Credits

The WASH COMMITTEE MANUAL is for the use of WASH Committee members. It will guide you in thinking about how you want to manage and maintain your water and sanitation facilities and promote improved hygiene.

The contents of this manual were developed out of community workshops held in October and November 2014 by the Rural WASH Team with the support of NGOs.

Graphics in the manual were produced by Petra Rohr-Rouendaal.

This is a DRAFT and will now be tested out in the field – and then revised on the basis of experience. So keep notes on what changes are needed and how communities are actually managing their WASH facilities – and we will add these points to the revised version. Thanks!

The WASH Committee Manual is one of the manuals developed by the Rural WASH Project to support implementation of this project.

Other manuals in this series include:

- RURAL WASH GUIDELINES
- RURAL WASH DESIGN AND CONSTRUCTION STANDARDS
- RURAL WASH COMMUNITY ENGAGEMENT GUIDE
- TRAINER’S GUIDE FOR COMMUNITY BASED WASH TRAINING
- TRAINER’S GUIDE FOR CARETAKER TRAINING
- CARETAKER’S MANUAL

RURAL WASH UNIT
ENVIRONMENTAL HEALTH DIVISION
MINISTRY OF HEALTH AND MEDICAL SERVICES
HONIARA, SOLOMON ISLANDS
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INTRODUCTION

The Rural WASH Program aims to improve the health and living conditions of rural communities by helping them improve their water supply, sanitation, and hygiene.

This manual is written for YOU – members of the WASH Committee who want to lead the community in improving water, sanitation, and hygiene.

Many communities think their job is finished when they have built their system. BUT YOU ARE NOT FINISHED! Now the most important work begins. You will need to take care of your new system so it continues to provide water, and people get health benefits from the water by improving their hygiene and sanitation.

You will do this on behalf of the community and with the help of the community. This manual will help you think about and decide on how you want to manage each of your tasks as managers.

Your key tasks are to:
- Take care of the new system and repair it when it breaks
- Collect and manage money (to be used to pay for spare parts and repairs)
- Get everyone in the community to use good hygiene and sanitation practices
- Keep the community and community leaders informed and consulted
- Teach the community how to use the new system properly so it lasts forever!

Your job is VOLUNTARY! You won’t get paid. You will be recognised, however, for leading the community in maintaining the water system and improving the health of all community members.

Your job is not just to “TALK”. Your job is to “DO THINGS” – to plan maintenance of the new system, to support the caretakers, to collect and manage money, and to promote hygiene and sanitation. So you are expected to be active.

One of your major aims is to KEEP THE TRUST OF THE COMMUNITY. If the community trust you, they will be more likely to pay for and help with repairs. So involve them in deciding how the system is to be managed; and keep them informed about what you are doing so they know what is happening and feel involved.
SAFE WATER, SANITATION, AND HYGIENE

Many rural communities do not have safe water and sanitation facilities. They depend on unsafe water from streams - and they defecate in the bush or mangrove. Without safe water and latrines they get diseases such as diarrhoea, and eye diseases such as trachoma.

Some communities have safe water facilities e.g. piped water systems, but the facilities are broken and maintenance is poor. As a result community members are forced to use unsafe water from streams and it makes them sick.

Many rural families do not practice good hygiene e.g. regular hand washing with soap. They may know hygiene messages, but do not practice them.

All of these situations lead to SICKNESS. When people are sick, they find it difficult to work and make a living.

What Can You Do to Improve Your Health?

The goal of the Rural WASH Programme is to IMPROVE HEALTH and ALLEVIATE POVERTY.

How will you do this? You will.....
- Help to build your water system and keep it operating effectively
- Get everyone in the community to build and use toilets
- Practice hand washing and other good hygiene at all times

These 3 things – IMPROVED WATER FACILITIES + TOILETS + HANDWASHING - will help you improve your health.
WHO OWNS AND MANAGES THE SYSTEM?

In the past government or donors constructed the water system and fixed it when it broke down. The new Rural WASH Policy changes this!!! YOU and the community are in charge – YOU are the owners and managers!

- The community **OWNS** the new water system and is **RESPONSIBLE** for its care and maintenance. If it breaks down, the community is expected to repair it.

- The community **DECADES** how they want to manage the water system.

- The community elect a **WASH COMMITTEE** to plan, manage, and maintain the system on their behalf.

- **WOMEN** are equally represented on the WASH Committee and take a big role in decision-making and action.

- The WASH Committee holds **MEETINGS** –
  a) **COMMITTEE MEETINGS** to solve problems and plan for action, and
  b) **COMMUNITY MEETINGS** to report to and consult the community.

- The community **MAINTAINS AND REPAIRS** the water system. Caretakers are trained in each community to do maintenance and repairs.

- The community **COLLECTS MONEY** to buy spare parts (e.g. new taps, washers) and other materials and pay for repairs.

- The community **USES THE TAP CAREFULLY, CLEANS THE TAPSTAND AREA, and PROTECTS THE AREA AROUND THE SOURCE.**

- Community members **DEVELOP NEW HYGIENE HABITS** e.g. HANDWASHING and safe uses of drinking water to improve their health.
You have 10 TASKS as a WASH Committee:

1. **ORGANISE YOUR OWN WORK AS A COMMITTEE** – hold meetings, plan and initiate activities, check that things are done, and solve problems.

2. **INFORM AND INVOLVE THE COMMUNITY.** Work with the community to use the facilities properly, pay for maintenance, and promote hygiene & sanitation.

3. **PLAN AND ORGANISE CONSTRUCTION OF THE WATER SYSTEM.** Help plan the new system and help to build it.

4. **REGULATE USE AND CARE OF THE WATER SYSTEM** so that the water system lasts forever and everyone gets water.

5. **ORGANISE MAINTENANCE** – support caretakers to organise maintenance and repairs, and encourage the community to take care of the system.

6. **COLLECT AND MANAGE MONEY** – collect money on a regular basis, manage it carefully, and use it to pay for spare parts and repairs.

7. **KEEP RECORDS** of money collected & money spent, meetings, and repairs.

8. **ORGANISE COMMUNAL WORK** – organise the community to clean the tapstand area, dam and tanks, and protect the area around the source.

9. **PROMOTE HYGIENE** - work with the community to promote handwashing and the improved use of water and toilets for better health.

10. **WORK WITH COMMUNITY LEADERS AND OFFICIALS** – Inform and consult community leaders, Provincial R-WASH staff, NGO staff, and other officials.
ORGANISING THE WORK

Organise the work so that everyone has a job to do and feels he or she is playing a part. Make sure everyone knows each other’s job so that members can help and support each other - or take over if someone leaves the village.

Discuss how you want to organise the work. This is YOUR DECISION.

Many WASH Committees divide up the work like this:

They have a CHAIRPERSON to lead the group.

His/her specific tasks may include -

- Call, plan and chair meetings.
- Assign tasks and see they are done.
- Check on record keeping.
- Keep community leaders informed.

SECRETARY to do the following tasks:

- Help plan and run meetings.
- Tell members about meetings.
- Keep records of meetings.
- Help Treasurer keep records on money.

TREASURER to control the finances.

Many communities elect women to do this role.

His/her tasks include:

- Organise collection of money.
- Receive money and issue receipts.
- Keep the money safe.
- Pay expenses.
- Keep records of money.
- Report on money to the community.
The WASH Committee will organise two types of meetings.

**COMMITTEE MEETINGS** can be used to:
- Plan activities
- Check on how the system is being maintained
- Discuss how the water system is being used (or misused)
- Plan for and check on the use of money
- Solve problems and make decisions for action.

**COMMUNITY MEETINGS** can be used to:
- Let people know what you are doing
- Explain how the money is being used
- Get people’s ideas on the system and how it should be used
- Discuss how to improve hygiene and sanitation

**How to Prepare for a Meeting?**

1. **Decide on the AGENDA** - problems need to be discussed, things to be done.

   Your agenda should cover the following items –
   - MAINTENANCE – how is the water system being maintained & repaired?
   - MONEY – how is money collected, kept safely, used/spent and recorded?
   - WATER USE – are taps used carefully & allowing everyone a fair share?
   - HYGIENE – what can you do to improve handwashing and use of water?
   - SANITATION – how can you encourage households to build & use toilets?

2. **Decide on the DATE and TIME** - arrange a time which is suitable for everyone, especially women. In many communities people prefer to meet at night, not during the day when they are busy farming.

3. **INFORM EVERYONE** ahead of time - and then remind them.
How to Run the Meeting?

1. Make everyone feel comfortable and encourage everyone to contribute.
2. Explain the agenda at the start so people know what is to be discussed.
3. Take one topic at a time, discuss it, and make a decision before moving to the next topic.
4. Encourage everyone to talk. Don't let one or two people do all the talking.
5. Encourage women to take an active part. Give them a chance to talk and contribute their ideas – and make sure people listen to them.
6. Be a good listener and encourage others to listen to each other.
7. Don't let arguments ruin the meeting. Encourage people to listen to each other and find agreement.
8. Keep to time - don't let the discussion drag on too long. After people have discussed a topic, ask for a decision.
9. Make sure decisions are clear so they can be implemented –
   - WHAT needs to be done?
   - WHO will do it?
   - WHEN will it be done?
10. Close the meeting with a positive note to create a feeling of achievement.

How to Record the Results of your Meeting?

Keep records on your MEETINGS so that you know what was decided at each meeting. This will help you check that the actions you plan are actually done.

You should keep a MEETINGS BOOK:
- This book records what happens at each meeting.
- It records the topics or problems discussed.
- For each topic it records the decisions made – who will do what and when

For each meeting you should record:

1. AGENDA
2. For EACH TOPIC on the agenda you will need to record:
   - Topic name
   - Summary of key information and decision that was made about that topic.
   - What is to be done? Who has to take action? When do they have to do it?
3. When is the NEXT MEETING?
WORKING WITH COMMUNITY LEADERS

You are not alone. You are responsible for managing the water system, but you can get help and advice from other people.

Who can help?
- The village chief. If there are conflicts or problems, ask the chief to call a meeting to discuss the problem.
- Church leaders and other community leaders and committees
- Provincial R-WASH Unit
- NGO who helped you plan and build the new system
- WASH Committees in neighbouring communities

Build good relations with these people so that you can get their help in mobilising community members or solving conflicts and problems. For example the chief can encourage community members to take proper care of their water system.

Keep community leaders regularly briefed about what you are doing as a WASH Committee and consult them for their ideas. Make them feel involved!

When there are conflicts, for example villagers refusing to pay the user fees, bring people together to solve them. Use penalties, such as fines, only as the last resort.

Some WASH Committees invite the village chief to attend their meetings. The chief serves as an advisor and helps to solve conflicts.
WORKING WITH THE COMMUNITY

The community know best about their own situation, so they should be involved in deciding on how to maintain the new water system; how money is to be collected and used; and how to improve their hygiene.

The new system belongs to everyone in the community. If everyone helped to plan and build the water system, they will feel that they own it – and will take good care of the new system. If, for example, someone tries to vandalise the new system or do illegal connections, the community is more likely to stop him.

If everyone is involved in deciding on how much money is needed, and how the money will be collected and used, people will be more likely to pay. If the WASH Committee holds meetings to explain what is happening to the money (e.g. amount collected and how used), people will be more likely to continue paying.

Get the community to use the system properly and care for it. Everyone is responsible for caring for the new system. If it gets broken, everyone suffers – so everyone should help to keep it working.

The community elects the WASH Committee, but they can also throw you out if you are not doing a good job. There should be an annual meeting to report on what you are doing – and this meeting can also serve for fresh elections.

Don’t do everything yourself! Find ways to involve the community. Organise a meeting to discuss with them how they can help manage and maintain the water system and promote hygiene.
How to Involve the Community

- Get the community to sit together to think about how they want to manage and maintain their system. Let them see that it is their system and they are responsible for maintaining it.
- **When there are problems** e.g. water is not reaching the people in one area, organise a meeting with everyone in the community to discuss it. Ask them – “What is the problem and how can it be solved?” Let them solve it!
- Involve the community in **taking care of the taps and cleaning around the tap**.
- **Find ways to build ownership of the system** so people don’t vandalise it. How can you build a strong feeling of ownership by everyone?
- Hold meetings with the community to **agree on rules for the use of the taps**.

<table>
<thead>
<tr>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>✉️ Some communities set times when the water should be flowing. For example they allow people to collect water from 6 to 10 am and 3 to 10 pm. Households can only collect water at these times.</td>
</tr>
<tr>
<td>✉️ Some communities limit households to one bucket each if the water is low.</td>
</tr>
<tr>
<td>✉️ Some villages have agreed that no one should wash at the tap with running water because there is not enough water.</td>
</tr>
</tbody>
</table>

What Roles Can the Community Play?

**The roles of the community are to:**

- Attend meetings to discuss problems with the system
- Recognise and support the work of the WASH Committee
- Contribute money regularly to the maintenance fund
- Use the tap properly e.g. turn it off after use and avoid turning the tap too tight
- Inform the caretakers when there are leaks or breaks in the system
- Help the caretakers when they need help to clean the dam or make repairs
- Take part in regular cleaning and maintenance of the tapstands
- Adopt new hygiene practices and tell others about them
IN/VOLVING WOMEN

Why Involve Women?
In some communities there are few women on the WASH Committee. Some people think that women’s role is to prepare food and men’s role is to talk and make decisions. Women also have good ideas to contribute to the decision-making.

Women use water every day for washing and cooking, so they have good ideas on the best way to use water properly. Women are the most affected by water problems – if the tap leaks or the pipeline breaks, they will act quickly because they have to deal with the effects of no water. Women take care of the family’s health so involving them will improve family health.

So women should play an equal role with men in managing the new system –

- Elect them to be members of the WASH Committee
- Give them lead roles in managing the WASH Committee
- Select them to become tap caretakers

How to Involve Women?

Build up women’s confidence to contribute –

- Invite women to meetings and show them that they have a key role.
- Let them talk, listen to what they have to say, and encourage their ideas.
- Organise meetings at times when they are not busy with housework.
- Use small groups for some discussions – women in one group and men in another – so women can develop their own ideas without men dominating
- Have trust in their ideas and their ability to do things

In many WASH Committees women have been selected to be the secretary and treasurer, as well as tap caretakers.
WHY DO WATER SYSTEMS BREAK DOWN?

Here is a common story
A community builds a new water system. When the system is completed, no one takes responsibility. Caretakers are not given tools, spare parts, and support so they do nothing. A few taps get broken but no one repairs them; people wait for government to do the repairs. The WASH Committee tries to collect money for maintenance, but people refuse to contribute when they see that the caretakers are not working. People lose trust in the WASH Committee and do not take care when they are using the taps. Soon many taps are leaking and the pipeline is broken and people go back to the old sources of water, taking their water from the dirty stream.

What happened?
- Caretakers are not given tools, spare parts, and support so they do not do their job.
- People refuse to contribute money for maintenance when they see that the caretakers are not working.
- No one takes responsibility for maintenance and money collection so the system breaks down.
- Everyone waits for government to come and do repairs.

Why and how do water systems break down?
- Very few communities are raising funds to pay for spare parts. They don’t understand that they need to have funds in advance to pay for spare parts.
- People refuse to contribute water fees if maintenance is not done or done poorly.

What can you do to improve maintenance of your water system?
- Set up a maintenance system – select caretakers (men and women), get them trained, and make sure they have the tools and spare parts to do repairs.
- Set up a financial system to raise funds for maintenance – organise regular collection of user fees (or do fundraising) and manage these funds carefully.
- These systems cannot be imposed, so meet with the community to agree on both systems and support them. You can also get the community to agree on rules for using and caring for the system.
- Organise a dual system for caretaker work – system caretakers (men) to check on the dam, tank and pipeline and do repairs; tapstand caretakers (women) to check and repair the taps and clean/maintain the tapstand area.

Good maintenance involves a combination of three systems -
- MONEY SYSTEM (to collect money to pay for spares)
- MAINTENANCE SYSTEM (trained caretakers, tools and easily available spares)
- MANAGEMENT SYSTEM (WASH Committee to manage what is happening).

All three systems need to be working in order to have successful maintenance.
MAINTENANCE

Many communities think their job is finished when they have built their system. **BUT YOU ARE NOT FINISHED!** Now the most important work begins. You will need to take care of your new system so it continues to provide water.

Maintenance is very important. If there is no maintenance, the water system will break down and people will be forced to go back to unsafe sources.

We suggest you select two groups of people to maintain the water system -

**SYSTEM CARETAKERS**
3-4 men with practical skills (e.g. plumbing skills)
- Clean the dam of debris, especially after heavy rains
- Check, clean and repair the tanks
- Walk the pipeline to check on leaks – and make repairs
- Check on the flow of water and pressure in the system
- Stop people cutting trees or gardening above source

**TAP CARETAKERS**
1 woman selected for each tap by women who use tap
- Regular inspection of the tap to check on leaks
- Replace taps and washers when needed
- Clean area around tapstand with help from women
- Scrub the slab on a monthly basis to remove algae
- Teach people how to use the tap properly

The caretakers will be given tools and a **two day training course** – and they will be given a checklist of regular tasks to be done. The list of maintenance tasks is given in the Annex.

The Tap Caretakers are also responsible for promoting **HYGIENE** -
- Explaining hygiene to women and children at the tapstand
- Talking about hygiene in community and church meetings.
- Visiting the school and talking to the children about hygiene

In selecting caretakers look for people who are: hardworking and reliable; have practical skills (e.g. some villagers have been trained as plumbers); and are available when they are needed.

Select the caretakers **before construction** so that they can take an active role in construction and learn the caretakers' skills (from the Construction Supervisor).

You may decide to pay the system caretakers a **small honoraria** – to thank them for the work of walking to the dam and making repairs. This is your decision!
Setting up a Maintenance System

After selecting and training caretakers and giving them tools, the next step is to set up a maintenance system.

This involves the following:

- **SYSTEM CARETAKERS** will do regular visits to the dam and tank to clean and repair, and walk the pipeline to check on and repair leaks.
- **TAP CARETAKERS** will inspect the taps on a regular basis to check for leaks, repair taps as needed, and work with other women to clean the tapstand area.
- Caretakers have a CHECKLIST OF REGULAR TASKS to be done. See Annex.
- **YOU (THE WASH COMMITTEE) WILL CHECK ON THEIR WORK.** Meet with the caretakers regularly and make visits to the dam, pipeline, and taps to check that the work is being done. Ask caretakers to give a report at each Committee meeting (e.g. dam & tapsite cleaned, repairs done, spare parts bought, etc.)
- Make a list of SPARE PARTS (taps, washers, fittings, etc.) needed to make repairs - What spare parts? How often do they need to be replaced? At what cost? Where are they available?
- ORDER SPARE PARTS, store them safely and set up a system for re-ordering.
- MEET WITH THE COMMUNITY TO AGREE ON RULES for use and care of the system. Tape the list of rules on the meeting hall and church. See next page.
- MONITOR USE OF THE RULES. Check on community members' use and care of the taps – and when necessary remind them of the rules.
- SET UP A SYSTEM FOR VOLUNTARY WORK to clean the tanks and clean and maintain the tap site on a regular basis.
- SET UP A SYSTEM FOR COLLECTING USER FEES – see next section.
- HOLD MEETINGS with the community to report on maintenance and repairs.

Some committees organise a regular walk along the pipeline to the dam – their way of checking that the system is working and to identify problems that need to be corrected. At the end of each walk they make a list of things to be repaired – and then get the materials and organise repairs.

Some committees organise the community to help clean the dam every three months.
Using the Water System Carefully

The whole community is responsible for the new water system, not just the WASH Committee. Teach the community, including children, to use the system properly. Correct use of the tap will prevent the tap getting damaged – and you will spend less money on spare parts and repairs. Encourage everyone to use the system with care; report problems when they see them; and help make repairs.

Meet with the community to agree on rules for the use and care of the system. One example of a set of rules is given below. Post these rules on the community hall.

<table>
<thead>
<tr>
<th>TAPSTAND</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ Don’t waste water. Make sure taps are turned off properly after use.</td>
<td></td>
</tr>
<tr>
<td>✗ Don’t over-tighten the tap – this will break it.</td>
<td></td>
</tr>
<tr>
<td>✗ Don’t allow children to play with the tap – teach them how to use it properly.</td>
<td></td>
</tr>
<tr>
<td>✗ Don’t wash clothes under a running tap. Use a bucket to soak and wash clothes.</td>
<td></td>
</tr>
<tr>
<td>✗ Don’t hang clothes, diapers, buckets, or heavy things on the tap.</td>
<td></td>
</tr>
<tr>
<td>✗ Households who use tap must keep tap area clean and scrub apron monthly.</td>
<td></td>
</tr>
<tr>
<td>✗ Households who use the tap should report leaks to the tap caretaker.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PIPELINE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ Don’t make illegal connections or damage any part of the pipeline.</td>
<td></td>
</tr>
<tr>
<td>✗ Illegal connections will be disconnected and repairs paid by person responsible.</td>
<td></td>
</tr>
<tr>
<td>✗ Report damage to the pipeline to the caretakers or the WASH Committee.</td>
<td></td>
</tr>
<tr>
<td>✗ Remove trees and prevent gardening along the pipeline.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DAM</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ Protect the source – stop gardens or cutting trees above the source.</td>
<td></td>
</tr>
<tr>
<td>✗ No swimming in the dam and storage tank.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PENALTIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ Anyone who deliberately breaks the system should be reported to the Committee.</td>
<td></td>
</tr>
<tr>
<td>✗ The person should be expected to help repair the damage and pay a fine.</td>
<td></td>
</tr>
</tbody>
</table>
MANAGING MONEY

One of your big jobs is to collect and manage money for maintenance i.e. to buy spare parts and materials for repairs. Government and donors have paid for the construction of the water system, but the community is expected to pay the full cost of maintenance to keep the system operating.

You should start collecting funds immediately. Don’t wait. You will need to have enough money in advance to pay for spare parts when they are needed. Don’t wait until the system breaks down before you start collecting funds.

Preparing a Budget

One of the first things you need to do is to prepare a budget. Make a list of all the things you expect to pay for e.g. new taps, fittings, transport to buy spare parts, honoraria for system caretakers, etc.

The budget will help you determine how much money you need to collect each year. You can divide this amount by the number of households to determine how much each household has to pay each year, or over a single month.

An example of a budget is given below.

Example: A community of 60 households has a water system with 12 tapstands. Assuming that the taps last 4 years, then the community could buy 3 new bibtaps and 3 new stoptaps each year to ensure they have spare taps for replacement.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Calculation</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 mm brass bibtap</td>
<td>1/tapstand</td>
<td>$280</td>
<td>3 bibtaps x $170</td>
<td>510</td>
</tr>
<tr>
<td>20 mm brass stoptap</td>
<td>1/tapstand</td>
<td>$250</td>
<td>3 stoptaps x $140</td>
<td>420</td>
</tr>
<tr>
<td>20 mm washer</td>
<td>2/tapstand</td>
<td>$5</td>
<td>12 taps x 2 x $10</td>
<td>240</td>
</tr>
<tr>
<td>Fittings</td>
<td></td>
<td></td>
<td></td>
<td>1,000</td>
</tr>
<tr>
<td>Travel to Honiara to buy spare parts</td>
<td>1 trip/year</td>
<td></td>
<td>Travel: 2 x $200 = $400</td>
<td>800</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Food: 4 days x $100 = $400</td>
<td></td>
</tr>
<tr>
<td>Caretakers</td>
<td>2 c/takers</td>
<td>$50</td>
<td>2 x $100/month x 12 months</td>
<td>2,400</td>
</tr>
<tr>
<td><strong>ANNUAL COST</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>5,370</strong></td>
</tr>
<tr>
<td><strong>Annual cost per HH</strong></td>
<td></td>
<td></td>
<td>Divide by 60 HHs</td>
<td><strong>$90</strong></td>
</tr>
<tr>
<td><strong>Monthly cost per HH</strong></td>
<td></td>
<td></td>
<td>Divide by 12 months</td>
<td><strong>$8</strong></td>
</tr>
</tbody>
</table>

This shows that after dividing the total cost by the number of households, the cost would be roughly $90 per household per year or $8 per household per month.
How to Raise Funds?

There are two main methods of raising funds in the Solomon Islands:

- **HOUSEHOLD CONTRIBUTIONS** - regular payments by each household
- **FUND RAISING** - fund raising activities e.g. “Bring & Buy”, or sports competition.

The method you choose is your decision, but we recommend that you use the Household Contribution method as your main method, and fund raising for special needs e.g. repair of a major part of the system.

The advantage of the Household Contribution method is that it provides regular funds i.e. enough funds on a regular basis to buy spare parts. It also helps to build a strong sense of ownership by each household.

Poor households may find it difficult to pay the monthly contribution. Discuss this with the community and get them to find a solution. One option is to get households to sell coconuts or other produce as a way of raising money.

All communities use a method called “BRING AND BUY” where villagers bring some produce e.g. coconuts and sell it as a way of getting quick cash.

Challenge the community to find methods to raise the money for maintenance -

*Do you want to go back to getting water from that dirty stream, or do you want to use and pay for the new water system? You decide!*

Meet with the community to agree on how they will raise the maintenance funds. If you have problems with the collection of money you may ask the village chief to help you discuss this issue with the community. The Rural WASH Unit also has a lot of experience and could advise you.

**Exemptions for the Vulnerable, Penalties against Defaulters**

Some communities decide to:

- Exempt disabled or vulnerable households from paying the user fees
- Penalise those households who refuse to pay the user fees. For example they prevent those who refuse to pay from using the tapstand

These decisions should be taken by the whole community so that everyone agrees on the system.
How is Money Collected?

Money can be collected in different ways:
- A single collector (e.g. Treasurer) goes house to house to collect the money.
- The tap caretaker for each tap collects the money from households using the tap and takes the money to the Treasurer.
- Individual households take the money to the Treasurer's house

The method of collection should be discussed with and agreed by the community.

How will you keep the money SAFE?

Once you have collected the money, the WASH Committee will need to keep it safe. It is the Treasurer's job to look after the money.

Select a treasurer that everyone trusts. Many communities choose women to look after money because they trust them.

Where to keep the money? There are three main options for keeping the money:
- Bank
- Church
- Cash box with 3 locks and 3 key holders

A bank is safer than keeping the money in the house, but you will have to go to the provincial capital each time to deposit or withdraw money from the bank. You must decide how the money will be used if it is deposited in the bank. For example, how can the money be withdrawn from the bank – who should sign? Who should go to the provincial capital to get the money out of the bank?

Many communities use a church as a safe place to deposit their water fees. Most churches have a system for looking after and recording money carefully. If you decide on this option, meet with the church committee to find out how the WASH funds will be recorded and how to get this money for buying spare parts.

The third method is a cash box with three keys. Each key is kept by a different person.
Money makes or breaks the community! Many projects have failed because leaders have misused the money collected. This destroys the confidence of villagers and as a result they will refuse to contribute the next time they are asked.

It is important to meet with the community before you start to collect money to get their agreement on how they want to collect and manage funds, including penalties for those who refuse to pay.

It is also important to hold regular meetings with the community to report on how the money is being collected (who is paying, who is not paying) and how the money is being used.

It is important to build trust in the way you collect and manage money.

Here are some tips from other communities:

- Ask the community to choose someone whom they trust as treasurer.
- Ask the community to decide on how the money should be raised and managed e.g. how collected, who keeps it, where, etc.
- Let the community decide who should be exempted from water fees.
- Let the community decide what penalties should be applied to defaulters.
- Provide annual budget – to show how household contribution rate is determined.
- Ask the collectors to record the amount paid in a register of payees and give receipts to those who contribute.
- Put the money collected immediately into the bank, church, or cash box.
- Ensure that everyone in the community (except those given exemptions) are required to contribute on a regular basis.
- Make a list of those households who contribute user fees and those who don’t.
- Provide regular financial reports to the community – the amount of money collected, the amount of money spent, and the amount of money left in account.
- Decision to remove money from the bank should be made by the committee.
- The whole committee should check the records being produced by the treasurer.
- Display financial records on the community notice board or meeting hall.
How to Keep Records about the Money?

You will need to keep records so that you know what is happening to the money - how much was collected, how much was spent, how much is left in the account. Keeping records will make it easier to provide clear information to the community about the money. This way you will avoid suspicion and people will be more willing to contribute.

There are two types of financial records:

1. **PAYMENTS BOOK**:
This book records who has paid their money and who has NOT paid.

**MODEL ONE**
- Set up one page in the book for each MONTH as shown in Table A.
- Write down the names of all of the households who are expected to pay.
- Then, as people pay, record the amount beside their names, the date that they paid, and their signature or thumbprint.
- This way you will know who has paid and who has not paid each month.

**TABLE A: PAYMENTS BOOK – NAME OF MONTH**

<table>
<thead>
<tr>
<th>Name of Household</th>
<th>Amount Paid</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eddie S.</td>
<td>1.00</td>
<td>4th May</td>
<td></td>
</tr>
<tr>
<td>Michael K.</td>
<td>1.00</td>
<td>4th May</td>
<td></td>
</tr>
<tr>
<td>Peter W.</td>
<td>1.00</td>
<td>16th May</td>
<td></td>
</tr>
<tr>
<td>James M.</td>
<td>2.00</td>
<td>21st May</td>
<td></td>
</tr>
<tr>
<td>Sam K.</td>
<td>1.00</td>
<td>21st May</td>
<td></td>
</tr>
</tbody>
</table>

**MODEL TWO**
- Set up one page in the book for each PERSON as shown in Table B.
- Write down names of all households who are expected to pay and each month.
- Then, as people pay, record the amount under each month they have paid. For example, if the monthly contribution is 1.00 and someone pays 2.00, then mark 2.00 to cover the two months.
- This way you will know individual households payments

**TABLE B: PAYMENTS BOOK – NAME OF PERSON**

<table>
<thead>
<tr>
<th>Name of Household</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eddie S.</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>2.00</td>
</tr>
<tr>
<td>Michael K.</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>2.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Peter W.</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>James M.</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
</tr>
<tr>
<td>Sam K.</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0</td>
<td>2.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
</tbody>
</table>
2. ACCOUNTS BOOK:

- This book records what happens to your money - how much money is collected, how much is spent, and how much is left.
- Every time a contribution is made write it down.
- Every time a caretaker buys spares write it down.

This way you will know how much money you have collected, how much money you have spent - and how much is left.

TABLE C: ACCOUNTS BOOK: MONEY COLLECTED AND SPENT

<table>
<thead>
<tr>
<th>Date</th>
<th>What Happened</th>
<th>Money Collected</th>
<th>Money Spent</th>
<th>Money Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Oct 2015</td>
<td>100 households paid</td>
<td>100.00</td>
<td></td>
<td>100.00</td>
</tr>
<tr>
<td>19 Nov 2015</td>
<td>50 households paid</td>
<td>50.00</td>
<td></td>
<td>150.00</td>
</tr>
<tr>
<td>20 Dec 2014</td>
<td>100 households paid</td>
<td>100.00</td>
<td></td>
<td>250.00</td>
</tr>
<tr>
<td>23 Jan 2015</td>
<td>100 households paid</td>
<td>100.00</td>
<td></td>
<td>350.00</td>
</tr>
<tr>
<td>25 Feb 2015</td>
<td>100 households paid</td>
<td>100.00</td>
<td></td>
<td>450.00</td>
</tr>
<tr>
<td>4 Mar 2015</td>
<td>Buy new bibtap</td>
<td>280.00</td>
<td></td>
<td>170.00</td>
</tr>
</tbody>
</table>
HYGIENE AND SANITATION

HYGIENE is about keeping oneself and one’s environment clean. If things are kept clean, you can prevent illness and the spread of diseases such as diarrhoea.

SANITATION is about stopping the spread of disease through constructing toilets and handwashing facilities.

Hygiene includes a number of practices, such as:

- Washing your hands with soap at critical times e.g. after defecation, before eating, before preparing food, and after cleaning a child’s bottom
- Using safe water and avoiding unsafe water
- Collecting and storing drinking water safely
- Not shitting in the bush – building and using toilets.

These practices help to prevent the spread of disease. One key aim is to prevent shit being carried by flies and other things into our food and into our mouth, which is how people get diarrhoea.

SAFE WATER goes together with HYGIENE and SANITATION. The community needs all three things to improve its health. For example, if the community builds a new water system, but people do not store and use this water in a safe way, then they will still get sick – and the benefits of an improved water supply are lost.

A new water system will bring some health benefits, but to make a big change you also need to promote NEW HYGIENE HABITS and TOILETS.

Many people know about basic hygiene messages such as washing hands with soap, but they do not practice these behaviours on a regular basis. For example, people know that washing hands after defecation and before eating is important, but they don’t do it on a regular basis. There are many reasons for this, including: lack of easily available water, lack of a hand washing habit, heavy workload, and other things. The challenge is to help people overcome these problems and get more people washing their hands and using other forms of hygiene on a regular basis.

Your task as a Committee is to promote these new habits. To do this you can:

- Set a good example yourself – people will believe you if they see you doing it!
- Demonstrate these habits in community meetings e.g. organising handwashing with soap at community events – build a tippy tap at community meeting place
- Get children to start using these behaviours on a regular basis.

You won’t change people’s behaviour by telling them what to do, or shouting at them. You need to get the people themselves to recognise the need for change – and decide themselves to start using these new habits.
Hygiene Messages

R-WASH has identified 4 key hygiene messages.

The key hygiene messages are:

1. Wash hands with soap (or ash)
   - Wash hands after defecation
   - Wash hands before preparing food
   - Wash hands before eating food
   - Wash hands after handling children’s faeces
   - Wash hands after returning from the garden.

2. Safe disposal of human faeces
   - Don’t shit in the bush or mangrove.
   - Shit carries disease – it can be carried to food and water by flies, animals, etc
   - Build a toilet and encourage all family members to use it.
   - Provide water and soap (or ash) outside the toilet for handwashing
   - Dispose of baby’s faeces in a toilet.

3. Use safe drinking water
   - Use stream water for non-drinking purposes.
   - Boil drinking water to make sure it is safe.
   - Keep containers for drinking water clean and covered.
   - Use one clean cup for removing drinking water.
   - Show children how to get drinking water in a safe way.

4. Keep home and surroundings clean
   - Keep food covered from flies.
   - Clean the house on a regular basis.
   - Dig rubbish pits and bury refuse.
   - Keep your pigs in a pen.
SANITATION

Why include sanitation in a water program?

Hygiene and sanitation are often forgotten in water projects. Water supply gets all the attention – and once the water system is built, hygiene and sanitation are forgotten. The new WASH strategy is to give equal attention to water, sanitation and hygiene.

Sanitation will be promoted through “COMMUNITY LED TOTAL SANITATION” (CLTS). The aim of this program will be to get the whole community to understand why they should stop shitting in the open – and to build and use toilets.

Teams of facilitators will come to your village to hold meetings with the community. Through these meetings community members will begin to say -

_We now see that we are eating our own shit and our neighbours’ shit!
_

The strong feeling of shame or disgust will drive them to want to stop shitting in the bush or mangrove. Households will build toilets, using local resources and their own labour, and neighbours will help neighbours.

**CLTS involves the whole community in stopping Open Defecation (OD).** It brings all households together in each community to discuss and decide what they are going to do about the OD problem. The whole community agrees as a community that OD is a problem for everyone – each household’s behaviour affects the whole community. Getting everyone to stop shitting in the open is important, otherwise those who still shit in the open will spread shit to those who already have toilets. Everyone needs to stop shitting in the bush!

**CLTS does NOT provide money for materials – there is no toilet subsidy - and CLTS does not tell people what type of toilet to build.** Each household will build the type of toilet it wants, using local resources and their own labour. They will finance, build and maintain their own toilet, without depending on government.

The WASH Committee is also responsible for sanitation so it will work with the Sanitation Facilitators to help community members understand why they should change their behaviour and build toilets.

To improve our health every family in the village needs to build and use a toilet. And they also need to wash their hands after using the toilet. Otherwise the shit will be passed to food or water through their hands and they will get sick.
DISASTER RISK PREVENTION

Because of climate change and man-made activities (e.g. logging) we are facing a growing number of disasters, such as: flash floods, cyclones, tsunami, earthquakes, landslides, and other environmental impacts such as rivers or dams drying up, pesticides and mining waste polluting our rivers, and saltwater invading fresh water.

All of these can have an impact on our lives and our water systems so we need to be better prepared. The WASH Committee should plan with the community how they can better respond.

When these events happen, how does it affect us?
- People lose their lives, their houses, and other property.
- Gardens are flooded or destroyed, crops destroyed, and infrastructure (e.g. water systems) damaged
- People lose jobs and income. Shortage of food and water.
- Women have to walk further to collect water.
- Schools close down and children are forced to stay at home.
- Diseases such as diarrhoea and malaria increase.

How can you prevent risks happening?
- Move to higher ground – away from risk of floods or cyclone
- Build dam site in a safe place away from mountain edge and potential landslide
- Route the pipeline away from flood prone areas or rivers which might get flooded.
- When deciding where to put tapstands think about where the sea will come to in 20 years’ time if the sea level rises
- Minimise or stop logging in order to prevent landslides and make sure that sources don’t dry up
- Make use of local knowledge on how to prevent disasters – think if previous disasters happen again how they will affect your planned water supply.

How can you organise better to respond to future disasters?
- Develop a response plan and community response team
- Appoint leaders (e.g. assistant chief) to lead the community during and after a disaster
- Build an evacuation centre – a place of refuge during disaster
- Organise regular drills to practice what to do e.g. where to run
- Designate someone to help persons with disability who cannot run
- Don’t panic. Be alert. Get information on weather updates.
- Keep tools and spare parts in a safe place in your village so you can fix your water supply straight after a disaster
## CARETAKERS’ CHECKLISTS

### SYSTEM CARETAKERS – MAINTENANCE OF DAM, TANK AND PIPELINE

<table>
<thead>
<tr>
<th>Component</th>
<th>Key Tasks</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catchment Area</td>
<td>Stop gardening, tree chopping, logging, dumping rubbish, and open defecation</td>
<td>Monthly</td>
</tr>
</tbody>
</table>
| Intake Structure  | Flush out dam – remove leaves & debris (after heavy rains)  
|                   | Spring box – check overflow level is lower than eye of spring  
|                   | Check on cracks in concrete  
|                   | Check that manhole cover is in place  
|                   | Rotate valves on outlet & washout to prevent valve seizing  
|                   | Check that there is no erosion around the dam  
|                   | Check intake pipe has screen to stop debris entering pipe                                                                                                                                                    | Monthly  |
| Pipeline          | Walk the pipeline to check for leaks or damage  
|                   | Repair the pipeline as needed, using the correct fittings  
|                   | Check for landslides or trees which might fall on pipeline  
|                   | Check washout and air valves operate ok  
|                   | Cover exposed PE pipe  
|                   | Check that pipes are well supported at river crossings                                                                                                                                                        | Monthly  |
| Storage Tanks     | Flush out tank and remove debris  
|                   | Inspect for leaks and do repairs if needed  
|                   | Check that manhole cover is in place  
|                   | Check that float valve is working ok  
|                   | Rotate valves on inlet, outlet and washout to prevent valve seizing – check on GI fittings and valve for tank inlets                                                                                                                                 | Monthly  |

## TAP CARETAKERS – MAINTENANCE OF TAPSTAND

<table>
<thead>
<tr>
<th>Component</th>
<th>Key Tasks</th>
<th>Timing</th>
</tr>
</thead>
</table>
| Tapstand          | Check that tap is working ok and not leaking  
|                   | Check for rusted fittings, rusted or broken showerhead, damaged concrete apron, or inadequate drainage  
|                   | Replace rubber washer or gland packing if this is worn  
|                   | Replace taps that are damaged  
|                   | Replace GI showerhead if broken or leaking  
|                   | Replace GI fittings that are rusted or leaking                                                                                                                                                        | Weekly   |
| Concrete Apron    | Clean surface of concrete apron to remove algae build-up, using hot water and scrubbing brush  
|                   | Do re-plastering - if surface of apron is worn  
|                   | Re-concrete – if apron is broken/cracked                                                                                                                                                    | Weekly   |
| Area around apron | Clean the area around tapstand  
|                   | Make sure drain is not blocked and water flows to drainage or soak pit  
|                   | Check no erosion around tapstand - place layer of gravel or river stones around apron to help prevent muddying                                                                                                                                 | Weekly   |