



Photos: (a) A woman is fetching water from a borehole constructed with UNICEF support at Shauli Village in Chinsali District (Credit: Humble Sibooli/UNICEF/2018), and (b) Children are washing hands at a group handwashing station rehabilitated with UNICEF support at Ilizya Community School in Isoka District (credit: H.Manzi/UNICEF/2018)

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ABBREVIATIONS AND ACRONYMS

CLTS	Community Led Total Sanitation
CP	Country Programme
DHS	Demographic and Health Survey
GiZ	German Development Agency
GRZ	Government of the Republic of Zambia
HDI	Human Development Index
JMP	Joint Monitoring Programme of the WHO and UNICEF
MHM	Menstrual Hygiene Management
MIS	Management Information System
MoGE	Ministry of General Education
MoH	Ministry of Health
MTR	Mid-Term Review
MWDSEP	Ministry of Water Development, Sanitation and Environmental Protection
NDP	National Development Plan
OD	Open Defecation
ODF	Open Defecation Free
SDGs	Sustainable Development Goals
SIs	Statutory Instruments
UN	United Nations
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund
WARMA	Water Resources Management Authority
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization

EXECUTIVE SUMMARY

Zambia remains one of the countries in Africa with the least access to water, sanitation and hygiene services. According to the 2017 WHO/UNICEF Joint Monitoring Programme (JMP) for Water Supply and Sanitation¹, 61 per cent of Zambia's population had access to basic drinking water services² while 31 per cent had access to basic sanitation services³ in 2015. An estimated 15 per cent of the population practiced open defecation while only 14 per cent of households had access to a handwashing facility with soap and water in 2015.

Recognizing the gaps in coverage of Water, Sanitation and Hygiene (WASH) services and the critical role of WASH in social and economic development and public health, the Government of the Republic of Zambia (GRZ) has committed to reaching 100 per cent coverage of WASH services by 2030 as per Vision 2030. During 2016, GRZ created a dedicated Ministry, the Ministry of Water Development, Sanitation and Environmental Protection (MWDSEP) and a fully-fledged Department of Water Supply and Sanitation in the Ministry to provide strong leadership to the WASH sector. The GRZ further renewed its commitment to the WASH sector in the 7th National Development Plan (7th NDP), which was launched in 2017 and includes improving access to WASH services as one of the key outcomes. The GRZ continued to further prioritise the WASH sector during 2018 through strengthening the policy and legislative framework with significant UNICEF support, in addition to implementation of ongoing and new programmes focused on enhancing the access to WASH services. A notable example in this regard is GRZ's commitment to increase the national budgetary allocation for the WASH sector from ZMW⁴ 564.5 million in 2018 to ZMW 1.98 billion for 2019, representing an increase of 252 per cent. As part of efforts to strengthen sector coordination, GRZ also operationalised the sector thematic working group.

During 2018, UNICEF continued to provide technical and financial support to GRZ for strengthening the enabling environment for the WASH sector as well as increasing access to WASH services so as to contribute to Outcome 3 of the GRZ - UNICEF Zambia's Country Programme (2016-21): *By 2021, Children (including adolescents), pregnant women and new-borns, especially those from rural and peri-urban areas, benefit from systems that deliver improved and equitable access to and use of safe drinking water, improved sanitation and improved hygiene practices*". The specific results achieved in this outcome area during the reporting period are summarized as follows⁵:

- (i) Finalisation of the National Drinking Water and Sanitation Policy for submission to Cabinet for adoption;
- (ii) Finalisation, approval and the launch of the National Open Defecation Free Strategy;
- (iii) Approval of the Statutory Instruments for ground water and borehole regulation, which were developed with UNICEF support during 2017, and commencement of their implementation;

¹ WHO and UNICEF (2017), Joint Monitoring Report. Available at <https://washdata.org/>

² Basic water: Drinking water from an improved source (e.g. piped household water connection public standpipe, borehole, protected dug well, protected spring, rainwater collection), provided collection time is not more than 30 minutes for a round trip, including queuing;

³ Basic sanitation: Use of improved facilities (such as those with sewer connections, septic system connections, pour-flush latrines, ventilated improved pit latrines and pit latrines with a slab or covered pit) that are not shared with other households

⁴ ZMW = Zambia Kwacha. 1 US\$ = approx. 12 ZMW as of March 2019

⁵ Ref. UNICEF Zambia project reports including reports from the District and partners

- (iv) Provision of improved water supply to 54,038 people, including 51 per cent women and girls;
- (v) Provision of improved sanitation facilities to 342,378 people, including 51 per cent women and girls;
- (vi) Provision of basic WASH facilities in 93 schools, benefitting 55,011 children, including 27,925 boys and 27,086 girls;
- (vii) Strengthening the national capacity for sustained operation and maintenance of water and sanitation infrastructure as well as sustainable sanitation and hygiene promotion through training of 4,291 Government staff, community members, masons and pump minders; and
- (viii) Support for provision of emergency WASH services to approximately 603,000 people including 591,000 people in cholera hotspots and over 11,900 refugees from the Democratic Republic of Congo.

The flexible WASH Thematic Funds contributed to the above achievements through covering critical funding gaps for delivery of programme results as well as for programme management and monitoring. As of 31 December 2018, UNICEF Zambia had fully utilised US\$ 2,884,141 thematic funds received under grant SC149903, with US\$ \$1, 327, 752 being utilised during 2018. For thematic grant SC189906, under which an amount of US\$ 1,460, 264 was received during 2018, US\$ 59,714 were utilised leaving a balance of US\$ 1,400,550 for the remaining duration of the country programme - 2019 to 2021. The balance of funds under this grant will be used to support activities which are not funded by earmarked donor funding including strengthening of enabling environment, service delivery in most marginalised communities; capacity building, programme management and monitoring and technical assistance.

UNICEF Zambia would like to express its deep gratitude to UNICEF partners for their generous and continued support to Water, Sanitation and Hygiene activities targeting vulnerable children and women in Zambia.

A. STRATEGIC CONTEXT OF 2018

During 2018, UNICEF continued to support the GRZ in strengthening the enabling environment for the WASH sector as well as in increasing access to WASH services under the leadership of MWDSEP and in collaboration with the Ministry of Local Government, Ministry of General Education (MoGE); the Ministry of Health (MoH); and the Ministry of Chiefs and Traditional Affairs. Other Government agencies and institutions involved included the Disaster Management and Mitigation Unit; the National Water Supply and Sanitation Council; the Office of the Commissioner for Refugees; the Water Resources Management Authority; provincial and district authorities and commercial water utilities.

The key partners with which UNICEF worked with during 2018 include United Nations (UN) Agencies, particularly World Health Organisation (WHO), United Nations Refugee Agency (UNHCR), UN Habitat, UN Population Fund, and United Nations Development Programme; World Bank; African Development Bank; United States Agency for International Development; Japan International Cooperation Agency; German Development Agency; German Development Bank, United Kingdom's Department for International Development, DFID; European Union; national and international non-governmental organisations, including Akros Global Health, Zambia Institute of Mass Communication, People Action Forum, World Vision, Norwegian Church Aid, Oxfam, Zambia Red Cross and WaterAid; academia, private sector and community-based organisations.

(i) Country trends in the situation of children vis-a-vis the outcome area:

Zambia, with an estimated population of 16.9 million⁶ (with 51 per cent female and 49 per cent males), covers a total area of 752,612 square kilometres. Most of Zambia's population (58.2 per cent) live in rural areas and are dependent on agriculture for their livelihood. According to 2015 estimates, 54 per cent of Zambia's population live in poverty (77 per cent in rural areas and 23 per cent in urban areas). The income inequality, estimated by Gini Coefficient, also remains very high at 0.69⁷. The rate of stunting in Zambia is 40 per cent – 42 per cent in rural areas and 36 per cent in urban areas⁸.

According to the 2017 WHO/UNICEF JMP for Water Supply and Sanitation⁹, 61 per cent of Zambia's population (44 per cent rural and 86 per cent urban) has access to basic drinking water services while 31 per cent (19 per cent rural and 49 per cent urban) has access to basic sanitation services. An estimated 15 per cent of the population (25 per cent rural and 1 per cent urban) practise open defecation (OD). Only 14 per cent of households (5 per cent rural and 26 per cent urban) have access to a handwashing facility with soap and water. Significant disparities also exist in water and sanitation coverage between rural and urban areas as well as between provinces/districts. Figure 1 below shows the coverage of basic WASH services in Zambia while the corresponding trends for the period 2010 to 2015 are shown in Figure 2.

⁶ 2018 estimates as per Central Statistics Organisation

⁷ Government of Zambia (2016), Living Conditions Monitoring Survey-2015, Central Statistical Office, Zambia

⁸ Government of Zambia (2015), Demographic and Health Survey:2013-14, Central Statistical Office, Zambia

⁹ <http://www.unwater.org/water-facts/water-sanitation-and-hygiene/>. This report provides 2015 estimates.

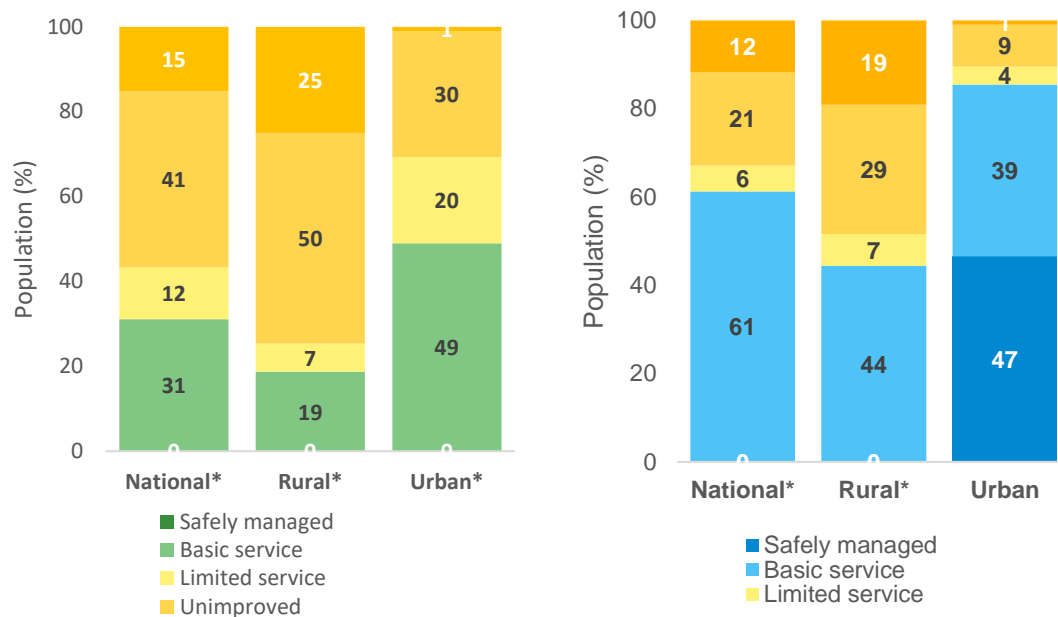


Figure 1. Status of Water Supply and Sanitation in Zambia¹⁰

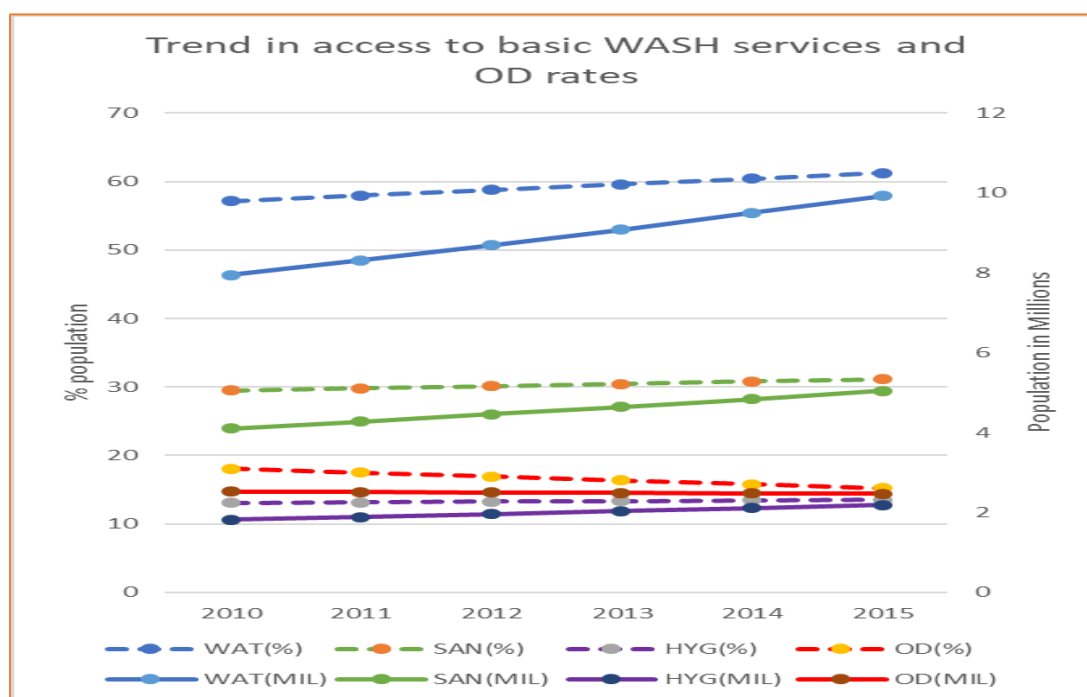


Figure 2. Trends in access to WASH services in Zambia¹¹

The 2017 JMP Report¹² shows that Zambia has made limited progress in terms of increasing access to basic sanitation, which increased from 26 per cent in 2000 to 31 per cent in 2015¹³. During this period, the access to basic water supply increased from 49 per cent in 2000 to 61 per cent in 2015. This increase in access is not commensurate with the gaps and growing

¹⁰ <https://washdata.org/data/household#/zmb>

¹¹ UNICEF ESARO (2017), JMP SDG Analysis data for Zambia - 2017

¹² <http://www.unwater.org/water-facts/water-sanitation-and-hygiene/>

¹³ WHO/UNICEF JMP (2017)

demand. Based on this report, it has been estimated that in order to reach the Sustainable Development Goals (SDGs) targets of providing universal access by 2030, Zambia will need to provide basic water supply, sanitation and hygiene services to 660,000, 1.16 million and 1.46 million people per year, respectively.¹⁴

Limited access to safe drinking water and basic sanitation services has been a major obstacle to achieving improvements in the health and development of children and women in Zambia. It underpins a host of problems, contributing to childhood illness, malnutrition, and elevated school drop-out rates for adolescent girls, amongst other issues. Poor sanitation costs Zambia approximately US\$ 194 million every year, equivalent to US\$ 12.5 per person or 1 per cent of the Gross Domestic Product. Approximately 8,700 Zambians, including 6,600 children under 5 die each year from diarrhoea. This result in an estimated US\$ 167 million loss each year due to premature deaths, with additional costs from the adverse impact of malnutrition on child development. Approximately US\$ 10.6 million is spent each year on health care treating diarrhoeal related diseases, malnutrition and other diseases linked to poor sanitation¹⁵.

The water and sanitation coverage in Zambia is also strongly correlated to the Human Development Index (HDI). Lusaka Province, which ranks highest in terms of HDI, has the highest coverage of improved water and sanitation (96 per cent and 78 per cent, respectively) while Northern Province, which ranks the worst in HDI (10 out of 10) has 31 per cent coverage of improved water and 17 per cent coverage of improved sanitation (see Table 1 below):

Table 1. Water Supply and Sanitation Coverage, Stunting and HDI in Zambia¹⁶

Province	Population ¹⁷				Access to improved water supply ¹⁸	Access to improved sanitation (shared + unshared)	Under 5 Stunting ¹⁹	HDI ranking ²⁰
	Urban	Rural	Total	Rural population (%)				
Central	417,481	1,226,329	1,643,810	75	66.5	31.8	53.9	5
Copper Belt	2,127,046	415,086	2,542,132	16	78.1	60.6	48.4	3
Eastern	245,390	1,715,879	1,961,269	87	76	17.3	45.6	7
Luapula	270,680	944,614	1,215,294	78	52.9	24.1	57.1	6
Lusaka	2,682,977	436,213	3,119,190	14	96	78.4	45.9	1 (Highest)
Muchinga	269,770	741,885	1,011,655	73	40.4	23.7	62.8	8
Northern	274,467	1,156,076	1,430,543	81	30.8	16.8	54.3	10 (lowest)
North Western	272,048	630,583	902,631	70	54.4	18.4	41	2
Southern	535,634	1,484,062	2,019,696	73	75.1	37.9	43.7	4
Western	125,825	915,675	1,041,500	88	32.5	7.5	47.8	9

¹⁴ UNICEF ESARO (2017), JMP SDG Analysis data for Zambia - 2017

¹⁵ <http://documents.worldbank.org/curated/en/845901468178438944/Zambia-loses-ZMK946-billion-annually-due-to-poor-sanitation>

¹⁶ Zambia Living Conditions Monitoring Survey Report-2015

¹⁷ Zambia Central Statistics Organisation Projections for 2018

¹⁸ Zambia Living Conditions Monitoring Survey Report-2015

¹⁹ As above

²⁰ Zambia Human Development Report-2016

(ii) Changes observed within the past year (2017 vs 2018)

Recognising the critical role of WASH in social and economic development and public health, the GRZ, in late 2016, created a dedicated Ministry, MWDSEP and a full-fledged Department of Water Supply and Sanitation in the Ministry to provide strong leadership to the WASH sector. The creation of the new Ministry has contributed to streamlining of the coordination mechanism for the WASH sector in Zambia and has resulted in increased synergies and effectiveness in the planning and financing of different programmes in the sector. The GRZ further renewed its commitment to WASH sector in the 7th NDP, which was launched in 2017 and includes improving access to water and sanitation as one of the key outcomes.

In recognition of the gaps in coverage of WASH services, with UNICEF technical support the GRZ continued to prioritise the WASH sector during 2018 through strengthening the policy and legislative framework and raising the profile of the sector, in addition to implementation of ongoing and new programmes focused on enhancing the coverage of WASH services. The key initiatives taken in this regard included:

- (a) Increase of the national budgetary allocation for the WASH sector from ZMW 564.5 million in 2018 to ZMW²¹ 1.98 billion for 2019, representing an increase of 252 per cent;
- (b) Finalisation of the National Water and Sanitation Policy which is currently being processed for submission to the Cabinet;
- (c) Finalisation of the 2018-2021 Ministerial Strategic Plan to enable the MWDSEP focus on the implementation of the strategic areas under the 7th NDP;
- (d) Operationalisation of the sector thematic working group as a means to strengthen the sector coordination; and
- (e) Raising the profile of sanitation and hygiene sub-sector through finalisation and launch of the National Open Defecation Free Strategy: 2018-2030 and organisation of the first ever National Sanitation Summit.

The last Demographic and Health Survey (DHS) in Zambia, which informs much of the country's profile including WASH, was conducted in 2013/2014. During 2018, the Government commissioned the 2018/19 DHS. The results of the survey are expected to be released during the 2nd quarter of 2019 and will provide latest statistics on WASH coverage in the country.

A cholera outbreak in Zambia, which commenced in October 2017 and continued till May 2018, affected 5,935 people, with 114 deaths (1.9 per cent case fatality rate). The outbreak, which originated from peri-urban areas lacking access to adequate WASH services, demonstrated the need to prioritise WASH services to resist shocks. Subsequently, the GRZ with support from WHO and UNICEF developed a Multi-sectoral Cholera Elimination Plan: 2019-2025, with a strong focus on provision of WASH services in cholera hotspots across the country.

(iii) Key challenges and changes in the country narrative, partnerships, resources

The key sector challenges that need to be addressed to achieve the WASH related targets of GRZ's Vision 2030 as well as related SDG targets include:

- (a) Funding gaps despite the recent increase in the Government budgetary allocation for WASH sector (see No. ii.a above): It has been estimated that Zambia would require an annual investment of at least ZMW 3.94 billion (approx. US\$ 328 million)

²¹ 1 US\$ = approx. 12 Zambia Kwacha (ZMW) as of March 2019

per year to achieve the WASH SDG targets for basic services²² (against the annual Government budgetary allocation of ZMW 392 million (approx. US\$ 33 million) in 2017 and ZMW 1.98 billion (approx. US\$ 165 million) in 2019²³;

- (b) Weak overarching sector policy framework (as the National Water and Sanitation Policy still awaits the approval);
- (c) Weak sector coordination despite recent measure by the Government to operationalise the thematic working group;
- (d) Capacity gaps (shortage of human resources and managerial, financial management and technical capacity) at the national and sub-national levels;
- (e) Lack of a comprehensive sector Management Information System (MIS) leading to limited use of data for planning, targeting and management; and
- (f) Lack of effective mechanism for operation and maintenance of WASH services.

(iv) UNICEF's strategic position to engage and address challenges and changes

UNICEF is a valued and trusted Government partner with a long history in Zambia. UNICEF works in the WASH sector at all levels (local, district, province and national) with the key stakeholders, such as, Government, development partners, communities, local and international Non-governmental Organisations (NGOs) and the private sector. Being the UN lead agency for WASH, a member of the WASH Cooperating Partners Group and WASH Troika²³ and having demonstrated capacity of working at scale, UNICEF is well-positioned to engage with, and support the Government and partners in evidence generation, formulation of policies, strategies and plans, capacity building at the national and sub-national levels, improving sector coordination, monitoring and knowledge management, piloting of new models, promotion of innovative approaches, and sharing of best practices and lessons learned from other countries.

During 2018, UNICEF continued to support the Government in addressing the key sector challenges (see No. iii above) through provision of technical and financial support for strengthening the enabling environment for the WASH sector (*see Section F below*). Moreover, through the Mid-Term Review (MTR) process of the GRZ/UNICEF Country Programme 2016-2021 conducted in 2018 jointly with Government and other partners, the strategic direction of the country programme was aligned to the 7th NDP. The MTR process emphasized UNICEF's increased engagement in upstream work in the WASH sector. As a result, a dedicated post of WASH Specialist (Policy Coordination) was created in the WASH Section to support system strengthening with focus on the challenges listed under (iii) above. Recruitment for this position is currently underway.

(v) Specific challenges during the reporting period

A summary of the major challenges faced during the reporting period is as follows:

- (i) Funding gaps continued to be a key sector challenge, despite Government's increase in budgetary allocation for WASH sector²⁴ (see No. iii above). During the reporting period, several planned activities, especially for water supply component, could not be fully implemented due to limited funding. Also, insufficient allocation of funds by the Government to the districts coupled with delayed disbursements affected the districts' ability to support effective implementation of UNICEF-supported WASH programme as well as the sustainability of the supported interventions. To bridge the funding gaps, UNICEF will continue to seek opportunities to expand partnerships to mobilise and leverage resources for WASH sector from development partners and from the national budget;

²² MWDSEP (2017), Report on the Proposed Water Sector Sustainable Financing Mechanism

²³ The Water Sectors Cooperating Partners (CP) Troika comprises of the World Bank, African Development Bank (Chair) and German Embassy, and UNICEF.

²⁴ Generally, there are significant gaps between the allocated amounts and the actual releases due to issues related to fiscal space.

- (ii) Capacity gaps including the shortage of human resources and managerial and technical capacity at the national and sub-national level contributed to delays in programme implementation. The financial management capacity of the districts contributed to delays in reporting on funds utilisation. To address this constraint, UNICEF will continue to support the Government with building the capacity of the districts in planning and management of WASH interventions as well as in improving financial and accounting practices;
- (iii) There have been frequent staff changes in 2018 at both the central and sub-national levels, leading to delays in implementation as well as in reporting on programme implementation;
- (iv) Availability of updated disaggregated WASH data remained a challenge and impacted UNICEF Zambia's ability to measure performance. UNICEF plans to engage with the Central Statistics Office to analyse WASH data once the ongoing DHS is completed. UNICEF is also committed to supporting the Government to develop sectoral MIS for improved generation and use of timely and accurate data for decision-making, including with appropriate disaggregation;
- (v) During 2016 to 2018, the WASH programme targeted over 60 districts, particularly in sanitation and hygiene sub-sector. This geographical spread of the WASH programme posed challenges relating to monitoring and timely reporting. Moving forward and following the MTR, the WASH programme will focus on targeted service delivery to reach the un- and under-served populations in most marginalised districts, based on evidence and with strong focus on equity, sustainability and integrated programming, particularly with nutrition, health, early childhood development and education; and
- (vi) The refugee response in the Mantapala settlement, particularly construction-related activities, experienced major delays due to poor accessibility during the rainy season which normally lasts from October to April. To address this issue, the construction related activities under WASH programme are now being aligned with the dry season for the districts having accessibility related challenges. In this regard, procurement and contracting is being planned well in advance to ensure readiness to commence the works as soon as the rainy season is over.

B. RESULTS IN THE OUTCOME AREA

The outcome statement of the WASH Component of the Country Programme is “*By 2021, children (including adolescents), pregnant women and new-borns, especially those from rural and peri-urban areas, benefit from health and education systems that deliver improved and equitable access to and use of safe drinking water, improved sanitation and improved hygiene practices.*” The theory of change for the WASH component, attached as Annex 1, was built on an in-depth analysis of determinants of equitable access to WASH services. In order to accomplish the above outcome, three outputs are implemented to be achieved under the programme by 2021 as indicated in Figure 3 below:

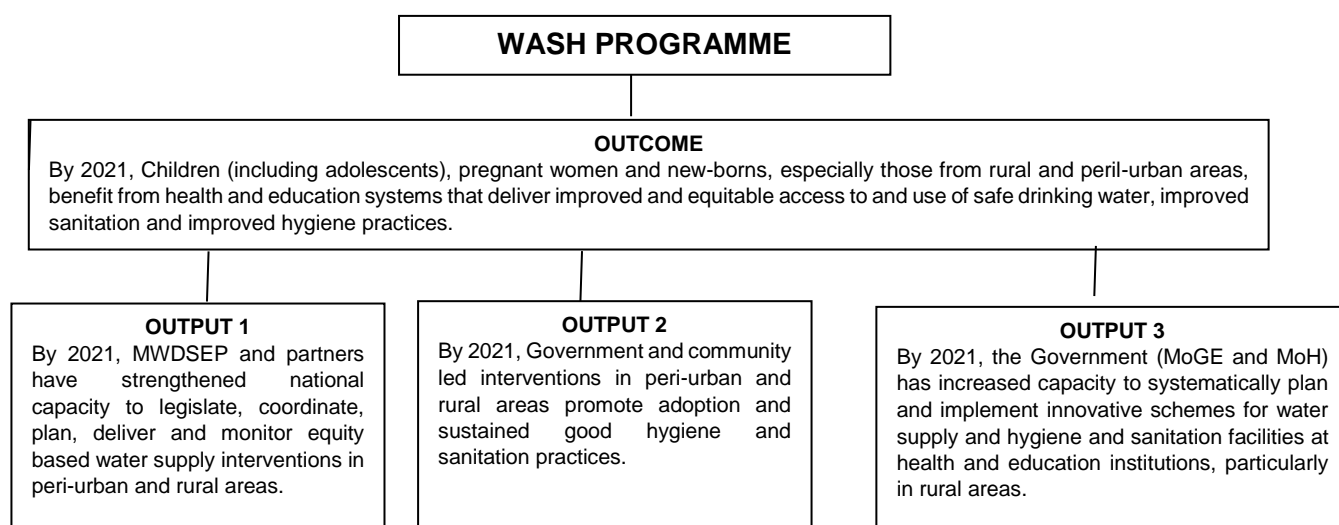


Figure 3. UNICEF Zambia WASH Programme Results Structure

The key results achieved under the WASH outcome area during 2018 are as follows:

- 1. Output 1 – *By 2021, MWDSEP and partners have strengthened national capacity to legislate, coordinate, plan, deliver and monitor equity-based water supply interventions in peri-urban and rural areas*²⁵.**

UNICEF, together with partners, supported Water Resources Management Authority (WARMA) in the development of statutory instruments (SIs) for ground water and borehole regulation in 2017. During 2018, these SIs were endorsed, and their implementation commenced. With support from UNICEF, WARMA has been conducting public awareness campaigns on the SIs since March 2018. As a result, 10,106 boreholes were registered, and 93 drilling companies were licenced by 31 December 2019. The implementation of these SIs will greatly contribute to sustainable management of ground water resources in the country, in addition to reducing the risk of water-borne disease outbreaks.

To contribute to improved water quality monitoring in the country, UNICEF supported the MoH in the development of the National Water Quality Monitoring Protocol. The protocol has been endorsed and an action plan for its implementation has been agreed to. During 2019, UNICEF will continue to support the implementation of the action plan thus contributing to strengthening the national capacity for effective water quality monitoring.

With UNICEF support, estimated 54,038 people, including 27,559 women and girls and 26,479 men and boys, gained access to improved water supply. These beneficiaries were reached through rehabilitation of 116 existing non-functional boreholes fitted with handpumps and drilling of 98 boreholes, of which 91 were equipped with handpumps while seven were equipped with mechanised pumps, including six solar powered pumps. The target for 100,000 beneficiaries for 2018, however, could not be achieved due to delays in the rehabilitation of the boreholes owing to funding gaps and challenges in availability of hand pumps of specified material/quality in the local market.

²⁵ The statistics presented above are based on UNICEF Zambia project reports including reports from the District and partners

As part of efforts to promote sustainability of the water supply systems, 3,180 people including 2,940 village WASH committee members, 170 Area Pump Minders and 45 District WASH officers were trained on management, operation and maintenance of water points. Moreover, 25 people (including 4 women) from the Government and private sector were trained in borehole siting and drilling supervision.

UNICEF continued to support the Government in response to a cholera outbreak which commenced in October 2017 and continued till May 2018. With UNICEF support during 2018, over 591,000 people in cholera hotspots were provided safe drinking water through provision of water treatment supplies, water trucking and setting up of water quality monitoring system in cholera hotspots. UNICEF, together with UNHCR and partners, also supported provision of safe water supply to over 11,900 refugees from the Democratic Republic of Congo. In this context, the flexible thematic funds allowed UNICEF to cover the funding gaps to ensure continued provision of safe water supply to the refugees in Mantapala Settlement after the expiry of CERF funding in October 2018.

2. Output 2: By 2021, Government and community-led interventions in peri-urban and rural areas promote adoption and sustainability of good hygiene and sanitation practices²⁶.

UNICEF, together with German Development Agency (GiZ), supported the MWDSEP to review the draft National Water and Sanitation Policy. The policy document has been finalised and is ready for submission to Cabinet. UNICEF also supported MWDSEP in development of the Open Defecation Free Zambia Strategy, which was endorsed and subsequently launched on 2018 World Toilet Day on the margins of Zambia's first National Sanitation Summit, organised with UNICEF support. In addition, UNICEF and GiZ supported the Government in undertaking the Joint Water Supply, Sanitation and Environmental Protection Sector Annual Review. The review has been completed and the report is expected to be finalised during the first quarter of 2019.

Through UNICEF support, an estimated 342,378 people (304,301 people in 1,886 villages in 10 rural districts, and 38,077 people in peri urban communities in 4 districts), including 174,613 women and girls and 167,765 men and boys, gained access to improved sanitation. A total of 1,886 villages with a combined population of 301,760 were certified free of open defecation while an estimated 8.86 million people were reached with messages on safe hygiene practices through interpersonal communication and mass media in English and 10 local languages.

UNICEF continued to support the scale-up of the mobile to web monitoring system for community monitoring and surveillance sanitation and hygiene interventions. During 2018, the system was scaled up to additional 11 districts, with a cumulative reach of 72 districts since 2013.

As part of the UNICEF supported refugee emergency response, over 11,900 refugees in Mantapala Refugee Settlement in Nchelenge District gained access to improved sanitation (through construction of 2,052 household latrines, 2,052 bathing facilities; and 279 emergency communal latrines) and were reached with messages on safe hygiene practices²⁷. Within the framework of skills development for scale up of sanitation and hygiene promotion (including

²⁶ The statistics presented above are based on UNICEF Zambia project reports including reports from the Districts and partners

²⁷ These refugees were initially hosted in Kenani Transit Centre in Nchelenge District and subsequently moved to Mantapala Refugee Settlement. UNICEF also supported hygiene promotion interventions in Kenani Transit Centre.

community-based monitoring and surveillance using mobile to web monitoring), UNICEF supported training of 655 persons, including 367 community champions, 104 District Water Sanitation and Hygiene Education Committee members, 153 Environmental Health technicians, 17 staff from MWDSEP and 14 royal highnesses (traditional leadership).

UNICEF also supported several initiatives aimed at raising the profile of sanitation and hygiene sub-sector and sharing experiences and lessons learned. Together with other sector partners, UNICEF supported MWDSEP in organising the first Zambia Sanitation Summit in Lusaka on 19-21 November 2018. The Summit brought together over 300 delegates and contributed to galvanising political and multi-stakeholder will, and existing commitments, into accelerated action aimed at improving sanitation and hygiene services, in addition to providing a platform for sharing experiences and best practices.

UNICEF also supported participation of a high-level delegation from the MWDSEP in the Mahatma Gandhi International Sanitation Convention, which was held in India from 29 September to 02 October 2018. Together with WaterAid, UNICEF supported MWDSEP in updating of the key monitoring indicators under the Ngor Declaration (a key Africa regional commitment under the Africa Ministerial Conference on Water/Sanitation). The updated indicators were subsequently presented at a sub-regional forum in Johannesburg, South Africa. Support was also provided to the Government for the commemoration of the World Water Day and Global Handwashing Day; organization of the Sanitation and Water for All meeting in Lusaka, with participants drawn from Malawi, Zambia and Zimbabwe and organisation of a dedicated session on WASH at the National Nutrition Summit, held in Lusaka in April 2018.

3. Output 3: By 2021, the government (MoGE and MoH) has increased capacity to systematically plan and implement innovative schemes for water supply and hygiene & sanitation facilities at health and education institutions, particularly in rural areas²⁸.

With UNICEF support in 2018, basic sanitation facilities (gender segregated toilets with menstrual hygiene management facilities and group handwashing stations) were provided in 74 additional schools while 19 additional schools were provided with basic water supply in 14 districts benefitting an estimated 55,011 children, including 27,925 boys and 27,086 girls. As part of the capacity development efforts in school WASH, UNICEF supported training of 45 community masons from five districts in construction of sanitation and hygiene facilities in schools and 176 Government staff, including provincial and district education officers and school teachers on menstrual hygiene management.

Working with MoGE and WHO/UNICEF JMP, UNICEF facilitated the estimation of the SDGs baseline for School WASH, which were subsequently included in the Joint Monitoring Report for School WASH released in August 2018. Support was also provided to MoGE for participation in the First East and Southern African Regional Menstrual Hygiene Management (MHM) Symposium held in Johannesburg where Zambia's experiences on integration of MHM in national programming were shared. UNICEF also supported MoGE in commemoration of MHM Day, which brought together the MoGE, Ministry of Gender (MoG) and MWDSEP and the key sector partners and contributed to raised awareness and sensitisation on MHM.

²⁸ The statistics presented above are based on UNICEF Zambia project reports including reports from the District and partners

UNICEF continued to support the MoH in the provision of basic WASH Infection Prevention and Control (IPC) package to health care facilities under the European Union (EU)-supported Millennium Development Goals Initiative (MDGI) programme. During 2018, four additional health centres in four districts were provided with access to basic water supply while three third level hospitals were equipped with chlorine production units, bringing the cumulative number of health centres provided with WASH-IPC package to 56 since 2016. Moreover, 235 staff at the target health care facilities were trained on WASH-IPC.

Following the closure of schools in Lusaka during early 2018 in the wake of cholera outbreak, UNICEF supported effective coordination of WASH response in schools. Subsequently, UNICEF assisted in provision of emergency WASH services to 41 schools in Lusaka, benefiting approximately 45,000 children. These included 24 schools which were provided with cholera hygiene kits and 19 schools which benefitted from rehabilitation of WASH facilities. In addition, an estimated 25,090 learners, including 12,533 boys and 12,557 girls received messages on safe hygiene messages.

4. Programme Management and Monitoring of WASH interventions

Thematic funds were also used to support programme management and regular monitoring and supervision of the WASH activities to ensure the quality of works as well as long-term sustainability of WASH services.

The activities under the WASH programme were planned, implemented and monitored through the partnership with GRZ at the National, Provincial and District levels. Provincial Engineers and District team members were supported to provide technical oversight to the district councils and other implementing partners ensuring that different components of the programme were supervised and monitored systematically.

Additionally, UNICEF staff undertook joint monitoring visits together with MWDSEP and Provincial and/ or District Officials on a regular basis. As mentioned earlier, to reinforce monitoring of the sanitation and hygiene related interventions being implemented under the programme, UNICEF continued to support the scale-up of the mobile to web monitoring system. During 2018, the system was scaled up to additional 11 districts, with the cumulative reach of 72 districts since 2013.

Finally, and in line with UNICEF standard practice of programme implementation, quality assurance, micro-assessments, programmatic monitoring, periodic spot checks and audits were conducted for all implementing partners, including NGO partners, meeting the required threshold.

5. Results Assessment Framework

Monitoring and evaluation remains a major part of WASH programme implementation. Under this framework, programme reviews were conducted to measure programme results. Programme reviews were conducted bi-annually at the National level.

As part of the result assessment framework, UNICEF Zambia monitors 10 WASH indicators. The result achieved for each of these indicators since the start of the current Country Programme (CP) are shown in Table 2.

Table 2. Results achieved under the WASH programme since 2016.

Output 3.1: By 2021, MWDSEP and partners have strengthened national capacity to legislate, coordinate, plan, deliver and monitor equity based water supply interventions in peri-urban and rural areas.									
	Output indicators	Baselines – 2015	CP Target	2016 Achievement	2017 Achievement	2018 Achievement	Cumulative achievement till 31st Dec 2018	2019 Annual target	Comments
	1. Additional number of people who gained access to improved drinking water source	0	600,000	153,480	81,750	54,038 ²⁹	289,268	100,000	-
	2. National regulatory framework for drilling sector is in place	Draft Statutory Instrument (SI) is not available	SI is under implementation	Technical contents for the Sis developed	Draft SIs has been finalised and submitted to the Ministry of Justice for approval	SI was endorsed and under implementation	SI was endorsed and under implementation	SI is under implementation	-
	3. National water quality monitoring protocol (NWQMP) is finalised and under implementation.	NWQMP is not available	NWQMP is under implementation	-	Consultant for the development of the NWQMP has been engaged and work is ongoing	NWQMP has been developed and endorsed	NWQMP has been developed and endorsed	NWQMP is under implementation	-
	4. Number of people in humanitarian situations accessing sufficient quantity of water of appropriate quality for drinking, cooking and personal hygiene.	0	1,500,000	1,000,000.00	1,400,000	603,000	1,400,000	100,000	The cumulative is less than the sum total for 2016, 2017 and 2018 because of the overlap in the targeted population
Output 3.2: By 2021, Government and community led interventions in peri-urban and rural areas promote adoption and sustainability of good hygiene and sanitation practices.									
	Output indicators	Baselines - 2015	CP Target	2016 Achievement	2017 Achievement	2018 Achievement	Cumulative achievement till 31st Dec 2018	2019 Annual target	Comments

²⁹ This translates to estimated 43,230 people with access to basic service as per JMP standards

1. National Water and Sanitation Policy is endorsed and under implementation	Draft policy is not available	Policy is endorsed and under implementation	Draft policy is available	Draft policy is available	Draft policy has been validated by key stakeholders and finalised, and document is currently under process for submission to the Cabinet.	Draft policy has been validated by key stakeholders and finalised, and document is ready for submission to the Cabinet.	Policy is endorsed and under implementation	-	
2. Number of people who gained access to improved sanitation services	0	1,500,000	300,000	311,465	342,378 ³⁰	953,843	200,000	-	
3. Number of villages certified free of open defecation	0	11,000	2,500	1,214	1,886	5,600	1,000	-	
4. National Open Defecation Free Strategy is endorsed and under implementation	Draft strategy is not available	Strategy is under implementation	Draft strategy is available	Draft strategy is available	Strategy has been finalised, endorsed and launched	Strategy has been finalised, endorsed and launched	Strategy is under implementation	-	
Output 3.3: By 2021, the government (MoGE and MoH) has increased capacity to systematically plan and implement innovative schemes for water supply and hygiene & sanitation facilities at health and education institutions, particularly in rural areas									
	Output indicators	Baselines - 2015	CP Target	2016 Achievement	2017 Achievement	2018 Achievement	Cumulative achievement till 31st Dec 2017	2019 Annual target	Comments
	1. Additional number of schools and learning centres provided with basic WASH facilities	0	700	391	104	93	588	35	-
	2. Additional number of health centres provided with basic WASH facilities	0	150	42	25	4	71	5	-

³⁰ This translates to estimated 257,658 people with access to basic service as per JMP standards.

C. FINANCIAL ANALYSIS

The following financial analysis was conducted by use of the Strategic Plan Analysis Cube in Insight, as per thematic reporting guidelines.

For the reporting period, thematic funds amounting to US\$ 1,460,264.43 were received, translating to 17.5 per cent of US\$ 8,334,200 which was the overall planned budget of the 2018 UNICEF and GRZ WASH Work plan.

Table 1: Planned budget by outcome areas in US Dollars (outcome area: WASH, year = 2018)

Intermediate Results	Funding Type	Planned Budget (US\$)
03-01 By 2021, MWDSEP and partners have strengthened national capacity to legislate, coordinate, plan, deliver and monitor equity based water supply interventions in peri-urban and rural areas.	RR	150,000
	ORR	1,995,000
03-02: By 2021, Government and community led interventions in peri-urban and rural areas to promote adoption and sustaining of good hygiene and sanitation practices.	RR	119,000
	ORR	1,960,200
03-03: By 2021, the government (MoGe and MoH) has increased capacity to systematically plan and implement innovative schemes for water supply and hygiene & sanitation facilities at health and education institutions, particularly in rural areas.	RR	94,000
	ORR	2,612,000
03-04: WASH – Programme Support	RR	606,000
	ORR	798,000
Total Budget		8,334,200

Table 2: Country-level thematic contributions to outcome area received in 2018 in US Dollars)

Donor	Grant Number	Contribution Amount	Programmable Amount
Italian National Committee	SC1899060039	115,261.62	115,261.62
Spanish Committee for UNICEF	SC1899060040	66,234.67	66,234.67
United Kingdom Committee for UNICEF	SC1899060041	60,498.71	60,498.71
Total		241,995.00	241,995.00

**It may be noted that while cube analysis indicates a total of US\$ 241,995 contribution received during 2018, Vision records indicate that an amount of US\$ 1,460,264.43 was received. In addition, the WASH programme also had funds rolled over from 2017 to 2018.*

Table 3: 2017 Expenditures in the outcome area (in US Dollars)

Organisational Targets	Expenditure Amount (USD)			
	Other Resources - Emergency	Other Resources - Regular	Regular Resources	All Programme Accounts.
24-01 Water	414,128.35	4,141,493.68	1,938,461.03	6,494,083.06
24-02 Sanitation	862,706.18	1,117,753.07	199,728.00	2,180,187.24
Total	1,276,834.53	5,259,246.75	2,138,189.03	8,674,270.30*

** The expenditure is higher than the planned amount mainly due to roll over of the commitments from the previous year.*

Table 4: Thematic expenses by programme Area

Organisational Target	Other Resources - Emergency	Other Resources - Regular	Regular Resources	Grand Total
24-01 Water		1,145,824		1,145,824
24-02 Sanitation		44,632		44,632
Grand Total	0	1,190,456		1,190,456

**It may be noted that while cube analysis indicates a total thematic expenditure of US\$ 1,190,455 during 2018, Vision records indicate that the corresponding expenditure of amount of US\$ 1,387,466.62 (including US\$ 1,327,752.13 under SC149903 and US\$ 59,714.49 under SC189906).*

Table 5: Expenses by Specific Intervention Codes

Outcome Area 3: WASH	
Expenses by Specific Intervention Code	
26-02-04 Stimulating demand for and capacity to use data	274.43
26-03-02 Capacity and skills development for social behaviour change	127.38
26-03-05 Innovation, multi-media content production and dissemination	225.07
26-03-06 Research, monitoring and evaluation and knowledge management for C4D	36,532.91
26-03-99 Technical assistance - Cross - sectoral communication for development	625.00
26-05-07 Building research capacity in UNICEF and the UN system	854.13
26-06-04 Leading advocate	37,071.18
26-06-05 Leading voice	(31.93)
26-06-06 Supporter engagement	2,690.94
26-06-07 Leading brand	8,978.44
26-06-08 Emergency preparedness (cross-sectoral)	332,842.19
26-06-10 CRC, CEDAW or CRPD - follow up on concluding observations	2,851.60
26-06-12 Learning	51.40
26-06-13 Joint programmes/pooled funding/inter-agency agreements	20,244.76
26-07-01 Operations support to programme delivery	551,047.50
27-01-06 HQ and RO technical support to multiple Goal Areas	5,690.66
27-01-15 CO programme coordination	28,921.80
28-07-04 Management and Operations support at CO	(11,352.61)
24-01-01 WASH - Enabling environment (policies/strategies, coordination, regulation, financing, planning-monitoring-review, sector capacity development and professionalization)	2,834,088.44
24-01-05 Water supply - institutions (schools, health care facilities, ECD centres)	311,939.30
24-01-06 Water supply - rural communities service delivery	379,908.65

24-01-07 Water supply - peri-urban and urban communities service delivery	15,351.44
24-01-08 Water supply - safety/quality/treatment (including household treatment and safe storage)	85,809.79
24-01-09 Water supply in emergencies - improving water supply services communities	531,618.62
24-01-99 Technical assistance - Water	1,445,034.90
24-02-01 Hygiene - handwashing with soap in communities	252,696.16
24-02-03 Hygiene promotion activities in communities	99,077.55
24-02-04 Sanitation and hygiene - eliminating open defecation in rural communities	147,994.42
24-02-05 Sanitation - eliminating open defecation in peri-urban and urban communities	2,797.69
24-02-08 Sanitation and hygiene - institutions (schools, health care facilities, ECD centres) including menstrual hygiene management	504,701.05
24-02-09 Sanitation and hygiene - improving services in emergency communities	959,171.39
24-02-12 WASH in emergencies - institutions (schools, health care facilities, ECD centres) response including menstrual hygiene management	86,436.04
Grand Total	8,674,270

D. FUTURE WORKPLAN

During 2019, UNICEF plans to support the GRZ in the following key interventions under GRZ-UNICEF Annual WASH Programme:

1. Strengthening of enabling environment including finalisation and launch of the national Behavioural Change Communication Strategy, development of the National Action Plan for Water Quality Monitoring, development of the National Master Plan for School WASH and capacity building at the national and sub-national levels;
2. Service delivery including provision of basic WASH services to communities, schools (including early childhood development centres) and health centres. These interventions will result in provision of basic water to at least 100,000 people, basic sanitation to 200,000 people and basic WASH package to 35 schools and 5 health centres; and
3. Provision of WASH services to emergency affected people benefitting approximately 100,000 people.

The estimated budget to accomplish the above listed activities in 2019 is US\$ 11.2 million. However, the available funds from all sources including the thematic funds is US\$ 7.8 million, leaving a shortfall of US\$ 3.4 million. It may be noted that most of the earmarked funds for 2019 are for meant for service delivery. Additional flexible thematic funds are, therefore, required to support strengthening of enabling environment, capacity building, programme management and monitoring and technical assistance.

Table 6: Planned Budget and Available Resources 2019 (US\$)

Intermediate Result	Funding Type	Planned budget	Funded budget	Shorfall
03-01 By 2021, MWDSEP and partners have strengthened national capacity to legislate, coordinate, plan, deliver and monitor equity-based water supply interventions in peri-urban and rural areas.	RR	244,719	244,719	0
	ORR	4,850,000	3,658,979	1,191,021
03-02: By 2021, Government and community led interventions in peri-urban and rural areas to promote adoption and sustaining of good hygiene and sanitation practices.	RR	152,577	152,577	0
	ORR	4,600,000	2,900,790	1,699,210
03-03 By 2021, the government (MoGE and MoH) has increased capacity to systematically plan and implement innovative schemes for water supply and hygiene & sanitation facilities at health and education institutions, particularly in rural areas.	RR	156,331	156,331	0
	ORR	1,240,000	717,330	522,670
WASH Programme Support	RR	560,000	560,000	0
	OR	900,000	900,000	0
Sub-total Regular Resources		1,113,627	868,908	0
Sub-total Other Resources - Regular		11,590,000	8,177,099	3,412,901
Total (USD) for 2019		12,703,627	9,046,007	3,412,901

E. EXPRESSION OF THANKS

The thematic funding has contributed enormously to ensuring that the children and women in Zambia's poorest and most under-served districts have access to safe water and dignified sanitation facilities thereby improving their standard of living. UNICEF Zambia sincerely thanks UNICEF partners for their generous and flexible support to water, sanitation and hygiene activities targeting vulnerable children and women in Zambia.

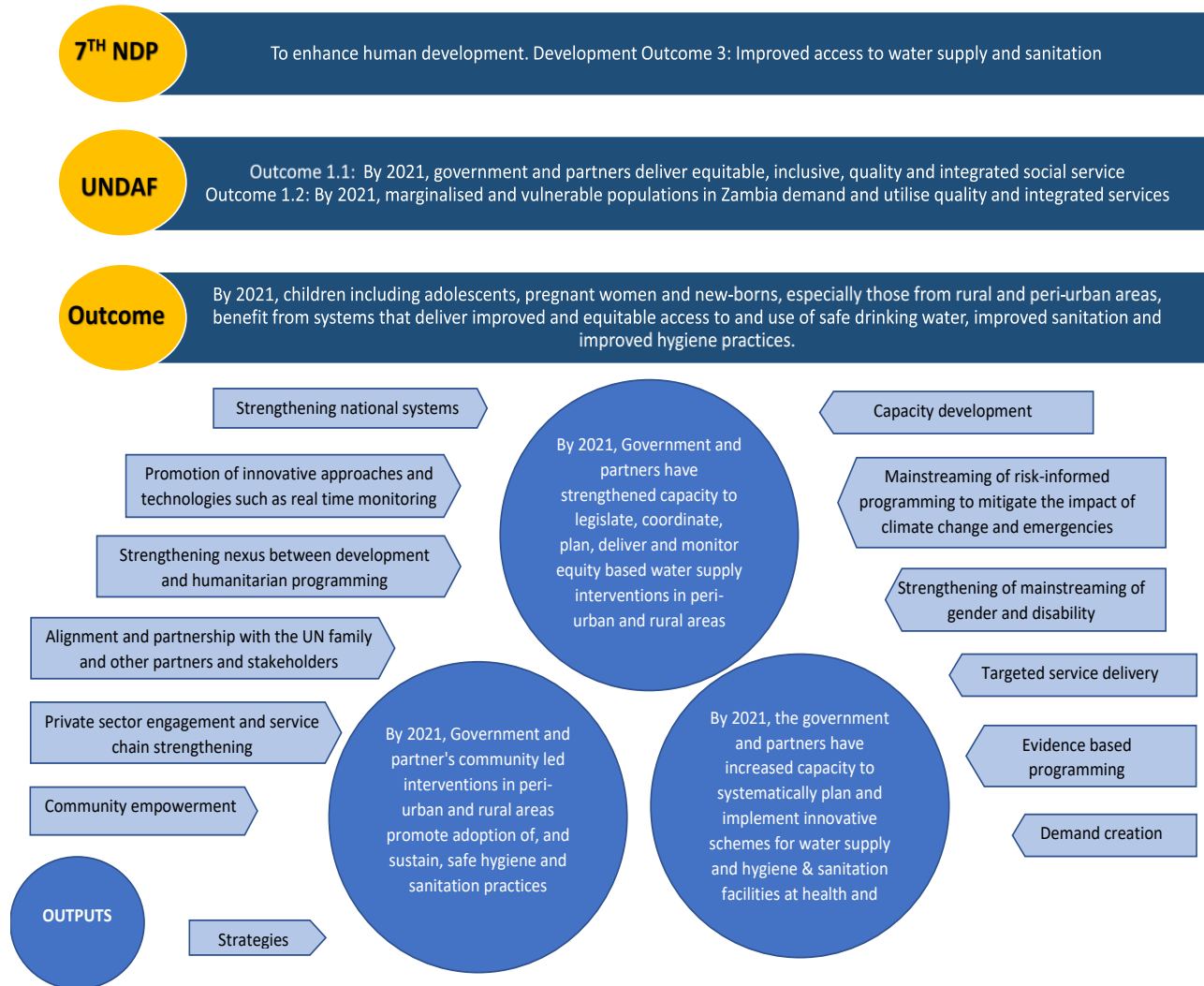
F. ANNEXES

Annex 1: Theory of Change for WASH

Annex 2: Human Interest Stories

Annex 3: Donor Report Feedback Form

Annex-1: Theory of Change³¹



³¹ Revised during 2018 based on the MTR process

Annex- 2: Human Interest Story

Borehole brings relief for the children of Katiye Community School in Zambia

By Humble Sibooli, WASH Officer, UNICEF Zambia

Katiye Community School in Chisali District is situated 40km east of the district down in Zambia's Muchinga Province in the north-east of the country. Until September 2018, the school's 168 pupils (92 girls and 76 boys and 5 teachers) joined the rest of the community in fetching water from an open stream 2.5 km away. But thanks to UNICEF support, a borehole was drilled and equipped with an India Mark hand pump.

"The new borehole has proved to be a great relief to the pupils and the community," said Mr Billy Mwansa, the school headteacher. "Before the borehole was drilled, getting water in the school was a big challenge. The school children had to fetch the water from the stream for use in the school. There was never enough water for drinking and washing hands after latrine use. Now we are very happy with the borehole as the clean is water available in sufficient quantity."



Plate 1. A picture of the Headteacher of Katiye Community School, Mr. Billy Mwansa (left) and the Deputy Headteacher, Mr. Mutamba (right), next to the borehole drilled with UNICEF support (Credit: Humble Sibooli/UNICEF/2019).

Mr. Mwansa went on to explain further that "about 65 families living in the surrounding areas of the school are also using the borehole. They are lucky to be near the school because the other villagers still have to contend with walking to the stream."



Plates 2 and 3: Excited children fetching water and washing hands at the newly drilled borehole (Credit: Billy Mwansa/MoGE/2019).

Around the borehole, there is a sense of relief from those fetching water. “They are so happy to have the borehole” stated the headteacher. “The community and the school have established a water, sanitation and hygiene (WASH) committee to oversee the operation and maintenance of the borehole. The WASH committee called a meeting of all the users and the people agreed to contribute a monthly user fee of two Zambia Kwacha per household. This will go a long way in ensuring adequate maintenance of the borehole. Unfortunately, the people in the village are very poor but they agreed to struggle to contribute and ensure the water source was functioning all the time,” he added.

Provision of WASH facilities in schools contributes to improved educational opportunities and lowers the potential for disease transmission among the students, in addition to addressing issues around dignity, particularly for girls. When children have access to safe water, toilets and soap for handwashing at school, they have a more conducive environment to study, to learn and to realize their full potential. According to the WHO/UNICEF 2018 Joint Monitoring Programme report on WASH in schools (<https://washdata.org/monitoring/schools>), 21%, 34% and 46% of schools do not have basic drinking water, sanitation and hygiene services, respectively.



School children around their new borehole at Katiye Community School, Muchinga Province, Zambia (Credit: Billy Mwansa/MoGE/2019).



Community members around the newly constructed borehole at Katiye Community School, Muchinga Province, Zambia (Credit: Billy Mwansa/MoGE/2019).



School children at Katiye Community School, Muchinga Province, Zambia (Credit: Billy Mwansa/ MoGE/ 2019).

Good hygiene despite challenges of being in a camp³²

By Ruth Ansah Ayisi, Communications Consultant, UNICEF Zambia

20 June 2018

Since September 2017, more than 15,000 Congolese people have sought refuge over the border in Zambia at the Kenani Refugee Transit Centre in Nchelenge district. From there, they will move to Mantapala settlement where semi-permanent structures are being put in place.



Mevan Chimpinde, a hygiene promoter, sensitises group of refugees (Credit: Ruth Ayisi/UNICEF/2018).

As Mevan Chimpinde, 26, strides along the sandy paths that cut through Kenani transit refugee centre in Nchelenge, northern Zambia, he calls out to women and children to gather around to discuss good hygiene.

They engage willingly, communicating in Bembe, the local language spoken on both sides of the Congolese-Zambian border. His message is straight-forward: “You must wash your hands with safe water and soap after going to the toilet, before preparing food and before eating, so you do not get sick.” The passionate way he delivers the message captivates the group as they listen together under the shade of trees, against the backdrop of a wide lake that separates Zambia from the Democratic Republic of the Congo (DRC) here.

A welder by profession, Chimpinde benefited from a three-day hygiene promotion course, supported by UNICEF in partnership with the Zambia Red Cross. “I know that many dangerous diseases are caused by a dirty environment and bad habits, so I volunteered as I want to save lives,” says Chimpinde, who is one of 30 Red Cross hygiene promoters. “The course helped me to develop key messages which I can easily communicate to the refugees, particularly about cholera prevention. Part of it was like a refresher course

³² https://www.unicef.org/esaro/media-centre_21683.html

for me; I had already learned about good hygiene in school and at church, but I also learned new things too, like how to identify severe cases of malnutrition.”

Every day during the week, Chimpinde visits around 15 households and organises group discussions. He also surveys the surroundings, particularly to check for rubbish, to ensure that toilets are clean, and that the handwashing facilities placed strategically around the camp are supplied with water and disinfectant bottles. “If the place is dirty, I call the refugee leader in that area,” says Chimpinde.

Murtaza Malik, Chief of Water, Sanitation and Hygiene at UNICEF Zambia, who is visiting the camp, comments that he is satisfied with the situation: “Although this is a cholera-prone area and families live in close proximity, the camp looks clean, and there have been no outbreaks of cholera or diarrhoeal diseases.”

Gradually, the refugees are being moved to the larger Mantapala resettlement, where the refugees will be able to build homes, benefit from basic services and have a plot of land to farm. To support humanitarian assistance, in February, the United Nations Central Emergency Response Fund (CERF) approved US\$ 6.5 million towards humanitarian aid for the Congolese refugees in Zambia.

“The conditions should be better in Mantapala,” says Malik. “UNICEF and partners are supporting the Government in the response by providing boreholes and water tanks to serve households, schools and health centres, as well as supported the building of latrines, including ones especially designed for people with disabilities.”

Lack of access to safe water, sanitation and hygiene while fleeing leaves children vulnerable



Janie with her mother
Credit: Ruth Ayisi/UNICEF/2018.

That same day at the transit centre, mother Kaimba Bitole attends the nutrition tent with her 8-year-old daughter Janie, who is emaciated following bouts of severe diarrhoea. She will be treated with ready-to-use therapeutic food, provided by UNICEF. Her mother says Janie got sick with diarrhoea when they fled their home on foot earlier this year: “We had no food or water; when we could, we asked people on the way or we drank water from the stream,” says Kaimba.

It is Janie’s first day of treatment, and although severely malnourished and weak, she is no longer suffering from diarrhoea. Janie is eagerly sucking the highly nutritious peanut paste treatment from the packet. Her chances of a full recovery are good. Janie is not only having life-saving treatment, but her whole family now has access to safe water, toilets and better hygiene. “I’m able to make sure I wash my hands at the right time,” says her mother, sitting by Janie’s side in the tent.

Annex-3: Donor Report Feedback Form

In acknowledgement of the contribution of your organization and in order to fulfil our reporting obligations, we continually strive to ensure that our donor reports are of a standard that assures you that funds are being used effectively and in the best interest of the child. Hence, we are interested in your feedback and seek your input towards improving our performance. Please take time to let us know how satisfied you are with the report you have received by completing the accompanying donor report feedback form.

Please use the link below to provide feedback.

<https://www.surveymonkey.com/r/YJHKJLW>

Name of Report: Thematic Report – WASH, Zambia

Reference no: SC/2014/9903 and SC189906

Contact Name: Noala Skinner - Representative

Email: nskinner@unicef.org

SCORING: 5 indicates “highest level of satisfaction” while
0 indicates “complete dissatisfaction”.

1. To what extent did the narrative content of the report conform to your reporting expectations?

5	4	3	2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have not been fully satisfied, could you please tell us what we could improve on next time?

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2. To what extent did the fund utilization part of the report conform to your reporting expectations?

5	4	3	2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have not been fully satisfied, could you please tell us what we could improve on next time?

3. What suggestions do you have for future reports?

4. Any other comments you would like to share with us?