA is seeking to address. The overriding issues of equity and inclusion, recognized by the GoE are --that for a number of disadvantaged and vulnerable groups and regions, there are

differing levels of welfare and opportunities to participate in, and benefit from the extending and improving of WaSH services. Spatial inequalities mean that functioning WaSH services are more likely to be located in urban areas and in the more developed regions. The emerging regions, which comprise 10% of the population, are significantly underserved by WaSH services in relation to the other regions. Specific groups who experience the greatest challenges in accessing WaSH services are: women in general, elder people, people living with disabilities and HIV, communities in remote rural areas and in urban slums or informal settlements. The poorest and most disadvantaged households and individuals, especially women, in all regions are less likely to access functioning WaSH services of adequate quality.

There is a risk that focusing policies and programmes on broad-based understandings of underserved regions, populations and vulnerable groups will lead to overlooking inequalities between individuals within these regions, populations and groups. Moreover, there is increasing evidence that the issue of spatial inequality is not just one of comparisons between regions. Research by Water Aid and the National Water Inventory data (2011) both show large variations between woredas in the same Region and between kebeles in the same woreda, even those which are being served by existing WaSH programmes. The reasons for this are a complex mix of environmental, social and institutional factors that have yet to be fully analyzed. **Vertical inequalities within populations and groups** (e.g. pastoralist communities, children, and kebeles within woredas) are often larger than **horizontal inequalities** between populations and groups (e.g. rural-urban populations). A focus on vertical differences within underserved populations and vulnerable groups means WaSH policies and interventions can better address the different needs amongst people who are under-served and better target resource-constrained services to those not currently accessing WaSH services. The current sector data collection and monitoring system for the WaSH sector has yet to consider the full range of vertical differences within underserved populations and vulnerable groups. It does not capture coverage, access and use data below the household level. There is limited data on differential access and use by age, gender and disability. The OWNPN opens up opportunities for the WaSH sector to progressively address these gaps and support more effective targeting as it moves to universal coverage of basic WaSH services.

The One WaSH National Program (OWNPN) is the Government's main instrument for achieving the GTP's goals of the WaSH sector in a more integrated manner. OWNPN aims to coordinate WaSH activities and to improve efficient use of resource for service delivery with respect to water supply, sanitation, and hygiene in rural, urban, and pastoral communities, as well as schools and health posts and health centers. Currently the Bank is jointly financing the OWNPN-CWA in, 382 woredas; 124 small towns; and 20 medium towns in all regions pooling its resource with DFID, AfDB, UNICEF and Government of Finland in a Consolidated WaSH Account (CWA) that is managed by MoFEC.

The purpose of updating of the social assessment was to: a) assess the potential impact of OWNPN Phase II proposed project components on the under-served populations and vulnerable and disadvantaged social groups in Ethiopia and, b) identify strategies for mitigating risk and adverse impacts.

1.7 Objectives of the Social Assessment

This social assessment assesses the social characteristics of local communities likely to be impacted by the project, including determining the nature and characteristics of underserved groups in the One WaSH-CWA intervention areas, with special emphasis on their unique identity, language, other cultural characteristics, geographical location, social institutions and organization and establish that the project will not negatively impact the way of life of these people. It also assesses the impact of the proposed interventions of One WaSH-CWA on the more vulnerable and underserved populations/groups, meeting the OP4.10 criteria with a view to ensuring that the project design reflects the needs of all beneficiaries in the most

appropriate manner by identifying the key stakeholder groups in the project areas (including their livelihood and socio-cultural characteristics, etc.); recording their opinions and perceptions about the project; assessing the potential social impacts; determining how relationships between stakeholder groups will affect or be affected by the project; assessing implications for project design and implementation; and providing practical recommendations for dealing with the challenges and risks identified.

In addition, the SA comprises a gender analysis of the opportunities and constraints of women and men to participate in water and sanitation and in local organizations; assessment of gender-based violence risks; analysis of youth and their opportunities and constraints to participate in in local organizations; and establish socioeconomic baseline information. Finally, the SA assesses potential adverse social impacts of the One WaSH-CWA and make recommendations on steps to be taken to mitigate these during the design and implementation of the project.

1.8 Social Assessment Methodology

The process of designing the One WaSH-CWA update began in July 2018 and the social assessment is an integral part of this process. The One WaSH-CWA design process has been characterized by extensive free, informed and in-depth consultations with all levels of stakeholders including: sector ministries, government officials at Woreda, regional and national offices, donors and civil society organizations.

For updating the SA, two categories of information (i.e., qualitative and quantitative) were collected. The qualitative approach enabled to collect subjective information from community members, concerned government officials, and other stakeholders. The quantitative approach was employed to collect background socio-economic data and to document the livelihood activities of the people under study. Thus, these two approaches enabled to collect both qualitative and quantitative information that supplement one another and ensure the validity and reliability of the information obtained.

1.8.1 Secondary Data Collection Methods

Relevant project documents were thoroughly reviewed and analyzed during the preparation of the field data collection and final report write up. Accordingly, pertinent, proclamations, policy documents and social assessment reports of previous projects by different sector ministries were exhaustively used in this SA. Secondary data were also collected from government offices through a desk review to augment the data obtained through the aforementioned instruments.

The raw data sets were gathered from the regional, zonal and Woreda offices and reanalyzed to meet the purpose of the SA. Thus, detailed analysis was made to examine the lives and living conditions of the people in the assessment area. For details please see annex I.

1.8.2 Primary Data Collection Methods

The primary data collection methods, which were used in this assessment, are Focus Group Discussion (FGD), Key Informant Interview (KII), and Personal Observation.

Focus Group Discussion (FGD)

FGD was used because it is a valuable and time efficient method for gathering qualitative data from multiple respondents at a time. It assisted to gather more reliable data since the participants question each other while explaining issues under discussion.

The FGD checklists were prepared with emphasis on selected topics of the Social Assessment. The key consultation instrument was Focus Group Discussions using semi-structured interviewing in combination with a simple participatory analysis tool. The

community consultation guides focused on the potential impacts of the project by program component on vulnerable and underserved community groups. A separate checklist of question areas was prepared for the Regional/Woreda level discussions and the community level discussions (see Annex 2).

Key Informant Interview (KII)

KII is an effective method in gathering information related to the culture of the community, land tenure systems, physical cultural heritages, vulnerable groups, inter-ethnic relationship, the likely impact of OWNPN, and other information using a guiding semi-structured questionnaire.

Accordingly, Key informant interviews (KII) were made with different community members and government officials at regional, zonal, Woreda, and Kebele levels. At the community level, KII was conducted with selected community elders, religious leaders, clan leaders, women, leaders of community-based organizations, and stakeholders.

Field Observation

Field observation is the other method which was used in this assessment. The assessment team was made field visits to see the real living condition of the people on the ground. At the sites, discussion was conducted with the service users so as to have firsthand information. Accordingly note taking and photographing were important tools used to record observation during field visits.

Public and Stakeholders Consultations

Public consultation and community and stakeholder meetings have been conducted in five selected project participating regions.

The focus of the stakeholder consultations was on the following specific areas:

- Needs assessment of WaSH services and the existing barriers to accessing safe, affordable, services of adequate quality which are adapted to culture and context;
- Assessment of potential improvement opportunities and strategies, under OWNPN-CWA, for progressing greater equity in access to WaSH services;
- Rapid assessment of the extent to which OWNPN (CWA) has equitably benefited communities; this was done in order to contribute to lesson learning.
- Give PAPs and communities a chance to express their views in the planning and implementation of the project that affect them directly and indirectly; and
- Identify the fears, expectations and concerns of the population about the project; and identifying the impacts and its mitigation measures.

1.9 Selection of communities to be studied

One WaSH-CWA will be implemented in nine regional states, and the Dire Dawa Administrative Council. The field visits, however, were limited to five regions (three from the Big Regions and two from Emerging Regions) because: (i) during the past few years, studies have been conducted on first phase of One WaSH and other development projects and programs financed by the Government of Ethiopia, in many instances with the support of development partners such as the World Bank; and (ii) the time allocated for this update/study necessitates being selective and limits the *woredas* to be visited to a reasonably manageable size. Accordingly, a total of 8 sample *woredas* (2 *woredas* in Oromia; 2 *woredas* in SNNPR; 2 *woredas* in Amhara; 1 *woreda* in Afar and 1 *woreda* in Gambella –have been selected in order to enable assessing the potential impacts of one WaSH on the various groups in the sample *woredas*.

A total of 16 focus group discussions (FGDs) were conducted across the 5 selected regions involving 130 participants: 24, 16, 23, 36 and 31 participants in Oromia, Amhara, SNNP, Afar and Gambela regions respectively of which, 37 are female participants. Within each selected community/kebele separate FGDs were also held with WaSHCO members, poor and disadvantaged men and women, including people living with disabilities, from pastoralist communities and other under-served populations.

At Regional Level, separate FGDs were held with the regional and woreda WaSH technical committee members. Within each selected community/kebele, separate FGDs were held with WaSHCO members, poor and disadvantaged men and women, including people living with disabilities, from pastoralist communities and other under-served populations. All groups were disaggregated by gender and age.

This updated social assessment is complemented by the updated Resettlement Policy Framework (RPF) another project document prepared to provide principles and guidelines in mitigating issues related with land acquisition and disturbances affecting livelihoods and restriction to access that may have negative social impacts. This social assessment also benefited from other social assessments conducted for other projects such as previous OWN-P-CWA social assessment document and DRDIP.

Table 2: Summary of consulted Regions and Woredas with participants

S. No	Selected Region	Zone	Woreda /Town	Kebele	Community/Village	Stakeholder participants			community Participants			Total
						M	F	T	M	F	T	
1.	Oromiya	South West Shewa Zone	Seden Sodo	Alle Abayi	Itenso Ale Abay	8	-	8	13	3	16	24
		Oromiya Special Zone	Welemera	Wejidu	Wagidi							
2.	Amhara	Western Gojame	North or Semien achefer	Liben Small Town	Liben	6	-	6	7	3	10	16
		Western Gojame	North achefer	Kunzila	Kunzia							
3.	SNNP	Gedeo Zone	Wenago	Sugale	Sugale	6	-	6	4	13	17	23
		Gedeo Zone	Dila Zuria	Dila Zuria	Dila Zuria							
4.	Afar	Zone 1	Chifira Town	Chifera	Chifera	5	-	5	30	1	31	36
5.	Gambella	Nuer Zone	Lare	Lare zuria	Lare zuria	7	-	7	7	17	24	31
Total						32	-	32	61	37	98	130

2. Legal, Policy and Institutional Frameworks

2.1 Legal and Policy Framework

The Ethiopian Constitution recognizes the presence and rights of many ethnic groups, as well as vulnerable groups, including Nations, Nationalities and Peoples, pastoralists, and national minorities. Article 39 recognizes the rights of groups identified as “Nations, Nationalities and Peoples” and defines them as “a group of people who have or share a large measure of common culture or similar customs, mutual intelligibility of language, belief in a common or related identity, a common psychological make-up, and who inhabit an identifiable, predominantly contiguous territory.” This represents some 75 out of the 80 groups who are members of the House of Federation, the second chamber of the Ethiopian legislature. The Constitution recognizes the rights of these Nations, Nationalities and Peoples to: self-determination, including the right to secession; speak, write and develop their own languages; express, develop and promote their cultures; preserve their history; and, self-government, which includes the right to establish institutions of government in the territory that it inhabits and equitable representation in state and Federal governments. In addition, as a signatory of the African Charter of Human Rights, Ethiopia has committed to protecting the rights of all peoples to progress social, cultural and economic development of their choice in conformity with their identity. A significant proportion of these groups live in the emerging regions and locations which are particularly underserved by WaSH services (NWI, 2013).

The Government of Ethiopia recognizes another group called “national minorities”. Article 54 of the Constitution explains that: “Members of the House of Peoples Representatives, on the basis of population and special representation of minority Nationalities and Peoples, shall not exceed 550; of these, minority Nationalities and Peoples shall have at least 20 seats.” These groups have less than 100,000 members and most live in the Developing Regional States and pastoralist areas. This is the case for the Opuo and the Komo in the Gambella region, and the Bacha and the Birale in SNNPR. The WaSH sector does not disaggregate data by ethnicity, only by geographical area. It is, therefore, difficult to be precise about the extent to which these groups are under-served by WaSH services. However, by location, National WaSH Inventory (NWI) data (2013) indicates below average provision of WaSH services to these groups.

The Ethiopian Constitution also recognizes the rights of pastoralist groups (Articles 40 and 41). This includes the right to “free land for grazing and cultivation as well as the right not to be displaced from their own lands” and the right to “receive fair prices for their products, that would lead to improvement in their conditions of life and to enable them to obtain an equitable share of the national wealth commensurate with their contribution. This objective shall guide the State in the formulation of economic, social and development policies.” Additionally, Article 89 of the Constitution states that the “Government shall provide special assistance to Nations, Nationalities and Peoples least advantaged in economic and social development.” This includes people in the emerging Regions, as well as the social and spatial peripheries of two developed states (SNNPR and Oromia).

The pastoralist communities in Ethiopia comprise approximately 12-15 million people that belong to 29 groups of Nations, Nationalities and Peoples as per the constitution. Pastoralist regions/areas recognized by the government are: Afar; Somali; Borena Zone and Fentele Wereda (Oromia); South Omo Zone, Bench-Maji Zone, and parts of Decha Wereda in Keffa Zone (SNNPR); and, Nuer Zone (Gambella). Whilst government policies have strengthened, and resource allocations increased over the last decade, pastoralist areas are still amongst the least served by WaSH services, as the discussion above on spatial disparities highlighted

2.2 World Bank Policies on Social Impacts of Projects OP/BP 4.10: Underserved Peoples Policy

The objective of this policy is to ensure that (i) the development processes foster full respect for the dignity, human rights, and cultural uniqueness of indigenous peoples; (ii) adverse effects during the development process are avoided, or if not feasible, minimized, mitigated or compensated; and (iii) indigenous peoples/underserved receive culturally appropriate and gender and intergenerational inclusive social and economic benefits.

The World Bank safeguard policy OP/BP 4.10 is triggered by the proposed project because of the project's interventions in the emerging regions and pastoral community where underserved peoples are present.

Although, the national policy including the constitutions recognizes the presence and rights of many ethnic groups, as well as vulnerable groups, including Nations, Nationalities and Peoples, pastoralists, and national minorities, there is no clear guideline for implementation. Therefore, the project as per the OP/BP 4.10 requirement undertakes a SA which evaluates the project's potential positive and adverse effects on the underserved community and vulnerable groups of the project area, and to examine project alternatives where adverse effects may be significant. The SA is a means to engage Free, Prior Informed Consultation (FPIC) with target communities and to assess whether these communities will provide their broad support to the project. The SA along with all safeguards instruments will follow the clearance and disclosure protocols of the Government of Ethiopia and the World Bank.

2.3 Institutional and implementation Framework

The proposed Project implementation arrangements will follow the implementation arrangement being used for the current project. Accordingly, the Project will be implemented by Ministries of Water, Irrigation and Electricity, Health and Education at federal level and their respective bureaus and offices at the regional and woreda levels. These latter institutions have been strengthened to deliver services at decentralized level. More decentralized decision-making authority has been granted for regions, woredas and communities, upon demonstration of adequate capacity. The approach of providing more decision-making authority to decentralized level will be adopted by the Project.

2.3.1 Roles and Responsibilities of the Implementing Institutions

MoWIE at Federal level is responsible for Water policy, coordination and monitoring. Implementation is decentralized to Regional, Woreda and in some cases community level. In general, the design and contracting of piped water schemes are managed at Regional Water Bureau level, before handing over maintenance responsibility to local Woreda level. The implementation of less technical schemes such as hand-dug wells or spring catchments is managed by Woreda Water Offices, or communities (in the case of Community Managed Projects). In some Regions, some responsibility for WaSH activities is starting to move from Regional to Zonal level to bridge some gaps in capacity.

Over the past five years, under the existing WaSH programmes in general and more specifically because of the intervention of the ongoing OWN-P-CWA, community WaSH Committees (WaSHCOs) have been established and trained to operate and maintain the community water schemes. Recently there has been legal registration of these associations, which under the OWN-P opens significant opportunities for greater involvement of communities in the planning and management of WaSH services. This activity is expected to be further strengthened under the One WaSH-CWA implementation period.

The MoH's Health Sector development plan is also expected to dramatically scale up the provision of primary care services through the health extension programme and health clinics at district level. Over 34,000 health extension workers (HEWs) have been trained and

deployed to rural health posts. The health extension workers work directly with communities to encourage behavior change that includes use of improved sanitation and hygiene promotion. In some Regions the government is creating Health Development Armies by training women in the community to mobilise their neighbours to adopt Good health seeking behaviour and increase service utilization.

Federal and Regional WaSH Project Management Units (PMU) which have been established in each of the 3 sector Ministries (Health, Education and Ministry of Water, Irrigation and Electricity) and MoFEC as well as within an appropriate Department/process owner in each of the 3 respective sector Bureaus and Finance and Economic Cooperation Bureau (BoFEC), will be strengthened and responsible for oversight and guidance of the Project implementation including safeguards while the WaSH coordination office at federal and regional level will be responsible for coordination among OWNP ministries, bureaus and offices at each level.

2.3.2 Non-government Actors

Civil Society Organizations (CSOs) also play a key role in the WaSH sector. They deliver water and sanitation services, pilot new approaches, and support learning and knowledge sharing. GoE and CSOs active in WaSH share the common goal of water and sanitation for all, and so are aligned with the GoE Universal Access Program. The contribution of CSOs is recognized in the WaSH Implementation Framework (WIF).

The **Water and Sanitation Forum** is the Ethiopian civil society network of WaSH NGOs, It is recognized by GoE as the representative institution for WaSH civil society and takes part in national level decision-making and coordination mechanisms. Another network, the **WaSH Ethiopia Movement** is a voluntary coalition of representatives of government organizations, non-government organizations (NGOs), civil society organizations (CSOs), donors, the media, the private sector, faith-based organizations and individuals. The movement was established in 2004 and is coordinated by WaterAid. The movement has established regional chapters to help it to work nationwide.

There is close collaboration between GoE WaSH ministries and WaSH CSOs. Experienced CSOs in the sector join in the sector processes such as the Joint Technical Review, the annual **Multi-Stakeholder Forum**, and the **Forum for Learning on Water and Sanitation** (FLoWS). In addition, the **WaSH Media Forum** was established in 2008 to trigger and maintain discussions between the media and WaSH and to outline how the sector can increase its engagement and partnership with the media.

There are few CSOs working on disability issues within the WaSH sector and national data on projects which incorporate components addressing the specific needs of people in WaSH provision is not available. Data from other sectors indicate that most support is highly localized, varies from region to region and is left to small, underfunded NGOs and religious groups, (see for example Jennings et al, 2011). At a national level, the **Ethiopia Centre for Disability and Development**, a national NGO established in 2005, supports more inclusive design, and provision of WaSH services. The ongoing program is also has been working on an inclusive way to address the need of people with disability during WaSH service construction, mainly in including ramp during toilet construction.

WaterAid Ethiopia is the key non-governmental organization working to mainstream disability issues into WaSH service provision. It works to raise awareness of disability issues in the public and private sectors and has mainstreamed disability into its projects and works with partner organizations as well as contributed towards the development of standard design of WaSH facilities in health institutions.

3. Assessment of Institutional and Key Social Issues

3.1 Characteristics of Vulnerability and Exclusion from WaSH Services

Vulnerability and social inclusion are highly complex and context-related. Whilst, they do not always overlap, individuals and households who are excluded or underserved by WaSH services, are also more likely to be highly vulnerable to situations and events, (for example, reduced quality of life; livelihood and educational opportunities, compromised health status and threat of disease), which compromise their well-being and compound their social exclusion. Key factors affecting people's abilities to access WaSH services include poverty, gender, and spatial disparities.

Poverty: Wealth status is a determining factor in individual's and household's capacities to secure water supply and sanitation that is accessible, safe, and of adequate quality (Satherwaite, 2012, WaterAid, 2011). Wealthier households pay less proportionately of their income to access quality WaSH facilities of adequate quality (Water Aid 2011). Water security, especially in times of emergency and drought is compromised by poverty.

In Ethiopia, studies have highlighted the extra costs and burdens poorer households face in getting and storing water: their health already compromised by poverty and malnutrition limits their physical capacities to collect water from long distances; they cannot afford to buy extra water containers; have less resources to mobilize labor and transport to carry the water and have few places to store the water hygienically (MacDonald et al, 2011).

Poverty, also results in individuals and households, even when safe water points are within the national standard distance for access, choosing to use contaminated water sources. Low access to WaSH services, is for poor people, especially poor women, underpinned by social exclusion from decision-making and planning processes for extending WaSH facilities, (Hughes et al, 2008; Teferra and Gebremedhin, 2010). Access to information channels communicating safe WaSH practices is a major constraint for poor people, especially in pastoralist areas. In Gambella and Afar, for example, most poor people communicate by word of mouth. Few access the radio or print media- the main media for transmitting WaSH and health messages (Ward and Ayalew, 2011).

Gender disparities: Lack of access to water supply disproportionately affects women as they are the ones who are responsible for collecting water. In Ethiopia, it is women or girls who usually collect water in over 78% of households with over half spending 30 minutes or longer each round trip, losing time that could be spent on productive activity and reproductive care (EDHS, 2011). Lack of WaSH facilities make women more vulnerable to violence both within the household and outside, because of the time taken from their childcare and domestic responsibilities and the physical hazards they face in collecting water or finding safe and private places to defecate or deal with menstrual flow (Tesfu, n.d., UNFPRA, 2010).

For many women, multiple disadvantages mean that they are unable to use water and sanitation services; these barriers may be physical, institutional (such as a lack of information and participation in policy and programme planning), attitudinal (such as stigmatization), or economic (they may be unable to pay for services). It is vital to focus on reaching the most marginalized populations, providing adequate, affordable and accessible WaSH services, and challenging discriminatory legal frameworks, policies, practices and beliefs that prevent some people from using facilities.

Gender disparities are exacerbated by low participation in planning, implementation and post-implementation maintenance of WaSH facilities, of women, especially of poor and socially excluded women (Teferra and Gebre Medhin, 2010). As a consequence, planned facilities aren't necessarily adapted to the specific needs of women, such as menstrual hygiene, or

safety and acceptable levels of privacy in latrine design and location. Women's leadership in WaSH is limited; whilst the majority of HEW are women, there are few WaSH engineers or technical staff.

Lack of WaSH facilities in schools can affect girls' attendance and drop-out rates, impacting on educational achievement rates (MoE, 2010). Water collection times can affect school attendance of adolescent girls. A World Bank study showed that girls' attendance at school increases significantly for every hour reduction in water collection (van de Walle, 2010).

Inadequate water supply and sanitation remains a problem for a significant number of people and disproportionately poses a large burden on women and girls. As primary collectors of water for domestic use, main caregivers and managers of household hygiene, it is the women and girls who bear an undue burden arising from the lack of access. The chore of water collection over long distances has been associated with negative effects on women's physical and mental well-being, as well as threats of Gender based violence and sexual harassment.

Similarly, the lack of sanitary facilities force women to relieve themselves either in unsafe open areas or under cover of night, exposing them to the threat of sexual violence. The project is expected to facilitate time savings for women and girls who bear the burden of fetching water; improve girls' education by reducing time spent on fetching water; will minimize the threat of sexual violence through improving safe sanitary facilities; separate latrines/toilets construction for boys and girls in schools, project's intervention on menstrual hygiene management. Further, the project will improve awareness of school community through school WaSH club.

Experiences from one WaSH on going project and field work findings showed that all jobs created by this project have been taken by the locals and no physical infrastructure construction had resulted labor influx in towns and woredas and hence, therefore, associated risks of labor influx including gender-based violence of this project is low. Moreover, to ensure equal participation of women in the project and risks of GBV are managed, draft Gender Action Plan has been prepared by the MoWIE and included in the the project appraisal document (PAD). The Gender Action Plan (GAP) focuses on: (a) ensuring women's equitable participation in program related public consultations; (b) incorporating gender and people with disability issues in the design and features of the WSS infrastructure including separate latrine for boys and girls in schools, accessibility ramps and fixtures; (c) promoting Menstrual Hygiene Management (MHM); (d) promoting employment opportunities for women and youth; (e) providing special attention to tariffs and ability to pay for; and (f) strengthening the implementing agencies' institutional capacities for gender mainstreaming. For details, please refer annex 1 table 7 of the PAD.

Age disparities:

Older people and children are particularly vulnerable to the impacts of lack of WaSH facilities. **Children** are most vulnerable to WaSH related diseases. In Ethiopia 277,000 children under five years old died in 2010 (106 deaths per 1,000 live births); **pneumonia and diarrhea being two of the most major diseases causing these deaths**, with diarrhea causing 14% (1% new born, 13% U5) or 38,534 of the deaths. Ethiopia has made progress in reducing under-five mortality levels since 2000 (in 2000, over 376,000 children under-five died). Over half of the attribution to this progress has been the reduction of deaths due to diarrhea (comprising 28.2% of the reduction) and pneumonia -comprising 27.8% of the reduction (EDHS, 2012).

Older persons, particularly elderly poor people, experience significant difficulties in accessing WaSH facilities that are available and safe and affordable due to: reduced mobility; physical challenges and costs (Patkar and Gosling 2010). Over 40% of orphans for example receive primary care support from grandparents, and older women with husbands are often

the sole career of their sick or fragile partners (Ebb, 2011). These factors have implications for older person WaSH needs which are rarely addressed by WaSH services (HelpAge International, 2006). On the contrary, older people can be perceived as too old to adapt to new conditions.

Spatial disparities: In broad terms, people living in rural areas, in urban slums and informal settlements, in the emerging regions and pastoralist areas are underserved by WaSH services. The Social Inclusion and Gender Equality Analysis for the Ethiopia Protection of Basic Services programme highlighted the determining role of residence in terms of access to service with indicators for the lowland areas of Afar and Benishangul Gumuz being the worst, and rural areas faring worse than urban areas (Hughes et al, 2008). While the majority of the population 83%, (2010) lives in rural areas, only 34% of the rural population has access to improved water sources, compared to 97% of the population in urban areas (WHO/UNICEF, 2010). The highest urban-rural gap is in Dire Dawa where urban residents are three times more likely to get access to water than rural residents (EEA and WAE 2010). Spatial disparities are also reflected in WaSH data with the lowest regional water supply access rate of 37% recorded for Afar (NWI, 2012). The technical challenge and high cost of enabling access to water in semi-arid conditions is compounded by issues of low government and private sector capacity, remoteness and some conflicts within these areas. Whilst, urban areas appear better served than rural areas, there are wide disparities between formal residential areas and informal and slum areas.

Data for WASH coverage in urban areas is limited and skews towards formal settlements and the higher wealth quintiles (UN Habitat, 2008). This leads to the impression that urban areas are relatively “well-off” in terms of service provision when, in fact, large numbers of urban dwellers are living with limited or compromised access to WaSH services (UN Habitat, 2008, Water Aid, 2011).

There is also increasing evidence that the issue of spatial inequality is not just one of comparisons between regions. Research by Water Aid (EEA and WAE, 2011) and the NWI data (2011) both show large variations between woredas in the same Region and between kebeles in the same woreda, even those which are being served by existing WaSH programmes.

Underserved and Vulnerable Groups

The GoE, under the constitution and in the various policies and strategies stemming from these constitutional rights, recognizes a number of disadvantaged groups who face particular challenges in accessing their rights and entitlements as citizens, including basic services (MoFED 2010, Water Aid, 2013). These include pastoralists and other designated disadvantaged nations and people living with disabilities or HIV/AIDS.

The pastoralists comprise approximately 12-15 million people that belong to 29 groups of Nations, Nationalities and Peoples. Pastoralist regions/areas recognized by the government are: Afar; Somali; Borena Zone and Fentele Wereda (Oromia); South Omo Zone, Bench-Maji Zone, and parts of Decha Wereda in Keffa Zone (SNNPR); and, Nuer Zone (Gambella). Whilst government policies have strengthened, and resource allocations increased over the last decade, pastoralist areas are still amongst the least served by WaSH services, as the discussion above on spatial disparities highlighted.

The environmental challenges in securing water on a continuous basis are compounded by poor infrastructure and low institutional capacities. Particularly in Benishangul Gumuz and Afar where water resources are considered the highest priority development activity, due to both the scarcity of water in the region and the importance of water to the livelihood of pastoralist communities (Nassef et al., n.d).

People living with Disabilities: An estimated 15 million people in Ethiopia or 17.6% of the population have a physical disability, the vast majority of who live in rural areas (ILO, 2012). People with disabilities are largely invisible to WaSH service providers and significant physical, environmental, social and institutional barriers limit their access to WaSH facilities (WaterAid 2013). The specific needs of disabled people, for example: the need for water above average demand, because of frequent falls, illness or difficulties in reaching WaSH facilities; their dependency on care-givers for water supplies because of distance to water points and the daily compromises to their safety, dignity and self-respect as they try and meet their WaSH needs, are rarely considered in WaSH planning (Satherwaite, 2012, Mathewman, 2006). People with motor disabilities, for example can face almost insurmountable challenges in accessing sanitation. For those who have to crawl, entering a poorly maintained latrine on hands and knees is a health risk as well as a humiliation. Institutional WaSH facilities such as latrines at schools and health facilities are often inaccessible to people with disabilities due to poor design with respect to those with compromised physical mobility or those who are blind (Mathewson, 2006).

3.2 Social Capital

3.2.1. Traditional Mutual Support/Self-Help Institutions

Self-help groups such as *iddir* and *kire* are institutions which their members fall back on in times of distress for assistance in kind or in cash. Thus, these institutions come to the rescue of those in need like the bereaved, the sick, the old and people with disability, and may also be called on to assist in reconciling conflicts and differences. As for mutual assistance groups (*debo*, *jiggie*, *wovera*), they are meant to serve as work parties to mobilize labor exchange and reciprocation during peak agricultural seasons and occasions of labor intensive work such as house and fence construction.

Ethiopians have a strong tradition of helping one another and getting organized in mutual and self-help association of similar nature which are known by different names in various languages spoken in the country. These include, among others, *Iddir/Kire*, *Equb*, *Debo* and *Wofera*, *Mahiber*, *Dehe* and *Sera* (equivalent of *debo* and *Iddir*, respectively, among the Sidama), which are the commonly used grassroots level traditional mutual and self-help institutions. In many instances, an individual may be a member of two or more *Iddirs*, *mahibers*, or *Equbs*, depending on what means he/she has at his/her disposal to meet the minimum membership requirement and it, of course, widens one's social support network and greater chances of risk aversion or insurance against sickness and death of a family member. For instance, the following indigenous mutual help associations are observed as having immense impact on the life of the people in Gambella Regional State: *Lowok* among the Nuer; *Ko'nyd'e'el* among the Anyuak; and *Kokony* among the Majanger. Similarly, the social relations and economic cooperation among the Gumz is engineered by an institution called *Mab'andt'sa*.

This institution is holistic, touches social and economic life of the Gumz people. These indigenous institutions can be used as a forum where the objectives of One WaSH-CWA, project components and sub project selection criteria will be discussed, and communities' development priorities are deliberated and agreed upon. Recently, however, there are also government introduced grassroots level organizations such as *Yelimat buden* (development group/unit), constituting 20 to 30 people depending on the settlement pattern and environmental condition of a given area. Even though the traditional grassroots level mutual and self-help institutions are still functioning, they are now seen as less effective by the government structures and therefore dominated by the government introduced structures. But still there were times when these indigenous institutions are used by the local government structures to mobilize the community in support of government-initiated development projects, especially when people are suspicious of the motive of the projects, understand their objectives and secure communities' active involvement in their implementation.

3.2.2. Customary Conflict Settlement Mechanisms and Resource Management

Customary institutions have traditionally played important roles in the settlement of disputes involving rural land in the *woredas* visited for this social assessment update. The designation and composition of these customary/informal conflict mediation institutions may slightly vary between regions/*woredas*. Community trust and respect are crucial requirements that mediators must meet to be effective in land dispute settlement process. As a result, elders, family councils/trusted relatives, religious leaders and *iddirs* have won increased community acceptance and recognition in the settlement of land-related disputes. In many instances, courts - regular as well as quasi-formal – refer disputants to these institutions to seek resolution for their disagreements in the first instance. In connection with this, customary land-related dispute settlement mechanisms such as the *Jaarsumma* (arbitration and mediation by council of elders) of the Oromo and the *Erekena shemigelena* (traditional arbitration and reconciliation) of the Amhara, to mention but a few, will contribute to the smooth implementation of the program in the settlement of potential disagreements arising from the activities to be undertaken under One WaSH-CWA.

The most vital resources in pastoral /agro-pastoral communities are grazing land and water resources. In Afar and Somali, pastoral community members' ownership, access and use of land are determined by membership to a clan in most cases, as most settlement/communities include members of the same clan. Therefore, all households in a given ethnic group and/or subethnic group (clan) equally have access to and control over land and all kinds of resources on it. Communal land and resource ownership are the guiding principles of resource management and the Gada acknowledges that land and other range resources are the property of a clan or a group of clans. But in agro and agro pastoral communities, farm lands are perceived as private property while grazing land is owned communally. Even though declining in recent years, conflict among clans and ethnic groups are critical problems in pastoral areas. The major causes of conflict among others include; competition for resources (pasture, water), livestock riding, informal annexation of land, weakening of range management customary laws and feud or revenge. Conflicts could arise within a family, clan or other ethnic groups. Whenever such conflicts occur, pastoral/agro-pastoral communities use the various traditional conflict resolution mechanisms to restore peace and security.

In SNNPR, an indigenous institution called 'Denb' is used to solve conflicts. Denb is used whenever there is conflict between ethnic groups. Whenever someone is denied his or her rights, that person will take the case to the local elders. The local elders will fix convenient date on which the traditional court of "Denb" will be held where the public will gather, and knowledgeable elders lead the jury process. In the pastoralist community of Oromia, traditional conflict resolutions mechanisms are available and still effective. Similarly, *Adaa* is a cultural mechanism of Afar for applying various rules and regulations within the madaan system such as resource management, marriage arrangements, conflict management, external relations, etc. The *Adaa* respects the rules and regulations of the *Madaa*, and the *Adaa* does not have any structure, it is just a functional mechanism within the pastoral and agro-pastoral production systems and has been in use since time immemorial. Committees such as *Woger Habaa* and others are assigned and make decisions at any time whenever appropriate with regards to natural resource management, conflict resolution, etc. In resource management and land use, the Majanger of Gambela have indigenous institution called *Jung*. They also have traditional forestland-related dispute settlement mechanisms, which they call *Guten* comprising of elders and religious leaders who play important role in this regard.

3.3 Grievance Handling Mechanism (GRM)

Effective Grievance handling mechanisms constitute an important aspect of interventions like One WaSH-CWA. For these arrangements to serve their purpose, they need to be developed and operated in such a way that they meet the needs of the target populations, being cost effective, accessible and working on the basis of a well-defined time schedule. Of course, such grievance handling arrangements do not replace the formal justice system, and so complainants who feel their grievance have not been fairly handled may seek justice in the court of law.

The project will established /strengthened one project specific functional grievance redress mechanism to allow complaints about any decision of activities both land and non-land related issues including equity, inclusion social tension and conflict that might arise during project implemetnaion. The project will ensure that the Grievance mechanism is effective gender sensitive during committee formation and implementation. It will ensure that women are represented in the GRM committee and the GRM equally address grievances received from men and women. and will ensure that all project related griveances are propely addressed in timiley fashion. .

The GRCs have the responsibility for tracking and monitoring the process of grievance redress and the implementation of the decisions made and of seeing that redress is granted to the project affected people in a timely and efficient manner. They also have the responsibility for giving regular feedback to the complainants about the progress of the grievance redress process. The monitoring should include the progress of implementation of grievance resolutions and the timeliness of grievance redress, follow up grievances to be sure they are attended to, and document details of complaints received and the progress in solving them.

An evaluation system should assess the overall effectiveness and the impact of the GRM. Such evaluations can take place either annually or biannually, and their results should contribute to improving the performance of the GRM and provide valuable feedback to project management. The following questions can be addressed in such evaluations:

- How many complaints have been raised?
- What types of complaints have been raised?
- What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)?
- How long did it take to solve the problem?
- How many projects affected people (disaggregated by sex) have used the grievance redress procedure?
- What were the outcomes?
- Is the GRM effective in realizing the stated objectives, and principles?
- Is the GRM capable of responding to the range of grievances specified in their scope?
- Is the GRM equipped with an adequate and diverse set of resolution approaches?
- Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts, etc.?
- Was the GRM effectively integrated into overall project management?

This information is important for project management to see trends of complaints, detect flaws in implementation, take timely corrective action, and make strategic changes where needed. It also provides valuable feedback about the affected people's satisfaction with the project and thus contributes to a good reputation for the implementing and executing agencies. Detail grievance redressing procedure is provided in the RPF, another document of the project

3.4. Socio-economic and Cultural profile of studied communities

Afar

Afar is one of the nine regional states situated in the north-eastern part of Ethiopia, it borders Oromia region in the south, Tigray region and Eritrea in the north, Djibouti and Somali region in the east, and Amhara region in the west. The altitude of the region ranges from 1500 m.a.s.l. in the western highlands to -120 meters below sea level in the Danakil/Dallol depression. Afar is characterized by an arid and semi-arid climate with low and erratic rainfall. Temperature varies from 20°C in higher elevations to 48°C in lower elevations. Rainfall is bimodal throughout the region with a mean annual rainfall below 500 mm in the semi-arid western escarpments decreasing to 150 mm in the arid zones to the east.

The major sources of water for pastoral and agro-pastoral communities and their livestock are rivers, ponds, and stagnant water during rainy season, springs, *birkads*, hand-dug wells, motorized deep wells and *elas*. The quantity and distribution of existing surface and ground water supply schemes developed in the region are insufficient to meet the demand. According to UNICEF, more than 30% of the schemes are not functioning due to technical and management reasons. Efforts have been made by both government and NGOs working in the region to mitigate the problems but due to lack of coordination and adequate planning among concerned parties, identification of sustainable solutions have been limited. As per the National WaSH Inventory (NWI) done in 2011 the potable water supply coverage of the Afar region is 37.4% (82% urban and 34.8% rural). Some woredas like Asayita and Elidar of zone 1, Awash Fentale, Amibara, and Gewane of zone 3, and Gulina of zone 4 have higher coverage, while woredas like Erebt, Magale, Dallol, Berhale, Afdera, Argoba, Teru and Yalo still have relatively few potable water supplies.

Overall, community management of water supply schemes is at their infant stage in some places, and non-existent in many places. Hygiene and sanitation activities seem to be limited, with about 55% of the households in the region having access to sanitation facilities. The sources of water include: rivers; lakes; unprotected wells; springs; public taps and privately-owned taps (UNICEF, 2012). Due to the shortage of water, poor sanitation and limited hygiene, the region has been repeatedly attacked by Acute Watery Diarrhea (AWD), from 2006-2009. According to government report on the epidemic made by the Regional State Health Bureau in 2009, there were 6,583 suspected cases and 183 deaths (FMoH, 2011). The report also indicated that the capacity of government departments to implement projects or coordinate those involved in the sector is limited. NGOs involved in the development of this sector (i.e. water supply, sanitation, and irrigation) in Afar region are also insufficient in number.

Demographics of Afar region

According to the 2007 Population and Housing Census, the Afar Region houses 1,390,273 people, comprising 775,117 men and 615,156 women. The Central Statistics Agency (CSA) data in July 2011 indicates that the region population has reached 1,559,001 people with 867,999 men and 691,002 women. In Afar regional state, about 95% (1,324,854) of the people are followers of Islam. Ethnic groups found in the region are; Afar (90.03%), Amhara (5.22%), Argoba (1.55%), Tigre people (1.15%), Oromo (0.61%), Wolayta (0.59%), and Hadiya (0.18%).

Livestock management is central to the Afar economy. In fact, about 90% of Afar inhabitants derive their livelihoods from livestock production. Pastoralists are predominantly nomadic with approximately 80 % practicing transhumant pastoralism. Pastoral livelihoods have evolved over many centuries as a rational response to low and erratic rainfall and the human and animal mobility ensure maximum sustainable use of the available grazing resource. The agro-pastorals in Afar region are located mainly in the woredas adjacent to the neighbouring highland regions, specifically in Argoba, Dulecha, Fursee, Semurobi, Abala and Afambo woredas and their livelihood is based mainly on crop production (Sorghum, maize, Teff and cotton), honey production and livestock production.

Afar region is home for the Afar ethnic group of Ethiopia. The group constitutes 90% of the people that reside in the region. The Afar ethnic communities are differentiated from the neighboring communities because of their cultural features and customary life style and the nature of the ecology. They are predominantly pastoral in their way of life. The Afar communities have an original, distinctive information exchange system called *Dagu* and possess an oral, interpersonal communication/ritual which they perform when one meets another. In Afar region, *Dagu* is a common form of information sharing among various segments of the population.

Religion and clan/family membership are the key social ties keeping the social cohesion of the pastoral peoples. They are a polygamous society and favour living in extended family group. The communities are organized in clans (*Mela*), local community (*Kaido*), lineage group (*Afa*), extended family (*Dahla*) and the household (*Burra*). As one of the key clan-based institution, marriage, divorce and resource sharing are governed by Islamic principles. The *Kadis* and *Shekas* implement Islamic religious rules, regulations and teach the faith.

The Afar practices exogamous marriage and polygamy in accordance with Islamic laws. Marriage, divorce and inheritance are determined by their religious beliefs. Women do not have equal rights over resources, during marriage, at divorce, and inheritance at the death of their spouse. It is uncommon for women to speak and share concerns and life experiences in Afar without the permission of male clan members. They shy away to speak, as they consider their male counterparts as their spokesperson. This is also reflected in the leadership positions in formal and informal institutions, in the area of participation and memberships of clan institutions.

The Afar people engage in pastoral and agro pastoral (along the riverbanks) economic activities as their main source of livelihoods. They draw their main livelihood from rearing animals such as camel, cattle, sheep, goats and donkey. In some woredas where there is access for water, they practice both crop farming and livestock rearing to support their livelihood. Agro pastoral households produce sorghum along the riverbank using traditional irrigation methods. The communities are chronically food insecure. Further, the region exhibits vulnerable characteristics in terms of the various forms of shocks, seasonality and trends affecting the lives and livelihoods of people. Water shortages, frequent drought, shortage of grass/fodder, outbreak of human disease, malaria and livestock disease, among others, are the source of vulnerability that affect the lives of Afar people.

Traditional institution for managing resources in Afar

The Afar people administer themselves through their traditional administrative system of *Madaa* and *Adaa*, which handles all economic, social and political issues at the local level. *Madaa* is the traditional legal system for the Afar, which is considered as a base for other administrative system and a constitution for Afars. It has a hierarchical structure starting from a head of a household (*BuraHaba*) to clan leaders at top level (*KedoHaboti*). The *Madaa* is the highest decision-making body of all the clans and encompasses every aspect of legal issues and the system is not subject to alterations. For example, wildlife is protected by the Act of the *Madaa*. If someone kills a wild beast for the first time, there is a fine of ETB 150. If the same person does it for the second time, the fine will rise to ETB 300. If that goes for the third time, there will be a serious imprisonment. There are also protected areas under the Act of the *Madaa* system. The fines vary according to the type and extent of damage caused by respective individuals and/or groups.

Payments of fines are also effected by two ways known as *Foor* and *Katii*. The *Foor* enforces payments to take place in live animals as much as possible, and *Katii* which is flexible considers payments in combining both live animals and equivalent cash money, and even approves payments in equivalent monetary values when payments are difficult and/or impossible in live animals. The *Katii* also re-assesses the monetary value of livestock in light of developments in the market.

When there is conflict between the *Madaa* system and the local governmental administration, for example, if the police arrest any person for some wrong doings, this is taken as an offence by the community (*Madaa* system). The police and the respective clan will be accountable to

the *Madaa* system for the arrest and it is only if this is impossible, then local government will intervene. The latter one is very unlikely to happen because under the *Madaa system*, there is the *Fataha* proclamation (last and final decision given by the highest body of the *Madaa*), which is respected and accepted by everybody, including the government.

Adaa is a cultural mechanism for applying various rules and regulations within the madaan system such as resource management, marriage arrangements, conflict management, external relations, etc. The *Adaa* respects the rules and regulations of the *Madaa*, and the *Adaa* does not have any structure, it is just a functional mechanism within the pastoral and agro-pastoral production systems and has been in use since time immemorial. The *Adaa* rules also govern every day's life situations; for example, if some families do not have enough to eat they have the right to get food from the others who do have enough. Committees such as *Woger Habaa* and others are assigned and make decisions at any time whenever appropriate with regards to natural resource management, conflict resolution, etc.

During drought incidences, energetic young men are selected within the community by *WogerHabaato* to assess the condition of grazing and water locally known as *Edo* before deciding where to move the animals. In the case of movement in particular, the pre-assessment of different areas on the availability of water and pasture are evaluated and the committee decides to which area to move. The communities assisted by *Madaa* members also plan on how to economically utilize the resources. The number of livestock and length of time to stay on the particular spot will also be decided by the *Madaa* and *Adaa*. They pass resolution to protect and even have more *Kalo* (grazing reserves) and temporarily protected dry season grazing land (this is used where most of the grazing lands that are far away from the water sources are depleted). They rationally plan and make economical use of the *Kalo*. Weakened livestock will be allowed to feed on the nearby *Kalo* and drink from the nearby water source.

To manage water, water resources will be categorized for the purpose of rational planning. These Categories are ponds, *Ela* (wells), rivers and springs during mild and average drought. Strong camels and donkeys will be selected to fetch water from distant places during average drought situations for domestic use. As women are responsible for fetching water, they are most affected. They travel long distances to fetch water for domestic use during mild and average droughts. Women might walk for about 6 hours to find water for domestic use.

During average drought crisis, the *Ela* serves the livestock only in the morning and the people late in the afternoon. In the case of springs and rivers, people will have direct access whereas livestock queue on first come first served basis. Rationing of water is practiced during the average drought conditions. This is executed through the *Madaa* and *Adaa* system. The livestock will be allowed to drink water for survival only, basically, at two or three-day interval. Searching and finding perennial water resources during the average drought period and keeping few animals around watering points at the acute drought period are customary within the *Madaa* and *Adaa system* (Fasilet al, 2001)¹⁶.

It has been shown that the Afar community has a dynamic culture and norms to manage resources in general and water specifically. These traditional approaches are socially inclusive to all community members in sharing resources and resolving conflicts. Thus, the WaSH-II project needs to appreciate these traditional practices and incorporate them during its implementation process, particularly in managing water resources and ensuring the sustainability of project outcomes.

Amhara Region

Demographic and Economic Features

The Amhara Regional State covers a total land area of approximately 154,000 km². The regional average landholding is 0.3 ha/household. According to the CSA, 2013 national

population projection data from 2014-2017, the region has a total population of 20,018,988, out of which 84% live in rural areas

Most of the region is on a highland plateau and characterized by rugged mountains, hills, valleys and gorges. Hence, the region has varied landscapes composed of steep fault escarpments and adjoining lowland plains in the east, nearly flat plateaus and mountains in the center, and eroded landforms in the north. Most of the western part is a flat plain extending to the Sudan lowlands. Cereals, pulses, and oilseeds are the major crops grown in the Amhara. Principal crops include teff, barley, wheat, maize, sorghum and millet. Pulses include horse beans, field peas, haricot beans, chickpeas and lentils. The region also has large livestock resources.

Ethno-Religious Features

Other ethnic groups include the Agaw/Awi (3.46%), Oromo (2.62%), Kamant (1.39%), and Argobba (0.41%). Of the total population of the region, 82.5% are Orthodox Christians, 17.2% Muslims, 0.2% Protestants and 0.1% others.

Oromia Region

Oromia is one of the nine ethnically-based regional states of Ethiopia. Oromia National Regional State is the largest Regional state in the Federal Democratic Republic of Ethiopia. The total area of the Region is 363,136 km², accounting for about 34.3 percent of the total area of the country. Administratively, the Region is divided into 18 administrative zones, 304 woredas (out of which 39 are towns and 265 rural woredas).

According to the population and housing census report of CSA (2007), the total population of Oromia National Regional State is 27, 158,471, which accounted for about 36.7% of the total country's population. In Oromia National Regional State, the rural population is 23,788,431 or 87.8% of the total population of the region, while the urban population is 3,858,567 or 12.2%. Women constitute about 49.6% of the population, while men constitute 50.4%. Though sedentary agriculture is the main source of livelihood for the majority of rural population in the region, pastoralism and agro-pastoralism livelihood system is common in low land areas of the region. There are 33 pastorals and agro-pastoral woredas in the region, distributed in 6 zones (Borana, Guji, Bale, east Hararghe, east Shewa and west Hararghe). The pastoral and agro-pastoral areas of the region covers about 152,170km², accounting for about 37% of the total area of the region. Its total human population size is estimated to be about 4 million whereas about 30% of the livestock population of the region is found in pastoral and agro pastoral areas.

Oromo People and Culture

The Oromo have rich culture and a well-developed age-based system upon which the religious, political, economic and social life of the people are organized. Among others, the Gada system which organizes Oromo society into age groups and rotates leadership in every eight years is a remarkable egalitarian democracy. The Gada institution is still functional in different part of Oromia region in general and Borena zone in particular and works very well along with the modern administration system. In the Gada system, elders are considered to be wiser and are responsible for teaching, resolving conflicts, and nurturing Oromo culture. Seniority is thus an important factor in Oromo relationships. The system helps to exercise democracy, participatory government and leadership. Before the expansion of Islam and Christianity, the Oromo had their own traditional religion called Waaqeffannaa, the belief in Waaq (the supreme God). The religion teaches safuu(do's and don'ts) for Oromo and helps them to live together in peace, prosperity and faithfulness to each other.

SNNPR

SNNPR covers an area of 111,000 km², which accounts for 10% of the total land area of the country, SNNPR region is home to more than 56 ethnic groups. It is located at the southern and south-western part of the country. The region shares common borders with Sudan in the west,

Kenya in the south, Gambella region in the North West and Oromia region in the east and North. The region which is the most diverse in ethnic and linguistic composition, has a population of approximately 15 million, the average plot size is 0.4 ha/household. There are 126 *woredas*, of which 8 are Special *Woredas*. According to the CSA, 2013 national population projection data of all regions from 2014-2017, SNNPR has a total population of 17,837,005 (8,843,499 males and 8,993,006 female). 15,130,000 (84.8 %) of the population are rural inhabitants, and 2,707,000 (15.17%) urban dwellers. This region has an estimated population density of 141 persons per square kilometer.

The region has diverse ecology and socio-economic profile. Out of the total area of land 56 percent is lowland, which accommodates all of the pastoral and agro-pastoral communities of the Region. The major economic activity of the area is livestock production, followed by *enset* and coffee production, fisheries, irrigation, and eco-tourism. *Teff*, wheat, maize and barely are the main crops grown in most of the areas in the region.

The SNNPR is the most ethnically diverse region of Ethiopia with about 56 ethnic groups (with distinct languages, culture and traditions). The 2007 census reported that the predominant five ethnic groups of the region include: Sidama (19.38%), Welayta (10.59%), Hadiya (7.98%), Gurage (7.54%), and Gamo (7%).

According to the NWI, 43.4% of the population has access to safe drinking water, out of which 42% live in rural areas and 65.1% are in urban area; and only 55% have access to latrine facilities. However, there is high variation among *woredas* in the region, with the Pastoralist areas posing a unique challenge in terms of health service delivery in general and hygiene and sanitation in particular. Overall, access to good toilet and hygiene practice is low; and the citizens are highly susceptible to the health risks.

Traditional water resources management practices of Pastoralists in SNNPR

A study conducted in South Omo zone on different pastoralist groups (Terefe, *et al.*, 2010) identified that, periodic assessment of conditions of the rangeland is part of the traditional natural resource management practices on which the welfare of the pastoralist community is based on. From the communities included in the assessment, 89 % of the Hamar, 83 % of the Benna and 90 % of the Tsemay pastoral groups replied that they make periodic assessments on the condition of their rangeland. This assessment, which is mainly based on the availability of grasses, water, free of animal and human disease, suitability to the different livestock species and security to the herders can be unconditional or be carried out on an individual or group basis. In general, greetings (day to day meetings) in these pastoral groups mean holding discussions about water, rainfall, rangeland condition, and welfare of their animals (*ibid*).

Tracking of water for livestock is one of the major occupations for pastoralists and is the key determinant of pastoral movement and migration. The sources of water for animals in the districts include permanent rivers, boreholes, hand pumps, ponds, lake, and water extracted from temporary rivers beds (river beds). Water resource use control is very loose for the members of the community, i.e., there is no control over the use of the natural water, deep boreholes and hand pumps made by government and non-government organizations (NGOs). The sources of water for animals and human beings are the same (Terefe, *et al.*, 2010).

In these areas, there is no problem of water in the wet season as they can use water from all sources around their settlements such as permanent and temporary rivers, ponds, and deep boreholes, but there is a critical shortage of water during the dry season (December and January). During these periods, they travel long distance to get water for their animals as major alternative and using river beds water to overcome this problem. In addition, they adopt various frequency of watering of animals to cope with the problem. In the dry season, those herders, particularly owning cattle, graze their animals for two consecutive days and move their animals on the third day to the watering points. In the wet season, however, because of the availability of water everywhere animals drink water depending on their need.

The social relationship of the ethnic groups was assessed based mainly on intra- and inter-ethnic interaction. The intra-ethnic relation was found to be cooperative. The inter-ethnic relation identified conflicts among the different pastoral groups to be common in the study districts. The main cause of the conflict was livestock theft or raiding among the neighbouring ethnic groups and conflict over use of a specific area for grazing and the lack of respect for the grazing rules set by the elders. Therefore, the different pastoral groups are armed in order to defend their families and properties. The pastoralists in the study districts use two mechanisms to prevent manage and resolve conflicts. These are either through the traditional (the negotiation of elders) or modern mechanisms (through government law). At times, depending on the nature of the problem, they use a combination of the two mechanisms (ibid).

Gambella Region

Gambella Region, one of the nine regional states of Ethiopia, is located at a distance of 777 km from Addis Ababa in the south west direction. The Region is divided into three zones (Anuak, Nuwer and Majangir), 13 woredas (one special woreda) and Gambella Town Administration. According to the 2007 Census conducted by the Central Statistical Authority (CSA), 307,097 people live in Gambella Region. Out of the total population, women account for 52% and men 48%; of whom 75% of the population lives in rural areas. Gambella Region is a home to five native people, namely, Nuwer, Anuak, Majangir, Komo and Oppo ethnic groups. The main ethnic groups of the region include Nuwer (46.7%), Anuak (21.2%), Amhara (8.4%), Kaficho (5%), Oromo (4.8%), and Majangir (4%).

Gambella People's National Regional State is endowed with large volume of ground and surface water sources including rivers, lakes, reservoirs, ponds and huge floodplain areas. The region has four main rivers: Baro, Gillo, Alwero and Akobo. These main rivers have originated from the highlands of Oromia and Southern Ethiopia Peoples' Regional State and have tremendous tributaries originated from the region and outside the region and generally these rivers flow from east to west direction. In addition, the region has two main lakes; namely: Lake Tatta in Gog Woreda and Lake BishanWaq in Godere Woreda, and numerous ponds.

The People in Gambela

Anuak People

The Anuak people accounted for the largest ethnic proportion of the study area (CSA, 2010b). The Anuak are Nilotic people who inhabit the Gambella region and the land across the Ethio-South Sudan border. Most of Anuak live in the South-western part of Ethiopia in Gambella region, whereas a minority of them live in South Sudan.

Anuak villages are thinly populated. These small, independent villages are spread out up to twenty miles apart, oftentimes with swamps and rivers between them. The Anuak are divided into clans. A strong sense of unity exists among clan members since most live in the same village. Inter-marriage between clans is common. The Anuak are polygamous society and favor living in extended family groups in settlements established in isolated pockets on the banks of the Baro River, in front of their agricultural fields. A grass-roofed main hut for sleeping, a smaller version for grain storage, and chicken coops comprise typical Anuak family holdings. Like many other Nilotic people, Anuaks have a complicated age-system in which different generation groups bear names that signify major happenings in their past.

Every Anuak settlement has a headman who is in charge of village ceremonies and possesses the village drums and ancient Anuak relics. He is given allegiance and respect by the villagers who cultivate his land and bring him gifts of meat and fish. If the headman loses the villagers' support by being a weak leader, he will be expelled from the village, taking nothing with him but his wives.

The Majenger

Inhabiting the thickly forested slopes of the south-western edge of the Ethiopian plateau, between the Anuak of the plains and the Oromo of the highlands, and belonging to the Nilo-Saharan linguistic group, the Majenger have a population of 12,280 (6,036 male and 6,244 female). They reside mainly in the Majenger Zone, in Mengshi and Godare *woredas*. Leading a non-sedentary way of life, the livelihood of the Majenger is mainly based on beekeeping, especially wild bee in the forest. Other livelihood activities include hunting and gathering and shifting cultivation, with lifestyle highly attached to the forest and forest products.

The Majenger have no political leaders, the only individuals of any authority being ritual leaders whose influence is restricted. Domestic groups tend to farm plots adjacent to those of friends or kin, but the settlements remain small and constantly changing in composition (as well as in location). In resource management and land use, the Majenger have indigenous institution called *Jung*. They also have traditional forestland-related dispute settlement mechanisms, which they call *Guten* comprising of elders and religious leaders who play important role in this regard.

The Nuer

The Nuer people, who live on the plains around the Baro River in the Gambella region of Ethiopia, are traditional cattle herders, although they sometimes resort to small farming, hunting, and fishing. Their language belongs to the Nilo-Saharan African language family like their neighbors the Anuak. The Nuer people are largely livestock dependent and are mostly found in Akobo, Jikawo and parts of Itang *woredas*. During rainy seasons, Akobo and Jikawo become flooded and the people therefore migrate to the highlands with their cattle until the riverbanks recede. According to the 2007 census, the population of the Region is about 300,000, and 46% of which are the Nuer.

The Nuer are preeminently pastoral, though they grow more millet and maize than is commonly supposed. They not only depend on cattle for many of life's necessities, but they have pastoral mentality and the herdsman's outlook. Cattle are their dearest possession and they gladly risk their lives to defend their herds or to pillage those of their neighbours. The attitude of Nuer towards and their relations with, neighboring peoples are influenced by their love of cattle and their desire to acquire them.

The Nuer living pattern changes according to the seasons of the year. As the rivers flood, the people have to move farther back onto higher ground, where the women cultivate millet and maize while the men herd the cattle nearby. In the dry season, the younger men take the cattle herds closer to the receding rivers. Parallel to territorial divisions are clan lineages and they trace their lineage through the male line from a single ancestor. These lineages are significant in the control and distribution of resources and tend to coalesce with the territorial sections. Marriages must be outside one's own clan and are made legal by the payment of cattle by the man's clan to the woman's clan, shared among various persons in the clan. The Nuer are egalitarian people with no single individual holding power, but rather political authority is loosely bestowed on informal council of married men.

The role of men and women from one ethnic group to the other is similar in most respects. According to the Socio-economic Survey Report (2008), there is a division of labor between men and women—it is the responsibility of the men to take care of cattle, cultivation of crops, constructing huts, whereas the women take care of the household chores such as child care, coking food, milking cows etc.

3.4 Vulnerability, Exclusion and Underserved Populations: Implications for Universal Coverage

Focusing policies and programmes on broad-based understandings of underserved populations and vulnerable groups will lead to overlooking inequalities between individuals

within these populations and groups. (Crawford, 2011; WaterAid, 2013). **Vertical inequalities within populations and groups** (e.g. pastoralist communities, children, and kebeles within woredas) are often larger than **horizontal inequalities** between populations and groups (e.g. rural-urban populations). A focus on vertical differences within underserved populations and vulnerable groups means WaSH policies and interventions can better address the different needs amongst people who are under-served and better target resource-constrained services to those not currently accessing WaSH services.

Defining individuals as members of vulnerable groups also overlooks the fact that many vulnerable individuals are part of more than one group and experience **Multiple Vulnerabilities**: e.g. a pastoralist woman with mobility issues or an urban poor man living with HIV/AIDs have experiences, vulnerabilities and needs that reflect their whole identity and life experiences. Those multiple vulnerabilities compound a person's abilities to access and use WaSH services. For, example, pastoralist women and men, who have dropped out of pastoralism as a way of life and are living on the periphery of towns, often in informal areas, are least likely to access and use safe, secure WaSH services of adequate quality or other avenues of support and information which could lead to their different interests being included within WaSH management decision-making and planning (Brocklesby et al, 2010, BASES, 2013).

The current sector data collection and monitoring system for the WaSH sector has yet to consider the full range of vertical differences within underserved populations and vulnerable groups. It does not capture coverage, access and use data below the household level. There is limited data on differential access and use by age, gender and disability. The OWN-P opens up opportunities for the WaSH sector to progressively address these gaps and support more effective targeting as it moves to universal coverage of basic WaSH services.

Moreover, there is emerging evidence in the WaSH sector, to suggest that universal coverage may best be achieved by an equity approach, explicitly targeting the hard-to-reach within under-served regions and populations, that is the most disadvantaged in terms of WaSH coverage, (Satherwaite, 2012; UNICEF, 2010c; Patkar and Gosling, 2010). Recent UNICEF models on sanitation have shown that an equity-focused approach will accelerate progress towards the sanitation MDGs faster than the current path, and second, it will be considerably more cost-effective and sustainable than the current path in all country typologies (UNICEF 2010 a & b). Working to achieve equity gives better results and returns on investment than a "business as usual" approach.

3.5 Asset Loss and Loss of Access to Assets (OP 4.12 – Involuntary Resettlement)

The project has triggered **OP/BP 4.12 on Involuntary Resettlement**; a Resettlement Policy Framework (RPF) has been updated in light of this policy and all grievances related to land acquisition impacts or reduced access to natural resources will follow provisions provided in the RPF.

4. Community and Stakeholder Consultations

Community understanding and appreciation of the benefits that would be obtained from One WaSH-CWA, and the commitment shown to be part of the process is key to the success of the project. In this regard, consulting target community groups about the project before it is launched is vital to create community awareness concerning the intervention, identify their concerns, and secure their acceptance, trust and support. The sense of community ownership and responsibility that comes with such informed involvement is crucial to proactive local engagement in collectively responding to the problems encountered in the course of project implementation. Community consultations also enable the local population to prioritize their felt needs and concerns related to the practice of water supply and sanitation services, facilitating their participation in the planning and monitoring of specific tasks.

Several community consultation meetings, focus group discussions and key stakeholder discussions were conducted as part of this SA preparation/updating. Participatory stakeholder consultations in selected woredas of Amhara, Oromiya, SNNPR, Afar and Gambella focused on stakeholder perceptions in relation to: service user and community perceptions of the benefits from existing WaSH services; community needs in relation to WaSH; barriers to equity and inclusion under One WaSH-CWA, and improvement suggestions.

The consultation meetings were conducted following the process of free, prior and informed consultation. Separate meetings were held for youth, adults, vulnerable groups and community leaders in consulted regions, woredas and selected communities in accordance with OP 4.10. The respective community mobilizers, in coordination with local administration, invited participants after being briefed on the criteria and category of informants to be interviewed. Consultation venues were identified by local representatives in places such as schools, churches and mostly in open fields which the community members felt were appropriate for such discussions.

In all regions, people consulted in the woredas, emphasized the importance of WaSH services to themselves and their families. Moreover, functionality of sanitation services (home and communal) and water points after implementation was a major concern for all FGD participants. Disabled men and women do not feel that WaSH services had been adapted to their needs. Latrines in health posts or schools were not functional, because of lack of water or privacy, which meant they felt uncomfortable in using the facility.

At the community meetings, conducted during this Social Assessment update, the team discussed the need for the project and the associated potential impacts to the community members within the project areas. The community members' concerns and general thoughts were solicited and noted. Community consultations were inclusive and participatory, and participants have generally expressed their consent, interest and commitment to embrace the project and become involved in the next phase of the intervention, actively supporting and contributing to its successful implementation. Project implementation manual (PIM) that will be prepared by MoWIE will have a detail consultation plan to be implemented by all implementing institutions from Federal to kebele level.

In all consulted regions, and woredas', people emphasized the importance of WaSH services to themselves and their families. All of consultation participants in the 8 visited woredas, reported significant benefits from increased access to water and sanitation facilities, under the ongoing CWA. Despite the possible loss of assets and personal and family inconvenience resulting from the project activities and other related concerns, project affected people and community members who participated in the consultation meetings expressed support for the project development. However, the participants also identified issues that need strict followup and mitigation. All relevant suggestions made by consultation participants have been taken into consideration and included in the social development plan.

The following section presents the perceptions and key messages from the community members and service providers consulted during the stakeholder consultations. It will focus on four key elements: (i) community perceptions of the benefits from existing OWN-P-CWA project; (ii) community needs in relation to WaSH; (iii) barriers to equity and inclusion under OWN-P-CWA), and (iv) improvement suggestions. A separate annex presents the full consultation findings from each of the five regions visited.

4.1 Community Perceptions of Current WaSH Benefits

In all regions, people consulted in the woredas, emphasized the importance of WaSH services to themselves and their families. Of the eight woredas visited, reported significant benefits from increased access to water and sanitation facilities, under the CWA programme. Water points have been installed across the Woreda.

4.2 Community Needs in Relation to WaSH Services

It is clear from the findings that communities are different in terms of their level of income, physical conditions, traditions and their geographical locations. This means that they have special needs and should be treated differently in the provision of WaSH services. Poor women, widows and poor communities need affordable and sustainable WaSH services. People with disabilities and people of older ages demand for inclusive WaSH services, which accommodate their special needs. Those communities having intermittent access currently are demanding for sustainable and long-lasting WaSH services to get intended health benefits. The following gives summary of community needs identified during the consultation.

Accessibility and Affordability: For the majority of participants in the FGDs access to water could not be separated from being able to afford the water. Affordability was determined by location and wealth status. Poor men and women in all woredas reported that as a percentage of their income, they felt they paid more for water than better off residents in their woreda. Globally, there is limited knowledge about how much poorer and vulnerable households pay as each month for WaSH services as a percentage of their household expenditure and how this varies over time (Satherwaithe et al 2011, IRC and WUSP, 2012). Nor is there substantive information on what would constitute an equitable percentage of household costs for O&M. In Ethiopia, research suggests, that lifecycle costs and affordability of rural water supply suggest that the flat rates paid by the average household accounts for 2% of total household costs. (WaterAid, pers comm). This is well within the African standard which estimates that if water charges are within 5% of household income, they are affordable (Bannerjee et al. 2008). However, the lifecycle costs calculation does not cover contributions to O&M and there appears to be a data gap in relation to the percentage of WaSH costs in relation to poor and vulnerable households and those living in underserved areas. There are a number of other factors affecting affordability, especially for poorer households, including convenience, safety and security of the service, quality, time spent in queuing, and livelihood needs, such as water supply for livestock in pastoralist areas. These factors shaped the extent to which individuals and households perceive WaSH services to be affordable (Dessalegn et al, 2013, Crawford, 2011). Findings from the stakeholder consultations suggest affordability is a critical concern for poor and vulnerable groups and under-served populations.

Available and Safe: In all woredas, disabled people reported that, even when there was an improved water supply, it was difficult for them to use it. In Lare woreda, for example, disabled men reported that water is not available continuously and in their part of the woreda a safe water supply is only available during the night, (at 2 a.m. onwards). Their disability prevented them collecting the water. In Wenago woreda which had been declared ODF a year ago, some of the poorer households had reverted to open defecation because their pit latrines

were full, and they did not know what to do with the waste and felt they were no longer safe to use. An issue echoed by poor men and women, especially elderly adults in Lare woreda who reported that lack of money and information about how to keep their latrines safe, meant the latrines were not maintained for long after installation. In Lare woreda FGD participants had only intermittent access to a clean water supply, although a traditional water source was available for some. However, for the elderly and disabled, the walk down to the water source was too steepy and difficult for them to in. They had to ask others to collect water on their behalf or wait for the arrival of trucked-in water: often too expensive for them. Women also reported that they were the main collectors of water but often experienced difficulties, (for example, minor accidents, increased tiredness, increased time spent collecting the water), in accessing water safely from the steeply sloped access points to the water holes.

Adapted to Context: Disabled men and women do not feel that WaSH services had been adapted to their particular needs. They received limited information about female hygiene and sanitary practices. Latrines in health posts or schools were not functional, because of lack of water or privacy, which meant they felt uncomfortable in using the facility. In Gambella Region Lare woreda, Anyuak Women reported not being able to use household latrines because they were being used by the males in the household. In the Anyuak community, culturally and traditionally women are not allowed to use the same sanitation facilities as men but as they had not been consulted, this had not been taken into account in the design and planning of WaSH facilities.

4.3 Barriers to Equitable and Inclusive WaSH

Access to Information: Although there is improvements, access to information was raised as a major concern by all participants in the FGDs and especially for women.

In Afar and Gambella Regions, poorer men and women, especially older people said they had very little contact with HEWs, although, they knew they were working in their communities. However, the women in Lare woreda, acknowledged the importance of WaSH awareness raising and teachings in school. Their only source of information about improved sanitation and hygiene practices was from their school-attending children. In Lare Woreda of Gambela region, women pastoralists living on the edge of town reported that they got information about hygiene and sanitation when they were sick and visited a health post; otherwise they had no access to WaSH information. Poor people, especially older men and women and disabled people in all woredas reported that they had very little information about WaSH services because they had limited contact with Woredas, or in the case of Dila Zuria and Wenago with woreda WWT or other service providers.

Further, the Woreda and Regional WaSH Technical Team in Gambella and Afar reported that information flows between the WaSHCOs, kebeles and Woreda and between the woreda and the Regional WaSH need to be further strengthen. High turnover is a key challenge in the consulted regions. There is low understanding about the provisions of existing policies in relation to equitable and inclusion WaSH provision, such as social tariffs, or involving poor members of communities in planning. Regional and local government staff also reported challenges in accessing information from the national level.

Participation in Planning, Decision-making and Post-Implementation maintenance: In all five regions, FGD participants who were not in WaSHCOs feel that they had limited voice in decision-making, planning and post-implementation maintenance of WaSH services. Despite improvements, Women and specifically poor and older women felt that the participation was not sufficient in WaSH provision.

Accountability and Grievance Redress Mechanisms: All participants in the FGDs felt that accountability mechanisms and complaint procedures could be strengthened. Information about GRM and/or accountability mechanisms is not easily available though there have been improvements under Protection of Basic Services II (World Bank financed project),

woreda/kebele councils and service providers still have limited capacities to respond effectively and take action with regard to the concerns of poorer citizens, especially women (Tadesse et al, 2010; Randolph and Edjeta, 2011). Furthermore, underserved populations, particularly in pastoralist areas, are distrustful of external organizations, including government bodies and public services; because they do not perceive their voices will be heard and acted upon (Brocklesby et al, 2010, Hughes et al, 2008; Teferra and Gebremedhin, 2010).

4.4 Improvement Suggestions

Participants in the FGDs and wider consultations had a number of suggestions for strengthening programme implementation under One WaSH-CWA. These related to affordability, transparency and accountability, quality and sustaining WaSH services; and equitable inclusion in planning and decision-making and adapting WaSH facilities to context and need.

Affordability of WaSH Provision: Across all five regions, poor and vulnerable people, especially women, suggested considering subsidy mechanisms for the poorest and vulnerable social groups, including disabled people, to enable them to benefit from the improvements in access to safe, adequate and sustainable water supply and sanitation services under One WaSH-CWA. Women's groups in SNNPR suggested that sanitation subsidies for poor and vulnerable households should be available under One WaSH-CWA as it would be the most realistic way of supporting these households move up the sanitation ladder. In Afar and Gambella regions, adult men and women suggested that more training to women and young men in servicing and maintaining water points and communal toilets, including those in health posts and schools. This will have two advantages. Firstly, it provides those supported with the money to access WaSH services. Secondly, it contributes to sustaining improved WaSH facilities. The work done by trained community members could be paid for through the existing cost recovery mechanism, which community members would be more willing to pay because they could be confident that services would be maintained and available for use.

Transparency and Accountability: For all participants, improving information flows between the Woreda and the WaSHCOs and between the WaSHCOs and community members was seen as fundamental to improving and sustaining coverage of WaSH services. For the woreda and the Regional WaSH Technical team in Afar and in SNNPR, improving information flows between the national level and regional WaSH services is important. In Gambella Region Lare Woreda, women older and disabled people highlighted the need for information about sanitation and hygiene in a way easy to understand for people who could not read – often the poor and most vulnerable in communities. All reported a need for easily available information about what WaSH services are available, what they could expect from WaSHCOs and what their own responsibilities were in maintaining WaSH services in their communities. They also wanted clear and easily understandable information about how to complain and how to hold service providers to account, if they do not respond in a timely manner to concerns raised.

In all regions, men and women highlighted that improving feedback between the WaSHCO and the wider community and between the WaSHCO and the woreda WaSH Technical team is fundamental to strengthening accountability. In Gambella, men and women disclosed training and awareness raising for community members about their WaSH entitlements and ways in which to raise concerns or complaints would encourage WaSHCOs and Woreda WaSH Technical Team to take action in response to their concerns.

Quality and Sustaining WaSH Services: For all participants emphasized the importance of ensuring the quality of the water. WaSHCOs, as well as community members in all regions highlighted that One WaSH-CWA needs to consider sustainable sanitation technology options as these were more likely to ensure that open defecation was eradicated.

WaSHCOs in Gambella and SNNPR suggested strengthening the monitoring system for WaSH services both for institutions and households. Several WaSHCOs suggested that strengthening the capacities of community WaSH management systems is critical and it also give attention to gender and social equity.

Equitable Inclusion in Planning and Decision-making: Strengthening consultation and participatory planning processes in WaSH services was highlighted by women, disabled people and the poorest within communities across all regions. Across the regions, Girls and adult women felt more need to be done to ensure that women can actively participate in planning and decision-making at all stages of the One WaSH-CWA. In all regions, the WWT, WaSHCOs, men groups, poor/elder women groups and men with disabilities suggested that there should be a clear mechanism that will ensure the voices of different social groups and user communities within woredas, such as disabled people, widows, poor men and women, people living in remote locations.

Adapting to Context and Need: In Gambella, both the woreda coordination office and communities consulted felt that OWNP-CWA was a major opportunity to adapt WaSH provision to the specific needs of pastoralists. There was a demand for mobile WaSH services. Widows and underserved women groups in Gambella and WaSHCOs in SNNP suggested that One WaSH-CWA should give priority to underserved communities residing in the remote and inaccessible areas and the poor and vulnerable living in those communities. Adolescent girls in Gambella town suggested that the project needs to consider how to extend affordable WaSH services to the homeless and slum dwellers. They suggested building communal latrines that were accessible to all. All disabled people consulted said that One WaSH-CWA needs to introduce standardised designs for water supply and sanitation which ensured WaSH services were accessible to people with mobility issues. This suggestion was also made by older people including widows in Gambella. The detail report is provided under annex 4.

5. Lessons Learnt from the OWN-P-CWA

Under the ongoing OWN-P-CWA, 382 rural woredas, 124 small and 20 medium size towns in all the 9 regions and Dire Dawa City Administration, have been benefited from financial and capacity-building support for expanding WSS coverage. Below is a summary of key lessons learnt from the project.

5.1 Gender Equity and Inclusion

The ongoing project provided an explicit focus on gender equality. Attention was paid to strengthening the inclusion of women in WaSH service provision and planning. Capacity building and training, at WaSHCO and Woreda levels included gender and social inclusion issues, particularly through its support to the establishment and training of WASH Committees (WASHCOs), where normally 40-45% of WASHCO members are women. Women community members were consulted separately for their views on design and implementation process. Women were highly valued and respected as trusted cash controllers or treasurers of WSS projects. Nevertheless, promoting women to leadership position was challenging; women were under-represented in leadership positions.

Despite there are areas that need improvements, the CWA has been doing a number of activities that ensure gender equality. Among others the various water schemes constructed under the program, separate latrines/toilets construction for boys and girls in schools, the project's intervention on menstrual hygiene management are some of the contributions made to reduce gender inequality. It is repeatedly reported that the retention of girl students increased from time to time because of the program's intervention. Construction of separate latrine for girls, having separate girls counseling room and promotion of menstrual hygiene management with provision of water supply system of the program encourage girls to stay in school all year round. Moreover, because of the constructed water points women have got time, that may be used for other, productive activities, spare time to go to school, and domestic hygiene, reduction in water-borne diseases such as diarrhea dysentery, and the capacity building activities of the community resulting enhancement of organizational, financial and technical capacities of community. Women are represented well in WaSHCO committees. Thus, lessons drawn from this program will be more explored and practiced in the new project (One WaSH-CWA).

5.2 Reaching Underserved Populations and Vulnerable Groups

To date, the CWA program has constructed about 15,000 schemes and 3.7 million people have been benefit from it. The program has many experiences and made substantial progress in ensuring OP4:10. The program is creating important development opportunities particularly for underserved and vulnerable groups and improving their quality of life and well-being; addressing the equity issues in access to basic services such as potable water, communal and public toilets that may help them participate meaningfully as citizens and partners in development. Although it varies from region to region and even within woredas, the effort made to address the needs of pastoralists, disabled people, female students, elderly and poor people through (i) constructing ramp; (ii) separate latrine for boys and girls in schools; (iii) creating access to potable water in nearby distances benefits Women and girls, who are the primary beneficiaries of improved service, in terms of less of a burden and more time to be involved in education and economic activities; (iv) creating equal opportunities in providing public and communal toilets in low income areas; and (v) exemption of poor people from service fee collection are some of the program's achievements. Moreover, the project has been benefited the pastoralists through accessing water for their animals. Thus, through taking lessons learned from the on-going project, it will be possible to expand, scale up and broaden these experiences in the new project

6. Monitoring and Evaluation (M&E)

The need to build sustainable institutions at grassroots level can never be overemphasized, since they are crucial for the delivery of service and the attainment of project objectives. Lessons from the ongoing OWN-P-CWA show that the quality of project implementation and outcomes registered were highest where local implementation structures were better organized and manned with the requisite number and right combination of experts. The implementation structure, especially at the grassroots levels, need to be well organized, nurtured, and sustained through targeted capacity building work, and proper reward and incentive schemes put in place for the staff. M & E should serve the intended purpose and help the program implementers to learn from their weaknesses and further boost their strengths, and for the higher-level project structures to monitor performances and evaluate the impact of the project on the program beneficiary and institutional capacity building at all levels of the project implementation structures. As it stands now, M & E is more of a regular reporting exercise to meet the reporting requirement rather than an integral component of the project in which the information generated through the M & E system is used to guide management decisions at both the *woreda* and higher levels of the program implementation structure.

As discussed in the foregoing sections (e.g., risk and mitigation measures) the structure responsible to implement the project needs to be strengthened to follow-up what is actually going on at the lowest level of One WaSH-CWA implementation. In this regard, the project will have safeguards focal person at *woreda* level and have greater involvement from the zonal level.

The Project will establish systems and mechanisms for evolving consensus and ensuring coordination for achieving the objectives of the updated Social Assessment. The project will assign regional and federal level social development specialists and safeguards focal persons at *woreda* level to be responsible for the implementation of the SDP of this SA, RPF and ESMF. The project ensures that the assigned experts received adequate capacity building trainings. In addition, the project will update the monitoring reporting format developed for the ongoing OWN-P-CWA and produce implementation status report on quarterly basis. Accordingly, each quarter, the MoWIE will submit consolidated safeguards implementation report for the World Bank review as per the revised template. The main Agency responsible in implementation of the updated Social Assessment will be the Ministry of Water, Irrigation and Electricity (MoWIE). As an overall implementing agency, it will have overall responsibility for the implementation of the Project and will act as the central agency responsible for holding all information relevant to the social assessment.

The institutions involved are:

- The three sectors (MoWIE, Ministry of Education, and Ministry of Health) and their respective regions, *woredas*/towns under the supervision and technical support of the MoWIE will be responsible for overall safeguards implementation;
- Relevant Social Sector Agencies and Government Departments will support the safeguard implementation; and
- Community based Organizations (CBOs), Consultants and contractors will also contribute for the implementation of the Social Assessment.

Detail monitoring and evaluation procedure is provided in the updated RPF.

A set of indicators may be used to monitor and evaluate performance and progress in respect to compliance with safeguard issues and instruments. These include:

- Number of underserved peoples, vulnerable groups, ethnic minority representatives participating in the One WaSH sub project implementation committee, disaggregated by region and sex;
- Number/percentage of underserved peoples, vulnerable groups, ethnic minorities organized in user groups/cooperatives on priority value chains disaggregated by region and sex;

- Number of underserved peoples, vulnerable groups, ethnic minority representatives participating in One WaSH-CWA facilitated trainings and exchanges, composition of participants disaggregated by region and sex;
- Number of capacity building trainings tailored to the particularities of underserved peoples and vulnerable groups;
- Number of underserved peoples, vulnerable groups, ethnic minority, women who accessed services provided by the project, sex disaggregated;
- Percentage of women reached through capacity building activities;
- Regular reporting on the implementation of the SDP, including gender disaggregation, etc.
- Feasibility studies on introducing fee-waivers for the poorest of the poor in both rural and urban areas conducted; -
- Number of trainings on safeguards, GRM, disability issues and WaSH needs; standardized designs for accessible latrines
- Strategy that clearly identifies the underserved and vulnerable groups and tailor's implementation strategies to ensure their access is developed
- Number of separate latrine for boys and girls in school provided
- Number of sub projects Menstrual Hygiene Management needs are fully addressed
-

7. Potential Social Risks and Challenges and Recommendation

This section provides the potential social risks and challenges for OWN-P implementation and provides a series of recommendations to mitigate against or reduce these risks.

Table 3: Social Development Plan (Potential Implementation Risks and Challenges identified by the Social Assessment and Proposed Action Plan)

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
Cross cutting issues	<p>Despite improvements, still affordability of WaSH services by poor, vulnerable and underserved populations may not fully addressed in the design and risks excluding these groups from coverage as well as sustained access to services.</p> <p>Processes and strategies for developing understanding, awareness and respect, as well as building capacities to address the diverse needs of underserved populations and vulnerable groups may be only partially addressed in the design</p> <p>The needs and voice of disabled people largely invisible in practice and in design</p>	<ul style="list-style-type: none"> ✓ Establish mechanisms for increasing affordability of WaSH services for the poorest and most vulnerable groups, example, introducing Fee-waivers in both rural and urban areas; using community-based targeting to establish eligibility for fee-waivers; assess the potential of using water fees to cross subsidize sanitation and pilot the approach in selected low-income underserved areas ✓ establish cost-effective mechanisms, processes and strategies for provisioning and sustaining WaSH services to underserved and vulnerable groups ✓ Strengthen actions to ensure that people with disabilities benefit from WaSH services, including, standardized designs for accessible latrines, training for officials, WaSHCOs, etc., on disability issues and WaSH needs; 	FMoWIE, FMoH and FMoE and their respective regions and offices	\$5,000 (only for establishing mechanisms and capacity building activities)
Component 1: Rural and Pastoralist WaSH	Low participation of women and poor people in general in WaSHCOs affects design, implementation and O&M of WaSH facilities	<p>Rural WaSH</p> <ul style="list-style-type: none"> ✓ Strengthening WaSHCOs' capacities to promote women's leadership and that of representatives from vulnerable groups. The impacts of this type of technical support on the 	FPMU, RPCU, Woredas /Towns	\$4500 (for capacity building activities)

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
	<p>Low participation of Pastoralists women and vulnerable groups are underrepresented in WaSHCOs.</p> <p>Unemployed women and youths may not be included in the targeted WaSH value chains (during construction, operation and management of WaSH services including public toilets and showers)</p>	<p>sustainability of WSSP interventions can be tracked through the Key Performance Indicators (KPIs).</p> <p>✓ Design user friendly and disability friendly water supply and sanitation (public toilets) and create awareness on the use</p> <p>Pastoralist WaSH</p> <p>✓ In developing the pastoralist WaSH strategy, specific attention needs to be given to women and the poor and vulnerable pastoralist individuals and households. The M&E indicators developed need to be disaggregated by age, wealth status and gender and aligned with the KPIs suggested in this assessment.</p> <p>✓ Design user friendly and disability friendly water supply and sanitation (public toilets) and create awareness on the use</p> <p>Provide capacity building (both skill trainings and financial support) for women, disabled people and youth led groups organized in MSE's to benefit from the WaSH services</p>	<p>FPMU, RPCU, Woredas /Towns</p> <p>Woredas/ Towns</p>	
Component 2: Urban WaSH	<p>Cost-recovery processes disproportionately negatively affect poorer households</p> <p>Lack of safe and accessible communal/public toilet blocks in urban and peri-urban areas excludes some vulnerable groups from WaSH, e.g. homeless, elderly</p> <p>Community-demand for woreda/community-supported WaSH-based O&M IGA for poor people not addressed in OWN-P design</p>	<p>✓ Build explicit strategies for reaching underserved and vulnerable groups to exempt poor people from service payment for water and sanitation. It is vital that the strategy clearly identifies the underserved and vulnerable groups and tailor's implementation strategies to ensure their access.</p> <p>✓ Implement the standardize disabled accessible hardware designs within school and health services provision to ensure specific needs of people living with disabilities are addressed.</p> <p>✓ Provide capacity building (both skill trainings and financial support) for women, disabled people and youth led groups organized in MSE's to</p>	FMoWIE, FMoH and FMoE and their respective regions and offices	\$5,000 (only to conduct studies),

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
		benefit from the WaSH services		
Component 3: Institutional WaSH	<p>Menstrual hygiene management practices and needs not fully addressed</p> <p>Design and guidelines of institutional WaSH provision does not address the needs of all vulnerable groups, especially people living with disabilities</p>	<ul style="list-style-type: none"> ✓ Standardize disabled accessible hardware designs within school and health services provision to ensure specific needs of people living with disabilities. ✓ Separate latrine for boys and girls in school ✓ Introduce menstrual hygiene management practices materials in WaSH institutional information packages. 	FMoH and their respective regions and offices	Part of specific sub-project budget
Component 4 Sustainable and Resilient Water Supply, Sanitation and Hygiene Services	Low participation of women, poor people, people with disabilities, vulnerable and underserved populations in areas that are prone to recurrent droughts and floods.	<ul style="list-style-type: none"> ✓ Special attention need to be given to women and poorer and vulnerable pastoralist individuals and households in arid and semi-arid areas ✓ Include latrine designs for people with mobility constraints within hardware WaSH options for production and distribution, within support envisaged for expanding market supply chains 	FMoWIE and their respective regions and offices	
Component5: Institutional Strengthening and Programme Management	<p>Capacity building measures missing opportunities to address the range of capacity limitation at national, regional and woreda level.</p> <p>GRM/accountability mechanisms may not be fully effective.</p> <p>Gaps in systems and processes of WASHCOs for encouraging the active participation and leadership of women and vulnerable groups and, Inadequate attention given to the importance of the monitoring, evaluation and documentation of safeguard management processes.</p> <p>Existing gaps in knowledge, skills and attitudes at woreda and grassroots levels in</p>	<ul style="list-style-type: none"> ✓ Provide tailored training at all level to improve the understanding on development equality and inclusion including involvement of women and vulnerable groups in WaSHCOs. ✓ Capacity building on the importance of GRM is needed at all level ✓ Ensure that the Monitoring and evaluation system of the project to include the Safeguard activities <p>Monitoring and Evaluation including GRM/Accountable Mechanisms:</p> <p>Track progress in expanding access of WaSH services to underserved populations and vulnerable groups through the semi-annual and annual performance reports.</p> <p>Strengthen and harmonize GRM/accountability mechanisms, within the implementation framework and M&E</p>	FMoWIE, FMoH and FMoE and their respective regions and woreda/town offices	The detail budget requirement is included in the RPF

WaSH components	Potential Risks and Challenges	Mitigation Action	Responsible body	Required budget
	<p>relation to safeguard issues.</p> <p>Inadequate safeguards institutional including human capacity particularly at woreda level</p> <p>There is a gap in the available data and MIS for tracking usage at household and sub-household levels</p>	<ul style="list-style-type: none"> ✓ The project need to assign safeguard focal persons ✓ Conduct capacity building, including trainings for the safeguard specialists in selected areas of safeguard management ✓ Carry out tailored, need based and customized capacity building trainings for woreda WaSH Committees and safeguard focal persons 		

8. Social Development Plan

The below table provides key activities, responsible body, budget and time frame to implement the SA.

No	Issue	Activity	Responsible body	Time frame		Estimated Budget
1	Cross cutting issues	Conduct quick Assessment and identify a mechanism of introducing Fee-waivers system for the poorest of the poor in both rural and urban areas; -	MoWIE	Six months from project effectiveness		\$5,000
		Provide awareness training for contractors, consultants and PIU staff members, WaSHCOs, and community members, on disability issues; including, having standardized designs for accessible latrines and others	MoWIE in coordination with MoE and MoH	Starts from year one and continues thought project implementation period		
2	Low participation of women, vulnerable groups and unemployed youth	Provide training for decision makers, key stakeholders and community members on women's and vulnerable groups participation in all aspects of the project	MoWIE in coordination with MoE and MoH	Starts from year one and continues thought project implementation period		\$4500
3	Cost-recovery processes disproportionately negatively affect poorer households	Develop a strategy that clearly identifies the underserved and vulnerable groups and tailor's implementation strategies to ensure their access.	MoWIE in coordination with MoE and MoH	By the end of the first year of project implementation		\$5,000
		Provide capacity building (both skill trainings and financial support) for women, disabled people and youth led groups organized in MSE's to benefit from the WaSH services	MoWIE in coordination with MoE and MoH	Starts from year one and continues thought project implementation period		
4	Design and guidelines of institutional WaSH provision does not address the needs of all vulnerable groups, especially people living with disabilities	Provide separate latrine for boys and girls in school Introduce menstrual hygiene management practices materials in WaSH institutional information packages Ensure that all sub project designs are gender sensitive and address the needs of people with disability	MoE, MoWIE, MoH	Starts from year one and on going		Part of the project cost
5	Capacity building measures for implementation	Provide tailored training at all level to improve the understanding on development of equality and inclusion including involvement of women and vulnerable groups in WaSHCOs.	MoE, MoWIE, MoH, Regions	Starts from year one and on going		The required estimated budget is provided in the RPF
		Provide capacity building trainings to the GRM responsible bodies	MoE, MoWIE, MoH, Regions	Starts from year one and on going		
		Provide capacity building trainings for the safeguard specialists on the RPF, SA and ESMF	MoE, MoWIE, MoH, Regions	Starts from year one and on going		
		Carry out tailored, need based and customized capacity building trainings for woreda WaSH Committees and safeguard focal persons	MoE, MoWIE, MoH, Regions	Starts from year one and on going		

Annex 1: Reference Materials

- AMCOW (2010) Water Supply and Sanitation: Turning Finance into Services for 2015 and beyond. An AMCOW country status overview. Addis Ababa Ethiopia
- AMCOW, (2012) Water Supply and Sanitation updates
- Bannerjee, S., Wodon, Q., Diallo, A., Pushak, T., Uddin, H., Tsimpo, C. and Foster, V. (2008) Access, Affordability and Alternatives: Modern Infrastructure services in Africa.
- BASES (2013) Baseline Assessment Report. Peace and Development Programme Delivery of Basic Services Project for the Somali Regional State of Ethiopia (BASES) report. June 2013, Addis Ababa, Ethiopia
- Brocklesby, M.A. Hobley, M. and Scott-Villiers, P. (2010). "Raising Voice – Securing a Livelihood: The Role of Diverse Voices in Developing Secure Livelihoods in Pastoralist Areas in Ethiopia." IDS Working Paper 340. March 2010.
- Crawford, S. (2011) making Systems Work for All Children and Women in Egypt, UNICEF Situation Analysis, OPM for UNICEF Egypt
- Dessalegn, M., Nigussie, L., Michago, W., Tucker, J., Nicol, A. and Calow, R. (2013) Voices from the Source, Struggles with local water security in Ethiopia. Overseas Development Institute January 2013 London, UK
- Ebb, S. (2011) A study of old People's livelihoods in Ethiopia. Report prepared for HelpAge International and Cordaid. January 2011, Addis Ababa, Ethiopia
- EEA and WAE (2011) Spatial Equity in the Provision of WASH Services. Evidence from Selected Area-Based Case-studies. Research Report prepared for Water Aid Ethiopia, October 2011, Addis Ababa, Ethiopia
- EoD (2013) Evaluation on WASH Capacity Building Interventions in Ethiopia: Final Report. Report prepared by Evidence on Demand (EoD) for DFID Ethiopia London, UK and Addis Ababa, Ethiopia
- HelpAge International Ethiopia (2006) Older People and HIV/AIDs regional programme. Key Baseline Indicators for communities in Ethiopia, Kenya, South Africa, Tanzania, Uganda, and Zimbabwe. Baseline Data. Addis Ababa, Ethiopia
- Hughes, C.; Kerr-Wilson; Mussa and Johnson, (2008) Protection of Basic Services: Social Inclusion and Gender Equality. Social Development Direct London UK
- ILO, (2012) Inclusion of People with Disabilities in Ethiopia. An ILO Fact Sheet, Addis Ababa, Ethiopia
http://www.ilo.org/wcmsp5/groups/public/@ed_emp/@ifp_skills/documents/publication/wcms_112299.pdf (accessed August 5th 2013)
- IRC and WSUP (2012) Financing Water and Sanitation for the Poor: Six Key Solutions. Discussion Paper co-published by IRC International Water and Sanitation Centre (IRC) and Water and Sanitation for the Urban Poor (WSUP)
- Jennings, M., BIZuaehu, E., Demissie, G. & Anteneh, G. (2011) Social Assessment for the Education Sector, Ethiopia Report prepared by Mary Jennings on behalf of DFID. May 2011 Addis Ababa Ethiopia
- Mathewson, P. (2006) Different and the Same. Towards Equal Access, Education and Solidarity in WASH. Report prepared for Water Aid Ethiopia. Addis Ababa, Ethiopia
- McGee, R. and Gaventa, J. (2010) Review of Impact and Effectiveness of Transparency and Accountability Initiatives Synthesis Report. Institute of Development Studies, October 2010 Sussex, UK
- MoFED (2010) Growth and Transformation Plan 2010/11 – 2014/15. Ministry of Finance and Economic Development GoE Addis Ababa, Ethiopia
- MoWE (2013a) National Water Supply and Sanitation and Hygiene Program (WaSH) EFY 2016 Report. 2016, Addis Ababa, Ethiopia
- Nassef, M. and Belayhum, M. (n.d.) Synthesis of existing knowledge and experience in the provision of water supplies to Pastoralist Communities in Ethiopia version 1. Report prepared for RiPPLE, SC USA, Care Ethiopia, DFID and USAID Addis Ababa, Ethiopia

Patkar, A. and Gosling, L. (2010) Equity and e in Water and Sanitation in Africa. A Regional Synthesis Report. Report prepared for WaterAid July 2011

Satherwaite, M. (2012) JMP working group on Equity and Non-discrimination Final Report. Report prepared for END working group by Satherwaite with substantial support from I. Winkler and working group members. August 2012

Tadesse, S., Swain, B., Afeta, M. and Bultosa, G. (2010) Final Evaluation and Design of the Social Accountability Component of the PBS Programme in Ethiopia. Report prepared for the GoE, WB and CSO partners. June 2010, Addis Ababa, Ethiopia

Teferra, S. and Gebremedhin (2010) Gender and Social Exclusion in Ethiopia. Report prepared for DFID Ethiopia July 2010 Addis Ababa, Ethiopia

UNICEF (2010a) Narrowing the Gaps to Meet the Goals. UNICEF, New York.

UNICEF (2010b) Progress for Children. Achieving the MDGs with Equity Number 9 September 2010 UNICEF, New York.

UNICEF (2010c), *Improving sanitation with equity? Can CATS meet the challenge?* Via Sanitation Updates, <http://sanitationupdates.wordpress.com/> (accessed 27th Jan 2011)

UNICEF/WHO (2012) Progress on Drinking Water and Sanitation, 2012 Update. Joint Monitoring Programme (JMP) for Water Supply and Sanitation. New York and Geneva

van de Walle, K. (2010) *Access to Water, Women's Work and Child Outcomes*, World Bank, Washington USA

WaterAid (2012) Analysing Policy Blockages to Equitable and Inclusive WASH Addis Ababa, Ethiopia

Water Aid (n.d.) Public Finance for Water Supply and Sanitation. Focus on National Budgets. Briefing Note, Water Aid Ethiopia. Addis Ababa, Ethiopia

World Bank (2011) Aide Memoire

World Bank (2005) Operational Manual: OP 4.10 – Indigenous Peoples. July 2005 Washington USA

Annex 2: Interview and FGD Guide/Checklist

A. Interview and FGD Guide/checklist for Regional WaSH Steering and Technical Committee Members Consultation Checklist (Regional Water, Health, Education, BoFEC, EPIA, Regional Administrative, Representative, Women's Affairs Bureau)

A. Greetings

B. Self-introduction and ask participants to introduce themselves.

C. Please mention some of the objectives of updating or revising the /existing environmental and social safeguard instruments/tools (RFP, ESMF, social Assessment) \

- ✓ To align the safeguard instrument with the current in GTP II and SDG targets.
- ✓ To incorporate the 5th WaSH Components, (Climate resilient WaSH),
- ✓ The previous RFP also missed to include Gender Action Plan (GAP), who were the beneficiaries of the project.
- ✓ To update/ revise the existing environmental and social screening form.
- ✓ To update or revised the current environmental and social reporting format.
- ✓ It is also important to update the previous safeguard instruments to document lessons learned from the ongoing WaSH Programme.
- ✓ To give more emphasis to water quality issue.

1. Region: _____
2. Town/ Woreda: _____
3. Place of interview: _____
4. Date of the interview: _____
5. Name of the interviewer: _____
6. Name of respondent: _____
7. Position of respondent: _____
8. Duration in the current position: _____
9. Length of stay in the area: _____
10. Start time: _____ End time: _____

Regional Consultation, FGD and Interview Guide

Note for the interviewer: please obtain data on the profile (Administrative location, topography, Demography (population), climate, religion, ethnic, health, education and socio economic situation, social service, water supply and sanitation situation in the selected Region, Woreda and Communities.

Questionnaire for Regional level Stakeholders

1. Do you have adequate environmental and social safeguard staff at regional level for one WaSH Program? If your answer for question no one is yes, could you please, mention the no of social safeguard staff? If your answer for question no one could you, please mention the reason why you did not have a social safeguard expert?
2. Do you have OWNP environmental and social safeguard instruments or tools? If your answer for question no two is yes what kind of environmental and social safeguard instruments or tools do you have at hand? (Probe/explore RFP, ESMF, social assessment, ESIA documents , RAP, ARAP and others)
3. What were the major challenges/ problems related to environmental and social safeguard issues? (Probe lack of environmental and social safeguard experts, lack of attention, shortage of budget and lack of logistic facilities to conduct safeguard activities). What should be done in the futures to alleviate/resolve the above mentioned problems?

4. Could you please mention some of the major potential environmental and social risks in water supply and sanitation projects and what are the mitigation measures? Probe (displacement of households, loss of land and assets etc---).
5. Who are the most vulnerable and underserved groups in OWN Phase 1 Program ? (**Probe for** the poor; the poorest of the poor; women and children; the elderly; the disabled; female-headed households; mentally ill persons, ethnic minorities, and people with disabilities)
6. Do you think the WaSH program is inclusive and equitably supportive of vulnerable and underserved populations? If yes, how so? If no, why so? What special measures are being taken to promote equitable access to program benefits?
7. What level of capacity and facilities exist in grassroots government structures to support program implementation? In what ways can low capacity and poor facilities contribute to further marginalize and exacerbate dependency of vulnerable groups?
8. What are the main capacity problems that limit/constrain program implementation? (**Probe for** issues such as lack of knowledge and skill, low salary and other benefit schemes resulting in high staff turn-over, etc)
9. What mechanisms/methods will be employed to enhance community participation in WaSH Programme?
10. What relevant grassroots structures are in place whereby the community articulates its needs and concerns regarding the WaSH program?
11. What are the socially relevant results of the WaSH program (Probe for poverty reduction, equity and inclusion, and social cohesion)?
12. What are the potential environmental and social risks and adverse impacts of the program? How are the vulnerable and underserved groups affected by these risks?
13. What risk mitigation/minimization measures have been devised to deal with such anticipated adverse impacts?
14. What mechanisms exist for obtaining feedback from the grassroots communities on the social benefits and drawbacks of the WaSH Programme
15. What were the environmental and social challenges and lessons learned from the implementation of one WaSH Programme?
16. Do you think the institutional WaSH Services are inclusive to vulnerable and underserved communities? If your answer for question no 16 is no why?
17. Do you think the already constructed WaSH facilities are based on the standard design? If your answer for question no 17 is no Why?
18. Do you have adequate water quality experts at regional level? If your answer for question no one is yes? How many water quality experts do you have?
19. What are the major problems related to water quality and proposed solutions to improve water quality problems?

Thank you very much for your cooperation

B. Interview and FGD Guide/checklist for Woreda WaSH Steering and Technical Committee Members Consultation Checklist (Woreda Water, Health, Education, BoFEC, EPA, Woreda Administration, Women's Affairs office)

- A. Greetings
- B. Self-introduction and ask participants to introduce themselves.
- C. Please mention some of the objectives of updating or revising the previous environmental and social safeguard instruments/tools (RFP, ESMF, social Assessment)
 - ✓ To align the safeguard instrument with the current in GTPII and SDG targets.
 - ✓ To incorporate the 5th WaSH Components, (Climate resilient WaSH),
 - ✓ The previous RFP also missed to include Gender Action Plan (GAP), who were the beneficiaries of the project.
 - ✓ To update/ revise the existing Environmental and social screening form/ checklist and reporting format.
 - ✓ It is also important to update the previous safeguard instruments to document lessons learned from the ongoing WaSH Programme.
 - ✓ To give more emphasis to water quality issue.
- 11. Region: _____
- 12. Town/ Woreda: _____
- 13. Place of interview: _____
- 14. Date of the interview: _____
- 15. Name of the interviewer: _____
- 16. Name of respondent: _____
- 17. Position of respondent: _____
- 18. Duration in the current position: _____
- 19. Length of stay in the area: _____
- 20. Start time: _____ End time: _____

Woreda Consultation, FGD and Interview Guide

Note for the interviewer: please obtain data on the profile (Administrative location, topography, Demography (population), climate, religion, ethnic, health, education and socio economic situation, social service, water supply and sanitation situation in the selected in the selected woreda and communities

- 1. Do you have adequate environmental and social safeguard staff at woreda level for one WaSH Program? If your answer for question no one is yes, could you please, mention the no of social safeguard staff? If your answer for question no one could you, please mention the reason why you did not have a social safeguard expert?
- 2. Do you have OOWNP environmental and social safeguard instruments or tools? If your answer for question no two is yes what kind of social safeguard instruments or tools do you have at hand? (Probe/explore RFP, ESMF, social assessment, ESIA documents , RAP, ARAP and others)
- 3. What were the major challenges/ problems related to environmental and social safeguard issues? (Probe lack of safeguard experts, lack of attention, shortage of budget and lack of logistic facilities to conduct safeguard activities). What should be done in the futures to alleviate/resolve the above mentioned problems?
- 4. Could you please some of the major potential environmental and social risks in water supply and sanitation projects and what are the mitigation measures? Probe (displacement of households, loose of land and assets etc----
- 5. Who are the most vulnerable and underserved groups in OOWNP Phase 1 Program? (**Probe for** the poor; the poorest of the poor; women and children; the elderly; the

disabled; female-headed households; polygamous families; and people with HIV/AIDS)

6. Do you think the WaSH program is inclusive and equitably supportive of vulnerable and underserved populations? If yes, how so? If no, why so? What special measures are being taken to promote equitable access to program benefits?
7. What level of capacity and facilities exist in grassroots government structures to support program implementation? In what ways can low capacity and poor facilities contribute to further marginalize and exacerbate dependency of vulnerable groups?
8. What are the main capacity problems that limit/constrain program implementation? (**Probe for** issues such as lack of knowledge and skill, low salary and other benefit schemes resulting in high staff turn-over, etc)
9. What mechanisms/methods will be employed to enhance community participation in WaSH Programme?
10. What relevant grassroots structures are in place whereby the community articulates its needs and
Concerns regarding the WaSH program?
11. What are the socially relevant results of the WaSH program (Probe for poverty reduction, equity and inclusion, and social cohesion)?
12. What are the possible social risks and adverse impacts of the program? How are the vulnerable and underserved groups affected by these risks?
13. What risk mitigation/minimization measures have been devised to deal with such anticipated adverse impacts?
14. What mechanisms exist for obtaining feedback from the grassroots communities on the social benefits and drawbacks of the WaSH Programme
15. What were the social challenges and lessons learned from the implementation of one WaSH Programme
16. Do you think the institutional WaSH Services are inclusive to venerable and underserved communities? If your answer for question no 16 no why?
17. Do you think the already constructed WaSH facilities are based on the standard design? If your answer for question no 17 is no why?
18. Do you have adequate water quality experts at regional level? If your answer for question no one is yes? How many water quality experts do you have?
19. What are the major problems related to water quality and proposed solutions to improve water quality problems?

C. Community Consultation Checklist (elders, women, youth, poor, people with disabilities, and other marginalized people)

Community Consultation, FGD and Interview Guide

A. Greetings

B. Self-introduction and ask participants to introduce themselves.

C. Ask why they are here

1. Region: _____
2. Town/ Woreda: _____
3. Name of the Kebele-----
4. Name of the Village-----
5. Place of the FGD conducted: _____
6. Date of the FGD Conducted: _____
7. Name of the facilitator or interviewer: _____
8. Start time: _____ End time: _____

Community Consultation, FGD and Interview Guide

Note for the interviewer: please obtain data on the profile (Administrative location, topography, Demography (population), climate, religion, ethnic, and socio economic situation, social service, water supply and sanitation situation in the selected in the selected kebeles and communities.

Community Focus Group Discussions

Access to WSSP Services and Benefits

1. Under WSSP/WaSH I, were your most important needs in relation to WaSH fully addressed and met? If not, what was overlooked? Did you have opportunities to talk with WaSH providers about what you needs were and how best to meet them? When, How and with whom? Was the quality of WaSH benefits gained acceptable to you? If so why? If not, Why not?
2. Under WSSP who benefited? Did all people in your community benefit from WSSP services equally? If not; who was left out and why? Were attempts made over the course of WaSH I/WSSP to improve coverage for those left out or under-served? If so, how successful were the attempts? Were efforts made to help those people or households who could not afford WaSH services? If, so how and how successful were those efforts?
3. What kinds of information did you receive about WSSP? Was it useful, did you understand it? Did you feel you got enough information from WSSP/WaSH I to help you make decisions about your WaSH needs or ask for improvements/coverage? Did your ability to access information about projects improve over time, if so why and how?
4. Did WaSH I service providers change what they were doing because of what you said – How and why? Give examples? Were you able to complain about how WSSP/WaSH I was implemented in your community? How and what happened when you complained?

Equitable and Inclusive Access to WaSH Services: Needs, Challenges and Improvement Opportunities

We will use the Spokes tool to explore the needs, challenges and opportunities of different groups within the selected communities (e.g. poor rural women; adolescent girls; poor men excluded from the planning processes for villagisation etc.) in relation to accessing equitable and inclusive WaSH services.

Key Question: What are the different things you need so that everyone in your community has safe, affordable, water, supply and sanitation (WaSH) that is adapted to their needs and can be maintained for future use?

What different elements (water points, latrines, money, capacities, mutual support and trust etc.) are needed to ensure you, and everybody else in your community, has fair and equal access to affordable, safe, WaSH services adapted to your situation and specific needs?

Within every FGD, we will need to ensure there is consensus and understanding about what is meant by WaSH services and who are the different social groups within their community before exploring the different elements needed to ensure equitable and inclusive access to WaSH services. Once we have established what the different elements are, we can begin to arrange them as symbols around the outside of a circle and form them together as a “Spokes Wheel”. We can then ask participants to mark where they are currently on each of the components they identified. This will help us explore with them:

1. What the challenges are in improving fair and inclusive access in relation to each element identified? (For example, reducing conflicts over water use/ access points or adapting shared latrines to the needs of physically disabled people or menstruating women/girls) Why? how? Challenges and Barriers?
2. What can be done differently, under Wash II, so that you can feel satisfied with the availability, quality, safety, affordability and accessibility of WaSH services offered? (in relation to each of the different elements identified? Improvement opportunities and strategies
3. What are the priorities for you out of the improvement opportunities and strategies you have identified? Why? Who is responsible for taking suggested priorities forward? Perceptions of Needs What, if anything, can be done differently so that you feel you have a meaningful voice in: a) decision-making and planning WaSH coverage, maintenance and monitoring in your community and, b) holding WaSH service providers to account? How, by who? What kind of support do you think you will need to participate meaningfully in the ways you have suggested?

Thank you very much for your cooperation

Annex 3: Suggested Amendments or Additions to the Key Performance Indicators for OWN-P

No.	Existing Indicator	Suggested Amendments or Additions and Comments
1	Percentage of people with access to 25 liters per capita per day within 1km radius in rural areas and 40-100 liters per capita per day within premises in urban areas.	1a Use of water points by household members Monitored through an amended question with the EDHS. It captures differential usage below the household level e.g. women, Girls, elderly people, people with disabilities and those with health related restrictions. Supports tracking of post-installation sustainability Can be followed up by question on why a respondent does not use the water point facilities. This enables adjustment of planning and implementation procedures
2	Percentage of improved water Percentage of TWU supplying water for more than 6 hours a day for all costumers (urban) Percentage of non-revenue water(urban)	
3	Percentage of acceptable water and wastewater quality tests	
4	Percentage of people with access to improved sanitation facilities	4b. Use of improved sanitation facilities by household members Monitored through an amended question with the EDHS. It captures differential usage below the household level e.g. women, girls, elderly people, people with disabilities and those with health related restrictions Can be followed up by question on why a respondent does not use the sanitation facilities. This enables adjustment of planning and implementation procedures 4c Percentage of women and girls with access to materials to manage menstruation hygienically with dignity and safety. Additional question within the EDHS. Enables improved understanding of the barriers facing women and girls which affect health status, abilities to pursue livelihood choices, go to school etc.
5	Percentage of people with access to hand washing facilities	5a. Percentage of people, disaggregated by sex, age and disabilities, washing hands at the 4 critical times Monitored through the HMIS, Enables OWN-P to track the impacts of CLTSH and HEW, Development army interventions
6	Percentage schools with improved WASH facilities/services: water supply (tap/student ratio) and sanitation (stance/female/male)	6a. Percentage of female teachers and girls with access to WASH facilities with which to manage menstruation hygienically with dignity and safety. Monitored through the EMIS.
7	Percentage of WASH services	7b. Percentage of WASH service available in health facilities which are

	available of adequate quality in health facilities	accessible to users with mobility constrictions (disaggregated by sex, age and disability) Monitored through the HMIS
8	Percentage of active, functional WASHCOs/Hygiene and Sanitation Community Groups (rural), Water Boards (urban) Consider instead: Percentage of active, functional and inclusive WASHCOs/Hygiene and Sanitation Community Groups (rural), Water Boards (urban) with a functioning GRM linked to the WWT procedures	<p>Th Percentage of WaSHCOs which are representative of the Woreda/Kebele</p> <p>Revised KPI 8 Can be monitored by minutes of WaSHCO meetings, audit, OWN - P joint review and social accountability mechanisms determined during the lifetime of OWN-P</p> <p>8a. Percentage of WaSHCOs which are representative of the Woreda/Kebele demographic profile (men, women, youth Groups, older people, better off and poorer residents, different ethnic groups, people with disabilities etc.) The more representative Service user committees are, the greater the flow of information across communities and between communities and service providers. There are also improvements in transparency, accountability and the levels of satisfaction that users have with the service provided (McGee and Gaventa, 2010).</p> <p>8b. The percentage of WaSHCO Plans which explicitly address the differential interests of disadvantaged and hard-to reach groups, including people living with disabilities. In order to progress WaSH coverage and sustain program achievements after implementation for all people in the area, there must be confidence that the interests of disadvantaged and under-reached users are fully addressed in local-level WaSH Plans and implementations.</p> <p>8a and 8b Can be monitored through the EMIS, Woreda population data, by membership files and social audit. The impact of more representative WaSHCOs on a) levels of functioning WASHCOs and b) sustainability of improved WaSH facilities can assessed through FLOWS, case studies and operational research.</p>
9	Percentage of WASHCOs and water boards with women officers	9a. Percentage of WaSHCO Plans which explicitly address the differential interests of women/girls. In order to progress gender equity in WaSH planning, implementation and maintenance, the interests of women must be included in decisions and implementations. Representation is not enough in itself. Can be monitored by Gender audit using a representative sample of WaSHCOs per region annually. Responsible: Women's affairs Directorate, MoWE
10	Equity woreda/kebele deviation from the national average	
11	Per capita investment (rural, urban)	
12	Percentage of WASHCOs covering O&M costs (rural), percentage of water utilities covering O&M and replacement costs	
13	Percentage of under-5 children with mortality rate decrease	
14	Percentage of under-5 children with diarrheal disease decrease	

15	Time saved due to improved water availability within 1.5 km for rural and 0.5 m in urban	And time used for what? It is more important that we understand the impacts of the time saved on livelihood, well-being and women's empowerment. Impacts of Time same can be tracked through case studies, external research and potentially an additional question into the EDHS.
16	Percentage increase in enrollment of female students in school; % decrease in dropouts among female students	This is complex and not directly attributable – of course It is related to the provision of WaSH in part – not all reductions in dropout and increases in enrollment can be attributed to WaSH facilities. Probably GBV (rape and sexual harassment) and early marriage outrides WaSH.

Annex 4: Summary of Findings of the Stakeholder Consultations prepared by MoWIE

1. Community Needs

It is clear from the findings that communities are different in terms of their level of income, physical conditions, traditions and their geographical locations. This means that they have special needs and should be treated differently in the provision of WaSH services. Poor women, widows and poor communities need affordable and sustainable WaSH services. People with disabilities and people of older ages demand for inclusive WaSH services, which accommodate their special needs. Those communities having intermittent access currently are demanding for sustainable and long lasting WaSH services to get intended health benefits. The following gives summary of community needs by regions.

Gambella: Lare communities including women, men and girls need to have adequate access to safe water supply and sanitation services having long lasting benefits. Members of WaSHCOs demand for institutionalized WaSHCOs and enhanced capacities to manage water and sanitation facilities. People living with disabilities, elders and poor women groups need inclusive, accessible and affordable WaSH services. There are also demands for uninterrupted water supply, communal sanitation facilities, and solid and liquid waste management system by communities of Gambella Town. The poorest and vulnerable communities need some kind of social protection mechanisms to help them in accessing sufficient and quality services.

SNNP: Adult women needs sustainable access to adequate WaSH services; poor women groups demand for adequate and affordable water services. Sustainability of latrine facilities recommended for households were also reported to be the major problem and hence the community need for household subsidy and access to more land for construction latrine facilities. Women and girls in Wenago demand for accessible, adequate and sustainable water for communities and schools. People living with disabilities need access to inclusive WaSH services.

2. Barriers to Equitable and Inclusive WaSH Services

Findings of stakeholder consultations highlight a number of different barriers to equitable and inclusive access to WaSH services. These can be categorized under institutional, social, economic, geographical and technical factors. The following explains each of these on the basis of the evidence generated from three regions which included the voices of the poorest and most underserved communities.

Institutional factors include the absence of policies and guidelines, absence of participatory planning, weak coordination among stakeholders and turnover of staffs, as reported by stakeholders in the three regions. The fact that sector policies lack clarity over the mechanism of how WaSH services can be equitable and inclusive means that the planning process at all levels are not sensitive to problems of inequities and exclusions. If the planning at all levels are not sensitive to equitable services, service providers by no means address the problems of the poorest, vulnerable and underserved communities. Findings from stakeholder consultations showed the absence of clear mechanism to participate communities in the planning and implementation of WaSH services and this has negatively impacted on the voices of the communities for equitable services. Stakeholder consultations in all the three regions indicated that community participation in the planning process is very much limited and there is no clarity over how these should be institutionalized. In Gambella and Somali weak coordination among key stakeholders negatively affected the delivery of

equitable WaSH services; stakeholders have no joint planning, implementation and reporting on WaSH services. Sustainability of capacity of local government staffs are only possible if the system is put in place to retain staffs that have the capacity to deliver services. Turnover of staff is therefore one of the institutional factors affecting equitable services, which is reported by stakeholders consulted in Gambella. Besides, lack of transparency and accountability mechanisms contributed towards inequitable provision of WaSH services. Service providers and planners lack sufficient information on the special needs of different groups of people for WaSH services. At community level, women (especially poor and physically challenged women), disabled men and people living on the edge of towns are under-represented in WaSHCOs currently. Physically challenged people, women and girls are underrepresented in the planning and implementation of WaSH I though they have special needs.

Social factors of exclusion, summarized out of stakeholder consultations, include influence of traditions and culture of specific community, lack of education, physical condition of people/individuals and life style (pastoral, nomadic, mobile/static). In Gambella, Anyuak women are culturally and traditionally not allowed to use the same sanitation facilities with men, and this is one of the social barriers to equitable WaSH service provision. This means that women and girls are not accessing sanitation facility constructed for the household provided that the men and boys are using the facility. There should therefore be a different option for women and girls to access the facility or enhance awareness of the community to change existing culture and traditions and empower them to use the facilities.

Economic factors include shortage of budget, high level of poverty, low level of household income, high cost of technologies and affordability to those who are paying for services, as reported by Stakeholders. The low economy of the country and high level of rural poverty has impacted on equitable provision of WaSH services. Equitable WaSH services follow functions and equitable distribution of resources over geographical and among the different categories of people. WaSHCOs, poor women and men reported that selection of technology options should sufficiently consider the financial capacity of user communities. They have the concern that if communities are very poor and have no such capacity to pay for recurrent costs constructing costly technologies means nothing as far as the communities cannot afford operation and maintenance costs. In SNNP high cost of fuel resulted in the abandoning of the facility and people have diverted to use water from unprotected sources mainly because they could not afford. This means that selection of technology options should consider the economic status of communities. In Gambella poor women and vulnerable groups could not afford to pay for water supply, let alone pipeline connections, which are costly for them; and could not finance construction of their own sanitation facilities. Problems of affordability of the operation and maintenances of water facilities to the poor and vulnerable groups were reported from all the study locations during stakeholder consultations

Geographical factors reported by stakeholders include remoteness, poor road infrastructures, distance from the water point (be it protected or unprotected), wrong site selection and availability of water resources. Inaccessibility due to poor road networks and remoteness from the center has been reported to cause inequities in the provision of WaSH services.

Technological or technical factors include lack of standard design, low quality of the facilities, absence of regular water quality monitoring, shortage of private companies, and inadequate supply chain, as reported by stakeholders in the three regions. The consultations made in Gambella and SNNP indicated the absence of standard design to accommodate the special needs of people with disabilities, elders and pregnant women for WaSH services. Disable women groups in chefera (Afar) reported that they are often facing double discrimination to access WaSH services and their needs are often completely overlooked. In

Gambella Town, the major cause for shortage of safe water was reported to be a frequent breakdown of town water supply system due to water pump damage which was often caused by suction of water with sands at water intake site on Baro River. This problem could have been solved by either changing the water intake design or type of pump type alongside having reserve pumps to avoid extended downtime. Poor women groups in Gambella reported that communities use wood made san-plat because they have no access to concrete san-plate. The low standards of sanitation facilities constructed by households were reported to be unsustainable and create inequities in the use of the facilities. Water systems are not regularly tested and monitored. This means that the water provided to communities are not equitably benefiting everyone everywhere mainly because the water is not safe. Weak coordination mechanism among sector offices and lack of information on the community needs for WaSH services are reported to cause inequities in the provision of WaSH services. Uneven distribution of water resources somehow contributed to inequitable provision of WaSH services as reported by stakeholders in Gambella. Furthermore shortage of private companies, with sufficient capacities, has been reported to contribute towards inequitable provision of WaSH services in Gambella. And there is no mechanism for community participation in the planning process that results in equitable distribution of WaSH services; which is the case in all the three regions.

3. Stakeholder Suggestions

What needs to be done differently to make WaSH services inclusive under the OWN-P? Stakeholders in the four regions suggested that OWN-P should do differently in the following areas to increase opportunities for everyone, everywhere, to benefit from the programme outputs.

- All stakeholders including the poor, vulnerable and underserved communities and local service providers suggested that everyone everywhere regardless of their social status, ethnic background, life style, economic status, extent of their backwardness, geographical locations, cultural and traditions should be taken into account starting from the planning.
- WWT, WaSHCOs, men groups, poor/elder women groups and men with disabilities suggested that there should be clarity over or clear mechanism for participating user communities of different social groups in the planning and implementation of One WaSH-CWA Programme so that they can have their voices sufficiently assimilated in the Programme and ensure that everyone can benefit from the outputs.
- Girls and adult women groups in Afar suggested that women should be sufficiently represented in the planning and designing of WaSH Programme. Poor women groups in Gambella also suggested the importance of participating women in all stages of WaSH II Programme planning and implementation.
- Men and women with disabilities, WaSHCOs and the woreda WaSH Team suggested that standard designs should be considered as one component in the implementation of One WaSH Programme and this should be part of the annual planning at regional and woreda levels. Disable women groups in Afar suggested that One WaSH-CWAs should provide inclusive services to ensure that physically challenged women will not face double discrimination.
- All FGDs have the concern over sustainability of WaSH facilities and suggested that implementation of One WaSH-CWA should begin with the end in mind so that communities can derive lasting benefit from the Programme. WaSHCOs suggested that strengthening capacities of community WaSH management systems and reworking on how operation and maintenances systems can be realistic to ensure sustainability of WaSH services (both household and institutional) would be essential.
- Afar regional WaSH Coordination Office suggested that WaSH service provision for pastoral communities should be further investigated and well treated in the implementation of One WaSH Programme; and they recommended mobile WaSH services that fit well with the life style of pastoralist communities.
- Widows and underserved women groups in Gambella and WaSHCOs in SNNP suggested that One WaSH Programme should give the first priority to underserved communities residing in the remote and inaccessible areas to equally address their WaSH needs with others. It was reported that these communities were not benefited from WaSH I Programme mainly because they are not accessible due to poor road infrastructures.
- The poor and vulnerable women groups suggested the importance of considering subsidy mechanisms for the poorest and vulnerable social groups for them to have lasting benefits from access to safe, adequate and sustainable water supply and sanitation services. Challenges associated with affordability of paying for water and

sanitation services were reported by the poorest and vulnerable social groups including women, widows and older ages.

- WaSHCOs in Gambella and SNNP suggested strengthening monitoring system for WaSH services separately for institutions and households. They also suggested water quality monitoring on regular basis. Social equity and inclusion should be part of the checklists used for monitoring WaSH services.
- One way to ensure poor and vulnerable women to access water supply in the urban setting like Gambella Town is either by supporting them to engage in the income generation activities so that they can cover the costs on regular basis. The poor and underserved women groups in Gambella Town suggested possibility of supporting them to start income generation activities so that they will have sufficient money to cover costs associated with WaSH.
- Girls groups in Gambella Town suggested that One WaSH-CWA should build communal latrines for slums and homeless street dwellers. Also, women groups in SNNPR suggested possibilities of moving upper to the next ladder of sanitation service levels if they are subsidized under the One WaSH-CWA. WaSHCOs also suggested the need for considering sustainable sanitation technology options for lasting health benefits.

OWNP Phase II

List of contacted and Interviewed Persons

(Woreda Stakeholders consultation Attendance Sheet)

Name of the Region OromiaZone South West ShoaWoreda Saden SodoKebele -----Date of consultation 25/12/2020

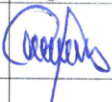



S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	Tashela Medaksa	M	Woreda Agri	Woreda		
2.	Huruma Denboba	M	Adminisrta office	Deputy head		094591536
3.	kumela Amante	M	FECO	head		0924839305
4.	Debisio Kediro	M	Education	Head		092348535
5.	Ahmed Oula	M	Water, r&E	Head		0924878564
6.	Germa Bekele	M	" "	Deputy		0941205794
7.	Adugna Gemechu	M	WHD	Deputy		0923126418
8.	Tashake Nilepra	M	Agriculture	Head		0910958199
9.						0945-9153-6
10.						
11.						
12.						
13.						
14.						
15.						
16.						

OWNP Phase II

List of contacted and Interviewed Persons

(Woreda Stakeholders consultation Attendance Sheet)

Name of the Region OromiaZone OSZSFWoreda WelmeraKebele Date of consultation 26/02/2010

S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	Gedefa Dibaba	M	Agriculture	Head		0923627766
2.	Mintamer Daresa	F	Incomen-s.n	Head		0924352183
3.	Dejere Debel	M	Water and Energy	Head		0913720693
4.	Tadesse Lamese	M	"	Expert		0925223900
5.	Mekonnen Mekuria	M	Woreda Health Office	V/Head		0904380224
6.	Israel Dingelde	M	Environmental	Head		0924904368
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

OWNP Phase II

List of contacted and Interviewed Persons
(Community consultation Attendance Sheet)

Name of the Region OTOMIYA
Zone OS2SFC
Woreda Wajima
Kebele Wajima
Date of consultation 01/09/2018

S.NO	Name of the Participant	Sex	Name of the Kebele	Name of the Village	Signature	Telephone No
1.	Abana Abana	M	Wajima	Wajima	[Signature]	09777800
2.	Deme Leta	M	"	"	[Signature]	
3.	Waji meerso	M	"	"	[Signature]	
4.	Mesfin Kebele	M	"	"	[Signature]	
5.	Tesfaye Idehe	M	"	"	[Signature]	
6.	Birke Tufa	F	"	"	[Signature]	
7.	Bekelu Bekelu	F	"	"	[Signature]	
8.	Beshadu Gedefa	F	"	"	[Signature]	
9.	Gedalu Gelanu Bekelu	M	"	"	[Signature]	
10.	Girma Hayle	M	"	"	[Signature]	
11.	Diznabo meerso	M	"	"	[Signature]	
12.	Guadistaw Gulumma	M	"	"	[Signature]	
13.	Abraham Kabaalao	M	"	"	[Signature]	
14.	Gutema Dikpa	M	"	"	[Signature]	
15.	Blchoua DRESS	M	"	"	[Signature]	
16.	Tamru Idehe	M	"	"	[Signature]	
17.						
20.						

OWNP Phase II_CWA_Social Assessment

List of contacted and Interviewed Persons during Social Assessment Consultation

(Woreda Stakeholders consultation Attendance Sheet)

Name of the Region Saxap

Zone Gedio zone

Woreda Wenago (Wenago)

Kebele BUNO

Date of consultation- 07/13/2010

57

OWNP Phase II _CWA _Social Assessment

List of contacted and Interviewed Persons during Social Assessment Consultation

(Woreda Stakeholders consultation Attendance Sheet)




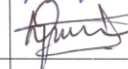
Name of the Region SSNRP

Zone Dila Zone








Woreda Dila Zuria

Kebele -----

Date of consultation 7/13/2010

S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	Shibiru mior	M	admsstr. off	head		0912182611
2.	Elias Beraso	M	Ed. office	head office		0913488284
3.	Andalem mano	M	Health office	head		0911082580
4.	Daniel Gebena	M	Water	head		0913517903
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

Attache List of participants (RWTCM)

S.No	Name	Position	Signature
1.	Hussen mohammed	Rural.T. specialist	
2.	Tewal seid	Env'tal Spec.	
3.	Sedik mohammed	WASH PMU coordinator	
4.	SULEMAN MOHAMMED	Contract Administration	
5.	Abdulmenan Arebu	Electromechanical	
6.	Kessie Tseganeh	Rural Tech. Spec.	
7.	Tesfaye Beley	WASH office Technical Officer	

OWNP Phase II _CWA _Social Assessment

List of contacted and Interviewed Persons during Social Assessment Consultation

(Woreda Stakeholders consultation Attendance Sheet)

Name of the Region Afar

Zone Zone 1

Woreda Chifera (Town)

Kebele -----

Date of consultation 29/08/2018

S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	Ato Mesfer ^{Abote}	M	Water Office	Expert		0913929513
2.	Ato Getachew ^{Abraham}		Pastoral Office	expert		0913486661
3.	Wro Alam ^{Tsare}		Education Office	expert		0913018039
4.	Ato Tedros ^{Tasare}		Health Office	expert		0966962591
5.	Ato Nuradin ^{Safa}		Finance Office	expert		0914600477
6.	Ato Mohamed ^{Duba}		Office Head	Head		0913647438
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

OWNP Phase II _CWA _Social Assessment

List of contacted and Interviewed Persons during Social Assessment Consultation

(Regional Stakeholders consultation Attendance Sheet)





Name of the Region Gambella

Zone Gambella Town

Woreda Gambella town

Kebele -----

Date of consultation 7/01/2011

S.NO	Name of the participant	Sex	Organization	Position	Signature	Telephone No
1.	Tesema Tumiso	M	Water bureau	procur met spec		0923347828
2.	Jan Gat/wac	M	Water Bureau	Technical specialist		0917834501
3.	Boi puoch	M	Water Burea.	IMA with Water & Study Design Directorate & Bureau special use		0911797324
4.	yob Botk	M	REB	facilitator		0918970377
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

OWNP Phase II _CWA _Social Assessment

List of contacted and Interviewed Persons during Social Assessment Consultation

(Woreda Stakeholders consultation Attendance Sheet)









Name of the Region Gambella

Zone _____

Woreda Lave woreda

Kebele _____

Date of consultation 8/01/2011

S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	ሞክህ ሆሽ	m	WFFO	Expert		09174082083
2.	ገን ገሰ ገሰ	m	LWHO	Head		0917483511
3.	ፓል ገሰ	m	W. education	expert		0917528831
4.	ገን ገሰ	m	W. education	Head		0917482270
5.	ገሰ ገሰ	m	L. W. water	Head		0910856690 0906187068
6.	ገሰ ገሰ	m	water expert	expert		0910816206 0917900831
7.	ፓል ገሰ	m	water OFFC	expert		0917850181
8.	ገሰ ገሰ	m	graduated	graduate		091797324
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

Cooreda

OWNP Phase II_CWA

List of contacted and Interviewed Persons during Social Assessment Consultation

(Regional Stakeholders consultation Attendance Sheet)

Name of the Region OWNP Phase II

Zone North Amhara

Woreda North Amhara

Kebele Amhara

Date of consultation 28/12/2010

S.NO	Name of the participant	Sex	Organization	Position	Signature	Telephone No
1.	Kisse mengstiu	M	30/12/2010	Abate	[Signature]	0918139423
2.	Kisse Telahun	M	"	Abate	[Signature]	0985964254
S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
3.	Shefraw meqale	M	"	Shemaki	[Signature]	0918714372
4.	tezra tegele	M	"	tekanis	[Signature]	0918715137
5.	Kisse Shonbare	M	"	Abate	[Signature]	0918011738
6.	Fenta Atege	M	"	tekanis	[Signature]	0918728562
7.	emita Beqale	M	"	tekanis	[Signature]	0918640864
8.	Yenzi Saferbe	M	"	tekanis	[Signature]	0918022403
9.	Ma Mse Zeray	M	"	tekanis	[Signature]	0918710529
10.						
11.						
12.						
13.						
14.						
15.						
16.						

OWNP Phase II

List of contacted and Interviewed Persons

(Woreda Stakeholders consultation Attendance Sheet)

Name of the Region AmharaZone qirru kontela - ~~not~~ Western GojamWoreda kuntira

Kebele -----

Date of consultation 29/12/2010

S.NO	Name of the Participant	Sex	Organization	Position	Signature	Telephone No
1.	Mr. Chirke <u>Mr. Chirke</u>	M	HUNIZLA	Chairman		0918062535
2.	Mr. Amisu <u>Mr. Amisu</u>	M	HUNIZLA <u>HUNIZLA</u>	Chairman <u>Chairman</u>		0918269443
3.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0932244146
4.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0918441755
5.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0918730495
6.	<u>Mr. Amisu</u>	F	<u>HUNIZLA</u>	<u>Chairman</u>		0932274582
7.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0918730494
8.	<u>Mr. Amisu</u>	F	<u>HUNIZLA</u>	<u>Chairman</u>		0947016437
9.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0913851182
10.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0941483479
11.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0918730453
12.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0985987298
13.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0975542570
14.	<u>Mr. Amisu</u>	F	<u>HUNIZLA</u>	<u>Chairman</u>		-
15.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		0918639942
16.	<u>Mr. Amisu</u>	M	<u>HUNIZLA</u>	<u>Chairman</u>		092765678

Annex 7 Sample photos of Regional. Woreda and community consultation in in Oromiya, SNNP, Afar and Gambella Regions,



7.1 Sample photos of community consultation in Oromiya Region - Seden Sodo woreda



7.2 Sample Photos of Welemere Woreda WaSH Technical committee member's consultation in Oromiya Region



7.3 Sample photos of community consultation in Amhara Region - Semen or North Achefer Woreda , Liben and Kunzila



7.4 Sample photos of Regional WaSH Technical Commute members Consultation in Afar Region



7.5 Sample photos of community consultation in Afar Region - chefera Town



7.6 Sample photos of SNNP Regional WaSH Technical committee Members in Awassa



7.7 Sample photos of community consultation in Wenago Woreda - SNNP



7.8 Sample photos of Gambella Regional WaSH Technical committee member