

# Summary Report

## Asia Pacific Zone Sanitation Workshop

**Guilin, China** / 27<sup>th</sup> February – 1<sup>st</sup> March 2012



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## Background

Sanitation is a United Nations declared human right, and without access to it, many communities are left vulnerable to a multitude of health impacts and disasters. For every dollar invested in preventing disease through improved sanitation, many more dollars can be saved on curative and developmental losses.

Despite these realities, progress toward meeting the Millennium Development Goal of access to basic sanitation for all by 2015 is woefully off-track. More than 2.6 billion people around the world still lack access to sanitation – 1.8 billion of those are in Asia Pacific. South Asia (including India, Pakistan, Nepal and Bangladesh) is the furthest behind in sanitation targets – combined they have over 700 million people still defecating in the open.

Access to improved, appropriate and sustainable sanitation options for communities is still an urgent requirement, and efforts to address this “sanitation gap” need to be greatly scaled up if the MDG target is to be met. The IFRC is committed to contributing toward achieving this MDG target under their Global Water and Sanitation Initiative (GWSI) initiative.

As part of implementing water, sanitation and hygiene promotion programs, many National Societies in Asia Pacific have been working to improve access to sanitation for vulnerable communities. Although water, sanitation and hygiene promotion skills do exist at various levels within National Societies in Asia Pacific, many acknowledge the disparity in successful program implementation experiences for the sanitation component, compared to water and hygiene promotion.

There are opportunities to develop further technical capacity and human resources within National Societies in the Zone, particularly surrounding sanitation technologies, WatSan software approaches and integrated sanitation programming. In Asia Pacific especially there are numerous technical challenges related to sanitation technologies, for example in areas with high water tables and in urban settlement areas with high population densities.

To bridge this gap and strengthen national society capacity to improve access to appropriate and sustainable sanitation in their developmental programmes and emergency response, a sanitation focused workshop was planned for early 2012. This event followed on from the first Asia Pacific water, sanitation and hygiene promotion workshop held in 2009, and the second zonal workshop which focused on WatSan software which was held in 2010. During these workshops, national societies requested further skills and knowledge specifically focused on sanitation.

The 2012 Asia Pacific Zone Sanitation Workshop was held from 27<sup>th</sup> February – 1<sup>st</sup> March 2012 in Guilin, Guangxi province, China and hosted by the Red Cross Society of China.

## Objectives

The objectives of the workshop were to:

- Develop and strengthen national society capacity to effectively implement sanitation aspects of sustainable developmental and emergency water, sanitation and hygiene promotion programmes in Asia Pacific for vulnerable communities.
- Exchange knowledge, experiences and lessons learned between Asia Pacific national society practitioners on sanitation technologies and successful program implementation.

- Provide updates and exchange knowledge on new emerging approaches in sanitation technologies, hygiene promotion and integrated sanitation programming with other community based approaches across health, DM and other organisations.
- Explore ways to link with other organisations on scaling-up sanitation.
- Strengthen the network of sanitation and hygiene promotion practitioners within Asia Pacific.

### Agenda and Participant List

A detailed workshop agenda (including facilitators and session objectives) can be found in Appendix 1. The workshop included a one day fieldtrip, where participants undertook an impact evaluation of a sanitation program. A participant list including contact details can be found in Appendix 2.

### Methodology and Facilitators

The workshop was aimed at promoting the participatory adult learning process. In addition to presentations from both facilitators and participants, emphasis was placed on practical group exercises and discussions. The principal language of the workshop was English. Facilitators were from the Asia Pacific Health and Care unit, WatSan staff and delegates from IFRC, PNS and NS in Asia Pacific as well as external organisations.

### Opening, Welcome and Introduction

Opening and welcome speeches were given by:

- Mr Fang Nan Ting, Executive Vice-President, RCSC Guangxi Provincial branch
- Ms Kathryn Clarkson, IFRC Asia Pacific Water and Sanitation Coordinator

The Netherlands Red Cross and IFRC East Asia Regional Delegation were acknowledged for providing generous financial support for the workshop. The Red Cross Society of China was acknowledged as host NS and sincere thanks conveyed for the continued support and cooperation from HQ, Guangxi and Guilin branch levels.



After the welcome speeches, a group photo was taken with all participants. An 'ice-breaker' and get-to-know-each-other activity was conducted using a "poo-bingo" exercise.

Various housekeeping items and general information was shared, including:

- WatSan/HP IEC materials from NS's were displayed on tables at the back and side of the room
- A selection of sanitation related publications/manuals were also displayed at the back of the room (one table allocated for materials which participants could take home)
- A toilet photo competition with pictures brought by participants (as requested) was set-up for all to vote on
- During the first two days, participants were *encouraged* to *USE* the PET and pee-poo bag emergency sanitation options (by using it and gaining a much deeper level of understanding of the technology – practitioners/staff can implement much more effective and appropriate sanitation interventions in emergencies)

## Participant Expectations

As part of the online registration prior to the workshop, participants were asked to record their expectations. During the workshop, the summarised expectations below were displayed on the wall for information. Several expectations that were indicated did not relate specifically to the “sanitation” focus (e.g. PHAST/CHAST/CBHFA knowledge and detailed implementation, hygiene promotion/water in emergencies) and so were not included.

Summarised participant expectations:

- Exchange knowledge, experience, & lesson learned among Asia Pacific NS practitioners on sanitation technologies, hygiene promotion and successful program implementation
- Increased understanding of the key challenges and potential solutions within sanitation in difficult/non-conventional situations (e.g. urban, floods)
- Learn new approaches and best practices in sanitation and hygiene promotion including integrated sanitation programming for designing and implementing WatSan programs effectively
- Learning more about the BCC approaches
- IFRC standard design of different sanitation options and IEC materials on hygiene promotion
- Selecting correct sanitation technology level and technology type
- To learn IFRC standard indicators/tools and best practices for monitoring and evaluation of the impact of hygiene promotion and sanitation in the community
- Knowledge of where to access information on sanitation
- Updated on the latest developments on CLTS methodology in AP zone



Q1. What are the challenges to achieving sanitation at scale - particular in South Asia?

-  Large population size
-  Lack of coordination (government)
-  Political will (government policy and priority)
-  Donors' priority – not on sanitation
-  Growth of population
-  Cultural context
-  Time
-  Knowledge deficit – lack of awareness, low educational level in the community
-  Lack of resources (money, behaviour change tools)

Q2. What does 'appropriate' sanitation mean?

-  Sustainable
-  Acceptance of local people
-  Hygienic
-  Ownership
-  Understanding of hygiene project
-  Maintenance of hardware and software
-  Proper tools / facilities (accessible)
-  Adapted to culture context

Q3. What are the challenges for RCRC in supporting government sanitation plans?

-  Lack of funding support
-  Lack of resources
-  Capacity Building
-  Coordination between RCRC and the government
-  Government and donors' priorities
-  Sustainability in government program
-  Insufficient engagement to government agencies

Q4. What does 'total' sanitation mean?

-  Using CLTS, PHAST and community based approach for hygiene promotion
-  Awareness (advocacy)
-  Mobilization (volunteer mobilization for Hygiene Promotion)
-  Time
-  Behaviour change (proper practice)
-  No open defecation
-  Proper Latrine, waste disposal, drainage and sanitation facilities
-  100% coverage
-  100% acceptance

## Session 2: Behaviour Change Communication for Water and Sanitation

### Objectives:

- Know the definition of BCC and explain how people change their behaviour
- Identify key behavioural determinants that can facilitate sanitation behaviour change
- Be familiar with the SaniFOAM framework
- Understand key motivations and main barriers to achieving sustained sanitation behaviour change
- Discuss how to introduce BCC principles in traditional RC/RC WatSan programmes

This session did not focus on specific tools used within the Red Cross/Red Crescent movement for changing behaviour (ie. CLTS, PHAST, CBHFA) but on the principles of behaviour change that underpin these different tools.

### Output:

One common model for describing the process of behaviour change was introduced (5 steps to behaviour change – Knowledge, Approval, Intention, Practice and Advocacy). Participants were asked to discuss in groups, what a man who used to defecate in the open before, might think during different stages of behaviour change.

Key discussion points were:

#### 1. Knowledge

- ✚ Harmful to health
- ✚ Cause environmental pollution
- ✚ Dignity
- ✚ Uncomfortable feeling after knowing more
- ✚ Social pressure/guilty/family pressure
- ✚ Benefits of changing behaviour

#### 2. Approval

- ✚ Feeling bad for open defecation
- ✚ Need to change behaviour
- ✚ Advocacy
- ✚ Intention

#### 3. Intention

- ✚ How to start/make a change
- ✚ Discuss with other/leaders to gather information
- ✚ Demonstration (proper way to do)
- ✚ Resources availability
- ✚ Ability (able to adapt to change?)
- ✚ Consequence (Benefits?)

#### 4. Practice

- ✚ Know how the others doing/think of
- ✚ Pressure to sustain the behaviour
- ✚ Urge/needs to change the behaviour
- ✚ Scared of health risks
- ✚ Thinking to have more options on toilet
- ✚ Proper maintenance – durable for use



## 5. Advocacy

-  Privacy protected, dignity
-  Advantages/benefits of his act (comfortable, convenience, etc)

The first 2 steps (knowledge and approval) can be described as a kind of individual statement or thoughts. Steps 3 – 5 (intention, practice and advocacy) is about developing a plan of action at an individual level and implementing it.

BCC (Behaviour Change Communication) means working with individuals and communities to:

1. Promote positive behaviours that fit their circumstances.
2. Provide a supportive environment which will enable people to initiate and sustain positive behaviour.

In a community, people may be in different stages of changing their behaviour (for example, some may be in the approval stage and others may be already practicing the specific behaviour). When doing any BCC activity, we should be aware of which stages the people are in and use that knowledge to plan our actions/programs/campaigns.

The SaniFOAM Framework for designing effective sanitation programs was introduced. Groups were asked to identify the factors that motivates/drives an individual to change behaviour by using the SaniFOAM Framework (Focus, Opportunity, Ability, Motivation). A summary of the discussion is provided below.

## 1. Opportunity

### 1.1 Formal Sanctions/Enforcement

-  Standardization of latrines
-  Prohibiting open defecation (punishment/fines)
-  Standards of housing, schools, hospitals, etc.

### 1.2 Social Norms

-  Every HH has a latrine
-  Privacy protected
-  Peer pressure
-  Rules on latrine placement and use of stool
-  Rewarding good behaviour

### 1.3 Product Attributes

-  Comfortable
-  Ventilated
-  Durable
-  Convenient
-  Accessible
-  Easy to clean
-  Nice looking and smelling

## 2. Ability

### 2.1 Skills

-  Using suitable technology and local available resources
-  Construction techniques
-  Maintenance skills
-  Skills on environmental protection
-  Skill to use the latrine/toilet

### 2.2 Social support

-  Demonstration from others

- ✚ Cultural considerations
- ✚ Visiting HH and Follow up

### 2.3 Knowledge

- ✚ Help to cut off the route of disease transmission
- ✚ Awareness on bad behaviours
- ✚ Alternatives of toilet/latrine
- ✚ Link between diseases and the use of latrine
- ✚ Benefits of using the latrine
- ✚ Knowledge on suitable and available solutions

### 2.4 Roles and decisions

- ✚ Ownership
- ✚ Family pressure (women and children Health)

### 2.5 Affordability

- ✚ Materials
- ✚ Human resources
- ✚ Finance
- ✚ Seasons of the year for latrine construction



## 3. Motivation

### 3.1 Emotional/Physical Social Drivers

- ✚ Privacy, comfort, dignity, self esteem, gender

### 3.2 Competing priorities

- ✚ Financial, social status, activities of daily living

### 3.3 Values

- ✚ Social status
- ✚ Willingness to participant
- ✚ Stigma & Rumours
- ✚ Gender

### 3.4 Attitudes and beliefs

- ✚ Health conscious,
- ✚ The use of facility
- ✚ Added values/benefits
- ✚ Positive attitude
- ✚ Open minded

### 3.5 Willingness to pay

- ✚ Source of income

### 3.6 Intention

- ✚ Willingness to contribute/participate

## Session 3 & 4: Sanitation Marketing

### Objective:

- Understand the concept of sanitation marketing and what the approach entails
- Understand the processes involved (key phases, activities, methods, and resources) for designing and implementing a sanitation marketing program
- How the sanitation marketing approach can be integrated into existing RC/RC sanitation programs

The Sanitation Marketing (SanMark) session was presented by Mr Cordell Jacks, Global WASH Team Coordinator for International Development Enterprises (iDE).

### Output:

The concept of sanitation marketing:

- Aiming to create a sustainable marketplace for sanitation
- To create demand for sanitation product and services (engaging private sectors)
- To supply products and services to fill the demand (target low-income people)
- Sanitation market exists but NO supply and demand effectively.

### Sustainability:

It doesn't end at Open Defecation Free (ODF) status! Think further to the future, for sustainability we need ongoing access to sanitation services/products and a demand for them.

### Why markets for sanitation?

- Sanitation markets exists BUT demand and supply of sanitation products/services are not effectively connected (e.g. In Cambodia there is only 18% coverage use of latrines, but you can find a large number of shops selling various types of latrines in the market)
- There is a need of private sector which could provide solutions and maintenance to satisfy the ongoing needs on sanitation products or services in the long run.
- Sanitation markets can function regardless of on going government/NGO support

### Role/job as a program implementer or facilitator:

- To motivate and engage private sector
- To find the gaps between demand and supply
- To find ways for the private sector to make profits
- To present business models that work; not to ask the private sector to fail for us

### Sanitation Marketing approaches:

- IEC materials that provides handy and easy-to-understand information for the locals (e.g. a booklet with 3 parts on the styles of shelter, slab and the material of latrine, making it easy to visualize all combinations for the consumer to choose from.)
- IEC materials with NO health message

### What are some activities in a sanitation marketing program?

- Recruitment and selection of local small enterprises
- Market assessment
- Design principles
- Implementation: provide trainings on: basic sanitation, technical building, basic management skills, sales and marketing

### 5W+1H in Sanitation Marketing

- What : Developing Market
- Why : Sustainability
- Who : Private, NGO, Government
- Where : Everywhere
- When : ASAP
- How : 4Ps +2Ps

A group exercise/task was given to brainstorm on questions that you would ask when conducting a market assessment.

Situation 1: Questions to a business owner about selling latrine parts:

- What parts of latrines are you selling?
- Who are your major consumers? Male or female?
- Are they from urban or rural areas?
- Which model of latrines is more popular?
- In which season is the peak of sales?
- How far would you be willing to deliver?
- Do you sell to retailers or households?

Situation 2: Questions to a rural villager about being a latrine owner:

- How often do you use a latrine?
- How many members are there in your family? Is everyone using the latrine?
- How much money would you be willing to spend on buying a latrine?
- What materials would you prefer?
- Is every household in your village having a latrine at home?
- What problems have you encountered with the latrines before?

Situation 3: Questions to a local government official:

- Is there any subsidy for purchasing latrines?
- Where does the subsidy apply to? All villages or part of them?
- What are the selection criteria?
- How much is the subsidy? In cash or in other means?
- Does the household have to pay for some costs?

Key points in getting information for marketing sanitation:

- Ask lifestyle questions as well as sanitation-related questions
- It is all about insight (a survey will not get you this)
- Ask a lot of “why”
- Answers from questions will only bring you so much information (which can sometimes be confusing or contradictory) - so you must also watch/observe!

The success of sanitation marketing program is dependent on the entrepreneurs but not the supporting NGO/organisation. Five key aspects of sustainable market development (driven by competition) are aggressive demand creation, innovation, quality, price and collaboration.

In the RCRC context, existing software approaches such as CLTS and PHAST could be used to create a demand for sanitation services/products. The role of NS's and volunteers in sanitation marketing needs to be explored further.

Questions From Participants:

Q: Would it be a dilemma that the vulnerable people with low income cannot afford to pay while we would

like the private sector to make money?

A: In the case of Cambodia, among the 10621 latrines they sold (without subsidy) in 16 months, 20% of them were bought by the poor. So it may not be income that matters, but the social norm created by marketing skills.

Q: How to ensure the entrepreneur providing quality products?

A: Create competition, involving more new competitors. The price could then be regulated (subsidy or interventions on prices is not recommended).

Q: How much is the price of the latrine you made in Cambodia?

A: It is US\$ 35 and includes home delivery depends on the distance.

Q: How to do SanMark if there is an NGO or government giving HH the toilet for free?

A: A difficult thing to answer but we must consider them as partners. But still it is a difficult situation when you to encourage market sustainability by balancing toilet supply and demand but somebody gives HH toilets for free.

Q: How long does the Sanitation Marketing project cycle takes and how much does it usually cost?

A: It takes about 18 months total and estimated budget \$200K to 400K (based on iDE's experiences).



*Example of shocking sanitation marketing*

## Session 5 & 6: Sanitation technical options

### *Objective:*

- Identify and understand different technical options for sanitation in different contexts and situations
- Discuss the key technical components, as well as advantages and disadvantages to different types of sanitation technical options

### *Output:*

Participants were split into six small groups, and rotated through six 30 minute technical 'stations' during this session (3 hours total). Being in small, informal groups means that everyone gets a chance to ask questions directly to the facilitators and deeper learning can be achieved.

This session focussed on the technical aspects and design of sanitation options, rather than on implementation experiences. Key advantages, disadvantages, applicable contexts and indicative costs were also discussed. The sanitation notebook was used as a reference for some of the design options.

The sanitation technical 'stations' and facilitators were:

- |                                      |                                   |
|--------------------------------------|-----------------------------------|
| 1. Pour-flush latrine                | Khizar Ali Shah and Dirk Schrader |
| 2. Septic tanks                      | Bob Handby                        |
| 3. EcoSan                            | Kathryn Clarkson                  |
| 4. Biogas                            | Frank Kueppers                    |
| 5. Options in difficult environments | Juhani Efraimsson                 |
| 6. Emptying and de-sludging          | Alexandra Machado                 |

The various sanitation technology designs, bill of quantities and technical session handout notes can be found on the workshop USB.

## Session 7: Sanitation in Emergencies

### Objective:

- Discuss key components and importance of sanitation interventions in emergencies
- Identify appropriate technical options for providing adequate access to sanitation facilities in emergencies
- Identify and discuss RC/RC challenges in undertaking appropriate and adequate sanitation interventions in emergencies

### Output:

Participants were asked to discuss in groups key questions about sanitation in emergencies, and then to present back. The questions and key discussion points were:

#### Why is sanitation in emergencies difficult?

- Time is critical
- The type of emergency - some disasters are complex and the affected population is large
- Mobility of the population - some population are in transit
- Sanitation facilities and local resources are normally destroyed
- Access to water is sometimes a problem
- Achieving behaviour change in a short period
- Data collection is difficult
- Cost of the operation and materials
- Language and cultural differences
- Coordination and management of different teams Govt, NGOs etc
- Illiteracy is high in some locations
- Inaccessibility and transformation of standard response kits
- Low prioritisation of sanitation is always competing with other priority needs
- Security issues
- Government response is sometime delayed and is not clear
- Gender to catering for all target groups

#### How to address sanitation in emergency?

- Preparedness and development of guidelines - contingency plans to incorporate local culture and knowledge
- Better assessment tools
- Distribute hygiene kits
- Construction of handwashing facilities
- Use of appropriate technology
- Hygiene promotion to be integrated from the beginning
- Advance training of volunteers in sanitation
- National WASH cluster meetings to strengthen collaboration system

#### What more can be done?

- National WASH policy/guidelines in advance of an emergency
- Train volunteers in advance and preposition kits (including sanitation)
- Raising awareness through mass media
- Clean up campaigns (solid waste and vector control)
- Disinfection of water sources
- Developing appropriate IEC materials

Facilitated discussions and explanations about different emergency sanitation options currently available were held as well as examples of new options that are being trialled for their effectiveness and new companies in Asia producing emergency sanitation products. Alexia Staaf of Peepoople presented about pee-poo bags and their use and applicability in emergencies. Key advantages and disadvantages for each option are presented in the table below. All sanitation options must be linked with appropriate hygiene promotion and handwashing hardware/handwashing station. Handwashing is usually a challenge in emergencies and one simple solution – the Tippy Tap - was presented with a short film and handouts.

Option	Advantages	Disadvantages
San plat	Easy to use and carry	Hygiene is not guarantee Hole cover might be easily stolen
Rapid latrine	Provides privacy and dignity It has a solid quick superstructure which takes a short time to mount - ideal for schools and hospitals and long term for second phase	Heavy and semi-expensive and the slab not yet developed
Nag magic latrine slab with add-ons	Easy to clean and easily transportable	Parts might be in compactable
Personal Emergency Toilet (PET)	Sturdy can be sat on by person of up to 200 kilograms Very useful pad sucking up all the liquid (liquid turns to gel)	Not very well laid out for transport Bag is too large for one time use No treatment of faeces
Pee poo bags	Bio degradable, easy to use and has simple illustrations on how to use	Collection and disposal of bags might be a problem and needs careful consideration

Fajar Sumirat from PMI presented on his experiences during deployment to Pakistan as an RDRT team member. Key experiences and points to note were:

#### Technical challenges

- Sandy soil and high water table hence hard to develop an appropriate solution
- Latrine was located too close to water bodies
- Livestock was in the camps since they were used as a source for milk
- Secondary displacement due to contaminated water sources & lack of access to basic services
- Use of river water which is highly polluted
- Sanitation buckets were being stolen

#### Other issues

- Need for proper construction and maintenance of latrines
- Unsecured areas - need for reinforced security
- Behaviour change cannot be done overnight but 10, 375 beneficiaries were reached by 12 female and 6 male PRCS volunteers
- To measure the impact of the operation they checked disease trends

#### Plenary discussion

- Sanitation is still under prioritised in emergency planning and appeals
- There is no one perfect option but a need for appropriateness
- Need for preparedness/pre-positioned stock that is appropriate to the cultural context

## Session 8: Sanitation in Schools and Urban Sanitation

Due to last minute cancellation of the facilitator as well as time constraints, the Urban Sanitation session was first relocated to Day 4 and then unfortunately had to be cancelled. Some challenges of sanitation in the urban context were included as part of the discussions on technical options and disposal and participants were encouraged to consult the resource materials on urban sanitation provided on their USB. More time was allocated to the Sanitation in Schools session due to high level of interest from participants.

### *Objective:*

- Understand the key differences in implementing WatSan programs with children
- Understand and discuss the approaches and tools used to bring about sanitation behaviour change in children

### *Output:*

Mukti Pokhrel and Dambar Bahadur Bista presented on Nepal Red Cross Society's experiences on using children as agents for change in sanitation and hygiene. Nepal RC is supported by the Japan RC in the WatSan/HP programs in schools.

### Situation in Nepal and historical background

- Each year 10,500 children die due to diarrheal diseases
- Children are more vulnerable due to their unhygienic and sanitation behaviours
- Access to school latrines: boys 47% and girls 31%
- 17 million practice open defecation in Nepal
- Handwashing practices very low
- Lack of facilities has high impact especially on girls
- When family members fall sick, girls are more likely to stay at home to care for sick person
- Girls continue to drop out towards end of primary and during transition to secondary school

### School Led Total Sanitation (SLTS)

- SLTS approach used as the entry point and step by step process in schools and communities was outlined (see presentation on workshop USB)
- Focus components and elements of SLTS
- Differences between CLTC and SLTCS
- Hygiene promotion triggering tools
- BCC materials were introduced (posters, pocket chart etc)
- Key results - total elimination of open defecation, social and health changes/improvements etc
- Challenges - funding and human resources to sustain the program
- Lessons – SLTS is an effective model, a joint effort can yield synergic effects, triggering tools are a useful behaviour change tool, innovations such as mirrors for self-monitoring

## Field trip

### *Objective:*

During the field trip exercise, workshop participants conducted a post-term impact evaluation which had a dual-purpose:

1. To determine the long-term sustainability and impact determinants of the ECHO 4 Community Vulnerability Reduction (CVR) Programme implemented in 2005 in Yongming village, Guangxi province, with a specific focus on sanitation
2. To be a learning experience for workshop participants on impact evaluation
3. To be a learning experience for workshop participants around the technical and design aspects of Ecological Sanitation (EcoSan) latrines

It was expected to draw out key lessons and recommendations for broader NS, PNS and IFRC learning to be incorporated into ongoing and future sanitation programs, particularly with respect to the issues of impact and sustainability.

### *Output:*

In the evening of Day 2 (Tuesday 28<sup>th</sup> Feb), workshop participants were split into 4 field trip groups with each group assigned two mentors (IFRC and PNS participants).

Each group assigned a “team leader”, whose role was to act as a spokesperson for their group, manage team members and activities, and critically, to coordinate with the other team leaders to ensure coherent and comparable evaluation questions/criteria were planned and carried out. Mentors were expected to provide guidance to the team members particularly surrounding evaluation methods, expectations, and coordination with other teams to ensure that all groups as a whole had consistent planning and comparable outcomes.

In the evening of Day 2, groups (in reality was primarily the team leaders) discussed and planned their methodology, approach and questions in preparation for the evaluation day in the field.

On the field trip day, upon arrival to the community a short briefing was given by the community head about the project and current situation/demographics of Yongming village. In the morning, Groups A and B visited Tangjia area while Groups C and D visited Xiaoqingshan area of Yongming and undertook household visits, interviews and direct observation. After lunch, the groups ‘swapped’ so that each group would visit both areas.

Key CVR Programme documents (project proposal, final report, logical framework etc) and the evaluation Terms of Reference for groups can be found on the workshop USB.



## Session 9: Evaluation findings and recommendations

While the Team Leaders collated and finalised group findings into one summary presentation, the rest of the participants had an informal facilitated discussion about the field trip experience, evaluation process and weaknesses/constraints.

Key weaknesses/shortcomings in the evaluation process that were highlighted are:

- Teams visiting the same houses
- Teams visiting the houses in large groups
- Not introducing themselves and explaining purpose of visit as they enter house
- Teams being led to specific houses by RCSC branch official
- Methodology limited to HH survey – interview with house occupant and observation of latrine. There were no key information interviews or focus group discussions.
- Teams not having proper tool to collect data
- Low number of translators assigned per group and challenges with accuracy of translated information

Planning and coordination of group methodology could be improved (along with strengthened guidance from mentors, clarity of expectations for groups and clarity on the TOR). Several constraints were related to the culture/context of the area and were beyond the control of the workshop in terms of the evaluation process. There were attempts by some groups to split up their teams into smaller groups and to break away from visiting only houses directed to by the local NS branch officials. A key point which was highlighted is that much data can still be gathered from observing the environment and particularly latrine use, when faced with limitations on quality and availability of interviews.

Mr Ratheesan Puthiya Veettil from the Indian Red Cross Society presented the summarised findings on behalf of the other team leaders and workshop participants. It is important to note that most findings are not statistically valid due to the inadequate sample size, lack of triangulation and other limitations/shortcomings as above. Also, the project was implemented within a short duration of one year (this should be considered as part of the context).

However, general findings, conclusions and lessons learnt can be inferred based on the data and observation. They can be summarised as:

### Impact

The project has certainly had a positive impact on the community. In general, due to the health education activities and the availability of the water supply systems and Ecosan latrines, there has been an improvement in HH hygiene practices and there is some real behaviour change. Compared to before the project, HH's have access to a more private, convenient and safe place to defecate and very few (if any) households have returned to using traditional latrines. Many EcoSan latrines are still in use, although it is not clear if faeces are being treated for the appropriate time and reused safely as fertilizer. Where given an option, with new housing construction EcoSan latrines have been replaced by either pour-flush latrines with a septic tank (and poorly treated wastewater discharging to local ponds) or biogas latrines (where households also have pigs) where wastewater and sludge are being reused as fertilizer within an unsafe period. The introduction of a safe, high-pressure water supply as part of the project has enabled houses to install pour-flush or flushing toilets. There are less flies and mosquitoes (during the evaluation exercise, few flies/mosquitoes were observed), but this has to be compared with the baseline situation before any conclusion can be made. Village head shared that there has been a 30% reduction in diarrhoea occurrences in the last few years – but this needs to be verified through other sources.

### Relevance

Due to improved socio-economic standing, quite a sizable segment (again size undetermined) of the community has moved to new dwellings with flush latrines. The Ecosan toilet is still relevant for households

not connected to a water supply, or who still want to safely access faeces and urine as fertilizer and don't have sufficient funds to construct an alternative toilet. However as households access more wealth and construct bigger houses; they seem to prefer to convert their EcoSan latrine to a flushing toilet. Many households have also shifted to using biogas systems which meet household energy demands as well as allowing reuse of sludge and wastewater as fertilizer. Biogas systems are heavily promoted and subsidised by the government. The complete basic biogas system costs 3,600 RMB, of which 1,900 RMB is subsidised by the government, and spare parts are easily available. Most households using biogas systems however, were also farming pigs, which contributed to the biogas system.



*Converted EcoSan latrine to flushing toilet*



*Biogas digester*

A key point to note related to sanitation technologies is the misconception that a “flush” toilet is “better” than an Ecosan latrine (or other sanitation option). Need to look holistically at each technology option and understand key advantages and disadvantages (e.g. the water and faeces from a pour-flush latrine may go to a septic tank (issues with quality of construction) or directly to a soak-pit – potentially very negative impacts such as groundwater pollution and possibly water supply contamination; e.g. the urine and decomposed faeces from an Ecosan latrine can be used safely as fertiliser for agriculture – increasing crop productivity and reducing the cost/dependency on chemical fertiliser).

### Sustainability

It could be observed that the Ecosan toilet is still being used by a portion (size undetermined) of the community. This is very positive. The toilets are being maintained and in some households, the human wastes continue to be managed for agricultural use as fertilisers. On these latrines, many access holes were observed to have been resealed after opening and extracting the faeces, which demonstrates an understanding of the correct use of the EcoSan latrine. Some households however, found the external access holes difficult to use, particularly once the government painted the external street walls and made it difficult for households to still extract faeces through the holes. Many houses were evidently still separating and collecting urine for fertilizer.



*Urine separation and collection*



*Access holes for faeces removal re-sealed*

Some issues of sustainability were raised however (which need further investigation to verify), including:

- Lack of replacement parts, specifically the plastic urine diverting pan. The village head shared that this is not available within the entire township/province
- Some households did not treat faeces for the correct period of time before reusing as fertilizer
- Design/type of toilet not suitable for households where only the elderly live, as they are less inclined to use the toilet due to entrenched old habits and also because of difficulty in maintaining the toilets (like having to collect ash to cover the wastes etc..).



*A household that has converted their EcoSan latrine to a flushing toilet has kept their plastic squat pan*



*Village communal wall with original hygiene and health messaging*

- Hygiene practices and awareness could be improved. This was inferred from the two public toilets observed in the village where the human waste was not treated adequately and contaminating the environment. A large amount of solid waste was also evident. It would seem the village community do not fully understand the health and environmental risks. It could infer perhaps that the health education activities carried out during the project may not have been adequate or effective enough, carried out for long enough (given the one year project period) or a different approach to changing behaviour is required i.e. use other drivers/determinants rather than health messaging.

#### Lessons and recommendations for future projects:

- i. Duration of project – one year is too short for adequate, effective and sustainable outcomes (particularly for software aspects). Recommended length for WatSan/HP projects is 3 – 5 years.
- ii. Increased focus and allocation of project resources to software components, to ensure sustainability of project outcomes.
  - a. Need to ensure that strong village water/sanitation/health committees are set up (with the skills, resources, knowledge they need to function without support from the local RCRC branch).
  - b. Need to investigate key drivers and determinants for behavior change (pride, privacy, comfort etc) – rather than focus solely on health messaging
- iii. For sustainability, there is a crucial need to ensure local availability and access to latrine spare parts/products/supplies (links to sanitation marketing).
- iv. Carefully plan the integration of hardware with software to optimise the involvement of the community in technology selection, within project budgets (focusing on 'total access to sanitation') while ensuring that latrine designs are appropriate, relevant and minimise environmental impact
- v. As part of the total sanitation approach, construction and management of public and school latrines included in future projects, not just household latrines
- vi. Appropriate and effective assessment tools and criteria should be used when selecting targeted beneficiaries.

## Session 10: Focus on Action – Summary, sustainability, scaling up GWSI

A brief re-cap was made of the workshop sessions, key concepts and discussion points. The IFRC GWSI video 'Scaling up Sanitation in Asia Pacific: Experiences and action in Pakistan and Nepal' was shown to generate interest and motivation in other NS's for sanitation scale up toward 2015.

### National Society Action Planning

Action plans from each national society will be mailed in 3 months time (ie May) in order for participants to conduct a self-assessment on progress towards completing their actions

PMI	<i>5 action items/things to take back to NS:</i>	
	1	Finalising and printing upgraded version of SOPs for WatSan in emergency (include sanitation in upgrade)
	2	Finalising and implementing WatSan training curriculum
	3	Sanitation in emergency training
	4	Sanitation equipment
	5	IEC material adaptation as part of HP Box (local context)
	<i>External support required:</i>	
	1	Technical support from IFRC and PNS
	2	Funding, especially for HP Box procurement
	3	WatSan vulnerability mapping program
	4	Developing tool's for monitoring systems on WatSan
	5	Develop WatSan in development guidance (combination between CBHFA, PHAST and BCC)

Philippines RC	<i>5 action items/things to take back to NS:</i>	
	1	Discuss key points on sanitation for the upcoming WatSan & HP program review
	2	Introduce sanitation technologies and explore for implementation at the PRC (heads)
	3	Pre-testing of sanitation technology during emergency (whenever possible), for efficiency and appropriateness
	4	Improve existing draft Standard Operating Procedure on WatSan
	5	Coordinate with PNS to support sanitation interventions in the next years and coordinate with WASH cluster/Govt to explore sanitation options and implement in line with MDGs

CVTL	<i>5 action items/things to take back to NS:</i>	
	1	BCC training (TOT, with IFRC)
	2	Sanitation in emergency training (IFRC, ICRC and PNSs)
	3	Sanitation in schools monitoring and evaluation
	4	Pour-flush latrine implementation and monitoring (IFRC and PNS)
	5	Integrate WatSan, CBHFA and DM guideline (IFRC and PNS)
	<i>External support required:</i>	
	1	Writing funding proposal, support of IFRC and PNS
	2	Sanitation technical training, support of IFRC and PNS
	3	Leadership and management training (IFRC, PNS - bilateral and multilateral)

Cambodia RC	<i>5 action items/things to take back to NS:</i>	
	1	Sharing among program staff on all IEC materials from AP workshop
	2	Ecosan latrine need to be shared, advantages and disadvantages
	3	Consideration on cooperation with IDE to do sanitation marketing
	4	The mainstreaming of DRR into the program will be discussed

RCSC	<i>5 action items/things to take back to NS:</i>	
	1	Strengthen HP in emergency
	2	Develop strategy/guidelines in WatSan including fundraising, publicity, technical input, and coordination mechanism with Govt and other stakeholders
	3	Integrate WatSan into the Community based Comprehensive Development Programming
	4	Strengthen cooperation with government at national level, identify RC's role and mission in the national strategy on WatSan
	5	Strengthen the volunteer motivation, management, maintenance and activeness
6	Follow up recommendation from impact review of participants in Guangxi	

Solomon Islands RC	<i>5 action items/things to take back to NS:</i>	
	1	Link BCC to PHAST (emphasize changes/steps for change)
	2	Proper handwashing method (try out tippy tap in communities without tap)
	3	Development of posters related to latrine e.g. best use
	4	Proper chart for F-diagram (in canvas)
5	Introduce Ecosan as another option (referring to Chinese visit)	

Japan RC	<i>5 action items/things to take back to NS:</i>	
	1	Sharing the updated sanitation technologies with JRC delegates by assigned key persons
	2	Introduce HP Box in JRC-BHC-ERU
	3	Conduct training to use HP Box by JRCS delegates
	4	Advocate the importance of sanitation among JRC delegates
	5	Train CBHFA/PHAST/CLTS methodology and technology of sanitation to JRCS delegates
	<i>External support required:</i>	
1	Collaboration with IFRC and other NS	

Hong Kong RC	<i>5 action items/things to take back to NS:</i>	
	1	Sharing on WatSan initiatives and program approaches and technology with all colleagues in DM department
	2	Explore possibilities to incorporate WatSan initiatives to CBDRR programs in China
3	Support HP in emergency for RCSC	

	4	Promote WatSan concepts and initiatives to RCSC
	5	Promote participatory approach to RCSC's programs

India RC	<i>5 action items/things to take back to NS:</i>	
	1	Detailed assessment of water and sanitation capacities of the national society
	2	Develop a long term programme that emphasises equal stress to drinking water and sanitation components
	3	Develop more specialised teams for emergency water and sanitation
	4	Finalise the SOP of response teams (NDWRT)
	5	Explore possibility for getting technical and financial support for water and sanitation programs and NDWRT

Sri Lanka RC	<i>5 action items/things to take back to NS:</i>	
	1	Finalise new PHAST toolkit
	2	Finalise new CTC toolkit
	3	Adapt household water treatment manual
	4	Explore more funding opportunities through IDP program
	5	Documentation of experiences (Zone support)

Mongolia RC	<i>5 action items/things to take back to NS:</i>	
	1	Will introduce sanitation marketing to WatSan program
	2	Will try to adapt BCC into current CBHFA and WatSan projects
	3	Will try to encourage WatSan program manager to work with IDE to find a positive eco-toilet options for harsh climate region
	4	Will encourage WatSan and DM to review current toilets in order to find efficient one
	5	Persuade programs to find innovative methods to improve current sanitation problems in Mongolia

Afghan RC	<i>5 action items/things to take back to NS:</i>	
	1	Encourage HQ to develop WatSan and hygiene policy
	2	Develop IEC materials during 3 years
	3	Conduct health and hygiene promotion campaign in all target areas within three years
	4	Construction of hygienic latrine in all target areas during 3 years
	5	Digging wells for providing safe and clean water during three years
	6	Creation of WatSan team at the level of HQ

Pakistan RC	<i>5 action items/things to take back to NS:</i>	
	1	FGD regarding implementation of Ecosan project in rural and urban areas of

	Pakistan
2	Meeting with Govt and stakeholders to implementation of Biogas project in urban areas
3	Find out the locally available material for emergency super-structure of latrine
4	Find out the sanitation marketing possibilities in rural areas
5	Sludge treatment

Nepal RC	<i>5 action items/things to take back to NS:</i>	
	1	Conduct WASH – NDRT (one)/DDRT (two)
	2	Expansion of Ecosan toilet in regular project
	3	Hygiene and sanitation BCC materials develop
	4	WASH guideline: finalise and implementation
	5	Increased partnership in WatSan program
	<i>External support required:</i>	
	1	Support from Japanese RC through IFRC, UNICEF, UNHABITAT for scale-up program
	2	Capacity building of district chapter (specially human resource)
	3	Hygiene kits preposition/BCC material development
	4	Scale up SLTS
	5	Programme expansion

DPRK RC	<i>5 action items/things to take back to NS:</i>	
	1	WSS (water supply system) are established for 98% targeted population
	2	New latrines for 15% targeted population and rehabilitation/construction of all public latrines in targeted area
	3	Construction of wastewater disposal systems for all targeted household
	4	Hygiene promotion are conducted for all targeted population

Vietnam RC	<i>5 action items/things to take back to NS:</i>	
	1	Having a meeting between WatSan team VNRC and PNS (group working) to make plan for WatSan in 2012
	2	HP in emergency <ul style="list-style-type: none"> <li>design HP box with material from Vietnam</li> <li>design the toilets for emergency with local materials/local suppliers (needs support from IFRC and other PNS for purchasing materials)</li> <li>build knowledge and skills for more facilitators of VNRC (HQ and branch)</li> </ul>
	3	To found NDWRT (from NDRT which founded in 2011) for WatSan in emergency (training in April 2012)
	4	Apply CLTS in projects in the south of Vietnam(need technical and financial support from IFRC and PNS)
	5	Extend PHAST and CHAST in other provinces of Vietnam, integrate CBHFA into new WatSan projects

## Workshop Evaluation

The overall workshop evaluation was done by each participant during the closing session, using the online tool Survey Monkey. Summarised feedback from all 31 respondents can be found in Appendix 3. The overall feedback and level of satisfaction for the workshop was very positive. Most participants preferred the sanitation technology session and field visit as well as national society presentations. The strongest requests for additional technical content were for WatSan software tools (ie CLTS, CBHFA, PHAST).

## End of Meeting

A brief closing speech was given by IFRC Asia Pacific WatSan Coordinator Kathryn Clarkson. Participants were presented their certificates by Mr Liu Zheng Dong, Executive Vice-President of RCSC Guilin prefecture branch along with a printed copy of the group photo from Day 1 and IFRC pens and key-chains. All participants were given a USB before their departure with all presentations, handouts and various sanitation reference materials.

## APPENDIX 1 – Detailed workshop agenda

<p style="text-align: center;">MONDAY 27<sup>th</sup> February Venue: Level 3 Conference Room, Guilin International Hotel</p>				
Time	Session	Expected outcomes of the session	Facilitators	Methodology
08:30–09:30	Opening ceremony and Welcome	<ul style="list-style-type: none"> <li>Brief opening ceremony and group photo</li> </ul>		
9:30 – 10:30	S1: Sanitation context, progress toward targets, key challenges	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>Understand the wider sanitation context at global, regional and country level and progress toward achieving the MDG's</li> <li>Identify and discuss key challenges to improving access to appropriate and sustainable sanitation</li> <li>Introduce GWSI scale up in Asia Pacific region</li> </ul>	Kathryn Clarkson	Presentation/Facilitated discussion
10:30 - 11:00	<i>TEA / COFFEE BREAK</i>			
11:00 – 12:30	S2: BCC for WatSan	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>Know the definition of BCC and explain how people change their behaviour</li> <li>Identify key behavioural determinants that can facilitate sanitation behaviour change</li> <li>Be familiar with the SaniFOAM framework</li> <li>Understand key motivations and main barriers to achieving sustained sanitation behaviour change</li> <li>Discuss how to introduce BCC principles in traditional RC/RC WatSan programmes</li> </ul>	Libertad Gonzalez & Rebecca Kabura	Facilitated discussion /Group Work
12:30 - 13:30	LUNCH			
13:30 – 15:00	S3 & S4: Sanitation Marketing	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>The concept of sanitation marketing and what the approach entails</li> <li>The processes involved (key phases, activities, methods, and resources) for designing and implementing a sanitation marketing program</li> <li>How the sanitation marketing approach can be integrated into existing RC/RC sanitation programs</li> </ul>	Cordell Jacks, iDE Cambodia	Presentation Facilitated discussion /Group Work
15:00 – 15:30	<i>TEA / COFFEE BREAK</i>			

15:30 – 17:00	S3 & S4: Sanitation Marketing cont.	<ul style="list-style-type: none"> <li>Same as above.</li> </ul>	Cordell Jacks, iDE Cambodia	Presentation Facilitated discussion /Group Work
17:00 – 17:30	Evaluation			Various
19:00	Workshop Dinner	Including a fun quiz		
<b>TUESDAY 28<sup>th</sup> February</b> Venue: Level 3 Conference Room, Guilin International Hotel				
Time	Session	Expected outcomes of the session	Facilitators	Methodology
08:30 - 9:00	Energizer			
09:00 – 10:30	S5 & S6: Sanitation technology options	Participants will be able to: <ul style="list-style-type: none"> <li>Identify and understand different technical options for sanitation in different contexts and situations</li> <li>Discuss the key technical components, and advantages and disadvantages to different types of sanitation technical options</li> </ul>	a) Pour-flush latrine, Khizar Ali Shah b) Septic tanks, Bob Handby c) EcoSan, Kathryn Clarkson d) Biogas, Frank Koppers e) Options in difficult environments, Juhani Efraimsson f) Emptying and desludging, TBC	Presentation/Group discussion
10:30 - 11:00	<i>TEA / COFFEE BREAK</i>			
11:00 – 12:30	S5 & S6: Sanitation technology options cont.	<ul style="list-style-type: none"> <li>Same as above.</li> </ul>	Same as above	Presentation/Group discussion
12:30 - 13:30	LUNCH			
13:30 – 15:00	S7: Sanitation in Emergencies	Participants will be able to: <ul style="list-style-type: none"> <li>Discuss key components and importance of sanitation interventions in emergencies</li> <li>Identify appropriate technical options for providing adequate access to sanitation facilities in emergencies</li> <li>Identify and discuss RC/RC challenges in undertaking appropriate and adequate sanitation interventions in emergencies</li> </ul>	Kathryn Clarkson  Alexia Staff, PeePeople  Fajar Sumirat (RDRT experiences in Pakistan)	Presentation/Facilitated discussion
15:00 – 15:30	<i>TEA / COFFEE BREAK</i>			

15:30 – 16:30	S8: Urban Sanitation	Participants will be able to: <ul style="list-style-type: none"> <li>Understand the context and key issues surrounding sanitation in urban contexts</li> <li>Identify key technical options for sanitation in urban areas</li> </ul>	TBC	Presentation/Facilitated discussion
16:30 – 17:00	S8: Sanitation in Schools	Participants will be able to: <ul style="list-style-type: none"> <li>Understand the key differences in implementing WatSan programs with children</li> <li>Understand and discuss the approaches and tools used to bring about sanitation behaviour change in children</li> </ul>	Mukti Pokharel & Dambar Bahadur Bista	Presentation/Facilitated discussion
17:00 – 17:15	Evaluation			
17:15 – 18:00	Field trip briefing and TOR development	<ul style="list-style-type: none"> <li>Each group has developed a concise TOR for the project impact evaluation to conduct during the field trip</li> </ul>	RCSC & Chew Chee Keong	Presentation/Group work
20:30 – 22:00	Film evening (optional)			Video

**WEDNESDAY 29<sup>th</sup> February**  
Venue: Yongming

Time	Activity	Details	Responsible	Transport
08:15	Meet outside hotel	<ul style="list-style-type: none"> <li>Roll call for field trip</li> </ul>	All, Chelsea Giles-Hansen & group leaders	
08:30	Buses depart	<ul style="list-style-type: none"> <li>Travel from Guilin to Yongming</li> </ul>	RCSC Guilin branch	Bus
10:30 – 11:00	Project briefing	<ul style="list-style-type: none"> <li>Briefing from community volunteers on programme background and community</li> </ul>	RCSC community volunteers	
11:00 – 12:30	Conduct evaluation	<ul style="list-style-type: none"> <li>Groups A &amp; B – visit Tangjia area</li> <li>Groups C &amp; D – visit Xiaoqingshan area</li> </ul>	Groups & mentors	Foot
12:30 – 13:30	LUNCH			
13:30 – 16:00	Conduct evaluation	<ul style="list-style-type: none"> <li>Groups A &amp; B – visit Xiaoqingshan area</li> <li>Groups C &amp; D – visit Tangjia area</li> </ul>	Groups & mentors	Foot
16:00	Buses depart	<ul style="list-style-type: none"> <li>Travel from Yongming to Yangshuao</li> </ul>	RCSC Guilin branch	Bus
17:00 – 18:00	Free time/shopping	<ul style="list-style-type: none"> <li>Yangshuao walking street</li> </ul>	All	Foot
18:00 – 19:00	Dinner	<ul style="list-style-type: none"> <li>Local restaurant at Yangshuao</li> </ul>	All	

20:00	Arrive at hotel			Bus
Evening	Group work	<ul style="list-style-type: none"> <li>Preparation of evaluation outcomes</li> </ul>	Groups	
<b>THURSDAY 1<sup>st</sup> March</b> Venue: Level 3 Conference Room, Guilin International Hotel				
Time	Session	Expected outcomes of the session	Facilitators	Methodology
08:30 – 09:00	Energiser			
09:00 – 10:30	S9: Presentation and discussion of evaluation findings	Participants will be able to: <ul style="list-style-type: none"> <li>Discuss the key outcomes and experiences of the project evaluation during the field trip</li> <li>Identify and discuss key lessons and recommendations from the project evaluation</li> </ul>	Chew Chee Keong	Presentation/Facilitated discussion
10:30 – 11:00	<i>TEA / COFFEE BREAK</i>			
11:00 – 12:30	S10: Focus on Action: Summary, sustainability & scaling up GWSI toward 2015	Participants will be able to: <ul style="list-style-type: none"> <li>Identify and discuss key lessons and recommendations to be included in future sanitation programs, particularly to address issues of sustainability</li> <li>Design and plan improved and sustainable sanitation programs within their NS</li> </ul>	Kathryn Clarkson	Facilitated discussion
12:30 – 13:30	LUNCH			
13:30 – 14:30	S11: NS action planning/PNS session	<ul style="list-style-type: none"> <li>Follow up on 2010 NS action planning</li> <li>Each NS identifies five action items to implement following workshop</li> </ul>	IFRC Zone office team	Group work/discussion
14:30 – 15:00	Workshop Evaluation & Closing Ceremony		Chelsea Giles-Hansen	Survey monkey
<i>Departure of participants</i> <i>Optional excursion to "Impression Sanjie Liu" night show (8pm, additional cost at participants own expense, amount TBC)</i>				

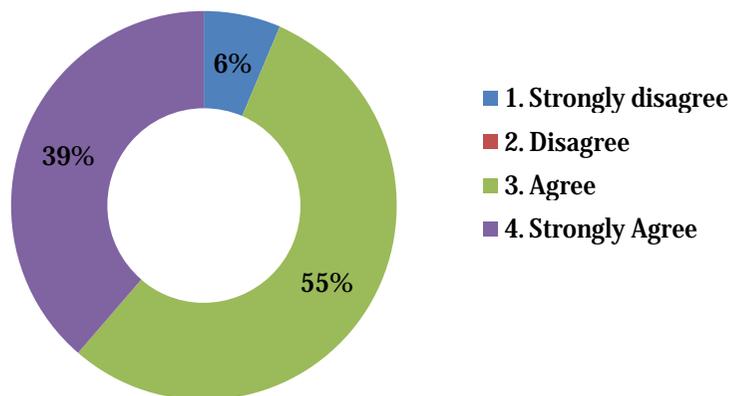
## APPENDIX 2 – Participant list with contact details

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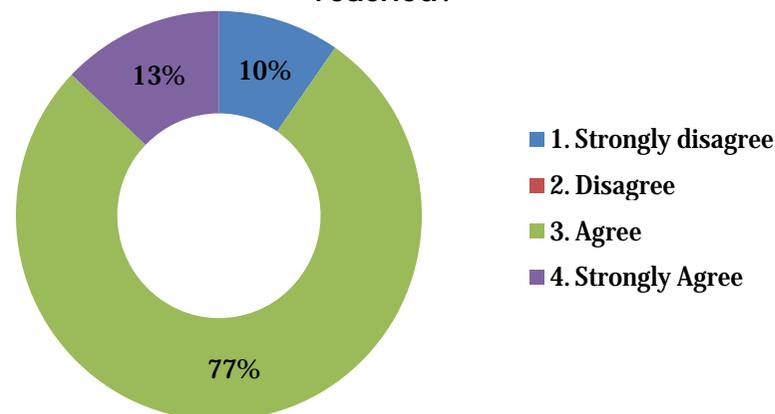
		Delegate				
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IFRC AP Zone	Chelsea Giles-Hansen	WatSan Delegate (Trainee)	F	<a href="mailto:chelsea.gileshansen@ifrc.org">chelsea.gileshansen@ifrc.org</a>	60 3 9207 5700	60 19 2744 958
IFRC AP Zone	Chew Chee Keong	Senior PMER Officer	M	<a href="mailto:cheekeong.chew@ifrc.org">cheekeong.chew@ifrc.org</a>	60 3 9207 5770	6012 3712004
IFRC Indonesia	Agung Lestyawan	Sr. Water and Sanitation Officer	M	<a href="mailto:agung.lestyawan@ifrc.org">agung.lestyawan@ifrc.org</a>	62 21 72793440	62 8121081758
IFRC Geneva	Libertad Gonzalez	Consultant	F	<a href="mailto:libertad.gonzalez@hotmail.co.uk">libertad.gonzalez@hotmail.co.uk</a>	351 935 870955	351 935 870955
IFRC Sri Lanka	Rebecca Kabura	WatSan /Hp Delegate	F	<a href="mailto:rebecca.kabura@ifrc.org">rebecca.kabura@ifrc.org</a>	94 11 7651600	94 7722 68537
IFRC Sri Lanka	Juhani Efraimsson	Project Manager Construction/WatSan	M	<a href="mailto:juhani.efraimsson@ifrc.org">juhani.efraimsson@ifrc.org</a>	94 7735 40872	94 773540872
IFRC EARD Beijing	Barbara Tai	Health Officer, EARD	F	<a href="mailto:barbara.tai@ifrc.org">barbara.tai@ifrc.org</a>	86 10 65327162	86 136 9923 0581
RCSC HQ	Liuyuan	International Relations Division	F	<a href="mailto:liuyuan@redcross.org.cn">liuyuan@redcross.org.cn</a>	-	86 10 6402 8411
IDE	Cordell Jacks	WASH Program Director	M	<a href="mailto:cjacks@ide-cambodia.org">cjacks@ide-cambodia.org</a>	855 2322 3541	855 17 716 810
Peepoople	Alexia Staaf	Field Officer	F	<a href="mailto:alexia.staaf@peepoople.com">alexia.staaf@peepoople.com</a>	-	46 733 600 446

**APPENDIX 3 – Summarised participant feedback**

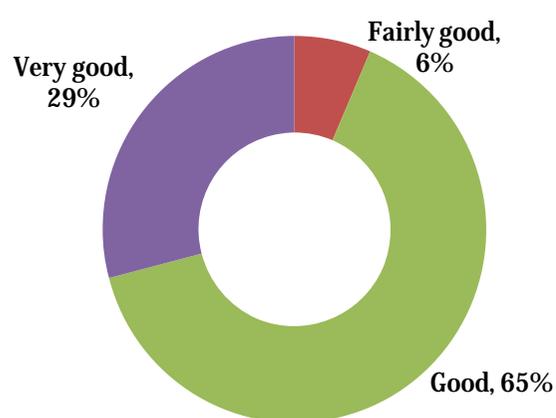
**What I learned will help me in my daily work/programme management?**



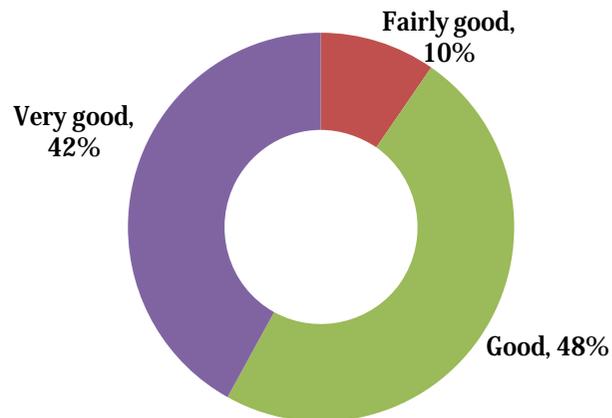
**My expectations of the workshop were reached?**



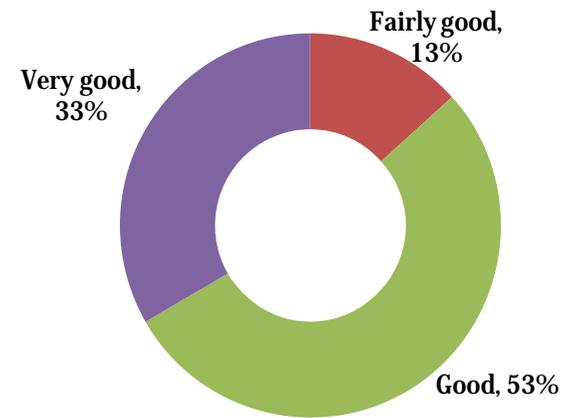
**What do you think about the content, methodologies used and facilitation during the workshop?**



**Content**

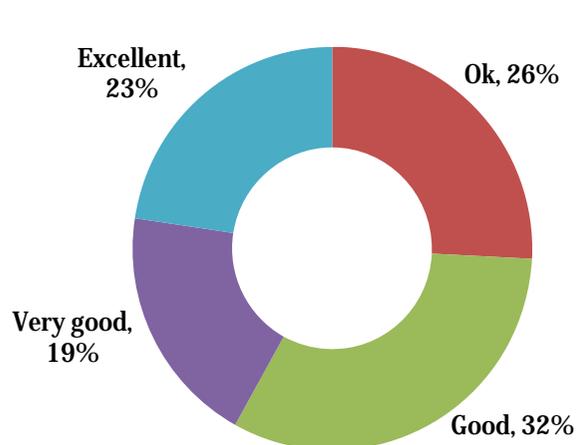


**Methodologies**

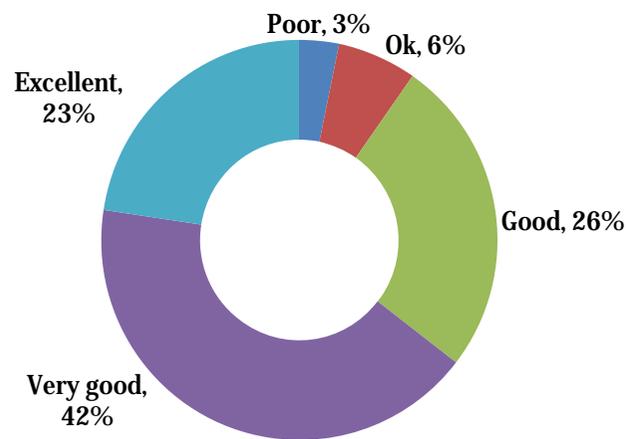


**Facilitation**

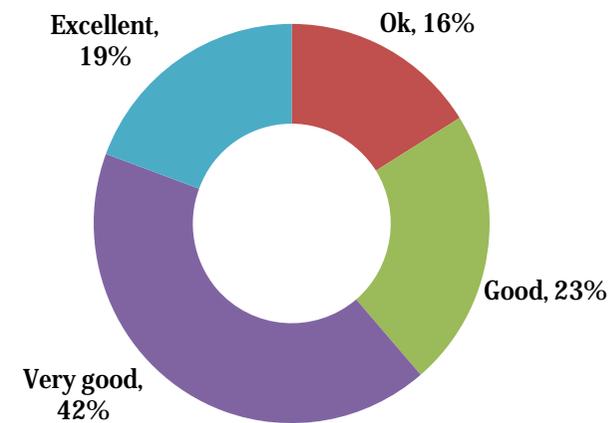
### How would you rate the following parts of the workshop?



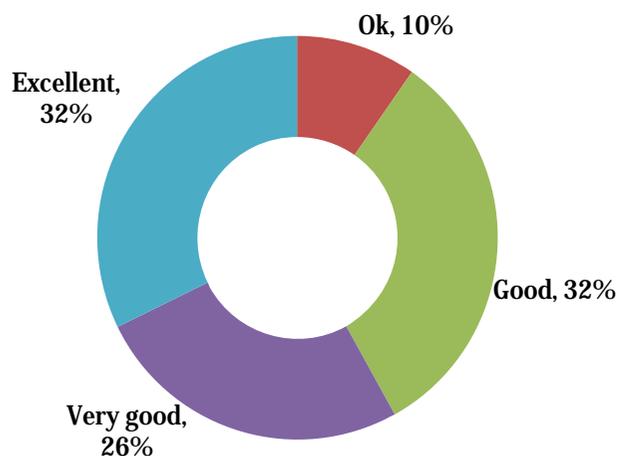
Workshop pre-information



Team work of facilitators



Field exercise



Logistics arrangements

### Do you think the right people were participating?

