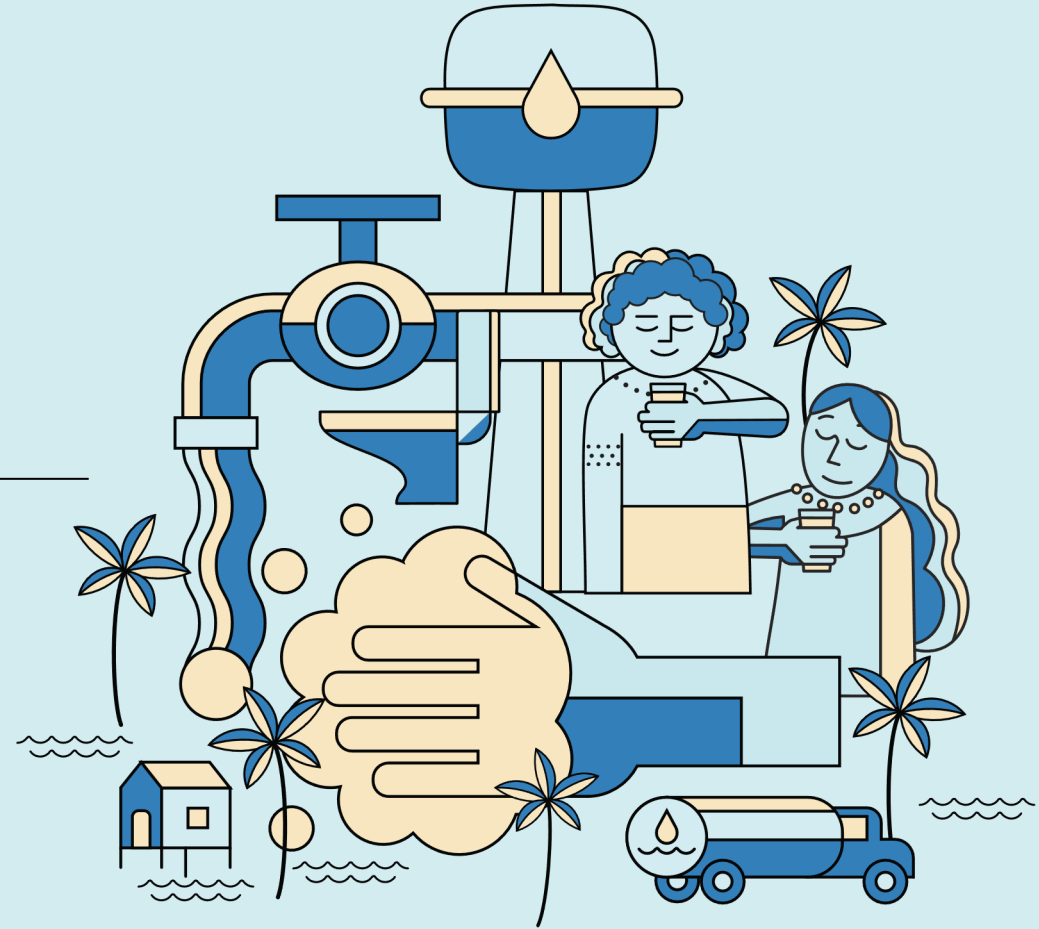


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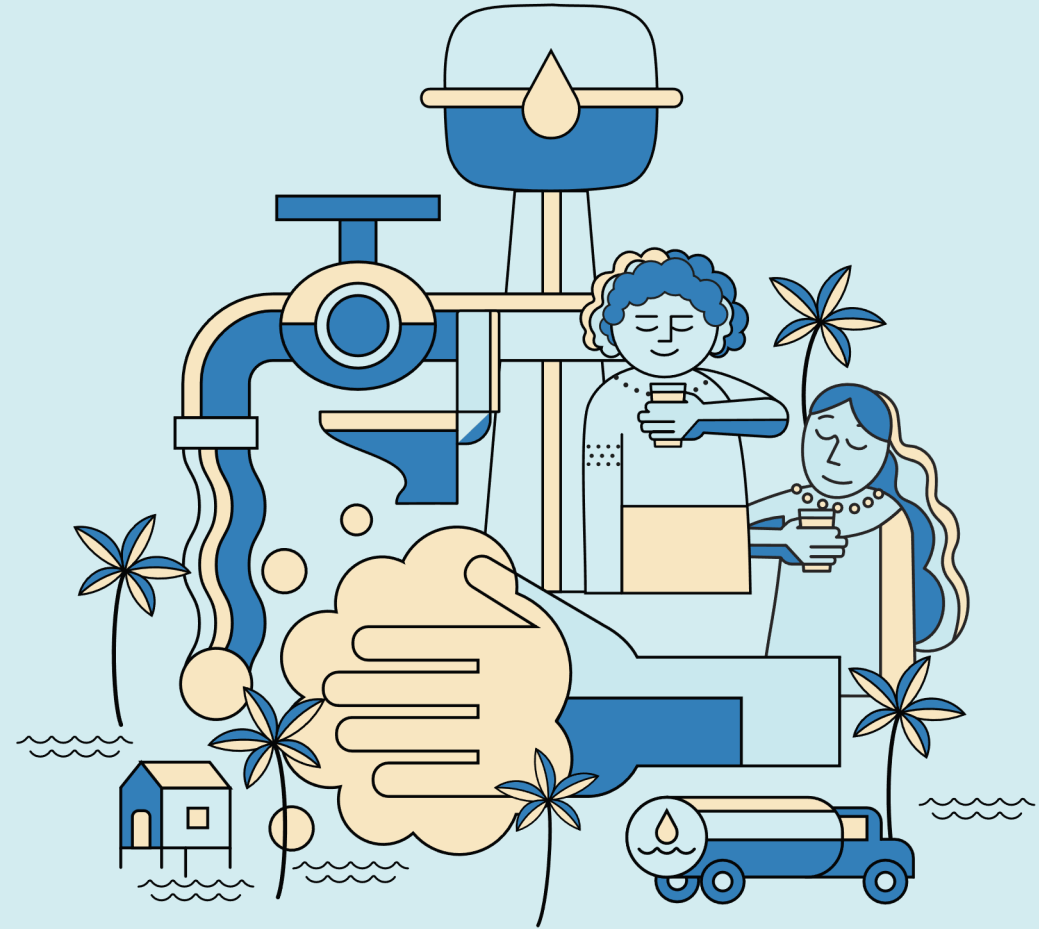
Pacific WASH

WEBINARS



Pacific utilities delivering WASH services in peri-urban areas

17 August 2022



We will begin shortly.
Participants, kindly note the following for this seminar

Please rename your Zoom name to:

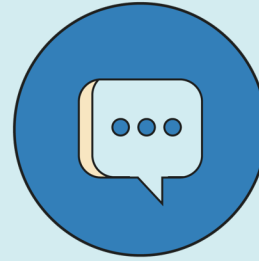
Name, Org or Project
(e.g. Las Fernando, ADB)



**Please turn your mic off
during the presentation**



**Raise hand
when you want to talk**



**Use the chat box
for questions/concerns**



**We have a Q&A portion
after the presentation**

Webinar schedule

Time	Speaker
10am AEST	Welcome – Kate Walton, Gender and Development Specialist, Pacific WASH TA
10.00am	Leah Gutierrez – Pacific Director General, ADB
10.05am	Lusia Sefo-Leau – CEO, PWWA
10.10am	Presentations: 1. Alisi Senikuta & Vasiti Seruvatu - Water Authority of Fiji's community engagement 2. Georgina Hou - Solomon Water's hygiene promotion and water supply & sanitation for vulnerable communities projects 3. Erick Hale & Michelle Abel - Live and Learn Environment Education's hygiene behaviour change activities in Solomon Islands 4. Brian Inomea & Tom Rankin - Plan International's hygiene promotion & sanitation improvement activities in Solomon Islands 5. Ken Marshall - sanitation loan scheme in Solomon Islands
10.25am	
10.30am	
10.45am	
11.00am	
11.05am	Q&A session
11.15am	Closing and photograph

Introducing the speakers



Vasiti Seruvatu

WASH & Behavior Change Expert
(ADB Pacific WASH TA consultant)



Alisi Senikuta

Community Engagement Officer
Water Authority of Fiji



Michelle Abel

Director – Communications, Knowledge & Learning
Live & Learn Environmental Education, Australia



Erick Hale

Project Coordinator, ADB – Solomon Project
Live & Learn Environmental Education, Solomon Islands



Tom Rankin

Senior WASH Advisor
Plan International Australia



Brian Inomea

Senior Construction Officer, Urban WASH
Project
Plan International



Georgina Hou

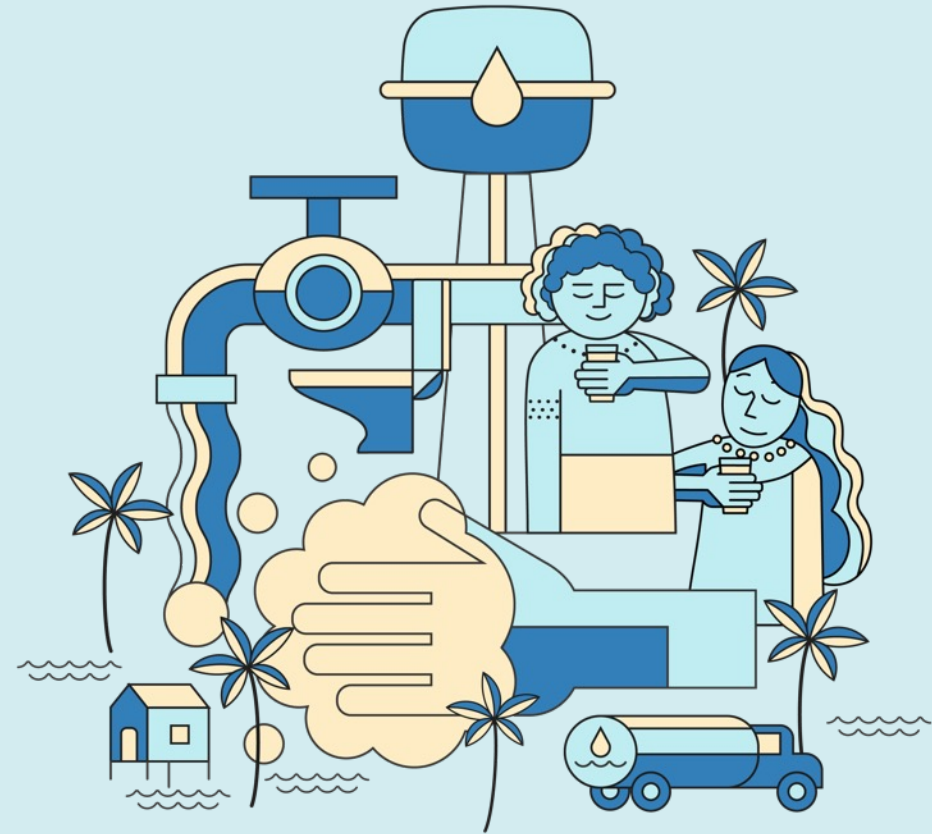
WASH National Officer
Solomon Water



Ken Marshall

WASH Specialist
ADB-Solomon Water Project

Water Authority of Fiji (WAF) and community engagement on WASH



TA-6551 Goal

To strengthen the capacity of Pacific Developing Member Countries to prevent disease transmission through enhanced WASH practices and an associated enabling environment.

Interventions in Fiji include:

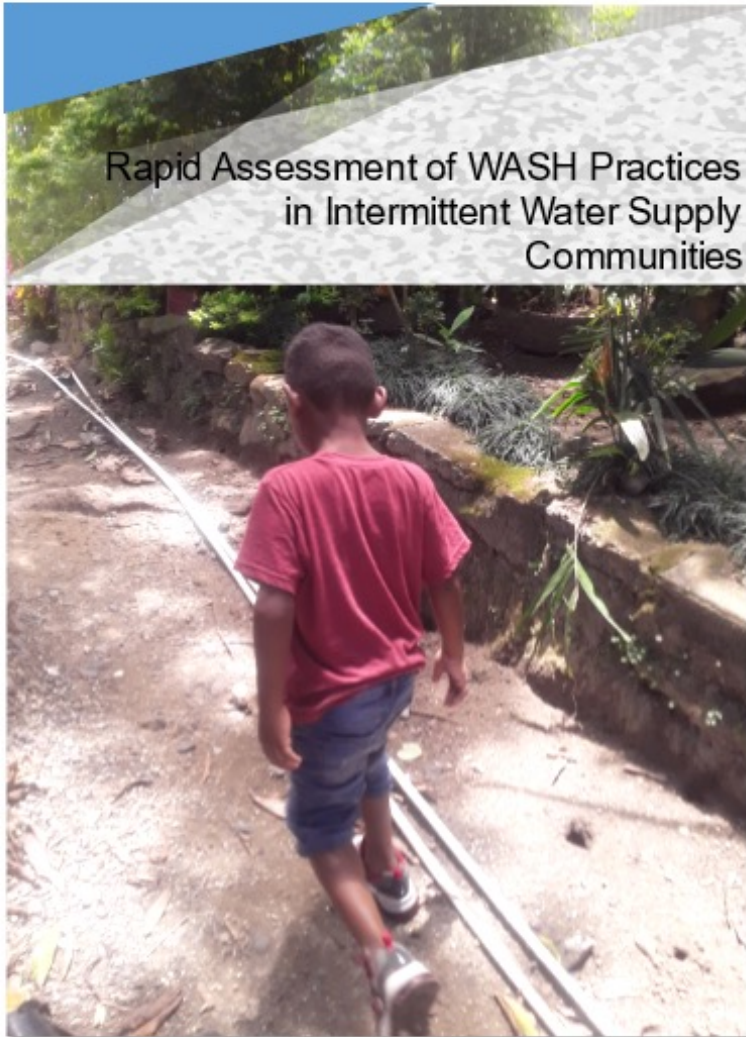
Output 1: WASH practices in households and public places improved

- Behaviour change/hygiene promotion activities on WASH in households, communities, and schools
- Installation of inclusive handwashing facilities in public areas

Output 2: Enabling environment improved and sustainable hygiene strengthened

- Establishing and improving WASH sector coordination
- Water safety planning (inter-agency partnership)
- Business continuity planning (WAF)
- Asset management and maintenance (WAF)
- Safety measures for sanitation workers (WAF)





Needs Assessment Survey

AIM:

To gather information on knowledge, attitudes, and behaviors towards WASH practices during the pandemic in 13 communities in the TA's target areas for Fiji.

OBJECTIVES:

1. Obtain baseline data on households and public places
2. Identify risks and opportunities to strengthen TA activities and improve sustainability

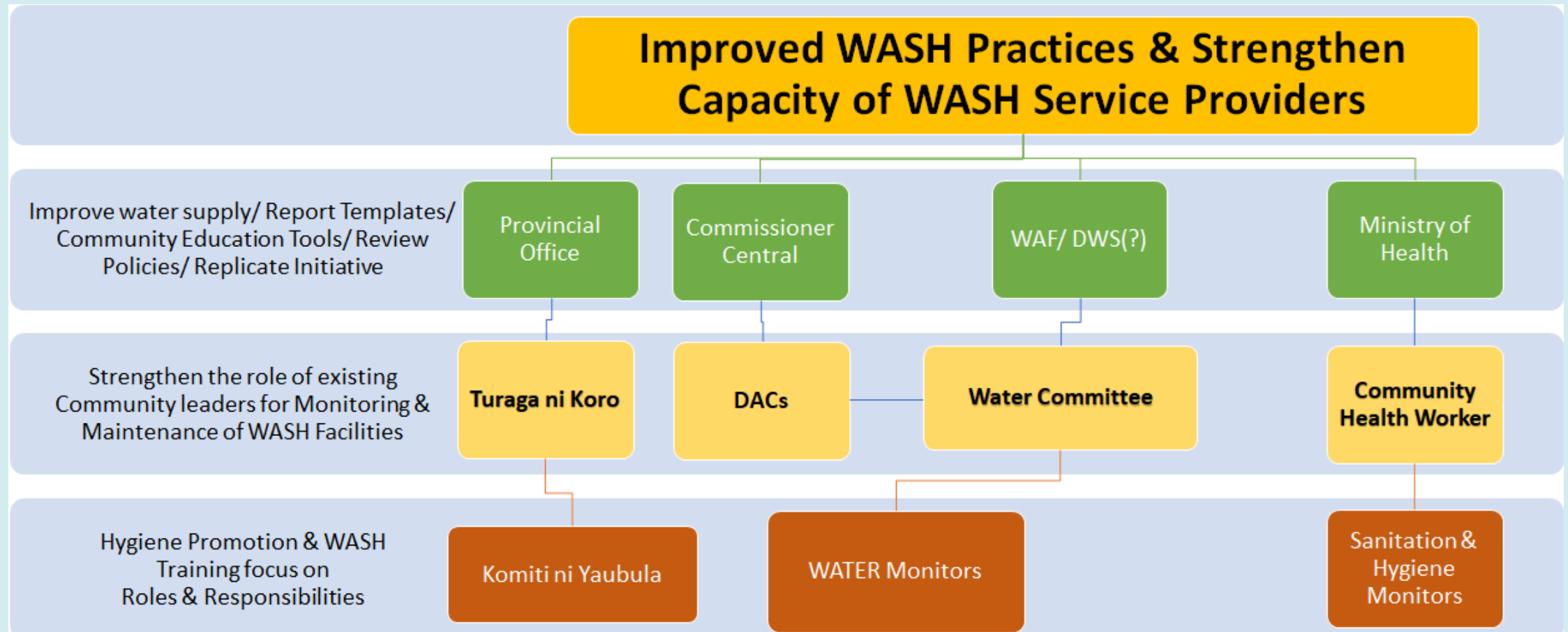
LOCATION:

217 respondents from the 7 villages in Tailevu and Rewa Provinces and 6 Informal Settlements.

(Drekena, Nasilai, Nabua, Nadoi, Nakaile, Matainoco, Naivakacau Villages. Caubati Koro, Veiraisi, Upper Jittu, Muanivatu, Marata, Kalekana Settlements.)

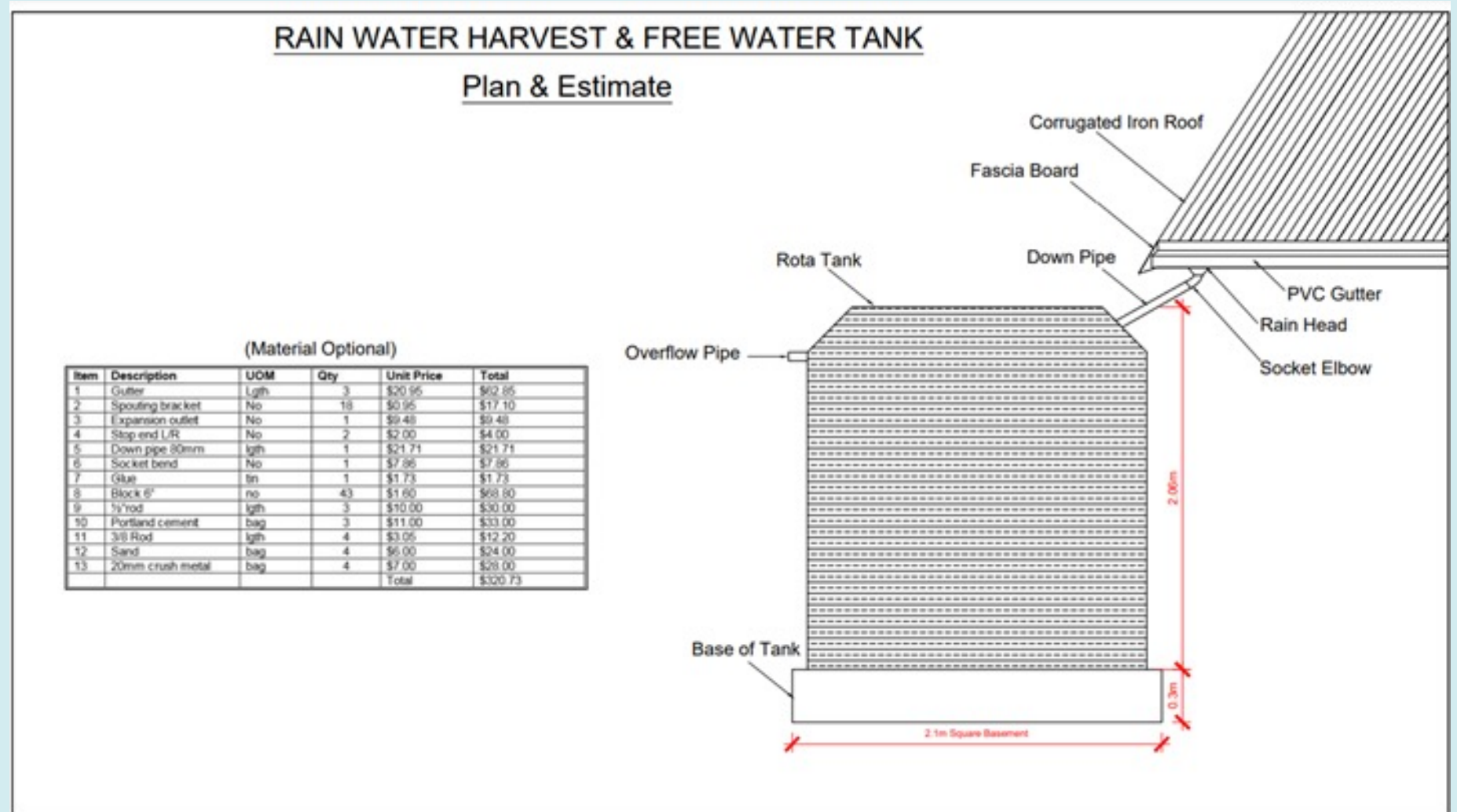


Proposed Activities



WAF Community Engagement Unit

1 Rainwater harvesting tank initiatives



2 Water carting services

<i>Central Eastern Water Cart Fortnightly Schedule</i>		
Week	Days	Areas
1 and 3	Day 1	<u>Baulevu, Vunibitukau, Kasavu, Qiolevu, Ulusavuidua</u>
	Day 2	<u>Tauli, Nakadi, Waidalice, Logani, Loganisebi, Waikulua</u>
	Day 3	<u>Nakorolevu, Nakalawaca, Matamaivere, Naisausau, Namara District, Namara Nursing</u>
	Day 4	<u>Vuagalei, Vereta ucunivanua, Vunibokoi District, Naiborebore</u>
	Day 5	<u>Visa, Bautikina, Naiqiriqirinilali Rd, Koko rd, Uluiloli</u>
2 and 4	Day 1	<u>Motivi, Vunidawa, Lomaivuna, Serea, Vatunilose,</u>
	Day 2	<u>Vatukorosia, Delaiwaimale, viria, Naqali</u>
	Day 3	<u>Nasi, Muaniweni,</u>
	Day 4	<u>Wainadoi, vunisoco, Cakaunisici, Waikasaniura</u>
	Day 5	<u>Sawani Hill, Pritam Singh, Matanikoro</u>

Process

- Customer to log request on 1507 (toll free line)
- Customer is informed of their water cart scheduled date as per attachment
- 2000L per household
- Areas that we provide water carting to are areas that are depended on rainwater as their main source of water and intermittent supply areas

Community Outreach



Scope of Work: ADB-WAF

- Design and Implement a joint campaign to improve WASH conditions and service delivery in the intermittent areas in urban and rural urban settlements.
- Build on the findings and recommendations of the WASH baseline survey;
- Improve water service levels to communities in intermittent supply areas, and improve access and reduce water scarcity for vulnerable households;
- Contribute to and strengthen the resourcing of WAF's Community Education Unit;
- Demonstrate the value of service improvements for both communities and WAF.

Current Activities

1. Procurement for 46 rainwater harvesting tanks for people living with disabilities.

Phase 1:

- Water Governance, Hygiene Behavioural Change Training
- Completion of base and guttering
- Safeguards Plan

Phase 2:

- Installation of Rainwater Harvesting Tanks

Phase 3:

- Water Governance Training and basic Plumbing Training for Water Committee
- Monitoring & Evaluation

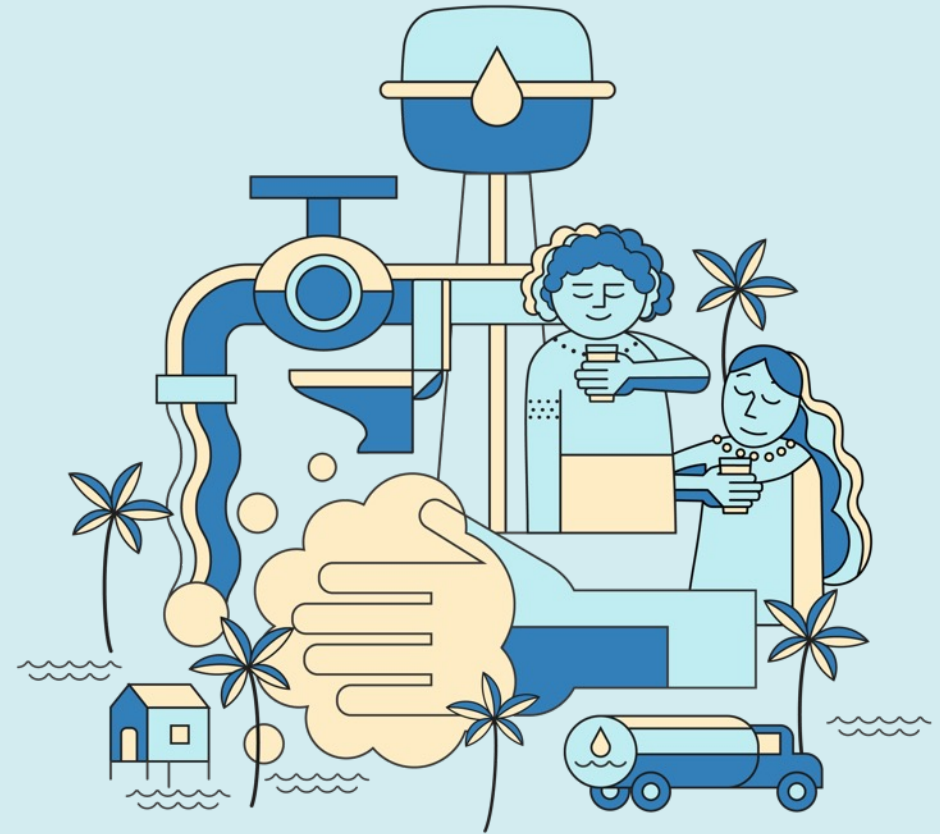
2. Development of Information, Education and Communication IEC Materials

- Water Use meter.
- Where does my water come from?
- Connection to sewer system
- Operation and maintenance of water systems.

3. Support DAC Rewa & Tailevu

- Distribute 150 20l water storage buckets and handwashing soap to 25 people living with disabilities
- Support REACH Program

Vinaka Vakalevu





Content

- Solomon Water – Who we are and what we do
- Overview of SW WASH Program



About Solomon Water (SW)

Vision

Safe Water For A Healthy Nation

Mission

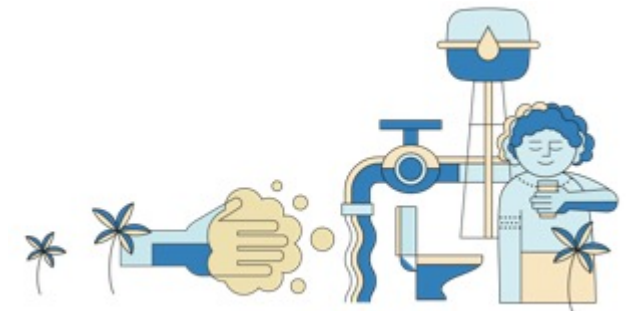
To provide reliable and safe water supply and sewerage services within our area of operations in Solomon Islands, while working in partnership with the community to plan, deliver and operate infrastructure in a manner that seeks to minimise the social and environmental impacts of our activities

- State-owned enterprise established in 1992 to provide municipal water and wastewater services.
- Operate in Honiara, and in three provincial urban centers - Auki, Noro and Tulagi (Gizo).
- 15,000+ domestic and commercial customers.

SW WASH Projects

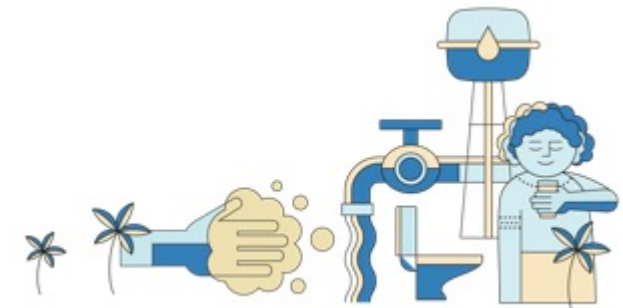
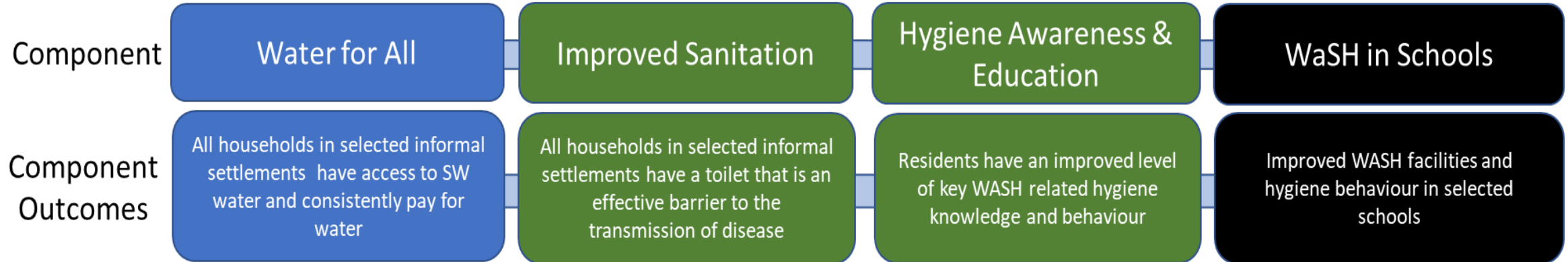
(1) Hygiene Promotion Project (UWSSSP)

**(2) Water Supply and Sanitation for Vulnerable Communities
(SW-WSSVCP)**

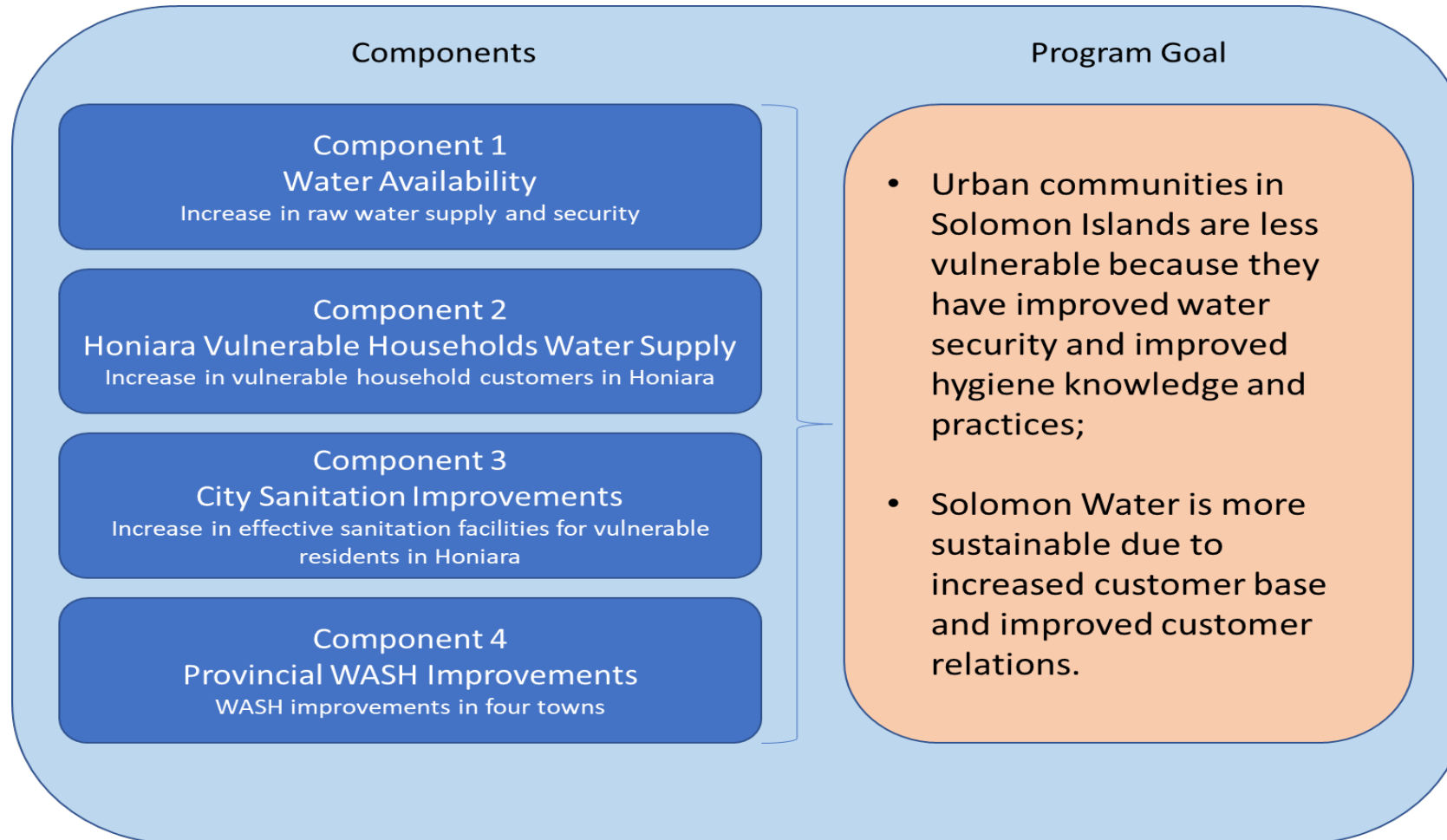


Expected Outcomes

- Improved WASH status of urban (informal and formal) residents of the Solomon Islands
- A proven and scalable model for engaging residents of informal settlements that results in improved WaSH status



Water Supply and Sanitation for Vulnerable Communities Project



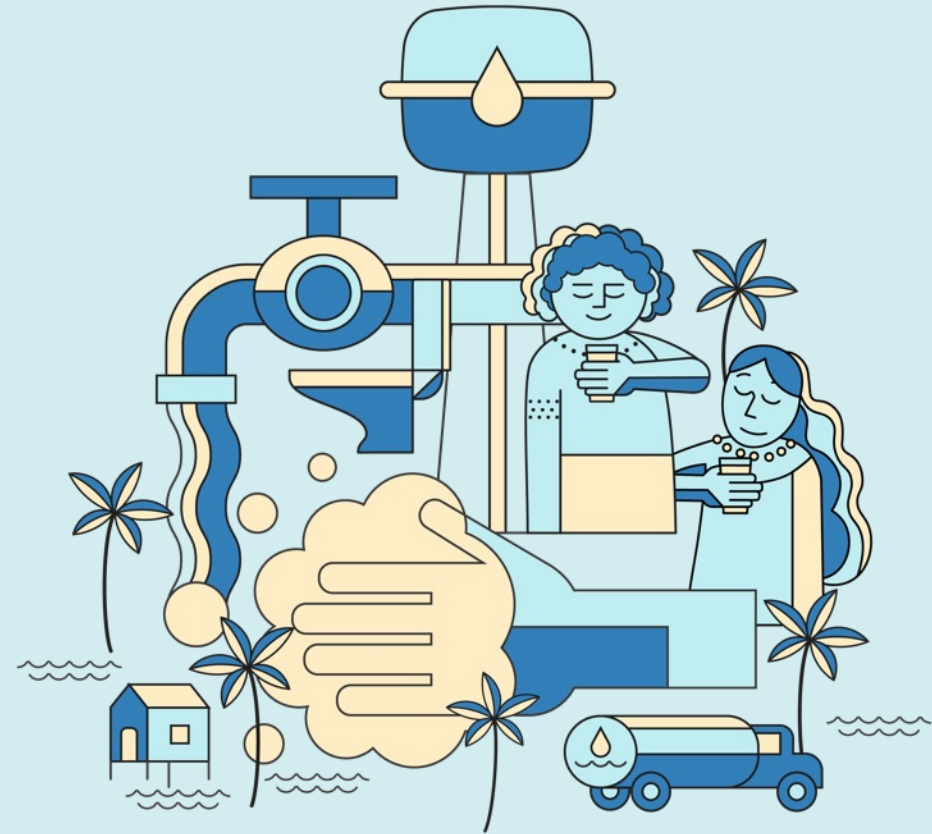


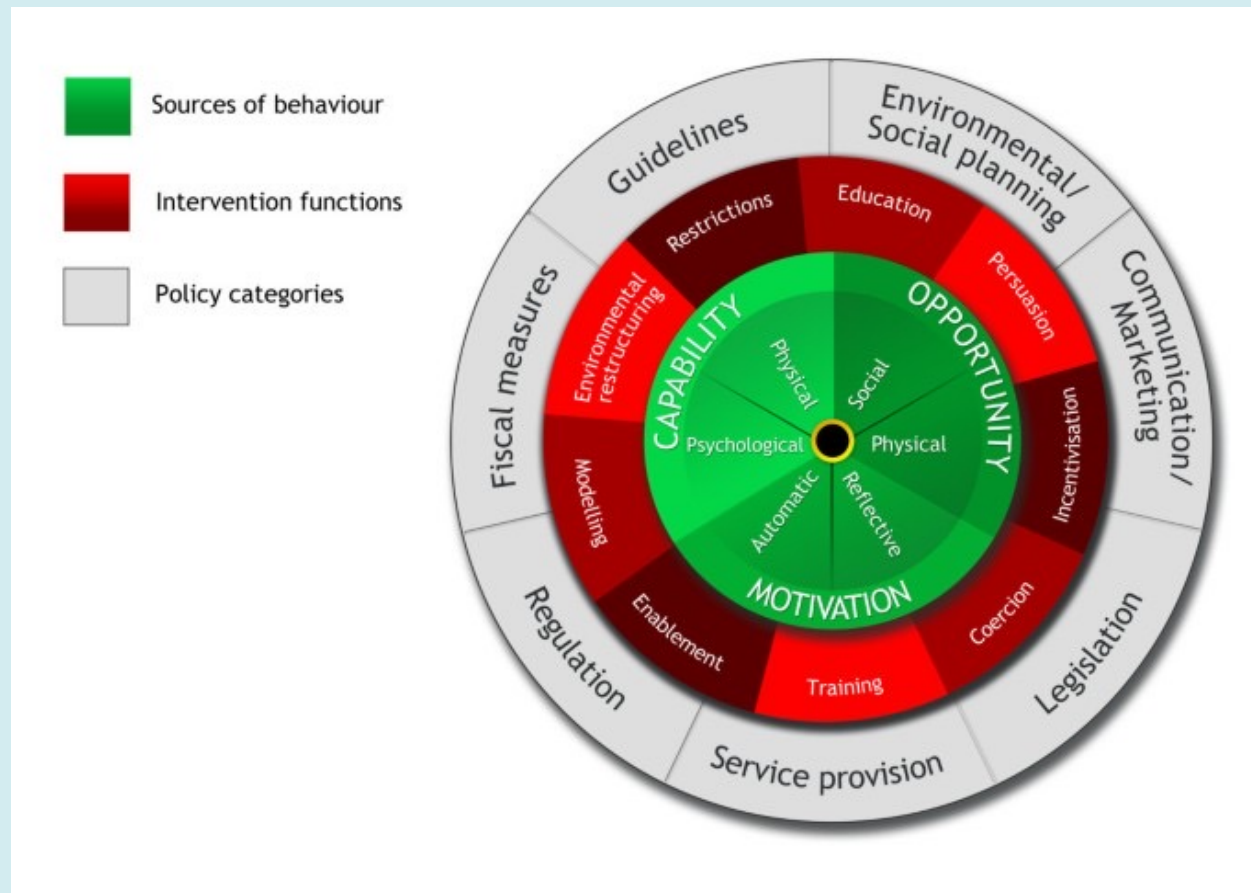
Tagio tumas

Hygiene Behaviour Change

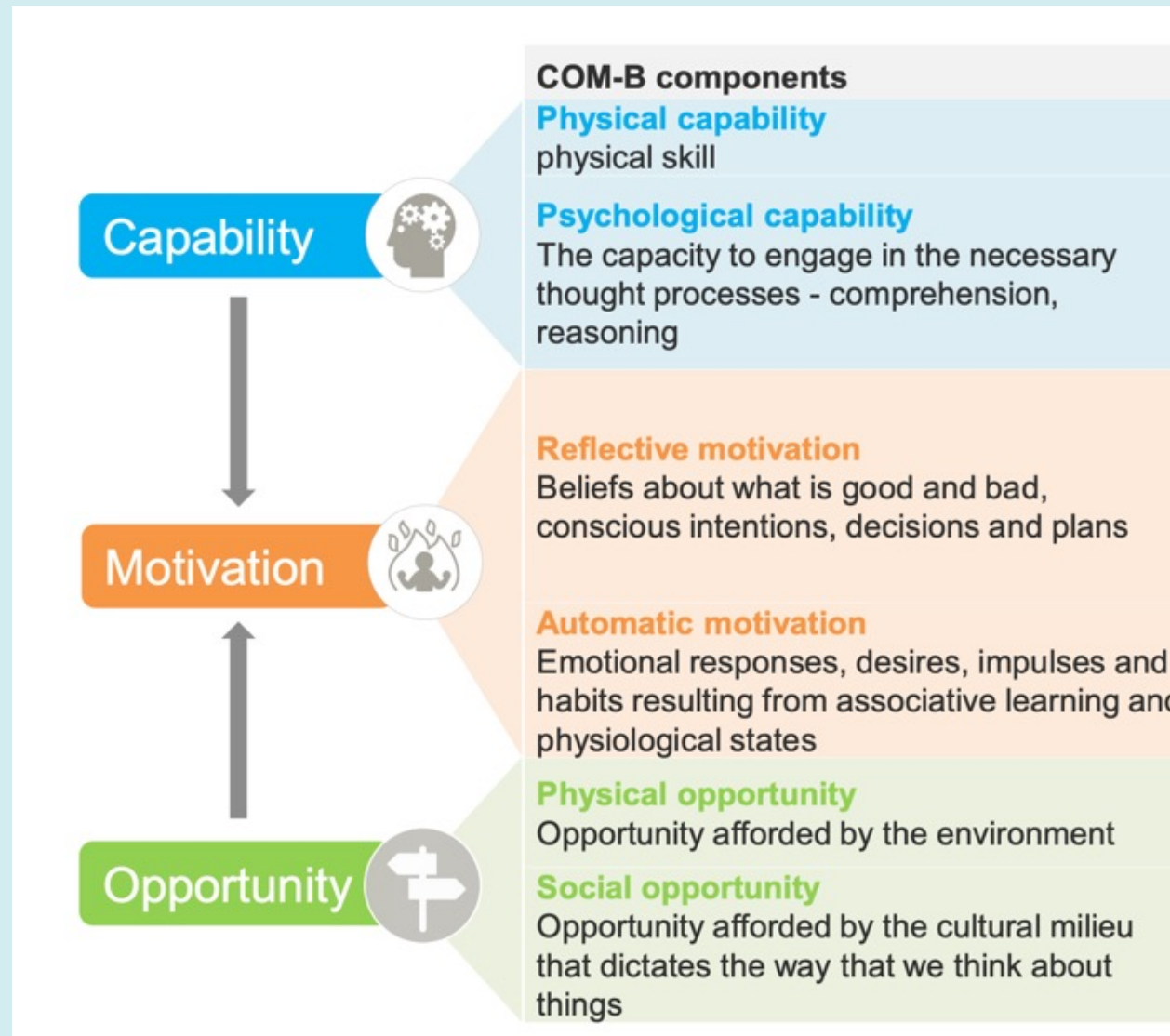
Erick Hale – Live & Learn Environmental Education
Solomon Islands

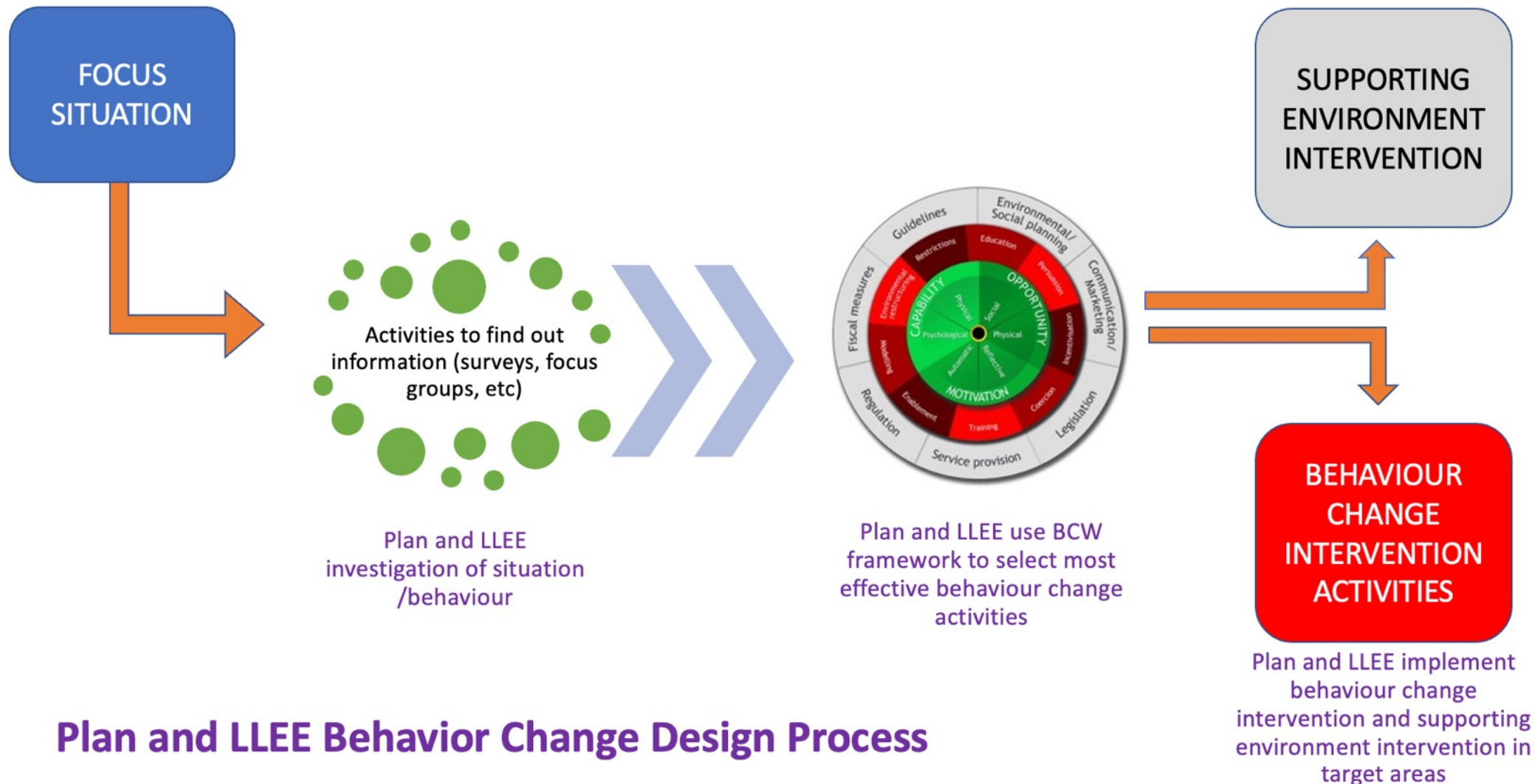
Michelle Abel – Live & Learn Environmental Education
Australia



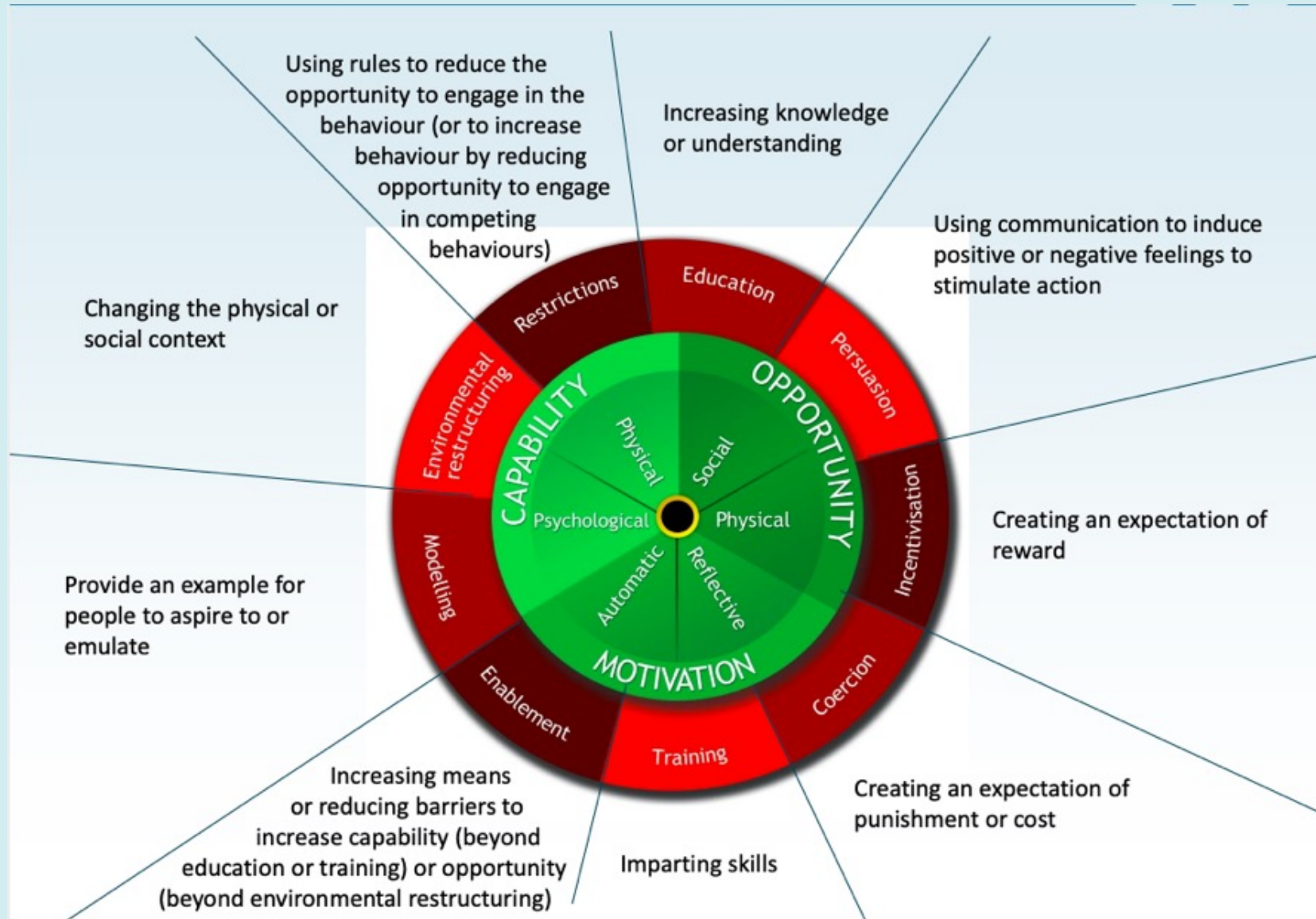


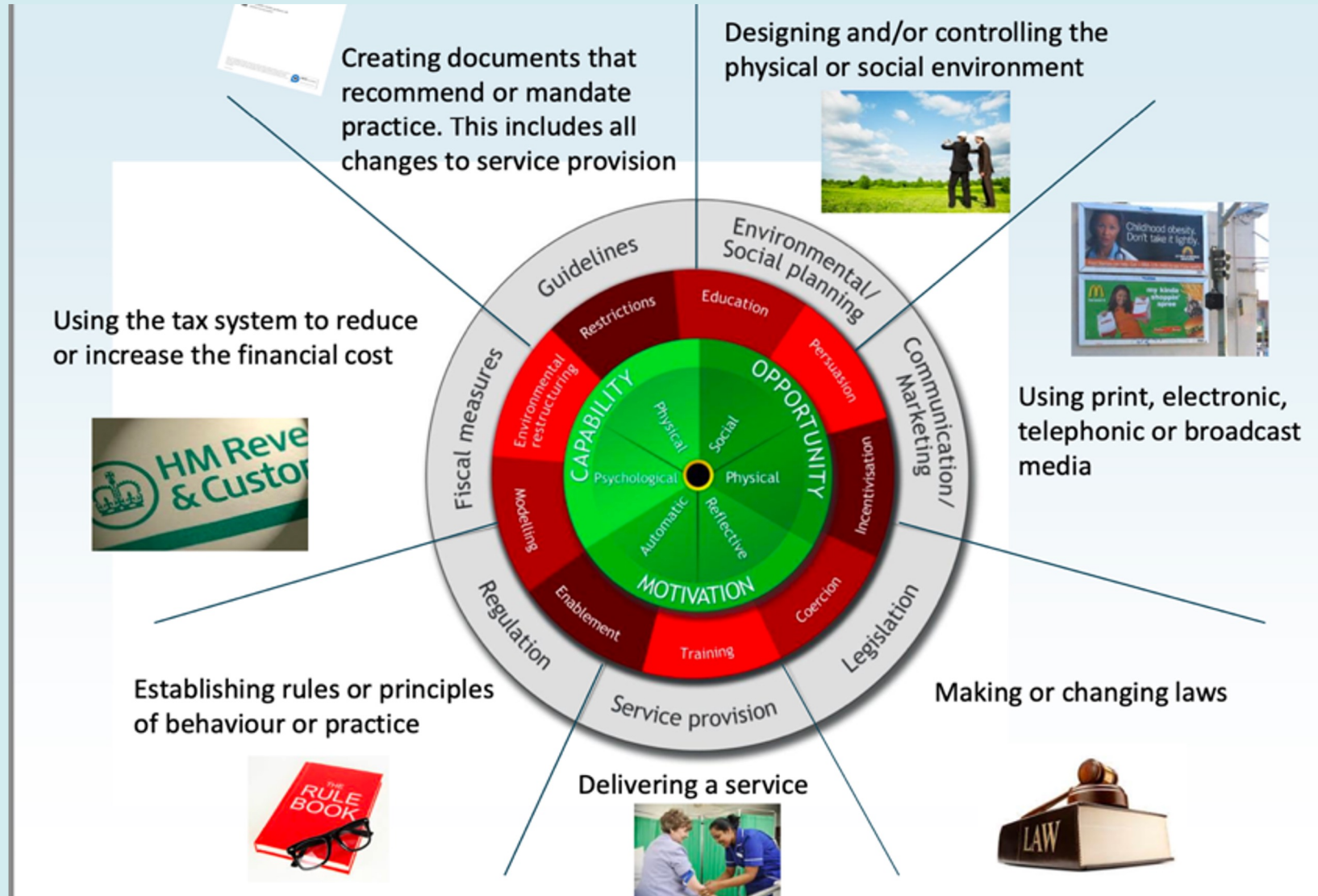
Behaviour Change Wheel: A model used by LEE and Plan to investigate drivers of behaviour and design campaigns to influence behaviour





Plan and LLEE Behavior Change Design Process





The Behaviour Barrier Analysis

- Uses 14 simple questions to cover 12 different behaviour determinants.
- The survey identifies “DOER” or “NON-DOER” of the Behaviour Statement.
There is no stigma attached to being in one category or another (respondent is not aware of the categorisation).
- The point of difference is to determine enabling factors and barriers for DOERS and NON-DOERS of the target behaviour.



Behaviour Change Wheel: 6 Step Design Process

1

**Understand the
behaviour context**

3

**Define target behaviour,
location and audience**

5

**Determine interventions,
including feasibility
assessment**

2

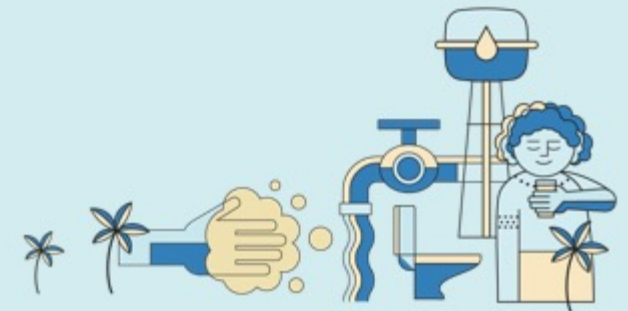
**Capability, Opportunity,
Motivation (COM-B)
Evidence Assessment**

4

**Define specific
behaviour statements**

6

**Identify policy or
government support**



	Physical	Psychological
Capability	<p>Physical skill, strength, or stamina</p> <ul style="list-style-type: none"> Households have the physical skill to build a suitable hand-washing facility Households can access affordable materials to build a suitable hand-washing facility 	<p>Knowledge or psychological skills, strength, or stamina to engage in the necessary learning or thinking</p> <ul style="list-style-type: none"> Households have the technical skills to know how to build a suitable hand-washing facility Households know that washing hands before food preparation is critical Households know that washing hands after contact with baby / child poo is critical
	Physical	Social
Opportunity	<p>Physical opportunity provided by the environment involving time, resources, locations, cues, and other physical attributes</p> <ul style="list-style-type: none"> Being able to collect enough water to wash hands (as well as drinking water and cooking needs) because there is a working water source close to the house, and suitably sized water carrying containers Being able to practice hand-washing with soap because soap is always available at household hand-washing facilities 	<p>Social opportunity due to interpersonal influences, social cues and cultural norms that influence the way we think about things, including the words and concepts that make up language</p> <p>Strengthen interpersonal influences through social cues that promote hand-washing building on the following drivers:</p> <ul style="list-style-type: none"> Prestige/pride for having a good household handwashing facility Nurture for children's health through washing hands before cooking and after contact with baby / child poo
	Automatic	Reflective
Motivation	<p>Automatic motivation involving emotional reactions, desires (wants and needs), impulses, inhibitions, drive states and reflex responses</p> <p>Nudges and prompts to support development of automatic response (habits) - such as brightly painted and/or aesthetically pleasing hand washing facilities</p>	<p>Reflective motivation involving plans (self-conscious intentions) and evaluations (beliefs about what is good and bad)</p> <ul style="list-style-type: none"> Conscious intention to collect enough water for all daily needs – including hand-washing Strengthen belief that washing hands before cooking and after contact with baby / child poo is as important as washing hands after going to the toilet

Behaviour Statement Development

Intervention Target	Increased hand-washing with soap
AUDIENCE: Who needs to perform the behaviour?	All members of the household
TARGET: What is the subject of the behaviour?	Increased handwashing at critical times
ACTION: What does the person need to do differently to achieve the desired change?	Wash hands with soap
CONTEXT: Where will they do it?	Household hand-washing facility
TIME: When will they do it?	At critical times (before cooking, eating and after going to the toilet) and especially before food preparation and after contact with baby / child poo
Behaviour Statement - proposed	<p>Who does What to What, Where and When</p> <p>All household members wash their hands with soap at critical times (before cooking and eating and after going to the toilet), especially before food preparation and after contact with baby/child poo</p>

3 Interventions selected and developed in campaign

1

Intervention 1 – Education (Psychological Capability)

Provide education to communities with reference materials (poster, stickers, videos) on contamination of food if hands are not washed with soap before food preparation, and if hands are not washed with soap after contact with baby / child poo, and after going to the toilet

2

Intervention 2 – Environment & Modelling (Social Opportunity)

Community leaders / influencers model and promote washing hands with soap before cooking and after contact with child faeces, and after going to the toilet

3

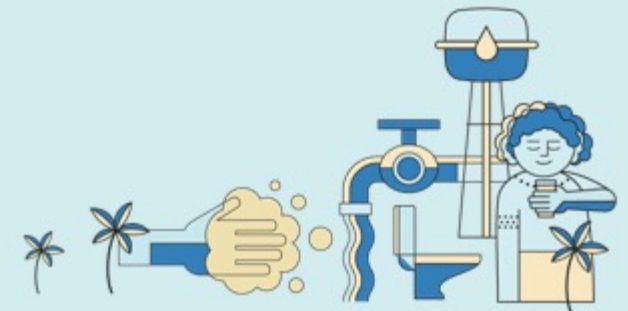
Intervention 3 – Persuasion (Reflective motivation)

Creative persuasion campaign for women and men to feel positively about always washing hands with soap before cooking and after contact with baby / child poo, and after going to the toilet



Each proposed intervention has been assessed for viability and effectiveness using the APEASE framework:

Affordability; **P**RACTICABILITY; **E**ffectiveness/cost-effectiveness; **A**ccceptability (public, professional, political); **S**ide-effects/safety; **E**quality



Barrier Analysis informed message development

- DOERS and NON-DOERS state access to water and soap is key. NON-DOERS said **someone to remind them** to do it at critical times.
- DOERS have developed habits or cues for hand-washing with soap. NON-DOERS don't have as **strong cues and said someone to remind them** would be helpful.
- NON-DOERS know they are likely to get sick by not washing their hands with soap at the critical times. **Hygiene knowledge is not a gap that needs to be addressed.**
- **Most important influencers identified for men and women were their immediate family members,** followed by church and community leaders.
- Barrier analysis also gave guidance for **nuanced messaging for each of the 6 target settlements**

Christmas Hand-washing Campaign

December 2021

Cost: \$353.31

Reach (no. of people who saw ad at least once); 71,503

Impressions (total no. times ads were visible on screen): 180,943

Cost/1000 people reached: \$4.94

Frequency (average no. times people saw our ads): 2.53

The **Reach** result was particularly impressive given that the population of Honiara is slightly over 90,000, meaning the campaign may have reached as much as 80% of the population.



COVID-19 Hand-washing Campaign

Feb-Mar 2022

Cost: \$400

Facebook Reach (no. of people who saw ad at least once): 86,495

Facebook Impressions (total no. times ads were visible on screen): 94, 645

Instagram Reach: 1776

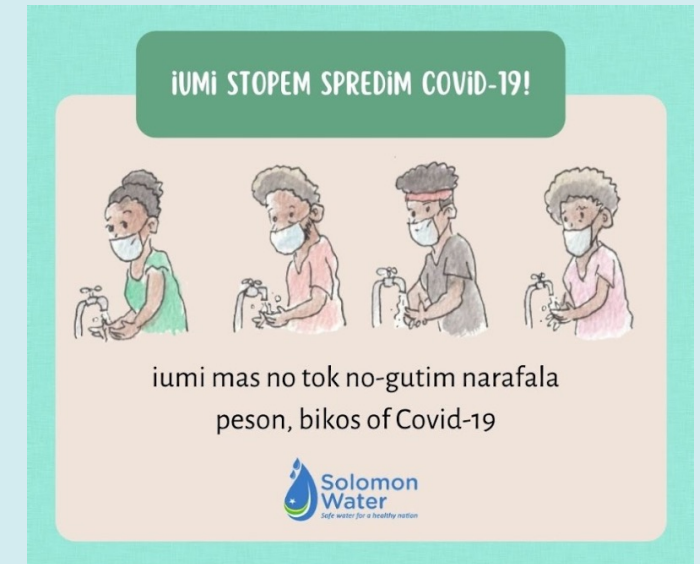
Instagram Impressions: 2017

More reach via Facebook as limited Instragram users in Honiara

Cost per 1000 people/ impressions: 88,127/ \$4.40/ 96,662

Men: 54% (47,824)

Women: 46% (40,128)



IUMI STOPEM SPREDIM COVID-19



- **Wasem oketa han blong iu wetem soap an wata fo 20 sekons**



- **Werem mask blong iu long oloketa ples wea pipol save stap staka long hem**



- **Usim elbow blo u sapos u kof or sniz plis!**



- **Sapos u fil sik, stap lo haus en kolem Helt Tim lo 115 or 25256**



- **No searem tings olsem fon, laem, lif or smok**



Progress so far....

- ❖ July/August Hand-washing campaign started
 - Posters, billboard and stickers printed and distributed
 - Launch of hand-washing campaign in first of six communities
 - Radio spots and videos in production
 - Social media campaign in production

Hem gud fo
searem kaikai
wetem klin an
fres han





**Tok save lo
famili. Wasim han
wetem wata an
sop save kipim
famili helti!**




**Samfala soap
save bonem han?
So usim soap wea
helth rekomendim
and sop wea
oganic.**







UWSSSP – 7b package 2 hygiene promotion project Sanitation technical designs



Presentation contents

Sanitation technical design

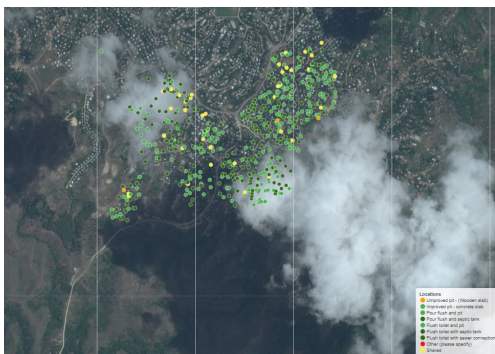
- Sanitation Sector Assessment
- Human Centered Design workshop
- Sanitation FGD feedback
- Key constraints & way forward

2. Household WASH survey review

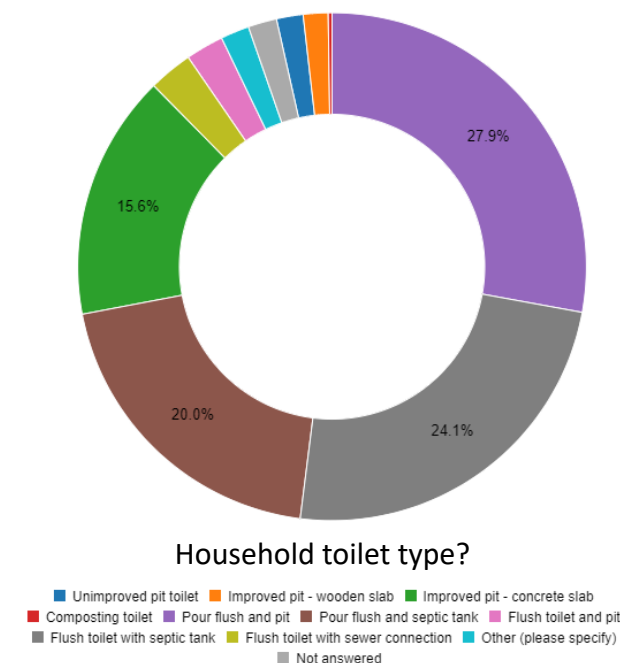
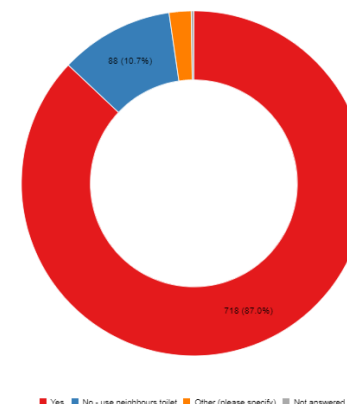
General response - Sanitation

■ Sanitation

- 87% have own hh toilet
- **Yet only 382/750 = 51% “appear usable”**
- 44% have water based toilet with septic
- 27% water seal toilet with pit

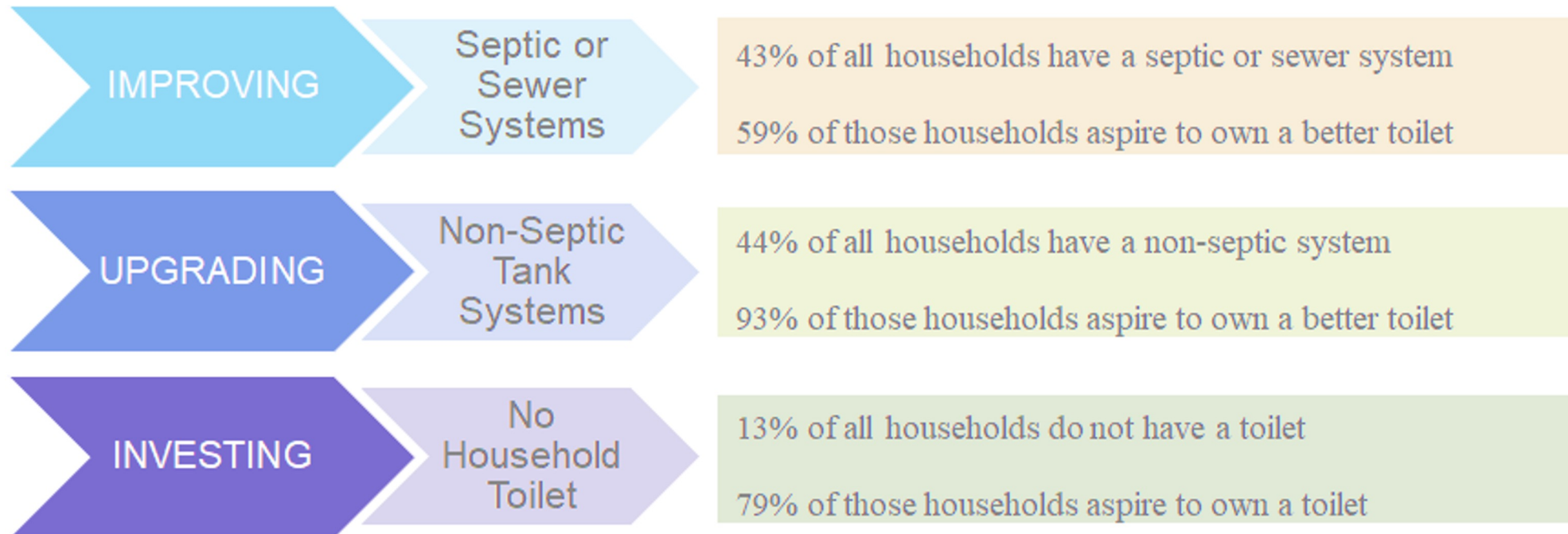


Household has own toilet?



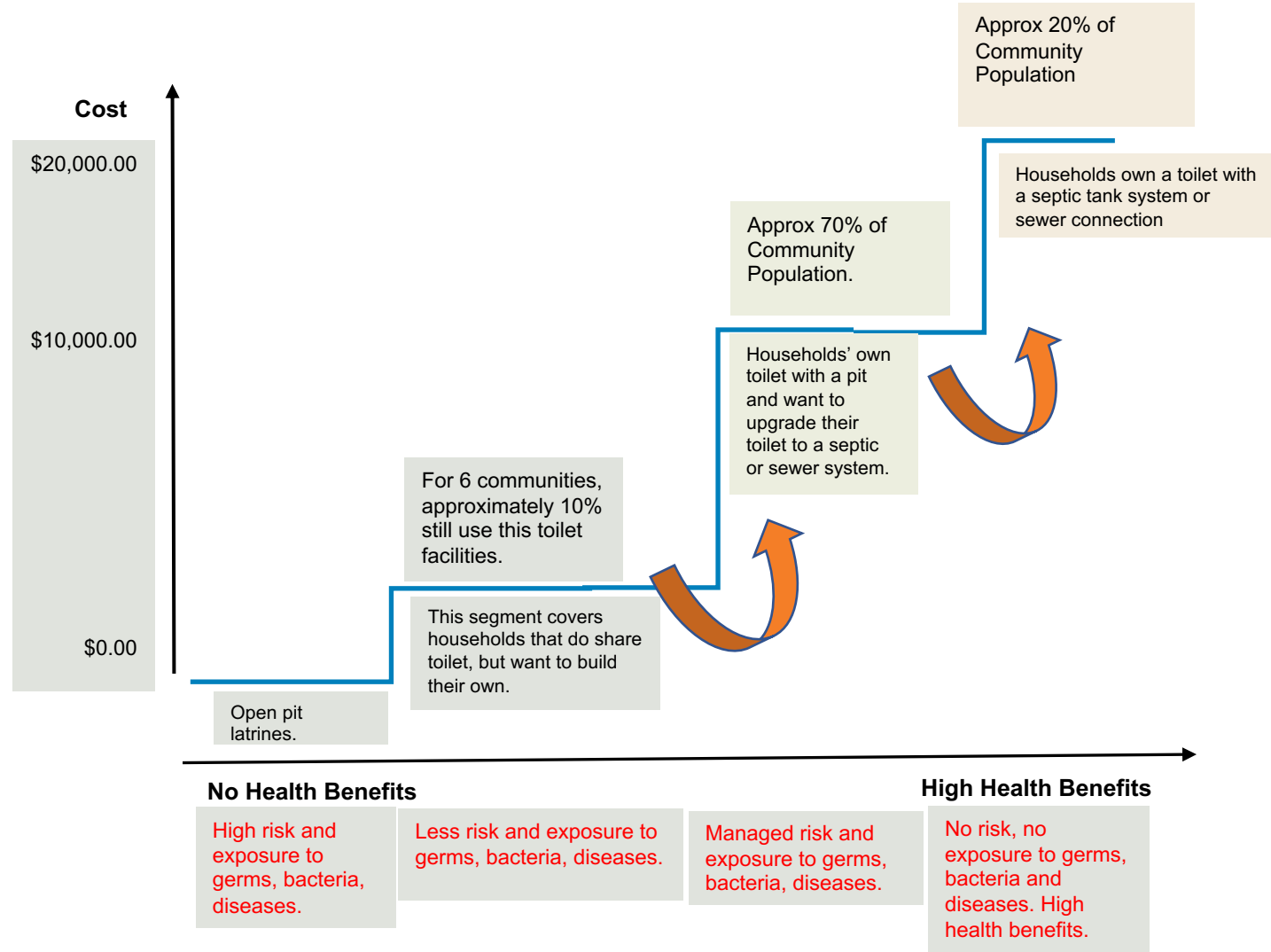
Sanitation Sector Assessment

Market segmentation (6 communities)



Human Centred Design workshop

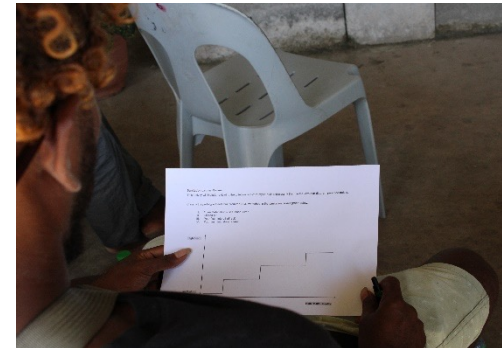
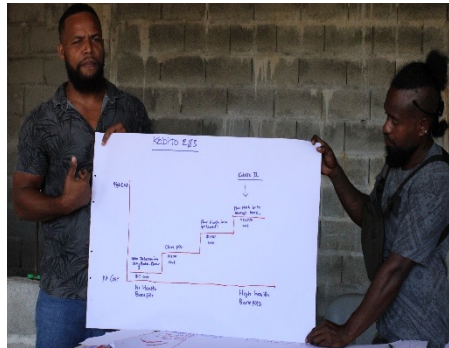
HH % on sanitation ladder (6 communities)



Human Centered Design workshop

Setting parameters

- Inclusiveness of each prototype for all users
- Desirability of the toilet prototypes
- Durability of the construction materials
- Safety and privacy
- Affordability of each toilet prototype
- Technical feasibility



Construction of prototypes

Four Superstructure models

Model 1: Pit latrine with concrete slab



Model 3: Offset pour flush toilet



Model 2: Composting toilet



Model 4: Cistern flush toilet



Community feedback – focus group discussion

Setting some parameters

- Want durable products
 - Concrete block, steel sheeting, cement & tile floor
 - Preference for water-based toilets & cistern flushing toilet
 - Some preference to include shower
 - Willing to pay – but challenge with access to finance
 - Soak pit issues experienced
 - Preference to source & construct own structure
 - Need support with plumbing materials

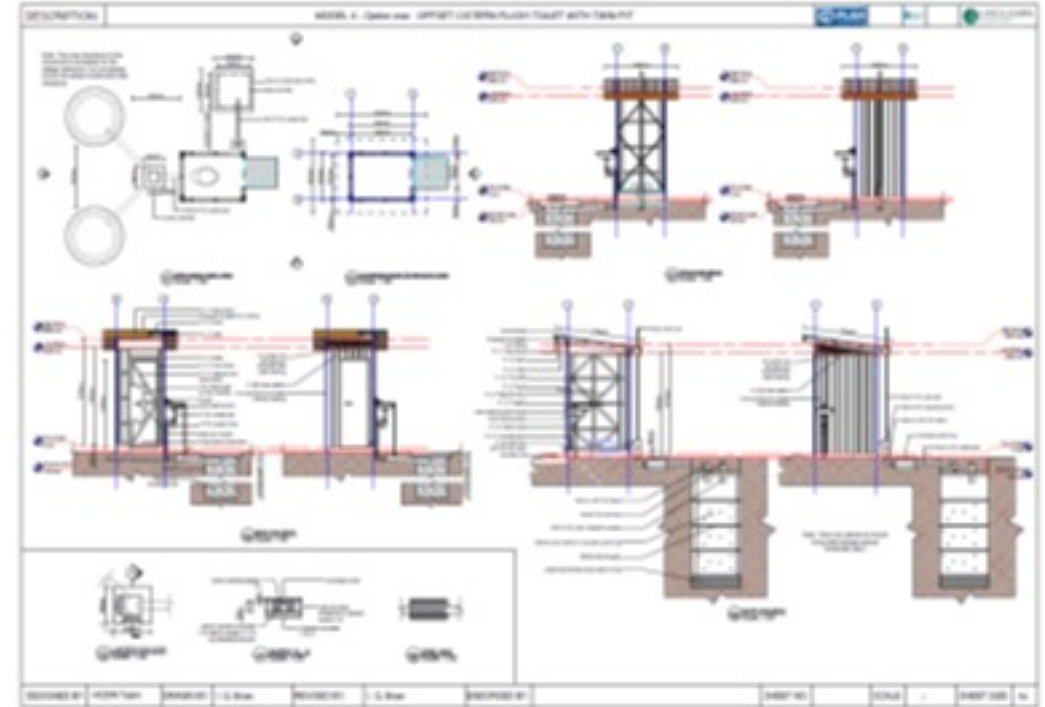


Sanitation Designs

Challenges

On-site sanitation

- Wastewater management
 - High clay soils
 - Densely populated areas
 - Steep slopes
 - Some flood prone areas with high water table
- Desirability of water-based toilets
- HCC preference for water-based toilets
- Which products/components do we focus on for Loans Scheme



Sanitation Designs

Way forward

Ongoing work

- Refining the substructure
- Develop focused latrine packages for marketing under loan scheme
- Practical training for private sector plumbers, hardware suppliers, government partners to apply sanitation technical construction manual
- Practical training for households with plumbers
- Marketing campaign for
 - Sanitation technical manual and options
 - Sanitation behavior change

Tagio tumas - Thank you





Solomon Water Sanitation Loans Scheme

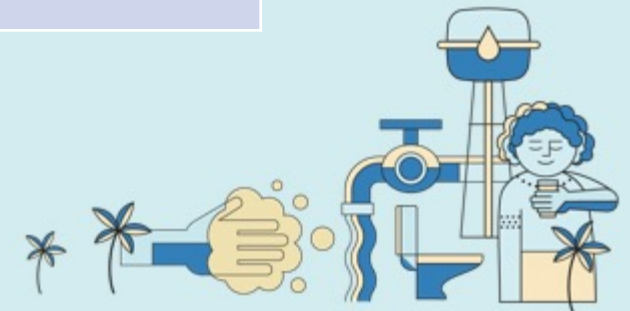
INTRODUCTION

- The implementation of a small loans scheme for sanitation and hygiene improvements.
- Target settlements include Kombito 1, Kombito 2, Kombito 3, Mamulele, Green Valley and Independence Valley.



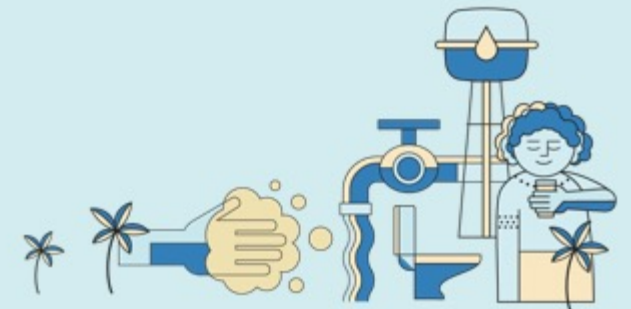
ELIGIBILITY – WHO?

Description	Loan details /requirements
Loan eligibility	
Existing SW customers (>6 months)	Full payment of water accounts for previous 6 months.
New SW customers (<6months)	3 monthly payments of water account AND 3 monthly additional sanitation savings payments (calculated as 1/24 of overall loan amount).



WHAT?

- Available for designs detailed in the Sanitation for Settlements Technical Manual (different technologies/prices etc), and approved by HCC and RWASH
- Packages will be fabricated, procured, stored and distributed by a SW 'sanitation business partner/s'.

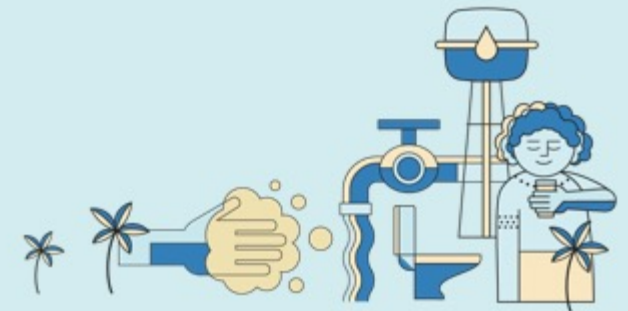


Sample Loan values	
Package 1 - (e.g. SBD 1,500)	VIP Latrine - e.g. concrete slab, dry pit riser and vent pipe
Package 2 – (e.g. SBD 3,000)	Pour Flush - e.g. concrete slab, riser with water seal, toilet seat, PVC pipe waste and vent connections for offset pits / septic connection & hand basin with taps
Package 3 – (e.g. SBD 5,000)	Flushing Toilet - e.g. concrete slab, ceramic toilet bowl, water cistern, PVC waste and vent pipe connections, and pipe for water connection & hand basin with taps

Superstructure materials can be included provided that the customer has an effective toilet (storage/treatment)

LOAN TERMS

Description	Details
New and Existing customers	24 months from receipt of materials
Interest	No interest will be charged
Fees	No fees
Interest payable on late payments	As per standard SW residential water account payment terms



EXAMPLE - EXISTING CUSTOMER

Loan repayment for household with average monthly water bill of SBD 300

- Loan selected SBD 3,000
- Loan repayment period 24 months
- Monthly repayments SBD 125 / month
- Monthly bill (24 mths) SBD 425 (300 + 125 loan payment)



EXAMPLE - NEW CUSTOMER

Assuming average water bill of SBD300, is as follows.

- Loan selected SBD 3,000
- Loan savings/repayment period 27 Months
- Monthly savings/repayments SBD 111 / month
- Monthly bill (27 months) SBD 411 (300 + 111)

After payment of 3 water bills including the sanitation savings the household would be provided with materials via the loan package.

SUMMARY

Existing Customer

Loan Amount	SBD 3,000
Loan Period	24 Months
Monthly Payments	SBD 125 / month

New Customer

Loan Amount	SBD 3,000
Loan Period	27 Months (Savings and Loan)
Monthly Payments	SBD 111 / month

Summary

- View Settlement households as valuable customers
- Connections to 2,570 Hhlds over 15mths, and 66km of pipes (DFAT)
- Hygiene promotion focused on improved hand washing and using effective toilets
- Research and designing appropriate toilet options – Sanitation in Honiara Settlements Manual
- Support development of the sector – Leveraging Partners
 - Organise materials packages with partners and help suppliers develop sanitation business's
 - Train plumbers and community craftsman
 - Give interest free loans for approved products
- Impact
- Pilot/prove the concept
- Share stories, get more funding give more loans
- Improve the health status of ALL Honiara residents



Tagio tumas

Thanks for Watching

Available online:

<https://www.adb.org/publications/opportunities-pacific-wash-sector>

