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Cover photo: Access to water and simple irrigation technologies allows families to grow vegetables all year round, improving incomes and overall health. Credits: Eric Onyiego/KIWASH

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ACRONYMS AND ABBREVIATIONS

BDS	Business Development Services
BCC	Behavior Change Communications
BWSC	Busia Water and Sewerage Company
CAP	Capacity and Performance
CBO	Community Based Organization
CEC	County Executive
CLTS	Community Led Total Sanitation
COE	Community Outreach and Education
EWA	Essential WASH Actions
ENA	Essential Nutrition Actions
FIRM	Financial Inclusion for Rural Microenterprises
GOK	Government of Kenya
GWASCO	Gussi Water and Sewerage Company
EMMP	Environmental Mitigation and Monitoring Plan
ICC	The Inter-agency Coordination Committee
KAVES	Kenya Agricultural Value Chain Enterprises
KBWS	Kakamega-Busia Water Supply
KIMAWASCO	Kibwezi-Makindu Water and Sewerage Company
KITWASCO	Kitui Water and Sanitation Company
KIWASCO	Kisumu Water and Sewerage Company
KIWASH	Kenya Integrated Water, Sanitation and Hygiene project
MCH	Maternal and Child Health
MCWSC	Migori County Water and Sanitation Company
MoU	Memorandum of Understanding
MUS	Multi-Use System
NGO	Non-Governmental Organization
NCWSC	Nairobi City Water and Sewerage Company
ODK	Open Data Kit NEMA National Environment Management Authority
PMP	Performance Monitoring Plan
RCMRD	Regional Centre for Mapping of Resources for Development
SCMP	Sub-catchment Management Plans
SIBO	Siaya Bondo Water and Sewerage Company
SOW	Statement of Work
S&R	Summary and Recommendations Report
TAMIS	Technical and Administrative Management Information System

USAID	United States Agency for International Development
USTWG	Urban Sanitation Technical Working Group
WOWASCO	Wote Water and Sewerage Company
WRA	Water Resources Authority
WRUA	Water Resource Users Association
WSP	Water Service Provider
WSTF	Water Services Trust Fund
WASREB	Water Services Regulatory Board

I. KIWASH EXECUTIVE SUMMARY

The Kenya Integrated Water, Sanitation and Hygiene project (KIWASH) works to improve lives and health of 1 million Kenyan citizens in nine counties through the development and management of sustainable water, sanitation, hygiene and nutrition services. This is the seventh quarterly report of the project covering the period from October to December 2017.

Qualitative Impact

There are many positive signs from the counties in which KIWASH works indicating that program interventions are taking hold and will continue to deliver results. Some highlights from the quarter include:

Increased investments to support access to safe water and sanitation

The five-year strategic plans developed with KIWASH technical assistance for WSPs are being used as the basis for WASH planning and budgeting by the county governments. For instance, the governor and water department team of Makueni county committed to finance investment proposals of KES 50 million for projects developed by three KIWASH-supported WSPs in the county. Busia, Kitui and Kakamega county governments have also indicated willingness to explore opportunities to support implementation of specific projects listed in the five-year strategic plans.

Commercial financing for the WASH sector is likely to grow rapidly after the training of three banks on lending to the WASH sector. The commercial banks, ABC, Cooperative and Family recently signed DCA guarantees with USAID and are already in discussion with some utilities on possible lending transactions. KIWASH will continue providing technical assistance to utilities to enable them to improve operations and prepare bankable projects to present to commercial financial institutions.

Training, coaching and mentoring of WASH enterprises for improved services

During the quarter, 21,360 new beneficiaries gained access to basic drinking water supplied by WASH enterprises supported under KIWASH's capacity development program. Overall, WASH enterprises have made notable progress in a number of performance parameters, including increases in the number of customers, increases in revenue, improvements in customer care and outreach, and registration as legal entities. KIWASH also selected an additional 116 enterprises for Phase II capacity development, bringing the total number of enterprises under KIWASH support to 223.

Scaling-up infrastructure support

KIWASH continued to blend reforms with investments to achieve sustainable service improvements. During the quarter, 55 grant proposals from WSPs and WASH enterprises were assessed and at least 37 approved for processing. The proposals aim to either increase revenues or reduce NRW through installation of household metering, resuscitation of dormant connections, expansion of distribution networks, installation of master meters that increase billing accuracy, and replacement of power supplies with energy efficient systems for maximum cash savings. These activities will increase water coverage through new connections and improved access to water to both rural and urban communities.

Engaging communities for protection and conservation of water resources

KIWASH intensified the establishment of spring management committees, which serve as advocates between local communities and county governments to improve water services and the conservation of water sources. The communities are demonstrating improvements in communications with authorities when there are issues at water sources, and their official status gives members the

In Q1, FY2018

- 98,091 people gained access to improved drinking water
- 2,780 people gained access to improved sanitation facilities
- 116 new WASH businesses under incubation

authority they need to address environmental issues affecting the springs, such as encroachment and unhygienic actions by users that could affect the quality of spring water.

KIWASH successfully helped communities plant more than 15,600 native tree seedlings and grass buffer zones around springs to maintain soil integrity. Communities were educated on the importance of maintaining green buffer zones around springs to prevent erosion and nitrogen pollution into water sources. At least 78 water-thirsty eucalyptus trees near water sources were removed.

Sanitation and Hygiene

This quarter, KIWASH targeted 165 villages in seven counties for CLTS implementation, resulting in 556 households or 2,780 people accessing basic sanitation. KIWASH also focused on scaling up sanitation marketing and hygiene promotion to promote behavior change in target communities. In order to promote project ownership, sustainability and clarification of roles, key stakeholders including community health volunteers, community health assistants, public health officers from the county and sub-county levels, and local administration representatives jointly organized and participated in inception meetings to kick off the activities.

Through various community forums and household visits, KIWASH reached 94,545 people with WASH messages to improve hygiene and increase the uptake of improved sanitation facilities in homes and communities. Some topical issues covered during these sessions included handwashing with soap and water at critical times, treatment and safe storage of water, and safe disposal of fecal waste.

CLTS third-party certification training

During the quarter, KIWASH successfully trained 56 public health officials from 12 sub-counties as ODF Masters Certifiers. The trainees will form a pool of personnel who can conduct third-party CLTS certification at the county level in a transparent, cost-effective and objective manner. Third-party certification is an independent confirmation of ODF claims made by communities. As the name third-party implies, it is conducted by agencies (organizations, government agencies, community organizations, consultants) that are not directly involved in the implementation of the CLTS activities. The involvement of a third-party ensures the credibility of the certification process and helps communities to realize their potential, thus triggering enthusiasm in neighboring communities.

Peer-to-peer learning for improved WASH operations

KIWASH facilitated a benchmarking visit of 29 staff from five Kitui and Makueni WSPs to two of the best performing WSPs in Kenya i.e. Nyeri Water and Sewerage Company and Embu Water and Sewerage Company. The staff focused on understanding strategies used in non-revenue water management and efficiency in general management. A key output was an action plan to address weak performance areas based on learning from the visits. KIWASH will continue to facilitate partnerships with the well-performing utilities in order to offer learning opportunities to struggling WSPs who working to adopt a commercial orientation in the provision of water services.

Customer service and relations as a foundation for operational efficiency

In order to improve services, KIWASH commenced assistance to Kakamega Water and Sewage Company to conduct a customer satisfaction survey and to establish a basis for addressing concerns. Customers complained of low water coverage, un-reliable water supply, a weak complaint management system, lack of integrity in billing and revenue collection systems, and vandalized water infrastructure. With KIWASH assistance, KACWASCO developed and implemented a set of accountability measures to improve billing procedures, revenue collection, customer service and complaints management, and communication. The company has also institutionalized for the first time a customer engagement policy, customer service charter, marketing and communication plan, and finance policy and procedures.

Sector coordination

In collaboration with the county departments of Water and Environment, KIWASH has established active working groups comprising representatives of various stakeholders in the sector, including

WSPs, civil society and private sector. The working groups meet quarterly to plan and coordinate efforts towards improved WASH services. A key achievement during the quarter was the development of a database of WASH actors in Kakamega county. The exercise captured 40 WASH organizations providing water services and water resource management. KIWASH aims to invite all stakeholders for a training on effective monitoring and reporting on WASH activities in the county.

WASH sector policy reforms

The final draft of rules and regulations that will operationalize the 2015 Busia County Water Act were reviewed and finalized through KIWASH technical assistance. The draft is now awaiting executive approval and ratification by the county assembly. The Kisumu county government also finalized review of the Draft Water Bill and agreed on the road map to finalization. During the workshop facilitated by KIWASH, new water committee members of the county assembly received orientation on the sector and an overview of the draft bill.

Quantitative Impact

Some quantitative achievements during the quarter include:

- 98,091 people gained basic access to drinking water, and 6,000 people gained access to improved service quality from an existing drinking water source.
- 107 WASH enterprises were coached and mentored on operation and maintenance, and 98 staff were trained.
- Four communities were verified as open defecation free. KIWASH targeted 165 villages for CLTS triggering and, as a result, 2,780 people accessed basic sanitation.
- 56 public health officials were trained on CLTS third-party certification and will support the verification of ODF claims in a transparent and objective manner.
- 5,247 households were reached with behavior change messages aimed at encouraging good hygiene practices such as handwashing at critical times, proper fecal disposal, and safe water storage, among other hygiene issues.
- Two strategic plan documents for GWASCO (Gusii) and KITWASCO (Kitui) were validated and will be launched in the next quarter.
- 16 WSP staff were trained on gender equality mainstreaming in the water sector.
- 54 WSP staff were trained on customer care and outreach.
- 65 WSP staff were trained on water quality and delivering safe and portable water to consumers in Busia, Kakamega, Migori and Nyamira counties.
- Increased the functional coverage of 15 WRUAs in six counties (Busia, Siaya, Kakamega, Kisumu, Migori and Nyamira) through protection and conservation of springs.
- Spring Management Committees recruited 400 members to manage protected springs and support conservation activities in the area.

KIWASH PERFORMANCE INDICATORS

AMEP Performance Indicators	Achieved through Year 2	Year 3 Annual Targets	Year 3 Q1 Actuals	Cumulative Results
Crosscutting IND 1. (HL 8.1-1) Number of people gaining access to basic drinking water services in target counties as a result of USG assistance.	150,260	190,000	98,091	248,351
Cross-cutting IND 2 (HL 8.2-2) Number of people gaining access to a basic sanitation service in target countries as a result of USG assistance.	21,285	79,765	2,780	24,065
Cross-Cutting IND 3 (HL 8.2-1) Number of communities verified as ODF with a monitoring plan with USG assistance.	229	70	4	233
Cross-Cutting IND 4 (HL 8.1.3) Number of people with improved service quality from an existing/safely managed drinking water service through USG assistance.	11,410	85,000	6,000	17,410
Custom Output IND 6.1 Number of service provider staff trained for improved service provision.	966	100	98	1,064
Custom Output IND 6.2 Number of sector stakeholders receiving TA for improved monitoring & evaluation, reporting, and accountability	216	70	0	216
Output IND 2.1 (EG 4.2-1) Number of clients benefiting from financial services provided through USG-assisted financial intermediaries, including non-financial institutions or actors.	3	9	0	3
Custom Output IND 2.2 Value of new sector funding mobilized to expand the services or increase the efficiency of water service providers	\$5,375,921	\$16,000,000	\$0	\$5,375,921

Constraints and Opportunities

Challenge/opportunity	Actions taken or recommendations to address the challenges
Political capture of community water projects.	This is a common problem in rural and peri-urban areas where politicians use water projects to popularize themselves. It is especially common if the project was constructed using public funds. KIWASH will include sessions on water sector reforms and WASH governance as part of training for WASH enterprises and county officials.
Low number of sanitation and WASH product enterprises.	Most enterprises identified for Phase 2 assistance only focus on water supply. This could be an indication of a gap in the market for sanitation services. KIWASH will continue scoping for sanitation enterprises where they exist, and encourage both communities and private sector actors to engage in such enterprises.
High expectations for KIWASH financing.	Many enterprises that sent concept notes and proposals were optimistic of receiving direct infrastructure funds and/or recoverable grants. KIWASH will highlight the importance of building good management systems, keeping records and proper investment planning in accessing financing for growth.
Lack of necessary documents among WASH enterprises; inaccurate data.	For instance, some of the borehole projects lacked the necessary documents such as completion records, test pumping reports and quality test results. In some cases, the data provided was erroneous e.g. borehole yields. KIWASH will highlight in its capacity building and training activities the importance of obtaining and maintaining accurate documents to obtain financing to grow their businesses.
Strong willingness to collaborate with KIWASH; increasing demand for KIWASH support.	In most areas visited, communities as well as private actors running WASH enterprises were keen to collaborate with KIWASH, an indication of the increasing demand for KIWASH support.
Readily available alternative water sources (e.g. shallow wells, springs, rain water, rivers and lakes) influence payment for water for many rural communities.	KIWASH is building the capacity of WASH enterprises to ensure continuous supply of water to enable such communities see value in payment for safe water, thus reducing the incidences of waterborne diseases from using unprotected sources.
There exists a good opportunity in most target counties to tap into solar energy to reduce reliance on electricity that is expensive and unreliable.	KIWASH is promoting hybrid solar pumping systems to reduce electricity costs for those relying entirely on electricity to pump water.
Due to the collaborative nature of the projects, some activities are co-financed by the county government whose budgets take time to be released, therefore delays in implementing.	KIWASH is continuously engaging with and sensitizing the county governments on their roles and the need for adequate resource allocation in a timely manner towards water services development.
Politics of water as a transboundary resource hindering the development of a bulk water arrangement between Kakamega and Uasin Gishu.	Engagement with Water Resources Authority (WRA) initiated to unlock the current stalemate.
Changes in FTF funding resulting in termination of MUS and Agri-Nutrition community activities.	KIWASH communicated with affected communities. KIWASH-trained CHVs have been encouraged to continue providing EWA messages as the project increasingly focuses on sanitation and hygiene.

Challenge/opportunity	Actions taken or recommendations to address the challenges
Trained CLTS certifiers available in some counties.	As the project focuses on triggering more villages to ODF, increased focus on counties with certifiers will ensure the triggered villages are certified in good time.
With new county governments, a number of staffing changes are affecting the water departments and utility boards and management, including in Nairobi, Kisumu, Makueni, Kitui and SIBO.	KIWASH is reaching out to the county government and water company boards and emphasizing the importance of continuity, retention and consistency. KIWASH is also emphasizing the importance of board and management to work together for the common goal, and helping them understand the distinct roles of each.
Failure by county governments to finance water companies. In Gusii, both counties have cut their support to the WSP and, consequently, the company has not paid electricity bills and salaries for 3 months.	KIWASH is organizing a dialogue meeting with the county to instruct and advocate the importance of supporting the utilities in the short term as they work towards sustainability.
The majority of WSPs have not filled all the senior management positions and many of those in place are in acting capacities.	Discussing with BODs on speeding up recruitment or confirmations of the staff in acting capacity.

Subsequent Quarter's Work Plan

In January to March 2018, KIWASH will undertake the following activities as per the Year 3 Work Plan:

Task 1.1: Provide business development services for WASH services and products

- Finalize the development of Capacity Development Implementation Plans for each of the 116 WASH Enterprises selected under Phase 2 Incubation.
- Compile Capacity and Performance (CAP) data for the 116 WASH enterprises under Phase 2 Incubation.
- Conduct classroom training for the 116 WASH enterprises in Phase 2 Incubation.
- Conduct on-the-job coaching and mentoring for the 116 WASH enterprises in various aspects to improve their operations and improve services.
- Propose WASH enterprises for consideration to benefit from both direct infrastructure and recoverable grants from KIWASH.
- Support proposed WASH enterprises to develop concept notes and proposals to access direct investment and recoverable grants from KIWASH.
- Provide technical assistance/coaching and mentoring support to the 107 WASH enterprises under Phase I Incubation.
- Identify and hold discussions with local banks and microfinance institutions (MFIs) to explore opportunities for financing WASH enterprises.
- Identify and scale up successful models for Public Private Community Partnerships (PPcPs) for professionalizing the operations of rural community water enterprises/ projects.
- Facilitate development of PPcP contracts between WASH enterprises and other private sector actors.

- Nurture the implementation of the signed PPcP contracts through technical assistance/coaching and mentoring support.

Task 1.2: Scale up CLTS Activities in 1500 villages

- Identify and trigger 200 villages to scale up CLTS activities, prioritizing villages with low latrine coverage and assisting them to identify and develop strategies to achieve open defecation free status through appropriate sanitation and hygiene approaches
- Conduct baseline data collection on the selected 200 villages to determine KIWASH target households on access to improved sanitation and hygiene promotion
- Trigger 200 villages to scale up CLTS activities.
- Conduct verification of 200 villages in the target counties
- Train 120 sanitation village committees on the post ODF community monitoring tool

Task 1.2.3: Carry out community based hygiene promotion through existing community programs. Activities jointly implemented by KIWASH and EXP (sub-grantee)

- Design, produce and roll out county specific BCC campaigns for the counties (divided in 4 clusters) and 1 national campaign
- Design, and produce training materials for reinforcing WASH behavior change in target communities
- Conduct CHV trainings across nine target counties to build capacities in delivering BCC messaging for WASH
- Conduct community educational talks/outreaches/promotions on household sanitation and hygiene, reinforcing WASH-BCC messages in child caring practices
- Strengthen capacity of caregivers on EWA messaging through existing community structures (caregiver groups, mother-to-mother support groups, community units etc.)

Task 1.2.4: Improve integration of WASH messaging through MCH Services

- Equip five health centers across nine target counties with ORT supplies to facilitate and support delivery of BCC messaging for adoption of Essential WASH Actions
- Procure and distribute 750 WASH kits to caregivers with children below 2-years as a demonstration of integration of WASH for improved health
- Promote integrated and coordinated programming that advocates for inclusion and delivery of WASH interventions in health projects i.e. identify initiatives, policies, plans and push for inclusion of WASH

Task 1.3: Introduce and promote low cost sanitation products and services

- Identify appropriate low cost sanitation and hygiene products and services for adoption and scale up in the local market.
- Propose potential enterprises providing low cost sanitation products and services to benefit from the KIWASH grant funds.
- Develop linkages between WASH enterprises and financial institutions for potential expansion.

Task 1.4: Strengthen the effective monitoring and evaluation (M&E) of WASH

- Conduct Capacity and Performance (CAP) assessments for 116 WASH enterprises to establish baselines and monitor key performance indicators defined by AMEP. The baselines will be collected in Jan 2018, while CAP monitoring will be done at the end of the FY2018.
- Strengthen the capacity of the WASH enterprises' staff on Monthly Progress Tracking tool to collect data on various performance areas.

Task 3.1: Integrate and promote essential nutrition and WASH interventions

- Develop and disseminate Behavior Change Communication (BCC) materials (posters, flyers, stickers) with WASH actions for use by the household members and national day celebrations.

Task 4.1: Increased access to water for agricultural productivity

- Provide technical support to farmers Identified in year 2 and target them for adoption of irrigation and additional kitchen gardening technologies.
- Hold community activity closeout meetings with farmer groups and Institutions where demonstration farms have been set up

Task 5.1: Expand source water quality protection

- Conduct WRUA baseline mapping for the new WRUAs brought on board
- Conserve 28 protected springs (by planting 8,400 and grass and making terraces to control soil erosion around spring areas)
- Conduct 56 sensitization meetings on environmental conservation, hygiene and spring use among spring users
- Train 28 spring management committees on routine management of springs
- Establish eight tree nurseries in eight WRUAs (1 WRUA per county)
- Establish eight vertiver nurseries in eight WRUAs (1 WRUA per county)

Task 5.2: Integrate fecal sludge management with sanitation services

- Create and continuously update a comprehensive list of fecal sludge management service providers in the nine KIWASH counties.
- Identify critical constraints faced by sanitation enterprises for expansion of environmentally sound sludge management services.
- Explore options for fecal sludge management and the sanitation value chain approach in the nine KIWASH counties.
- Support county sanitation planning and investments that integrate plans and budgets for fecal sludge management and the sanitation value chain approach for WASH enterprises.

Task 5.3: Increase climate change resiliency in drinking water source planning, development and design of systems/services

- Identify institutions targeted for capacity development on climate change resiliency
- Conduct climate change CAP baseline survey for select institutions
- Conduct two stakeholder consultative meetings on the downscaled climate data and runoff projections in Makueni and Kisumu.
- Conduct one training workshop on use of the downscaled climate data and runoff projection
- Train four institutions on climate change resiliency

Task 6.1: Train service providers' staff for improved service provision

- Train 40 WSPS staff on good customer service, outreach, assessment and meeting demands for WASH services.
- Train 35 county government, WASH service providers and CSOs staff on best practices and experiences on budgeting and planning processes in the County.
- Train 50 WSPs and county government water department staff on NRW and improved consumer engagement.
- Train 50 spring management committee/WRUA members on good governance and spring management.
- Train 20 WSP/County staffs on wastewater management and water quality monitoring.

Task 6.2: Technical assistance offered to sector stakeholders for improved monitoring, evaluation, reporting, and accountability

- Train 45 institutional partners' on effective M&E and reporting on WASH related activities.
- Hold one meeting targeting 100 county legislators and officials to sensitize them on budget making and tracking process
- Train 30 WASH actors and institutional partners on best practices and experiences on budgeting and planning processes.
- Conduct one meeting to support effective county-level WASH planning and budgeting for county government officials.
- Conduct one meeting to increase institutional partners' effective participation in WASH /catchment management fora, and other events in order to disseminate information, share best practices, and coordinate activities in each of the nine counties.
- Conduct one exchange and learning visit for the WSPs and WRUA members aimed at promoting good governance and enhanced coordination and participation in catchment protection respectively in the nine counties.

Task 7.1: Policies, laws, or investment agreements (public or private) implemented that promote access to improved water supply and sanitation

- Conduct nine workshops to contribute to the national government's development of a new national water and sanitation policy.
- Hold one workshop per county to sensitize the both the county and WSPs staff on the implication of the National Water Act 2016 and the new counties' WASH policies and associated legislation.
- Customize county specific Water, Environmental Sanitation and Hygiene policy in at least five counties.

Task 7.2: Support selected WASH sector policy reforms

- Conduct one workshop per county to customize county specific Water, Environmental Sanitation and Hygiene Bill in at least five counties.
- Develop and disseminate popular versions of water and ESH in two counties.
- Host at least one workshop/meeting to support national government in the finalization and adoption of a national irrigation policy.
- Develop/review and implement non-revenue water management, HR, customer care, finance and O&M policy and guidelines for three WSPs.
- Develop and implement Nairobi County Sanitation Revolving Fund Policy and associated guidelines.
- Conduct one workshop per county to customize the County Environmental Health and Sanitation Policy, based on the prototype launched by the MOH

Task 7.3: Support USAID program learning

- Conduct a semi-annual forum in each county for reporting KIWASH implementation progress.
- Document and share lesson learned and practices from each of the counties.
- Develop case studies and success stories for knowledge sharing and dissemination
- Participate in county WASH forums for reporting KIWASH implementation progress, including WASH enterprises.

II. KEY ACHIEVEMENTS (QUALITATIVE IMPACT)

ACCESS TO WATER

KIWASH's approach to increasing access to clean water and sanitation services for Kenyan households focuses on building market-led, commercially viable WASH service delivery models. KIWASH's primary strategy is to engage diverse private and public sector actors in the delivery of water and sanitation services. The project targets to improve business models, financial planning, services, product quality and technical and administrative capacity for at least 200 WASH enterprises across the nine target counties.

During the period under review, KIWASH's Capacity Development team selected 116 new WASH enterprises for Phase 2 business incubation. This brings the total number of WASH enterprises under incubation to 223, with potential to bring on additional enterprises. A summary of the key achievements during the quarter includes:

Review of WASH enterprises' gap analysis and CAP tools

KIWASH's Capacity Development team reviewed both the gap analysis and CAP tools to factor in experiences from Phase 1's selection and incubation of enterprises. The parameters for assessment were adjusted to ensure that the tools focused on the objectives of the capacity development interventions. The tools, which are now easier and quicker to administer, were uploaded to Epicollect5, a web-based online and real-time data collection platform that eases the process of data collection and analysis.

Scoping and identification of potential WASH enterprises for Phase 2 incubation

This quarter, KIWASH selected an additional 116 WASH enterprises after a rigorous scoping and identification exercise. The table below shows the distribution of the new enterprises by county.

Number of WASH enterprises selected for Phase 2 Incubation

County	Water	Water and Sanitation	WASH Products	Total
Busia	9	0	1	10
Kakamega	11	0	1	12
Kisumu	17	1	0	18
Migori	11	0	0	12
Nyamira	12	0	0	12
Siaya	13	2	0	15
Kitui	12	0	0	12
Makueni	10	0	0	10
Nairobi	6	10	0	16
TOTAL	101	13	2	116
	87%	11%	2%	100%

The majority (87 percent) of the WASH enterprises selected are exclusively water enterprises, while only 11 percent provide both water and sanitation services. KIWASH will continue to reach out and include more sanitation and WASH product enterprises, and raise their profile under KIWASH incubation.

Capacity gaps analysis and capacity development implementation plans

During the quarter, KIWASH conducted a gap analysis exercise for the 116 enterprises in order to prepare training, mentoring and investment plans suited for their unique capacity needs. The gaps analysis exercise also provided baseline data for key performance parameters that are crucial in tracking progress towards achieving improved WASH services.

Training, coaching and mentoring of WASH enterprises for improved services

During the quarter, 21,360 new beneficiaries gained basic access to drinking water supplied by WASH enterprises supported by KIWASH's capacity development program. Through mentoring and coaching, KIWASH continued focus on improving operations and maintenance, enhancing revenue collection and billing, monitoring performance, and improving customer outreach, business and expansion goals. As a result, most enterprises have made deliberate efforts to improve their customer care practices through development of service charters and consumer feedback mechanisms. The enterprises are also continually improving recordkeeping especially on revenue and expenditure, and developing cash flow projections for preparation of their business plans. Overall, the WASH enterprises have made notable progress in a number of performance parameters, including increase in the number of customers, increase in revenue, improvements in customer care and outreach, and registration as legal entities.

Infrastructure investments for WASH enterprises

Infrastructure support to WASH enterprises and utilities complements the capacity building efforts and helps increase their ability to reach more beneficiaries with basic drinking water services. The investments include:

- Construction of water kiosks
- Installation of consumer meters
- Extension of pipe networks
- Installation of water tanks
- Installation of solar pumps
- Installation of fluoride treatment systems

Progress during the quarter included:

Direct investments

KIWASH engaged professional engineering consulting firms to prepare technical designs for 26 WASH enterprises selected to benefit from direct investment grants. Seventeen designs were approved for procurement and five designs will be reviewed in the next quarter to establish the viability and cost effectiveness of the proposed investments. Once implemented, the projects will enable a significant number of beneficiaries to gain basic access to water services.

Recoverable Grants

Thirty-six WASH enterprises that submitted concept notes qualified to develop project proposals for expansion as required in KIWASH's request for application for recoverable grants. Through an evaluation process, 30 proposals were approved for investment – an 83 percent success rate. The 30 enterprises have the potential to serve up to 70,000 people with improved water and sanitation services. Plans commenced to design the projects.

Public Private Community Partnerships

KIWASH, the Department of Water, Environment, and Natural Resources of Kakamega County and Acacia Exploration (private sector actor) signed a tripartite Memorandum of Understanding (MOU) for the operationalization of the Shibuname Community Water Supply. According to the agreement, Acacia Exploration will provide financing for infrastructure development works while KIWASH will be responsible for technical assistance support to strengthen the business operations of Shibuname. The county government of Kakamega will oversee the monitoring and further provide technical assistance to the water project during implementation. When the project is completed, approximately 10,000 people are expected to benefit from new access to basic drinking water.

ACCESS TO FINANCING/CREDIT FOR WASH

During the quarter, KIWASH continued to provide ongoing support to the 11 WSPs to enhance their ability to access financing that expand and improve WASH services. KIWASH provides specialized technical assistance to address weak performance areas identified through capacity assessments, which result in unique technical assistance scopes of work for each utility. The scope of work outlines the areas where KIWASH provides technical support to each WSP to enhance performance and expand services.

WSP partners

Western Counties	Eastern Counties
1. Busia Water and Sewerage Company (BUWASCO)	8. Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO)
2. Gulf and Nyanas Water and Sewerage Companies (Kisumu County)	9. Kitui Water and Sewerage Company (KITUASCO)
3. Gussi Water and Sewerage Company (GWASCO) – Nyamira County	10. Nairobi City Water and Sewerage Company (NCWSC)
4. Kakamega Water and Sewerage Company (KAKWASCO)	11. Wote Water and Sewerage Company (WOWASCO)
5. Kisumu Water and Sewerage Company (KIWASCO)	
6. Migori County Water and Sewerage Company (MIWASCO)	
7. Siaya-Bondo Water and Sewerage Company (SIBO)	

Improving operations and financial performance

Corporate governance

KIWASH has trained the 11 WSPs on corporate governance to help improve oversight and efficient management of water service delivery. The training introduces core principles of good governance including leadership, appointments, strategy, vision and values, structure, checks and balances, internal control procedures, risk management, and compliance, among others. During the quarter, KIWASH continued to monitor and provide follow up technical assistance on action plans as follows:

- **Siaya-Bondo Water and Sewerage Company (SIBOWASCO):** SIBOWASCO has faced serious governance challenges since the start of devolution in 2015. As a result, SIBOWASCO is the only KIWASH WSP that does not have a strategic plan in place. This situation appears to have now stabilized with a new board and management team in place. In December, KIWASH met with the BoD and CMT for an assessment of governance issues and plan activities for the first quarter of 2018. The company initiated the recruitment process for a managing director, and agreed on the following:
 - i. Scheduled corporate governance workshop for February 13-15, 2018
 - ii. Board and management to draft a work plan for 2018 for discussion during the first quarter
 - iii. Five-year strategic and business plan workshop scheduled for February 26 to March 2, 2018
 - iv. Submit the SPA renewal application to WASREB after completion of the strategic plan document (March/April)

- **Migori Water and Sewerage Company (MIWASCO):** KIWASH met with the county government water department, MIWASCO senior management team and two board members to discuss the status of the draft strategic plan. It was agreed that KIWASH would present the plan and priority projects to the governor in January in order to achieve buy-in and approval for implementation.

Strategic planning

To date, KIWASH has supported 10¹ WSPs to formulate strategic plans and initiate the implementation process. During this period, Kitui and Gusii validated their strategic plans in two separate events in Kitui and Kisumu, respectively. The plans will be launched next quarter.

KAKWASCO, KIWASCO, MIWASCO and GWASCO scheduled to launch their strategic plans in February, and SIBO will develop its plan in March 2018. NCWSC completed review of their strategic plan in readiness for approval in January 2018.

Gender equality mainstreaming

To date, KIWASH has trained and supported 10 WSPs on gender equality mainstreaming. As a result, NCWSC² and GWASCO³ have prepared and implemented gender policies. During the last quarter, the following was accomplished in gender equality mainstreaming:

- **Gusii Water and Sewerage Company (GWASCO)**
 - i. KIWASH facilitated a two-day gender policy and strategy-writing workshop for 16 staff. The workshop design was informed by the results of a staff self-assessment tool on gender awareness within the company.
 - ii. Formed a gender committee that is scheduled to conduct an internal rapid gender assessment and draft a gender policy. The policy will be completed in February.
 - iii. Improved the staff working environment by designating a toilet facility for female staff only, which will be fitted with a sanitary bin and relevant services sourced.
 - iv. In order to encourage more women to apply for technical and other non-traditional jobs, future adverts will include the statement, “women are encouraged to apply”.

Despite these very positive developments, staff noted the following challenges with implementing the action plan:

- i. Culture and stereotyping that influences organizational practices.
 - ii. Inadequate capacity for gender mainstreaming among the staff including the committee.
 - iii. Lack of budget allocation to support implementation of a gender equality mainstreaming action plan.
- **KITWASCO** staff noted that some service applicants, especially women, were denied services because they lacked title deeds, a requirement to register a new water account. To address this limiting factor, KIWASH advocated for the elimination of this condition and to allow for the use of other ownership verification documents such as letters from local area chiefs. KITWASCO made a commitment to revise the company’s service charter.

Customer care training

KIWASH supported training of 54 BUWASCO and KIWASCO staff on customer care. The aim was to strengthen staff skills and promote best practices in customer service. By the end of the training,

¹ Gulf and Nyannas, as part of KIWASCO and SIBO, have not completed strategic plans because the board and CMT were suspended.

² Awaiting validation

³ To be completed by February 2018

participants developed short and medium term action plans to improve customer services. These include:

- Development of a customer services charter
- Development of a customer complaint management procedure systems
- Branding customer care staff (t-shirts, tags etc.) and offices
- Improving communication and engagement with the customers
- Motivating staff by rewarding those who perform exemplary well

Investment strategies to expand coverage

County investments in WASH

On November 2, KIWASH facilitated a Makueni stakeholder meeting to review and agree on priority investment projects and to explore the possibility of the county government financing select projects. The MDs highlighted high-level targets, key performance indicators, and priority projects listed in their five-year strategic plans. The Makueni governor and water department team agreed that the three KIWASH-supported WSPs in the county would present detailed investment proposals of KES 50 million to the county government in February 2018.

Subsequently, KIWASH worked with the WSPs to develop preliminary designs and bills of quantity for potential funding by the county government.

Collaboration with the Water Services Trust Fund

A potential collaboration took shape in Migori with the Joint 6 Counties Program (J6P), funded by the Government of Finland and implemented by WSTF, in order to enhance county capacity for improved water resource management and service provision of water supply and sanitation.

On November 14, KIWASH shared with the WSTF team the project's efforts to develop infrastructure projects listed in the five-year strategic plan into investment proposals. The aim of the proposed collaboration is to leverage financing and capacity building from WSTF, with KIWASH providing technical support on investment planning and implementation to ensure economic and social viability.

A joint visit by KIWASH and WSTF to discuss potential projects with the Migori WSP and the county government will follow next quarter.

Community outreach and education

During the quarter, KIWASH supported KIWASCO to formulate a community outreach and education (COE) strategy to facilitate uptake of new planned services. KIWASCO received KES 96,000,000 (US\$ 945,217) from Co-operative Bank to implement a project that will expand services to 2,000 new households. This project is in a pro-poor area and eligible for WSTF Output Based Aid if beneficiary targets are met. KIWASH will also support implementation of the COE strategy from March 2018.

KIWASH Recoverable Grants

An effective and efficient in-kind granting mechanism was designed in Year I to align the use of funds strategically with the achievement of long-term project goals through a market-based approach. Under this mechanism, KIWASH is facilitating soft loan capital to WSPs and WASH enterprises to support implementation of new business strategies that will grow their operations and increase effective delivery of WASH services. KIWASH and the grantee then agree upon a repayment schedule based on the grantees ability to repay for the assets acquired under the grant.

Water service providers

The Grants team continued work with four WSPs who had submitted proposals in response to KIWASH's September 2016 annual program statement, which was sent to all WSPs in the nine counties. Additionally, this quarter a proposal was received from the Kiambere Mwingi WSP.

The table below summarizes the activities and status of current WSP grant proposals and concept notes received.

WSP	Project Purpose	Estimated Beneficiaries	Estimated Cost	Status
Nyahera Water supply-KIWASCO, Kisumu	Increase production capacity from 350 cubic meters per day to 1,000 through reconstruction of spring boxes; increase network coverage by 2.5 km	5,000	\$165,867	Design cost is above what was approved by USAID; to seek for approval for the new cost
Nyakach Water supply-KIWASCO, Kisumu	To rehabilitate the water inlet chamber, extended pipeline and distribution lines by 3km. Construct 3 new kiosks.	8,750	\$236,056	Design cost is above what was approved by USAID; to seek for approval for the new cost
Nairobi City Water & Sewerage Company Githurai 44	Remove a poorly installed and non-functional water network that covers a small portion of the total project area and replace it with an improved water reticulation network	5,629	\$200,000	Negotiation Memo approved by USAID; WSP currently undergoing changes in governance structure; grant currently on hold
Nairobi City Water & Sewerage Company Kahawa West	Remove a poorly installed and non-functional water network that covers a small portion of the total project area and replace it with an improved water reticulation network	18,570	\$200,000	Negotiation Memo approved by USAID; WSP currently undergoing changes in governance structure; grant currently on hold
KACWASCO, Kakamega	Install a gravity pipeline extension, metering, installation of elevated steel water tank of 150m ³ capacity	11,700	\$335,670	Final designs received from the consultant firm; USAID approval received; procurement process ongoing
KITWASCO Kitui	Rehabilitate a 6km section of the main pipeline; install accounting and billing software	14,250	\$291,262	Proposal revision to include KIWASH comments
KIMWASCO KITUI	Rehabilitate 2 kiosks; expand existing pipeline; install meters; install 150m ³ elevated steel tank	3,500	\$119,842	WSP revising the proposal to address KIWASH comments

Agribusiness

KIWASH signed its first recoverable grant in February 2017 with Safe Produce Solutions Limited (SPSL), an agribusiness operating in Makueni and Kitui. SPSL works with smallholder farmers who benefit from irrigation kits that they repay under the recoverable grant agreement.

During the reporting period, SPSL contracted 79 smallholder farmers. Installation of irrigation kits was completed for 65 smallholder farmers who started applying improved irrigation technologies.

Due to the changes in the project's Feed the Future funding, the three-agribusiness partners in Western Kenya who were selected to promote irrigation technologies were notified that KIWASH would no longer pursue this intervention.

WASH enterprises

KIWASH issued a call for concept notes to smaller-scale WASH enterprises, who were already receiving KIWASH support and wanted to scale up their existing services to expand their customer base, improve efficiencies and increase revenues.

During the reporting period, 30 proposals underwent review by the Infrastructure team and four were recommended for submission to USAID for approval. Additional information from the remaining 26 grantees will be required in order for their proposals to be finalized.

The four WASH enterprises recommended for USAID approval are below:

WASH Enterprise	County	Project purpose	Estimated Beneficiaries	Estimated Cost	Status
Kithambangii	Kitui	Construct water kiosks at Musyau and Kangalu areas and rehabilitate existing water kiosks in Wikililye sub-location; rehabilitate the masonry tank at Kithambangii to improve storage capacity	3,000	\$27,029	Submitted to USAID for approval
Geoseismic	Nairobi	Install solar panels for pumping to reduce water shortages due to power outages; extend 3km pipeline in the unserved Kamulu area; install water tanks to increase storage capacity	1,500	\$26,024	Submitted to USAID for approval
Masaku Water Supply	Makueni	Extend pipeline through the DC Line, which passes through an unserved area and kiosk; purchase storage tanks and install solar panels that will enable the enterprise to reduce pumping costs and improve storage capacity	1,000	\$41,187	Submitted to USAID for approval
Ahero Catholic	Kisumu	Install a hybrid electricity solar pumping system that will ensure reliable pumping and constant distribution of water; install consumer meters	2,125	\$58,744	Submitted to USAID for approval

USAID Development Credit Authority to mobilize financing for water utilities

Training bank partners

KIWASH aims to attract \$4 million of new financing to the water sector. Working with commercial banks to highlight opportunities and previous sector lending experiences contributes to this goal.

In December 2017, KIWASH led a capacity-building workshop for ABC Bank and Family Bank, two commercial banks that recently signed the DCA guarantee with USAID Kenya. The two workshops

presented the context and guidelines for providing commercial financing to the water sector. Participants acknowledged that they previously did not understand the structure of the sector, financing opportunities, and how to utilize the DCA guarantee and other credit enhancements. They also jointly agreed to start engaging the water utilities, starting with those that have approached the two banks for financing. The participants, comprising senior level managers, also agreed to immediately:

- Engage water utility companies to explore financing opportunities
- Engage the major contractors and other value chain players (such as suppliers) for working capital needs and bank guarantees
- Review the current proposals submitted by water utility companies and bring them to a financial close
- Develop product/policy for water financing
- Identify and appoint water sector champions at head office
- Share knowledge and skills on financing water companies at branch level
- Build relationships with water companies and county government
- Learn more about the regulator

Creating new financial products for WASH service providers and consumers

During the reporting period, KIWASH initiated discussions with Co-operative, Family and ABC banks on the development of a water sector-specific credit product. KIWASH provided the banks with a checklist to start the development process and will work with the three banks during the next quarter to finalize potential credit products for the water sector and consumers.

SANITATION AND HYGIENE

KIWASH improves access to sanitation and hygiene through an integrated approach that coordinates and builds on the impacts of Community Led Total Sanitation (CLTS), Social Behavior Change Communication (SBCC) and Sanitation Marketing to encourage communities to take action to build toilets and observe improved hygiene practices. The project is working with the ministries of health (MOHs) at the county level to achieve Open Defecation Free communities (ODF) in at least 1,500 villages.

This quarter, KIWASH targeted 165 villages in seven counties for CLTS implementation, resulting in 556 households or 2,780 people accessing basic sanitation. KIWASH also focused on scaling up sanitation marketing and hygiene promotion to promote behavior change in target communities. In order to promote project ownership, sustainability and clarification of roles, key stakeholders including community health volunteers (CHVs), community health assistants (CHAs), public health officers (PHOs) from the county and sub-county levels, and local administration representatives jointly organized and participated in inception meetings to kick off the activities.

Through various forums and initiatives, KIWASH reached 94,545 people with WASH messages to improve hygiene and increase the uptake of improved sanitation facilities in homes and communities. Some topical issues covered during these sessions included; handwashing with soap and water at critical times, treatment and safe storage of water and safe disposal of fecal waste.

Community Led Total Sanitation

CLTS baseline data collection

To inform KIWASH sanitation targets for the quarter, baseline data collection was conducted in 165 villages across six counties to determine sanitation gaps and specifically, latrine coverage. The exercise was conducted by community health volunteers using the CLTS data collection tools (Form A) approved by the Ministry of Health. The CHVs conducted door-to-door interviews with 12,641 households and found that at least, 2,804 households did not have proper latrines.

County	Villages triggered in Q1, Y3	Households without access to basic sanitation	Villages verified as ODF	Households with access to basic sanitation in Q1, Y3
Kisumu	35	592	0	40
Nyamira	25	355	0	34
Kitui	30	337	0	290
Kakamega	25	307	0	66
Migori	0	0	0	34
Siaya	25	844	4	67
Makueni	25	369	0	25
TOTAL	165	2,804	4	556

Triggering CLTS

The project worked jointly with the Ministry of Health through the public health department to trigger 165 villages for CLTS implementation. Four villages in Siaya, Bondo Sub-County were verified as open defecation free and managed to put in place Post-ODF Community Monitoring Plans. CHVs, local administration and CLTS committee members were among the key stakeholders involved in triggering, verification and certification processes. KIWASH staff and public health officers provided technical support to these community structures to enhance sustainability and ownership of the process.

CLTS third-party certification training

During the quarter, KIWASH successfully trained 56 public health officials from 12 sub-counties as ODF Masters Certifiers. The trainees will form a pool of personnel who can conduct third party CLTS certification at the county level in a transparent, cost-effective and objective manner.

Third-party certification is an independent confirmation of ODF claims made by communities. As the name third party implies, it is conducted by agencies (organizations, government agencies, community organizations, consultants) that are not directly involved in the implementation of the CLTS activities. The involvement of a third party ensures the credibility of the certification process, makes the community realize their potential, triggering enthusiasm in neighboring communities.

The table below represents the trainings held per county.

Dates	County	Venue	Participants		Total
			Male	Female	
Nov 20-23, 2017	Makueni	Savanna Hotel in Makindu Town, Makueni	12	4	16
Dec 4 -6, 2017	Kakamega	Victoria Comfort Inn Hotel, Kisumu	12	8	20
Dec 5-7, 2017	Nyamira	Ikonika Hotel, Kisumu	14	6	20
Total			38	18	56

Social Behavior Change Communication (SBCC)

In the previous year, KIWASH conducted a sanitation supply assessment and consumer research within the nine target counties. The results from this assessment guided the development of a sanitation marketing strategy and appropriate campaign materials optimizing on behavior change communication. The integrated WASH SBCC strategy guided the design of the campaign across four county clusters, including 1: Busia and Kakamega, 2: Siaya, Kisumu and Migori; 3: Nyamira; and 4: Kitui and Makueni). The strategy was developed based on information gathered in target audience immersions as well as the findings from KIWASH's original baseline study.

In the reporting period, KIWASH initiated intense SBCC activities in the four clusters, starting with introductory meetings with county health teams in Kakamega, Kisii, Kitui, Makueni, Migori and Siaya to discuss the campaign approach, message development steps, and dissemination. The campaign is anchored on close collaboration with county officers.

Training field coordinators

The training of field coordinators aimed to equip the team to take up the role of WASH trainers at the community level. These trainers then build the capacity CHVs and CHEWS to pass across hygiene promotion messages in their assigned communities. The facilitators training, which took place on November 6-18, covered a variety of topics including education through learning (ETL), behavior change, adult learning, the KIWASH CHV's discussion guide, work planning, reporting tools, data collection, and report writing.

Training CHEWs and CHVs

On November 20-24, 160 CHEWs and CHVs were trained on message delivery and accuracy of information. During the two-day training, the CHVs were exposed to various methods of delivering WASH messages and were provided with the CHV discussion guide for community engagement. Participants were drawn from Busia, Kakamega, Kisumu, Nyamira, Migori and Siaya counties.

Community forums and household visits

Community forums and household visits were conducted in six counties as follows: Kisumu: (Nyando sub-county), Kakamega (Lugari sub-county), Siaya (Bondo sub-county), Migori (Rongo sub-county), Busia (Bumala sub-county), and Nyamira (Manga sub-county). The forums were convened with the aim of raising awareness, increasing knowledge and shifting attitudes of community members towards adoption of improved sanitation facilities and better hygiene practices in the home. Benefits of improved sanitation and hygiene practices to individuals and the community were also discussed. These forums were conducted by the CHVs who were previously trained by the field coordinators.

The majority of households KIWASH visited owned unimproved structures. These structures limit sustainability of the behavior change because unimproved structures provide temporary solutions and may lead to relapse. There is need to intensify BCC activities to provide an opportunity for follow up to influence beneficiaries on the benefits of adopting and using improved sanitation facilities.

Safe hygiene kit distribution

KIWASH distributed 335 safe water and hygiene kits to pregnant and lactating mothers with children below two-years of age as part of the campaign to adopt safe hygiene practices. In addition, six hospitals benefited from safe water storage jerrycans and handwashing points to help improve sanitation practices.

Training and sensitization on Essential WASH Actions

KIWASH reached 5,247 households with behavior change messages aimed at encouraging good hygiene practices like handwashing at critical times, proper fecal disposal, and safe water storage among other hygiene issues. The project conducted large-scale community outreach messaging and

deliberate behavior change messaging for targeted communities through organized group sessions for mothers and caregivers at the community and household levels.

During the bi-annual Malezi Bora Week, KIWASH trained 690 caregivers on key hygiene messages, dietary diversity, importance of exclusive breastfeeding, among other health issues. The trainings were complemented with mass nutrition counselling and screening, Vitamin A supplementation, and deworming – successfully deworming 4,706 children. Malezi Bora is a national event marked bi-annually by the Ministry of Health to improve service delivery and the health and nutrition of mothers and children.

AGRI-NUTRITION AND ADOPTION OF NEW TECHNOLOGIES

Changes in Feed the Future funding led to scaling down agri-nutrition activities this quarter, which will be phased out in March 2018. KIWASH focused on completing farmer trainings on good agricultural practices and held closeout meetings with farmer groups to ensure a smooth transition. During the quarter, KIWASH also helped 2,008 farmers to establish kitchen gardens and learn good agricultural practices as part of the transitioning process.

Increasing access to irrigation services

Safe Produce Solutions Ltd (SPSL) in partnership with KIWASH enabled farmers to access irrigation systems and inputs. With supervision and extension services managed by SPSL, the farmers were guided towards optimum production of onions, which have low rate of perishability and high yields. KIWASH and SPSL recruited 17 farmers from Kitui and Makueni and conducted on farm training at the inception of planting and various stages to maturity of the onions. The first harvest from nine farmers totaled 2,294 kilograms.

GOVERNANCE AND POLICY

KIWASH county embedded governance staff have made progress working with county governments and sector stakeholders to analyze, recommend, and support adoption of key policy reforms. KIWASH has spearheaded discussions to help these stakeholders better understand the implications of devolution and the new water and sanitation policy framework.

During the quarter, KIWASH also provided technical assistance to support institutional strengthening of community water projects and supported coordination and sector learning. Some key highlights include:

Strengthening local governance and management

- In December, KIWASH in collaboration with the Lake Victoria Water Service Board conducted water quality training targeting four water service providers in Busia, Kakamega, Migori and Nyamira counties. The training equipped 65 staff with practical knowledge on delivering safe and portable water to consumers. The WSPs also prepared action plans for further support in water safety and wastewater management.
- KIWASH conducted a corporate governance workshop for the Uyoma West Community Water Supply board of directors, the management team, representatives of Siaya county government and Rafiki Wamaendeleo Trust. Participants identified key actions required for the company to align with WASREB's corporate governance requirements. Thirteen people participated in the training.

- Nine staff from the KIWASH Governance team were trained on the Integrity Management Toolbox – a package of tools used by CARITAS and now being adopted by WASREB in helping water service providers in rural areas manage their resources. The training will contribute to the team’s efforts in improving accountability mechanisms for both urban and rural water projects and will complement KIWASH’s capacity development activities.
- KIWASH initiated development of a training manual to support capacity building for sustainability in water supplies, with a focus on rural areas and small towns. The manual provides insights into the concept of PPPs and PPCPs as service delivery models in rural, small towns and peri-urban areas. The manual will guide the training of WSP and WASH enterprise staff in the second quarter.
- On October 24, KIWASH in collaboration with the Kakamega county water department conducted a workshop themed “Transformation of the Kakamega County Water Services Provision Sector”. The aim was to sensitize stakeholders on the county WASH sector plans including the KIWASH’s agenda for the next quarter. Workshop participants included the county governor, executive, and WSP leaders. The discussions focused on the development of a rural water institutional framework to make rural supply more sustainable, finalization of the county water bill and policy, WASH planning, budget utilization, and monitoring.

Improving monitoring, evaluation, reporting and accountability

- KIWASH facilitated a benchmarking visit of 29 staff from five Kitui and Makueni WSPs to two of the best performing WSPs in Kenya i.e. Nyeri Water and Sewerage Company (NYEWASCO) and Embu Water and Sewerage Company (EWASCO). The staff focused on understanding strategies used in non-revenue water management and efficiency in general management. A key output from this visit will be an action plan to address weak performance areas based on learning.
- During the quarter, KIWASH supported Kakamega County Water and Sanitation Company develop communications and branding tools, and a customer satisfaction questionnaire. KAKWASCO aims to improve customer engagement starting with a survey to identify customers and gauge service satisfaction across the company’s water schemes. This exercise will ensure completeness of consumer data, set performance benchmarks and a monitoring plan. The customer database will also be used in implementing SMS billing to improve revenue collection.
- The Capacity Assessment and Performance (CAP) reports for KIWASH-supported WSPs were completed and results disseminated to senior management teams to help with planning and prioritization of service improvements to enhance service delivery and revenue collection.
- KIWASH also helped the Kakamega county water department in developing a database of WASH actors in the county with the aim of inviting all stakeholders for a training on effective monitoring and reporting. The exercise captured 40 WASH organizations providing water services and water resource management.

Sector coordination and learning

- KIWASH hosted a county WASH forum in Busia with a focus on Teso North sub-county. Participants agreed on the following:
 - i. The county, in consultation with its WASH stakeholders, will develop rules and regulations to operationalize the 2015 Water Bill for Busia county.
 - ii. Maji Milele, KIWASH and the county government will develop and define roles and responsibilities for each stakeholder involved in community water supply in Malaba.
 - iii. Busia County will consult with the Kenya National Highways Authority (KenHA) on repair of the water pipelines destroyed during road construction.
- KIWASH participated in Siaya-Bondo Water and Sanitation Company’s Annual General Meeting (AGM), where for the first time in last five years, the director’s report and consolidated financial statements were availed thanks to KIWASH support.

Promoting public-private community partnerships (PPCP)

- KIWASH continued to support the formation of a PPCP in Busia between the Busia County Government, Maji Milele Organization and Malaba Community with the aim of improving water service delivery within Malaba sub-county. KIWASH led the discussions and helped prepare a tripartite MOU for the three parties, which is currently under review. In the proposed partnership, Maji Milele will rehabilitate and expand selected water schemes while introducing commercial approaches in management to help utilities operate more efficiently and more reliably.
- KIWASH initiated discussions with a technology social enterprise, “Maji Mkononi”, which is a mobile technology that performs real-time monitoring of water use from WASH enterprises. The technology uses a mobile phone, sensor and cloud system. The sensor picks water levels in storage tanks and translates that into volume, enabling users and suppliers access to instant information on available water. The proprietor is keen on developing the technology to monitor boreholes and river flow levels for KIWASH-supported enterprises and utilities.
- KIWASH initiated discussions with Cross Boundary a PV-Solar financing project that is operating Africa’s largest portfolio of commercial and industrial solar power purchase agreements (PPAs) and finance leases. Cross Boundary Energy has equity ready to deploy and has been recognized by international institutions including OPIC, Power Africa and IFC. Cross Boundary is interested in power consumption needs/levels of the large WSPs that KIWASH is supporting.

County level planning and budgeting

- In Nyamira county, KIWASH was successful in engaging the department of water and natural resources on the allocation of funds for capacity building of Water Users Associations (WUAs) and WRUAs, and for running the county WASH platform. The new budget passed by Nyamira county assembly set aside the requested funds for capacity building of WUAs running community water projects, WRUAs managing water catchments, and the county WASH forum which coordinates WASH activities.
- KIWASH in partnership with the county department of water and natural resources facilitated a series of consultative workshops in Kakamega, Kisumu, Busia and Migori counties to review and develop five-year County Integrated Development Plans (CIDPs). The meetings helped to identify sector priorities that will lead to improved and sustained water access. One hundred and forty seven participants from the county water, planning and finance departments, non-state actors with operational presence in the counties, state agencies participated in the workshops.

WASH sector policy reforms

- The final draft of rules and regulations that will operationalize the 2015 Busia County Water Act were reviewed and finalized through KIWASH technical assistance. The draft is now awaiting executive approval and ratification by the county assembly.
- KIWASH supported nine WSPs across seven counties in developing their first operations policy documents such as: financial management and procedures manual, human resource management, procurement and water metering management policies. The human resource management policy helped guide nine WSPs to fill various professional positions for enhanced delivery of services.
- On October 23-25, the Kisumu county government finalized review of the Draft Water Bill and agreed on the road map to finalization. During the workshop facilitated by KIWASH, new water committee members of the county assembly received orientation on the sector and an overview of the draft bill.
- In Kitui county, KIWASH facilitated the validation of the five-year strategic plan for KITWASCO attended by county government staff and the KITWASCO senior management team. The county government is keen on a big launch event in the next quarter.

ENVIRONMENTAL SUSTAINABILITY

KIWASH continued to collaborate with the Water Resource Authority (WRA) at the national level and Water Resource Users Associations (WRUAs) at the sub-catchment level to design strategies for securing water supply of adequate quality to meet growing demand in Kenya. Most WRUAs have limited technical and organizational capacity to manage the complex challenges facing their watersheds, while in other cases some sub-catchments do not have a legally established WRUA in place. KIWASH is helping conserve natural freshwater sources by engaging in a number of conservation activities, including:

- Building concrete platforms around springs to protect them from erosion and pollution.
- Removing water-thirsty eucalyptus trees near water sources. These non-native trees were planted over the past two decades for quick-growing timber and firewood, leading to a noticeable decline in water quantity.
- Planting more than native tree seedlings and grass buffer zones around springs to maintain soil integrity.
- Constructing fencing around springs to keep animals away and prevent fecal contamination.
- Educating farmers on the importance of maintaining green buffer zones around springs to prevent erosion and nitrogen pollution into water sources.

Expanding source water quality protection

KIWASH helped expand the presence of 15 WRUAs to reach areas within their delineated sub-catchments where they previously did not have any form of conservation activities. WRUAs are a critical front-line for the protection and conservation of water. Working with spring management committees, they oversee local water conservation efforts, water quality monitoring and educational activities in their communities. During the quarter, 400 new members voluntarily joined their respective WRUAs as registered members. Together, KIWASH and these volunteer water resource user associations are contributing to better watershed management and improved access to clean water for their communities.

Spring protection

KIWASH selected 38 springs for protection under 28 WRUAs in eastern and western Kenya. Sixty-six environmental sensitization forums (two per spring) were held with the beneficiary communities to improve awareness and sensitivity towards the environment as a whole, as well as issues related to water resource conservation. Landowners hosting the identified springs in Nyamira and Kisumu responded well to the conservation message and agreed to uproot 78 eucalyptus trees to prevent drying up of springs.

Climate change resiliency

Four WRUAs, namely Kisat (Kisumu), Isiukhu (Kakamega), Hibwa (Migori) and Ikonzo (Busia) in Western Kenya, were trained on water security and planning. The four WRUAs demonstrated their ability to develop water resource data for climate change planning, carry out vulnerability assessments of water resources, and environmental monitoring related to climate change.

III. ACTIVITY PROGRESS (QUANTITATIVE IMPACT)

TABLE 1: PERFORMANCE DATA TABLE

Number of people gaining access to basic drinking water services as a result of USG assistance. Crosscutting IND 1. (HL 8.1-1): TASKS: Expand source water quality protection and Assist WSPs to improve operations and financial performance ACTIVITY 1: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success. ACTIVITY 2: Roll out WRUA support activities and, in conjunction with the relevant WRMA offices, assist WRUAs to increase functional coverage.						
DISAGGREGATE BY: County, Gender, activity type						
UNIT	Geographic Location	Activity Title	Date	W	M	Sub-total
Busia		Construction of Alema Borehole reticulation project involving construction of rising and falling mains, 2 water kiosks as well as installation of a hybrid solar pumping system and 100m ³ masonry tank	Oct- Dec 2017	3,073	2,927	6,000
		Campaign and outreach services leading to 2 new household connections at Mayenje Community Water Supply Project	Oct- Dec 2017	5	5	10
		Technical assistance to BUSWASCO leading to new connection to 150 households	Oct- Dec 2017	390	360	750
		Campaign and outreach services leading to 10 New household connections at Benga Women Community Water Supply Project	Oct- Dec 2017	26	24	50
		Campaign and outreach services leading to 3 new household connections at Ogalo Community Water Supply Project	Oct- Dec 2017	8	7	15
		Campaign and outreach services leading to 37 new household connections at Siwongo Wakhungu Community Water Supply Project	Oct- Dec 2017	95	90	185
		Campaign and outreach services leading to 8 new household connections at Budwongi Community Water Supply Project	Oct- Dec 2017	20	20	40
		Campaign and outreach services leading to 5 new household connections at Nasewa Community Water Supply Project	Oct- Dec 2017	13	12	25
		Campaign and outreach services leading to 11 new household connections at Malanga Maira Community Water Supply Project	Oct- Dec 2017	28	27	55
Kakamega		Technical assistance to KACWASCO in the implementation of automated billing system, operational efficiencies, streamlining of legislations and policies. Marketing, branding and Communication Plan as well as trainings	Oct 2016-Sept 2017	16,004	15,242	31,246*
		Campaign and outreach services leading to 6 new household connections at Kambiri Community Water Supply Project	Oct- Dec 2017	15	15	30
		Campaign and outreach services leading to 7 new household connections at Mukongolo Community Water Supply Project	Oct- Dec 2017	18	17	35
Kisumu		Campaign and outreach services leading to 16 New Household connections at Ahero Catholic Water Supply Project	Oct- Dec 2017	41	39	80
		Campaign and outreach services leading to 7 New Household connections at Boya Community Water Supply Project	Oct- Dec 2017	18	17	35

	Campaign and outreach services leading to 12 new household connections at St. Anne's Mwangaza Water Supply Project	Oct– Dec 2017	31	29	60
	Campaign and outreach services leading to 12 new household connections at Wandiege Water and Sanitation Company	Oct– Dec 2017	31	29	60
	Campaign and outreach services leading to 5 new household connections at Sondru Miriu Right Bank Community Water Supply Project	Oct– Dec 2017	13	12	25
	Campaign and outreach services leading to 7 new household connections and One stand pipe serving 10 HH at Manyatta Water and Sanitation Project	Oct– Dec 2017	44	41	85
	Campaign and outreach services leading to 7 new household connections at Nyang'oma Community Water Supply Project	Oct– Dec 2017	18	17	35
	Technical assistance to KIWASCO leading to new connection to 1900 households	Oct– Dec 2017	4,354	4,146	8,500
	Technical assistance to GULF leading to new connection to 81 households	Oct– Dec 2017	207	198	405
	Technical assistance to NYANAS leading to new connection to 58 households	Oct– Dec 2017	148	142	290
	Campaign and outreach services leading to 5 new household connections at Oliketi Women Group Water Supply Project	Oct– Dec 2017	13	12	25
	Campaign and outreach services leading to 10 new household connections at Mowlem Akado Group Water Supply Project	Oct– Dec 2017	26	24	50
	Campaign and outreach services leading to 23 new household connections at Mowlem Unit Self Help Group Water Supply Project	Oct– Dec 2017	59	56	115
Kitui	Technical Assistance to Kiambere-Mwingi WSP to Install an efficient high lift pump	Oct-Dec 2017	13,829	13,171	27,000
	Technical Assistance to install solar energy generator and a rehabilitation of a 64 km water supply scheme to Tharaka Women Water Users Association	Oct-Dec 2017	5,122	4,878	10,000
	Technical assistance to KITWASCO leading to new connection to 1200 households	Oct-Dec 2017	3120	2,880	6,000
	Technical assistance to KIMWASCO leading to new connection to 300 households	Oct-Dec 2017	768	732	1500
	Mumbuni/ Katalwa Water Project benefitted from the Technical Assistance, Campaigns and Outreaches leading to 7 new household connections	Oct– Dec 2017	18	17	35
	Kithambangii Water Project connected 9 Households and rehabilitated 1 New water kiosk benefitting 300 people as a result of Technical Assistance Support – Campaign & Outreach Services	Oct– Dec 2017	177	168	345
	Tharaka Women Operationized 1 New water kiosk benefitting about 500 people because of the Technical Assistance, Campaigns and Outreach interventions by the project.	Oct– Dec 2017	256	244	500
Makueni	Extension of a 2km water pipeline leading to an establishment of 2 water points at Makutano Community borehole project –Makutano Sinai	Oct– Dec 2017	256	244	500
	Swaa Mukuyuni Water Enterprise made 35 New Household connections as a result of Technical Assistance, Campaign and Outreach support from the project	Oct– Dec 2017	90	85	175
	Chulu Valley Group Water Supply Project: Technical Assistance, Campaign and outreach services leading to 9 new household connection and construction of 2 New water kiosks serving 61 households	Oct– Dec 2017	179	171	350
	Kanaani Kiboko B Self Help Group Water Project benefitted from the Technical Assistance, Campaign and outreach services leading to 7 new household connections	Oct– Dec 2017	18	17	35
Migori	Mukuro Community Water Project: Improved customer care and marketing services leading to 3 new household connections	Oct– Dec 2017	8	7	15
	Rapogi Community WASH Enterprise: Improved customer care and marketing services leading to 10 new household connections	Oct– Dec 2017	26	24	50
	Midida Community WASH Enterprise: Improved customer care and marketing services leading to 1 new household connection	Oct– Dec 2017	3	2	5

	Achuch Community WASH Enterprise: Improved customer care and marketing services leading to 3 new household connections	Oct– Dec 2017	8	7	15
	Muhuru Bay Community WASH Enterprise: Improved customer care and marketing services leading to 2 new household connections and 1 New Institution with a household being served	Oct– Dec 2017	8	7	15
	Gwitembe Community WASH Enterprise: Improved customer care and marketing services leading to 4 new household connections	Oct– Dec 2017	10	10	20
	Technical assistance to GWASCO leading to new connection to 91 households	Oct– Dec 2017	233	222	455
	Nyaduong 'C' Community WASH Enterprise: Improved customer care and marketing services leading to 2 new household connections	Oct– Dec 2017	5	5	10
	Motion Youth WASH Enterprise: Improved customer care and marketing services leading to 10 new households being served as a result of improved service	Oct– Dec 2017	26	24	50
Nairobi	Geoseismic Water Project: Recorded increase in the number of clients in 2 New water kiosks by 105 customers as a result of improvements made because of the Technical Assistance support provided by the project	Oct– Dec 2017	269	256	525
	Technical Assistance support provided to Mathare No.10 Youth Group leading to 42 additional Customers benefitting	Oct– Dec 2017	108	102	210
	Technical Assistance support provided to Dam Usafi Self Help Group leading to 10 additional Customers benefitting / being served	Oct– Dec 2017	26	24	50
	Technical Assistance support provided to Sundown Self Help Group leading to 2 additional Customers benefitting being served	Oct– Dec 2017	5	5	10
	Technical Assistance support provided to Kabete Muungano NITD Self Help Group leading to 1 New Connections Customers benefitting	Oct– Dec 2017	3	2	5
Nyamira	Technical Assistance Support provided to Chaina Borehole Water Project leading to 10 more households gaining access to water	Oct– Dec 2017	26	24	50
	Technical Assistance Support provided to Bomwagamo Water Project leading to 10 more HH Connections and 16 other HHs gaining access from 1 New Water Kiosk as a result	Oct– Dec 2017	92	88	180
	Technical Assistance Support provided to Moiskin Aqua Springs Water Project leading to 6 more households connections as a result	Oct– Dec 2017	15	15	30
	Technical Assistance Support provided to Emmo Water Project leading to 14 more households gaining access from a water kiosk as a result	Oct– Dec 2017	36	34	70
	Technical assistance to GWASCO leading to new connection to 91 households	Oct– Dec 2017	237	218	455
	Technical Assistance Support provided to Kianungu Water Project leading to 10 more households gaining access to water as a result	Oct– Dec 2017	26	24	50
	Technical Assistance Support provided to Mekenene Water Project leading to 10 more households gaining access to water from 1 No. communal water point	Oct– Dec 2017	26	24	50
Siaya	Campaign and outreach services leading to 21 new household connections at Osieko Nambo Water and Sanitation Company	Oct– Dec 2017	54	51	105
	Campaign and outreach services leading to 10 new connections at Bar Ober Community Water Supply Project	Oct– Dec 2017	26	24	50
	Campaign and outreach services leading to 19 New household connections at South West Sakwa Community Water Supply company	Oct– Dec 2017	49	46	95
	Campaign and outreach services leading to 2 new connections at Simerro Community Water Supply Project	Oct– Dec 2017	5	5	10
	Campaign and outreach services leading to 3 new household connections at Sigomre Community Water Supply Project	Oct– Dec 2017	8	7	15
	Campaign and outreach services leading to 1 new household connection at Koteyo Community Water Supply Project	Oct– Dec 2017	3	2	5

	Campaign and outreach services leading to 1 new household connections at West Uyoma Community Water Supply Project	Oct– Dec 2017	3	2	5
	Technical assistance to SIBOWASCO leading to new connection to 178 households	Oct– Dec 2017	472	418	890
	Campaign and outreach services leading to 3 new household connections at Siremba Community Water Supply Project	Oct– Dec 2017	8	7	15
	Total	Oct– Dec 2017	50,322	47,769	98,091

Result

Additional Criteria If other criteria are important, add lines for setting targets and tracking	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17				FY 2017 Target		FY 2018 Target		FY 2019 Target		End of Activity Target	
			Achieved		Target		Achieved		Target		Target		Target		Target	
	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M
Sex*: Women (W), Men (M)	0	0	76,936	73,317	17,075	16,262	50,322	47,769	69,264	65,970	97,317	92,683			402,588	383,409
Busia	0	0	6,626	6,310	1,897	1,807	3,658	3,472	7,696	7,330	10,813	10,298			44,732	42,601
Kakamega	0	0	12,272	11,731	1,897	1,807	16,004	15,242	7,696	7,330	10,813	10,298			44,732	42,601
Kisumu	0	0	9,502	9,055	1,897	1,807	5,003	4,762	7,696	7,330	10,813	10,298			44,732	42,601
Kitui	0	0	3,081	2,934	1,897	1,807	23,290	22,090	7,696	7,330	10,813	10,298			44,732	42,601
Makueni	0	0	15,003	14,291	1,897	1,807	543	517	7,696	7,330	10,813	10,298			44,732	42,601
Migori	0	0	3,325	3,164	1,897	1,807	327	308	7,696	7,330	10,813	10,298			44,732	42,601
Nairobi	0	0	17,663	16,822	1,897	1,807	411	389	7,696	7,330	10,813	10,298			44,732	42,601
Nyamira	0	0	5,390	5,137	1,897	1,807	458	427	7,696	7,330	10,813	10,298			44,732	42,601
Siaya	0	0	4,074	3,873	1,897	1,807	628	562	7,696	7,330	10,813	10,298			44,732	42,601

* Data inclusive of cumulative results from Dec 2016 –Dec 2017

Number of people gaining access to basic sanitation as a result of USG assistance.

Cross-Cutting IND 2 (HL 8.2-2)

TASK: Scale up sanitation, sanitation marketing, and hygiene promotion

ACTIVITY: Support selected villages and/or wards in delivering open defecation free status through appropriate sanitation and hygiene approaches.

UNIT	DISAGGREGATE BY: County, Gender, Activity type					
	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	-	-	-
	Kakamega	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	172	158	330
	Kisumu	Post triggering progress at village level to achieve access to basic sanitation.	Oct – Dec 2017	102	98	200
	Kitui	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	754	696	1450
	Makueni	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	64	61	125
	Migori	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	88	82	170
	Nairobi	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	-	-	-
	Nyamira	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	88	82	170
	Siaya	Post triggering progress at village level to achieve access to basic sanitation	Oct – Dec 2017	178	157	335
				1,446	1,334	2,780

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17				Reporting Period	FY 2017 Target		FY 2018 Target		End of Activity Target			
	W	M	W	M	W	M	W	M		W	M	W	M	W	M		
Sex*: Women (W), Men (M)	0	0	11,077	10,208	4,086	3,891	1,446	1,334		24,072	22,926	24,073	22,927		121,392	115,608	
Busia	-	-	0	0	-	-	-	-		-	-	-	-		-	-	
Kakamega	0	0	718	667	584	556	172	158		4,012	3,821	3,439	3,275		20,232	19,268	
Kisumu	0	0	1664	1601	584	556	102	98		4,012	3,821	3,439	3,275		20,232	19,268	
Kitui	0	0	644	606	584	556	754	696		4,012	3,821	3,439	3,275		20,232	19,268	
Makueni	0	0	476	454	584	556	64	61		4,012	3,821	3,439	3,275		20,232	19,268	
Migori	0	0	1331	1249	584	556	88	82		4,012	3,821	3,439	3,275		20,232	19,268	
Nairobi	-	-	0	0	-	-	-	-		-	-	-	-		-	-	
Nyamira	0	0	614	571	584	556	88	82		4,012	3,821	3,439	3,275		20,232	19,268	
Siaya	0	0	5630	5060	584	556	178	157		4,012	3,821	3,439	3,275		20,232	19,268	

Number of communities verified as ODF with a monitoring plan as a result USG assistance.

Cross-Cutting IND 3 (HL 8.2-1)

TASK: Scale up sanitation, sanitation marketing, and hygiene promotion

ACTIVITY: Support selected villages and/or wards in delivering open defecation free status through appropriate sanitation and hygiene approaches.

UNIT	DISAGGREGATE BY: County				
	Geographic Location	Activity Title	Date		Sub-total
	Busia	-	-	-	-
	Kakamega	-	-	-	-
	Kisumu	-	-	-	-
	Kitui	-	-	-	-
	Makueni	-	-	-	-
	Migori	-	-	-	-
	Nairobi	-	-	-	-
	Nyamira	-	-	-	-
	Siaya	Verification of ODF status of villages in Bondo sub-county (Luore A, Wagongo, LenyaB, & Waye B)	Oct – Dec 2017	4	4
	Total			4	4

Results:

Additional Criteria If other criteria are important, add lines for setting targets and tracking	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
			Achieved		Target	Achieved	Target	Target	Target	Target	Target
		0	229		18	4		28	70		200
Busia		-	-		-	-		-	-		-
Kakamega		0	35		2	-		4	10		33
Kisumu		0	25		2	-		4	10		33
Kitui		0	25		2	-		4	10		33
Makueni		0	25		2	-		4	10		33
Migori		0	11		2	-		4	10		33
Nairobi		-	-		-	-		-	-		-
Nyamira		0	26		2	-		4	10		33
Siaya		0	82		2	4		4	10		33

Number of people with improved service quality from an existing/safely managed drinking water service as a result of USG assistance.

Cross-Cutting IND 4 (HL 8.1.3)

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

UNIT	DISAGGREGATE BY: County, Gender					
	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	Construction of Alema Borehole reticulation project involving construction of rising and falling mains, 2 water kiosks as well as installation of a hybrid solar pumping system and 100m ³ masonry tank	Oct-Dec 2017	3,073	2,927	6,000
	Kakamega	-	Oct-Dec 2017	-	-	-
	Kisumu	-	Oct-Dec 2017	-	-	-
	Kitui	-	Oct-Dec 2017	-	-	-
	Makueni	-	Oct-Dec 2017	-	-	-
	Migori	-	Oct-Dec 2017	-	-	-
	Nairobi	-	Oct-Dec 2017	-	-	-
	Nyamira	-	Oct-Dec 2017	-	-	-
	Siaya	-	Oct-Dec 2017	-	-	-
	Total			3,073	2,927	6,000

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17				Reporting Period	FY 2017 Target		FY 2018 Target		FY 2019 Target		End of Activity Target		
			Achieved		Target		Achieved		Target	Target		Target		Target			Target	
	W	M	W	M	W	M	W	M	W	W	M	W	M	W			W	M
Sex*: Women (W), Men (M)	0	0	4,488	4,273	10,884	10,336	3,073	2,927		51,219	48,780	43,537	41,463				128,052	121,950
Busia	0	0	-	-	1,209	1,152	3,073	2,927		5,691	5,420	4,837	4,607				14,228	13,550
Kakamega	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Kisumu	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Kitui	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Makueni	0	0	2,106	2,005	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Migori	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Nairobi	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Nyamira	0	0	-	-	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550
Siaya	0	0	2,382	2,268	1,209	1,152	-	-		5,691	5,420	4,837	4,607				14,228	13,550

Number of service provider staff trained for improved service provision.

Custom Output IND 6.1:

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

UNIT	DISAGGREGATE BY: County, Gender					
	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	Training of Technical staff (BUSWASCO) on water quality management	Oct-Dec 2017	4	4	8
	Kakamega	Training of Technical staff (KACWASCO) on water quality management	Oct-Dec 2017	2	8	10
	Kisumu	Training of Technical staff (KIWASCO) on customer care management training	Oct-Dec 2017	8	22	30
	Kitui	Training of Technical staff (KITWASCO) on NRW management	Oct-Dec 2017	5	1	6
		Training of Technical staff (KIMWASCO) on NRW management	Oct-Dec 2017	3	1	4
	Makueni	Training of Technical staff (MBOOWASCO) on NRW management	Oct-Dec 2017	4	1	5
		Training of Technical staff (WOWASCO) on NRW management	Oct-Dec 2017	3	1	4
		Training of Technical staff (KIMAWASCO) on NRW management	Oct-Dec 2017	5	0	5
		Training of Technical staff (WOWASCO) on job training on customer service charter development	Oct-Dec 2017	4	2	6
		Training of Technical staff (KIMAWASCO) on job training on customer service charter development	Oct-Dec 2017	4	2	6
	Migori	-	Oct-Dec 2017			
	Nairobi	-	Oct-Dec 2017			
	Nyamira	-	Oct-Dec 2017			
	Siaya	Training West Uyoma Water and Sanitation Company's Board of Directors and Senior Staff on "Corporate Governance	Oct-Dec 2017	3	11	14
	Totals			45	53	98

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17				Reporting Period	FY 2017 Target		FY 2018 Target		End of Activity Target			
			Achieved		Target		Achieved		Target	Target		Target		Target			
	W	M	W	M	W	M	W	M	W	W	M	W	M	W	M	W	M
Sex*: Women (W), Men (M)	0	0	339	627	26	24	45	53		54	45	54	45		153	144	
Busia	0	0	22	66	3	3	4	4		6	5	6	5		17	16	
Kakamega	0	0	57	76	3	3	2	8		6	5	6	5		17	16	
Kisumu	0	0	57	82	3	3	8	22		6	5	6	5		17	16	
Kitui	0	0	35	75	3	3	8	2		6	5	6	5		17	16	
Makueni	0	0	22	94	3	3	20	6		6	5	6	5		17	16	
Migori	0	0	14	54	3	3	-	-		6	5	6	5		17	16	
Nairobi	0	0	65	53	3	3	-	-		6	5	6	5		17	16	

Nyamira	0	0	51	65	3	3	-	-		6	5	6	5		17	16	
Siaya	0	0	16	62	3	3	3	11		6	5	6	5		17	16	

Number of sector stakeholders receiving TA for improved monitoring & evaluation, reporting, and accountability

Custom Output IND 6.2:

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

UNIT	DISAGGREGATE BY: County, gender						
	Geographic Location	Activity Title	Date				Sub-total
	Busia	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Kakamega	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Kisumu	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Kitui	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Makueni	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Migori	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Nairobi	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
	Nyamira	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-
Siaya	Stakeholder training on improved monitoring & evaluation, reporting and accountability	Oct-Dec 2017				-	
	Totals						-

Results:

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Sep-17	Results Achieved this Reporting quarter 31-Dec -17		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
		Achieved	Target	Achieved					
		217	9	-		27	72		Target
Busia	0	20	1	-		3	8		22
Kakamega	0	24	1	-		3	8		22
Kisumu	0	23	1	-		3	8		22
Kitui	0	28	1	-		3	8		22
Makueni	0	25	1	-		3	8		22
Migori	0	27	1	-		3	8		22
Nairobi	0	24	1	-		3	8		22
Nyamira	0	18	1	-		3	8		22
Siaya	0	28	1	-		3	8		22

Number of new USG-supported public-private partnerships (PPPs) formed.

Output IND 1.3:

TASK:

ACTIVITY:

Output IND 1.3:

UNIT

DISAGGREGATE BY: County

Geographic Location	Activity Title	Date			Sub-total
Busia	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Kakamega	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Kisumu	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Kitui	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Makueni	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Migori	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Nairobi	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Nyamira	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Siaya	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017			-
Totals					-

Results:

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Sep-17	Results Achieved this Reporting quarter 31-Dec -17		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
		Achieved	Target	Achieved	Target	Target	Target	Target	Target
Total			1			3	6		18
Busia	0	0	-	0		-	0		-
Kakamega	0	0	-	0		-	1		-
Kisumu	0	0	-	0		-	1		-
Kitui	0	0	-	0		-	1		-
Makueni	0	0	-	0		-	1		-
Migori	0	0	--	0		-	1		-
Nairobi	0	0	-	0		-	1		-
Nyamira	0	0	-	0		-	0		-
Siaya	0	0	-	0		-	0		-

Number of people benefitting from Public-Private partnership in the WASH Sector

Custom Output Indicator 1.2

Task:

Activity

UNIT	DISAGGREGATE BY: County, Gender					
	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Kakamega	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Kisumu	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Kitui	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Makueni	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Migori	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Nairobi	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	--	-	-
	Nyamira	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	Siaya	Identify and form Public –Private Partnerships to improve operations of rural community water enterprises	Oct-Dec 2017	-	-	-
	-			-	-	-

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17		Results Achieved this Reporting quarter 31-Dec -17				Reportin g Period	FY 2017 Target		FY 2018 Target		End of Activity Target			
	Achieved		Target		Achieved		Target	Target		Target		Target					
W	M	W	M	W	M	W	M	W	W	M	W	M		W	M		
Sex*: Women (W), Men (M)	0	0	-	-	3,073	2,927	-	-		12,293	11,293	15,366	14,634		51,220	48,780	
Busia	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Kakamega	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Kisumu	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Kitui	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Makueni	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Migori	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Nairobi	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Nyamira	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	
Siaya	0	0	-	-	341	325	-	-		1,366	1,255	1,707	1,626		5,691	5,420	

Number of clients benefiting from financial services provided through USG-assisted financial intermediaries, including non-financial institutions or actors.

Output IND 2.1 (EG 4.2-1):

TASK: Support the creation of new financial products for WASH service providers and consumers

ACTIVITY: Develop WASH-specific loan product for enterprises and/or households

UNIT	DISAGGREGATE BY: County				
	Geographic Location	Activity Title	Date		Sub-total
	Busia	Training on water sector financing	Oct-Dec 2017		-
	Kakamega	Training on water sector financing	Oct-Dec 2017		-
	Kisumu	Training on water sector financing	Oct-Dec 2017		-
	Kitui	Training on water sector financing	Oct-Dec 2017		-
	Makueni	Training on water sector financing	Oct-Dec 2017		-
	Migori	Training on water sector financing	Oct-Dec 2017		-
	Nairobi	Training on water sector financing	Oct-Dec 2017		-
	Nyamira	Training on water sector financing	Oct-Dec 2017		-
	Siaya	Training on water sector financing	Oct-Dec 2017		-
	Totals				-

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17	Results Achieved this Reporting quarter 31-Dec -17		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target			
			Achieved	Target	Achieved	Target	Target	Target	Target	Target			
			2				8	6					25
Busia	0	0	0				-	1					-
Embu	0	0	1				-	1					-
Kakamega	0	0	0				-	1					-
Kisumu	0	0	1				-	1					-
Kitui	0	0	0				-	1					-
Makueni	0	0	0				-	1					-
Migori	0	0	0				-	0					-
Nairobi	0	0	0				-	0					-
Nyamira	0	0	0				-	0					-
Siaya	0	0	0				-	0					-

Value of new sector funding mobilized to expand the services or increase the efficiency of water service providers (USD)

Output IND 2.2:

TASK: Support the creation of new financial products for WASH service providers and consumers

ACTIVITY: Develop WASH-specific loan product for enterprises and/or households

UNIT	DISAGGREGATE BY: County, Activity				
	Geographic Location	Activity Title	Date		Sub-total
	Busia	Training on water sector financing	Oct-Dec 2017		-
	Nairobi	Training on water sector financing	Oct-Dec 2017		-
	Kakamega	Training on water sector financing	Oct-Dec 2017		-
	Kisumu	Training on water sector financing	Oct-Dec 2017		-
	Kitui	Training on water sector financing	Oct-Dec 2017		-
	Makueni	Training on water sector financing	Oct-Dec 2017		-
	Migori	Training on water sector financing	Oct-Dec 2017		-
	Nairobi	Training on water sector financing	Oct-Dec 2017		-
	Nyamira	Training on water sector financing	Oct-Dec 2017		-
	Siaya	Training on water sector financing	Oct-Dec 2017		-
	Totals				

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Sep-17	Results Achieved this Reporting quarter 31-Dec -17		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
			Achieved	Target	Achieved	Target	Target	Target	Target	Target
	0	0	\$5,375,921	\$2,975,000	\$0		\$11,900,000	\$12,750,000		\$34,000,000
Busia	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Embu	0	0	\$4,430,704	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Kakamega	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Kisumu	0	0	\$945,217	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Kitui	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Makueni	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Migori	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Nairobi	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Nyamira	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777
Siaya	0	0	0	\$330,555	\$0		\$1,322,222	\$1,416,667		\$3,777,777

IV. CONSTRAINTS AND OPPORTUNITIES

CONSTRAINTS AND OPPORTUNITIES

Challenge/opportunity	Actions taken or recommendations to address the challenges
Political capture of community water projects.	This is a common problem in rural and peri-urban areas where politicians use water projects to popularize themselves. It is especially common if the project was constructed using public funds. KIWASH will include sessions on water sector reforms and WASH governance as part of training for WASH enterprises and county officials.
Low number of sanitation and WASH product enterprises.	Most enterprises identified for Phase 2 assistance only focus on water supply. This could be an indication of a gap in the market for sanitation services. KIWASH will continue scoping for sanitation enterprises where they exist, and encourage both communities and private sector actors to engage in such enterprises.
High expectations for KIWASH financing.	Many enterprises that sent concept notes and proposals were optimistic of receiving direct infrastructure funds and/or recoverable grants. KIWASH will highlight the importance of building good management systems, keeping records and proper investment planning in accessing financing for growth.
Lack of necessary documents among WASH enterprises; inaccurate data.	For instance, some of the borehole projects lacked the necessary documents such as completion records, test pumping reports and quality test results. In some cases, the data provided was erroneous e.g. borehole yields. KIWASH will highlight in its capacity building and training activities the importance of obtaining and maintaining accurate documents to obtain financing to grow their businesses.
Strong willingness to collaborate with KIWASH; increasing demand for KIWASH support.	In most areas visited, communities as well as private actors running WASH enterprises were keen to collaborate with KIWASH, an indication of the increasing demand for KIWASH support.
Readily available alternative water sources (e.g. shallow wells, springs, rain water, rivers and lakes) influence payment for water for many rural communities.	KIWASH is building the capacity of WASH enterprises to ensure continuous supply of water to enable such communities see value in payment for safe water, thus reducing the incidences of waterborne diseases from using unprotected sources.
There exists a good opportunity in most target counties to tap into solar energy to reduce reliance on electricity that is expensive and unreliable.	KIWASH is promoting hybrid solar pumping systems to reduce electricity costs for those relying entirely on electricity to pump water.
Due to the collaborative nature of the projects, some activities are co-financed by the county	KIWASH is continuously engaging with and sensitizing the county governments on their roles

Challenge/opportunity	Actions taken or recommendations to address the challenges
government whose budgets take time to be released, therefore delays in implementing.	and the need for adequate resource allocation in a timely manner towards water services development.
Politics of water as a transboundary resource hindering the development of a bulk water arrangement between Kakamega and Uasin Gishu.	Engagement with Water Resources Authority (WRA) initiated to unlock the current stalemate.
Changes in FTF funding resulting in termination of MUS and Agri-Nutrition community activities.	KIWASH communicated with affected communities. KIWASH-trained CHVs have been encouraged to continue providing EWA messages as the project increasingly focuses on sanitation and hygiene.
Trained CLTS certifiers available in some counties.	As the project focuses on triggering more villages to ODF, increased focus on counties with certifiers will ensure the triggered villages are certified in good time.
With new county governments, a number of staffing changes are affecting the water departments and utility boards and management, including in Nairobi, Kisumu, Makueni, Kitui and SIBO.	KIWASH is reaching out to the county government and water company boards and emphasizing the importance of continuity, retention and consistency. KIWASH is also emphasizing the importance of board and management to work together for the common goal, and helping them understand the distinct roles of each.
Failure by county governments to finance water companies. In Gusii, both counties have cut their support to the WSP and, consequently, the company has not paid electricity bills and salaries for 3 months.	KIWASH is organizing a dialogue meeting with the county to instruct and advocate the importance of supporting the utilities in the short term as they work towards sustainability.
The majority of WSPs have not filled all the senior management positions and many of those in place are in acting capacities.	Discussing with BODs on speeding up recruitment or confirmations of the staff in acting capacity.

V. PERFORMANCE MONITORING

The M&E Team enhanced on-site data support through regular assessments and continuous capacity building of the KIWASH technical teams. The team enhanced and strengthened the operationalization of data calculation by training the county teams on indicators' collection and calculation criterion. New staff members' were also trained, for instance, interns working for environmental sustainability component were trained on carrying out spot surveys of rehabilitated/constructed springs/non-formal community water points. The aim of this survey was to provide reliable data for evidence-based decision-making by donors and for KIWASH program needs.

The use of data for program monitoring and improvement has been key in KIWASH's M&E agenda. The team participated in stakeholder meetings on community led total sanitation progress, sharing the progress on CLTS, challenges and jointly planning for CLTS activities to steer the sub-counties to attain ODF status. During the county-based meetings, the M&E Team used data from ministry of health platforms (CLTS MIS) to guide programing and discussions.

VI. PROGRESS ON GENDER STRATEGY

KIWASH continues to encourage the WSPs and WASH enterprises to incorporate gender equality in all aspects of its operations including in investment planning, day-to-day utility operations and institutional development. KIWASH emphasizes and enforces where necessary, the equal participation of women and men in all its training activities by making it a requirement in identifying participants. As a result, the water utilities are paying attention to gender equality and social inclusion issues. For example, SIBO is working on a social connection policy, and Kitui, WOTE WSPs have changed conditions for new service connections in order to address gender factors affecting access to services by the poor and marginalized groups. The utilities are also addressing issues and concerns within the working environment to ensure it is conducive for both women and men. Boards of Directors and management teams are making deliberate efforts to ensure female representation in recruitment by adding a clause in new job advertisements encouraging women to apply for technical positions.

VII. PROGRESS ON ENVIRONMENTAL MITIGATION AND MONITORING

Environmental mitigation and monitoring continued in this quarter with all construction contractors held responsible to report on the mitigation measures included in their respective contracts and to report on a monthly basis. These reports are reviewed and if any corrective actions are observed the contractors informed of the remedial actions required. The reports are filed in the respective contract folders. To date, no major environmental infringements have been noted.

VIII. PROGRESS ON LINKS TO OTHER USAID PROGRAMS

KIWASH worked closely with other USAID partners undertaking agri-nutrition interventions under the Feed the Future program. Some partners included; Global Alliance in Nutrition (GAIN), Nutrition and Health Promotion Programme (NHP+), Once Acre Fund, Accelerated Value Chain Development (AVCD) and Kenya Agricultural Value Chain Enterprise (KAVES). The main areas of collaboration were in editing the final draft of the Resource Manual for Agri-Nutrition in Kenya, and planning and execution of the first National Agri-Nutrition Conference, among others.

IX. PROGRESS ON LINKS WITH GOK AGENCIES

KIWASH collaborated with the technical teams of the respective county governments in conducting the technical assessments and survey for the proposed infrastructure works for WSPs and WASH enterprises. This linkage with governmental agencies was necessary for strengthening the working relationship between KIWASH and the leadership of respective county governments.

KIWASH also worked closely with the national water regulator, WASREB, to prepare and train the staff of two commercial banks. KIWASH initiated discussions with the WSTF on possible collaboration in Migori, where they agreed that KIWASH would support in developing investment proposals and capacity-building plans needed to implement the WSTF-funded projects in Migori county.

X. PROGRESS ON USAID FORWARD

To be reported in subsequent quarters.

XI. SUSTAINABILITY AND EXIT STRATEGY

The KIWASH approach of training and following up with on-the-job coaching and mentorship helps to further instill a sense of ownership and sustainability, which is essential in ensuring continuity beyond the project period. The process of delivering the training interventions for both the county governments, target WSPs and WASH enterprises has been designed to strengthen their capacity to reflect and plan on their own. For instance, the gap analysis exercise provided opportunities for reflection and helped trigger collective action on what needs to be done to help improve and expand WASH services.

XII. GLOBAL DEVELOPMENT ALLIANCE

Not applicable.

XIII. SUBSEQUENT QUARTER'S WORK PLAN

Subsequent Quarter's Work Plan

In January to March 2018, KIWASH will undertake the following activities as per the Year 3 Work Plan:

Task 1.1: Provide business development services for WASH services and products

- Finalize the development of Capacity Development Implementation Plans for each of the 116 WASH Enterprises selected under Phase 2 Incubation.
- Compile Capacity and Performance (CAP) data for the 116 WASH enterprises under Phase 2 Incubation.
- Conduct classroom training for the 116 WASH enterprises in Phase 2 Incubation.
- Conduct on-the-job coaching and mentoring for the 116 WASH enterprises in various aspects to improve their operations and improve services.
- Propose WASH enterprises for consideration to benefit from both direct infrastructure and recoverable grants from KIWASH.
- Support proposed WASH enterprises to develop concept notes and proposals to access direct investment and recoverable grants from KIWASH.
- Provide technical assistance/coaching and mentoring support to the 107 WASH enterprises under Phase 1 Incubation.
- Identify and hold discussions with local banks and microfinance institutions (MFIs) to explore opportunities for financing WASH enterprises.
- Identify and scale up successful models for Public Private Community Partnerships (PPcPs) for professionalizing the operations of rural community water enterprises/ projects.
- Facilitate development of PPcP contracts between WASH enterprises and other private sector actors.
- Nurture the implementation of the signed PPcP contracts through technical assistance/coaching and mentoring support.

Task 1.2: Scale up CLTS Activities in 1500 villages

- Identify and trigger 200 villages to scale up CLTS activities, prioritizing villages with low latrine coverage and assisting them to identify and develop strategies to achieve open defecation free status through appropriate sanitation and hygiene approaches

- Conduct baseline data collection on the selected 200 villages to determine KIWASH target households on access to improved sanitation and hygiene promotion
- Trigger 200 villages to scale up CLTS activities.
- Conduct verification of 200 villages in the target counties
- Train 120 sanitation village committees on the post ODF community monitoring tool

Task 1.2.3: Carry out community based hygiene promotion through existing community programs. Activities jointly implemented by KIWASH and EXP (sub-grantee)

- Design, produce and roll out county specific BCC campaigns for the counties (divided in 4 clusters) and 1 national campaign
- Design, and produce training materials for reinforcing WASH behavior change in target communities
- Conduct CHV trainings across nine target counties to build capacities in delivering BCC messaging for WASH
- Conduct community educational talks/outreaches/promotions on household sanitation and hygiene, reinforcing WASH-BCC messages in child caring practices
- Strengthen capacity of caregivers on EWA messaging through existing community structures (caregiver groups, mother-to-mother support groups, community units etc.)

Task 1.2.4: Improve integration of WASH messaging through MCH Services

- Equip five health centers across nine target counties with ORT supplies to facilitate and support delivery of BCC messaging for adoption of Essential WASH Actions
- Procure and distribute 750 WASH kits to caregivers with children below 2-years as a demonstration of integration of WASH for improved health
- Promote integrated and coordinated programming that advocates for inclusion and delivery of WASH interventions in health projects i.e. identify initiatives, policies, plans and push for inclusion of WASH

Task 1.3: Introduce and promote low cost sanitation products and services

- Identify appropriate low cost sanitation and hygiene products and services for adoption and scale up in the local market.
- Propose potential enterprises providing low cost sanitation products and services to benefit from the KIWASH grant funds.
- Develop linkages between WASH enterprises and financial institutions for potential expansion.

Task 1.4: Strengthen the effective monitoring and evaluation (M&E) of WASH

- Conduct Capacity and Performance (CAP) assessments for 116 WASH enterprises to establish baselines and monitor key performance indicators defined by AMEP. The baselines will be collected in Jan 2018, while CAP monitoring will be done at the end of the FY2018.
- Strengthen the capacity of the WASH enterprises' staff on Monthly Progress Tracking tool to collect data on various performance areas.

Task 3.1: Integrate and promote essential nutrition and WASH interventions

- Develop and disseminate Behavior Change Communication (BCC) materials (posters, flyers, stickers) with WASH actions for use by the household members and national day celebrations.

Task 4.1: Increased access to water for agricultural productivity

- Provide technical support to farmers Identified in year 2 and target them for adoption of irrigation and additional kitchen gardening technologies.

- Hold community activity closeout meetings with farmer groups and Institutions where demonstration farms have been set up

Task 5.1: Expand source water quality protection

- Conduct WRUA baseline mapping for the new WRUAs brought on board
- Conserve 28 protected springs (by planting 8,400 grass and making terraces to control soil erosion around spring areas)
- Conduct 56 sensitization meetings on environmental conservation, hygiene and spring use among spring users
- Train 28 spring management committees on routine management of springs
- Establish eight tree nurseries in eight WRUAs (1 WRUA per county)
- Establish eight vertiver nurseries in eight WRUAs (1 WRUA per county)

Task 5.2: Integrate fecal sludge management with sanitation services

- Create and continuously update a comprehensive list of fecal sludge management service providers in the nine KIWASH counties.
- Identify critical constraints faced by sanitation enterprises for expansion of environmentally sound sludge management services.
- Explore options for fecal sludge management and the sanitation value chain approach in the nine KIWASH counties.
- Support county sanitation planning and investments that integrate plans and budgets for fecal sludge management and the sanitation value chain approach for WASH enterprises.

Task 5.3: Increase climate change resiliency in drinking water source planning, development and design of systems/services

- Identify institutions targeted for capacity development on climate change resiliency
- Conduct climate change CAP baseline survey for select institutions
- Conduct two stakeholder consultative meetings on the downscaled climate data and runoff projections in Makueni and Kisumu.
- Conduct one training workshop on use of the downscaled climate data and runoff projection
- Train four institutions on climate change resiliency

Task 6.1: Train service providers' staff for improved service provision

- Train 40 WSPS staff on good customer service, outreach, assessment and meeting demands for WASH services.
- Train 35 county government, WASH service providers and CSOs staff on best practices and experiences on budgeting and planning processes in the County.
- Train 50 WSPs and county government water department staff on NRW and improved consumer engagement.
- Train 50 spring management committee/WRUA members on good governance and spring management.
- Train 20 WSP/County staffs on wastewater management and water quality monitoring.

Task 6.2: Technical assistance offered to sector stakeholders for improved monitoring, evaluation, reporting, and accountability

- Train 45 institutional partners' on effective M&E and reporting on WASH related activities.
- Hold one meeting targeting 100 county legislators and officials to sensitize them on budget making and tracking process

- Train 30 WASH actors and institutional partners on best practices and experiences on budgeting and planning processes.
- Conduct one meeting to support effective county-level WASH planning and budgeting for county government officials.
- Conduct one meeting to increase institutional partners' effective participation in WASH /catchment management fora, and other events in order to disseminate information, share best practices, and coordinate activities in each of the nine counties.
- Conduct one exchange and learning visit for the WSPs and WRUA members aimed at promoting good governance and enhanced coordination and participation in catchment protection respectively in the nine counties.

Task 7.1: Policies, laws, or investment agreements (public or private) implemented that promote access to improved water supply and sanitation

- Conduct nine workshops to contribute to the national government's development of a new national water and sanitation policy.
- Hold one workshop per county to sensitize the both the county and WSPs staff on the implication of the National Water Act 2016 and the new counties' WASH policies and associated legislation.
- Customize county specific Water, Environmental Sanitation and Hygiene policy in at least five counties.

Task 7.2: Support selected WASH sector policy reforms

- Conduct one workshop per county to customize county specific Water, Environmental Sanitation and Hygiene Bill in at least five counties.
- Develop and disseminate popular versions of water and ESH in two counties.
- Host at least one workshop/meeting to support national government in the finalization and adoption of a national irrigation policy.
- Develop/review and implement non-revenue water management, HR, customer care, finance and O&M policy and guidelines for three WSPs.
- Develop and implement Nairobi County Sanitation Revolving Fund Policy and associated guidelines.
- Conduct one workshop per county to customize the County Environmental Health and Sanitation Policy, based on the prototype launched by the MOH

Task 7.3: Support USAID program learning

- Conduct a semi-annual forum in each county for reporting KIWASH implementation progress.
- Document and share lesson learned and practices from each of the counties.
- Develop case studies and success stories for knowledge sharing and dissemination
- Participate in county WASH forums for reporting KIWASH implementation progress, including WASH enterprises.

XIV. FINANCIAL INFORMATION

As KIWASH is firmly in implementation, operational spending has stabilized. Spending overall will continue to rise due to increases in technical activities and grants administered.

Cash Flow Report and Financial Projections (Pipeline Burn-Rate)

CHART I: OBLIGATIONS VS. CURRENT AND PROJECTED EXPENDITURES

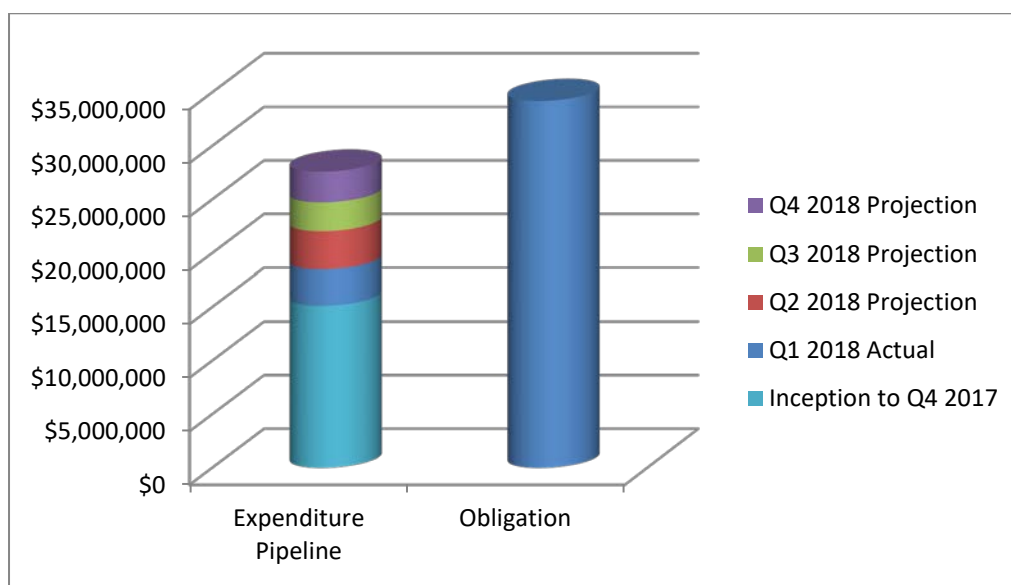


TABLE 3: BUDGET DETAILS

T.E.C.: \$ 50,995,898.00

Cum Oblig: \$34,205,253.44

Cum Expenditure: \$18,503,847.20

Obligation	1st Quarter 2018 Actual E
Total: 34,205,253.44	
Salaries and Wages*	
Fringe Benefits	
Overhead	
Travel, Transportation and Per diem	
Allowances	
Other Direct Costs	
Procurement (Office & IT Equipment)	
Consultants	
Subcontractors	

Obligation	1st Quarter 2018 Actual E
Grants Under Contract	
General & Administrative	
Fixed Fee	

* Labor: This category only includes costs classified as labor for the purposes of indirect rate application per DAI's approved NICR

Salary and Wages	Salaries and wages have stabilized as the project
Fringe Benefits	Fringe benefits are a constant ratio against expa
Overhead	Overhead is a constant ratio against labor. Calcu
Travel, Transport, Per Diem	Travel expenses have stabilized.
Allowances	Allowances are constant except for education a
Other Direct Costs	The level of expenditures will increase as the pr
Procurement	Equipment and supplies will increase as we start
Consultants	Consultants will slightly decrease in future quar
Subcontracts	Subcontractor costs continue to increase as the
Grants under contract	We will start making more payments in future c
G&A	Calculated per award conditions.
Fee	Calculated per award conditions.

NEW SUB-AWARD DETAILS

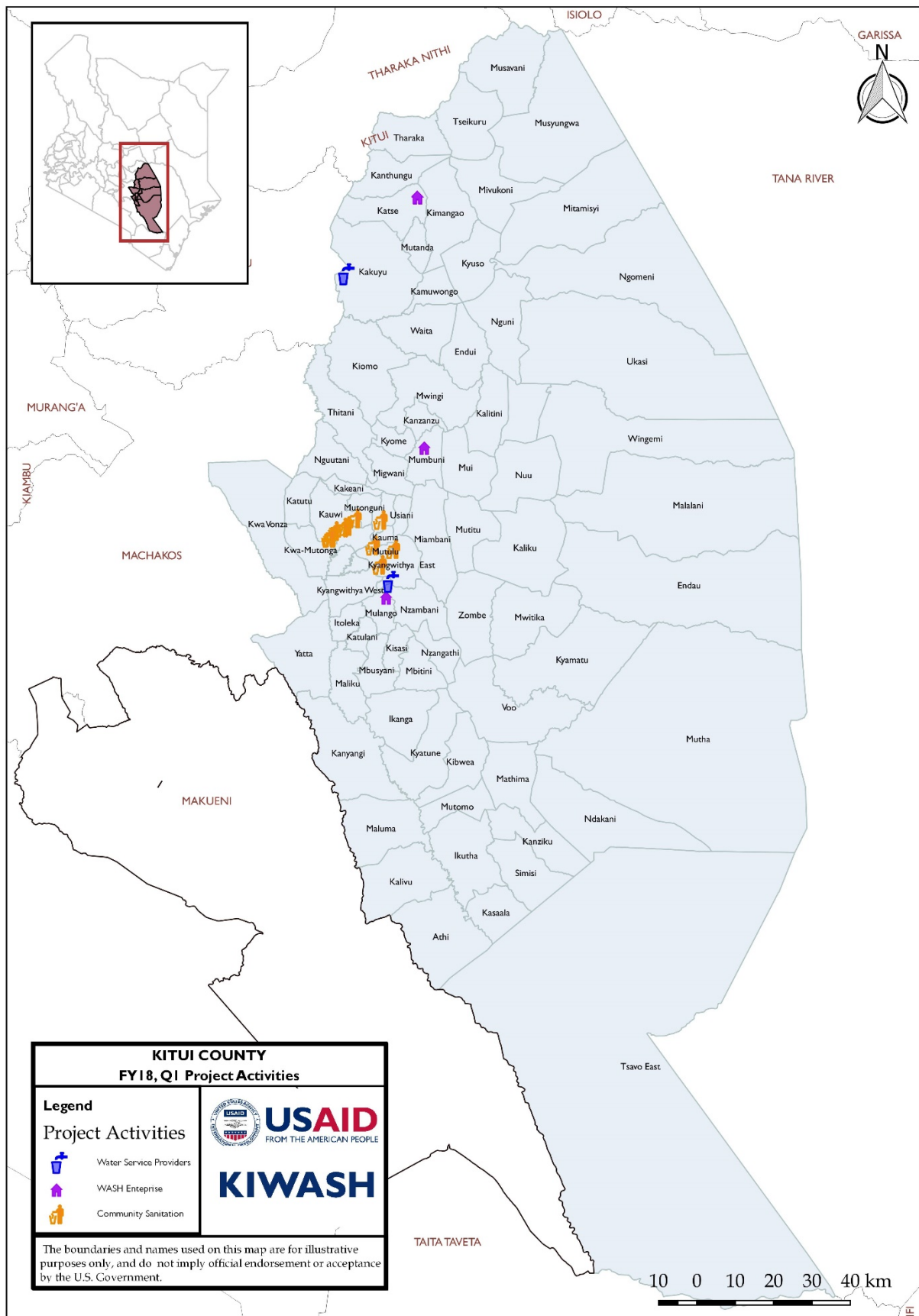
Total Amount in the approved budget for sub-awards: \$2,200,000

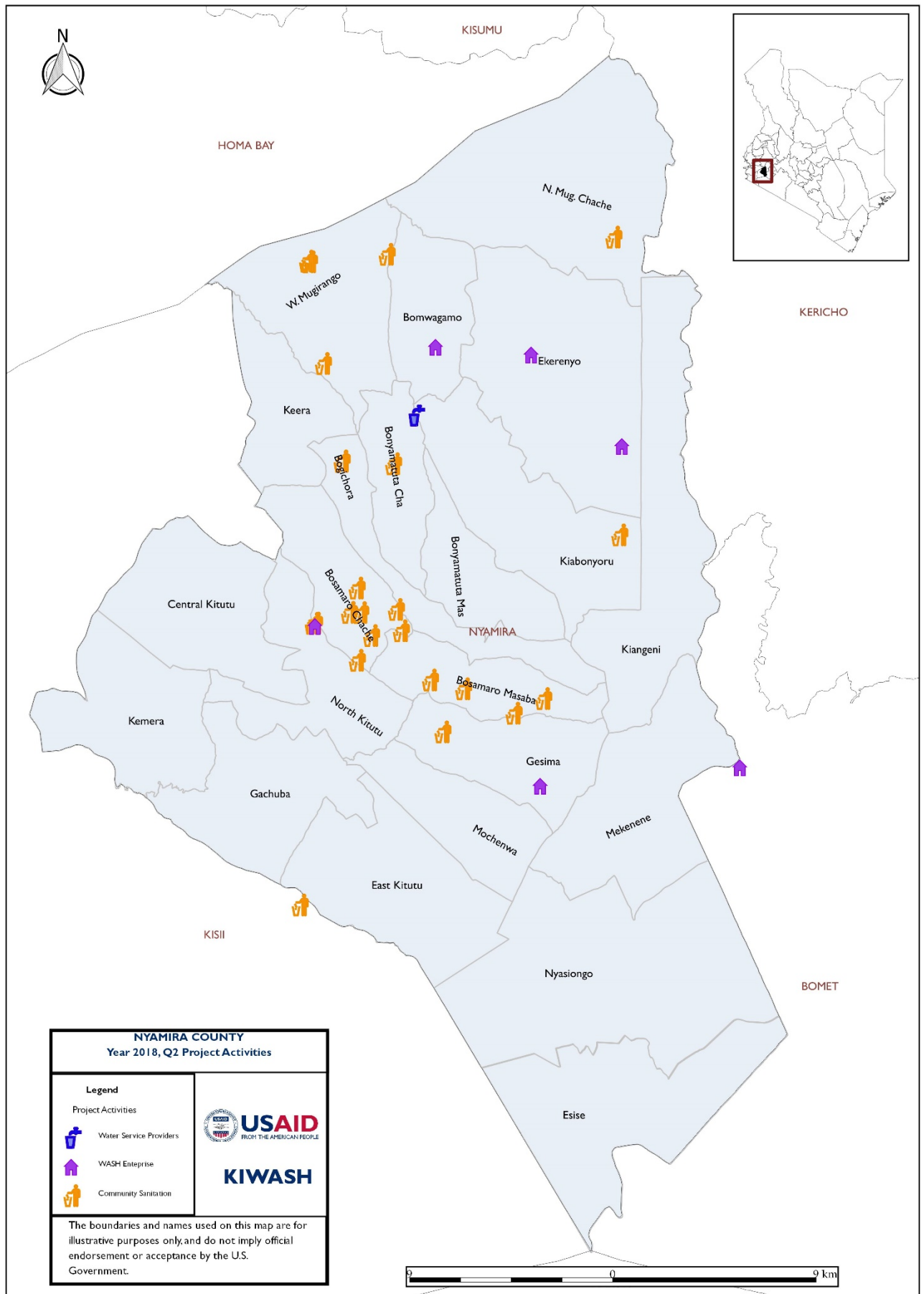
Total Amount sub-awarded to date: \$533,036

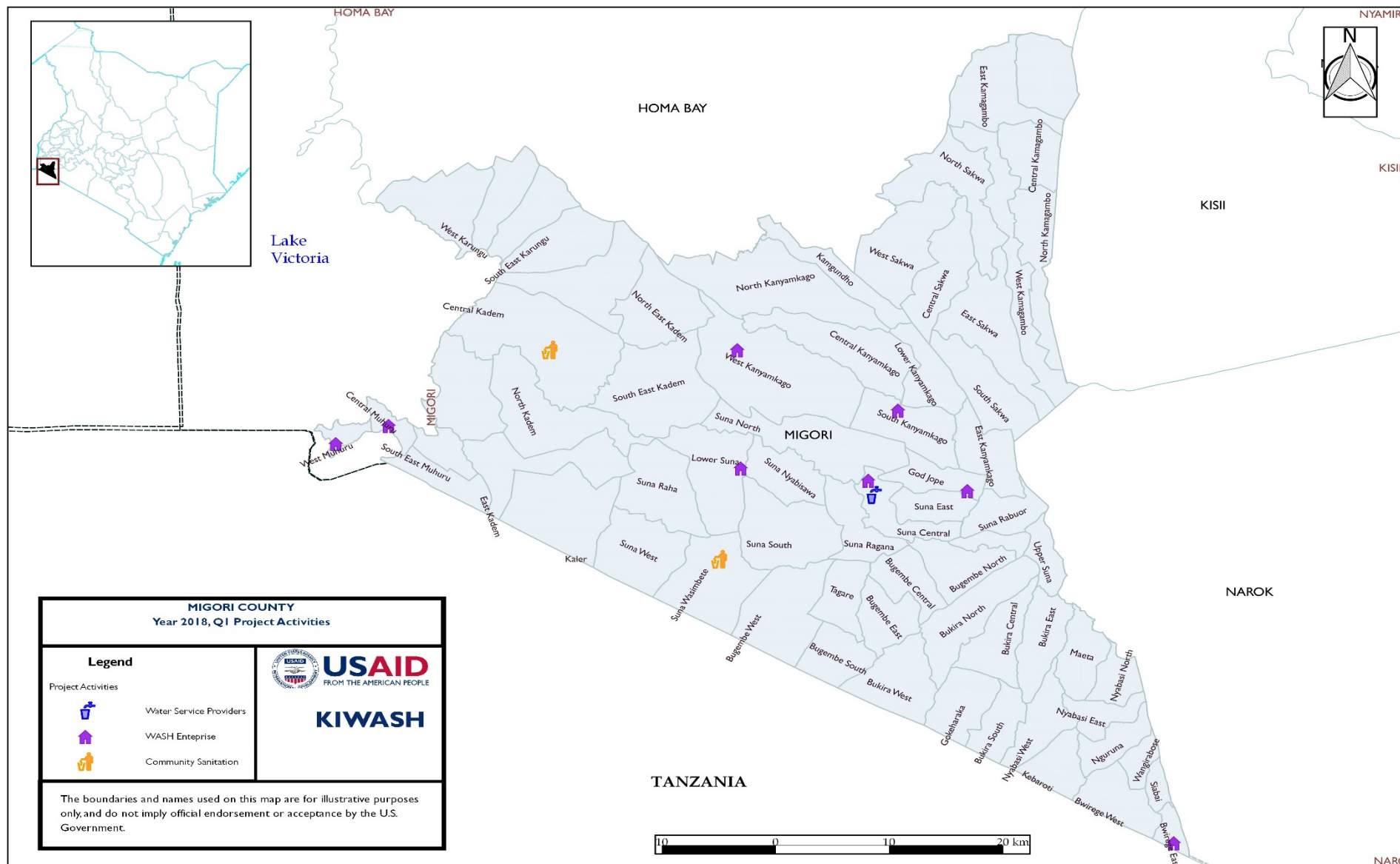
The following sub-awards were made this past quarter:

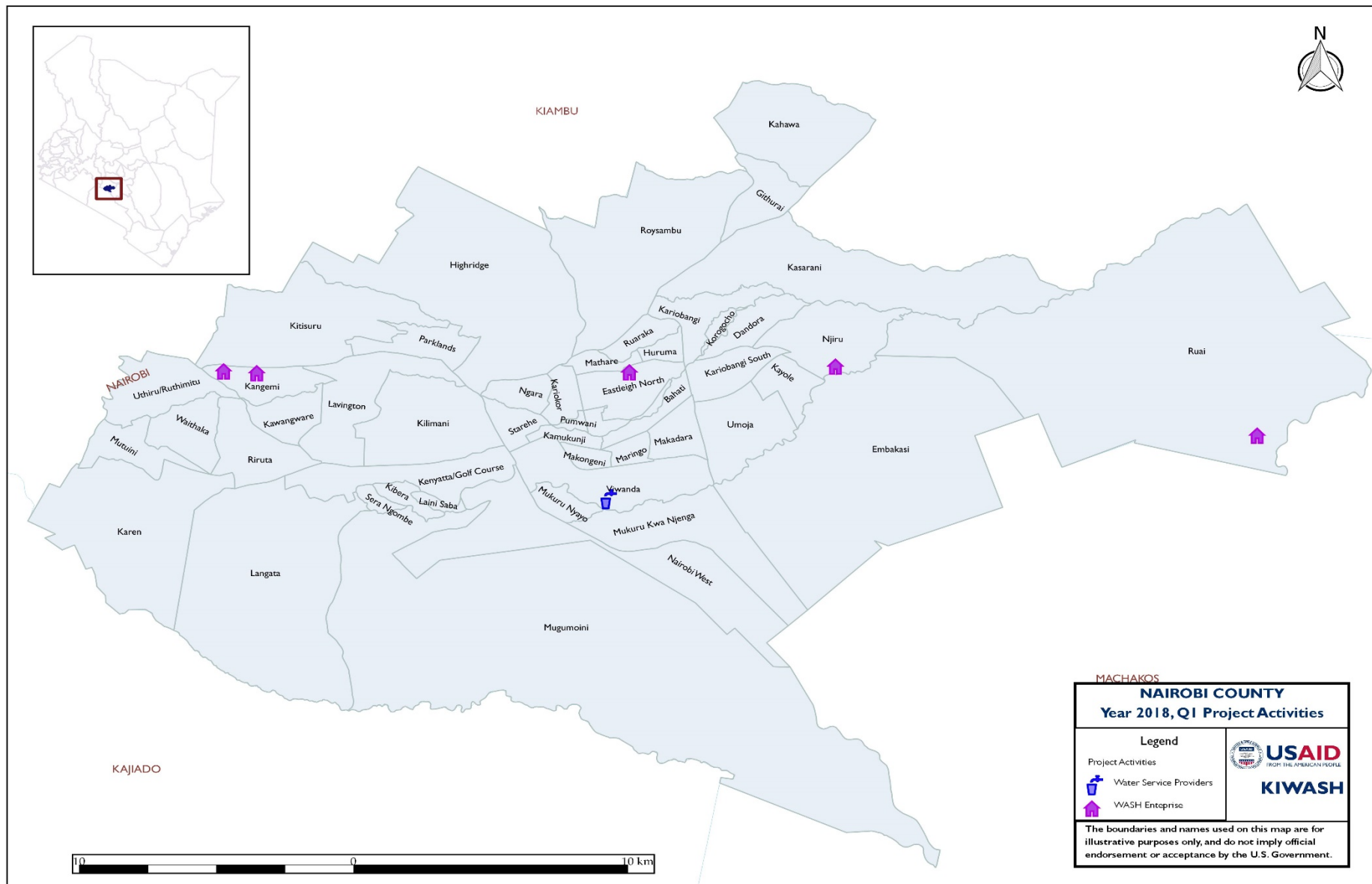
**Kakamega County Water and Sanitation Company
(KACWASCO): \$335,771**

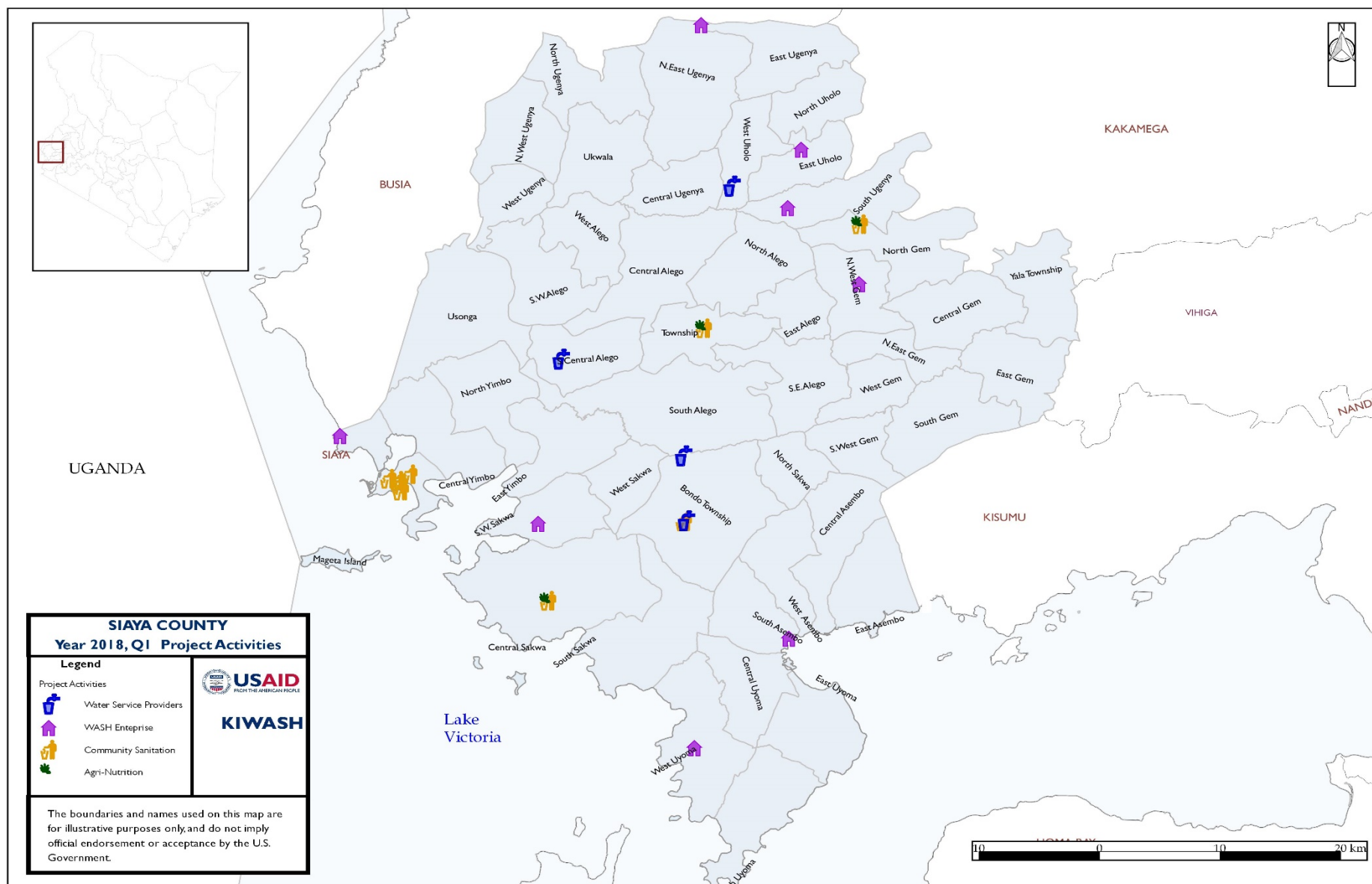
ANNEX I: COUNTY ACTIVITY MAPS











ANNEX II: SUCCESS STORIES AND SNAPSHOTS

Towards Self-Sustained Local Water Enterprises

USAID trains and mentors small water business owners to enhance capacity for expansion of water services in Kenya

Makutano Community Borehole Water project is the main water service provider serving four communities in Makueni County. The borehole has a high yield capacity of 26 cubic meters per hour, but it was operating at only half that capacity due to limitations in pumping and storage capacity.

To provide water, the project has been using electricity to power its pump, with a standby generator in case of power outages. However, the monthly energy costs of up to US\$30,000 were too high, putting water access at risk for over 10,000 people and thousands of livestock. Lack of skilled staff and limited water infrastructure also inhibited the project's ability to serve its target population.

Makutano Community Borehole Water project is one of the 107 water projects (also known as WASH enterprises) supported by KIWASH to improve the efficiency of their business operations and provide quality water service while also expanding water coverage to unserved populations. Through training workshops that focus in on-job coaching and mentoring, along with a direct grant for expansion and rehabilitation of the water infrastructure, KIWASH has worked with the Makutano Community Borehole Water project to improve customer care, staff and financial management, and infrastructure. The WASH enterprise also adopted a business model that aims to provide quality water services at reasonable prices while also generating enough revenue to sustain the business.

Because of these interventions, operations at the Makutano Community Borehole Water project have significantly improved: 2,500 new beneficiaries are accessing water through extension of the pipeline to Mathemba, a populated market area; and 3,000 more people have been connected to water. A recently installed solar powered pump is already drastically reducing power costs and increasing pumping capacity. It should improve water access to 20,000 beneficiaries by the end of 2018.

"I'm mostly glad for the solar pump that has reduced the monthly electricity bills and in turn lowered our operations and maintenance costs. We are making huge savings! This is enabling us to comfortably pay our bills and provide water services efficiently," says Peter Nganda, project chair. "We also expect our revenues to increase because of the new customers at Mathemba," he adds.

This project is a flagship model for sustaining community water projects by collaborating with county governments. Makueni County has committed to replacing the current 50-cubic-metre storage tank that is corroded and leaking with an elevated steel tank with twice the capacity to enable greater storage and gravity flow. The County has also promised to sink an adjacent borehole to provide more water.

An Accountable Water Provider = A Happy Customer

USAID targets water service providers with training to address operational issues in order to improve and expand services

Hellen Ikolomani, a 26-year-old mother of two, used to walk nearly a kilometer every day to fetch water from a well. “Carrying the water and rolling the bucket out of the well was strenuous and unsafe – especially at night. The water wasn’t very clean, either.” Hellen lives in Navakholo, a sub-county of Kakamega County. She has a water kiosk nearer to her home managed by Kakamega County Water and Sanitation Company (KACWASCO), but until recently, the water supply was unreliable, with vandalism often cutting off the water entirely. Hellen would have liked to use the water kiosk, but she did not like how unreliable the service was.

Hellen wasn’t alone in her opinions. In a recent KACWASCO customer satisfaction survey, customers complained of low water coverage, un-reliable water supply, a weak complaint management system, lack of integrity in billing and revenue collection systems, and vandalized water infrastructure.

The USAID Kenya Water Sanitation and Hygiene (KIWASH) project has been working with KACWASCO over the two years to help address these very issues. With our additional support, KACWASCO has developed a strategic plan and implemented a set of accountability measures to improve billing procedures, revenue collection, customer service and complaints management, and communication. Staff from KACWASCO and KIWASH also visited the Nakuru Water and Sanitation Company to learn about successful operations and management practices the water utility is employing.

“Thanks to KIWASH support, KACWASCO is proud to have institutionalized for the first time a customer engagement policy, customer service charter, marketing and communication plan, and finance policy and procedures. We have also automated our meter reading and billing systems,” said Mary Mariga, KACWASCO Customer Relations Manager.

Joshua Mwangi who owns a sanitation block business is also happy with the change. “I recently re-opened my business due to the reliable and affordable water supply from KACWASCO. They have improved their customer service; we can report cases of burst pipes and vandalism and get quick responses in attending to repairs, ensuring a steady water supply. The sanitation block is my only source of income since I retired from formal employment,” says Joshua.

Hellen has also noticed the difference. Instead of the long walk to the well, she is now able to visit her local water kiosk. “Water from KACWASCO is closer home, very clean and is available all the time,” she said.

Since implementing these accountability measures and system improvements, KACWASCO has added 11,000 new customers and has increased its monthly revenue from approximately US\$ 1.3million to US\$ 1.8 million. KIWASH is continuing to support KACWASCO as they implement their strategic plan to improve water delivery and sanitation services and increase water coverage and revenues.

Improved Farming, Better Health

Boosting the production of nutritious vegetables to boost health and incomes

A group of farmers in Busia County has discovered that they can use very little water to produce enough nutritious food for their families and surplus for sale. The Busibwabo Self Help Group, comprising 30 active members, is now growing fresh vegetables at their homes thanks to support received from the USAID KIWASH project. KIWASH provided the farmers materials to establish the gardens, including shade nets, chicken wire, watering cans, manilla sacks, and certified vegetable seeds.

The Busibwabo Self Help Group was first formed in 2015. With support from USAID'S Feed the Future initiative, they established the first milk collection and selling center at the local market in Busibwabo. KIWASH is now leveraging this initial success and promoting small-scale irrigation systems in small farms and kitchen gardens to increase the production of nutritious foods and boost incomes through the sales of surplus produce. This work is advancing the U.S. Government's goals of improving access to water, reducing hunger, and improving nutrition.

As lead farmer and secretary of the Busibwabo Self Help Group, Johnstone Wesonga and his wife are proud that they have trained and helped group members establish simple gardens using local materials. "We have come a long way from just consumers to producers. My wife and I have not bought vegetables since we started this kitchen garden. It is more than enough for us, and we sell the surplus. We receive many visitors each day who are curious to learn how to establish simple gardens and grow different types of vegetables and fruits using very little water and space," said Wesonga.

Farmers are particularly intrigued to discover that they can use materials they would normally throw away to grow vegetables, such as old pots, buckets, tyres and cans. These containers require very little space and water, making it possible to grow healthy vegetables in almost any setting.

The Busibwabo Self Help Group has reached 1,200 households in 24 farmer groups with the knowledge of growing nutritious food at home using limited resources. The group has embarked on a venture to grow vegetables commercially after investing in a drip irrigation system with a solar powered water pump, through an agribusiness company partnering with KIWASH. Plans are underway to establish a grocery store next to their dairy hub at the market to sell fresh vegetables produced from the irrigated farm. Revenues from the store will be distributed to all members, providing them more income and further strengthening their livelihoods.

ANNEX III: LIST OF DELIVERABLE PRODUCTS

No.	Title	Date Submitted	Status
1	Contract Performance Monitoring Plan	October 28, 2015	Approved
2	Branding Implementation and Marking Plan	October 28, 2015	Approved
3	Annual Work Plan	November 28, 2015	Approved
4	Annual Performance Monitoring Plan	November 28, 2015	Approved
5	Process for Engagement	November 28, 2015	Approved
6	Coordination Plan	November 28, 2015	Approved
7	Environmental Mitigation and Monitoring Plan	November 28, 2015	Approved
8	Construction Plan	November 28, 2015	Approved
9	Procurement Plan	November 28, 2015	Approved
10	Grants Project Plan	November 28, 2015	Approved
11	Monitoring and Evaluation Plan	December 28, 2015	Approved
12	Gender Equality & Women's Empowerment Plan	December 28, 2015	Approved