

# **WATER FOR A MILLION TELETHON CAMPAIGN PROGRAMME 2015-2019**

**FINAL REPORT TO THE NORWEGIAN BROADCASTING  
COMPANY/NORSK RIKSKRINGKASTING (NRK)  
AUGUST 31, 2020**



**NORWEGIAN CHURCH AID**  
actalliance



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# Water Changes Everything



## Water Changes Everything

In 2014, we received the funds from the NRK Telethon. The slogan "Water changes everything" really engaged the Norwegian population, and we were in awe with the overwhelming support. Together with NRK, we broke the record and received the highest amount ever collected through the telethon's history. The humbling amount of NOK 250 million made it possible for NCA to expand the planned intervention to more countries and more communities than planned.

We asked for funds to give water to one million people -the results made it possible to reach almost the double!

I am touched by the level of efforts made by communities around the whole of Norway. With the slogan "Now it is our turn to walk" and the support of more than 7000 volunteers to organize it all

100.000 people took to the streets and knocked on doors. This allowed the Norwegian population to contribute with more than 250 mill NOK. With the great work of our implementing partners and the commitment of local communities the lives of almost two million people have been radically changed. In October 2014 so many walked for them, now they no longer must spend hours walking to get clean water.

For more than 30 years NCA have provided water through local solutions like wells, water pumps, purification systems and sewage systems. Clean water contributes to the prevention of disease, rape, and corruption.

I would like to thank all the volunteers, all the counties and municipalities, all the people who knocked on doors, the royal house of Norway, Changemaker, organizations, companies, performers and actors, politicians, churches, schools, kindergartens, and suppliers. Thank you to NRK and all who did contribute to making our campaign successful.

*Dagfinn Høybråten*

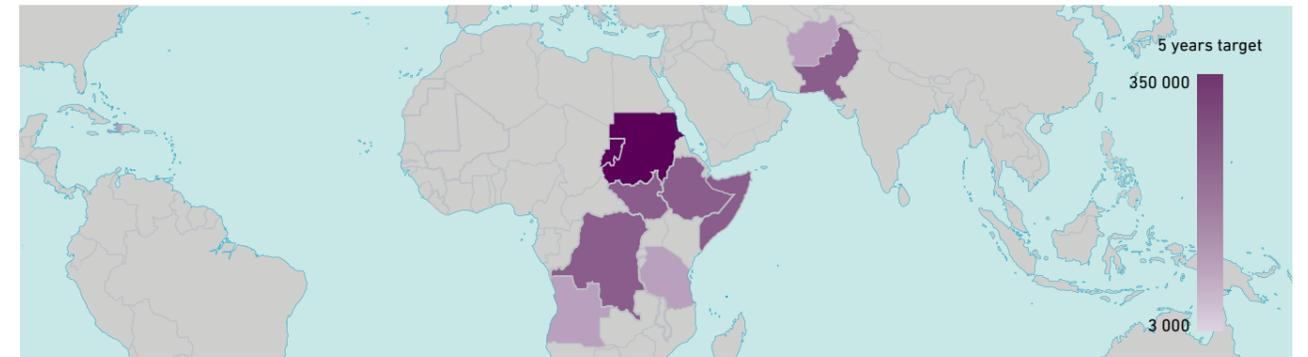
**Dagfinn Høybråten**  
General Secretary,  
Norwegian Church Aid



# Executive Summary



## NCA implementation countries



### Executive Summary

In 2014, the Norwegian Broadcasting Service/ Norsk Rikskringkasting (NRK) and Norwegian Church Aid/ Kirkens Nødhjelp (NCA) together led a campaign of "Water for One Million People", culminating in the Telethon Day on 19 October. The aim of the campaign was to help to address the basic water rights of one million people living in ten countries, people in a chronic crisis of only having access to unsafe drinking water.

Over the five years of the TCP, NCA and partners have ensured new access to safe drinking water for 1 896 103 people in the ten countries. These new services have been delivered through 3 097 new water points and are managed by 1 338 village level water committees. At the same time, NCA and partners have reached 635 477 people through hygiene promotion and have supported 449 997 people to get new access to a safe and hygienic toilet.

2016 to 2018 were the busiest years of the TCP, generating the most results. For the community-led approach employed by NCA, this is to be expected as it takes time to build the necessary trust for this approach to succeed. 2016 was also the busiest time for local advocacy efforts, building the relationships between duty bearers, such as the local water supply bureaus, and rights holders in the communities. Across, 2016-2018 the TCP delivered strong results in access to safe drinking water, dropping off a little in numbers reached each year as NCA and partners sought out remote and more vulnerable communities and building on the lessons from previous years. Access to safe sanitation and hygiene promotion activities scaled up more in 2018, as we recognised that communities with safe drinking water is only one-third of the equation. 2019 saw NCA finalising much of the effort.

Over the five years of the TCP, NCA and partners have taken time to reflect on how and why some aspects of the TCP have been very successful and others more challenged. In addition, in 2020 NCA undertook an external evaluation of the TCP. Two key lessons learned were that:

public health gains from safe drinking water programmes can only be sustained with an equal focus on all three pillars of WASH – safe drinking water, hygienic and safe toilets and good hygiene behaviours; and when synergies between projects or programmes occur, a stronger and deeper impact is achieved. The TCP has good examples linking WASH and economic empowerment, WASH and peacebuilding, WASH and women's empowerment.

As a result, integrated programming is now a standard, demonstrated by NCA's most recent applications to the Norwegian government, through Norad and MFA.

NCA and partners were looking for five key outcomes from the TCP:

1. Rights holders have access to sound sustainable water supply services	2. Rights holders' organizations have the capacity for management of sustainable community water supply and sanitation services	3. Duty bearers are influenced to deliver on the right to water and sanitation services	4. Rights holders take action to protect themselves against key public health risks related to hygiene practices	5. Rights holders have access to adequate, appropriate, acceptable and sustainable sanitation services in public institutions and households
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# Introduction



In 2014, Agnes was a young Tanzanian girl who lived in Munguli, one of the TCP locations. Agnes told us that before the water point came to the village, she and other children would walk up to seven kilometres just to fetch water, more than an hour each day. This is an hour she and the other children now have back, and she told us how excited she was to have more time for school and leisure.

## Introduction

In 2014, the Norwegian Broadcasting Service/ Norsk Rikskringkasting (NRK) and Norwegian Church Aid/ Kirkens Nødhjelp (NCA) together led a campaign of "Water for One Million People", culminating in the Telethon Day on 19 October. The aim of the campaign was to help to address the basic water rights of one million people living in ten countries, people in a chronic crisis of only having access to unsafe drinking water. Recognising the double-edged nature of this crisis – economic injustice and climate crisis – the campaign and resultant Telethon Campaign Programme (TCP) focused on locally anchored actions complemented by advocacy at national level to change water-related policies. Many of the countries in which the TCP was to work are classified as fragile, prone to disasters and emergencies, and much of the work NCA, partners and communities did was to build community-level resilience.

The public health outcome NCA seeks to strengthen through delivery of safe drinking water can only be guaranteed if it is accompanied by using a hygienic toilet and having good hygiene behaviours, in other words an integrated and holistic water, sanitation and hygiene (WASH) programme. For this reason, the TCP was strengthened to include these two important components.

NCA, as a diaconal civil society organization, provides WASH (water supply, sanitation and hygiene) services in countries where the space for civil society organisations is limited or shrinking, in countries with weak institutions or conflicts. The circumstances in these countries prompts NCA to deliver WASH services through our network of partners. NCA also works with national authorities to contribute building their capacity and to lobby for good management of public resources. At the same time NCA seeks to enable communities to advocate delivery of WASH services from authorities. Through this holistic approach, based on community mobilisation, advocacy and service delivery, NCA works towards sustainable solutions responding to the needs and the rights of people.

NCA has implemented the TCP in ten countries: Haiti, Angola, Sudan, South Sudan, DRC, Ethiopia, Somalia, Tanzania, Pakistan and Afghanistan.

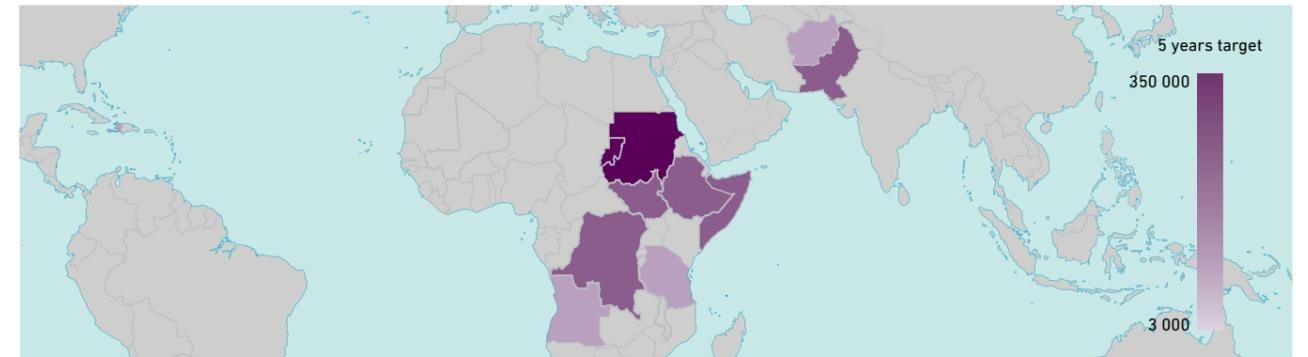
### TCP Outcomes:

1. Rights holders have access to sound sustainable water supply services
2. Rights holders' organizations have the capacity for management of sustainable community water supply and sanitation services
3. Duty bearers are influenced to deliver on the right to water and sanitation services
4. Rights holders take action to protect themselves against key public health risks related to hygiene practices
5. Rights holders have access to adequate, appropriate, acceptable and sustainable sanitation services in public institutions and households

### NCA, the TCP and the SDGs

The Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we all face, including those related to poverty, inequality, climate change, environmental degradation, peace and justice. Of fundamental importance to the TCP are the SDGs 1 and 6. These two goals together envision universal, sustainable and equitable access to safe drinking water, sanitation and hygiene for all, as well as the elimination of open defecation. The TCP directly contributes to this vision.

# Global-Level Achievements

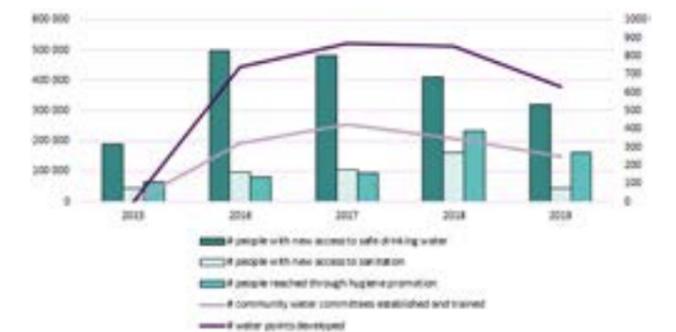


## Global-Level Achievements

### Overall results

By all accounts the TCP can be said to have been a success, over the five years of the programme ensuring **new access to safe drinking water for 1 896 103 people**, well beyond our application target of 1 million people, and our agreement target of 1 342 000 people. This over-achievement was due to several factors, including a planned mid-programme reprioritisation of funds to performing countries, leveraging results by integrated programming (i.e. communities otherwise not reached by the TCP could be mobilised and engaged with through other NCA programmes), and the application of appropriate technologies, including the increasing viability of solar pumps over the life of the programme. Table 1 and Figure 1 show the number of people reached through the three WASH pillars of the TCP, the community water committees established and trained, and the number of water points developed over the programme's lifetime.

Figure 1: Total figures for the TCP, 2015-2019



As the data shows, the mid years of the programme, 2016 to 2018, were the busiest, generating the most results. For the community-led approach employed by NCA, this is to be expected as it takes time to build the necessary trust for this approach to succeed. 2016 was also the busiest time for local advocacy efforts, building the relationships between duty bearers, such as the local water supply bureaus, and rights holders in the communities. Across, 2016-2018 the TCP delivered strong results in access to safe drinking water, dropping off a little in numbers reached each year as NCA and partners sought out remote and more vulnerable communities and building on the lessons from previous years. Access to safe sanitation and hygiene promotion activities scaled up more in 2018, as

Table 1: Total and cumulative figures for the TCP, 2015-2019

	# people with new access to safe drinking water	# community water committees established and trained	# water points developed	# people with new access to sanitation	# people reached through hygiene promotion
2015	188 672	0	0	43 199	65 660
2016	497 419	322	739	95 256	79 404
2017	480 892	423	872	106 998	92 898
2018	410 631	346	855	160 621	234 494
2019	318 489	247	631	43 903	163 021
<b>Total</b>	<b>1 896 103</b>	<b>1 338</b>	<b>3 097</b>	<b>449 977</b>	<b>635 477</b>

we recognised that communities with safe drinking water is only one-third of the equation. 2019 saw NCA finalising much of the effort.

Not all countries were active across the whole five-year period, with many completing the programme in 2018, or using 2019 to only finalise activities started earlier.

In 2020, NCA conducted an **external evaluation** of the TCP. Despite the difficulties posed by the Covid-19 pandemic lockdowns and the near impossibility of travel, the evaluator was able to make some interesting and relevant findings and recommendations. Overall, the TCP has been shown to be relevant to the communities where we work, especially in our efforts to reach the as-yet-unreached and under-served, and the overall high levels of community satisfaction with services. The evaluator found merit in our community-grounded approaches noting the flexibility of the TCP to bring in more technical stakeholders, either local government or private sector, as the need should arise. The evaluator also found that this community approach, with strong support from NCA and partners, ensured sustainability of the infrastructure by the programme's end.

NCA was pleased to hear that the evaluator had found some good examples of gender-inclusivity in the TCP, from analysis through direct time benefits to women and girls through women's engagement in decision-making. Specifically, he found that across the ten TCP countries, 41% of village water committees have managerial positions occupied by women. This is a significant achievement.

The evaluator recommended a more holistic approach to WASH right from the start of the programme to gain the optimum health benefits from our programming, something NCA had already committed to in our new Global Climate Resilient (CR) WASH Programme. The evaluator also recommended that learning from the experiences in Afghanistan and Somalia in particular, NCA could play a more active role in advocacy and policy at the national level.

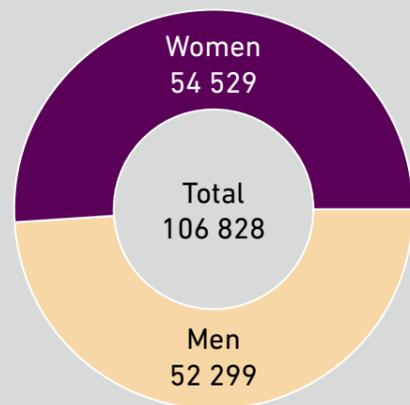
#### 2019 results

In 2019, the final year of the TCP, much of the work at country level was to finish projects started in previous years, although some countries were able to make significant contributions to the overall result through new projects. Altogether, in 2019, NCA was able to ensure that 318 489 people gained new access safe drinking water. In addition, 247 new water committees were established and trained, 117 864 people were reached through hygiene promotion, and approximately 6 800 households gained new access to a safe toilet.



Number of beneficiaries reached in 2019							
Country	Access to safe drinking water			Access to sanitation	Hygiene promotion	Advocacy for WASH services	Capacity building and follow-up
	Beneficiaries	Water committees trained	Water points developed				
DRC	58 692	9	60	4 828	47 132	14	6
Ethiopia	70 798	48	48	24 360	24 360	2	466
Haiti	2 826	0					
Pakistan	45 157	103	417	11 760	45 157	10	96
Somalia	24 841	29	8	455	17 389		80
South Sudan	50 000	23	52	2 500	1 000	15	322
Sudan	7 382	15	5				150
Tanzania	58 793	20	41		27 983	66	150
<b>Total</b>	<b>318 489</b>	<b>247</b>	<b>631</b>	<b>43 903</b>	<b>163 021</b>	<b>107</b>	<b>1 270</b>

Note: In 2019, NCA Afghanistan and Angola did not implemented activities under the TCP.



People who have gained access to safe water  
2015-2019

## AFGHANISTAN



### Afghanistan

The TCP in Afghanistan started very strongly, building on existing community and partner connections. For the TCP, NCA deliberately targeted under-prioritised and remote communities, often in difficult to reach places, where the access to both safe drinking water and toilets is very low.

Key to NCA's work in Afghanistan has been the centrality of community engagement, both through the strengthening of the capacity of the water committees to manage these systems (technical and financial) and the engagement of local authorities.

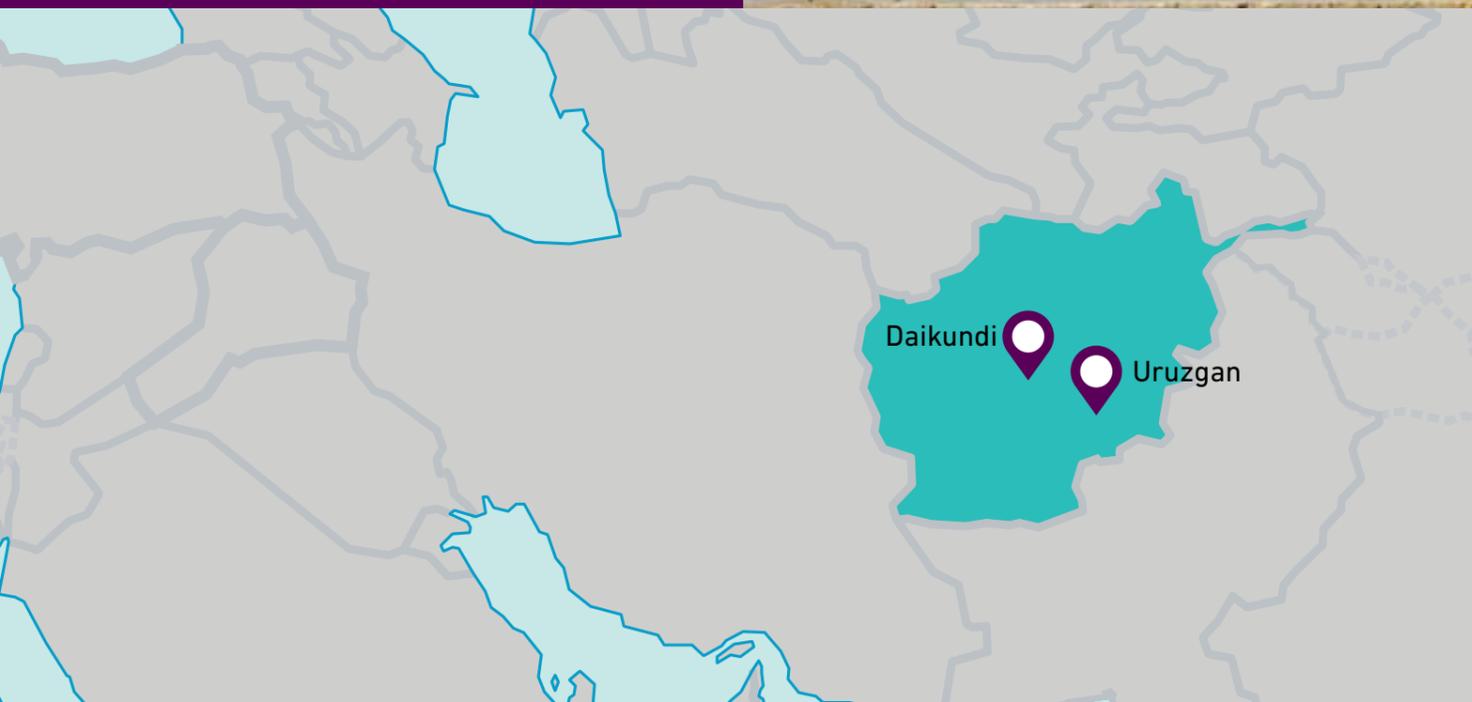
NCA's water supply solutions have been built on proven technologies in Afghanistan, including gravity-fed and small pumped piped systems as well as source protection. Altogether some 189 water points were constructed, benefiting 106 828 people with new access to safe drinking water, slightly beyond the initial target. Evidence from the end line surveys also show that by bringing the distribution points closer to people's houses, the consumption rate has significantly increased, which has been shown to provide real health benefits, especially for women and girls. Aligning with NCA's Peacebuilding programme, the TCP also worked to reduce conflict through community

mediation, especially around water resource management and access.

At the same time, recognising the need to improve overall WASH conditions to make a real difference to public health outcomes, communities built approximately 11 000 household toilets through a community-led approach and with support from the TCP and NCA.

The TCP in Daikundi and Faryab has been a particular success in engaging women in the water committees, and increasingly in positions of decision-making, with 30% of all decision-making positions in Daikundi now being held by women.

In 2019, NCA Afghanistan has not implemented activities under the TCP.



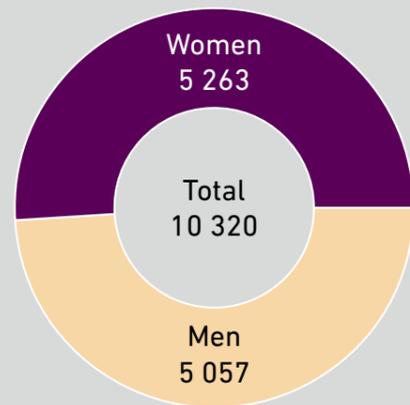
**NORWEGIAN CHURCH AID IN AFGHANISTAN ESTABLISHED:** 1979

**COUNTRY OFFICE:** Kabul

**WHERE WE WORK:** NCA in Afghanistan implements its programme in the city of Kabul, along with four provinces: Daikundi, Khost, Kunduz and Samangan.

**WHO WE ARE:** As Afghanistan experiences armed conflicts and disorder, NCA is on the ground implementing programmes to respond to this situation and power imbalance in society. NCA established its presence in Afghanistan in 1979, providing relief assistance to displaced Afghans. Since 2002, long-term development projects, emergency and humanitarian response, and advocacy initiatives have been at the heart of NCA's work. For NCA, partnering with civil society actors has been a primary approach to strengthen civil society. These partnerships with national, provincial and district-level civil society organisations are crucial to delivering results for marginalised populations, such as women, youth and disabled groups in hard-to-reach communities.

**WHAT WE DO:** NCA contributes to a stable Afghanistan: to a society which is socially inclusive and which experiences durable peace and prosperity. NCA operates through static and mobile forms of response to both chronic and acute emergencies, delivering lifesaving services to vulnerable people in hard to reach areas. The speed and scale of humanitarian response delivery is impeded by the tenuous security situation in most parts of the country. Together with Afghani civil society organisations, NCA implements innovative long-term development and humanitarian programmes in, Peacebuilding, Climate Resilient Water, Sanitation and Hygiene, Climate Smart Economic Empowerment, and Gender Based Violence.



People who have gained access to safe water  
2015-2019

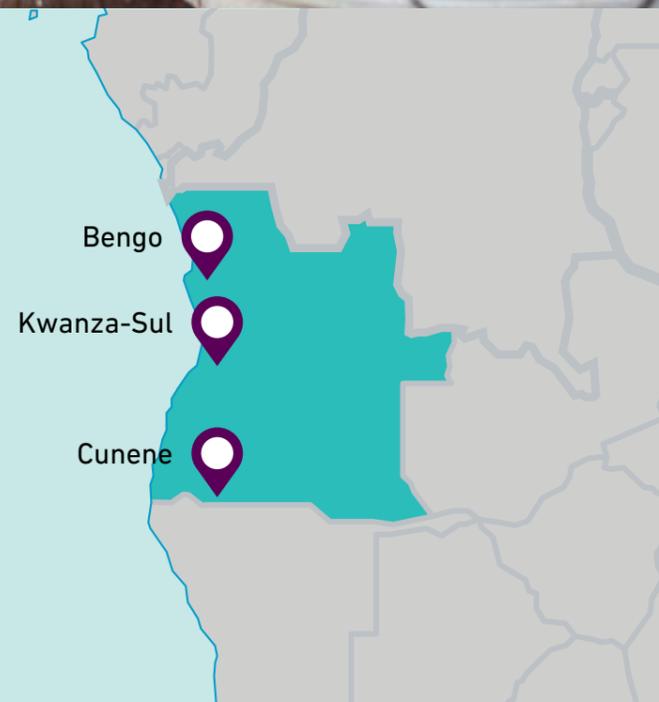
## ANGOLA



### Angola

NCA in Angola chose to implement the TCP over a three-year period from 2015 to 2017. In early 2015, we set a target of 3 000 beneficiaries based on community need in an area where we were already working with partners. However, by diversifying the technologies available to households, notably some rainwater harvesting and piped pump schemes, we were able to extend our reach to other communities in need, and as a result of the programme 10 320 people now have access to safe drinking water from 24 water schemes.

In 2019, NCA Angola has not implemented activities under the TCP.



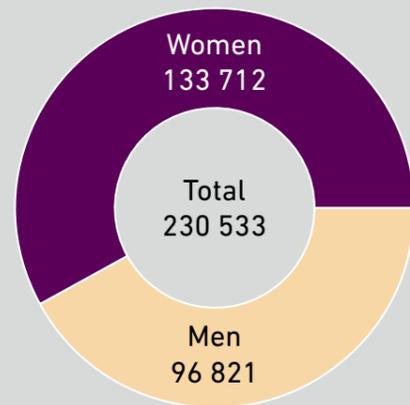
**NORWEGIAN CHURCH AID IN ANGOLA ESTABLISHED:** 1975

**COUNTRY OFFICE:** Luanda

**WHERE WE WORK:** Together with our partners, NCA implements programmes in Bengo, Kwanza Sul, Malanje, Benguela, Uige, Zaire, Cunene, Huila as well as in the capital, Luanda. Interventions target women and men living in poor peri-urban and rural areas affected by the activities of extractive industries and/or where the impacts of climate change are severe.

**WHO WE ARE:** NCA has been tackling challenges in Angola since 1975 and is the only major international NGO still supporting civil society and human rights in the country. For over thirty years, NCA and its ACT Alliance partners have responded to Angolan's post-civil war needs with long-term development and advocacy programmes as well as humanitarian response. Partnering with civil society actors has been NCA's primary approach to fulfilling its mandate to strengthen civil society. Thus, collaboration with international and local faith-based organisations and NGOs, local authorities and human rights organisations is crucial.

**WHAT WE DO:** NCA in Angola tackles the issues of gender inequality, increasing poverty and economic inequality, and the limited influence of faith-based and other civil society organisations in the country. Together with its partners and Angolan civil society organisations, NCA implements long-term development and humanitarian programmes in the thematic areas of Fighting Inequality, Faith-Based Climate Action and Strengthening Civil Society and Defending Human Rights.



People who have gained access to safe water  
2015-2019

## DEMOCRATIC REPUBLIC OF THE CONGO



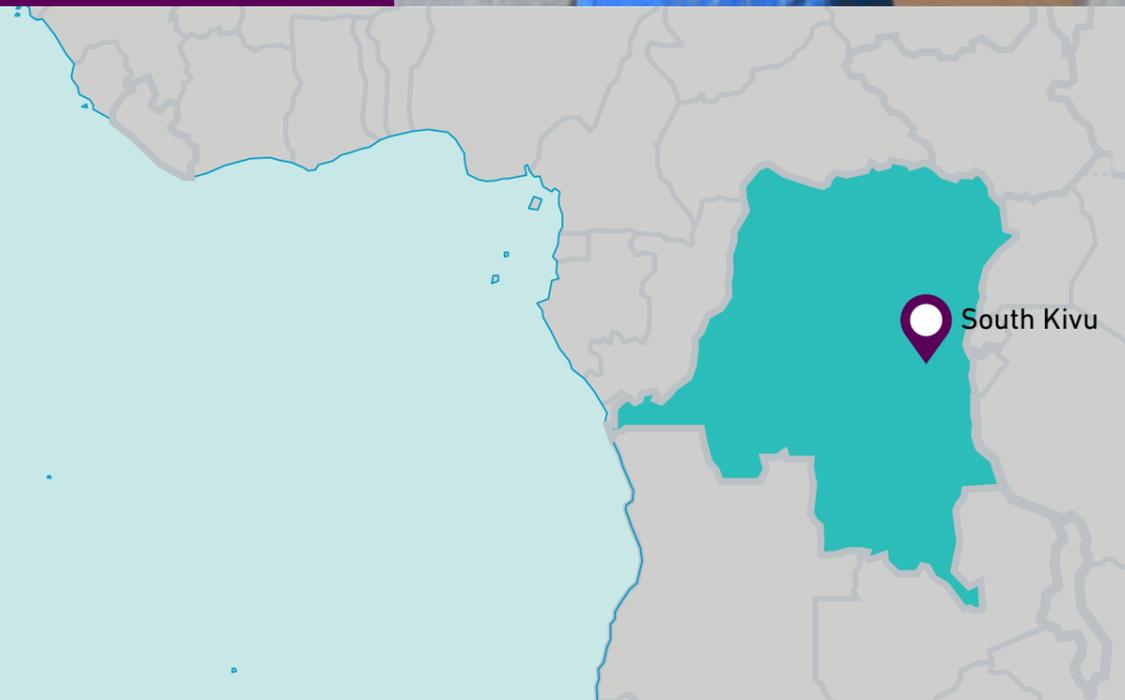
### Democratic Republic of Congo

NCA's approach in DRC was to align with an existing national programme, *Villages et Ecoles Assainies* (VEA, DRC's healthy Villages and Schools programme). This programme aims to stimulate local communities to assess and solve the water, sanitation and hygiene problems they face, as well as to link community and local government efforts. While this takes time to establish, the engagement is critical to the long-term success of the public infrastructure. The 120 communities benefitting from the TCP support, were initially relying on temporary or unsafe sources, and were often in very remote or difficult to reach locations. By the end of the TCP, NCA and partners have supported 230 533 people to gain new access to safe drinking water, a significant increase over the initial target, largely based on being able to re-allocate funds to a successful programme.

The TCP (through the VEA approach) focused on the overall development of the communities. Consideration for population resilience (evacuation plan), livelihood (income generation activities), autonomous water access (rain-water harvesting), Integrated water resource managing (protection of the catchment area) and environments (protected environmental area) were made. However, the im-

plementation phase only concerned the WASH aspect; the other consideration was included in the community development plans and funding will depend on the community's success in attracting/sourcing funds. Typical water supply solutions are spring catchments and water gravity systems, with small piped networks.

In 2019, NCA's activities remained significant with 60 water points established across 19 villages, an extra 9 community water committees established and trained delivering new safe drinking water access to 58 692 people. In addition, 47 132 people were reached through hygiene promotion activities and communities built approximately 910 household toilets with support from the TCP.



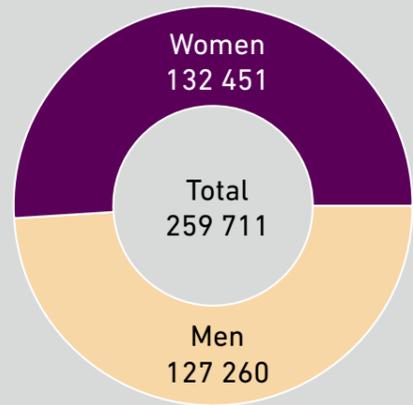
**NORWEGIAN CHURCH AID IN DRC ESTABLISHED:** 1994

**COUNTRY OFFICE:** Bukavu

**WHERE WE WORK:** NCA implements its programmes in the North and South Kivu Provinces. In South Kivu, NCA works in the Fizi, Kabare, Kalehe, Uvira and Walungu territories. NCA will also work in Idjwi, Mwenga and Shabunda territories should there be a need for emergency intervention. In North Kivu, NCA's focus areas are Masisi and Rutshuru.

**WHO WE ARE:** NCA established a presence in DRC in 1994 to respond to the massive influx of people from Rwanda following the genocide. The humanitarian assistance programme continues today, and a long-term development programme has been added to NCA's portfolio. Partnering with local organisations in DRC is integral to fulfilling NCA's mandate to strengthen civil society in the country. NCA in DRC has documented experience working with sensitive issues such as security and GBV, and ensuring safe access to water, sanitation and hygiene facilities.

**WHAT WE DO:** NCA in DRC contributes to a non-violent, respectful and resilient society that allows women, men, girls and boys to live healthy and dignified lives. Together with its partners, NCA implements long-term development and humanitarian programmes in Fighting Inequality, Gender-based Violence and Climate Resilient Water, Sanitation and Hygiene.



People who have gained access to safe water 2015-2019

# ETHIOPIA

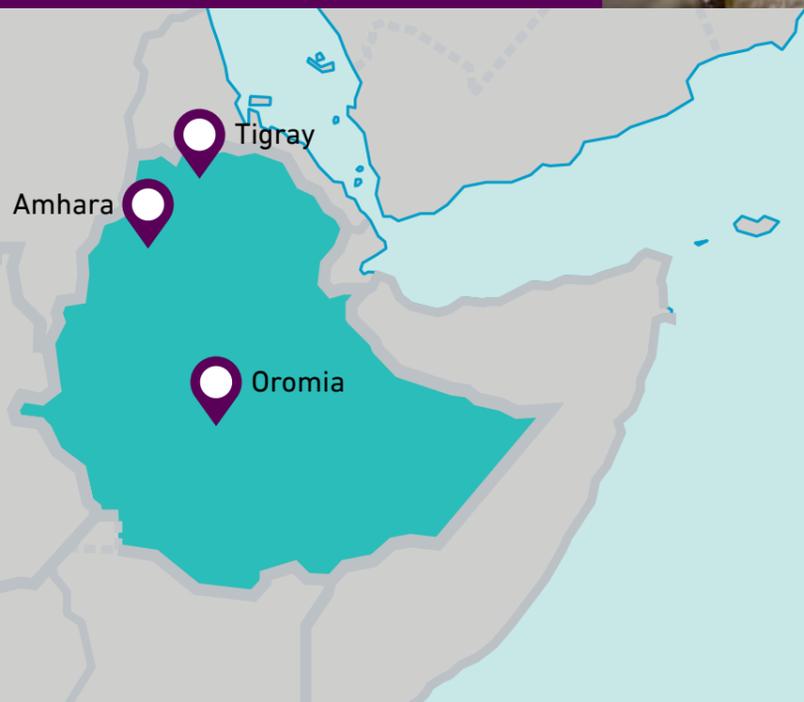


## Ethiopia

Despite the TCP starting in the face of one of the worst droughts in Ethiopia's history, impacting on much of the Horn of Africa and which delayed the start of the TCP in Ethiopia by one year, NCA and partners were able to focus on providing safe drinking water to meet immediate needs of drought affected communities as well as durable access in strategic locations. Over the five years of the programme (2015-2019), activities included replacement of selected handpumps with solar driven pumps, the expansion of water distribution networks to cover more people and water source protection. Water Committees were established or re-established and trained to manage the systems.

In 2019, NCA's activities remained very significant with 48 schemes established, an extra 48 community water committees established and trained delivering new safe drinking water access to 70 798 people. In addition, 24 360 people were reached through hygiene promotion activities and communities built approximately 5 300 household toilets with support from the TCP.

A key highlight of the Ethiopia programme has been the strong commitment to focus intervention in areas where the lack of facilities is notable.



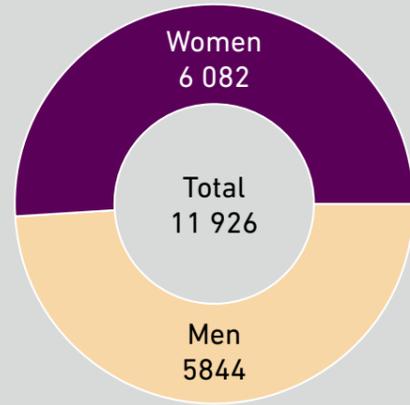
**NORWEGIAN CHURCH AID IN ETHIOPIA ESTABLISHED:** 1974

**COUNTRY OFFICE:** Addis Ababa

**WHERE WE WORK:** NCA Ethiopia works in six regions and one city administration: Amhara, Gambella, Oromia, SNNPR, Somali, Tigray and Addis Ababa.

**WHO WE ARE:** NCA has been present in Ethiopia since 1974 and has since worked closely with major faith-based actors and local organisations on both long-term development programmes and humanitarian response. For NCA, partnering with civil society actors, particularly with faith-based actors, is a primary approach to fulfilling its mandate to strengthen civil society. These partnerships have been crucial to delivering positive results ranging from providing water, sanitation and hygiene (WASH) services, to promoting climate resilience to ending harmful traditional practices, such as female genital mutilation and child marriage.

**WHAT WE DO:** NCA Ethiopia contributes to empowered and resilient communities living in peace and with dignity. Together with Ethiopian civil society organisations, NCA implements long-term development and humanitarian response programmes in Peacebuilding, Gender-based Violence, Faith-based Climate Action and Climate Resilient Water, Hygiene and Sanitation. NCA integrates advocacy into both its humanitarian and long-term development work. Together with Action by Churches Together sister organisations, likeminded CSOs, and national and international networks and platforms, NCA engages in programmatic and policy-level advocacy initiatives.



People who have gained access to safe water 2015-2019

# HAITI



## Haiti

NCA in Haiti started infrastructure work in early 2016, having spent much of 2015 defining, assessing and planning with communities and partners, as well as undertaking the necessary legal work to establish public infrastructure. Some work started earlier, such as spring protection, but much of the construction of new piped systems started in early 2016. The arrival of the Category 5 Hurricane Matthew in October 2016, which devastated much of the south of the country, forced a re-focusing of the country office's priorities to humanitarian support and a postponement of development activities. In addition, the political and security situation in Haiti has deteriorated, which continues to have an impact on NCA's ability to implement in the field. Despite the precarious situation and humanitarian re-focus, construction already started was assessed, reviewed and re-started, and NCA was able to start new construction on a reduced number of schemes.

In 2019 NCA was able to complete the last three water systems in Philippe, Belvue and Diny. Other capacity building work planned with local authorities was undermined by security constraints in the areas where we wanted to operate. Over the four years of the Telethon programme, NCA and partners have sustained access to safe drinking water for 11 926 people.



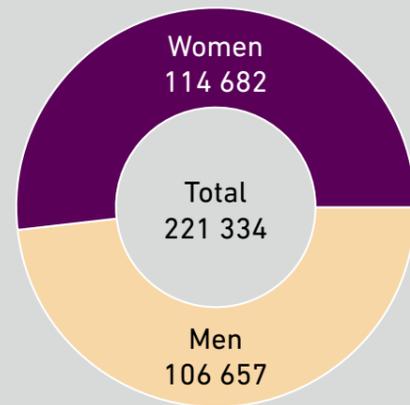
**NORWEGIAN CHURCH AID IN HAITI ESTABLISHED:** 1987

**COUNTRY OFFICE:** Port-au-Prince

**WHERE WE WORK:** NCA in Haiti implements programmes mainly in the Big South area of the country, particularly in Grand'Anse as well as in the mountains near Port-au-Prince.

**WHO WE ARE:** NCA established humanitarian and development programmes in Haiti in 1987. In 2017, NCA established a joint country programme (JCP) with the Lutheran World Federation and Diakonie Katastrophenhilfe. NCA/JCP implements programmes in Haiti in partnership with civil society, including faith-based organisations, as they have a high level of legitimacy in the community and outreach to the most vulnerable populations. For NCA, partnering with and strengthening civil society is also vital to ensuring sustainable development in Haiti.

**WHAT WE DO:** Together with its partners, NCA/JCP implements long-term development and humanitarian programmes in Climate Smart Economic Empowerment and Climate Resilient Water, Sanitation and Hygiene.



People who have gained access to safe water  
2015-2019

## PAKISTAN



### Pakistan

In Pakistan the TCP was based on establishing an early link between water supply and sanitation (see Impact Story), with communities needing to certify that they are open defecation free in order to qualify for water interventions. At the same time, the TCP established early links between local authorities and communities to ensure smooth implementation in a bureaucracy-heavy context. Targeted communities were those with some of the lowest access to sanitation, under-served by national programmes, often in remote, insecure, or flood prone locations of Sanghar and Thatta districts, Sindh Province.

The improvements to access to sanitation was undertaken through a fully participative approach including onsite monitoring of the work, adapted for the Pakistan context from existing community approaches. Certification also brings about strong community engagement and ownership, which was also built upon to engage communities in water resource management and decisions about water supply infrastructure, as well as in further community development work. Despite the technical difficulties posed by high water tables and flooding, potentially contaminated water sources and working to serve people in

remote and often insecure locations, by the end of the TCP, 221 334 people had new access to safe drinking water, slightly more than the target, and 16 160 households now have a safe toilet.

2019 remained a busy year for the TCP in Pakistan, with 417 further water points developed and 103 community water committees established and trained delivering water to a further 45 157 people. These same people were all reached through hygiene promotion, and about 1 730 households gained access to a safe toilet through the TCP.

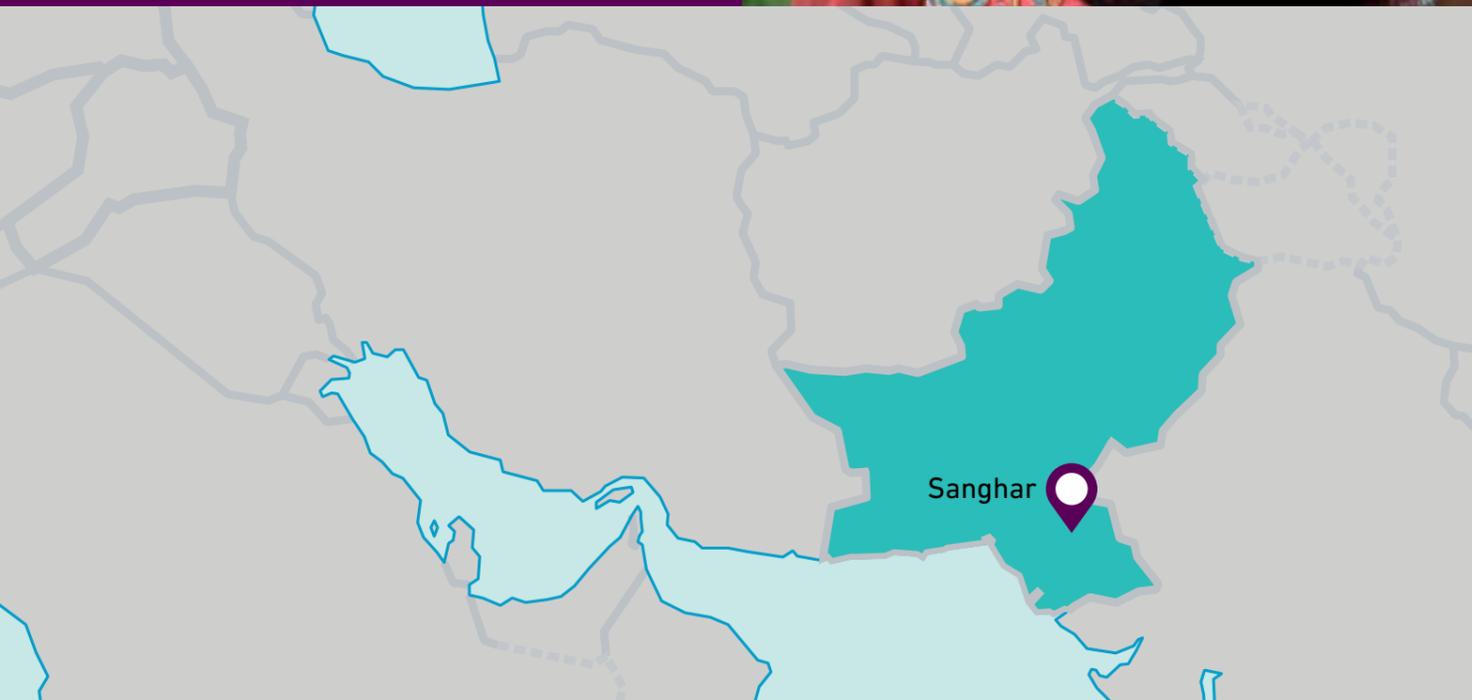
**NORWEGIAN CHURCH AID IN PAKISTAN ESTABLISHED:** 1982

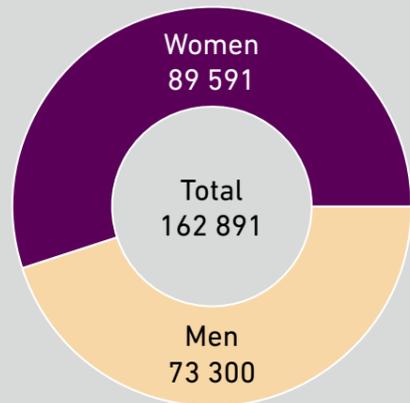
**COUNTRY OFFICE:** Islamabad

**WHERE WE WORK:** NCA in Pakistan implements programmes in 15 districts across three provinces; Khyber Pakhtunkhwa, Punjab and Sindh.

**WHO WE ARE:** NCA began working in Pakistan in 1982, providing humanitarian assistance to Afghan refugees fleeing their country. A humanitarian response was also provided for communities affected by the devastating 2005 earthquake, and from 2007 NCA expanded its operations to include long-term development programmes. Partnering with civil society actors is NCA's primary approach to fulfilling its mandate to strengthen civil society. In Pakistan, partnership with local, national and regional actors is crucial to strengthening these civil society actors. Close collaboration with faith-based actors contributes to a high level of legitimacy in local communities, making it possible to reach the most vulnerable in Pakistan.

**WHAT WE DO:** NCA contributes to a just and prosperous Pakistan where all citizens enjoy equal rights and opportunities. Together with Pakistani civil society organizations, national partners, academic institutions, and government agencies NCA implements long-term development and humanitarian programmes in Cultural Cohesion, Understanding & Diversity, Inclusive and Faith-based Climate Action, Gender Equality, Protection & Respect, Climate Smart Economic Empowerment and Climate Resilient Water, Sanitation and Hygiene.





People who have gained access to safe water 2015-2019

# SOMALIA



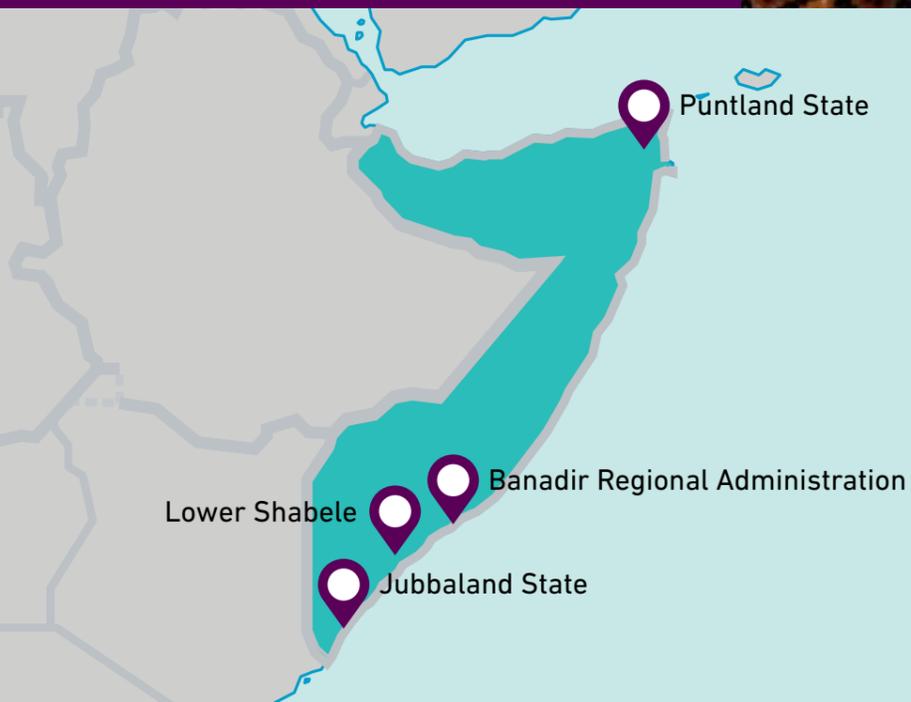
## Somalia

Despite the TCP starting in the face of one of the worst droughts in Somalia's history triggering famine conditions in much of the country, impacting on much of the Horn of Africa, NCA and partners were able to focus on providing safe drinking water to meet immediate needs and well as durable access. The TCP in Somalia targeted people in two distinct contexts – semi-urban informal settlements largely comprised of people who have been forced to move from their original villages or town either as a result of the drought or fleeing conflict, and in rural areas. Both of these contexts pose significant security challenges that limit NCA's field presence as well as having other impacts on the ability to undertake infrastructure work. As a result, NCA took a mixed approach to community engagement, with a strong local partner or with local authorities.

A key component of the TCP in Somalia was the support of NCA to shift the existing Puntland state water policy into law, through consultative community engagement and strengthening aspects of the water policy to give it a more grounded authenticity.

The TCP in Somalia was to a very significant degree completed in 2018, with some small over-run into 2019 to finish some activities. Altogether some 162 891 people now have access to safe drinking water, well beyond the initial target set, and largely due to re-allocation to this successful programme. In addition, 38 153 people were reached through hygiene promotion and about 1 680 households now have access to a safe toilet through the TCP.

The approaches to water supply have been mixed, depending on context and long-term sustainability, ranging from boreholes and shallow wells to traditional rainwater harvesting in *berkads* (underground storage from localised rainfall catchments). In the peri-urban locations although the process was community-led, the water supply systems had support from local authorities or even private service providers to assist in operation and management.



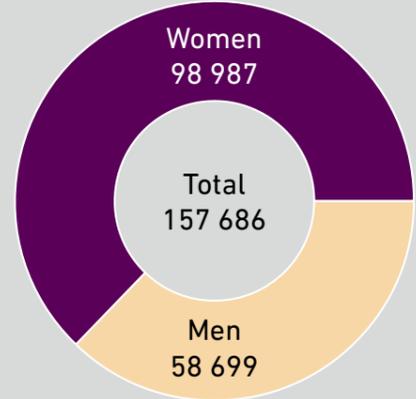
**NORWEGIAN CHURCH AID IN SOMALIA ESTABLISHED:** 1993

**COUNTRY OFFICE:** Nairobi, Kenya

**WHERE WE WORK:** NCA in Somalia implements its programmes in Banadir, Puntland, Jubbaland, and South West States.

**WHO WE ARE:** NCA established its presence in Somalia in 1993 and has since worked with long-term development and emergency relief in the country. The first operation started in Gedo region as a response to conflicts following the collapse of government the same year. NCA has since maintained its presence, responding to food security and livelihood, water, sanitation and hygiene, gender-based violence and livelihoods in emergencies. For NCA, partnering with civil society actors is essential to fulfilling its mandate to strengthen civil society. With over two-decades experience working on the ground with its local partners, NCA in Somalia has won the trust and confidence of communities. This allows NCA to respond to the needs of the most vulnerable populations despite increased insecurity in some areas.

**WHAT WE DO:** NCA contributes to a cohesive, peaceful, and resilient Somalia where people participate in the development and implementation of public policies. Together with Somali civil society organisations and other partners, NCA implements long-term development and humanitarian programmes in Gender-Based Violence, Peacebuilding, Climate Smart Economic Empowerment and Climate Resilient Water, Hygiene and Sanitation.



People who have gained access to safe water 2015-2019

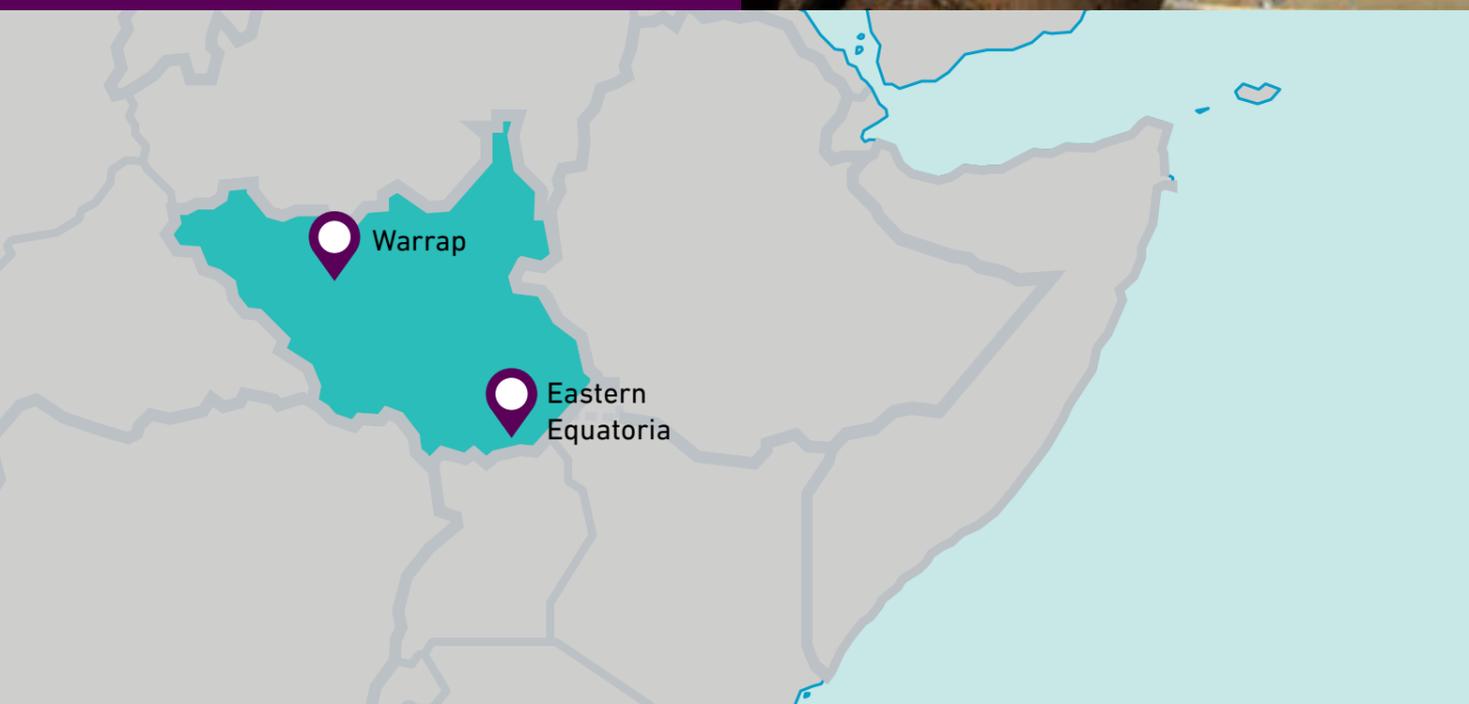
# SOUTH SUDAN



## South Sudan

The TCP in South Sudan kicked off strongly but 2016, with the rapid escalation of violence across much of the country, a revision of the potential timeline and targets was undertaken. Because of this context, in South Sudan the TCP, like other NCA programmes, is grounded in community-level peace and reconciliation. The TCP has focused on establishing or repairing water systems (boreholes and pumps along with storage capacity for communal water points), and on ensuring their durability through local operation and maintenance, supporting spare parts supply chains.

However, in 2019, NCA was able to somewhat scale up the TCP programme, delivering safe drinking water to an estimated 50 000 people and a significant scale up in sanitation, with 484 households gaining access to a safe toilet through the TCP.



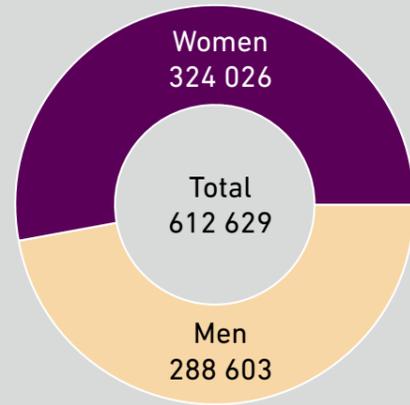
**NORWEGIAN CHURCH AID IN SOUTH SUDAN ESTABLISHED:** 1972

**COUNTRY OFFICE:** Juba

**WHERE WE WORK:** NCA in South Sudan works in Warrap, Western Bahr el Ghazal, Eastern Equatoria, Central Equatoria, Greater Pibor and Upper Nile.

**WHO WE ARE:** NCA established its presence in South Sudan in 1972. Its first operation in Greater Sudan (South Sudan since separation in 2011), was part of a large and successful multisectoral operational programme in Eastern Equatoria. NCA has since become a key humanitarian and development actor in the country. For NCA, partnering with civil society actors is essential to fulfilling its mandate to strengthen civil society. Over the years, NCA has partnered with and gained trust from faith-based organisations and local churches. These partners are important as they have a long history of being strong and vibrant champions of peace and justice in the country and have gained the trust of the local population.

**WHAT WE DO:** NCA contributes to building a peaceful and inclusive South Sudan where citizens co-exist and experience equitable development within a secure environment. Together with South Sudanese civil society organisations and other partners, NCA implements long-term development and humanitarian programmes in Gender-Based Violence, Peacebuilding, Climate Resilient Water, Sanitation and Hygiene, Community Based Teachers Training (CBTT) and Inclusion of people with disabilities (TOFI).



People who have gained access to safe water  
2015-2019

## SUDAN

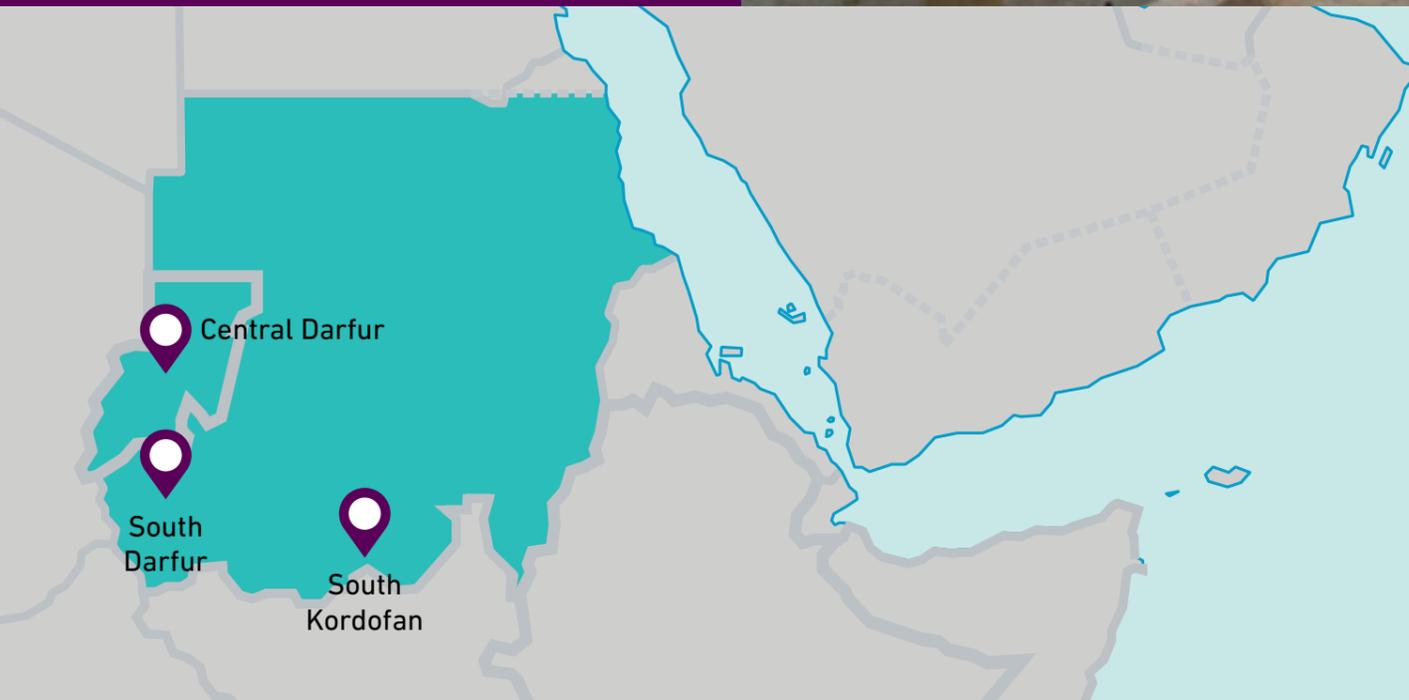


### Sudan

The TCP in Sudan focused on ensuring the durable operation of water sources, largely through boreholes with handpumps or motorised pumps. Experience in Sudan showed us that establishing the infrastructure was not enough but that real community engagement and training in operations and maintenance would have to be a focus. The TCP had an equal if not stronger focus on building the capacity of community water committees, and by extension through peace-building initiatives, community-led conflict resolution over water resources.

Over the four years of the programme, solar pumps became a more viable choice in remote Sudan, with established supply chains. In addition, the TCP branched out into localised catchment and water resource management, largely through local catchment protection (e.g. improved pump platforms) and tree planting. With these innovations, the TCP met its overall target, reaching 612 629 people with new access to safe drinking water.

In Sudan in 2019, the TCP finalised activities started in 2018.



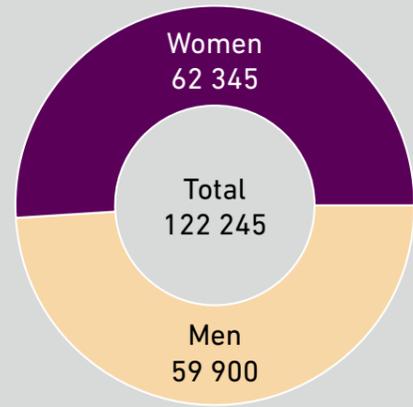
**NORWEGIAN CHURCH AID IN SUDAN ESTABLISHED:** 1972

**COUNTRY OFFICE:** Khartoum

**WHERE WE WORK:** NCA in Sudan works in Khartoum, South, West and North Kordofan, White Nile and in South, Central and North Darfur.

**WHO WE ARE:** NCA established its presence in Sudan in 1972. Its first operation in Greater Sudan (South Sudan since separation in 2011), was part of a large and successful multisectoral programme in Eastern Equatoria. NCA has since played a key role in humanitarian and development projects in the country. The largest of these is the response to the crisis in Darfur which started in 2004 and continues today. NCA's professional humanitarian response capacity and track record have been acknowledged by stakeholders in Sudan, including donor agencies and embassies. Partnering with civil society actors is NCA's primary approach to fulfilling its mandate to strengthen civil society. NCA has established and nurtured partnerships with both faith-based and secular partners.

**WHAT WE DO:** NCA in Sudan contributes to increased and inclusive civic space in which women, youth and other underrepresented groups participate actively and with legitimacy. Together with Sudanese civil society organisations and other partners, NCA implements long-term development and humanitarian programmes in Gender-Based Violence, Climate Resilient Water, Sanitation and Hygiene, Climate Smart Economic Empowerment, Nutrition and Education in Emergencies, Health and Emergency Preparedness and Response (Non-food items and Shelter Materials).



People who have gained access to safe water 2015-2019

# TANZANIA



## Tanzania

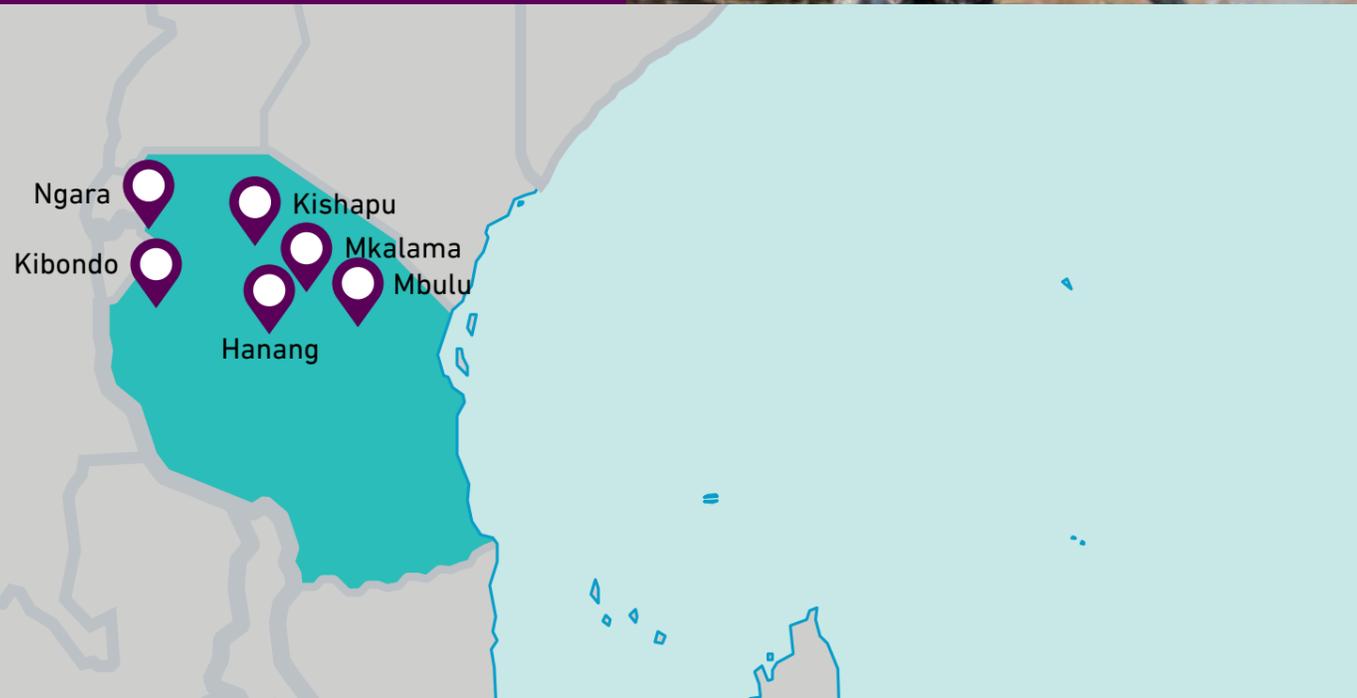
NCA in Tanzania took a mixed approach to the TCP, delivering some aspects of the programme through our partners and integrating with other existing community engagement programmes, while other aspects were delivered through infrastructure development, either through local contractors or other partners.

ter committees established and trained delivering water to a further 58 793 people. 27 983 people were reached through hygiene promotion.

The TCP in six locations in three TCP districts was integrated with the existing economic empowerment programme to provide enough water for multiple uses. The resulting vegetable gardening was both a source of nutrition during drought periods and income generation.

Solar-powered pumps became a more viable option for the targeted remote rural communities, and as a result the TCP picked up pace in the last two years of the programme. Over the five-year programme period and with extra funds re-allocated to this performing programme, the TCP was able to provide new safe drinking water sources to 122 245 people, well above target.

In 2019, the TCP in Tanzania scaled up activities 2019, with 41 further water points developed and 20 community wa-



**NORWEGIAN CHURCH AID IN TANZANIA ESTABLISHED:** 2006

**COUNTRY OFFICE:** Dar es Salaam

**WHERE WE WORK:** NCA Tanzania will scale up programmes in Dodoma, Kigoma, Lindi, Manyara, Pwani and Tabora in the coming years, and maintains existing work in the Iringa, Kilimanjaro, and Morogoro regions.

**WHO WE ARE:** NCA re-established its presence in Tanzania in 2006 and has a long history of working together with local faith-based actors to help people climb out of poverty and promote justice. Throughout its presence, NCA has nurtured an interfaith civil society movement, working for peace and social cohesion, accountable governance, economic justice and gender equality. For NCA, facilitating multi-stakeholder dialogue and cooperation is a key approach to strengthening the role of civil society and promoting sustainable development results in the country.

**WHAT WE DO:** NCA in Tanzania strengthens the capacity of civil society actors and civic space to foster human dignity and rights, and to empower people to participate in the development and implementation of public policies and development plans. Together with civil society organisations, NCA and partners work to implement long-term development programmes in Fighting Inequality, Climate Smart Economic Empowerment, Gender-based Violence and Sustainable Faith-Based Health Care - Haydom Lutheran Hospital (HLH).



## Impact Stories

### Tanzania: Water Is Just the Beginning

Through the TCP in Tanzania, NCA has constructed new water points at six schools and, over the lifetime of the TCP, has upgraded them to be fitted with solar-powered electric pumps. This development has allowed the schools to extract more water from the source, to store it in an elevated tank and then distribute it across the school grounds, to the kitchen, dormitories, toilets, showers and taps in the yard of the school – significantly reducing distance and queuing time for students and cooking staff in the schools.

With the improved access to water in the schools, local communities and government authorities have been provided with the catalyst they needed to contribute more to the schools. Before the improved access to water, these schools were at the bottom of the education performance lists in their districts. While every school had a specific path to improvement, in general the response to improved water has been for the government to add more teachers and for local communities to build more classrooms. As a result, student enrolment has increased by at least 50%, drop out and absence rates have significantly decreased, teaching quality has increased and education results as well, shifting these schools up the performance lists in their districts. The schools have become more attractive, both physically and from an educational perspective.

Some schools are sharing the water with the local communities for a small fee. This makes it possible over time for the schools to improve their facilities. Without the improved access to water, funded by the Norwegian public through the NRK telethon, NCA and the community would not have reached these fantastic results.

In addition to access to water, NCA facilitated School Water, Sanitation and Hygiene (SWASH) Clubs where student practiced hygiene tips while in schools. The benefit of sharing information with students is that many of them transform the knowledge to the family level and the community at large.

### DRC: New Ways of Water Supply for Modern Needs

Bushumba lies in the gently sloping land around Lake Victoria in eastern DRC. It's a relatively developed area, not far from the airport of Bukavu, of small villages and farmers, tradespeople and small shops. The water table, which most people access through shallow hand-dug wells for their daily needs, is not deep but is contaminated by local activities, poor environmental sanitation being a big threat. The shallow wells are also highly affected by the season, some drying up in the dry season and some becoming swamps in the wet, posing a threat as a mosquito breeding ground as well as a direct contamination route.

NCA brought together community leaders, who reflected the development desires of their communities, and a local construction company in an innovative approach to be able to provide safer and more water to households. Together, we constructed a reticulated piped system that transports water from two natural spring sources in the nearby hills, to two large reservoirs that feed water into tapstands in 27 villages, to more than 30 000 people. In addition, water is provided directly to six primary schools, three health centres, four churches and two local markets across Bushumba.

Providing drinking water from this safe source not only lowers the risk of spreading diseases, it also frees up the time previously spent to collect water. The search for water was a time-consuming chore for women and girls who previously had to walk long distances, often in inse-

cure locations, elevating their risk of rape and violence. Avoiding disease, and not spending time walking for water means that kids can spend more time in school and adults can spend more time on other important tasks either at work or at home.

One Bushumba inhabitant told NCA: "I'm so happy to be, for the first time since I was born, at the tap stand. For me, being here, it's a huge relief because I now free from long walks to the lower land where I was going to fetch water. The observation of everybody here around the tap stand is that, since we fetch water at the tap, the cases of diarrhoea have drastically reduced in our village, especially for the children. We send our sincere thanks to the Norwegian community at large and to NCA for having channelled the funds towards this big project, something never done in the past here in Bushumba."



**Pakistan: Thinking Differently – Building Accountability**

In large parts of rural and remote Pakistan, open defecation is a cultural norm. Householders have not invested in their own toilets, choosing instead to prioritise other pressing needs. This has an impact on public health as well as escalating the risk to gender-based violence, especially for women and girls. Previous experience has shown that that even with sufficient access to safe water and toilets, some communities revert to old practices over time.

One particularly successful element of the community ownership is their ability to share the success of the approach to other villages in the region.

In the end, 257 villages in the rural areas of Sindh province, one of the least developed areas in the country, have worked hard to ensure they are and remain open-defecation free. And that hard work has led to access to safe drinking water.

To secure a sustainable change and long-term adoption of improved sanitation and hygiene practices, NCA decided to start the TCP with changing attitudes towards open defecation and hygiene before working with communities on improving access to safe water. This approach was successful in leading to a greater sense of motivation and ownership in the communities and, eventually, a higher success rate compared to similar projects in the area.

To do this, NCA and partners used PATS, the Pakistan Approach to Total Sanitation, the Pakistani version of the world famous CLTS approach. In this approach, communities agree to construct household toilets to a minimum quality standard, a pour-flush toilet, and are supported to do so, through advice on construction and technologies as well as some financial or material support for those most especially vulnerable.



# Challenges and Lessons Learned

## Challenges and Lessons Learned

While there were some challenges to implementing the TCP at country level, described above, there were also some challenges common to at least a few countries and structural challenges at global level, some of which we were able to learn from early and some we are still absorbing.

As a principle, NCA and the TCP work to reach those until now left behind, those without access to safe drinking water. This means we work with some of the most vulnerable communities, who are often without a strong cash economy. Experience also shows us that financial sustainability, the capacity to generate revenues to cover operation and maintenance costs, is key to a sustained water supply system. To try to resolve this dichotomy, NCA and partners have supported the creation of community-based management structures, typically villages committees, usually linked to district-level technical support, public or private. We recognise that it's important to monitor and follow-up the committees from the start-up of their operations, and to help them document the process of fixing an appropriate water fee, one that includes both social and technical considerations.

Experience has also shown us that we don't work in an NCA bubble. It may sound obvious, but people live, work and learn in countries with national governments, who are the primary duty bearers. Their technical agencies are mandated to deliver in the WASH sector against national policies and strategies. A key element of NCA's global CR WASH programme and the TCP has been to create and nurture a strong connection amongst state and non-state stakeholders. This is to ensure sustained results in our programmes, but we've also seen a multiplication factor in these results, which we see as a longer-term pay off.

The recent TCP evaluation has shown that the programme implemented by NCA and partners has been comparably cost efficient, with a low cost of about NOK 124 per beneficiary. The evaluator suggested this cost efficiency comes from our principle of active engagement and mobilisation of the population through strongly participative approaches, leading to effective local partnerships, optimal use of local materials, and strong community mobilisation.

While our programming is very much people-centred, NCA recognises the potential dichotomy between our fundamental rights-based approach and the need for communities to self-govern. Selection or prioritisation at community level is usually made by the community itself. While involvement, participation and transparency are key elements in this, NCA and partners recognise the need to have a visible and documented mechanism underpinning decision-making. One element of this is the establishment of complaints reporting mechanisms at village level.

In 2014 and recognising a real need, NCA and NRK agreed that providing sustained access to safe drinking water would be the focus of TCP. Since then, NCA and others in the sector recognise that public health gains from safe drinking water programmes can only be sustained with an equal focus on all three pillars of WASH – safe drinking water, hygienic and safe toilets and good hygiene behaviours. Learning from this, our new Global CRWASH Programme places equal emphasis on these three pillars, underlain by community ownership and engagement of duty bearers.

The TCP has also been instrumental in showing us that when synergies between projects or programmes occur, a stronger and deeper impact is achieved. The TCP has good examples linking WASH and economic empowerment, WASH and peacebuilding, WASH and women's empowerment. As a result, integrated programming is now a standard, demonstrated by NCA's most recent applications to the Norwegian government, through Norad and MFA.

A critical challenge was what to do when a country faces implementation difficulties, either through natural disaster or volatile security contexts, which can make implementation of any project difficult if not impossible. NCA faced this for example in Haiti, Ethiopia, Somalia and South Sudan. In the cases of Haiti and South Sudan, this meant a scaling down in expectations and finding other more innovative ways to reach people with services. It also meant that funds could be re-allocated to well-performing programmes. In the cases of Ethiopia and Somalia, faced with implementing a water project in the middle of a famine-inducing drought, this meant re-focusing efforts on shorter term outcomes but at the same time looking for more durable solutions to short-term problems. Linked to this, NCA found that with this multi-country programmatic approach, the savings made in one country could then be reallocated within that country or to another with harder to reach and often more vulnerable areas. This forms the basis for a principled approach to leave no-one behind. The lesson from this for our global programmes is that it is critical to set targets in a flexible way, where strategies for achievement can be modified.

A key lesson for NCA has been the value of the long term (five year) approach that comes from this kind of programme. Typically, many other (non-Norwegian) donor projects are shorter – one or two years is normal, but even six months is not unusual. The five-year timeframe has allowed NCA and partners to deeply engage with communities, to ensure sustained mobilisation and investment by them in the outcomes. NCA and partners were able to overachieve the set targets over the five years thanks to the ability to apply a contextualised flexible approach. In addition, this flexible five-year programme, has given

NCA's country programmes a strategic opportunity to leverage other donors and, in some cases, to align this generally shorter-term funding to longer-term outcomes. This approach informs NCA's Global Programme Framework 2020-30.

A global challenge and lesson learned was how to integrate a stand-alone programme, like the TCP, with NCA's the overall Global Programme. Aligned results frameworks, especially as they can equally align with the SGDs, has helped and should be the way forward. To take this further, aligned monitoring programmes can also help to build strong evidence on which to base thematic advocacy strategies, WASH for example, and enhance the visibility both of what NCA and partners do but also what others in a coordinated sector can achieve.

Large programmes demand effective and efficient coordination both between a head office, with its strong technical capacity and linkages across all the countries, and country programmes with their community-grounded actions. For the TCP, NCA was a little late in developing a coordination mechanism, but once established it was instrumental in delivering better results by sharing what had worked and what had not, technologies and community approaches. Into the future, having strong representation from country programmes is a key lesson learned from this process.

**Data disclaimer:**

Country results reported in this final report are developed from monitoring at country level over the whole five-year period, and in most cases have been determined from NCA and partner household level surveys at community level. Results in some remote or insecure contexts have been difficult to ascertain and to check. In these cases, the most conservative estimates have been used, based on community statistics rather than household surveys.

The number of reported toilets built in the narrative is based on the total population size (as per surveys and as per the tabled data) and as locally available as possible average household size.

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