

Report on Mid-term Evaluation of Slum-based Citizen Action Network (SCAN) Project

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Abbreviations

APRM	Active Participatory Research Method
BCC	Behaviour Change Communication
BDT	Bangladeshi Taka
COVID	Coronavirus Disease
CSO	Civil Society Organization
DNCC	Dhaka North City Corporation
DSCC	Dhaka South City Corporation
DWASA	Dhaka Water Supply and Sewerage Authority
ER	Expected Result
EU	European Union
FGD	Focus Group Discussion
HDRC	Human Development Research Centre
HH	Household
HQ	Head Quarter
IEC	Information Education Communication
JDC	Junior Dakhil Certificate
JSC	Junior School Certificate
KII	Key Informant Interview
LA	Local Authorities
MHM	Menstrual Hygiene Management
NASaF	Nagorik Adhiker Sangrakkhan Forum
NGO	Non-Government Organization
PSC	Primary School Certificate
RIC	Resource Integration Centre
SCAN	Slum-based Citizen Action Network
SI	Solidarités International
SP	Service Providers
SSC	Secondary School Certificate
SWOT	Strengths, Weaknesses, Opportunities, and Threats
USD	United States Dollar
UV	Ultraviolet
WASA	Water Supply and Sewerage Authority
WASH	Water, Sanitation, and Hygiene
WM	Waste Management

Executive Summary

Slum-based Citizen Action Network (SCAN) project with the support of the European Union works in 10 low-income settlements (slums) in Dhaka City in full swing since May 2018. The project follows a rights-based community advocacy approach for enhancing access to Water, Sanitation, and Hygiene (WASH) and Waste Management (WM) services, along with infrastructural improvement at the target settlements.

The mid-term evaluation was expected to measure progress against the project plan, assess the achievement of expected project outcomes (focusing on indicators), and synthesize project learnings gained to date.

The mid-term evaluation adopted a mixed-method evaluation approach with a combination of quantitative and qualitative techniques. Data was collected through a structured questionnaire survey (460 households), 10 Focus Group Discussions (FGDs), 15 Key Informant Interviews (KIIs,) and 5 stakeholder meetings. Besides, assessing all CSOs and structured observation on all installed hardware facilities (sanitation facilities and water treatment facilities) Satisfaction and took place.

All surveyed households have access to water. On average, the households have access to water for 16 hours. 85.4 percent of the surveyed households have access to adequate water throughout the year compared to 2.44 percent during the baseline. Group discussants confirmed that DWASA water supply to the target ten low-income settlements is sufficient. The project performed water quality testing and disseminated. The dissemination created awareness among the community people on the importance and necessity of water treatment. 56.1 percent of households treat water before drinking mostly by boiling (76.8% of those who treat water). Wastage of water is a concern in all low-income settlements due to the lack of awareness among community people.

The access to hygienic latrines in the community has increased compared to baseline. At least 78.8 percent of the households still use latrines where the feces is not contained in a concealed pit, neither is it connected to any sewer line. 90.3 percent of the surveyed households share latrines with other households. This creates a great issue with the cleanliness of the latrines. Observations indicate that more than 40 percent of the latrines are not cleaned. More than 30 percent of surveyed households mentioned that they use latrines installed through the SCAN project. Overall, around one-fourth of the households (20.1%) now have access to a hygienic latrine. 35.9 percent of the surveyed households use bathing facilities renovated/installed by the SCAN project.

Handwashing has been a repeatedly discussed and reminded issue during the project period. As part of the hygiene awareness activity, hand washing was the most decorated activity. The knowledge of critical times of handwashing has improved since baseline. As high as 70.4 percent of respondents reported that they always wash their hands with soap after defecation. Such practice was reported before eating by 54.7 percent of surveyed households—the SCAN project demonstrated an appropriate method of handwashing.

Most of the households in the community (94%) are aware of a waste management system. 70.2 percent of the households dispose of their waste through a rickshaw-van based primary collection system. Waste is commonly collected on a daily basis. The clogging of the drain has improved in some of the surveyed low-income settlements as a contribution to the decrease of waste disposal through van services. The drainage system in some of the target areas has also improved as a result of covering the drainage system with slabs (contributed by SCAN).

The incidence of diarrhea is common among the surveyed households. Overall, 50 percent of the households experienced at least one episode of diarrhea or skin diseases within the year preceding the survey. The prevalence of diarrhea and skin diseases among the surveyed population for the year preceding the survey is 7.6 percent and 9.9 percent, respectively. Only 2 percent of households

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confirmed suffering from these vector-borne diseases in the year 2020. As many as 76 percent of households reported that the members suffered from cold or cough.

Most of the youth (79%) and women (86%) in the community are participating in activities related to WASH and Waste management. 46 percent of the household members joined a meeting held at the community level with City Corporation officials (monthly meeting). In comparison, 29 percent of them met ward councilor at the help desk within the last two years (monthly).

Central CSO organized public hearing participated by officials from two City Corporations, Dhaka WASA, and community representatives. Youth CSOs, Women CSOs, and Ward CSOs conducted a series of meetings, dialogue with ward councilors (monthly meeting), city corporations, and Dhaka WASA on WASH issues. . CSO succeeded in identifying at least 30 community needs, and out of these, 20 needs are addressed by local authorities.

Help-desk is a linkage mechanism between urban poor and the Local Authority. The Help Desks have been formed at 8 Ward councilor offices in DNCC and DSCC. Monthly meeting organized by the Help Desk to facilitate ward councilor met with community people from low-income settlements. Youth, Women and Ward CSO members discuss community issues, including WASH and waste management concerns.

Recommendations

The hardware and software interventions have been in place in the target communities. Still, the project's sustainability will depend on ownership of the interventions among the beneficiary households. Water purification as an everyday habit should be oriented with multiple water treatment options keeping in mind the time and cost for the treatment. To sustain the project activities, the community level CSOs need to sustain as the political and appointed officials keep changing. They will need to be sensitized when a new one is selected/elected. Hence we are proposing to register the community-level CSOs. The community-level CSOs can be a platform to create a network across Dhaka city (and possibly other cities) to maintain and widen the acceptable WASH practices in the community. A sustainable community-based platform will help retain community cleanliness through an appropriate waste management system, cleaning drains and sewers (if any). This will also increase access to safe (raise awareness and strategy to perform water testing at regular intervals) and adequate water and improved sanitation. The continuation of CSOs will help enhance the household and individual level WASH behavior. All the acts together will contribute to a decrease in WASH and vector-borne diseases. Youth and Women CSOs and the Ward CSOs' organizational capacity and leadership enhancement are required to push forward the community advocacy with WASH and WM service provider local government offices including Dhaka North City Corporation (DNCC), Dhaka South City Corporation (DSCC), and Dhaka WASA. Through CSOs at the settlement level, ward level, and city level, a community-driven advocacy approach must attain sustainable WASH and WM access for the low-income settlements' dwellers. Youth and Women CSOs' role needs to be expanded at the community level and municipality level to strengthen community ownership and understand the importance of WASH rights for improved urban lives.

HIGHLIGHTS

85 percent household has access to adequate water throughout the year

20.1 percent of the households have access to a hygienic latrine

At least 35 percent of the households have access to a segregated bathing facility

70.4 percent of the respondents always wash hands with soap after defecation

54.7 percent of the respondents always wash hands with soap before taking meal

77 percent of the members received messages on COVID-19 from SCAN project

70.2 percent of the households manage waste through primary collection system (rickshaw van)

7.6 percent of the dwellers got sick on account of diarrhea

9.9 percent of the dwellers got sick on account of skin diseases

79 percent youth and 86 percent women are involved in community activities

76 percent of the households had members who suffered from common cold and/or cough

2 percent of the households reported that at least one household member was diagnosed with vector-borne diseases