

Water Sector Trust Fund

UBSUP Projects: *The Project Task Team Composition, Roles and Responsibilities*



Project Task Team:

Multi-stakeholder; composed of leaders but, of different affiliations – political (central & devolved government), religious, representation of marginalised groups (women and youth) and any other dominant influencer in the community



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Main topics of the presentation

This presentation discusses two closely related issues (or “tools”) that are crucial to the successful implementation of UBSUP/SafiSan projects:

- **The Project Task Team**
- **The detailed Project Work Plan**

The Project Task Team is directly responsible for the (successful) implementation of the SafiSan project

One of the initial tasks of the Project Task Team is the preparation of the detailed Project Work Plan



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Why the UBSUP/SafiSan Project Task Team ?

The main reasons for establishing a multi-stakeholder Project Task Team can be summed up as follows:

- To disseminate information about the SafiSan programme
- To create ownership at the local level
- To prepare plans that are cognizant with the development of the local area
- To build capacity at WSP level (i.e. WSP staff learn to work together with local experts & with community members)
- To enable the project ride on the existing diverse expertise and experience
- To lay down a multi stakeholder baseline for the project's monitoring
- To monitor progress and address challenges
- To make coordination of the project a shared responsibility



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Project Task Team: **Composition**

The composition of a balanced, diverse (in terms of skill sets and backgrounds), effective and efficient (mean and lean) Project Task Team can be as follows:

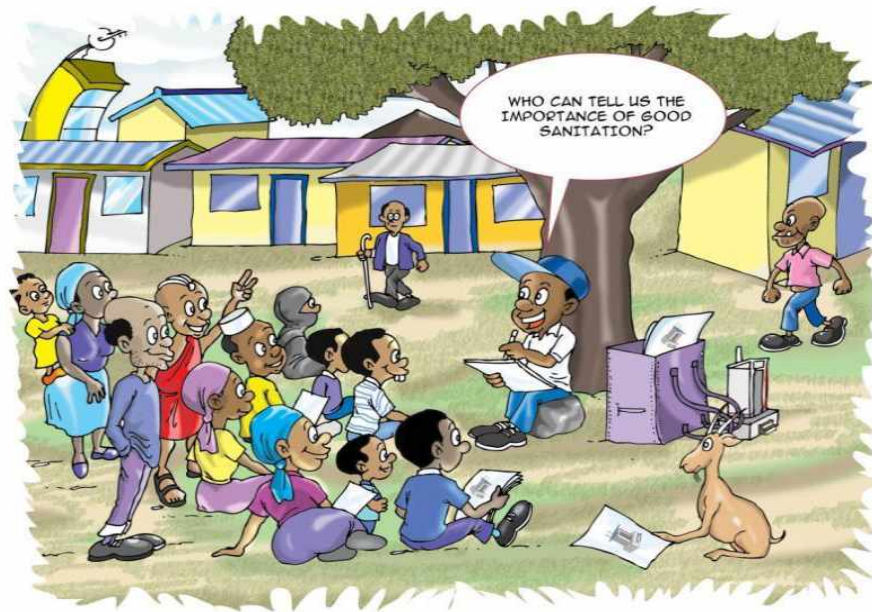
- Relevant staff members of the Water Service Provider (WSP)
- WSTF County Resident Monitors
- Sanitation Marketers of the WSP
- Public Health Officer (PHO)
- Area Chief(s) and relevant Municipal and/or County officials
- Opinion leaders (e.g. church leaders)
- Representatives of relevant NGOs and CBOs
- Representatives of residents of the project areas
- Representatives of local artisans & manual emptiers

For it to be indeed effective and efficient the Project Task Team should not consist of more than **15 members**



Project Task Team: **Composition**

- The WSP or the Project Task Team itself can decide to include other stakeholders in the Project Task Team
- For example, in areas where crime levels and/or levels of vandalism and theft are high the local police authority can be requested to participate in the **Project Task Team**



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Project Task Team: Main roles & responsibilities

The main tasks of the Project Task Team are:

- Disseminating information on the SafiSan project & programme
- Conducting community mobilisation & sensitisation
- Participation in the preparation of the detailed Project Work Plan
- Establishing working relationships with the project areas/communities
- Guiding & monitoring the Social Animators in their social marketing duty and approaches
- Monitoring the quality of all technical works (e.g. SafiSan toilets, DTFs, etc.)
- To ensure continuity and sustainability of the project
- WSP's good will ambassador in the project to the area residents (to foster severed/strained relationships between the WSP and the community)
- Become part of the project's feedback system e.g. reporting any irregularities (cases of theft, corruption, nepotism, etc.)

Detailed Terms of Reference of the Project Task Team are found in the Toolkit



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Project Task Team: Key tasks

Main roles & responsibilities of key stakeholders (Project Task Team members)

No.	Stakeholder	<u>General</u> roles & responsibilities	<u>Specific</u> roles & responsibilities	D/I/O (*)
1	WSP (Pro-poor unit or sanitation unit)	Project application, project design, project implementation, project operation, project evaluation	Coordination, training, licensing, quality control, data collection, final inspection of SafiSan toilets, operation of DTFs	D/I/O
2	WSTF	Funding, awarding, monitoring, capacity building evaluation	Providing support to the WSPs	D/I/O
3	WSTF CRM	Support the WSP (facilitate, build capacity, train, ensure there is value for money in the projects) Participate in all phases of the project	⇒ Awareness creation and community mobilisation ⇒ Monitoring the Social Animators and local artisans	D/I/O
4	Sanitation Marketers	Awareness creation, community mobilisation, social marketing, data collection & transfer	⇒ Marketing SafiSan toilets ⇒ Explaining the local value chain to residents, organising SafiSan Mini Fairs and Baraza Shows	I

Project Task Team: **Key tasks**

Main roles & responsibilities of key stakeholders (Project Task Team members)

No.	Stakeholder	<u>General</u> roles & responsibilities	<u>Specific</u> roles & responsibilities	D/I/O (*)
5	Public Health Officer	<ul style="list-style-type: none"> ⇒ Sensitisation & training ⇒ Enforcing health & hygiene-related by-laws 	<ul style="list-style-type: none"> ⇒ Communicating health & hygiene messages to the area residents ⇒ Training and monitoring of manual emptiers ⇒ Monitoring the health and hygiene component of the entire project 	D/I/O
6	Area Chief	Awareness creation and community mobilisation	Co-organising SafiSan Mini Fairs and Baraza Shows	D/I/O
7	Municipal & County Officials	Facilitate, enforcement of local by-laws	Identification and procurement of sites for DTFs	I/O
8	Opinion leaders	Awareness creation, community mobilisation, sensitisation	<ul style="list-style-type: none"> ⇒ Participate in community-level activities ⇒ Use gathering organised by the institution (e.g. church services) to mobilize and sensitise members 	D/I/O

Project Task Team: **Key tasks**

Main roles & responsibilities of key stakeholders (Project Task Team members)

No.	Stakeholder	<u>General</u> roles & responsibilities	<u>Specific</u> roles & responsibilities	D/I/O (*)
9	NGOs & CBOs	Awareness creation, community mobilisation, sensitisation	Co-organise SafiSan activities	D/I/O
10	Community members	Awareness creation, community mobilisation, sensitisation	<ul style="list-style-type: none"> ⇒ Co-organise SafiSan activities ⇒ Ensure that the interests of- and challenges faced by the local artisans are taken into account 	D/I/O
11	Manual emptiers	Provide expertise service to the Project /Task Team	Ensure that the interests of- and challenges faced by the manual emptiers are taken into account	D/I/O
12	Local artisans	Provide expertise service to the Project /Task Team	Ensure timely and completion of toilet constructions that the interests of- and challenges faced by the local artisans are taken into account	D/I/O

Project Task Team: **Need for Coordination**

- The success of a project that involves a wide variety of stakeholders (residents of the project area, a water company, a public health officer, the local authorities, etc.) depends on the careful planning and coordination of all project activities
- Project activities such as: Construction works, community mobilisation and awareness creation, social marketing and embedding of SafiSan within the WSP
- This not only requires close cooperation between the various stakeholders - especially within the Project Task Team - but it also requires the careful preparation of the detailed **Project Work Plan**



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Project Task Team and the Detailed Project Work Plan

The main **objectives** of the detailed **Project Work Plan** are:

- Ensuring that all project activities, technical, financial and social (marketing) are duly executed
- Help in the overall coordination of socio marketing activities in order to achieve efficiency and effectiveness
- To hold Project implementation members and the other stakeholders to account and to ensure transparency in the project implementation



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Project Task Team and the Detailed Project Work Plan

The main activities that could make up a detailed SafiSan Project Work Plan are shown below:

No.	Activity
1	WSP appoints staff members responsible for onsite sanitation & for SafiSan programme
2	Task team integration
3	Preparation of the SafiSan office/desks within the office of the WSPs
4	Awareness creation (regarding the project) at WSP level (meeting, posters, etc.)
5	Training of relevant WSP staff on the SafiSan software & toolkit
6	Capacity development activities (mainly at WSP level) provided by the Field Monitors
7	Recruitment of the Social Animators (based on area population data & habitation patterns)
8	Training of the Social Animators
9	Demand assessment in the <u>SafiSan Project Phase 1</u> project area (zone)
10	Confirmation of SafiSan Project Phase 1 project area(s)
11	Construction of the SafiSan demonstration toilets
12	Identification of potential <u>SafiSan Project Phase 2</u> areas (zones)
13	Preparation of the market research (demand assessment) programme (for Phase 2)

Each community awareness & mobilisation activity such as the SafiSan Mini Fair and the SafiSan Baraza Show has its own programme



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Project Task Team and the **Project Work Plan**

The main activities that could make up a detailed SafiSan Project Work Plan are shown below:

No.	Activity
14	Assess the need for decentralised treatment facilities and site requirements
15	Identification of suitable & accessible sites for DTFs
16	Design of the community awareness > mobilisation > social marketing project component
17	Preparations for the community awareness & mobilisation programme
18	Identification and registration of the local artisans
19	Identification and registration of the manual emptiers
20	Procure site(s) for DTFs
21	Identification of DTF operators
22	Training & licensing of local artisans
23	Training & licensing of manual emptiers
24	Implementation of the short school WASH programme
25	Creation of a database on manual emptiers



Project Task Team and the **Project Work Plan**

The main activities that could make up a detailed SafiSan Project Work Plan are shown below:

No.	Activity
26	Start of the community awareness and mobilisation component (barazas, etc.) (**)
27	Start of the social marketing component (e.g. Household & plot visits)
28	Data collection by the Social Animators
29	Registration of customers
30	The WSP makes information on local artisans available to customers and vice-versa
31	Start of the construction and/or assembly of SafiSan toilets
32	Project Task Team meetings (when required)
33	Confirmation of potential additional project areas or zone(s) (sanitation hotspots)
34	Market study focusing on <u>Phase 2</u> project areas zone(s)



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Project Task Team and the **Project Work Plan**

The main activities that could make up a detailed SafiSan Project Work Plan are shown below:

No.	Activity
35	Data analysis & confirmation of SafiSan Project Phase 2 project area(s)
36	Preparation of disbursement requests (when required)
37	Signing of memorandum of understanding (MoU) for DTF(s) with the relevant authorities
38	Start of the construction work on the decentralised treatment facilities (DTFs)
39	(final) Inspections and data collection on SafiSan toilets (as required)
40	Rectification works (as required)
41	Payment of subsidies (on-going/as required)



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Project Task Team and the **Project Work Plan**

The main activities that could make up a detailed SafiSan Project Work Plan are shown below:

No.	Activity
42	Training of the operators of decentralised treatment facility (-ies)
43	Community sensitisation on the decentralised treatment facility (-ies)
50	Commissioning of the decentralised treatment facility (-ies)
51	Transfer of data to the WSTF (UPC-IS & MajiData) at regular interval
52	Monitoring the use and maintenance of the SafiSan toilets
53	Monitoring the emptying of SafiSan toilets
54	Monitoring sludge management and the operation of the decentralised treatment facilities
55	Regular reporting and providing feedback (used to improve SafiSan concept & UPC)
56	Preparation of Phase 2 of the SafiSan project



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The Project Work Plan: **Activity categories**

The various project activities can be categorised as follows:

- Design and planning activities
- Information and training activities
- Market research (Demand Assessment) activities
- Data collection activities
- Social marketing:
 - E1. Awareness creation activities
 - E2. Mobilisation activities
 - E3. Social marketing activities
- Technical activities
- Preparation of disbursement requests
- Reporting activities
- Monitoring activities

The example of a detailed project work plan presented in **Appendix 2**, uses the codes (“A”, “B”, etc.) to categorise the various project activities.



The project Work Plan: **Activity CARDS**

- In addition to the Project Work Plan more detailed information regarding all key SafiSan project activities are presented in the **Project Activity CARDS**
- These Activity CARDS are part of the Toolkit for Urban Sanitation

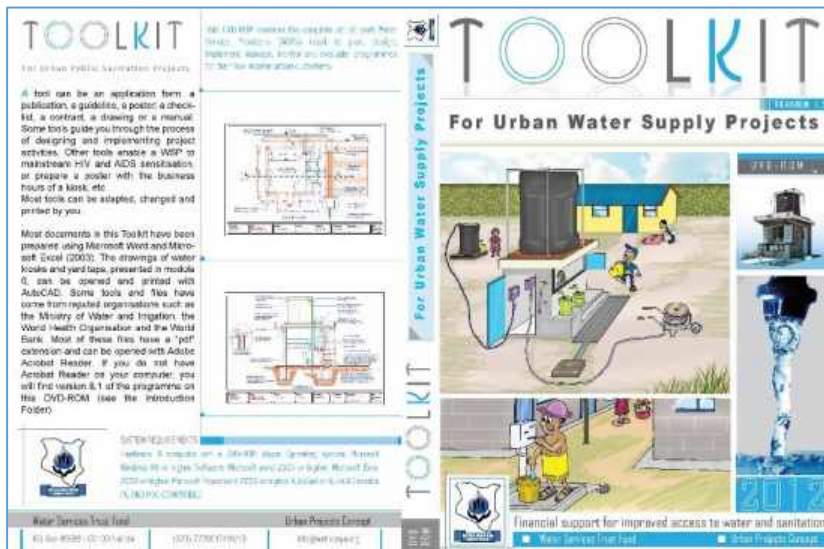


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The project Work Plan: An example

- An example of a detailed Project Work Plan is provided in the Toolkit
- This example should not simply be copied by the Project Task Team
- Each WSP is different, each project area is different, and indeed each project is different
- Therefore, there is need for each Project Task Team to prepare its own detailed Project Work Plan



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TOOLKIT

For Urban Public Sanitation Projects

A tool can be an application form, a publication, a guideline, a poster, a checklist, a contract, a drawing or a manual. Some tools guide you through the process of designing and implementing project activities. Other tools enable a WSP to mainstream HIV and AIDS sensitisation, or prepare a poster with the business hours of a kiosk, etc. Most tools can be adapted, changed and printed by you.

Most documents in this Toolkit have been prepared using Microsoft Word and Microsoft Excel (2003). The drawings of water kiosks and yard taps, presented in module 6, can be opened and printed with AutoCAD. Some tools and files have come from reputed organisations such as the Ministry of Water and Irrigation, the World Health Organisation and the World Bank. Most of these files have a ".pdf" extension and can be opened with Adobe Acrobat Reader. If you do not have Acrobat Reader on your computer, you will find version 8.1 of the programme on this DVD-ROM (see the Introduction Folder)



SYSTEM REQUIREMENTS

Hardware: A computer with a DVD-ROM player; Operating system: Microsoft Windows 98 or higher; Software: Microsoft word 2003 or higher, Microsoft Excel 2003 or higher, Microsoft Powerpoint 2003 or higher, AutoCad or AutoCAD reader. PC AND MAC COMPATIBLE

This DVD-ROM contains the complete set of tools Water Service Providers (WSPs) need to plan, design, implement, manage, monitor and evaluate programmes for their low income urban customers.



For Urban Water Supply Projects

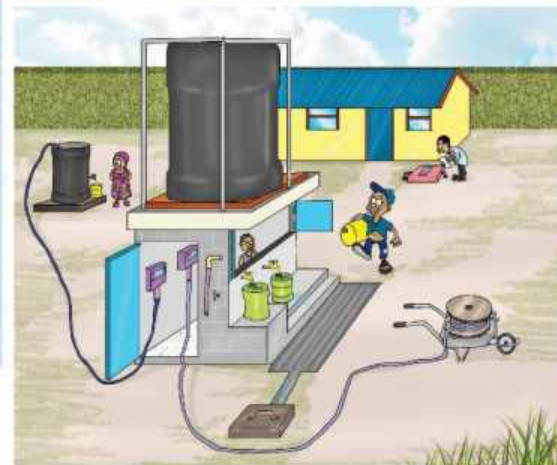
TOOLKIT

DVD-ROM

TOOLKIT

VERSION 1.2

For Urban Water Supply Projects



DVD-ROM



2012



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Water Services Trust Fund

Urban Projects Concept

Water Services Trust Fund

Urban Projects Concept

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Implementing the detailed Project Work Plan

Careful planning of all activities

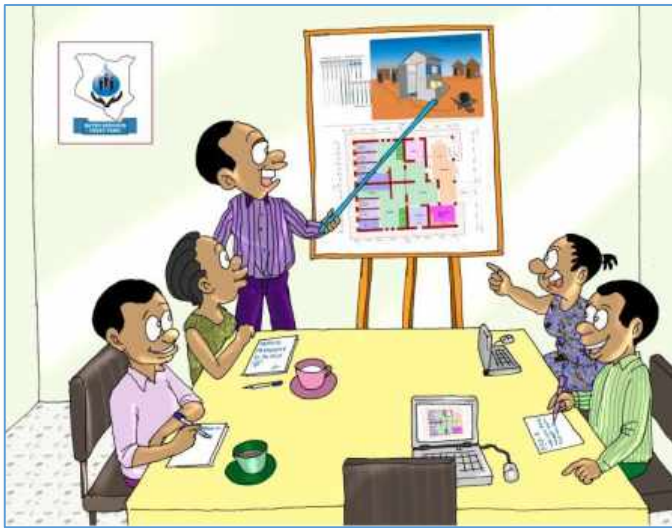
- The implementation of the detailed Project Work Plan requires careful planning and the coordination of the various project activities
- It has to be emphasised that achieving efficiency requires that certain project activities are implemented simultaneously
- Other activities can only be implemented after specific other activities have been completed



Project Task Team: Meetings

Meetings of the Project Task Team

- Careful planning and the coordination of activities should be done during the meetings of the Project Task Team
- In addition to organising regular Project Task Team meetings (e.g. the monthly meeting), the Project Task Team, or certain members of the team, should organise (ad hoc) meetings whenever required



Project Task Team: Reporting

Reporting Activities:

- The Project Task Team, unless the WSP decides otherwise, does not have to prepare reports (e.g. a monthly progress report)
- The WSP staff participating in the SafiSan project have to report to their superiors (e.g. to the management of the WSPs)
- The County Resident Monitors of the WSTF have to submit their Monthly Report to the WSTF. The reporting template has been provided by the WSTF
- The WSP receives a copy of the report
- The WSP also has to report on progress and challenges to the WSTF though the submission of a Monthly Report



Project Task Team: **Computer**

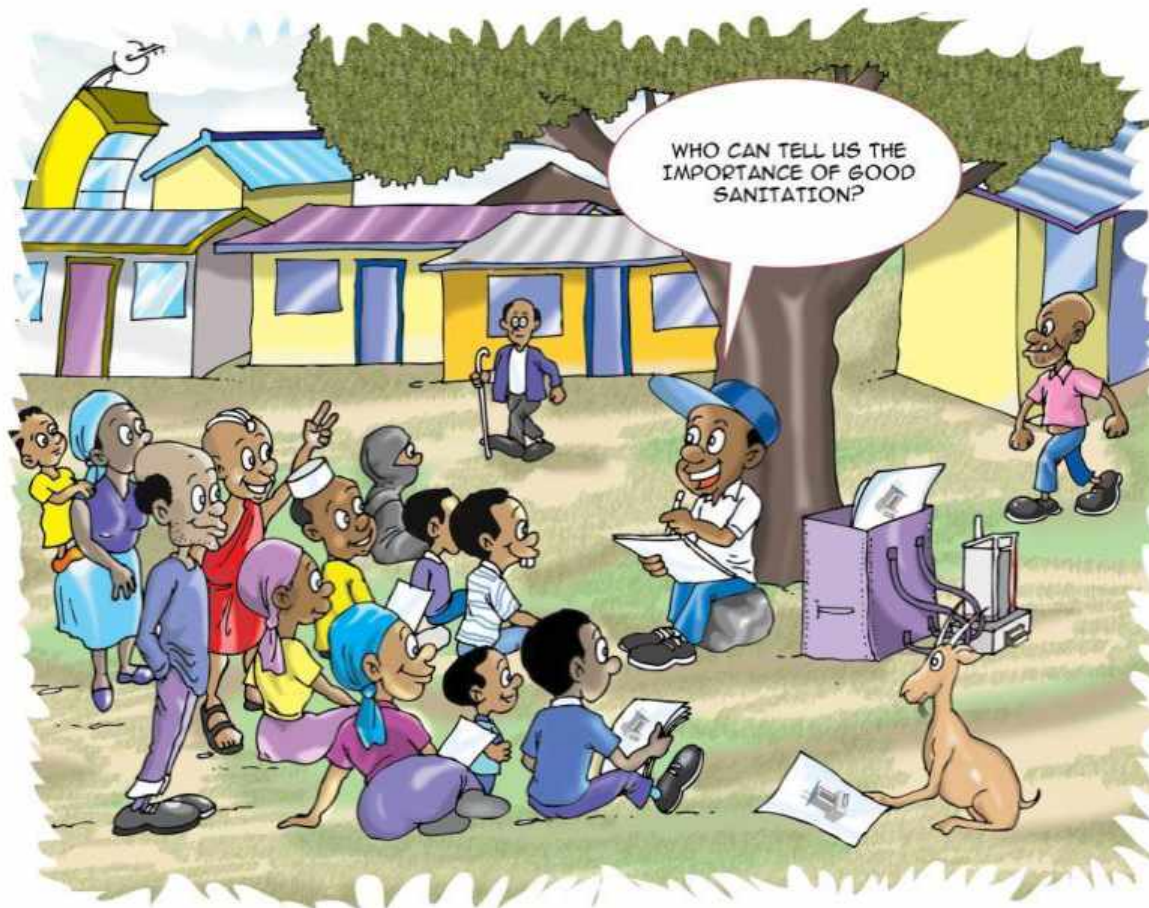
The SafiSan Computers

The following software and files will be installed on the SafiSan computer (preferably a desktop computer or a laptop computer, or a tablet with peripherals such as an external keyboard, mouse, printer, mouse, etc.):

- Microsoft Office (2010 or 2013) (including MS-Access)
- Internet Explorer
- The Virtual Sanitation Tool
- The Toolkit for Urban Sanitation Projects (DVD)
- The Toolkit for Urban Water Supply Projects (DVD)
- The WSTF Procedures & Information Document (DVD)
- AquaPix 1 & AquaPix 2 (DVD)
- WaterSource
- All DVDs have a user interface
- UPC-IS (UBSUP only)



Thank You!



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