


# Capacity statement on Water, Sanitation and Hygiene (WASH)

PIN Ethiopia, July 2024

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People  
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## Capacities and Experience

The main goal of the PIN Ethiopia WASH strategy is to contribute to increased resilience, improved health and nutrition security of Ethiopian communities. The PIN strategy has two priorities:

- Increased water security in towns and rural communities (through building solid WASH systems on all levels of service delivery)
- Improved hygiene and sanitation practices through social behaviour change (SBC) (in order to improve the effectiveness of WASH service delivery and reduce the spread of water borne diseases)

We deliver integrated WASH services through a multi-sectorial approach in order to strengthen the resilience of the most vulnerable people. PIN has a reputable experience in implementation of WASH projects in challenging contexts. There is extensive experience in increasing access to safe water to most vulnerable populations suffering from extreme weather or conflicts. Improvement of water supply systems has addressed affected communities nationwide. Moreover, PIN has reached a number of underserved locations via its development projects in SNNP and Sidama Regions, improving lives of thousands in communities.

Our experience focuses not only on rural communities but also addresses urban and different emergency contexts. Besides supporting and strengthening community water management committees (WASHCOs and WUA) in rural settings, it has also helped to strengthen the water supply management of town water utilities.

Rather than delivering donations, or focusing on construction and rehabilitation of water delivery schemes and sanitation infrastructure, we build solid WASH systems. Our work is based on capacity building, education and knowledge transfer. We provide support to technical education through Technical and Vocational Education Trainings (TVETs), artisans and operators training. Capacity building of multi village management bodies and town water utilities is part of our routine programming. Therefore, the focus is on **professionalization of WASH services**.

In a system strengthening approach that additionally targets town water utilities, due attention is given to digitalizing management and data transfer, improving the operation and maintenance system and reduction of non-revenue water of water schemes to ensure a sustainable potable water supply. Professionalization of water systems management is emphasized and there is a shift from community management to community participation. For example, complex electro mechanical systems are run by professionals, not farmers, whereby the community feels greater ownership and their right to water (as one of their basic human rights) is supported and strengthened.

PIN has given due emphasis to further strengthening of operation and maintenance (O&M) systems by starting a new innovative program of formal vocational education (TVET-WASH). This is by linking the water O&M systems with the TVETs and professional institutes through delivering of technical training to

scheme operators, as well as building the capacity of the TVETs in establishing electromechanical workshops and relevant curricula. This has contributed to the uninterrupted water supply systems of rural and urban water schemes and established a reliable operation and maintenance system.

PIN also incorporates hygiene and sanitation SBC approaches in its WASH projects to empower individuals and communities, and lower structural barriers that hinder people from adopting positive sanitation and hygiene practices. The Designing for Behaviour Change (DBC) framework is used to analyse WASH behaviours (key barriers and motivators) to inform the development of the SBC strategy. PIN has demonstrable experience in hygiene and sanitation behavior change programming both at community and institutional level, including all levels of the health system and schools. In addition, PIN has conducted research with the academic sector on the topic of BabyWASH. Through the publication of various academic papers and further engagement in sectoral meetings and events, PIN has demonstrated to be a significant player in this field.

PIN has explored Menstrual Hygiene Management (MHM) issues in Ethiopia, through engagement in school WASH clubs and through small research projects. This is an area of huge potential, has strong linkages with education and gender sectors and therefore PIN is well placed to further incorporate MHM approaches in to our work.

In specific WASH areas, such as water engineering, PIN's in-house expertise is high and readily utilized in public-private partnerships. Partner experts from both academic and private sector can support in areas such as governance, financial management and advocacy or specific areas such as hydrogeology, chemistry and water quality. Within the academic sector, there is cooperation in a form of consultations, studies, student thesis and internships through long-term cooperation with Hawassa University Public Health Department and Water technology institute in Addis Ababa. Internationally, there is continuous sanitation behavior research in Ethiopia implemented by University of Natural science in Prague and BabyWASH research done by Cranfield University.

PIN has delivered WASH programs in Humanitarian response to reduce public health risks and to help people to live in good health, dignity, comfort and safety through providing safe drinking water, appropriate sanitation facilities and provision of non-food items. PIN has a wide range experience of delivering such activities in complex emergency contexts.



Training – fixing inactive water pump



Well rehabilitation

## Achievements

PIN Ethiopia WASH program achieved the following outcomes during the last 21 years:

- Over 1,140 sources and water schemes (boreholes, shallow wells, accumulation tanks, distribution lines, etc.) rehabilitated, extended or newly constructed that address both acute and chronic lack of access of safe drinking water through technically and socially sustainable solutions, and more than 643,000 people have been provided with safe and adequate water.
- Legalizing rural water management bodies via establishing WASH/water user associations (WUA), building the capacities of town water utilities, strengthening cooperation between relevant stakeholders, introducing new/innovative technologies.
- Capacity building in vocational education through support of regional and zonal TVETs and polytechnic institutes.
- Constructed more than 300 institutional latrines in institutional centers, schools and health stations.
- More than 500,000 WASH NFI kits including jerry cans distributed and more than 700,000 households reached with hygiene and sanitation messages.

## Innovation, Research and Best practices In WASH program

A number of modern technology approaches are utilized in PIN WASH sector.

Firstly, the geo-spatial information systems (GIS) are used for planning and designing water schemes and better targeting (i.e. identifying hot-spot water scarce areas). Monitoring and data collection during implementation and finally post implementation monitoring (PIM) and evidence building through managing water source data in ArcGIS database are conducted (as well as creating story maps for publicity and communication).

Secondly, digital technology is used to improve communication among stakeholders in water scheme management, which also aims at increased transparency and accountability as well as improved data management. Citizen observation methodology is applied here. For precise and real time data collection, Internet of things (IoT) is applied for volumetric reading of water produced and distributed, which helps utilities in finance and strategic planning.

Water utilities are to perform their duties in a transparent way and be accountable to customers. Digitalization of water sector is slow, and it's not just a case of low-income countries. Modern technology and software enable systematized water schemes' management (such as passportisation, asset management + water billing and accountancy) but are rarely used especially in semi-urban and smaller utilities. Thus, it is appropriate for PIN to introduce innovative forms of utility management.

Some of innovative technology applied and research finding articles under WASH program:

- PIN applies different innovative approaches such as Water Report to ensure sustainable management of water supply systems. Water Report is an innovative communication system (based on the citizen observations concept) which enables responsive management of water sources. PIN uses Water Report to ensure effective communication between water committees, government water administration offices and service providers. This improves monitoring and functionality of water sources and ultimately increases the local population's access to drinking water.
- Improved access to real time volumetric data. The method that enables to monitor volumes of water distributed remotely is suitable for hard-to-reach locations. Water meter reading is done automatically and data is transferred to an online application. Water utilities have precise data on water production and distribution, and thus can make qualified and strategic investment decisions.
- Research focusing on the linkage between Nutrition and WASH/BabyWASH:
  - A randomized controlled feasibility trial of a BabyWASH household Playspace: The CAMPI study (plos.org)<sup>1</sup>
  - Multi-Sectoral Participatory Design of a BabyWASH Play Space for Rural Ethiopian Households<sup>2</sup>
  - Risk factors and transmission pathways associated with infant *Campylobacter* spp. prevalence and malnutrition: A formative study in rural Ethiopia<sup>3</sup>
  - Do domestic animals contribute to bacterial contamination of infant transmission pathways? Formative evidence from Ethiopia<sup>4</sup>

1 Budge S, Hutchings P, Parker A, Tyrrel S, Norton S, Garbutt C, et al. (2021) A randomised controlled feasibility trial of a BabyWASH household playspace: The CAMPI study. *PLoS Negl Trop Dis* 15(7), available at: <https://doi.org/10.1371/journal.pntd.0009514>

2 Budge, S., Parker, A., Hutchings, P., Garbutt, C., Rosenbaum, J., Tulu, T., Woldemedhin, F., Jemal, M., Engineer, B & Williams, L. (2021). Multi-Sectoral Participatory Design of a BabyWASH Playspace for Rural Ethiopian Households, *The American Journal of Tropical Medicine and Hygiene*, 104(3), 884-897. Retrieved Sep 22, 2021, available at: <https://www.ajtmh.org/view/journals/tjpm/104/3/article-p884.xml>

3 Budge S, Barnett M, Hutchings P, Parker A, Tyrrel S, et al. (2020) Risk factors and transmission pathways associated with infant *Campylobacter* spp. prevalence and malnutrition: A formative study in rural Ethiopia. *PLOS ONE* 15(5), available at: <https://doi.org/10.1371/journal.pone.0232541>

4 Budge S, Hutchings P, Parker A, Tyrrel S, Tulu T, Gizaw M, Garbutt C. Do domestic animals contribute to bacterial contamination of infant transmission pathways? Formative evidence from Ethiopia. *J Water Health*. 2019 Oct;17(5), available at: <https://doi.org/10.2166/wh.2019.224>



Waiting for water



Deepwell water point

## Our Approaches & Strategies in WASH

The PIN WASH Strategy is based on national nutrition & WASH policies, strategies and programs. All WASH interventions are designed in line with the national ONE WASH Program, which is implemented by multi sectorial government offices to the community level. At each

level, PIN is active member of the steering committee, through best practice, lessons & challenges of WASH programs shared. The WASH Program is also designed, implemented and evaluated in line with our internal WASH Quality Standards.

## List of currently on-going/recent WASH projects

No	Project	Donor	Duration
1	Establishment of Sustainable Drinking Water Supply Systems in Hawassa Zuriya Woreda, Sidama region, Ethiopia	CzDA	2019 – 2021
2	Support of Selected Town Water Utilities in Sustainable Water Scheme Management in selected towns in three SNNPR zones & Sidama Region, Ethiopia	CzDA	2019 – 2021
3	Implementation of sustainable water supply system in selected kebeles of Bura, Dale and Bona Zuriya woredas of Sidama Region, Ethiopia	CzDA	2020 – 2023
4	Construction of sustainable water supply system in selected kebeles of Bura, Dale and Bona Zuriya woredas of Sidama Region	CzDA	2020 – 2023
5	Multisectoral emergency response to the acute needs of the most vulnerable IDPs, returnees and host communities primarily in Konso, Ale, Derashe, South Omo Zone (Dasench woreda) and other preselected locations in SNNPR and Oromia, Ethiopia	ECHO	2021 – 2023
6	Multisectoral emergency response to the acute needs of the most vulnerable IDPs, returnees and host communities primarily in West Guji, Gedeo and South Omo Zones, Ethiopia	ECHO	2020 – 2021
7	Multisectoral life-saving response to the acute needs of the most vulnerable IDPs and returnees in Guji and West Guji zones, Oromiya, and in Konso, Alle, Derashe, SNNP, Ethiopia	BHA	2021 – 2022
8	Multisectoral life-saving response to the acute needs of the most vulnerable IDPs and returnees in Guji and West Guji zones, Oromia, Ethiopia	BHA	2020 – 2023
9	Alliance 2015 Tigray Emergency Response	Alliance 2015	2021
10	Prevention and mitigation of COVID-19 spread among the most vulnerable population in Gedeo, SNNPR, and West Guji, Oromia, Ethiopia	BHA	2020 – 2021
11	Emergency response to the most acute WASH needs of IDPs in Gedeo Zone, Ethiopia	UN OCHA	2019 – 2020
12	Improving health, hygiene and sanitation in Hawassa Zuriya, Sidama, Ethiopia	CzDA	2021 – 2024
13	Emergency WASH intervention for flood-affected kebeles of Dasench Woreda	ECHO	2021
14	Prevention and mitigation of COVID-19 spread among the most vulnerable population in Gedeo, SNNPR, and West Guji, Oromia, Ethiopia	OFDA	2020 – 2021
15	Multisectoral life-saving response to the acute needs of the most vulnerable IDPs and returnees in Guji and West Guji zones, Oromiya, and in SNNP, Ethiopia	OFDA	2020 – 2021
16	WASH emergency response to the acute needs of the most vulnerable IDPs, returnees and host communities in SNNP and Tigray Regions, Ethiopia	ECHO	2023 – 2024
17	Support of selected town water utilities in SNNP and Oromia regions, Ethiopia	CzDA	2023 – 2025
18	Promoting employment opportunities in the WASH sector through quality	CzDA	2023 – 2025



New pump installation



Rehabilitation of latrines and handwashing facilities

## Earlier WASH projects implemented by PIN in SNNPR and Sidama regions

No	Project	Donor	Duration
1	Increasing Access to Clean Water and Promoting Proper Hygiene in Alaba Special Woreda	UN OCHA	2009
2	Support of drought affected WM unit through comprehensive water and sanitation intervention in conflict-prone areas of Alaba Special Woreda- OCI-IA All	UN OCHA	2009 – 2010
3	Alleviation of negative impact of periodically repeating draughts on livelihoods in Somali Region, Ethiopia	MFA	2010
4	Construction of water points for school built by People in Need in SNNPR	PIN Real Aid, Veolia	2010
5	Support of communities in South Omo Zone, SNPR: Effected by outbreak of Acute Water-Born Disease through emergency water, sanitation and hygiene intervention	UN OCHA	2010 – 2011
6	Water Sanitation and Hygiene Promotion in Dello Meno Woreda, Bale Zone	UN OCHA	2011
7	Emergency support for drought and famine victims in Gode Zone, Somali Region	CzDA	2011
8	Long-term access to Water in Alaba, Ethiopia	CzDA	2011 – 2013
9	Emergency Action to Safe Drinking Water in Dello Mena and Meda Walabu Woredas	IRC	2012
10	Creating resilience through integrated multi-sectoral approach in emergency prone area of Wolayita Zone, SNNP Region	ECHO	2013 – 2016
11	Securing sustainable access to drinking water in Alaba Special Woreda	CZDA	2014 – 2015
12	Ensuring access to drinking water for residents of Guguma, Teso, Bargo and Huluka v Sidama zone	CzDA	2014 – 2017
13	Emergency assistance to drought victims in Borena Zone, South Ethiopia	MFA	2014
14	Establishment of sustainable drinking water supply systems in small towns in the district zone of Sidama, SNNPR, Ethiopia (II, III)	CzDA	2011 – 2014, 2015 – 2018
15	Improving the quality of vocational training in the management of water resources in SNNPR, Ethiopia, 2015-2017	CzDA	2015 – 2017
16	Response to extreme water-scarcity and food insecurity in Alaba Special Woreda, Ethiopia	UN OCHA	2015
17	Emergency WASH intervention for drought-affected kebeles of East Belessa Woreda	USAID	2015 – 2016
18	Rapid Response to Acute Watery Diarrhea (AWD) Epidemic through emergency support of WASH and Health system of the affected woredas	UN OCHA	2016 – 2017
19	Emergency response to extreme food and water insecurity in Alaba and Sankura Woredas of SNNPR	UN OCHA	2016
20	Rapid Response to Skin Disease Outbreak in Halaba Special Woreda (SNNPR) through emergency support of WASH and Health systems and NFIs distribution to the affected communities	UN OCHA	2016 – 2017
21	Providing access to drinking water in Loka Abaya woreda, Sidama zone, Ethiopia	CzDA	2017 – 2019
22	Improvement of Health, Hygiene and Sanitation in selected towns and villages of Sidama Zone, Ethiopia	CzDA	2017 – 2020

No	Project	Donor	Duration
23	Emergency response to the most acute WASH and Shelter needs of IDPs in Ge-deo Zone, Ethiopia	UN OCHA	2018 – 2019
24	Emergency response to the most acute needs of the most vulnerable IDPs in Ge-deo Zone, Ethiopia	ECHO	2018 – 2019
25	Emergency response to the most acute needs of the most vulnerable IDPs in Ge-deo Zone, Ethiopia	ECHO	2018 – 2019
26	Access to vocational education and improvement of water scheme management in four zones of SNNPR	CzDA	2018 – 2021

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### PIN's web resources

Website: [www.peopleinneed.net](http://www.peopleinneed.net)

Knowledge and Learning Centre:  
<https://resources.peopleinneed.net>





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