

## NGO Water and Sanitation Working Group Meeting Minutes

**Meeting called by:** Type of meeting: Watsan Working Group  
**Chaired by:** Mr. Rick McGowan - EMW **Note taker:** Phan Thu Ha NGORC  
**Date:** October 19, 2007  
**Attendees:** See the participant self-introduction below

### ----- Agenda Topics -----

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|--|-----------------------------|
| -Delegate self-introduction                      | -All                        |
| -World Bank WSP Presentation on FOAM Program     | -Nguyen Kim Nga – WB        |
| -Summary of the RWSS NTPII Joint Annual Review   | -John Pinfold - MARD NTP-II |
| -Summary of the Danang Water Management Workshop | -Rick McGowan - EMW         |
| -Questions and Answer/Discussion                 | - All                       |
| -Other business:                                 |                             |
| -Date of the next meeting                        | - January 18, 2008          |

### Delegate self-introduction

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### **1.0 Presentation on World Bank / WSP FOAM Program for Hygiene Behavior Change**

Ms. Nga (of the WSP Handwashing Initiative) briefed meeting participants about the World Bank Water and Sanitation Program FOAM (Focus, Opportunity, Ability, and Motivation) program, which is a draft behavior change model for HW programs. At a previous presentation to the Watsan Working Group, Ms. Nga described the World Bank Hand Washing Initiative program now being implemented globally in several other developing countries including Nepal, Ghana, Senegal, Peru and now Vietnam. The Vietnam Hand Washing Initiative was launched at the end of 2006.

The Public Private Partnership Handwashing Initiative (PPPHWI) objectives are to design a fully integrated communications strategy and campaign to promote hand washing with soap among rural caretakers of children under five in Vietnam, including above and below the line activities, public relations, and program launches utilizing social marketing approaches rather than traditional health education to catalyze behavior change. The behavioral objectives is a 25% increase in hand washing with soap by caretakers of children under 5 after critical junctures (before handling food, before feeding, after cleaning baby's bottom and after defecation) by 2009.

Ms. Nga informed us that a variety of studies about Water Supply & Sanitation Services are being conducted by World Bank through the Water Sanitation Program (WSP). For further information, please refer to the following weblink:

[http://www.ngocentre.org.vn/file\\_lib/foamforwat.san.workinggroupfinal.ppt](http://www.ngocentre.org.vn/file_lib/foamforwat.san.workinggroupfinal.ppt)

### **Questions, Answers and Discussions**

#### *How does the FOAM program relate to WATSAN?*

The Hand Washing Initiative (HWI) supports a substantial effort to encourage the participation of private sector water and sanitation companies or INGOs who are working in this sector. Behavioral change efforts are focused on sanitation and hygiene behavior, and people's awareness of the benefits of changing those behaviors. The sanitation marketing efforts are closely related to the HWI.

#### *How do you know who the target audience is?*

First we analyze the information and determine who will make decisions in the family about health matters, and then we focus on those decision makers. This program focuses on women and children in the household. In VN, the main targets are caregivers (usually mothers) for children under five.

#### *Have you met any barrier with regard to behavioral change when doing this program?*

No, so far we have not encountered any significant barriers. To help ensure the success of the program, we draw upon disciplines such as public health, marketing, communication, advertising, business, social psychology and consumer behavior.

#### *What is the program's working mechanism, and who are your primary partners and contacts?*

We work with the Health Education Sections of the Ministry of Health and Ministry of Education and Training. As this program is about catalyzing behavior changes, therefore we also worked with mass media agencies to send the messages to the broader targeted audiences.

#### *What is the basic message that you send to the audience and/or public? Do you know which kinds of messages are most effective to change behavior?*

Basically we focus on mothers as they are most likely to know and understand the need for behavioral change, which means regular use of soap and water. The message we send to our audience is: "Regular hand washing with soap will help to prevent/avoid diarrhea diseases and so will help keep your children healthy."

In terms of child protection: "Hand washing with soap – so you don't get sick – and it makes the family happy."

#### *How do you get people to regularly wash their hands, and how do you effectively promote hygiene behavioral change?*

Hand washing after going to the toilet is the most common behavior knowledge which people should be aware of, and our children should be educated about this.

## **2. Presentation Summarizing the Joint Annual Review of the Rural Water Supply and Sanitation National Target Program II (NTP-II)**

Mr. John Pinfold gave a briefing about the recent Joint Annual Review (by the three main donors) of the RWSS NTP II, including the roles and objectives of sectoral players involved.

The RWSS NTP-II is the main programme providing sectoral support for rural water supply and sanitation services in Vietnam, and is being implemented during the period 2006-2010. AusAID, Danida and Netherlands are co-financing this program. Total funding for NTP-II is about VND 22,600 billion, and it is being implemented initially in nine provinces. The detailed JAR recommendations mentioned in the presentation address the following issues: capacity building, institutional framework, experimentation in pilot provinces, sanitation and IEC (information, education and communication), decentralization, budget allocation, planning and reporting, technical assistance, triggers and benchmarks, operation and maintenance, water quality, and donor funds transfer.

### **Questions:**

*Is cost a substantial constraint in reaching program goals for water coverage, quality, and cost?*

It's very difficult to answer this question. As you know, a large amount of water is also required for agriculture activities and NTP II target related to provide domestic water for drinking, washing, cooking, etc. For details, please refer to the details given in the presentation. Certain important data include design targets such as:

- 85% of population using clean water with 60 LPCD;
- 50% with access to drinking water meeting Vietnamese standard TC09;
- 70% rural households with hygienic latrines;
- 70% hygienic sanitation for livestock pens;
- 100% access to clean water and hygienic latrines for rural schools, clinics and commune people's committees and public places;
- Minimize environmental pollution at trading villages, particularly at food processing plants; and
- Water quality must be regularly tested to ensure that it meets relevant national standards.

For detailed presentations, please click the link below:

[http://www.ngocentre.org.vn/file\\_lib/jar2007overview.ppt](http://www.ngocentre.org.vn/file_lib/jar2007overview.ppt)

## **3. Summary of the EMW Danang Water Management Workshop**

Rick McGowan gave a brief summary of East Meet West Foundation (EMWF)'s recent Water Management Workshop, held in Danang on October 11-12. EMWF has been working in Vietnam (mainly in Quang Nam and nearby provinces) for fifteen years carrying out a wide variety of programs, including rural water supply. More than 95 piped water systems have been constructed thus far in the Central Coastal Region provinces of Quang Nam, Quang Tri, Quang Ngai and Thua Thien Hue.

The Water Management Workshop organized by EMW included more than 90 participants from the Government of Vietnam, ADB, the World Bank, donors, INGOs, private sector, specialists, and water managers to discuss challenges and models for private sector management of water and sanitation services. It especially focused on various management-related aspects of piped, mainly pumped and treated rural water systems.

Mr. Rick also shared information from the group discussions at the workshop, such as on key factors affecting the success or failure of privately management water systems, and other information on the East Meets West Clean Water and Sanitation Program.

Click the link below for detailed descriptions of EMWF water and sanitation activities:

<http://www.eastmeetswest.org/programs/cleanwater/index.html>

Since public piped water systems and personal sanitation facilities can be somewhat costly, the GOV and donors are promoting the mobilization of private financing (e.g., community cash - for house connections, and inkind – digging of all pipeline trenches contributions), as well as promoting privatized management of water supply and sanitation services. The workshop discussed many management related issues, including:

- Advantages and disadvantages of private sector water management.
- The need to have a high enough tariff (VND 2,000 or more) and a sufficient number of households (suggested minimum was 200) to guarantee the financial sustainability of the piped water system.
- The difficulty in ensuring the provision of piped water to the poor, who may or may not have the willingness and ability to pay their monthly water fees. Fortunately, ethnic minorities receive government support for rural infrastructure through programs such as Program 134 and 135, where water service is provided for free in many cases.

Questions and answers included the following:

- Q - *How does EMW work with the CPC? How have you been dealing with money, contract and work?*
- A - EMW works closely with CPCs and community members during the planning and implementation of the piped water projects, to ensure that systems are well designed, affordable, and meet the needs of the community. But water is not free (at least the pipes, pumps and electricity aren't), so beneficiaries must be willing and able to pay the water tariffs, otherwise they will have to obtain their water from another source.
- Q - *What are the main challenges in doing these water projects?*
- A - Convincing people of the need for their willingness and ability to pay for piped water, including paying for their house connections, providing labor for digging the pipe trenches, and paying their consumption-based water fees each month.
- Q - *Was there considerable interest in, and willingness to pay for piped water supply in the area where EMW primarily works (e.g., Quang Nam, Quang Tri, Quang Ngai, and Thua Thien Hue, and how people access this service?*
- A – Yes, families were very willing to make the initial cash and inkind investment, as well as to pay the clean water tariffs, which range from about VND 2,000 – 3,000 VND/m<sup>3</sup>. A typical family uses about 5 m<sup>3</sup> per month.
- Q - *Was the back flush filter used by EMW made in the US?*
- A - No, it was designed and manufactured in Vietnam, with a price of about USD 2,500. Before filtration, the water is treated through de-sedimentation, aeration, flocculation, and finally chlorinated. Even so, many families still boil the water before drinking. One problem is that people don't like the smell of chlorine, which is a very useful disinfectant for water. To ensure that there is sufficient residual chlorine in the piped water near the end of the distribution pipeline, the concentration ("residual chlorine") near the Water Treatment Plant is higher, and so people whose house connections are nearer the WTP

are likely to have more chlorine in their water than they would like. Just letting the water sit openly for an hour or so allows the chlorine to evaporate.

- Q – *Who is responsible for operating and maintaining the system?*
- A - Each EMW water system has two trained Water Managers who manage the system and the finances. These are usually part time jobs. All system management tasks are carried out by these water managers.
- Q - *How can poor people access this service?*
- A – Just like anyone else, by being willing and able to contribute cash (only for their house connection) and in kind labor for digging the pipeline trenches, and to pay their monthly consumption-based water fees. Alternatively, they can make an arrangement with their neighbor to obtain water from the neighbor's household connection.
- Q - *Who designs the piped water systems?*
- A - East Meets West engineers design the systems and Site Supervisors monitor and supervise all construction activities carried out by private contractors.
- Q - *Do you test the water quality?*
- A - Yes, EMW has high quality field useable water quality testing equipment that we use to test potential water sources, prior to construction, and regularly test water quality post-construction.

Detailed notes on the Water Management Workshop will be made available within the next few days.

#### **4. Hygiene and Sanitation**

It is important to note our collective concern that while sanitation is one of the three Vietnam Development Goals, it has formally been acknowledged by the GoV to be off track. There is a tremendous need to improve this situation. If not, the public health gains from improved water supply will continue to be undermined by poor or non-existent sanitation. As announced at the launch of the UN International Year of Sanitation on World Toilet Day last Monday, the world is facing a sanitation crisis – there are now 2.6 billion people waiting for the toilet compared to 2.3 billion 3 years ago – and Vietnam is no exception to this shortfall of proper sanitation coverage.

The GoV is rightly proud to be the first Asian country to sign the Convention on the Rights of the Child (and the second country worldwide). However, while the RWSS NTP-I was supposed to reach the target of WES in all schools by 2005, it is our understanding that only very modest progress towards this goal has been achieved thus far. The MoH-VAPM/UNICEF school WES survey in 2006 found that only 12% of schools had latrines that met the standard of construction, operation and maintenance as defined in the Decision 08/2005/QD-BYT). There was also considerable shortfall in achieving the similar 2005 target, which apparently has been re-scheduled for 2010 under RWSS NTP II.

Thus, it is quite important to work closely together with the relevant authorities to determine how INGOs providing support to the RWSS sector can most effectively assist the appropriate authorities to fulfill their responsibilities to provide safe drinking water and hygienic sanitation facilities in the many schools that do not yet have such facilities.

#### **5. Other Updates and Business**

Currently a joint INGO Statement for the international donor and government Consultative Group (CG) meeting is in process of preparation. Input from the WatSan Working Group was solicited in a subsequent meeting on Nov. 2.

Last year the WATSAN working group provided various proposals for the CG meeting. Mr. Chiranjibi Tiwari (SNV) agreed to get this information for reference, and our group also should work with the other NGO working groups to prepare WATSAN-related recommendations for this year's CG discussion.

#### **6. Next Meeting and Presentation(s)**

The next meeting will be held at 3:00 pm on January 18, 2008 at the usual venue (La Thanh Hotel).

If anyone wishes to give a presentation on some relevant subject related to water supply and sanitation, please contact us, and give us a brief summary of what you propose to present, and a brief summary of your organization's water and sanitation experience. Given that 2008 will be the first WatSan WG meeting in the Year of Sanitation, we would like to focus on that sectoral issue. We would find it particularly useful to hear from groups with sanitation experience that have not made presentations in the recent past, so that new ideas can be discussed.