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# RANO WASH

## Resource Manual



BushProof



# Welcome !

This guide presents all the resources produced and used by the RANO WASH project during its six years of implementation. These include national and global reference documents, training tools, study and research reports, working tools such as terms of reference, technical and other guides, videos and other communication media. These resources have been developed thanks to the invaluable collaboration of all our partners.

The various partners involved in implementing the project, from consortium members and implementing partners to public and private sector players.

The resources are organized according to the major components of the project:



**Governance and Monitoring of the WASH Sector**



**Private Sector Engagement**



**Behavior changes and use of WASH services**



**Gender and Social Inclusion**



**Monitoring, Evaluation, Accountability and Learning**

For further information and resources, please visit our website at <https://care.mg/ranowash/> or <http://www.ranowash.org/>

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## Governance and Monitoring of the Water, Sanitation and Hygiene Sector

- Strengthening government leadership for sector development
- Reinforcement of the commune's responsibility for the development of the communal WASH sector
- Strengthening community participation to improve services



## Private sector involvement

- Private Sector Engagement Strategy for Inclusive and Sustainable WASH Services
- Preparatory phase
- Design phase
- Construction phase for drinking water supply systems
- Operating phase of drinking water systems
- Market-based sanitation



## Behavior Change and Use of Services

- Grow-Up Sticker approach for hygiene promotion at household level
- Sanitation promotion approach
- Collaboration with Village Savings and Credit Associations
- Support for health facilities and schools to improve access to WASH services



## Gender and Social Inclusion

- Gender mainstreaming strategy in the WASH sector
- Gender analysis
- Strategy for mainstreaming gender and social inclusion in the WASH sector
- Gender mapping of actors
- Gender marker
- Implementing the Employee Engagement approach men
- Implementing the Women Leaders approach
- Implementing the Social Analysis and Action approach
- Youth and women's entrepreneurship
- Promotion of inclusive infrastructures
- Promotion of menstrual hygiene



## Monitoring, evaluation, accountability and project learning

- MEAL Operational manual
- Monitoring system
- Database management, ICT4D and GIS
- Project evaluation
- Accountability
- Apprenticeship



# GOVERNANCE AND MONITORING OF THE WATER, SANITATION AND HYGIENE SECTOR

With the aim of bringing about a positive change in the sector's performance, RANO WASH adopts a systemic approach that considers the various challenges at the level of financing, institutions, monitoring and more generally the key constituent elements of the WASH system, comprising a set of actors, factors and their interactions, schematized below.

## Système de l'EAH fort au niveau national et local



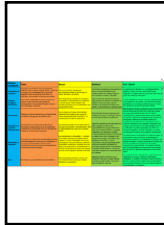
Within this framework, we considered the system on three decision-making levels: national, regional and communal. We strengthened collaboration at these three levels to gradually influence the way we work, moving beyond the project approach to a more sector-based approach.



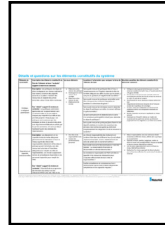
# I. STRENGTHENING THE GOVERNMENT’S LEADERSHIP IN DEVELOPING THE SECTOR

The system approach sees government leadership at national and regional level as a key factor in guaranteeing the sector’s performance.

## I.1. System approach



**System evaluation tool WASH** **FR**



**Details and questions about WASH sector** **FR**



**Presentation guide for approach facilitators system** **FR**



**System approach training tools** **FR**



**Situation table for each training block** **FR**

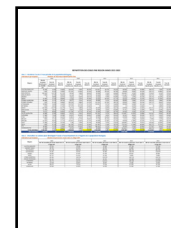
## I.2. Sector coordination, planning and financing



**ToR Central Structure Monitoring Committee Coordination** **FR**



**Convention type-SNC-EAH** **FR**



**Objectif et cible par Région** **FR**



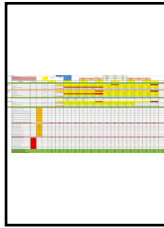
**Report on the 2021 sector review** **FR**



**Sector 2022 coordination meeting** **FR**



**Recommendations for Madagascar on planning and budgeting** **EN**



**BPON** FR

### 1.3. Sector performance monitoring



**Draft monitoring and evaluation plan for the sector** FR



**Consultant's report for the SE&AM upgrade** FR



**Nomenclature of the Water, Sanitation and Hygiene** FR



**SE&AM indicators** FR

## 2. STRENGTHENING THE MUNICIPALITY'S SENSE OF RESPONSIBILITY FOR THE DEVELOPMENT OF THE COMMUNAL WASH SECTOR

The commune is a particular decision-making level in Madagascar, as it is primarily responsible for ensuring that the population has access to WASH services, in accordance with legislation.

### 2.1. Technical Services for Water, Sanitation and Hygiene (STEAH)



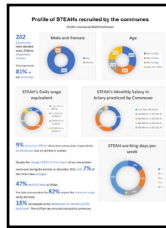
**Summary of STEAH training with Connecto** **EN**



**Script IVR Training STEAH** **FR**



**Structure IVR Formation des STEAH** **MG**



**Profile of STEAH recruits by municipalities** **EN**

## 2.2. Local planning and resource mobilization



**Example PCDEAH- Plan Communal de Water, Sanitation and Hygiene Development Commune Antanambao** **FR**



**Example PCDEAH- Plan Communal de Water, Sanitation and Hygiene Development Commune Ivato Center** **FR**

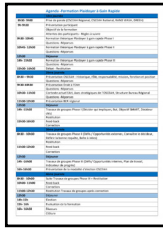


**Working tools for monitoring budget** **EN**

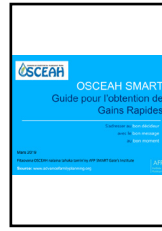
## 3. STRENGTHEN COMMUNITY PARTICIPATION TO IMPROVE SERVICES

Active, engaged communities are key to boosting the sector's performance.

### 3.1. Training tools



**Agenda Training Advocacy** **FR**



**Advocacy Training Presentation for Trainer** **FR**



**Guide to OSCEAH Quick Wins** **FR**



**Advocacy training Group work** **FR**



**Evaluation des OSCEAH** **MG**



**Formation mechanisms** **MG**



**CARE Community Scorecard training module** **FR**



**Session plan for scorecard refresher course community** **FR**



**Communicator Scorecard refresher course** **FR**



**Training on Deconcentration and Decentralization with MID** **MG**



**SLC Agenda training with MID** **MG**



**SLC training with MID** **MG**



**Action plan for the implementation of SLC with MID** **MG**



**Local structure decree 2015-957 Consultation** **MG**



**SLC creation model with MID** **MG**





**Model appointment of SLC members with MID**



**Model Deliberation creation SLC with MID**

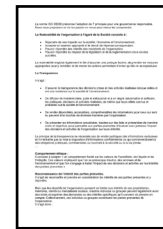
### 3.2. Reference document



**General scheme for associations**



**Consumer guide**



**ISO 26000 recommends the adoption of 7 principles for responsible governance**



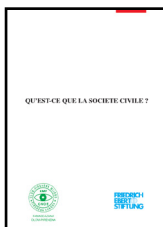
**La redevabilité dans le secteur de l'eau et de l'assainissement Unicef, Guide de la programmation**



**Accountability in the water and sanitation sector, the concept explained, Unicef, Water**



**Tools for mapping accountability in water, sanitation and hygiene services, Unicef**



**What is civil society, KMF-CNOE, Friedrich Ebert Stiftung**



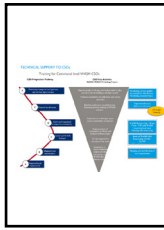
**Decree 2017-957 relating to local structures of consultation**



**Capitalize on the achievements of the process of setting up and operationalizing the local structures**



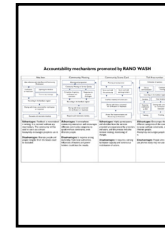
### 3.3. Analysis report




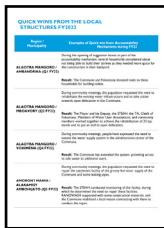
**RANO WASH support strategies for OSCEAH** 



**Summary of the accountability mechanisms promoted by RANO WASH** 



**Analysis of accountability mechanisms promoted by RANO WASH** 



**Excerpts from the OSCEAH, SCL, Mécanisme de redevabilité, Communes et STEAH** 



## PRIVATE-SECTOR COMMITMENT

RANO WASH has developed a private sector engagement strategy for people-centered, inclusive and sustainable WASH services to strengthen drinking water, sanitation and hygiene (WASH) markets and foster a policy and business environment conducive to private sector investment.

The project implemented the following activities:

### **Improving products, technologies, services and business models**

1. WASH market assessment in project regions
2. Support for the development of regional WASH market development plans
3. Increasing the types and range of financial products available and accessible for WASH services and products.

### **Improved design, construction and management of WASH infrastructure and services**

1. Improved design and construction of sustainable WASH infrastructures.
2. Strengthening technical and commercial skills and competencies
3. Private-sector capacity-building in business systems and technical operations
4. Development of professional associations





# 1. PRIVATE SECTOR ENGAGEMENT STRATEGY FOR INCLUSIVE AND SUSTAINABLE WASH SERVICES

The private sector’s strategy of commitment to inclusive and sustainable WASH services involves close collaboration between companies and development stakeholders. Companies are committed to providing WASH services that are accessible to all, especially rural populations. They establish partnerships with governments, civil society organizations and local communities to ensure the sustainability of interventions. This strategy encourages innovation and the use of appropriate technologies to improve the efficiency of WASH services while preserving the environment.



**Private-sector engagement strategy for services inclusive and sustainable** **FR**

# 2. PREPARATORY PHASE

The preparatory phase is based on the use of framework documents to guide our actions, while a WASH market assessment is carried out to gain a better understanding of needs and opportunities. Subsequently, a market development plan is drawn up to define our objectives, strategies and actions to reach our targets and maximize our impact in this crucial sector.

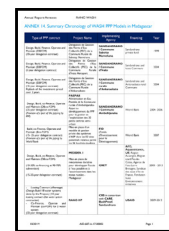
## 2.1. Framework documents



**LAW 98-029 CODE DE WATER** **FR**



**Water Code and standard implementing decrees, Sandrandrano, RANO WASH** **FR**



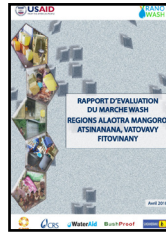
**Chronology of WASH PPP models in Madagascar** **EN**



## 2.2. WASH market assessment

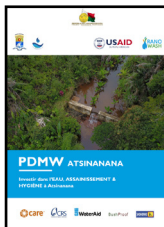


**WASH market assessment Vakinankaratra - Amoron'i Mania - Haute Matsiatra (FR)**

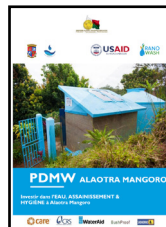


**Complete WASH market assessment Atsinanana - Alaotra Mangoro region - Vatovavy - Fitovinany (FR)**

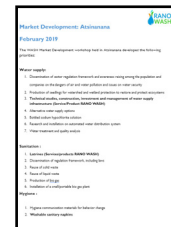
## 2.3. Market development plan



**EAH Atsinanana Regional Development Plan (FR)**



**Alaotra Mangoro Regional Development Plan (FR)**



**Example of a business model WASH (EN)**

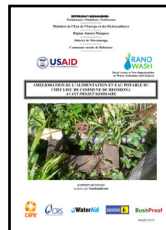
## 3. DESIGN PHASE

During the design phase, in-depth studies are carried out to assess the project's socio-economic and environmental impact. The rigorous selection of the municipalities involved is based on specific criteria, while partner companies are chosen on the basis of their expertise and ability to achieve the project's objectives. Public-private partnership contracts are drawn up to establish the conditions and responsibilities of each party. In addition, a water quality assurance plan is carefully drawn up to ensure a continuous supply of high quality water throughout the project.

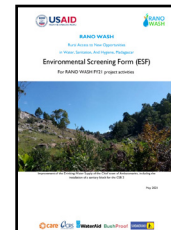
### 3.1. Socio-economic and environmental studies



**APD FY19 ATS Mahatsara (FR)**



**APS FY18 ALM Beforona (FR)**



**ESF FY21 AMM Ambatomarina (FR)**



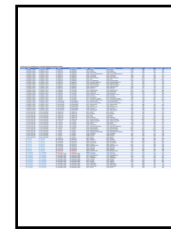
### 3.2. Selection of Communes



Criteria for selecting communes for the construction **FR**



Criteria for selecting target communities **FR**



List of the 250 communes where RANOWASH operates **FR**



Selection process for municipalities **FR**

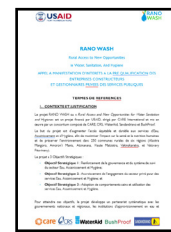
### 3.3. Company selection



Event Form of Interest **FR**



Invitation to tender AOR Classique et en temps normal **FR**



Invitation to tender AOR in time for COVID19 **FR**



Sample application letter **FR**



Instructions to bidders **FR**



Code of conduct **FR**



Tender documents **FR**



Business plan template **FR**

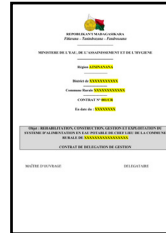


Register of 91 companies shortlisted **FR**

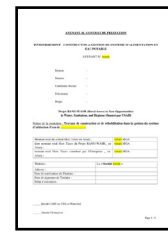
### 3.4. Preparing PPP contracts



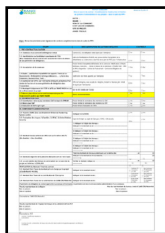
Scenarios for setting up a PPP system for drinking water services **EN**



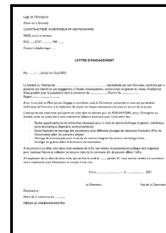
Delegation of management contract for water, wastewater and energy services **FR**



Addendum to the service contract following a PPP+ request **FR**



Front checklist signing an amendment to a PPP+ contract **FR**



Unsolicited letter of interest **FR**



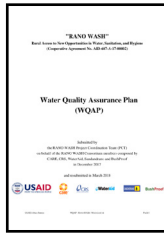
The detailed steps to follow for unsolicited applications and the General Process **FR**



Contract template financing **FR**



### 3.5. Water quality



**Water Quality Assurance Plan EN**

## 4. CONSTRUCTION PHASE OF WATER SUPPLY SYSTEMS

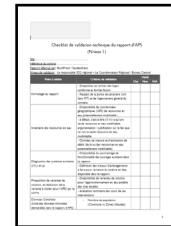
The construction phase of water supply systems involves excavation, laying pipes and building infrastructure such as reservoirs, pumping stations and water treatment plants. Qualified teams supervise these activities, ensuring compliance with safety and quality standards. Regular tests and inspections are carried out to ensure that the system is running smoothly and complying with regulations. Once the work is complete, pressure tests and blowdowns are carried out to verify the integrity of the network, with the ultimate aim of providing a reliable and efficient source of drinking water to meet the needs of the population served.



**Nde'ho maitso - Advice cards on environmental measures MG**



**Nde'ho maitso - Measurement posters environmental MG**



**APS- APD-ESF validation checklist FR**



**Model PV Introductory meeting FR**



**Sample certificates of delivery and acceptance definitive FR**



**Model PV for start-up of water supply system upgrades potable FR**





**Model of PV de Réception Provisoire\_RANOWASH FR**



**Model of PV of Technical Acceptance\_RANOWASH FR**



**Sample minutes of a construction site FR**



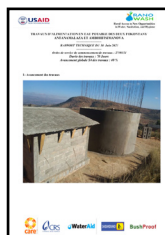
**Model of PV of lifting of reserves FR**



**Training in the operation and maintenance of rural drinking water supply systems Manual de the learner FR**



**Training in the operation and maintenance of drinking water supply systems rural FR**



**Example of a progress report (AEP Ambohitsimanova) FR**

## 5. OPERATION PHASE OF WATER SYSTEMS

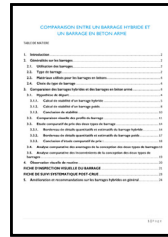
During the operational phase of the water systems, detailed reports and documentation are drawn up to ensure traceability and transparency, while marketing efforts are carried out in order to promote the company's products and services. deployed to promote water services and raise public awareness. Ongoing evaluation of the companies managing these services is carried out to ensure optimum performance, and a strategy of diversifying inter-private partnerships is put in place to encourage more efficient and sustainable management of water resources.



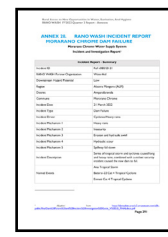
## 5.1. Reporting and documentation of drinking water systems



Various waterworks plans potable **EN**



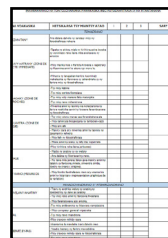
Document on the comparison between a hybrid dam and a reinforced concrete dam **EN**



Report on the Morarano Chrome hybrid dam failure incident **EN**



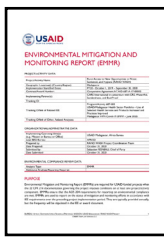
Hybrid dam monitoring report **FR**



Tools for monitoring environmental measures **MG**



Environmental Impact Monitoring and Mitigation Report FY19 **EN**



Environmental Impact Monitoring and Mitigation Report FY20 **EN**



FY21 Environmental Impact Monitoring and Mitigation Report **EN**



Environmental Impact Monitoring and Mitigation Report FY22 **EN**

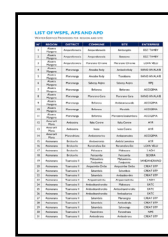
## 5.2. Marketing for drinking water utilities



Training on marketing water management services - Learner's manual **FR**



Training on marketing water management services - Trainer's manual **FR**



List of companies managing drinking water services Investors Builders Managers **EN**

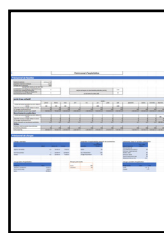


**Marketing support plan for drinking water utility managers** **EN**

### 5.3. Successful companies in drinking water services management



**Typical business plan for water system management potable** **FR**



**Business plan for unsolicited applications to manage water services potable** **FR**



**Tool for analyzing typical profiles of water service management companies potable** **FR**



**Summary of profitability diagrams for drinking water utilities** **EN**



**Telemanagement tool for companies** **FR**

### 5.4. Diversifying inter-private partnerships



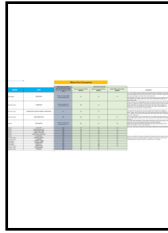
**RANO WASH mechanized token kiosk experience** **FR**




**Reseller-WSP partnership contract template** **FR**



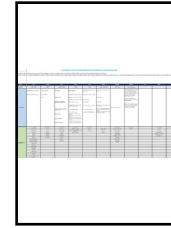
**Lessons learned on the implementation of automated collective water points** **EN**



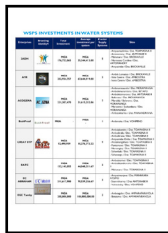
**Comparison of access tariffs before and after the introduction of water services drinkable** 



**Financial arrangements made by investor-manager companies for drinking water services** 



**Comparative analysis of bank offers and interests for companies** 




**Financial investments by companies to set up drinking water services** 

## 6. MARKET-BASED SANITATION

Market-based sanitation is an approach that involves the participation of the private sector and the use of market mechanisms to develop and manage sanitation services. It aims to stimulate private investment, foster competition and improve efficiency in order to meet sanitation needs on a sustainable basis. This approach also encourages appropriate pricing, the creation of competitive markets and the use of financial incentives to encourage households and communities to invest in improved sanitation facilities.



**Final report of iDE's preliminary study on market-based sanitation** 



**Final report on the prototyping and testing by iDE** 



**Kabone Mandamina toilet sales guide for use by sales agents (pitch deck)** 



Poster for the exhibition of Kabone Mandamina toilet models **MG**



Model 01 of flyer for the sale of Kabone Mandamina toilets **MG**



Model 02 of flyer for the sale of Kabone Mandamina toilets **MG**



Restitution on market-based sanitation in Lokomby **EN**



## BEHAVIOR CHANGE AND USE OF WASH SERVICES

In order to accelerate good hygiene practice and promote healthy behaviors, the RANO WASH project has developed a behavior change strategy that addresses

the various behavioural determinants identified during formative research carried out at the start of the project with the support and collaboration of the London School of Hygiene and Tropical Medicine (LSHTM).

This behavior change strategy is based on the behavioral determinants identified from the Behavior Centered Design framework, and aims to go beyond simple education and knowledge sharing messages, to utilize positive motivators such as self-esteem, pride, feelings of self-efficacy, but also the need for social belonging, the need for social status, and the importance of overcoming implementation fidelity issues.

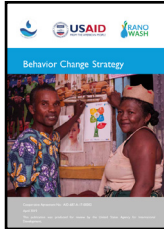
The RANO WASH strategy is structured around key priority and secondary targets. The priority target is «households with children under the age of five». The secondary targets are: (1) the community to which the priority households belong, (2) savings groups, and (3) schools and health centers. The various activities and approaches that make up this strategy are designed to reach these different targets.



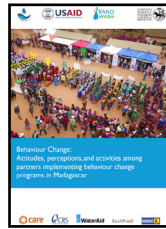


## I. BEHAVIOR CHANGE STRATEGY AND USE OF WASH SERVICES

To read the behavior change strategy document and its various appendices, and find out more about the research carried out in collaboration with LSHTM, click below.



**RANO's behavior change strategy WASH** [EN](#)



**Behaviour change: Attitudes, perceptions, and activities among partners implementing behaviour change programs in Madagascar** [EN](#)



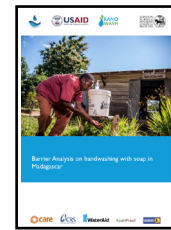
**Integrating WASH and Nutrition in Madagascar for children's growth, development and health** [EN](#)



**Presentation on WASH and Nutrition in Madagascar** [EN](#)



**Barrier analysis in handwashing with soap in Madagascar** [EN](#)



**Understanding behaviour and behaviour change** [EN](#)

## 2. GROW-UP STICKER APPROACH TO HYGIENE PROMOTION AT HOUSEHOLD LEVEL



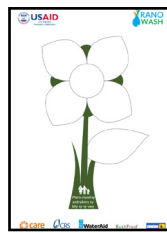


The «Grow-up Sticker» approach is one of the strategies developed by the RANO WASH project to promote the adoption of healthy behaviors and the use of WASH services by households. The yellow petal corresponds to toilets, the orange petal to handwashing with soap, the blue petal to drinking water and the green petal to food hygiene. An additional red petal represents menstrual hygiene. At the base of the flower, the emphasis is on the importance of equal participation and shared responsibility of household members in household tasks and decision-making. The approach is to support households in practicing these behaviors and to reward them with the full flower when they practice the encouraged behaviors, thus achieving Household status.

Model. Households are supported by local promoters. If you would like to find out more and implement this approach, the following resources will help you:



**Practical guide for local promoters** **MG**



**Self-adhesive Grow-Up Sticker** **MG**



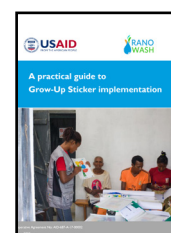
**Certificate for the Promoter local Model** **MG**



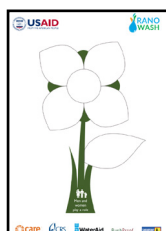
**Follow-up sheet for households supported by the local promoter** **MG**



**Facilitation guide to help households** **MG**



**Practical guide to implementing the Grow-up sticker approach** **EN**



**Grow-Up Sticker** **EN**



**Presentation during a webinar on the Grow-Up Sticker approach carried out in September 2020** **EN**

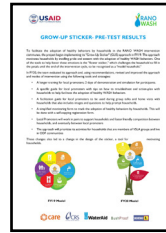


**Questions and answers during and after the Grow-Up Sticker webinar in September 2020** **EN**





**Brief on the strategic review of the Grow-Up Sticker approach carried out in 2019** **EN**



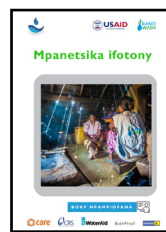
**Results of the pre-test of the new Grow-Up Sticker model, carried out in 2019** **EN**



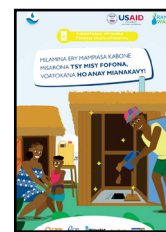
**Facilitation guide to help households** **EN**



**Training local promoters to implement the Grow-Up Sticker approach: Learner's booklet** **MG**



**Training local promoters to implement the Grow-Up Sticker approach: Trainer's document** **MG**



**Poster Behavior Latrine use** **MG**



**Hand Washing Poster with soap on Moments keys** **MG**



**How to wash poster hands with soap** **MG**



**Poster on Drinking Water Use Behavior (water treatment)** **MG**



**Hygiene poster food** **MG**



**Hygiene poster Menstrual** **MG**



**Poster on Handwashing with Soap, focusing on the use of soap and soap products. DLM** **MG**



**Affiche\_Utilisation\_Eau potable\_Infra**

### 3. SANITATION PROMOTION APPROACH

Since October 2019, the Ministry of Water, Sanitation and Hygiene has been implementing the «Madagasikara Madio Program», which aims to achieve open defecation (ODF) status throughout Madagascar. By the end of 2023, the Ministry has set itself the target of 90% of Malagasy people no longer defecating in the open air and practicing handwashing with soap, and 55% having access to basic sanitation services. To contribute to these objectives, RANO WASH has implemented several sanitation promotion activities, enabling 3 16,206 people to gain access to improved non-shared toilets and 5,138 communities and 57 communes to achieve ODF status. The following resources provide details of each approach used.

#### 3.1. Community-Led Total Sanitation (CLTS)



**The RANO WASH project's sanitation and ATPC strategy**



**Training of ATPC facilitators: Learner's booklet**



**Training of ATPC facilitators: Trainer's document**

#### 3.2. Commune ODF



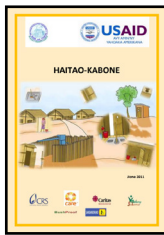
**Commune ODF learning brief**



**Commune ODF learning brief**



### 3.3. Support for local masons



Haitao Kabone guide **MG**

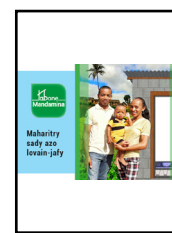
### 3.4. Development of a market-based sanitation model with iDE



Final report of iDE's preliminary study on market-based sanitation in Madagascar **EN**



Final report on the prototyping and testing by iDE **EN**



Kabone Mandamina toilet sales guide for use by sales agents (pitch deck) **MG**



Poster for the exhibition of Kabone Mandamina toilet models **MG**



Model 01 of flyer for the sale of Kabone Mandamina toilets **MG**



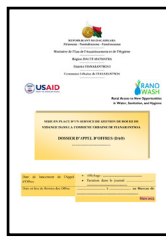
Model 02 of flyer for the sale of Kabone Mandamina toilets **MG**



Restitution on market-based sanitation in Lokomby **EN**



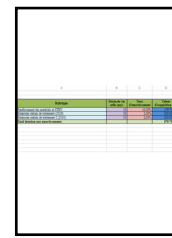
### 3.5. Faecal sludge management



**Sample tender documents (DAO) for the implementation of a sludge management** **FR**



**Contract template for a management and operation of the collection and treatment system for sewage sludge** **FR**



**Model business plan for a sludge management service drain** **FR**



**Study and revitalization of a sewage sludge management service in Madagascar (Avant-Detailed Project)** **FR**

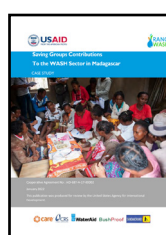
## 4. WORKING WITH VILLAGE SAVINGS AND LOAN ASSOCIATIONS (VSLA)

A village savings and loan association (VSLA) is a group of 15 to 25 people who save together and make small loans from these savings. They constitute social and financial capital for rural households. RANO WASH has supported VSLAs to improve the incomes of rural households, thereby facilitating their access to quality WASH services. In addition, in its support for the professionalization of small private operators, RANO WASH also focuses on the potential of these AVEC groups or their members to later become private providers of WASH services, thus contributing to the sustainability and availability of WASH services. To find out more about the project's activities with AVEC, the following resources are available:

### 4.1. Strategy and research



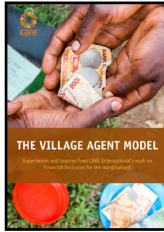
**Strategy for support and collaboration with AVEC to improve access to and use of WASH services and products** **EN**



**Case study : Contribution of AVEC to the WASH sector in Madagascar** **EN**

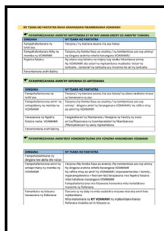


**Capitalizing on the RANO HP project: AVEC workbook** **EN**



**The Agent Villageois model, CARE International's experiences and lessons learned on financial inclusion for the marginalized** **EN**

## 4.2. Setting up savings groups or VSLA



**A simple guide including the principles to be respected when setting up AVEC** **MG**



**Video : How Village Savings and Credit Associations work** **FR**



**Fundamentals of VSLA, by CARE** **EN**

## 4.3. Collaboration with the Réseau des Promoteurs des Groupes d'Epargne à Madagascar (RPGEM) (Network of Savings Group Promoters in Madagascar)



**Presentation on Quality Guidelines for Savings Group Programs, by RPGEM** **MG**



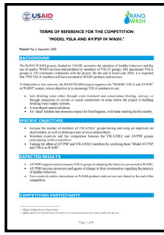
**VOAMAMI group quality presentation** **MG**



**Charter for the collaboration and coordination of promoters, draft version** **FR**



## 4.4. Competition on the use of WASH services with AVEC



**ToRs VSLA Competition 2019** **EN**



**Implementation strategy VSLA 2021 competition** **FR**



**AV/PSP certificate** **MG**



**Agent relais badge** **MG**



**VSLA contest poster model 1** **MG**



**VSLA model 2 competition poster** **MG**



**VSLA model 3 competition poster** **MG**

## 4.5. Financial education for AVEC



**ToRs for Training of Trainers in Education financial** **FR**




**Advice card in financial education** **MG**



**Financial Education Training, Learner's Booklet** **MG**



**Financial education training,  
Trainer's document** 

## 5. SUPPORT FOR HEALTH FACILITIES AND SCHOOLS TO IMPROVE ACCESS TO WASH SERVICES

The RANO WASH project also intervenes at the level of health facilities and schools to have a broader reach in its behavior change activities. In terms of institutional support, the project has ensured that the institutions it supports: (1) have the funds to ensure the continuity of water, sanitation and hygiene services for users, in line with basic standards, (2) have a plan for the operation and maintenance of water, sanitation and hygiene infrastructures, (3) have visible visual cues (nudges) in the form of billboards, signs, drawings, paintings, pictograms or other signs made with materials which remind and facilitate the proper use of infrastructures and hygiene practices by staff and users. The activities carried out were inspired by the Amie de WASH approach, and were carried out with the Ministry of Public Health for health facilities, and the Ministry of National Education for schools. The following resources were used by the project.

### 5.1. National guides



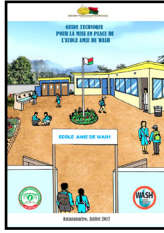
**Ministry of Public Health,  
Environmental Health  
Department :Trainer's Guide -  
Community Agent** 



**Ministère de la Santé  
Publique, Service Santé  
Environnement: Guide du  
trainer- Health agent** 



**Ministry of Public Health,  
Environmental Health  
Department :Trainer's guide-  
Comité hygiene** 



**National guide to the WASH-friendly school approach** (FR)



**National guide to the Formation Sanitaire Amie de WASH** (FR)

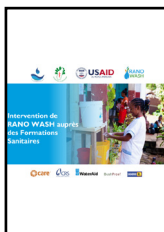


**JMP: monitoring the scale of WASH services at local level health facilities** (EN)



**JMP: monitoring the scale of WASH services at local level schools** (EN)

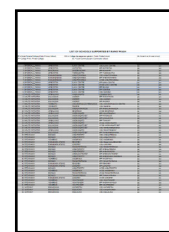
## 5.2. Strategy and activities implemented by the RANO WASH project



**RANO WASH training sessions washrooms** (FR)



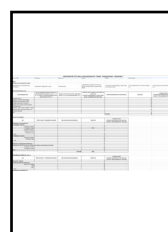
**Intervention process RANO WASH Friendly School WASH** (EN)



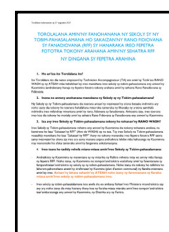
**List of institutions supported by the RANO WASH project** (EN)



**Criteria for becoming a WASH Friendly Institution, as of 2019** (EN)

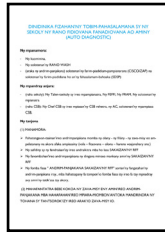


**Costing model for the upkeep and maintenance of WASH services at local level institutions** (MG)

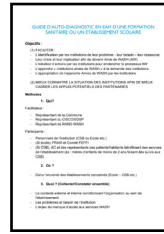


**A practical guide for field workers to support schools and health centers** (MG)

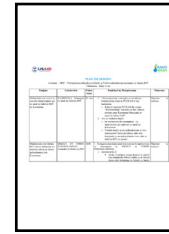




**Facilitation guide for self-diagnosis of institutions' services WASH** **MG**



**Facilitation guide for the self-diagnosis of institutions on their WASH services** **FR**

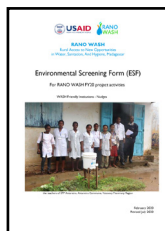


**Training in municipal project management: Session plan on the roles and responsibilities of Communes in schools and health facilities** **MG**



**A practical guide for Communes on how to support schools and local authorities health facilities** **MG**

### 5.3. Using nudges in institutions



**Environmental study report for construction activities and nudges at institutional level** **EN**



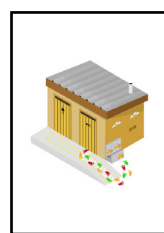
**Guide pratique pour la réalisation de nudges au niveau des écoles et des formations sanitaires** **MG**



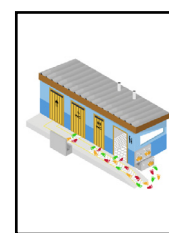
**Implementation presentation with models for implementing nudges at school and community level health facilities** **FR**



**Guide to implementing nudges in schools and health facilities** **FR**



**Model 1 nudges for a sanitary block**



**Model 2 nudges for a sanitary block**



## GENDER AND SOCIAL INCLUSION

RANO WASH's gender strategy is based on CARE International's unified framework for empowering women and promoting gender equality. With three main components: structural agency, through the development of confidence, self-esteem, knowledge and skills, RANO WASH has provided various training courses for women and young people and all other categories of people so that they can take part in consultation and decision-making bodies, and in the supply of WASH services.

Secondly, the strengthening of power relations, through the development of networking, and networking developed as the link between women and young entrepreneurs with financial institutions and structures working together to improve control and access to WASH services.

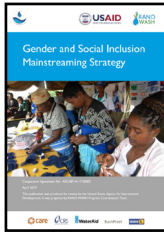
And the last axis is the transformation of social structures and norms, through reflections conducted at community and entity level. Tools such as the involvement of men and advocacy tools have been used to facilitate reflection and help communities transform the social norms that prevent certain categories of people from enjoying their rights.





# I. GENDER MAINSTREAMING AND SOCIAL INCLUSION STRATEGY

Based on the results of the gender analysis, the project has developed its gender mainstreaming strategy to change harmful gender norms, roles and relationships. It aims to guide the project in its interventions in terms of approach and reinforcement of activities, with a view to a greater and sustainable impact at the level of women, men, girls and boys, people with disabilities, and different social strata on access to and control of WASH services by promoting gender equality.



**Gender Mainstreaming and Social Inclusion Strategy for the RANO WASH** **EN**

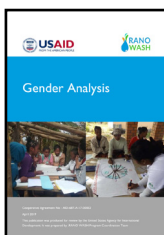


**Gender checklist** **MG**

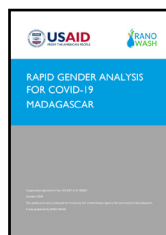
# 2. GENDER ANALYSIS

The project carried out gender analyses in 2018 and during the COVID-19 pandemic to identify the issues involved in gender inequalities and examine how gender-based power relations lead to discrimination, subordination and exclusion, particularly when they affect other areas of marginalization or inequality due to age, social class, ethnicity, disability, marital status, sexuality, etc. They identified gaps that need to be filled.

and opportunities to promote gender equality.



**Gender analysis by RANO WASH** **EN**

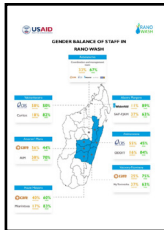


**Rapid gender analysis within the framework of COVID-19 in Madagascar** **EN**

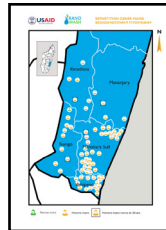


### 3. GENDER MAPPING OF PLAYERS

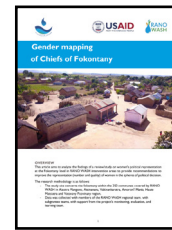
Gender mapping provided the project team and partners with snapshots to better understand the composition of the various institutions: the number of women and men, and their age categories. This data has helped the project to improve its strategies for finding ways of giving a voice and building the capacities of those categories of people who are less listened to or considered at the level of these institutions.



**Gender mapping of the project team** **EN**



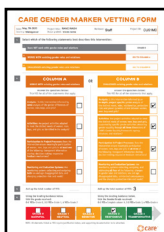
**Gender mapping of mayors in project communities RANO WASH** **FR**



**Gender mapping of Fokontany chiefs** **EN**

### 4. GENDER MARKER

The Gender marker is a self-assessment tool for program quality and learning to measure gender mainstreaming in CARE's Gender Continuum programs, from harmful to transformative. At mid-term and at the end of the RANO WASH project, project staff and partners together evaluated gender mainstreaming through the Gender marker in order to learn lessons and improve and sustain more effective gender mainstreaming programming.



**Self-evaluation of gender mainstreaming mid-way through the project** **EN**



**Self-evaluation of gender mainstreaming at the end of the project** **EN**

### 5. TRANSFORMATIVE APPROACHES TO GENDER

RANO WASH is a project that aims to transform gender roles, norms and relations. harmful. The project adopted several transformative approaches to achieve these changes.

#### 5.1. People Engagement» approach



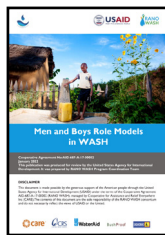
**Training on the «People Engagement» approach  
Trainer's manual** **FR**



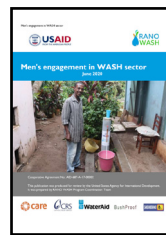
**Approach training «Human commitment Learner document** **MG**



**Men involved in the WASH sector** **EN**



**Men and boys models in the WASH sector** **EN**



**Lessons learned on men's involvement in the WASH sector** **EN**

## 5.2. «Women leaders» approach

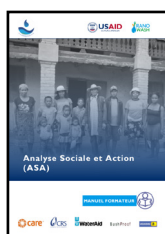


**Lessons learned from the advocacy session of women leaders in the WASH sector** **EN**

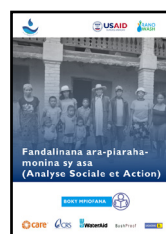


**Challenges faced by women Leaders and their solutions** **EN**

## 5.3. Implementing the «Social Analysis and Action» approach



**Approach training «Social Analysis and Action» Training Manual** **FR**



**Approach training «Social Analysis and Action» Learner's document** **MG**



## 5.4. Youth and women’s entrepreneurship



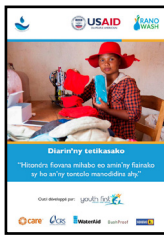
**Case study - Youth entrepreneurship in the WASH sector in Madagascar** **EN**



**Youth Entrepreneurship Training Curriculum WASH operators** **FR**



**Guide for youth entrepreneurship trainers WASH operators** **FR**



**Entrepreneurship Training for Young WASH Operators - Document Apprenant** **MG**



**Final evaluation of the young WASH operators** **FR**

## 6. INCLUSIVE INFRASTRUCTURES

RANO WASH has mobilized stakeholders to improve existing tools for inclusive WASH infrastructure, taking into account feedback from users in the communes where it operates. The models discussed concern the technical design plan and the types of materials and equipment best suited to the specific needs of users.

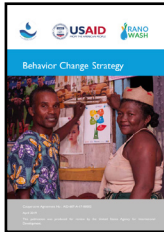


**Minimum requirements for WASH infrastructure inclusive** **EN**

## 7. PROMOTING MENSTRUAL HYGIENE

Gender analysis at the start of the project confirmed the difficulties faced by women and girls during menstruation. RANO WASH considered in its gender strategy and its strategy of menstrual hygiene to support women and girls in living a healthy life.

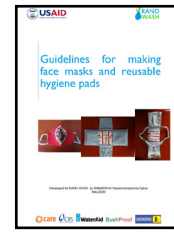
their menstruation.



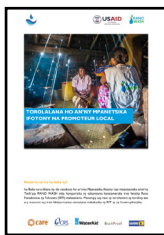
**Document Behavior change strategy** **EN**



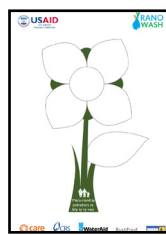
**Women's empowerment and girls for Menstrual Hygiene** **FR**



**Guide for the production of washable masks and sanitary towels** **EN**



**Practical guide for local promoters** **MG**



**Self-adhesive Grow-Up Sticker** **MG**



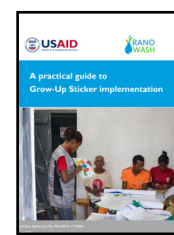
**Certificate for the Promoter local Model** **MG**



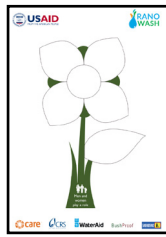
**Follow-up sheet for households supported by the local promoter** **MG**



**Facilitation guide to help households** **MG**



**Practical guide to implementing the Grow-up sticker approach** **EN**



**Grow-Up Sticker** EN



**Training local promoters to implement the Grow-Up Sticker approach: Learner's booklet** MG



**Training local promoters to implement the Grow-Up Sticker approach: Trainer's document** MG



**Hygiene poster Menstrual** MG





## MONITORING, EVALUATION, ACCOUNTABILITY AND PROJECT LEARNING

The Monitoring, Evaluation, Accountability and Learning (or MEAL) plan is a performance management tool for planning, managing and documenting how performance data is collected and used, and more generally for tracking progress during implementation. RANO WASH is committed to providing the following information to USAID and its partners. The project strives to ensure that it measures adequate impact of work related to project financing from various assignments.

The overall aim of RANO WASH's Monitoring, Evaluation, Accountability and Learning (MEAL) system is to measure, analyze, interpret and report on progress and achievements, so that all levels of the program have access to accurate and useful information. The project's MEAL system has ensured the monitoring, evaluation, reporting and capitalization of results in a way that is scalable and adapted to the project's contexts.





## I. OPERATIONAL MANUAL MEAL

The manual is intended for all RANO WASH project staff at national, regional, district and communal level. The documents included in this section present key concepts, simple and clear procedures for M&E activities, provide key tools to be used by implementing partners, give examples of some key M&E tools. They also focus on the MEAL procedures to be followed by RANO WASH stakeholders, as well as the roles and responsibilities, timetables and approach to be implemented.



**Monitoring, Evaluation, Accountability and Learning Plan** **EN**



**Monitoring, Evaluation, Accountability and Learning Operational Manual** **EN**



**Transition and exit strategy reporting** **FR**



**Performance Indicator Reference Sheets (PIRS)** **EN**

## 2. TRACKING SYSTEM

Monitoring is a continuous process of collecting and analyzing information to compare the extent to which a project, program or policy is being implemented against expectations. The aim of monitoring is to provide managers and key stakeholders with early feedback and indications of progress or lack of progress in the achievement of expected results. It involves collecting and analyzing data on implementation processes, strategies and results, and recommending corrective actions (IFRCS, 2007). The RANO WASH project has fed its monitoring information through routine data collection and annual surveys. The methods and frequency of data collection are defined in the reference sheets for each indicator.



**Branded Poverty Assessment Tool « Grille de notation de la pauvreté » Madagascar** **FR**



**Terms of reference for the annual survey for fiscal year 2022** **EN**



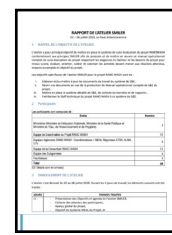
**Guide to filling in application forms CommCare** **FR**



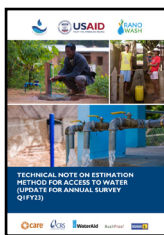
**Steps to access and use the DHI 2 account** **MG**



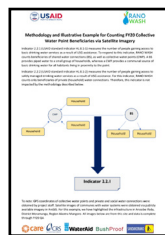
**SMILER workshop ToRs 2018** **FR**



**SMILER workshop report 2018** **FR**



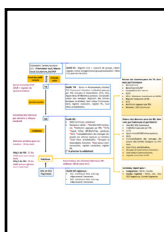
**Note technique sur le comptage des bénéficiaires eau** **EN**



**Counting methodology of beneficiaries by roof** **EN**

### 3. DATABASE MANAGEMENT, ICT4D AND SIG

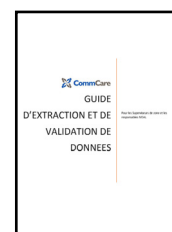
RANO WASH uses new technologies for its monitoring and evaluation system. An appropriate information system to meet user needs has been developed using ICT4D solutions. This includes the implementation of a protocol for the use of tablets and of servers by partners to collect, synchronize and upload data on project activities. This also includes a schedule for data regularization and capacity building.



**Data collection and feedback from project** **FR**



**CommCare data export process using the Data Export tool Tool or DET** **EN**



**Data extraction and validation guide** **FR**



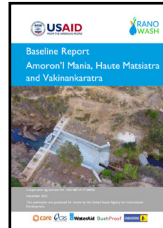
## 4. PROJECT ASSESSMENT

Evaluation is the systematic and objective analysis of an ongoing or completed project. Evaluation determines relevance and achievement of objectives, efficiency, effectiveness, impact and sustainability. An evaluation must provide credible and useful information, enabling lessons learned to be integrated. The RANO WASH project has carried out three types of evaluation: initial, mid-term and final. You can find out more about the evaluations carried out as part of the project in the documents below.

### 4.1. Initial assessment



**Terms of reference for the baseline study and WASH infrastructure inventory for the RANO project WASH** **FR**

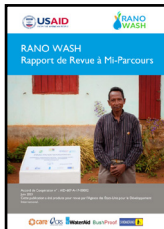


**Initial assessment report (Amoron'i Mania, Haute Matsiatra and Vakinankaratra)** **EN**

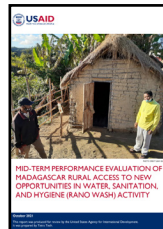


**Initial assessment report (Atsinanana, Alaotra Mangoro, Vatovavy Fitovinany)** **EN**

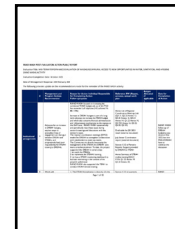
### 4.2. Mid-term evaluation



**Mid-Term Review Report** **FR**



**Mid-term performance evaluation report by WASHPalS** **EN**



**Post-evaluation action plan** **EN**

### 4.3. Final assessment



**Terms of reference for the final evaluation** **EN**



## 5. REDEVABILITY

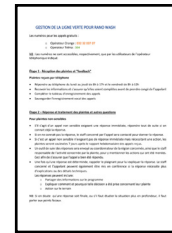
According to the Humanitarian Accountability Partnership (HAP), accountability is the responsible exercise of power. Accountability refers to the right of all people to demand accountability for actions that concern them, or for decision-making. An entity is accountable when it systematically balances and responds to the needs of all stakeholders in decision-making, and ensures that these stakeholders, including the most marginalized and vulnerable, play an active role in the decision-making processes that affect them. To ensure its accountability to stakeholders, RANO WASH has set up the Green Line.



Mini-guide **GREEN LINE**  
RANO WASH **FR**



Green Line **MG**



poster **Green Line Protocol**  
RANO WASH **FR**

## 6. LEARNING

Learning is about creating a culture and processes that enable intentional thinking. The aim of learning is to make smarter decisions. RANO WASH has set up learning plans and carried out several capitalization and sharing events to disseminate its lessons learned. These learning activities and sharing sessions have been carried out at regional, national and global levels.



Terms of reference for the  
Capitalization Seminar Sept  
2022 **FR**



Terms of reference for the  
mid-term review of the  
project **FR**



Terms of reference for the  
scoping workshop on learning  
and techniques capitalization  
ALMA **FR**



Terms of reference for a series  
of webinars to disseminate  
RANO resource documents  
WASH **FR**



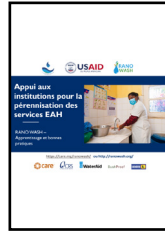
Webinar-Women agency  
and leadership for gender  
equality **EN**



Presentation of capitalization  
seminar - Good practices for  
access to WASH services and  
products inclusive **FR**



**Webinar-Promotion of menstrual hygiene** FR



**Webinar-Supporting institutions to make their services sustainable EAH** FR



**Webinar-Strategie de changement de comportement en EAH holistique** FR



**Webinar-Water coverage strategy potable** FR



**Webinar-Environmentally-friendly and sustainable WASH infrastructures in the face of climatic hazards** FR



**Webinar-Study and revitalization of the vacuum sludge management service in Madagascar** FR



**Webinar-Public-Private Partnership for Water Services potable** FR



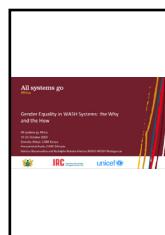
**Webinar-Sanitation model based on the market** FR



**Webinar-Dynamics of the MEAL system in the project RANO WASH** FR



**Webinar-Gender mainstreaming strategy in the WASH sector** FR



**Presentation All Systems Go Africa\_Genre** EN



**Presentation All Systems Go Africa\_Finance Gaps** EN



**Presentation All Systems Go Africa\_PPP Madagascar** EN



**Webinar on the Grow-Up Sticker approach held in September 2020** EN



**Questions and answers during and after the Grow-Up Sticker webinar in September 2020** EN

