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Effective Water, Sanitation, and Hygiene Services (E-WASH)



CSO Partner – Connected Development

Close Out Report

October 2019 – November 2020

Organization: Connected Development

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List of Acronyms and Abbreviations

CBA/O	Community based associations/organizations
CFID	Centre for Information and Development
CSO	Civil Society Organization
CODE	Connected Development
CLA	Collaboration Learning and Adaptation
EWASH	Effective Water Sanitation and Hygiene Services
FMWR	Federal Ministry of Water Resources
LGA	Local Government Area
M&E	Monitoring and Evaluation
MCYD	Maigodiya Center for Youth Development
MDAs	Ministry Department and Agencies
MERLA	Monitoring Evaluation Research Learning and Adaptation
PLWD	People Living With Disabilities
RTI	Research Triangular Institute
SWB	State Water Board
TAWASCO	Taraba State Water Supply and Sewerage Corporation
TSWSA	Taraba State Water Supply Agency
TYPA	Youth Progressive Association in Taraba
WCF	WASH Customer Forum
USAID	US Agency for International Development



Executive Summary

Executive Summary

Focusing on the E-WASH program broader objectives of “strengthening policy, institutional, and regulatory frameworks for improved WASH services; and building a national and state WASH advocacy, coordination, and communications for reform,” The Effective Water, Sanitation and Hygiene Services (E-WASH) program is a one year (1) program funded by the United States Agency for International Development with the goal of Improving Nigeria-Urban WASH Service Delivery.

The project intends to support the USAID E-WASH program efforts which seek to “support civic advocacy and WASH stakeholder engagement, coordinate with government and other WASH service providers (including private sector) to improve urban WASH service delivery.” Similarly, the project aims at mobilizing all relevant stakeholders at the state level on E-WASH service delivery and creating platforms for engagement between the government and civil society. As such, focusing on Niger, Delta, and Taraba States, Connected Development [CODE] aims at leveraging on its citizen mobilization and multidimensional engagement expertise, resources, and strategies; presence and network in the aforementioned states; WASH accountability capacity; as well as its social accountability innovation, Follow The Money, to broaden collaborations between relevant government agencies, State Water Boards (SWB), lawmakers, community-based associations/organizations (CBA/O), Water Consumer Associations, Media and the general public to expand and improve urban water service delivery.

We started the implementation of the project in October 2019. This report provides for key activities undertaken in the months of October 2019 to November 2020 as well as the outputs and foreseeable outcomes from them. In the months, CODE visited three (3) states- Niger, Taraba, and Delta States.

In Niger, we met with relevant stakeholders from both State and non-state actors alike. The Managing Director of the State Water Board, Commissioner of Water Resources, and the Emir of Minna to accelerate the implementation of the revised State WASH sector policy and also advocate for the passage of the water law in the State, which will improve water, sanitation, and hygiene services. We also had various meetings with Community structures from the various zones under the cover of Urban WASH services and a media roundtable to gain the buying of journalists who committed to amplifying the voice of communities and the other state and non-state stakeholders in the various processes and engagements.

All Stakeholders we met made commitments to the advocacy around the facilitation of the WASH Laws in the State and also signed pledge cards in this regard. In Taraba State, the team advocated and engaged the Legislative arm of government to pass the WASH bill before it. The House Committee reassured that the water bill will be passed by the end of December 2019. The team also met with various members of the executive arm of government in the State from the General Manager, Permanent Secretary of the Ministry of Water Resources, the Secretary of the State Government, and the Taraba State Chief of Staff in a bid to fast-track the assent to the bill by the Governor as soon as the House passes the bill. We also hosted Community meetings with various community stakeholders from the WASH Customers Forum, PLWD, and Women Groups. We also had media roundtables to gain the buying of the journalist to focus on WASH-related issues in the State.

CODE visited Delta State and met with relevant stakeholders from both State and non-state actors alike. The Managing Director of the State Water Corporation, Commissioner of Water Resources, and The Deputy Speaker of the State House of Assembly to advocate for the full implementation of the WASH Law already passed by the Delta State House of Assembly and assented by the Governor. The WASH architecture in the State has recorded some level of progress in the implementation of various components of the Law but has not fully created the level of governance expected especially in the inauguration of the Board for the Water Corporation which is a critical part of the WASH governance structure that will ensure the consistent provision of clean and safe water and improve sanitation facilities for customers in the State.

Most outstanding for us is that through this project, we engaged relevant stakeholders including State and non-state actors, and recorded massive outcomes in all the project focal states. Particularly, in Taraba State and Niger State, we stimulated the passage of the WASH bill by the Executive Governor in December and furthermore engaged community structures from the various zones under the cover of WASH customer forum, media roundtable to gain the buy-in of journalists who committed to amplifying the voice of communities in the various processes and advocacy calls to relevant stakeholders in the States. The passage of the bill in the two States has furthermore mainstreamed the provision of water in the State providing a strong legislative framework for improved service delivery.

In furtherance, We also commemorated the World Water Day for the Effective Water, Sanitation and Hygiene Services (E-WASH) program, funded by the United States Agency for International Development with the goal of Improving Nigeria-Urban WASH Service Delivery across three States namely Niger, Delta, and Taraba. Awareness was created on how best to manage the coronavirus disease (COVID-19) which has been declared a Public Health Emergency of International Concern (PHEIC) particularly, the importance for communities action to prevent further transmission, reduce the impacts of the outbreak, and support control measures.

Executive Summary

To effectively deliver on the project goals, we leveraged the existing structures established by E-WASH to create a WASH Monitoring team from the project states alongside others to identify and monitor tendered projects that have a direct or indirect effect on water development in Niger state. The selected monitoring team was trained on budget tracking and monitoring to ensure improved service delivery. During the course of this training, participants gained further knowledge on the new WASH laws while understanding their duties and responsibilities as citizens. Similarly, they were trained on our Follow The Money Model which includes data mining processes, Freedom of Information request, reporting, and data utilization. In furtherance, commitments were made by the newly created WASH monitoring teams, Government, and Media.

The WASH customer forum meeting, a one-day meeting was held in the project implementation States as a platform for interaction between Customers and Water Service Providers taking into account people living with disabilities and the vulnerable groups. The platform provides a channel where customers air their grievances, challenges, views, and concerns with regards to water supply and services.

Lastly, We officially kickstarted the implementation of EWASH Radio Show across the three States CODE has been working in (Niger, Delta, and Taraba), a 1-hour radio show on a radio station in each of the States to discuss and engage on E WASH Governance, transparency, accountability, and service delivery. However, the radio show has been abruptly halted as a result of violent attacks and vandalism of the Station's properties during the recent palliatives looting in the State.

Introduction



Introduction

The USAID Effective Water Sanitation and Hygiene Services (E-WASH Program) seeks to improve access to sustainable WASH service delivery in five States of Nigeria. The EWASH Program will support civic advocacy and WASH stakeholder engagement, coordinate with the government and other WASH service providers including the private sector, and manage gender inequities related to access to WASH services. As part of the U.S. Government's (USG's) efforts to address gaps in urban WASH services in Nigeria, United States Agency for International Development (USAID) Nigeria will improve urban water service delivery by strengthening the governance, financial and technical viability of Sokoto State Water Boards. These efforts align with the USAID Water and Development Strategic Objective to Improve health outcomes through the provision of sustainable Water, Sanitation, and Hygiene (WASH).

CODE is one of the grantees implementing the E-WASH Project in Niger, Delta, and Taraba States.

Table 1: Activities undertaken in October 2019 - November 2020

S/N	State	Activity	Dates
1	FCT- Abuja	On-boarding Workshop	28th October
2	Niger State	Community Meeting	13th November 2019
3	Niger State	Courtesy Visits	12th and 13th November 2019
4	Niger State	Media Roundtable	13th November 2019
5	Taraba State	Community Meeting	25th November 2019
6	Taraba State	Courtesy Visit	26th and 27th November 2019
7	Taraba State	Media Roundtable	28th November 2019
8	Delta State	Community Meeting	2nd December 2019
9	Delta State	Media Roundtable	3rd December 2019
10	Delta State	Courtesy Visits	4-5th December 2019
11	Niger State	Commemoration of World Water Day	23rd March 2020
12	Niger State	Advocacy Visits	22nd February 2020
13	Niger State	USAID EWASH Customer Forum Meeting	10th March 2020
14	Taraba State	Commemoration of World Water Day	24th March 2020
15	Taraba State	Wash Customer Forum Quarterly Review Meeting	3rd March 2020
16	Taraba State	WASH Media Roundtable Quarterly meeting	3rd March 2020
17	Taraba State	WASH Knowledge Café Quarterly Meeting	3rd March 2020
18	Delta State	Media Engagement	23rd March 2020
19	Virtual	Commemoration of World Menstrual Hygiene Day	9th May 2020
20	Delta State	Capacity Building on WASH Budget Monitoring & Tracking in Delta State	18th-20th August 2020
21	Niger State	Capacity Building on WASH Budget Monitoring & Tracking in Niger State	28th- 30th September 2020
22	Taraba State	Capacity Building on WASH Budget Monitoring & Tracking in Taraba State	5th -7th October 2020

S/N	State	Activity	Dates
1	Delta State	Delta State WASH Media Network Quarterly Roundtable Meeting.	17th September 2020
2	Delta State	WASH Knowledge Cafe Meeting	24th September 2020
3	Virtual	E-WASH weekly series	Oct 2019 - Nov 2020

Summary of Results to Date

Indicators	Activity	Frequency	Period
DO3-18: (outcome): Number of reforms introduced, adopted, repealed, changed, or implemented consistent with citizen input (standard from DO PMP indicators)	• Community Meeting in three States Namely, Delta State, Niger State, and Taraba State	T3	Q1Y2019
	• Media Roundtable in three States Namely, Delta State, Niger State, and Taraba State	T3	Q1Y2019
	• Courtesy visit in three States Namely, Delta State, Niger State, and Taraba State	T3	Q1Y2019
EWA3.1.1.1: (outcome): Number of oversight or internal accountability mechanisms strengthened, adopted, and implemented by host nation through USG assistance	• WASH customer forum quarterly review meeting Taraba State	T2	Q2Y2020
	• USAID EWASH customer forum meeting in Niger State	T1	Q2Y2020
	• knowledge Cafe meeting in Taraba State	T2	Q2Y2020
	• WASH knowledge cafe meeting delta state	T1	Q3Y2020
	• Delta State WASH Media Network Quarterly Roundtable Meeting.	T2	Q3Y2020
	• Commemoration of World Menstrual Hygiene Day	T1	Q3Y2020
	• T.V Show (Morning Ride) In Delta Broadcasting Service (DBS TV)	T1	Q2Y2020
EWA3.1.1.2.4: (output): Number of community- based WASH engagements targeting vulnerable groups (Women/Men/Boys/Girls/ People Living with Disabilities – PLWDs) (custom)	• Follow The Money Radio Show	T24	Q3Y2020
	• E-WASH weekly series	T	Q1Y2019 - Q4Y2020

Note: The Results Performance Column depicts the level of achievement expressed as a percentage of Actual versus Planned



Achievements

Objective I:

Promoting sector-wide reforms for improved public accountability

- ◆ CODE visited two (3) states- Niger, Taraba, and Delta States in October - November 2019.

In Niger, we met with relevant stakeholders from both State and non-state actors alike. The Managing Director of the State Water Board, Commissioner of Water Resources, and the Emir of Minna to accelerate the implementation of the revised State WASH sector policy and also advocate for the passage of the WASH law in the State, which will improve water, sanitation, and hygiene services. We also had various meetings with Community structures from the various zones under the cover of Urban WASH services and a media roundtable to gain the buy-ins of journalists who committed to amplifying the voice of communities and the other state and non-state stakeholders in the various processes and engagements. All Stakeholders we met made commitments to the advocacy around the facilitation of the WASH Laws in the State and also signed pledge cards in this regard.

In Taraba State, the team advocated and engaged the Legislative arm of government to pass the WASH bill before it. The House Committee reassured that the bill will be passed by the end of December 2019. The team also met with various members of the executive arm of government in the State from the General Manager, Permanent Secretary of the Ministry of Water Resources, the Secretary of the State Government, and the Taraba State Chief of Staff in a bid to fast-track the assent to the bill by the Governor as soon as the House passes the bill. We also hosted Community meetings with various community stakeholders from the WASH Customers Forum, PLWD, and Women Groups. We also had media roundtables to gain the buy-ins of journalists to focus on WASH-related issues in the State. The major outcome from Taraba State is that our advocacy accelerated the passage of the WASH bill, the passage of the WASH bill by the Taraba State House of Assembly on the 18th of December 2019, and a corresponding assent by His Excellency Governor Ishaku of Taraba State on the 19th of December 2019. Currently, the Taraba State WASH Bill is in the public domain.

In Delta State, the team embarked on a courtesy call to the State House of Assembly a leading civil society organization in Nigeria and appealed to the policymakers to eradicate bottlenecks and fast-track the implementation of the WASH policies, as this is an avenue to build trust of citizens in public services and government institutions. The Deputy Speaker of the State House of Assembly, Hon. Ochor Chris Ochor, acknowledged the gaps in the State WASH structure and the importance of fast-tracking the implementation of the policies. It was gathered that the State Ministry of Water Resources has a target to supply 10 urban local governments with consistent potable water to the tune of 93% aiding the Water Scheme plan's to extend water pipelines to all local governments so more households can access clean water.

- ◆ During the first quarter of 2020, CODE observed and celebrated "The World Water Day" on the 22nd of March 2020. As a means to advocate for the sustainable management of freshwater resources and climate change whilst raising awareness of the 2.2 billion people living without access to safe water, activities were held in 2 implementing States.



To Commemorate World Water Day and signing of citizen charter by the Managing Director, Taraba State Water Supply & Sewerage Corporation (**TAWASCO**) a Joint Press conference was conducted by the EWASH CSOs grantees (CODE, CFID, MYCD, and TYPA), where the TAWASCO Citizen charter and handwashing campaign was launched. This is to be activated and located at TAWASCO offices and public places across the state. Hand wash materials were distributed (Buckets, Hand sanitizers, and Soaps) to attendees. Similarly, The WWD was observed in Niger State and the major outcomes of the event were that it ensured stakeholders and the general public were informed and educated on the importance of marking World Water Day. During this meeting updates on COVID 19 and its preventive measures were provided.

- ◆ Also to commemorate the World Menstrual Hygiene Day on the 29th of May, CODE organized a tweet chat to discuss the Impact of Inadequate Access to WASH Facilities on Menstrual Health and Hygiene. Some of the issues discussed include: how menstruation can be prioritized in all aspects of development, the negative impact of the poor menstrual health hygiene management. Similarly, we hosted an Instagram Live session where we sparked conversations on the impact of inadequate access to WASH facilities on Menstrual Health Hygiene. Our Instagram live gathered 181,000 Instagram reach and 213,000 impressions.
- ◆ On the 8th-20th August 2020, 28th- 30th September 2020, and 5th -7th October 2020 respectively,

We facilitated training for E-WASH Monitoring Teams with an aim of strengthening public service delivery in Delta, Niger and Taraba State to promote and improve the efficient and effective implementation of budgetary allocations to the water sector by identifying gaps and plugging leakages to curb mismanagement and misappropriation of public funds through tracking.

To effectively deliver on the project goals, we leveraged the existing structures established by E-WASH to create a WASH monitoring team from the project states alongside others to identify and monitor tendered projects that have a direct or indirect effect on water development in Niger state. The selected monitoring team was trained on budget tracking and monitoring to ensure improved service delivery. During the course of this training, participants gained knowledge on the E-WASH laws while understanding their duties and responsibilities as citizens. Similarly, they were trained on our Follow The Money Model data mining processes, Freedom of Information Letter, reporting, and data utilization. In furtherance, commitments were made by Citizens, Government, and Media officials.



Objective 2:
Facilitating key utility (SWB) reforms for improved services and social accountability

■ **WASH CUSTOMER FORUM QUARTERLY REVIEW MEETING TARABA STATE**

On the 3rd of March, 2020 a WASH Customer Forum Quarterly Review Meeting was held in Taraba State. Participants were drawn from (10) WASH Customer Forum (WCF) Central Committee members, (7) Sub-Grantees, Connected Development (CODE), (3) Students and Corp Members, (1) Ministry of Women Affairs Staff, (1) Ministry of Water Resources Staff, (6) Media Organisations, (3) Coalition of NGO, CSO and OGP members, (3), E-WASH Staff

The WASH customer forum is a platform for interaction between Customers and Water Service Providers taking into account people living with disabilities and the vulnerable, with the following objectives:

- Provide a platform where customers air their challenges, views, and concerns with regards to water supply and services.
- Provide a platform for service providers to respond to difficulties and other service issues experienced by the customers and seek or negotiate for the best possible solutions.
- Facilitate knowledge sharing and encourage collaboration and learning between diverse urban WASH stakeholders.

■ **USAID EWASH CUSTOMER FORUM MEETING IN NIGER STATE**

The USAID EWASH customer forum is held at intervals to get updates on the situation of water supply in the 5 Urban cities of the State, where the implementation of the project is ongoing. This information is provided by both the forum’s coordinators and grantees working on the ground in those areas.

The key highlights of the meeting were:

- Niger State Water Board did a presentation on their Customer Service Charter presented by the GM which was worked on by participants, Inputs and corrections were made to clean up the document by participants.
- A presentation on the Water Policy, the new Water Bill, and the public hearing procedure. The importance of CSOs’ role in driving the Bill to scale the final stage was emphasized.
- The coordinator of the customer forum in Kontagora gave updates on the improved water supply in the area and highlighted certain challenges of leakages and a new area that is suffering from non-availability of water.

■ **KNOWLEDGE CAFE MEETING**

The knowledge cafe is a platform created to provide for collaboration, learning, and adaptation among WASH partners. The Knowledge cafe will contribute to achieving indicator 4.2.1 (output): Number of CLA events organized to promote WASH-enhancing knowledge, best practices, lessons learned, and research data from the MERLA process.

Major meeting objectives

The objectives of this edition of the knowledge cafe meeting were:

- To share updates on the current state of TAWASCO Utilities visited 6 urban towns
- To sensitize the citizens/customers on the roles and obligations of TAWASCO
- To sensitize the citizens/customers on their roles and obligations to TAWASCO

Major meeting outcomes were;

The Knowledge cafe meeting yielded the following outcomes:

- Increased knowledge on the activities of the CSOs in the 6 urban towns (Wukari/Ibi, Takum, Gembu, Bali, Jalingo, and Zing)
- Increased awareness among participants on the roles and obligations of TAWASCO to the Citizens/customers as contained in the service charter

The Media Roundtable Quarterly Meeting took place on Wednesday 11, 2020, in Taraba State. The WASH round table is a platform that seeks to promote accountability and reforms in the WASH sector and reports activities of the WASH projects outside the state capital. Also, it is an opportunity for the media to engage with CSOs who are implementing WASH activities in Taraba State.

During the meeting, the representative of media houses reported what they have done so far concerning WASH activities. The media houses include AIT, Channel Television, Daily Trust Newspaper, Daily independent, DW radio, the Sun newspaper, the Guardian newspaper leadership newspaper, Blueprint newspaper, the Punch Newspaper, The Nation newspaper, Champion Newspaper, FRCN, Telegraph, Vanguard newspaper, This Day newspaper, News agency of Nigeria, Voice, and TTV, respectively. Furthermore, it was agreed that CSOs should collaborate with the media for the reportage of their WASH activities.

■ **WASH KNOWLEDGE CAFE MEETING DELTA STATE**

On the 24th of September 2020, a meeting was held in Asaba, Delta State The objective of the Quarterly WASH Knowledge Café “MAKE WE YAN WOTA MATA” is to regularly bring together selected WASH Stakeholders in Delta State to examine trending developments in the urban WASH sector and generate solutions that will enable Delta State Urban Corporation to meet its responsibilities in the ongoing WASH Sector Reforms being implemented by the USAID Effective Water, Sanitation, and Hygiene Services (E-WASH) Program. During the meeting, participants were drawn from the media, civil society, active citizens, civil service, and organized private sector residents at Asaba, Ogwashi-Uku, Agbor, Kwale, Ozoro, Ughelli, Sapele, Warri, Bomadi. A priority area for this activity is to reform the governance of SWB resulting in cost recovery, more investment in infrastructure, and better access to water and sanitation to many un-served and underserved populations.



The discussions at the meeting centered on “Universal Access Driven By Budget” and touched on other trending issues like the following:

- Attitude Of the service bearers
- Customers willingness to pay
- Non-revenue water issues
- Customer connection mechanism

The Delta State Quarterly knowledge cafe tagged “Make We Yan Wota Mata” (Let’s Talk Water Matters) was held under the thematic thrust of universal access to safe drinking water. Out of all trending issues and challenges outlined for discussion at the meeting, the participants unanimously agreed that universal access to drinking water in the urban areas of Delta State must be driven by increased budgetary allocation, the timely and accurate release of money by the government.

■ **Delta State WASH Media Network Quarterly Roundtable Meeting.**

Similarly, on the 17th of September 2020, Delegates from Ogwashi Uku, Warri, Ughelli, Isoko, Kwale, Asaba, and Agbor participated in the WASH media network quarterly roundtable meeting in Asaba Delta State. The meeting’s theme was ‘Consolidating The lessons of COVID-19 pandemic in reporting WASH Sector’. 18 Media WASH Network Members, representatives of the USAID E-WASH Grantee CSOs, the staff of Delta State Urban Water Corporation (DESUWACO) & ISAID E-WASH Specialists were in attendance.

The agenda of the day’s roundtable meeting includes updates from the USAID E-WASH Grantee CSOs, on how they had been working with the WASH Media Network in the field. During the meeting, The General Manager, DESUWACO, Engr Nosa Okoh in his welcome address solicited the continued support of the Delta State WASH Media Network. He mentioned that “with what USAID E-WASH Program is doing for us, we are optimistic that very soon, we shall all have a very robust and active water company you will be proud to be associated with”

■ **Delta State E-WASH Summit 2020**

On the 24th of November 2020, The team in Delta State attended the E-WASH Summit organized by the Environmental & Rural Mediation Centre (ENVRUMEDIC). The aim of this activity was to serve as an avenue to account for the journey of the USAID E-WASH Program while discussing what has been achieved so far, and ways to subsequently forge ahead.

During this meeting, There were goodwill messages from Delta State E-WASH Team Lead, Delta State Ministry of Water Resources Development, LGA Chairman, an opening speech by a representative of the general manager, Delta State Urban Water Corporation (DESUWACO), presentation by Delta State E-WASH Team Lead, presentation of ENVIRUMEDIC works on E-WASH Program across Bomadi, Ughelli, Sapele and Warri zones, as well as participant’s discussions, observations, contributions, and recommendations.

The summit witnessed large and balanced participation of male and female participants, drawn from both state and non-state actors. Key actors include:

- Delta State E-WASH Team
- Commissioner, Delta State Ministry Of Water Resources Development
- Warri South LGA
- Permanent Secretary, Delta State Ministry Of Water Resources Development
- Chairman, Delta State Water Sector Regulatory Committee
- General Manager, Delta State Urban Water Corporation
- Program Manager, NEWSAN
- Connected Development (CODE) Delta State Chapter

Participants at the event shared their perspective on comments, concerns, and questions, which include the following:

- Raised concerns about correspondences sent to the Local Government Area Chairman.
- Participants from Bomadi are worried about zero water supply in Bomadi.
- Participants demanded copies of WASH Laws in Delta State.
- Issues of worrisome open defecation, continuous urban decay, zero proper urban planning system, and seeming lagging government commitment to address outlined challenges.
- Participants asked State Actors present about what strategic plans are in place for quality access to water supply for urban citizens
- Raised concerns about citizens participation and willingness to pay for sanitation services at some streets within the four Urban cities of Warri, Ughelli, Bomadi and Sapele

Objective 3:
Promoting sanitation and hygiene services in urban areas

■ **T.V Show (Morning Ride) In Delta Broadcasting Service (DBS TV)**

On the 23rd of March 2020, a T.V show was held in Delta State to enlighten and sensitize Deltans and none Deltans resident in the state about issues around water, climate change, safe and healthy practices, more issues around preventive and safe practices to stay free from COVID-19 were highlighted too. In attendance were representatives from Connected Development (CODE), Women In WASH and NEWSAN Delta State were none state actors who participated in the media engagement. During this show, Viewers were sensitized and enlightened on world water day celebration, COVID - 19, and climate change issues. Citizens and viewers were well informed on the above issues.

Follow The Money Radio Show

We officially kickstarted the implementation of Follow The Money Radio Show, a 45-mins radio show on a radio station in each of the states for discussions on E WASH Governance, transparency, accountability, and service delivery. Various discussions were held on the state of transparency and accountability of WASH budget in the State; express grievances if the Ministry and State Water Corporations are falling short of transparency standards, The Role of the Media in advocating for improved Urban WASH, discussions on COVID19 prevention, handwashing and hygiene promotion by creating awareness of Community transmissions and risks. Reinforcing social distancing messages with vivid examples of clusters at the market and motor parks, etc. 8 episodes are to be held in each State respectively and this is on-going. However, the radio station in Taraba got destroyed due to the violence that occurred during the looting of palliatives in the State. This has brought about an abrupt halt in the radio program.

Radio Show Objectives:

1. Create awareness of the campaign objective to strengthen policy, institutional, and regulatory frameworks for improved WASH services.
2. Strengthen WASH coordination between relevant service delivery MDAs while enhancing their social accountability and inclusivity approaches
3. Discuss innovative ways through which the government can improve access to WASH services for vulnerable groups including women, young girls, and People With Disabilities (PLWD)

Links to radio episodes (drive.google.com/drive/folders/1O1CKZdOkkgfZ9N9QJ8FAUTNs23GUK-CUs?usp=sharing)

Human Interest Stories/Stories of Change/Success Stories (what changes in behavior or attitude that have led to result/achievement(s) around reforms, gender, and social inclusion, follow the money, media, and stakeholder engagement, etc.

- Creation and implementation of Follow The Money Radio Show, a 60-minute radio show on a radio station in each of the states (Niger, Delta, and Taraba)
- Find the link to EWASH Social Media performance here and EWASH mentions here

Challenges

To be concise, it is recommended that bullet points are used.

- The social distance that came with issues around the COVID-19 lockdown limited a lot of programs intended to be carried out in Taraba State
- There was a delay in the implementation of most activities due to the inaccessibility of funds.
- During the commemoration of World Water Day, the event in Niger State was supposed to be a two days event with a Roadshow, Lecture, and Press Conference but was reduced to a restricted Press Conference in compliance with the Federal Government's social distancing order on COVID 19.
- Due to the violent attacks and vandalism of the Station's properties during the recent palliatives looting in Taraba State, the radio show in this State has been stopped temporarily.

Lessons Learned

- Media is a very vibrant tool for effective social mobilization, behavioral change initiatives, with media engagement, achieving aims and objectives of any well-designed theory of change is a lot easier and its impact is far-reaching too.
- The Knowledge Cafe meeting was a tremendous success as participants became aware of the roles and obligations of the TAWASCO and the customers. The meeting was also an eye-opener especially to the citizens who understood that they have a critical role to play for TAWASCO to effectively provide the services they offer. There is a need to amplify awareness among the citizens on their roles and obligations to TAWASCO.
- The Capacity building was crucial and it encouraged the community members to take ownership.

Exit and Sustainability Mechanisms

To be concise, it is recommended that bullet points are used.

Recommendations

- Citizens should be empowered with unhindered and quality access to information on the water sector budget
- Active community stakeholders need to have their capacities built on all up to date information about all WASH-related issues and also exposed to all WASH sector budget formulation, implementation, monitoring, and evaluation processes



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