WaterAid Tanzania
Capacity Statement

Background
WaterAid is a leading international not-for-profit organization and works to transform the lives of the poorest and most marginalized people by improving their access to safe water, sanitation and hygiene (WASH) in 38 countries worldwide. Since 1983, WaterAid Tanzania has been working closely with global and local partners to put WASH at the centre of national development to improve health, education, gender equality, and communities’ economic outcomes across Tanzania.

When citizens have access to WASH services, this also improves their health, education, nutrition, and livelihoods. WaterAid’s vision aligns with Sustainable Development Goal 6, which is universal access to sustainable Water, Sanitation and Hygiene (WASH) services by 2030 - supporting Tanzania to eradicate extreme poverty and improve the lives of the most vulnerable, including women and girls, people with disabilities and marginalized groups.

Our current Country Programme Strategy 2016-2021 is closely aligned with the Government of Tanzania’s Water Sector Development Programme (WSDP), aiming to unblock key challenges in the sector to achieve WSDP targets. Our work focuses on programmatic work that is innovative and sustainable, with an emphasis on using lessons and experiences on the ground to advocate for key policy issues and influence national-level change.

Our approach is continually evolving as we strive to learn from experience to drive the change to improve people's lives through WASH. In all our work, our approach is focused on achieving sustainable impact, working through and with government systems and institutions and applying a human-rights based approach for the recognition of WASH as a human right and focus on strengthening voices within civil society.

We are practitioners who seek to understand and work within the context and apply rigorous quality standards. Our practical approach is combined with the ability to be adaptive and flexible to change. We focus on achieving value for money, using our knowledge of context, national and international and broader services to maximize economy, efficiency, effectiveness and equity and networks.

Our goals are Clean Water, Decent Toilets and Good Hygiene. We provide strong leadership in the global movement through our technical delivery and advocacy platforms in that endeavor.

In Tanzania, 67% of Healthcare Facilities have access to a water supply and 70% have access to sanitation

Around 60% of Tanzanians have access to improved water, although levels of access vary

40 million in Tanzania lack access to improved sanitation

TZ Water Sector Equity report 2019
Our Services

WaterAid has a multi-disciplinary team with technical capabilities in water and sanitation engineering, public health, and hygiene behavior science programming to support the design and implementation of sustainable programs tailored to institutions and communities' technological, socio-economic and capacity needs.

| Large-Scale Project and Partnership Management | Complex multi-partner project development, design, and management. WaterAid has worked with a multitude of large-scale donors across multiple thematic areas, sectors, partners, regions, and countries. Our team in Tanzania is supported with resources and expertise in our East Africa regional office and headquarters in the UK. |
| Technical Advisory and WASH Expertise | Technical and engineering design, large-scale construction experience, cross-cutting technical assessments (gender, environment, sustainability analysis etc.), construction management and validation, procurement, training and professional development, monitoring and evaluation, data management, knowledge brokering, performance monitoring, research |
| Advocacy, Communications, and Campaigns | Communications strategies, coordinating media networks, strengthening civil society, political economy analysis, and participatory programming to ensure community and stakeholder engagement, as well as alignment with national development priorities and plans |
| Policy Formulation | Policy analysis, sector coordination, stakeholder management and technical support to WASH line Ministries and R/LGAs develop policies, strategies, guidelines, budget, and district-wide plans for WASH. |
| Institutional Strengthening | Technical assistance to improve governance, policy, planning, financing, operations, monitoring, capacity building and development, supporting ongoing processes and reviews, aimed at strengthening the sustainability of WASH |
| Market Development | Working with the Government and private sector to create an enabling environment for businesses and entrepreneurs, facilitating twinning relationships, supply chain development and partnerships to promote profitable and sustainable WASH-related business, strong collaboration with stakeholders to enhance public-private sector environment for the WASH sector |
| Data and Research | Building stronger partnerships and networks to enhance coordination, strengthen knowledge, accountability and sharing among WASH and wider development stakeholders through LGA, National and international platforms. |
| Technology and innovation | Assessments, mapping, feasibility studies, piloting, smart solutions, behavior-centered design, surveys, knowledge sharing of WASH data, improving research uptake, scaling up and moving from research to action |
Thematic Expertise
Given a long operational history in Tanzania, below are some examples highlighting our thematic capabilities and operational efficiency.

Water Security and Climate Change We combine WASH service delivery with water resource management and disaster risk reduction and management to increase preparedness to cope with threats to water security and WASH services. Our climate resilience program works with communities and local Governments to introduce vulnerabilities to climate change and disasters through sustainable technologies and management. We build knowledge, resources, and capacity from the ground up through participatory action and contingency planning and context-specific resilient technologies.

Through DFID, in the Arusha region, we brought together Regional and Local Government, Energy and Water Utilities Regulatory Authority (EWURA), Arusha Urban Water Supply and Sewerage Authority (AUWSA), Nelson Mandela African Institution of Science and technology, private-sector together with the Pangani Water Basin Authority, Tanzania National Parks and local communities to address the fluctuating quality of water. Analysis has indicated a fluoride exceeds WHO standards, exacerbated by the effects of climate change. As a result of this, this project constructed a series of rural, solar-powered groundwater pumps to power two major defluoridation plants to ensure that communities’ water will be clean and safe. Two defluorination reverse osmosis plants with a total capacity of 120,000 litres per hour were constructed - the first of its kind for this use in Tanzania. These were powered by two-hybrid grid-solar farms capable of providing a sustainable, low-carbon electricity source while significantly reducing plant operation costs.

The project also employed comprehensive tools and assessments to assess water security through evaluating groundwater recharge, water levels, rainfall, surface flows and demand. Ongoing monitoring build awareness and acts as an early warning system for upstream and downstream communities to the onset of drought and possible water shortages. Through this data, WaterAid supports the government and communities to decide what management processes they will implement for effective water resource management.
Sanitation - WaterAid aims to generate good models for sanitation solutions suitable for replication in rural and urban settings by private sector actors and governments. We strengthen markets for sanitation, build sanitation businesses' capacity across the entire chain (e.g., door to door sales agents to pit emptiers) and partner with the private sector to facilitate and encourage innovative services and products. Our sanitation marketing (SanMark) combines social and commercial marketing. We also train and mentor local entrepreneurs.

Our Comic Relief UK project focused on supporting urban sanitation businesses in Dar es Salaam to become legal enterprises. It provided training on running a successful business - collecting waste, disposing of it safely, and reusing for income generation. WaterAid brought a reputable, local microfinance company on board to manage the loans and the Temekte Municipal Council to ensure the businesses had the correct licenses and regulatory compliance in place. We introduced decentralized wastewater treatment systems (DEWATS) to provide safe and effective fecal sludge management to urban areas, turning waste into productive by-products, like biofuel and fertilizer. WaterAid's model has been scaled-up by the World Bank and is now used to address sanitation concerns for cholera prevention in Zanzibar through the Innovation Fund.

Alongside this, we piloted innovative technologies for safe pit emptying (e.g., the Gulper pump) and innovative methods by working with small entrepreneurs to test viable business models. The successful pilots led to scale-up and a neighboring municipality adopting the model. WaterAid is currently working with other partners to advocate and support the development of Tanzania’s Sanitation Workers Guidelines. (https://www.wateraid.org/tz/media/improving-the-lives-of-sanitation-workers)

Equity and Inclusion - Our experience of working through our equity and inclusion framework enables us to identify and empower marginalized groups to take practical steps towards inclusive WASH, particularly for women and girls. Using contextual gender analysis as a building block, we work through local partners to support and build communities and marginalized groups' capacity and support them to advocate for their WASH rights and requirements. WaterAid works closely with the Tanzania Gender Network. We are developing a disability-inclusive, gender-focused program focusing on the health and economic impacts of access to WASH in urban settings, specifically for women and girls, vulnerable people and those with disabilities. Our previous work and priorities include the intersection of WASH with pregnant women and mothers, sexual reproductive health and rights (SRHR), menstrual hygiene and health (MHH), and school WASH and adolescent girls.

A consortium led by Amref Health Africa in partnership with Christian Children’s

In consortium led by Amref Health Africa, WaterAid Tanzania led in partnership with Children Believe. The Centre for Global Child Health worked on reducing mother and newborn deaths in remote, rural and fragile communities in East Africa, including Geita, Tanzania. The initiative is to tackle key contributors to poor women's health, including inadequate access to family planning and other sexual and reproductive health services; lack of clean water; inadequate sanitation; shortage of trained health workers; gaps in information for parents about essential child health; malnutrition and undernutrition; overcrowded and poorly equipped health facilities; lack of systems to track vital health data; and gender inequality. The initiative trained health workers to provide gender-responsive care in reproductive, newborn and child health services and best practices in sanitation and hygiene and enable comprehensive health and hygiene education – including nutrition, clean water, sanitation and hygiene.
In communities, we use evidence-based approaches to improve access to girl-friendly WASH facilities, addressing gender dynamics, MHH, nutrition and health education in its school WASH clubs. This included developing the community and school dialogue on MHH, improving hygienic behavior and engaging both boys and girls as community champions. School WASH club activities have included the making of reusable pads, soaps, and maintenance of handwashing facilities. The girls’ agency was also emphasized through these clubs to ensure that girls could take on leadership positions to discuss their needs within their school and community settings.

**Urban/Town Planning and Infrastructure** - WaterAid integrates service delivery with influencing work and active policy, advocacy and programmatic spaces. We take a holistic, city/town-wide approach to improve access to urban WASH, focussed on strengthening and linking urban planners, other utilities, such as electricity providers, and slum dwellers' movements, to embed urban planning, land tenure and social structures in water, sanitation and hygiene improvements. WaterAid worked with the Ministry of Water to develop and rollout the National water and sanitation utility clustering Guideline for small utilities to increase effectiveness and efficiency in managing water supply and sanitation services, especially to marginalized communities. In partnership with Manyara region, Babati Town Council (BTC), Babati Water Supply and Sewerage Authority (BAWASA), Nelson Mandela African Institution for Science and Technology (NM-AIST) and funding from DFID SHARE, WaterAid carried out a project ‘Achieving universal access to adequate, sustainable and equitable sanitation services in the cities of tomorrow,’ to develop a sanitation and hygiene adaptive master plan, integrated into its urban planning.

The SIDA-funded Integrated Training program Sustainable Urban Water and Sanitation project addresses WASH service delivery management gaps with the water utility BAWASA. Through an institutional strengthening initiative, BAWASA took measures to reduce non-revenue water by including the planning and coordination of construction or repair work to improve the sustainability of the town's infrastructure. Using mobile reporting tools and better data collection management and sharing, BAWASA saw a significant decrease in non-revenue water.

**Technology and innovation** - Using our Technology Applicability Framework (TAF), WaterAid evaluates the local financial, social, institutional, legal, environmental and capacity landscape to determine if technology will be sustainable, scalable, and impact in the long term. Sustainability is a key challenge for water services and we have implemented a variety of innovative financing mechanisms, payment and loaning schemes, management models and technologies to address this. WaterAid has experience designing these innovative technologies in-house, as a technical advisor, and as quality assurance and supervisory role in the field.

WaterAid Tanzania now almost exclusively uses solar-power to deliver water in our projects and has employed the technology in many different situations: off-grid standalone rural communities, high-yielding solar-mechanized boreholes for multi-community water service delivery, hybrid (solar/grid), and solar-powered advanced membrane water treatment. In the Arusha Region, a DFID-funded project addressed the region's high fluoride levels, making the water unsafe for human consumption. Two defluorination reverse osmosis plants with a total capacity of 120,000 litres per hour were constructed - the first of its kind for this use in Tanzania. These were powered by...
two-hybrid grid-solar farms, capable of providing a sustainable electricity source while significantly reducing plant operation costs. This project focused on sustainability by building the utility and government's institutional capacity through enhanced utility operations and maintenance and participatory water resources management. Additionally, this project features an electronic payment system, e-Water Pay, which allows communities to pay for clean water through a token. The prepaid meters enable access to data, which supports utilities to better understand their customer base and plan and budget according to demand and water usage. This technology reinforces better data management, transparency and creates efficiencies in securing water sales revenue.

A partnership with DAI and Geodata Limited and funding from USAID provided technical assistance to the Ministry of Health, Community Development, Gender, Elderly and Children to develop a web portal for the National Sanitation Campaign to facilitate easy access to data from the National Sanitation Management Information System (NSMIS). The purpose of this initiative is to improve WASH evidence-based decision-making leaders in Government and other stakeholders in planning and to allocate resources for sanitation and hygiene intervention.

At a global level, WaterAid uses mWater, a mobile data collection and monitoring platform that maps communities and their WASH services and improves water management monitoring. We’ve invested in developing new functionalities; now, mWater has interactive dashboards with real-time data analysis, enhanced GIS and mapping functionalities, and the ability to create standardised indicators for inclusion within an equity tool and monitor SDG progress.

**Health, infrastructure and hygiene behavior change** – WaterAid has a strong focus on the intersection of WASH and health, including nutrition, neglected tropical diseases and Infection Prevention Control (IPC) in health care facilities (HCFs) and communities. This most recently includes vital COVID-19 readiness programs funded by DFID. We provide expertise to support the development of national policies, guidelines, and WASH standards in health care facilities. This includes modeling quality delivery of WASH services and behaviors, training health workers and users of health care systems to improve infection control and disease prevention and cure, and empowering citizens so that they can claim their rights to WASH and health. WaterAid uses behavior-centered design in our approach to hygiene work and we scale and integrate hygiene behavior change into government-led health interventions for sustainable outcomes.

WaterAid has worked in WASH and health within rural health care facilities for the past ten years, including maternal, newborn, child health, sexual and reproductive health. Through projects funded by Swedish Postcode Lottery and Global Affairs Canada, WaterAid has helped operationalize and update data to inform and influence the development of the National WASH in HCFs guidelines in Tanzania and Zanzibar. The guidelines set a uniform and harmonized approach in the provision of WASH services in public and private HCFs all over the country. They offer practical guidance in planning and budgeting and technical designing and construction of recommended WASH facilities, operation and maintenance (O&M) and monitoring of the performance of the services.
At a global level, WaterAid was vital in supporting the Government of Tanzania as one of several member states who led the international discussions on WASH in HCFs at the World Health Assembly to pass the Resolution for WASH in HCFs in 2019.

**Education and schools** - Access to school WASH (SWASH) help to ensure a healthy environment for learning and teaching, better educational attainment, improved health status and dignity for the school population, especially for girls. Since 2009, WaterAid has been promoting school WASH in Tanzania, having begun with a SWASH mapping in 16 districts in collaboration with UNICEF and others. We have developed government capacity and systems by ensuring that SWASH packages are owned and managed at a sub-district level by the Ward Education Coordinators, who also serve as SWASH coordinators. We have been ensuring that facilities are designed and managed to help all pupils, addressing menstrual health management and provisions for those with special needs.

In collaboration with UNICEF and SNV, WaterAid supported the development of the National Strategic Plan for Water, sanitation and Hygiene in Schools and accompanying toolkit: The guidelines were informed by findings from the SWASH mapping conducted by WaterAid. The document provided a framework for enhancing the provision of adequate safe WASH facilities to improve the academic performance, school attendance and overall health of school children.

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