

Evaluation of JPF-funded projects in South Sudan

"Promotion of peaceful coexistence with the host community through collaborative activities and community-based protection at IDP camps in Juba, Central Equatoria State" implemented by REALs

"WASH Provision for IDPs in Central Equatoria State" Implemented by PWJ

FINAL EVALUATION REPORT



February 2023



CONTENTS

Abbreviations/acronyms	3
EXECUTIVE SUMMARY	1
Chapter 1. INTRODUCTION.....	6
1.1. Background and Context.....	6
1.2. Objectives of the Evaluation	7
1.3. Scope of the Evaluation	7
Chapter 2. EVALUATION DESIGN, APPROACH AND METHODOLOGY	8
2.1. Technical Approach of the Evaluation.....	8
2.1.1. Theory of Change (ToC) for JPF Funded Projects Evaluation.....	8
2.1.2. Evaluation Criteria and Evaluation Questions	10
2.1.3. Assessment and Analysis Approaches	11
2.1.3.1. Do No Harm Approach	11
2.1.3.2. Most Significant Change.....	12
2.1.3.3. Comparative Analysis of WASH Facilities and Services	12
2.2. Methodology	13
2.2.1. The Study Area and Study Design.....	13
2.2.2. Methods of Data Collection	13
2.2.3. Sampling Strategy and Sample Size	13
2.3. Evaluation Implementation Strategy.....	16
2.3.1. Pre-data Collection Phase Activities.....	16
2.3.2. Data Collection Phase Activities	16
2.3.3. Post Data Collection Phase Activities.....	17
2.4. Data Analysis	17
2.4.1. Qualitative Data Analysis	17
2.4.2. Quantitative Data Analysis	17
2.5. Ethical Considerations	17
2.6. Limitation of the Evaluation.....	18
Chapter 3. FINDINGS OF JPF-FUNDED PROJECTS EVALUATION.....	19
3.1. Findings of the REALs Project.....	19
3.1.1. Relevance and Effectiveness of REALs Project at Mangateen Camp.....	19
3.1.2. Long-Term Outcomes of the REALs Project	22
3.1.2.1. Overview of SGBV in Project Areas, Central Equatoria, South Sudan	22
3.1.2.2. Vulnerability Analysis	24
3.1.2.3. Psychosocial well-being, attitudes and behaviors towards SGBV	25
3.1.2.4. Conflict Analysis	27
3.1.2.5. Conflict Protection and Resolution Mechanisms.....	29
3.1.3. Alignment of REALs Project with the Localization Agenda	30
3.2. Findings of the PWJ Project.....	32
3.2.1. General Household Information (Quantitative Survey).....	32
3.2.2. Short-term Outcomes of PWJ Project (Relevance and Effectiveness)	32
3.2.3. Long-term Outcomes of the PWJ Project	41
3.2.3.1. Gender and Vulnerability Analysis.....	41
3.2.3.2. Management of WASH Facilities.....	43
3.2.3.3. Local Capacity and Systems for WASH Service Delivery.....	47
3.2.4. Unintended Outcomes of the PWJ Project.....	48
3.2.5. Alignment of PWJ Project with the Localization Agenda.....	48
Chapter 4. CONCLUSION AND RECOMMENDATIONS	52
4.1. Conclusion	52
4.2. Recommendations.....	54
APPENDICES	57

LIST OF TABLES

Table 1: Distribution of KIIs, FGDs and Surveys by project components for REALs and PWJ project evaluation	15
Table 2: Composition of respondents and their degree of awareness about the REALs project.....	19
Table 3: Respondents' views, by categorical variables	21
Table 4: Socio-demographic characteristics of sample respondents/households from Don Bosco and Juba IDP camps, South Sudan, 2022	32
Table 5: Access to water supply for respondents in Juba and Don Bosco IDP Camps, South Sudan, 2022 ..	34
Table 6: Access and use of bathing facilities in Don Bosco and Juba (POC 3) IDP Camps, South Sudan, 2022.....	36
Table 7: Access and use of latrine facilities in Don Bosco and Juba (POC 3) IDP Camps, South Sudan, 2022.....	38
Table 8: Respondents' perceptions about hygiene and sanitation promotion related attributes in Don Bosco IDP camp, South Sudan, 2022	39
Table 9: Sample respondents' waste disposal practice in Don Bosco IDP camps, South Sudan, 2022	40

LIST OF FIGURES

Figure 1: Theory of change of REALs' project.....	8
Figure 2: Theory of Change for PWJ project	10
Figure 3: The Do No Harm Framework for Analyzing the Impact of Conflict, SGBV and PSS	11
Figure 4: Flow diagram of the pre-data collection, during data collection and post-data collection	16
Figure 5: Reasons for dissatisfaction with water supply from hand pumps	35
Figure 6: Reasons of WASH beneficiary respondents for not using the bathing shelters	37
Figure 7: Hand washing events by IDP communities in Don Bosco camp.....	39

ABBREVIATIONS/ACRONYMS

ATLAS.ti	Archive for Technology, Lifeworld and Everyday Language.text interpretation
CAPI	Computer Assisted Personal Interview
CES	Central Equatoria State
CFP	Community Focal Person
CHP	Community Hygiene Promoter
CHS	Core Humanitarian Standards
CI	Confidence Interval
CL	Community Leader
CMC	Camp Management Committee
COVID	Corona Virus Disease
CW	Community Worker
DNH	Do No Harm
EWER	Early Warning and Early Response
FGD	Focused Group Discussion
HC	Host Community
HRP	Humanitarian Response Plan
IDPs	Internally Displaced Persons
iNGO	International Non-Government Organization
JPF	Japan Platform
KII	Key Informant Interview
LHI	Life History Interview
M&E	Monitoring and Evaluation
MoGCSW	Ministry of Gender, Child and Social Welfare
MSC	Most Significant Change
NGO	Non-Government Organization
NSDO	Nile Sustainable Development Organization
OECD DAC	Organization for Economic Co-operation & Development, and Development Assistance Committee
POC	Protection of Civilians
PSI	Psycho-social Impact
PSNs	People Living with Special Needs
PSS	Psycho-social Support
PWJ	Peace Winds Japan
REALs	Reach Alternatives
SDGs	Sustainable Development Goals
SGBV	Sexual and Gender Based Violence
ToC	Theory of Change
ToR	Terms of Reference
UNICEF	United Nations Children's Fund
WASH	Water Sanitation and Hygiene
WUC	Water User Committee
YL	Youth Leader

EXECUTIVE SUMMARY

The overall objective of this assignment was to evaluate two of the Japan Platform (JPF)-funded projects in Juba, in line with the Organization for Economic Co-operation & Development, and Development Assistance Committee (OECD DAC) evaluation criteria and the Core Humanitarian Standards (CHS), and to draw recommendations and lessons for the respective implementing agencies as well as for JPF's program strategy. The specific objectives of the evaluation were: 1) To assess the extent to which the newly identified needs of the target population have been addressed in a timely and coordinated manner; 2) To assess long-term results of the two projects (intended and unintended); 3) To analyze contributing and constraining factors to the changes; and 4) To identify the actual and potential alignment of the project with the localization agenda and draw lessons from the evaluation.

The two JPF-funded projects considered in this evaluation were: i) *"Promotion of peaceful coexistence with the host community through collaborative activities and community-based protection at IDP camps in Juba, Central Equatoria State"* implemented by Reach Alternatives (REALs); and ii) *"Water, Sanitation and Hygiene (WASH) provision for internally displaced people (IDPs) in Central Equatoria State"*, implemented by Peace Winds Japan (PWJ). The former addressed conflicts and sexual and gender-based violence (SGBV), and the latter addressed WASH in IDP camps in the Central Equatoria State (CES). The core elements considered in the REALs project were conflict analysis; gender and vulnerability analysis; assessment of psychosocial wellbeing, attitudes, and behaviors towards conflicts and sexual and SGBV; and assessment of the conflict mitigation, mediation, and resolution mechanisms and the protection system. The analysis of PWJ project focused on gender and vulnerability analysis; management of the WASH facilities and services; and assessment of local capacity and systems for WASH service delivery. Moreover, the alignment of the REALs and PWJ projects with the localization agenda was also evaluated.

The REALs project has been implementing interventions in four IDP camps (Gumbo, Mahad, Way Station and Mangateen). However, the data collection for this evaluation was focused on Mangateen and Gumbo IDP camps. Whereas the PWJ project has been implementing interventions in three IDP camps (Don Bosco, Mahad and Juba) over different phases to address the priority WASH needs of IDPs. However, for this evaluation, data was collected from Don Bosco and Juba IDP camps. Mahad and Way Station IDP camps were not considered in this evaluation due to security concern at the time of data collection.

In order to provide an evidence-based assessment and actionable recommendations, both qualitative and quantitative data were collected for both projects (September 27 – October 10, 2022 for REALs and October 3 – 7, 2022 for PWJ). The qualitative data were collected using Key Informant Interviews (KIIs), Life History Interviews (LHI) and Focus Group Discussions (FGDs) where a total of 70 KII (47 for REALs and 23 for PWJ), three (3) LHI for REALs and nine (9) FGDs (three for REALs and six for PWJ) were collected from different target groups. A total of 96 respondents were interviewed for quantitative data (32 for REALs and 64 for PWJ). Moreover, a field observation was applied as part of the evaluation study. Our research team used thematic analysis to summarize data collected through KIIs, LHIs and FGDs with the support of Archive for Technology, Lifeworld and Everyday Language.text interpretation (ATLAS.ti) version 9. For the analysis of the quantitative data, STATA software and Microsoft Excel were used. Appropriate descriptive statistics were calculated, tabulated, and compared. Different kinds of charts and graphs were used to present the descriptive results.

Key Findings of REALs Project Evaluation

The results of the evaluation indicated that REALs intervention resulted in the reduction of the frequency, prevalence, and intensity of conflicts in both Mangateen and Gumbo IDP camps. Before the REALs project, there were no pre-established ways of conflict management, except elders and religious leaders used to handle disputes using personal judgments. The REALs intervention built the capacity of the already existing Community Leaders (CLs) and aligned them with newly introduced and trained Youth Leaders (YLs) to manage conflicts in a coordinated manner. It was found that the REALs project developed the capacity of CLs in conflict mapping and effective communication which resulted in better management of conflicts. Moreover, the incorporation of the YLs in conflict management by the REALs project has strengthened the relationship between CLs and YLs and caused a behavioral change among the youth, who used to get involved in most of the conflicts.

REALs project in Mangateen IDP camp introduced the joint participatory activity with the intention of handling the sanitation issue, which used to be a major source of conflicts among the IDPs and host communities before the REALs project. Community Focal Persons (CFP), introduced by the project, were responsible to mobilize the joint participatory activity that preempted sanitation problems and resulted in a better relationship between the IDPs and Host Community (HCs). The survey result indicated that participants in the joint activity saw a stronger relationship between IDPs and HCs, than the relationships among those who did not participate. It was observed that the most common type of conflicts has shifted from conflicts over WASH issues to family conflicts. This change was attributed to the joint participatory activity that prevented conflicts over sanitation issues. The joint participatory activity also prompted the community-level actors to organize other activities, like football games and traditional dancing events, which had not existed before the REALs project.

The REALs intervention in the Gumbo IDP camp was also found successful in terms of preventing SGBV, providing Psycho-social Support (PSS), and preventing and mitigating conflicts through Early Warning and Early Response (EWER). In relation to SGBV prevention, the REALs intervention resulted in a reduction in the number of SGBV cases and also enhanced SGBV reporting behavior of IDP communities. The main contributing factors for the observed changes were community sensitization, a reporting mechanism, accessibility of SGBV services, coordination among Community Workers (CWs), CLs and other service providers in the referral system, and a strengthened protective environment. The REALs project engaged CWs who were mainly responsible for identifying and providing PSS for SGBV survivors. The REALs project trained CWs and CLs in SGBV case management and PSS. The contributing factors for the improved psychosocial recovery of SGBV survivors included counselling, referrals, enhanced awareness of communities, and family support. In relation to conflict management, the project was effective in reducing ethnic conflicts and conflicts over distribution of food and aid relative to the baseline, although conflicts over access to water increased and family conflicts persisted to the same extent. The early warning monitoring indicators introduced by the REALs project helped community-level actors in identifying the potential occurrence of conflicts and intervening immediately to control the conflict before it broke out. Tribal conflicts were easier to be identified compared with SGBV. When conflicts happened among IDPs, the dispute resolution mechanism involved dialogue between the conflicting parties organized by CLs, YLs and CFPs. When conflicts happened between IDPs and HCs, however, it was more difficult to manage, as it also required involvement of the police. Given that conflicts often led to SGBV, and vice versa, CLs and YLs managed conflicts, working side by side with CWs who provided PSS for SGBV survivors. When the mechanisms for responding to conflicts and SGBV were simultaneously activated, CWs, CLs, and the police were involved in conflict resolution.

In line with the localization agenda, REALs have maintained a close collaboration with the Ministry of Gender, Child and Social Protection of South Sudan, particularly with the gender department. The Ministry has been involved in the project by providing social workers, giving technical advice on messages to be communicated to the communities, and for providing security for operating within the state. Social workers that were working under REALs were also representatives of the Ministry. Some of the community-level actors in the Gumbo IDP camp have been engaged in REALs projects for a long time. They have passed through different training sessions and practically matured to the level where they have strong belief in self-efficacy to continue their roles without REALs project. However, community-level actors in the Mangateen IDP camp confirmed that they will not continue with their roles if the REALs project is terminated.

Key Findings of PWJ Project Evaluation

According to the focus group discussions with women, men, and People Living with Special Needs (PSNs), the priority needs of IDP communities in relation to WASH were latrine, bathing shelter, water, and waste management. Among these, the highest priority needs of the IDP communities were identified as water supply, latrine, and waste management. This was particularly indicated in Juba IDP camp than in the Don Bosco IDP camp. The KII with County WASH department and WASH cluster coordinator also validated the selection of the target areas by the PWJ project as well justified in addressing the priority needs of the community.

In general, the project resulted in better achievement of outcomes in Don Bosco IDP camp than in the Juba IDP camp, in all the aspects. The project delivered a relatively greater quantity vis-à-vis the population in Don Bosco IDP camp than in Juba IDP camp, and implemented full-fledged interventions in the former camp, while some

key activities were missing in the latter, due to funding constraints. Water supply was proportional to the catchment population in Don Bosco IDP camp, but not so in Juba IDP camp. The project rehabilitated bathing shelters and latrines in the both camps, but ensured use and management of them only in Don Bosco IDP camp, by promoting hygiene and sanitation via Community Hygiene Promoters (CHPs), providing latrine desludging and waste management services. In the absence of such complementary activities, rehabilitation of hand pumps, bathing shelters and latrines didn't result in access and utilization of them to the same extent in Juba IDP camp. In connection with this, PWJ's explanation was the limitation of resources compared to the higher population in need of WASH facilities and services in this camp.

Access to water was improved overall in the both camps, but to varying degrees and in different aspects. While Don Bosco IDP camp saw improvement in regular availability of water compared to previous years, however, Juba Protection of Civilian site 3 (POC 3) IDP camp continued to experience a challenge, due to a higher number of users per hand pump. Nonetheless, the number of users per facility was below the standard of 500 people per hand pump in the both camps, even after the rehabilitation of water pumps, partly influenced by population movements. In Don Bosco IDP camp, three out of the four hand pumps were rehabilitated by the latest phase of the project and all the hand pumps were in a good condition and functional. According to the Water User Committee (WUC) key informants there are more than 2,800 people using the hand-pumps in the camp. This resulted in access to water just adequate to meet the needs of 71.4% of the IDP communities (i.e., 2,000/2,800) as per the standard. In Juba (POC 3) IDP camp, PWJ rehabilitated three hand pumps in the latest phase of the project where about 3,000 people in the three catchment areas get water access. This amounted only to addressing the needs of 50% of IDP communities (i.e., 1,500/3,000) according to the standard. Consequently, a higher ratio of water users in Don Bosco at 87.5% (42/48) indicated that they were able to fetch water from PWJ's rehabilitated hand pumps within 30 minutes, while this ratio only came to 54.5% (6/11) in Juba (POC 3) IDP camps. Inadequate supply and a long que were cited as main reasons why only 73.3% (11/15) of the respondents used PWJ rehabilitated hand pumps in Juba (POC 3) IDP camp. On the other hand, the quality of water was rated equally as acceptable and/or good by water users in the both camps, recording 72.9% (35/48) and 72.8% (8/11) in Don Bosco and Juba (POC 3) IDP camps respectively. In sum, PWJ contributed towards meeting the Sphere standards of access to water supply and water quality in Don Bosco IDP camp, but fell short of meeting the standards of water supply in Juba (POC 3) IDP camp.

Bathing shelters and latrines re-constructed/repared by PWJ were not used as commonly as hand pumps in the both camps. In total, 71.1% (42/59) used the bathing shelters, with a large disparity between 76.1% (35/46) in Don Bosco and 53.8% (7/13) in Juba (POC 3) IDP camps. There was a marked gender disparity in use of bathing shelters, in which 26.3% of women (10/38) did not use bathing shelters as compared to 12.5% of men (1/8). Among the top reasons for not using the bathing shelters included lack of safety (no door, no lock) and their unclean/unhygienic conditions. While lack of privacy was also cited as a reason in Don Bosco IDP camp, the limited number of functional bathing shelters that was not proportional to the catchment population was attributed to a lower ratio of users of bathing shelters in Juba (POC 3) IDP camp. In sum, 80% (46/60) used the PWJ re-constructed latrine facilities, also with a large disparity between the two camps at 91.7% (44/48) and 33.3% (4/12) of the respondents in Don Bosco and Juba (POC 3) IDP camps, respectively. A lower ratio of users of latrine facilities in Juba (POC 3) IDP camp resulted from lack of cleanliness and latrines getting full immediately, in the absence of hygiene and sanitation promotion and a regular desludging service. It can be evidenced that PWJ's contributed to the Sphere standard of excreta management (access to and use of toilets) in Don Bosco IDP camp, but fell short of achievement in Juba IDP camp (i.e., providing 50% of households with improved access to latrine). In the both IDP camps, the non-latrine users indicated that they went for open defecation.

In Don Bosco IDP camp, behavioral changes were observed among people regarding personal hygiene, compound sanitation and proper waste disposal, and latrine use, and were also validated by the survey, key informant interviews (KII) with IDP representative and community hygiene promoters (CHP). However, there was room to strengthen CHPs' outreach to women, given that 67.6% (23/34) of the female respondents received messages. On the other hand, the CHPs indicated that messages on open defecation and waste disposal seemed to be difficult to be adopted by communities. The survey results also indicated that although handwashing was commonly practiced, some of the critical timings might be missed, such as after and before eating, after disposing child feces, cleaning the baby and before breast feeding.

The provision of WASH facilities and services by PWJ in the IDP camps benefited the vulnerable groups, such as women, children, People Living with Special Needs (PSNs)¹, newcomers and the elderly. The management of hand pumps by water user committee (WUC) contributed to reduced incidences of conflicts, cleanliness of the compounds, and maintenance of hand pumps in cases of simple damages. In Don Bosco IDP camp, WUC were also supported by REALs trained CL in conflict management over water access. Furthermore, WUC voluntarily constructed a fence around the hand pumps as protective structures, a practice highly recommended for replication by other WUCs including in Juba (POC 3) camp. WUC found it difficult to mobilize communities to finance maintenance costs, however. Management of bathing shelters is the responsibility of WUC in collaboration with other community level actors like CHPs and community leaders (CLs). The absence of CHPs in Juba (POC1 & POC3) IDP camp resulted in weak management of latrine facilities where most of the newly re-constructed latrine facilities in this camp were getting full and becoming unhygienic and dirty.

In addition to the intended outcomes of the project, the interview with key informants indicated positive unintended impacts of the project that include increased school enrolment of girls, empowerment of youth and reduced incidence of SGBV. PWJ project also had good achievements regarding the alignment of the project with the localization agenda where the project has ensured engagement of communities and community level actors in project implementation and decision making. However, there are still gaps in the local capacity and system to take over and sustain the project achievements. Moreover, the annual funding scheme might have hindered both REALs and PWJ projects in achieving their long-term strategies. This is mainly because capacity building requires consistent and long-term support. For the above-mentioned reasons, an annual funding scheme is not suited for this purpose. During intervention gaps, some of the key actors in the projects were observed to have gone back to their villages, or been engaged by another partner. As a result, JPF's implementing agencies found it difficult to involve them again.

Based on the findings of this evaluation the following key recommendations are forwarded to JPF, implementation agencies, and partners:

Key Recommendations for JPF

- The initiative of JPF to implement the multi-year funding scheme will be helpful to support the localization agenda and long-term strategy of PWJ and REALs projects in responding to the needs of the IDP community in the project target areas. Furthermore, the multi-year funding scheme will give an opportunity to better realize the long-term impacts of the project.
- It is also recommended that JPF provides funding for the implementing agencies (REALs and PWJ) specifically for the purpose of capacity building of local actors, which will enhance the sustainability of project interventions.

Key Recommendations for REALs and PWJ

- An intersection between the two projects (REALs and PWJ) was evidenced in the intervention of the activities particularly the engagement of CLs trained by REALs in managing conflict that arises at water facilities in collaboration with WUCs. Thus, the research team encourages REALs and PWJ teams to plan activities in a way to avoid duplication of effort and enhance synergy in the implementation of the project interventions.

Key Recommendations for REALs

- In Mangateen IDP camp it is recommended that REALs should emphasize the prevention of family conflict. It is also recommended to replicate the capacity building approaches used for community-level actors (like EWER, SGBV and PSS) of Gumbo IDP camp to Mangateen IDP camp.

¹ PSNs or persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others' (UN Convention on the Rights of Persons with Disabilities (CRPD), 2006, <http://www.un.org/esa/socdev/enable/rights/convtexte.htm>)

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- Continuous training to community-level actors on ethics to keep the confidentiality of cases is needed until full perfection is achieved. Training for SGBV survivors on optimism, psychosocial resilience skills, personality development and assertive skills need to be strengthened. Moreover, it is recommended to build the capacity of police officers to strengthen the conflict management in the IDP camps.
 - The good partnership with the Ministry of Gender, Child and Social Protection needs to be extended to other relevant Ministries, like the Ministry of Justice in relation to conflict resolution and legal sanction of perpetrators.

Key Recommendations for PWJ

- In Juba IDP camp, the project resulted in comparatively lower achievement than in Don Bosco IDP camp. This may be reflective of the differences in the choices of project interventions between the two camps. There are two lessons to be drawn from the comparison between the two camps. One is that the project is more effective when it is designed to include mutually reinforcing interventions that address inter-related factors. Second, it is important to prioritize a limited set of interventions to use resources, especially in the face of funding constraints.
- The technical design of latrine facilities should be simple and manageable at the community level to sustain independent use and maintenance with minimal external support. Moreover, desludging of latrines using trucks is not a sustained option according to the WASH cluster taskforce recommendations. Thus, considering more feasible, sustainable and green energy technologies such as biogas or composting toilets (e.g., for school gardening) is recommended.
- Measures to reduce conflicts and ensure fair access to WASH facilities is of paramount importance. For this, active engagement and building consensus among the different sections of the community including HC, women, PSNs and elderly and newcomers is important. Thus, PWJ shall encourage and create an opportunity for engagement of communities in devising community bylaws in a way that reflects the needs of various groups, and thereby reduce conflicts and ensure fair access to WASH facilities.
- For better management of solid waste in the IDP camps, adoption of the recommendations of WASH cluster taskforce is important. This includes establishment of onsite waste management zones, a simple segregation system for waste that can be buried and other that can be burnt. Installing household-based waste pits for organic waste to reduce the volumes of waste to be transported to the central disposal site might also be considered.
- Capacity building at the County WASH Department and engagement of staff from the department in the implementation of the project is recommended as an effective and alternative approach to ensure sustainability.

Recommendation for WASH Cluster Coordination

- The temporary bathing shelters and latrines recommended by the WASH cluster taskforce are not lasting longer (1-1.5 years for bathing shelters and 9 months to 1 year for latrines). Thus, considering the importance of bathing shelters and latrines for improved hygiene and sanitation in the IDP camps, the WASH cluster might consider revising the design of these facilities to lengthen their lifespan.

CHAPTER 1. INTRODUCTION

1.1. Background and Context

The long period of war and conflict in the Republic of South Sudan left most socio-economic and political systems devastated and forced millions of South Sudanese nationals to flee and stay as refugees in the neighboring countries for many years. The country continues to experience the cumulative effects of years of conflict that led to a significant displacement of communities, unprecedented flood and hyperinflation, further compounded by the coronavirus disease (COVID-19) pandemic. As a result of this, it is estimated that more than two-thirds of South Sudan's population, 8.9 million people, are in need of humanitarian assistance in 2022, an increase of 600,000 since 2021². To overcome the humanitarian crises, the government and other stakeholders have been striving in various ways. One of those initiatives is the intervention by JPF, which has been funding Japanese Non-Governmental Organization (NGOs) responding to the chronic humanitarian crisis in the RSS since 2006.

Juba County is one of the three counties in CES with the highest density of IDPs, with each camp site accommodating more people than its capacity, and overcrowding has resulted in lack of access to safe water supply and sanitation facilities. The WASH sector does not meet Sphere standards, with high need for responding to prevent cholera and other waterborne diseases. In addition, many of the IDPs in this County have been exposed to risks to less-detectable violence and conflict from friction against the host community or SGBV due to limited access to the humanitarian assistance and local resources. In addressing the needs of IDPs in the County, REALs and PWJ have been implementing JPF funded projects through successive phases in Juba, South Sudan. REALs have been active in South Sudan since Feb 2010, whereas PWJ started its intervention in 2014 at POC sites. Under JPF's South Sudan program in the fiscal year 2021, REALs implemented a project entitled *"Promotion of peaceful coexistence with the host community through collaborative activities and community-based protection at IDP camps in Juba, Central Equatoria State"* (Here in after referred to as "REALs project") while PWJ implemented *"WASH provision for IDPs in Central Equatoria State"*. (Here in after referred to as "PWJ project").

The REALs project has been implemented in four IDP camps, namely Gumbo, Mahad, Way Station and Mangateen, from Nov 2021 – Sept 2022. Whereas, the PWJ project has been implemented in three IDP camps namely Don Bosco, Mahad and Juba from Nov 2021 – Oct 2022. Gumbo/Don Bosco IDP camp (these two camps are essentially the same where the camp is called Gumbo after the name of the local area whereas as the same time the name Don Bosco is also used since it is administered by the church) is administered by the Salesian missionaries (Don Bosco church) and was hosting around 10,000 IDPs in May 2022. The camp was established in January 2014 after the outbreak of the civil war in December 2013. Most of the IDPs in this camp are women, children and the elderly. The Mahad IDP camp for displaced people is located in Juba's Konyokonyo suburb and is home to about 8,987 people including new arrivals (July-August, 2022) who fled their homes in parts of Jonglei State^{3,4}. Way Station (sometimes also called as Juba Way station) is also one of the IDP camps where REALs intervention takes place and its estimated population is about 1,956 (July 2021). Mangateen IDP camp is located in the outskirts of the capital city Juba and hosts about 12,200 IDPs (July 2021)⁵. The number of humanitarian agencies in this camp are limited and the friction between the IDPs and their HC has deteriorated due to the conflict over the poor sanitation and the limited available local resources, including water, in the area. Juba IDP camp, also known as the protection of civilians is divided as POC 1 and POC 3. The POC 1 was established in 2014 and having a population of over 7,404 people in May 2022. There are fourteen blocks in POC 1 with over 2,136 households. POC 3 was established in 2013 and hosts 24,461 individuals where, there are ten blocks with 7,120 households as of May 2022⁶. Due to the high population of

² UN-OCHA (2022): South Sudan Humanitarian Needs Overview 2022, UN Office for Coordination of Humanitarian Affairs (UN-OCHA), February 2022

³ PWJ information sheet - Information provided by UNHCR

⁴ Radio Tamazuj (July 2022). Victims of Juba displaced peoples' camp clashes lack food, shelter

⁵ REALs (2022): Population & Beneficiaries, Information as of July 2021

⁶ South Sudan Camp Coordination and management cluster, Site Profile, May 2022

IDP communities in the two sites (POC 1 and POC 3) and the limited number of humanitarian organizations, the WASH facilities and services in this camp are considered priority issues.

1.2. Objectives of the Evaluation

The overall objective of this assignment was to evaluate two JPF-funded projects in Juba in line with the OECD DAC evaluation criteria and the Core Humanitarian Standards (CHS) and draw recommendations and lessons learnt for the respective implementing agencies as well as for JPF's program strategy. The specific objectives of the evaluation are the following:

- 1) Assess the extent to which the newly identified needs of the target population under the current phase (Mangaten camp in REALs' project and Juba, Mahad, and Don Bosco IDP camps in PWJ's project) have been addressed in a timely and coordinated manner;
- 2) Assess the long-term results of the two projects over different phases, both intended and unintended, on the everyday lives of the target population (REALs' project), and the local capacity and systems to sustain the project achievements (PWJ's project);
- 3) Analyze how intended and unintended results have occurred and identify contributing and constraining factors to the changes. Assess the extent to which these factors have been attributable to different approaches taken by the projects in different phases, and if ongoing efforts of other actors have complemented these approaches;
- 4) Identify actual and potential alignment of the project with the core responsibilities of *Reinforce local systems & invest in local capacities*⁷ under the Agenda for Humanity in line with OECD DAC criteria of efficiency and sustainability; and
- 5) Draw lessons learnt from the evaluation for REALs, PWJ, JPF and other JPF member agencies active in South Sudan.

1.3. Scope of the Evaluation

In terms of geographic coverage, this evaluation was conducted in Juba. The study collected and analyzed primary data from target beneficiaries, key stakeholders, and government institutions, among others, complemented by secondary sources. As clearly stated in the Terms of Reference (ToR), the main tasks undertaken under Objective 2 were delimited to address the following core elements:

- i) For the REALs project,
 - Conflict analysis;
 - Gender and vulnerability analysis;
 - Assessment of psychosocial well-being, attitudes and behaviors towards conflicts and SGBV;
 - Assessment of the conflict mitigation, mediation and resolution mechanisms and the protection system.
- ii) For the PWJ project,
 - Gender and vulnerability analysis;
 - Management of the commons;
 - Assessment of local capacity and systems for WASH service delivery.

The Frontieri research team also examined the alignment of both REALs and PWJ's projects with the localization agenda.

⁷Agenda for Humanity (2019): Reinforce Local Systems and Invest in Local Capacities: 2019 Analytical Paper on World Humanitarian Summit, Self-Reporting on the Agenda for Humanity, Transformation 4A and 5A, <https://agendaforhumanity.org/>

Chapter 2. EVALUATION DESIGN, APPROACH AND METHODOLOGY

2.1. Technical Approach of the Evaluation

2.1.1. Theory of Change (ToC) for JPF Funded Projects Evaluation

REALs Project ToC

In the REALs project, the aim was to achieve ethnic harmony and peaceful coexistence in the community, with two main goals. First, there should be a mechanism for community-based conflict and SGBV prevention and management centered on local leaders and youth leaders, who are candidates for the next generation of leaders. Second, equitable access to resources and services forms a basis for conflict management practices and peaceful coexistence, and it is nurtured through collaborative efforts among residents that transcend ethnic differences across IDPs and host communities. The project aims to enhance the mutual understanding between the conflicting groups and solving their common challenges and enabling residents to live in safer condition through improvement of the psycho-social status of IDPs affected by any form of violence including SGBV. By achieving these outcomes, they aimed to reduce the risk of conflict in communities and increase the capacity (resilience) for conflict prevention and appropriate resolution of conflicts (Figure 1).

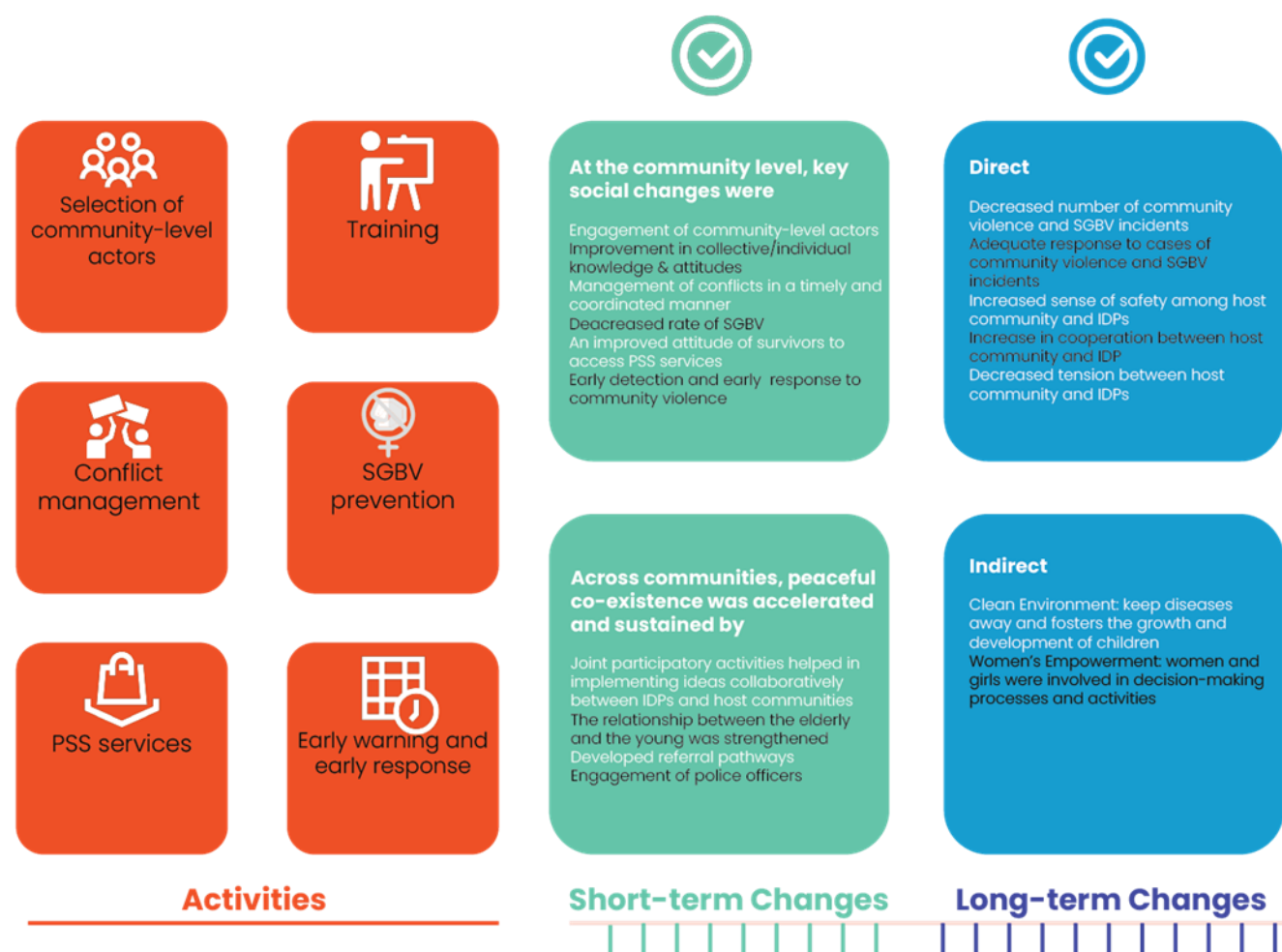


Figure 1: Theory of change of REALs' project

Source: Frontieri's research team compilation based on document review (2022)

REALs project at Mangateen IDP camp was started in March 2020 and aimed at mitigating friction between IDPs and their host communities by enhancing the mutual understanding between the conflicting groups and solving their common challenges. In order to achieve this objective, the project engaged not only traditional

leaders but also new actors in conflict management, and introduced a new approach to traditional conflict management. It did so, by training 20 community leaders and 20 youth leaders in conflict management. In addition, the project sought to prevent conflicts through joint participatory activities. The aim of the joint participatory activity was to build new relationships between all conflicting actors by bringing them together to address a common issue of importance to them, i.e. solid waste management, which typically caused conflicts between the IDPs and the host communities. Ten (10) CFPs were trained on how to organize and manage the joint participatory activities, and were responsible to organize the activity and mobilize community participation through a mobile speaker and door-to-door initiation.

REALs interventions at the Gumbo and Mahad IDP camps have started since June 2014 whereas in Way Station IDP camp the intervention by REALs was started in December 2016. The intervention of REALs started by providing training on conflict management to community-level actors. REALs' intervention went further by involving collaborative activities like agriculture and food processing to increase inter-dependency between conflicting communities and simultaneously achieve food security. Then, youth leaders and community leaders were introduced to and trained in EWER by REALs.

Conflicts give rise to a culture that incites and condones sexual and gender-based violence, particularly affecting the most vulnerable groups. The REALs project also aimed at preventing SGBV, and where such cases still occur, protecting victims. REALs intervention worked on awareness raising which aimed at preventing SGBV and creating an environment conducive for reporting SGBV cases. The project also provided PSS directly and via the existing referral system so that victims can recover from psychosocial impact of SGBV through coordinated support provided by different agencies. To this end, the project provided the first point in the referral system to ensure that victims were identified, and had access to the required service at different levels in a safe and dignified manner.

REALs interventions were implemented in partnership with the Ministry of Gender, Child and Social Welfare (MoGCSW). The Ministry aims to improve the living standards of socially vulnerable people by providing social welfare for the promotion of socioeconomic development, protection of legal rights, and empowerment. The Ministry seconded social workers for REALs project who have been responsible PSS and referral services for victims of SGBV. The Ministry was also involved in the approval of leaflet with key messages for SGBV/PSS developed by REALs.

PWJ's Project ToC

PWJ started provision of WASH services in Juba (POC) IDP camp since July 2014 whereas in Don Bosco and Mahad IDP camps, the project interventions were started since September 2018. The project was implemented directly by PWJ where its desired impact was to ensure sustained, equitable access to WASH in the target IDP camps. In line with this, the major expected outcomes of the project in previous as well as latest phases were improved participation and capacity of IDPs in management of WASH facilities, and improved community engagement in facilitating behavior changes on hygiene and sanitation. The short-term outputs of the project were improvement of basic WASH facilities and services; enhanced skills and knowledge of community level actors (WUC and CHPs) for proper maintenance of WASH facilities; and improved awareness on hygiene and sanitation expanded to IDPs in the target camps. To achieve the project's desired impact, outcomes and outputs, PWJ project has designed and implemented different strategic initiatives/activities depicted in figure 2 below.

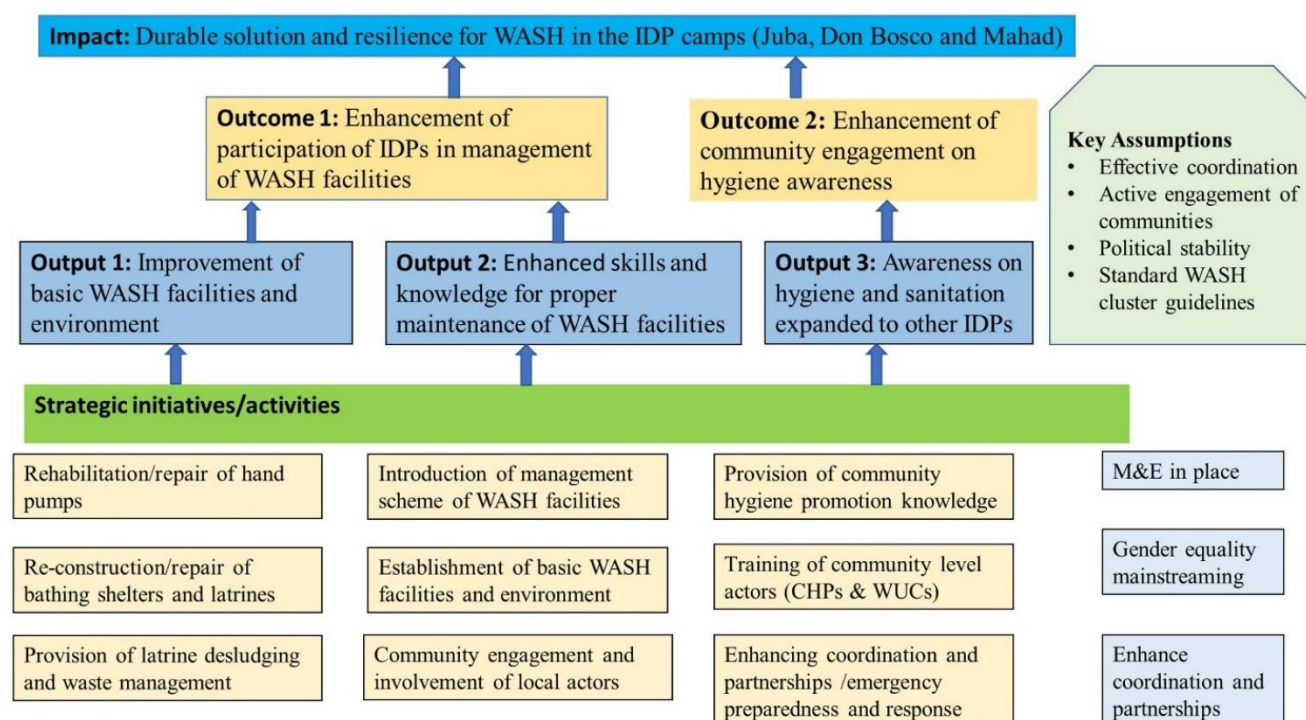


Figure 2: Theory of Change for PWJ project

Source: Frontieri's research team compilation based on document review (2022)

In the project phase under this evaluation, the major strategic initiatives/activities include rehabilitation/re-construction/repair of WASH facilities; provision of latrine desludging and solid waste management service; introduction of management scheme of WASH facilities; community engagement and involvement of local actors in problem identification and decision making; and capacity building for community level actors (CHPs & WUCs) for better management of WASH facilities and awareness creation. Moreover, the project put in place a monitoring and evaluation system to follow project implementation. The key assumptions considered in the project implementation include effective coordination; active engagement of communities; political stability of the country; and standard WASH cluster guidelines.

2.1.2. Evaluation Criteria and Evaluation Questions

The success (or otherwise) of the two projects was evaluated against, among others, an internationally recognized OECD DAC's program evaluation criteria⁸ (relevance, effectiveness, efficiency, impact and sustainability) as well as Core Humanitarian Standards (CHS). The evaluation questions were set based on the objectives and scope of the evaluation. Evaluation questions on relevance and effectiveness were used to address objective 1 of the evaluation. Evaluation questions related to impact and sustainability as well as CHS were to address objective 2, whereas questions related to effectiveness and coherence were used to address objective 3 of the evaluation.

It's a well-established principle that international actors should enable people to be the central drivers in building resilience and be accountable to them through consistent community engagement and ensuring their involvement in decision-making. In this evaluation, the alignment of REALs and PWJ projects with the localization agenda⁹ was evaluated in response to the objective 4. Issues examined include: involvement and

⁸ OECD (2021), Applying Evaluation Criteria Thoughtfully, OECD Publishing, Paris, <https://doi.org/10.1787/543e84ed-en>.

⁹ Agenda for Humanity (2019): Reinforce Local Systems and Invest in Local Capacities: 2019 Analytical Paper on World Humanitarian Summit, Self-Reporting on the Agenda for Humanity, Transformation 4A and 5A, <https://agendaforhumanity.org/>

engagement of communities and community level actors in project implementation and decision making; contribution of the projects (REALs and PWJ) in increasing the capacity of communities¹⁰ and local level actors; capacity of local actors to sustain project achievements beyond the projects' lifetime; and effect of JPF's annual funding scheme and financing modalities towards REALs and PWJ's efforts to move forward the localization agenda.

The evaluation matrix for the JPF funded projects final evaluation is presented in Appendix 1.

2.1.3. Assessment and Analysis Approaches

Given the nature of this evaluation, Frontieri research team used different analytical frameworks to address the various objectives and scope of the evaluation. Thus, the following types of assessment and analysis approaches were undertaken.

2.1.3.1. Do No Harm Approach

The Do No Harm approach is the understanding of the impact of aid on existing conflict¹¹ and its interactions within a particular context, with the goal to limit or prevent unintended negative effects¹². Do No Harm approach helps to evaluate the effectiveness, accountability and efficiency of an intervention. This approach uses the straightforward concept of Dividers and Connectors to analyze the inter group relationships in the context where an intervention is implemented. Dividers are factors that create division or tension. Connectors are factors that pull groups together or help them to coexist in constructive ways¹³ (Figure 3).

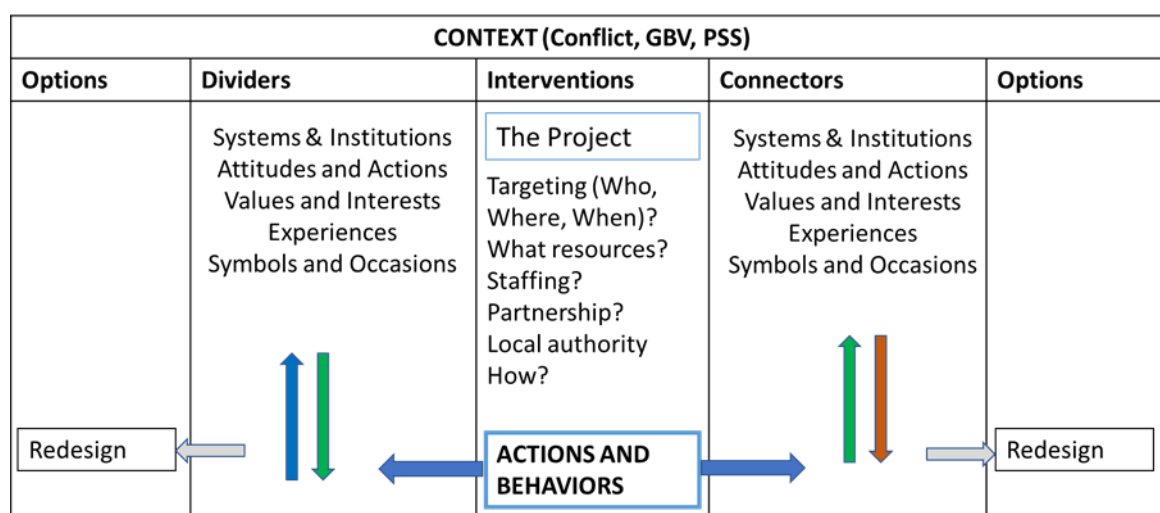


Figure 3: The Do No Harm Framework for Analyzing the Impact of Conflict, SGBV and PSS

In this specific evaluation perspective, the Do No Harm framework was used to analyze how the REALs project has intersected with the conflict dynamics intentionally or unintentionally. In relation to conflict analysis of the REALs project, we identified the patterns and trends in conflicts happening in the target areas over the years, with particular attention to various social groups, power relations between them, which issue divides them, what stakes each have on such issues, what triggers conflicts, what interests they may have in common and the level of trust (or lack thereof) in each other. Frontieri research team has trained the field team to use creative approaches that allow people to express their perceptions and feelings towards each other.

Moreover, the Do No Harm approach was used to conduct gender and vulnerability analysis in both REALs and PWJ projects. In the case of REALs project, focusing on Gumbo IDP camp where the protection from SGBV

¹⁰ Capacity of communities in this evaluation refers to the knowledge and skills created as a result of the project interventions

¹¹ The definition of a conflict in this context is a relationship between host communities and IDPs who have, or think they have, incompatible goals, values, interests or claims to status, power or scarce resources

¹² Do No Harm DNH Participant Manual 2016

¹³ cdacollaborative.org/what-we-do/conflict-sensitivity

and PSS has been implemented. Those who are vulnerable to SGBV were identified and what makes them vulnerable was analyzed. The profiles of SGBV perpetrators and driving factors behind SGBV cases were also identified. Frontieri research team also assessed the presence of inter-relationships and synergy between the project interventions addressing SGBV and inter-community conflicts. With regard to PWJ project, it was analyzed how gender, age, and disability affected the accessibility to and the perceived impact of WASH facilities. Based on the concept explained above, the Do No Harm approach has helped to understand the intended and unintended impact of the project on vulnerable groups as well as intersections with/impact on conflicts. Frontieri research team also analyzed the accessibility to and impact of the WASH facilities in relation to the level of participation and influence of vulnerable groups over the project design and implementation process. Furthermore, we looked at gender division of labor with respect to the project related activities, female leadership and participation in decision making.

2.1.3.2. Most Significant Change

The Most Significant Change (MSC) approach involves generating and analyzing personal accounts of change and deciding which of these accounts is the most significant – and why. The three basic steps in using MSC are: i) Deciding the types of stories that should be collected (stories about what); ii) Collecting the stories and determining which stories are the most significant; and iii) Sharing the stories and discussion of values with stakeholders and contributors so that learning happens about what is valued. MSC is not just about collecting and reporting stories but about having processes to learn from these stories – in particular, to learn about the similarities and differences in what different groups and individuals value¹⁴.

Accordingly, in this evaluation exercise, MSC approach was used to assess the psychosocial well-being, attitudes and behaviors towards conflicts and SGBV of the REALs project. Thus, on the basis of this approach, Frontieri's research team used qualitative method to explore what changes people experienced psychosocially, and what attitudinal and behavioral changes they have undergone towards conflicts, gender and SGBV, both at personal and societal levels. We used the MSC stories to qualitatively understand the value and the meaning of the changes that people perceive.

Likewise, the MSC approach was also used to evaluate the management of the commons of WASH service facilities constructed and provided by the PWJ project. Frontieri research team collected both qualitative and quantitative data from the IDPs to determine how communities understand ownership, roles and responsibilities for management of WASH facilities. During Focus Group Discussion (FGD), our research team allowed water user committees (WUCs) to self-assess how well they are working and why; through this, we generated evidence on best practices and existing gaps in the proper utilization of the WASH facilities. We also triangulated the findings from the perspective of the users of the WASH facilities, and further investigate enabling and constraining factors to sustain the WASH facilities ensuring accessibility for all the intended users equitably and without conflicts.

2.1.3.3. Comparative Analysis of WASH Facilities and Services

In assessing the local capacity and systems for WASH facilities and services provided by PWJ project, the comparative analysis was used as it helps to compare the status of WASH facilities and services and distinguish their similarities and differences between IDP camps. For this, Frontieri research team used a combination of qualitative and quantitative methods to identify and assess the roles of community level actors, including behavioral change, communications, waste management, maintenance and cleaning of WASH facilities and development and enforcement of rules for users. The comparative analysis was also used to identify enablers and barriers to WASH facilities and services across the two IDP camps (Don Bosco and Juba) where data was collected.

¹⁴ Davies, R. and Dart, J. (2005) The 'Most Significant Change' Technique - A Guide to Its Use

2.2. Methodology

2.2.1. The Study Area and Study Design

The study was conducted in IDP camps located in Juba County, Central Equatoria State, South Sudan. For the REALs project, out of the four IDP camps (Mangateen, Gumbo, Mahad and Way Station) where the project activities were implemented, two IDP camps namely Mangateen and Gumbo were targeted for the data collection. With regard to PWJ project, out of the three IDP camps (Don Bosco, Mahad and Juba) where the WASH facilities and services were provided, two of the IDP camps, Don Bosco and Juba, were targeted for data collection. Mahad IDP camp was not considered for data collection in both projects due to security concern. Gumbo IDP camp was selected over Way Station as it better reflects the long-term results of the REALs project. A cross-sectional study design was used to collect the required data from the target IDP camps. Data collection took place from September 27 – October 10, 2022 for REALs and October 3 – 7, 2022 for PWJ.

2.2.2. Methods of Data Collection

The following methods of data collection were used in this evaluation:

Desk Review of secondary data: The nature of this assignment calls for extensive document review. Thus, Frontieri research team conducted an adaptive desk research of relevant documents to re-construct and analyze the intervention logic and theory of change for each project.

Key Informant Interview (KIIs): For this evaluation, the KIIs were used to validate desk review findings; identify local actors and systems that are relevant to the project; and assess the relevance, impact, and sustainability of the projects from their perspective as well as alignment of the projects with the localization agenda. The KII checklist that addresses all the major components of each project (REALs and PWJ) considering the evaluation criteria was prepared and used.

Focus Group Discussions (FGDs): FGDs were conducted to collect rich data from participant's perspective with respect to gender, age and other socioeconomic characteristics and disaggregated qualitative information relevant to the project outcomes, outputs and impacts given the activities to achieve each project outcome and results. Hence, Frontieri's research team has developed FGD checklist to gather the required information. To address the sensitivity nature of the data collection, the research team conducted homogeneous FGDs (each group only involving females, males, or PSNs). About 6-8 participants were considered for each FGD.

Structured Interviews (survey): Structured interviews were conducted with direct project beneficiaries. IDPs and HCs who participated in joint participatory activity in Mangateen IDP camp were interviewed for the REALs project. For the PWJ project WASH beneficiaries in Don Bosco IDP camp and Juba (POC 3) IDP camp were targeted. Data from these sources were gathered through a face-to-face interview method following the COVID-19 prevention protocols. Survey Solution software was used for quantitative data collection with Computer Assisted Personal Interview (CAPI).

Observation survey: Observational survey was employed mainly to get first-hand information regarding the actual WASH infrastructure in place for the IDPs through the support of PWJ project, and also to understand behaviors of communities in the use of WASH facilities and maintaining the cleanliness of their environment. In addition, photographs were taken to show the existing WASH infrastructure in place. Special focus was given to water and sanitation facilities. In addition, the research team considered observation study to see the cleaning situation/environment in Mangateen IDP camp in REALs project. Observations were made for approximately three hours per IDP camp.

2.2.3. Sampling Strategy and Sample Size

In order to provide an evidence-based assessment as well as actionable recommendations, both qualitative and quantitative data were collected for the two projects.

The qualitative data were collected using KIIs and FGDs. The key informants were identified through project document review and consultation with REALs and PWJ teams on the basis of their engagement and knowledge

about the project interventions. Thus, community level actors and other stakeholders who are knowledgeable about the project activities were selected (Table 1). On the basis of project intervention components and target key informants, a total of 47 and 23 KIIs were conducted for the REALs and PWJ projects, respectively. Similarly, FGD participants were selected from direct project beneficiaries. A total of three and six FGDs were conducted for REALs and PWJ project beneficiaries, respectively. In addition, three life history interviews (LHIs) with SGBV survivors were conducted for REALs project.

The quantitative data was collected through secondary sources (document review) and a beneficiary survey. A total of 96 surveys (32 for REALs project from Mangateen IDP camp and 64 for PWJ project from Don Bosco and Juba IDP camps) were conducted with direct project beneficiaries. The survey participants were selected by non-probability sampling technique in which REALs and PWJ field teams supported the selection of individuals sampled based on their judgment. The distribution of survey respondents is presented in Table 1. The sample size for the quantitative survey was smaller than ideal, due to limited budget allocated for the evaluation. At the beginning a sample size of 100 respondents for each project was considered using a 10% confidence interval (CI), however, due to the reduction in the scope of the assignment, the sample size was reduced to 32 (17% CI) and 64 (12% CI) for REALs and PWJ project beneficiaries, respectively. The quantitative sample size for REALs was small taking into account the option of using the Monitoring and Evaluation (M&E) reports conducted by the project.

Table 1: Distribution of KIIs, FGDs and Surveys by project components for REALs and PWJ project evaluation

Project	Analysis/assessment type	Stakeholders for KII	No. of KIIs	No. of FGDs	No. of questionnaire surveys
REALs	Conflict analysis (Mangateen IDP camp)	Community leaders; youth leader; REALs s; CFPs; local government authority	18 (10 M & 8 F)		32 (out of 100 who participated in cleaning campaign)
	Gender and vulnerability analysis (Gumbo IDP camp)	Community workers; Community leader; CFPs; vulnerable groups; REALs staff; Stakeholders /government local authority	29* (13 M & 16 F)	3 (Life History interview with SGBV survivors)	REALs M&E report and desk review
	Assessment of psychosocial well-being, attitudes and behaviors towards conflicts and SGBV (Gumbo IDP camp)	Community workers; Community leader; CFPs; vulnerable groups (IDPs); REALs staff; Stakeholders/ government local authority;	29* (13 M & 16 F)	3 (1 Male group, 1 Female group, 1 PSNs)	REALs M&E report and desk review
	Assessment of the conflict mitigation, mediation and resolution mechanisms and the protection system (Gumbo IDP camp)	Community workers; Community leader; CFPs; vulnerable groups; REALs staff; Stakeholders/government local authority	29* (13 M & 16 F)		
TOTAL for REALs project			47	3 FGD + 3LHI	32
PWJ	Gender and vulnerability analysis (Don Bosco and Juba IDP camps)	IDP representatives; vulnerable groups (IDPs); Implementing partner (PWJ)	7 (6 M & 1 F)	6 (1 Male group, 1 Female group and 1 PSNs in two IDP camps)	64 (48 WASH beneficiaries in Don Bosco and 16 WASH beneficiaries in Juba POC 3)
	Management of the commons (Don Bosco and Juba IDP camps)	Water user committee; Community hygiene promoters; Implementing partner (PWJ); State/County Department of WASH; SS RRC; WASH cluster coordinator	16 (10 M & 6 F)		
	Assessment of local capacity and systems for WASH service delivery (Don Bosco and Juba IDP camp)				
TOTAL KII for PWJ project			23	6	64
TOTAL (for both projects)			70	9 FGD + 3LHI	96

*The same target groups were considered

2.3. Evaluation Implementation Strategy

Frontieri research team followed an evaluation implementation strategy that would be suitable to address the evaluation objectives and answer the key evaluation questions. Cognizant of the guidance of the ToR, our research team followed a standard field procedure that consisted three phases i) pre-data collection phase; ii) data collection phase; and iii) post-data collection phase (Figure 4).

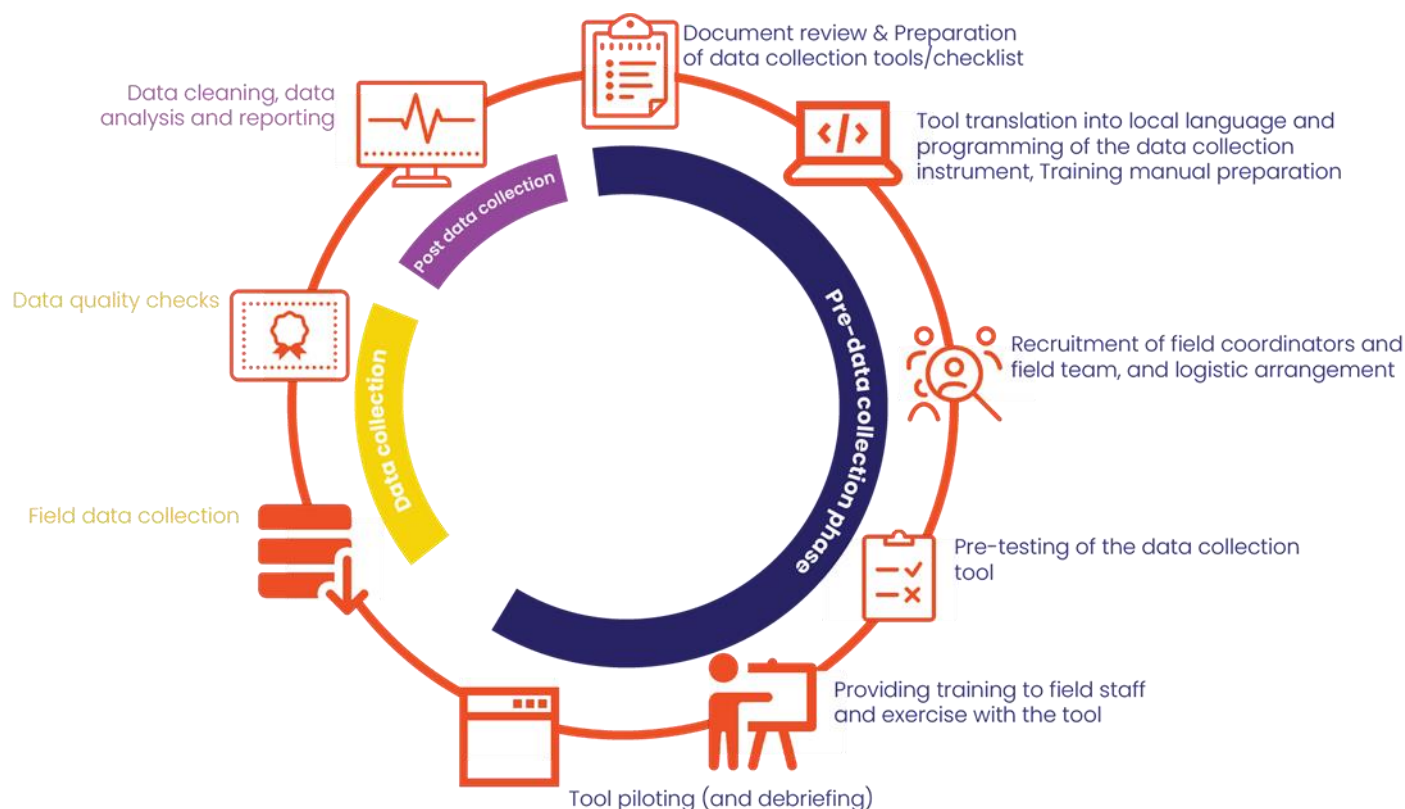


Figure 4: Flow diagram of the pre-data collection, during data collection and post-data collection

2.3.1. Pre-data Collection Phase Activities

At this stage, the research team had carried out the following major activities: Designing, contextualization and standardization of data collection tools; translation and programming of data collection tools; obtaining the necessary permissions; preparation of training manual; logistic preparation, recruitment and training of field staff.

2.3.2. Data Collection Phase Activities

Data Transfer Protocols: The qualitative data was collected using tablets for audio recording and taking notes. The recorded data was shared with the field supervisor and project coordinator daily. For quantitative data, Frontieri team used tablet-based data collection where an independent server was set for this assignment. Accordingly, the data collected via CAPI was uploaded to a server. The server set up for data storage was protected from an unauthorized person or parties. With the completion of each interview, data collectors uploaded the data to the server.

Monitoring Data Quality: Monitoring quality during data collection was one of Frontieri's key strategies to ensure high-quality data. Pre-data collection and during the field data collection, our data management team monitored and ensured data quality using review and standardization of the tool; mock interview and piloting the data collection tool; regular follow-up and supervision: proper identification of the target respondents; checking sample audio recordings; quantitative data was synced immediately after data collection; and regular communication and engagement of PWJ and REALs field teams.

2.3.3. Post Data Collection Phase Activities

After the data collection is completed, the supervisor prepared a field report and submit to the project coordinator. The data collected was thoroughly audited, cleaned, and analyzed. The data cleaning process involved the following activities among others: i) Creating unique ID for respondents; ii) Cleaning/managing outliers; iii) Missing values; iv) Variable labels. Once data cleaning was completed, data analysis and report writing followed. In addition, a debriefing session was organized with REALs and PWJ project teams with the objective of discussing the data collection process, major achievements of the data collection, challenges faced and solutions given.

2.4. Data Analysis

Frontieri team employed a combination of qualitative and quantitative data analysis techniques to summarize and present data collected using KIIs, FGDs, desk review, and structured interviews as per the need of each evaluation point.

2.4.1. Qualitative Data Analysis

The research team used thematic analysis to summarize data collected through KIIs, FGDs, and LHI. First, the collected data were transcribed and translated into English by experts who have good knowledge of the subject matter. Second, the translated material was read through to understand the contents of the material, data were cleaned and prepared in plain text for coding. Third, the cleaned data was imported into ATLAS.ti version 9 for thematic arrangement based on the data-driven codebook. Then, the identification of group theme codes and sub-codes were conducted considering the number of times the subject appeared, the number of participants discussing the topic, and the intensity of the conversation around the topic. Hence, thematic analysis was performed with the support of ATLAS.ti version 9 software. Finally, the thematic analysis results were exported to Microsoft word and summarized to give meaningful results.

2.4.2. Quantitative Data Analysis

For quantitative data analysis, STATA software, version 16, was used. The cleaned quantitative data were subject to descriptive analysis. Appropriate descriptive statistics were calculated, tabulated, and compared. Different kinds of charts and graphs were used to present the descriptive results.

2.5. Ethical Considerations

- **Access to IDP camps and considering sensitivity issues:** For getting access to IDP camps, Frontieri research team facilitated the necessary permissions and clearances from concerned government authorities with the support of JPF and implementing partners (REALs and PWJ). Frontieri research team gave detailed training to field staff on how to handle sensitive issues in IDP camps. Moreover, we assigned female enumerators to undertake interviews and conduct FGDs with female target groups.
- **Informed consent:** Frontieri research team prepared a clear and understandable written consent form for each study participant. The form explained the objectives of the study, the focus and purpose of information to be collected, the way the information will be used, and to whom it will be shared. Thus, research participants were given enough information to make an informed decision as to whether they want to be part of the study or not. Participants in this evaluation were informed that they have full right to decline or participate in the survey/discussion sessions. The interview commenced after respondents showed interest to take part in the research.
- **Safeguarding and Ethical protocols:** In all the data collection process, Frontieri research team ensured the safety of participants. This also took into account all the required guidelines during the COVID-19 pandemic.

2.6. Limitation of the Evaluation

The findings of this evaluation presented below should be interpreted consciously due to the following limitations:

- **Sample size and confidence interval effect:** The limited sample size, and a low confidence interval for the quantitative survey is expected to reduce the power of the study and increases the margin of error. Due to financial limitation, a proper sample size determination using a 95% confidence interval was not applied. However, every effort was made to substantiate the findings of the quantitative analysis with qualitative findings as well as the secondary data from document review.
- **There could be spillover effects of other actors:** As evidenced in this evaluation, there are other actors involved in community-based protection and provision of WASH facilities and services in some of the IDP camps. Due to this there could be a spillover effect and the results of this finding need to be interpreted cautiously.
- **Possibility of response bias:** Provided that most of the respondents are with low education level, there could be some omissions or commissions of the data generated. Moreover, due to the varying interest of the target groups, there could be a demand characteristics bias or social desirability bias.
- This evaluation could not be conducted in Mahad IDP camp due to the security concern.

Chapter 3. FINDINGS OF JPF-FUNDED PROJECTS EVALUATION

3.1. Findings of the REALs Project

3.1.1. Relevance and Effectiveness of REALs Project at Mangateen Camp

Structured interviews were conducted with 32 community members of which, 19 were from the Mangateen IDP camp and 13 were from the host community. The average age of the respondents was 33 years with 6 years of residence on average. About 90.6% (29/32) were aware of REALs activity in general, whereas 87.5% (28/32) were aware of the objective of the project, i.e., the promotion of peaceful coexistence between the IDPs and host communities (Table 2).

Table 2: Composition of respondents and their degree of awareness about the REALs project

Variables	Category	Frequency	Percent
Gender	Male	14	43.75
	Female	18	56.25
Marital status	Single	5	15.63
	Married	26	81.25
	Widow	1	3.12
Resident status	Host community	3	9.38
	IDP community	29	90.62
Awareness about the REALs project	Yes	29	90.62
	No	3	9.38
Awareness of the promotion of peaceful coexistence	Yes	28	87.5
	No	4	12.5

Source: Frontieri's quantitative survey on the Mangateen IDP camp

Changes in conflict management

Within the span of eight months, 25% (8/32) of the survey respondents were part of a dispute/conflict arising because of several reasons: poor garbage management, early and forced marriage, a dispute over children, family problems, and competition for resources. Out of the eight (8) respondents affected by the conflict, about five (5) were satisfied with the conflict resolution being implemented by REALs-trained actors, while the rest three (3) felt they were neutral (Table 3). According to the KII with CLs and YLs, the frequency and intensity of conflicts have declined because of REALs intervention. REALs' capacity development in conflict management has helped them in handling these types of conflicts. It was also revealed that the community leaders, before the REALs project, used to handle these kinds of problems using the knowledge they developed through their own experience. They indicated that REALs' training in conflict management, including management of WASH and family conflicts, helped them in effectively mediating conflicts. The community leaders indicated that conflict mapping and effective communication were some of the new skills they acquired from the training. A community leader's narration captures the importance of REALs training:

"Based on the training I received on conflict management; I have addressed some of the gaps that used to exist within the community. I have intervened to resolve conflicts that have the most significant impact on the community and there were some improvements" [CL key informant, Mangateen IDP camp].

KII with CLs and YLs revealed that conflicts and disputes are reported to community leaders so that the conflicting parties can be brought into making peace with one another. According to them, the working relationship of community-level actors was good and they communicate better in terms of decision-making and resolving conflicts together. There is also an indication that the community seems to accept the roles played by these actors. Before the REALs project, the youth were involved in most of the conflicts and they did not respect the CLs. However, the incorporation of the YLs in conflict management by the REALs project has strengthened the relationship between CLs and YLs and caused a behavioral change among the youth. The KII with YLs

indicated that their major role is sharing and reflecting the voice of different ethnic groups in the decision-making process. A YL stressed:

“Youths now don’t focus on creating conflict but on preventing it. The relationship between the CLs and YLs has been strong because they have the same responsibility in the community. There are changes in the relationships between the conflicting parties; they trust each other to work together, to maintain peace or a clean environment” [YL key informant, Mangateen IDP camp].

A YL narrated the working relationship in the following way:

“My roles are recognized by my peers and other stakeholders to the extent that they come to me for advice. Youth leaders like me are involved in managing conflicts, and we are capable of handling problems even when the elders are not around” [YL key informant, Mangateen IDP camp].

Changes in the prevention of conflicts

According to KII held with CLs and CFPs, before the REALs project, the friction between the IDPs and HC due to poor sanitation was intense. The majority of the survey respondents (62.5%, 20/32) believed that there were no prior mechanisms to manage sanitation before the REALs project, whereas 31.2% (10/32) indicated that there were mechanisms (Table 3). Before the REALs project, IDPs used to throw solid wastes at the roadside, and sometimes burn it, while camp managers gather and inform people about the importance of proper sanitation. There were no proper mechanisms to manage sanitation and conflicts used to be triggered by WASH issues, and the relationship between the IDP and the host community in general used to be rough. Before the REALs project, about 68.8% (22/32) of survey respondents prioritized the need to address poor sanitation over other needs, like family problems.

The results of the KII indicated that REALs’ project introduced inclusive joint participatory activities between IDPs and host communities that were aimed at not only ending conflict but also at the development of new relationships. The REALs project initiated and implemented cleaning or solid waste management around the IDPs and the host community. The community focal persons were responsible to mobilize the activity through a mobile speaker and door-to-door initiation. According to KII with CLs and CFPs, the joint participatory activity resulted in a clean environment by preempting sanitation problems. It also stopped the throwing of waste from escalating into a conflict and resulted in better relationships between IDPs and HC. About 53% (17/32) of the survey respondents participated in the joint cleaning activities organized with the support of the REALs project (Table 3). Their major motivation for participating in joint activity is attaining a clean and healthy environment. It was only 59.4% (19/32) of the survey respondents who recognized improvement in the relationship between conflicting parties. Out of those who participated in the joint participatory activity, about 76.5% (13/17) also believed that the relationship between people who used to have conflicts over sanitation issues has improved as a result of the REALs project. Of the total respondents 40.6% (13/32) believed that there were no changes in the relationship between the IDP and HCs. According to the KII with CLs and CFPs, however, the joint participatory activities have created a sense of unity and togetherness among the IDPs and the host community that helped in mitigating/solving conflicts. People were able to stay together in peace and some parties requested reconciliation, as result of the harmony brought by the joint participatory activity. Thus, it can be concluded that the participants in the joint participatory activities saw stronger relationships formed between IDPs and HCs but the activity did not have much effect on non-participants. The expression made by one female CFP key informant explains the situation:

“Joint participatory activity causes changes in relationships among those who were involved in the conflict. The most important achievement in the process is that people now follow the system that is put in place, so things become easier. Yes, the process improved the interaction between people involved in the conflict because they communicate better now. The major challenge encountered in organizing and executing the joint participatory activities is that some people are hard to convince to join the activity” [CFP key informant, Mangateen IDP camp].

Table 3: Respondents' views, by categorical variables

Variables	Category	Frequency	Percent
Experience of conflict	Yes	8	25.00
	No	24	75.00
Satisfaction with REALs conflict management (of those who experienced conflict)	Yes	5	62.50
	No	3	37.5
Participation in joint activity	Yes	17	53.12
	No	15	46.88
Change in the relationship between conflicting units (all observations)	Improved	19	59.38
	No change	13	40.62
Change in the relationship between conflicting units (of those participating in joint activities)	Improved	13	76.50
	No change	4	23.50
Prior mechanisms before REALs to address sanitation	Yes	10	31.25
	No	20	62.50
	Do not know	2	6.25
Prior conflict sources – before the project	Sanitation	22	68.75
	Others	10	31.25

Source: Frontieri's quantitative survey on the Mangateen IDP camp

According to the KII with the community-level actors, joint participatory activity was done regularly, and it equitably engaged men and women, old and young, and host and IDP communities. The topic to be addressed was jointly selected by representatives from IDP and host communities. But when it comes to practice at the household level, it was reported that convincing some people was hard because they did not take the issue seriously; some do not follow sanitation procedures, and some have hearing problem; some considered it to be a waste of time, while others associate it with the incentive obtained from REALs. Meanwhile, the result from the survey respondents shows that there is no significant difference in characteristics (sex, PSN or age) between those who participated in joint participatory activity and those who did not.

Contributions of joint participatory activities to the changes

According to the KII with CLs and YLs, their engagement in conflict management and the subsequent trainings given to them by the REALs project resulted in lower intensity and frequency of conflicts. They indicated that REALs' consideration of the already available traditional CLs and the engagement of YLs in the conflict management helped for the smooth handling of violence. Moreover, the introduction of joint participatory activity by REALs project reduced the prevalence of conflicts between IDPs and host community as it directly addressed the sanitation issue, which was the major cause of conflict before the project.

The joint participatory activity is also associated with two additional changes. First, there is an indication that the common type of conflict has changed from conflict over WASH issues to conflict among household members. About 67% of the survey respondents believed that the most common type of conflict in the area, after the REALs project, was the conflict between household members. The CLs and CFPs attributed this change to the inclusive joint participatory activities implemented by the REALs project that addressed WASH issues. According to the KIIs with CLs, even if they had training in conflict management in all types of conflict, conflict preventive activities were given more emphasis in the joint participatory activities. This is an indication that introducing conflict-preventive interventions tailored to the domestic type of violence is important.

Second, there is also an indication that community-level actors also tried to bring harmony among the community through other self-organized activities, like football games and traditional dancing events. Such events did not exist before the REALs project and community-level actors indicated that the REALs project prompted them to organize such activities. Moreover, the KII with CLs and CFPs revealed that these relationship-building activities contributed not only to conflict prevention but also to conflict management. A YL expressed the importance of the joint participatory activity as follows:

“The joint participatory activities such as football competition and cleaning, in which both girls and boys from conflicting parties participated equally, contributed to conflict resolution because it brings people together” [YL key informant, Mangateen IDP camp].

On the other hand, according to the KII respondents, the challenges in WASH management were a shortage of tools, paper bags, and finance.

Alignment of the project with local and international priorities

The project was found to be fully aligned with national priorities expressed in the *South Sudan Vision 2040: Towards Freedom, Equality, Justice, Peace, and Prosperity for all*. The vision, which is a national planning strategy, is anchored in seven pillars, namely educated and informed nation; prosperous, productive, and innovative nation; free, just, and peaceful nation; democratic and accountable nation; safe and secure nation; united and proud nation; and compassionate and tolerant nation. According to the “Compassionate and Tolerant Nation” pillar, “No citizen of South Sudan will be disadvantaged as a result of gender, age, religion, belief, disability, color, ethnic origin, location, language or political opinion. Future South Sudan will have eradicated negative social attitudes towards the youth, the elderly, the disabled, and women will be free from all forms of sexual harassment and other prejudices”. KII with REALs’ staff revealed that REALs have responded to this challenge and it was considerate of gender equality in all activities.

Globally, the project embraced components of the Sustainable Development Goals (SDGs), particularly Goals 5 and 16. SDG 16 is about peace, justice, and strong institution, which directly aligns with REALs’ objectives and intervention. The REALs project contributed to SDG 5, which is to “achieve gender equality and empower all women and girls”. REALs project has considered gender equality in the selection of community-level actors and joint participatory activities. Community-level actors were selected by considering gender ratio of 4:6 (male/female) and by justifying the necessity of empowering women as future leaders. However, according to KIIs with CLs and CFPs, there are still gaps in achieving Target 5.2: “Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation”. This relates to tackling of family conflicts which emerged as a new priority within the community and usually affect women and children. Even if family conflict is explicitly included in the conflict management training for CLs and YLs, it was found that violence against women and girls was not eliminated. Thus, this is an indication that the introduction of preventive mechanism for family conflicts might yield better result, like the joint participatory activity did, for the sanitation problem. A male CFP at Mangateen IDP camp acknowledged that there is much to do to change the attitude of the community towards gender equality and described the relevance of the project in terms of gender equality as:

“We know there is much more to do but REALs initiatives are helping us to build gender equality into our very core, and the goal of inclusion and diversity is now an integral part of our activities” [CFP key informant, Mangateen IDP camp].

3.1.2. Long-Term Outcomes of the REALs Project

3.1.2.1. Overview of SGBV in Project Areas, Central Equatoria, South Sudan

By virtue of the previous political condition and the prevailing social and economic instability, South Sudan has been the cut-off region, where SGBV prevalence were remarkably high. SGBV is a kind of physical and emotional violence with force, coercion, deception, and threats against another because of their sex or gender. Responding to women's specific needs and risks is one of the most important issues in the protection sector. In the recurring conflicts, women are under severe SGBV challenges and greatest threat to women in general in South Sudan. Statistically, 65% of women and girls experience SGBV, of which 51% are affected by violence from close partners. Infection control measures for COVID-19, such as lockdown, have also been reported to have increased SGBV, and it was estimated that approximately 2 million people were at risk of SGBV in 2021¹⁵.

¹⁵ UNOCHA (January 2021), South Sudan Humanitarian Needs Overview, 2021, P.64

According to UNOCHA (2021) report, among SGBV victims, 90% are women, 35% are children under 18, and 15% are with disabilities. Among girls, those with disabilities have an extremely high need for protection due to the risk of early marriage, early pregnancy, and denial of educational opportunities. Considering this situation, UNOCHA has identified community participation, awareness-raising, and projects that primarily prevent the development of gender discrimination from harmful social norms as a priority, and in particular, the establishment and strengthening of case management and referral systems for psychosocial support (PSS) and SGBV¹⁶.

Women and children account for the majority of the population in the three IDP camps (Mahad, Gumbo, and Way Station), and there is a tendency for many IDPs to have problems such as domestic violence and SGBV. Though the usual victims and survivors of SGBV are women and girls, it is not uncommon to see boys and men suffering from SGBV. In July 2021, problems such as increasing SGBV, alcoholism and domestic violence were more serious in relation to COVID-19 restrictions at Gumbo IDP camp¹⁷.

Moreover, the information obtained during the pre-intervention phase of the REALs project confirmed that the incidences of SGBV in Gumbo-IDP Camp were quite severe. The baseline data portray that of a total of 1,568 psychosocial issues were identified in July 2021; the most common cases were physical violence which account for 51% of cases (794/1,568), followed by emotional and psychological violence with 32.4% (508/1,568). In addition, 6.7% (105/1,568) and 3.2% (51/1,568) of the psychosocial issues reported were social and economic violence and sexual violence, respectively. The remaining cases were reported as harmful traditional practices (23 cases) and others (87 cases). In support of these facts, the key informants and focus group discussants at the Gumbo IDP camp reported that there were different types of SGBV cases that include physical violence (beating, torture, physical assault), emotional and psychological violence (verbal assault, intimidation), social and economic violence (forced marriage, extramarital relationship, family issue), and sexual violence (rape, defilement, forced sexual intercourse, child sexual abuse). The prevalence of SGBV varied among groups depending on the nature of violence. KIIs with the CLs indicated that there are locations in the IDP camp considered danger zones for SGBV, especially the firewood collection points or bushes, kids' playgrounds, water stations and streams, latrines, and bathing shelters. The SGBV cases could happen at any time either at daytime or night.

According to REALs M&E report, the number of psychosocial issues identified in Gumbo was reduced from 832 in 2019/20 to 534 in 2020/21. This was also further confirmed by CW key informants where they indicated the extent and prevalence of SGBV decreased following implementation of the REALs project. Among the impacts brought by the REALs project, the reduction in the number of SGBV cases and enhanced SGBV reporting behavior of IDP communities are the major ones in relation to SGBV prevention. The main contributing factors for the observed changes include sensitization, reporting mechanism, accessibility of SGBV services, coordination among CWs and CLs, and strengthened protective environment.

The continuous awareness creation activities successively done by the REALs project in the IDP camp has contributed in reducing the prevalence of SGBV cases. The sensitization activities include radio broadcasting, messages on T-shirts, and awareness trainings to community level actors. In relation to this, the KII with CLs revealed that the community perceived SGBV as a criminal act that must be handled according to the law of the country. The communities came to perceive SGBV as a bad, harmful, and evil practice and were aware of the legal sanctions against SGBV perpetrators whom they consider as criminals. Moreover, the community came to hold themselves back from harassing women sexually and punish perpetrators culturally as well as legally. One FGD discussant in Gumbo-IDP camp confirmed the community's observation towards SGBV as follows:

“The community observe the perpetrators as criminals to be persecuted for legal or cultural punishments, and obliged them to pay 3-6 heads of cows or equivalent amount of money. In some cultures, perpetrators

¹⁶ UNOCHA (March 2021), South Sudan Humanitarian Response Plan, 2021, P.62

¹⁷ REALs (October 2021), Emergency Assistance for South Sudanese Refugees (Emergency Response Period), Revision No. 5, P.9 – Based on Interview with Gumbo IDP Camp Leaders Conducted by Local REAL Staff on July 28, 2021.

are forced to marry the survivors if they are in love, and also asked to pay dowry after the compulsory fine for committing SGBV” [A female FGD Discussant, Gumbo IDP camp].

The sensitization activities have also contributed in changing the outlook and perception of the community towards SGBV survivors. As a result, the reporting behavior of communities on SGBV cases was enhanced as indicated by CWs. This was confirmed during the KII with the REALs field team where they indicated that communities in the IDP camps started reporting SGBV cases as a result of the continued awareness creations and accessibility of SGBV services. The KII held with CWs and CLs also revealed that they participated in the sensitization sessions by REALs project, learnt about women’s rights and how to control SGBV, and always shared the information with the community.

With its efforts towards tackling the prevalence of SGBV across all groups of the community, REALs have engaged community-level actors such as CWs and CLs to give care and support to SGBV survivors. In consultation with the autonomous committee¹⁸, the Relief and Rehabilitation Commission, a local government agency and members of the camp management, REALs set standard criteria to select the community-level actors. Accordingly, CWs trained by REALs identified SGBV survivors through door-to-door visits where survivors had an opportunity to disclose their own cases of SGBV with ease. In addition, the CLs also identified SGBV cases and referred them to CWs for PSS. Out of the total SGBV cases identified, the majority came from outreach by CWs and a lesser proportion from community reporting to CL. CWs and CLs were able to detect behavioral changes in SGBV survivors, such as being isolated (from family or friends) and feeling of stress and depression. While approaching SGBV survivors, the first step followed by CWs and CLs was to introduce themselves and create a rapport and friendly environment.

KII with CWs and CLs confirmed that there was a good coordination and collaboration among themselves in providing care and support for SGBV survivors. This had its own contribution in reducing the number of SGBV cases. According to key informants, REALs has played a role in ensuring the coordination between and smooth performance of CWs and CLs.

According to the KII with CLs, the communities in Gumbo IDP camp strengthened a youth group called ‘*MONYOMIJJ*’ to provide security and safety service and patrols the camp day and night as a result of the enhanced awareness on SGBV by the REALs. KII discussants also revealed that a perimeter fence constructed by Don Bosco management for the purpose of preventing perpetrators coming from outside the camp has also contributed to reducing SGBV. Continuous advice provided by the REALs team has helped people in the IDP camp secure themselves by moving in a group of five or more (social networking) at night and when fetching water and collecting firewood (as per KII with the REALs field team). This helped in reducing the incidence of SGBV cases.

A remark by a CW also justifies the above fact saying:

“SGBV cases used to happen often, weekly, even sometimes daily, but currently, cases are very rare, maybe one case in 6 months due to the REALs project. Thus, the community is able to live happily without feeling of fear” [CW key informant, Gumbo-IDP camp].

3.1.2.2. Vulnerability Analysis

Results obtained from the qualitative data indicated that children, girls, women, and PSN are the most vulnerable groups to SGBV and conflict; consequently, they are affected physically and mentally.

Children

A CL key informant gave particular emphasis to child sexual abuse and said the following narration as evidence for the prevalence of the cases as follows.

¹⁸ This is an ad hoc committee formulated by the community to make sure that selection is done based on the standard set of criteria.

“The recent one happened between same-sex individuals, where an older boy raped a younger one”
[CL key informant, Gumbo-IDP camp].

Similarly, there were alarming stories of SGBV cases taking place in the Gumbo IDP camp. As related by one CL:

“There was a case of SGBV that happened to an 8-month baby who was violated by a 17-year-old young boy. Similarly, in the past two weeks, a boy of 14 years of age defiled a child of 6 months and currently the case is still under police investigation while the boy is in prison and the child is still in the hospital” [CL key informant, Gumbo-IDP camp].

Similarly, another KI had this to say:

“A small fellow boy was defiled by an older boy and the case was taken to the police. There was also a case of four boys who raped a girl that had sparked a fight between the communities, and the police intervened. There was too much tension from the girl’s side for safety” [CW key informant, Gumbo-IDP camp].

The above findings evidenced that boys are also highly vulnerable as they can’t easily manage possible risks like the adults. According to the KII and FGD discussants, the sensitization activities with engagement of community level actors (CWs and CLs) have helped change the attitude and awareness of families in protecting their children. The KII with the REALs field team has also confirmed that the vulnerability of children to SGBV has reduced following the interventions of the project.

PSN

The FGD held with the PSNs revealed they are vulnerable to different forms of SGBV (forced sexual intercourse, rape, abduction, and beating/torturing) due to their limited ability to escape or protect themselves. In line with this, one of the focus group discussants explained the situation of SGBV in relation to PSNs as follows:

“SGBV happens to PSNs when they are trying to access latrines at night and most cases of SGBV happen within the community; sometimes when they are left home alone, perpetrators come and attack them” [A female PSNs FGD discussant, Gumbo-IDP camp].

According to the FGD discussants, the REALs project has contributed in addressing SGBV issues of PSNs using similar interventions, i.e., door-to-door services, sensitization, protection, with coordinated efforts of CWs and CLs. In addition, due to the continuous sensitization by the REALs project, the community started providing special attention in safeguarding PSNs from SGBV exposure. Previous to the REALs project, no one had cared about SGBV survivors of PSNs and survivors felt bad and isolated. However, due to the interventions by the project, survivors have come to feel protected and fit in the society. A visually impaired woman FGD discussant expressed her feeling regarding the support by the REALs project as follows:

“As a result of REALs project, women’s and PSNs’ right has been respected. We can also get counselling service and feel valued in the community” [A visually impaired woman PSNs FGD discussant, Gumbo-IDP camp].

3.1.2.3. Psychosocial well-being, attitudes and behaviors towards SGBV

Before interventions of the REALs project, the KIIs with the CWs and CLs indicated that the major psychosocial impacts (PSI) on SGBV survivors in the community were stigma, lack of concentration, stress and social withdrawal, feeling of hopelessness and worthlessness, change of location and migration, early or child marriage, unwanted pregnancy and committing suicide. Even some women reportedly isolated themselves from getting married due to the feelings of shame and guilt. The KII with CWs and CLs revealed that CLs were mainly handling SGBV cases without proper competency, counseling, confidentiality, and referral services before the implementation of the REALs project.

In addressing the PSIs on SGBV survivors, the REALs project utilized the traditional expertise of CLs and community discussions regarding SGBV that had been established in the target communities. The REALs project engaged CWs who were mainly responsible for identifying and handling SGBV cases and strengthened the capacity of CWs and CLs in handling SGBV cases and providing PSS. This has helped in the prevention

and mitigation of problems faced by SGBV survivors and in the provision of better psychosocial support. The contributing factors for the improved psychosocial recovery of SGBV survivors include counselling, referrals, enhanced awareness of communities, and family support.

According to the KII with CWs and CLs, REALs project provided regular support services such as counseling and referrals to SGBV survivors. Various types of PSS were provided by CWs and CLs, including individual or group-based education relating to psychological and social needs of survivors, provision of counselling, and peer support. In addition, the Don Bosco church in collaboration with the CWs and CLs provides supports, such as religious teaching, counseling, and provision of material supports (dignity kits) to selected victims of the SGBV. A statement by a CW key informant also confirmed this finding:

“As a result of counseling service there has been a change in psychosocial status of survivors. Survivors can approach people freely, make conversation with people, and they are no shy” [CW key informant, Gumbo-IDP camp].

The life history interview (LHI) with the SGBV survivors has also revealed that, because of the counselling support provided by the project, they have recovered from the psychosocial impacts.

Moreover, the PSS service was provided privately by CWs after getting informed consent from the survivors. According to the KII with CWs and CLs, the confidentiality of cases by community level actors has enhanced the service seeking behavior of SGBV survivors. The KII with the REALs field team also revealed that the training given to CWs and CLs has helped ensure the issue of confidentiality and ethics. The confidentiality of such service provisions was appreciated by women FGD discussants though there were a few cases of mistrust. For instance, a mother of an SGBV survivor during FGD disclosed that her daughter's case had not been treated with confidentiality to the best of CW capacity. Such cases happened especially when gatherings were created immediately after the occurrence of the event accompanied by shouts and ambulance sirens. On the other hand, the KII with REALs field staff indicated that the trainings of CWs and CLs had taken into account the issues of confidentiality.

Moreover, according to KIIs with CWs and CLs, due to the capacity-building training and backstopping support provided by the REALs team, CWs and CLs have become effective in handling SGBV cases and providing PSS. They indicated that, before REALs training, CLs used to handle SGBV cases without any guided approach by simply following their gut feeling. The KIIs indicate that both CWs and CLs believed that the training by REALs gave them the skill and knowledge of identifying oppressed persons and understanding the process of healing, relapse, and counseling. FGD with women and PSNs also indicated that the CWs and CLs, engaged with the REALs project, had the capacity for handling the SGBV cases and provision of PSS. This was also further supported by the KII with the REALs field team. One CW shared a successful SGBV case management:

“When a young teenage girl was raped, she was able to get medical treatment and PSS and the perpetrator was arrested. Besides, successful change was observed in the SGBV survivor who gets PSS where she feels free from the trauma and the negative perception in the community” [CW key informant, Gumbo-IDP camp].

Moreover, the support provided by CWs and CLs as a first point of contact due to their ease of accessibility by beneficiaries has contributed to the better management of SGBV cases. The KII with CLs indicated that protection and legal services were provided by the local government authorities and other actors, like International Red Cross (IRC), though there were limitations in terms of executions, including delayed responses, limited awareness of security officers to SGBV, and shortage of transportation. To address these issues, REALs has played a coordination role in linking the community level actors with protection service providers. Discussions with CW key informants revealed that cases like beatings, forced marriage, and rape of women, were usually treated at the points of contact by CW, followed by reporting to the police. Moreover, child rapes of both sexes and extreme harassment with observable injuries, loss of morale, and physical conditions of survivors were mostly referred to professional services where the survivors would be taken for medical support, followed by provision of PSS. The CWs and CLs are responsible to make sure that survivors are taken to the hospital within 72 hours. The findings show that such referral services got improved during

implementation periods of the REALs project though there were still some delays in reporting SGBV cases by survivors (as door-to-door identification of survivors takes much time) and mobility of survivors.

Due to the continuous awareness creation activities carried out by different phases of REALs project, there is an enhanced perception of the community towards SGBV survivors which has resulted in a positive outlook on the psychosocial status of survivors. A CW key informant asserted the change saying:

"There is a gradual change in the attitude and behavior of the community from observing SGBV survivors as worthless to valuable after the project" [CW key informant, Gumbo-IDP camp].

Another CW key informant shared stories of SGBV survivors to evince the change in the perception of the community and the psychosocial outlook of survivors as:

"Previously, there was one SGBV survivor who did not attend market but now she is selling vegetables in the Gumbo market for supporting her livelihood. Other SGBV survivors have also started freely socializing with people, stopped drinking alcohol, and are liberally sharing their experience with other survivors in the IDP" [CW key informant, Gumbo-IDP camp].

The KII with a CLs also revealed that they observed a change in people supported with psychosocial services as they now feel free from trauma and live freely with others.

Furthermore, it was indicated that there is a positive change in the attitude of SGBV survivors and their families following the interventions of REALs project. As part of the roles of CWs, the REALs project has introduced sensitization programs aimed to change PSI on survivors and negative perception of the community towards SGBV. Due to this, families of survivors started reporting cases to CWs than feeling ashamed of the situation, where the survivors get treated and supported.

According to a CL, there is a significant change in the perception of the families of SGBV survivors, telling a story of a girl and her father:

"There was a girl raped in the IDP camp, following the incidence her father took her to the hospital to get medical support. This shows that there is a positive and significant change in the people's attitude and behavior towards SGBV. Before implementation of the REALs project, survivors were isolating themselves from people" [CL key informant, Gumbo-IDP camp].

The CWs also highlighted that some survivors were lucky enough in getting support from their families and are encouraged to overcome the challenges and continue their normal life. According to the observations narrated by the CW:

"Some families treat the survivor sympathetically and feel it was out of their intention" [CW key informant, Gumbo-IDP camp].

Awareness creation activities on such topics like 'how to report cases' brought about a positive change in the attitude of the community towards PSS-seeking behavior of survivors and their families. A CW presented the change observed in service-seeking behavior as follows:

"Survivors chose CWs and CLs as the first point of contact because they are available, accessible, and reliable to all. The community observed a change in the PSS service-seeking behavior of SGBV survivors over time. Those changes are self-assurance for them to stand with confidence, talk free and go freely to fetch water" [CW key informant, Gumbo-IDP camp].

The CLs also stated that the changes include hope restoration, openness, and free interactions with the family and the community of the survivors.

3.1.2.4. Conflict Analysis

Changes in the types and prevalence of conflicts

According to the findings from KIIs held with CLs and CFPs, the types of conflicts that happen in the community include tribal and communal conflict, conflict among women at water points, conflict over the distribution of food and non-food items, family conflict, conflict over claims of a girl, conflict because of alcohol and drugs, and conflict among the youth group called Niggas.

Tribal and communal conflicts, which have been one of the project focus areas, usually originate from ethnic and religious groups. They are underlying factors that give rise to other types of conflicts. Disputes at water points occurred when there were long lines at water points and the most involved were women who did not follow the order for drawing water. Besides, access to essential services, such as water, and disputes over the distribution of food and non-food items emanate from dissatisfaction over the selection procedures of people. Family conflict usually occurs among intimate partners and when children are involved it could grow into conflict among parents. Conflict also arises among the youth group called Niggas which are informal groups of young people formed under the pretext of defending the camp from outside gang groups. The group consists of boys and girls who consume excessive amounts of alcohol and drugs, make noise in disco clubs, and commit various crimes such as pickpocketing and theft.

The KII with CLs and CFPs revealed that the prevalence, frequency, and intensity of the conflict, in general, have reduced after the implementation of the REALs project. Before the initiation of the REALs project, conflicts between the different parties happened occasionally (about 30% of the time); and due to the REALs project intervention, the current frequency of conflict between the different parties involved has become lower (about 10% of the time). Recent project document¹⁹ shows that REALs intervention has resulted in 95% prevention and resolution rate of conflicts which helped identify and prevent the potential occurrence of conflicts.

A disaggregated analysis shows where the project contributed to improvements. Ethnic conflicts declined steadily in comparison to the baseline, but there were temporary fluctuations when new members were added to the camp. Fighting over food and aid imbalances has declined in comparison to the baseline. One of the reasons for the decline in these categories, despite growing food shortages, was the active presence of local leaders and youth leaders at distribution sites and their subsequent participation in follow-up activities. Meanwhile, conflicts due to the lack of water supply facilities have increased in comparison to the baseline. Though the erection of perimeter fence served the purpose of averting perpetrators in the beginning, a sense of insecurity has worsened since the baseline because holes in the fences are created due to the lack of maintenance and follow-up. There was no indication that the trend in family conflict has changed and may continue to persist (stable at a high level). Thus, the types of conflicts did not change much due to the intervention of the project as there are confounding factors such as the worsened situation of food shortage (no regular aid to IDPs), the shortage of water particularly during the dry season, and lack of water supply to host communities (some HCs access water from the IDP camp).

Changes in the intensity and impact of conflicts

According to the KIIs with the community-level actors, the introduction of the REALs project has reduced the intensity of the conflict. For instance, tribal and communal conflicts used to be intense involving fights with knives, machetes, and in groups with much impact upon people; but after the REALs project conflicts happen rarely and without involving weapons/daggers. Before the engagement of the REALs project, a small conflict among children would lead to a bigger conflict that would involve parents and relatives, and even lead to tribal conflicts. A youth leader portrayed the observed change saying:

“The most significant changes are that people start to share resources, live together, and play games. Even when such conflict arises, they have learned to sit down and resolve their problem” [YL key informant, Gumbo-IDP camp].

According to the community-level actors, the most significant impacts of conflict are SGBV, divorce, and disability. Women, men, girls, and boys experience conflict differently and it has differential impacts on men

¹⁹ Rumiko Seya (2022), Reach Alternatives (REALs), South Sudan IDP Sites Early Warning and Early Response (EWER) to conflict/violence, Analysis Report

and women. Women experience physical and sexual violence in conflicts, such as verbal and physical abuse from extended family members and intimate partners. Conflicts also create households headed by widows. While women and girls are mostly the victims of conflicts, men and boys might also be killed, get wounded, or lose their relatives. SGBV has also led to conflicts in some cases. For instance, conflict over claims of a girl arise because some families were forcing girls to marry regardless of their will (for financial reasons). Conflict also occurred among the youth and men who were under the influence of alcohol or drugs. SGBV is often attributed to excess alcohol consumption and smoking marijuana, which could increase forced sex and rape of women and girls. However, the decline in the intensity of conflicts as a result of the REALs project has reduced the impacts of conflicts. According to one KI.

“The most affected are the women and children because they are the most vulnerable and due to conflicts, some men abandon families hence depriving the women and children’s parental benefits. When men are drunk, they force for sex that sometimes their wives are not ready leading to conflicts in the household” [CL key informant, Gumbo-IDP camp].

3.1.2.5. Conflict Protection and Resolution Mechanisms

Before REALs project conflicts were resolved using traditional practices mainly involving elders and religious leaders. There was no formal way or pre-established mechanism of conflict prevention and resolution. The REALs intervention used already existing traditional actors, like community leaders, to train and establish organized way of conflict prevention and resolution. The main actors engaged in the management of conflict in the IDP camp include the camp management, CLs, YLs, and CFPs. When a conflict occurs, it is usually reported to CLs. The first step in managing a conflict is to set a time and date for reconciliation. Then, both parties will be required to sit together and discuss the disputes. Then the actors of the conflict management will analyze the conflict by examining the incidents leading to conflict and hearing statements from conflicting parties, and finally make a verdict or take the case to the police. Community-level actors indicated that REALs training has helped them in managing dialogues and mediating conflicts. REALs staff receive report on each conflict case and heed the conflict management process. It is revealed that each community-level actor now knows their role and responsibility, and they would not have performed the EWER without REALs training. A CL emphasized the importance of the conflict management training as follows:

“The usefulness of the training provided by REALs is 5 on a scale of 5, and I have never attended a training like this, and the skill I attained will continue to benefit me and the community” [CL key informant, Gumbo-IDP camp].

When conflicts occur with host communities it is usually difficult to handle them because it requires the involvement of security forces or police officers. Community-level actors indicated that they also refer to police officers when conflicts tend to have the most significant effect on the community and when the issue is beyond their control. According to the KII with community leaders, conflicts resulting in human injury or physical damage, and conflicts involving gangs and criminals are referred to the police. The respondents noted that the relationship between police officers and community-level actors is healthy and smooth and complement each other. It was argued by the informants that one of the institutions cannot be successful without the other because the police system has its legal means to maintain order in the area; but the community-level actors have the experience and the traditional authority to harmonize the relation of the people and strengthen social cohesion. However, the lack of capacity of police officers and resource constraints were raised as a challenge to effectively manage conflicts.

The KII with CLs revealed that the dispute resolution mechanism of the REALs system in the IDP camps focuses on agreements through deliberations, negotiations, and reflections to ascertain facts and clear up problems. Conflicting parties are, therefore, more prone to accepting direction from community leaders than from outsiders because a leader’s verdict does not cause shame and is supported by communal norms. The outcome is a sense of harmony, mutual participation, and obligation, as well as interaction among conflicting sides.

“There was a story where a woman was raped, and the perpetrator was arrested and taken to prison and the woman was taken for medication. The case was successfully handled because there was

cooperation among the community focal person, community leaders, and also the security organ around”
[CL key informant, Gumbo-IDP camp].

All the key informants almost anonymously acknowledged and appreciated the collaboration and working relationship among community-level actors. Because of these collaborations, peace was relatively established, and cases were being solved easily when compared to the situation before the REALs project. YLs and CLs work together in managing conflicts, while CWs devised awareness messages and provided outreach and PSS for community population. Response mechanisms for SGBV and conflicts are designed independently of each other, but there are incidences where the two mechanisms are mobilized together at once. When these two mechanisms are simultaneously activated, CWs, CLs, and the police will be involved in conflict resolution. In these types of cases, it is important to keep confidentiality and protect victims in the EWER system.

Do No Harm (DNH) framework was applied to assess indirect outcomes and there was no evidence that shows the negative unintended result of REALs intervention. Rather the respondents indicated that perception of people for peaceful co-existence has improved significantly because of the REALs project. In the words of one informant:

“The most significant change observed between conflicting parties is working together and doing joint activities together like joint cleaning, meetings and mobilization in the host community and the IDPs camp” [CL key informant, Gumbo-IDP camp].

Most key informants indicated the early warning indicators they used to identify conflict within the IDP camp included when there was a hot argument among people, when there was a rise in the number of people at water points, and when there was no interaction among people. In addition, informers were also active within the system to snitch and alert about arguments. According to key informants, the easiest conflict to capture was tribal conflict, while SGBV was difficult to identify and handle. The early warning monitoring indicators introduced by REALs project helped community-level actors in identifying the potential occurrence of conflicts and intervening immediately to control the conflict before it became full-blown.

3.1.3. Alignment of REALs Project with the Localization Agenda

According to staff of the MoGCSW and staff of REALs, there has been a strong working relationship between REALs and the MoGCSW, particularly with the gender department. The relationship with the Ministry has been strong starting from the beginning of REALs’ operation in Juba. The Ministry has been involved in the project by providing personnel (like social workers), giving technical advice on messages to be communicated to the communities, and providing security for operating within the state. Social workers that were working under REALs were also representatives of the Ministry and they are expected to report every month to the Ministry. The Ministry provides guidance on the procedures and precautions to be followed while performing activities in the community. Moreover, according to the staff of REALs, the project has developed the trust of the communities after witnessing REALs and people from the government working together. Changes in the Ministry structures and in the social workers assigned to the project from time to time were the challenges faced in this collaboration. It is important to extend this kind of a close relationship with other relevant ministries, like the Ministry of Justice, in relation to conflict resolution and the legal sanction of perpetrators.

The results obtained from the qualitative data depict that community-level actors have been engaged in the design of projects along different phases. Project intervention areas were decided in consultation with the communities by identifying their problems, priorities, and needs. After the project was designed, there was an inception session where community actors were allowed to give their feedback and the contribution of each actor was shared. It was customary to set up the scope and time of the project and communicate it to all stakeholders. Community-level actors were told about the project, the selection criteria, why they are selected, what is expected of them, and their roles clarified. They were informed that their activity is voluntary that needs to be done for preserving peace and security in the community. There were also regular consultative meetings with different actors to identify achievements and the challenges faced during project implementation. Community-level actors affirmed that there was an established reporting system where everyone communicates easily and continuously. The implementation of activities was regularly monitored and supervised by REALs staff. These facilitated for creating the sense of belongingness and care of community-level actors for the project.

However, even if the community level-actors are involved in the decision-making system, the conflict and gender analysis showed that there was under-representation of the interests of PSNs and women.

Some of the community focal persons and other actors in the Gumbo IDP camp have been engaged in REALs projects for a long time. They have passed through different training sessions and practically matured to the level where they have the confidence to handle their activities even if REALs project phase-out of Gumbo. About 75% of the community-level actors in the Gumbo IDP camp confirmed that they will continue playing their roles without REALs' project, and keep on doing tasks that do not require money or resources in performing their roles. A CW in Gumbo IDP narrated:

"I would continue with all the roles I am playing currently without the support of the REALs to help the community. There will be no change in the relationship among stakeholders because we have already established good relationships. I am confident enough that the training I got from REALs on PSS service and the SGBV awareness will help me in continuing my role after the project" [CW key informant, Gumbo-IDP camp].

According to the KII with community-level actors the major challenge the different phases of REALs interventions are facing is the short project duration with too many deliverables and expectations. In other words, by the time people start enjoying the outcomes, the project comes to an end. Besides, the KII with REALs field team revealed that during intervention gaps, some of the local level actors in the project either go back to their villages or might engage with another partner, which makes it difficult to involve them again. Changes in staff at the MoGCSW, coupled with changes in the community-level actors, pose a danger to the continuity of relationships. Thus, a multi-year program would play a huge role in effectively alleviating these problems.

At the same time, most community-level actors in the Mangateen IDP camp confirmed that they would not continue with their roles if the REALs project is terminated. They argued that capacity building on their respective roles is needed, especially on confidence building and independent functioning. The difference in stance on sustainability between the two camps emanates because of three reasons. First, according to REALs staff, joint participatory activities require financial resources while EWER, PSS, and sensitization only require more of commitment. Community-level actors in Mangateen IDP camp also indicated that they would be forced to look for other means of sustaining their lives, and there must be financial source to mobilize and administer the systems placed by REALs. Second, community-level actors in Mangateen IDP camp have fear of moral sanction from communities for ending the project. Third, the long experience of REALs project in Gumbo IDP camp helped community-level actors in developing the confidence of working independently.

Community-level actors in Mangateen IDP camp believed that stakeholder collaboration will crumble without the necessary resources and incentives that the REALs project has been providing. They fear that so long as poor disposal of waste exists and water points are limited, the conflict and SGBV will continue in the IDP camps. They believe that without the REALs project solid waste management will be a problem and might lead to a conflict between the host community and the IDPs. These problems will be difficult for them to handle as they expect cooperation and working relationships to cease to exist without the project. They also believe that the joint participatory activities will come to an end when the project stops because, without the incentives, they will be looking for other ways of supporting themselves financially. A KI said:

"What will happen when the project closes are the increase of open defecation due to the breakdown of latrine, an increase of conflicts at water points, phasing out of water points because the community can't afford maintenance fees, increase in SGBV due to open defecation in the bushes which is a high-risk zone for women and girls, diseases are likely to increase due to poor waste management, and most selected leaders are going to be inactive as people will be looking for survival sources" [CFP key informant, Mangateen-IDP camp].

The community-level actors in the Gumbo IDP camp believe that the community now understands the negative effects of conflict and expects the inter-communal relationship to be stable after the REALs project. They aspire to see a diseased-free community through proper waste management and a violence-free community through continuous awareness.

3.2. Findings of the PWJ Project

3.2.1. General Household Information (Quantitative Survey)

The individual IDP WASH beneficiary survey included 64 respondents from the sample households, with 75% coming from Don Bosco IDP camp and the remaining 25% from Juba (POC 3) IDP camp. The average age of respondents is 34.6 years, with a standard deviation of 10.2 years and a range of 18 to 65 years. The average household size is 8.3 ± 2.9 . Likewise, the average numbers of male and female members of sample households are 3.8 ± 2.1 and 4.3 ± 2.1 , respectively.

In Don Bosco IDP camp, 83.3% (40/48) of respondents were females, whereas in Juba (POC 3) camp 37.5% (6/16) were females. In both IDP camps the majority of the respondents (79.17% in Don Bosco and 62.5% in Juba POC 3) were married. About 54.2% (26/48) and 31.2% (5/16) of the respondents in Don Bosco and Juba (POC 3) IDP camps, respectively, have never attended formal schooling. The average duration of respondents in the IDP camps was 7 ± 3 years. Compared to Juba (POC 3) IDP camp, most respondents in Don Bosco, 79.2% (38/48), reported that they have persons with disability in their households, mainly afflicted with walking problems/lameness (Table 4).

Table 4: Socio-demographic characteristics of sample respondents/households from Don Bosco and Juba IDP camps, South Sudan, 2022

Variables	Category	Frequency (%) by IDP	
		Don Bosco	Juba
Sex (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Male	8 (16.7)	10 (62.5)
	Female	40 (83.3)	6 (37.5)
Marital status (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Single	2 (4.2)	4 (25.0)
	Married	38 (79.2)	10 (62.5)
	Widowed	8 (16.6)	2 (12.5)
	Never enrolled	26 (54.2)	5 (31.2)
Educational level (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Some primary	17 (35.4)	2 (12.5)
	Completed primary	0	3 (18.8)
	Some secondary	3 (6.2)	3 (18.8)
	Completed secondary	2 (4.12)	2 (12.5)
	Some university	0	1 (6.2)
Disabled Person in the HH (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Yes	38 (79.2)	7 (43.8)
	No	10 (20.8)	9 (56.2)
Type of disability (n (Don Bosco) = 38 & n (Juba POC 3) = 7) (<i>Multiple response</i>)	Difficulty hearing/deaf	4 (10.5)	2 (28.8)
	Difficulty seeing/blind	9 (23.7)	1 (14.3)
	Difficulty of walking/lame	13 (34.2)	3 (42.9)
	Difficulty of remembering	8 (21.0)	2 (28.6)
	Chronic illness for more than 3 months	9 (23.7)	2 (28.6)
Residence status of the HH (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	IDP	48 (100.0)	15 (93.8)
	Returnee	0	1 (6.2)

Source: Frontieri's quantitative survey of Don Bosco and Juba IDP camps

3.2.2. Short-term Outcomes of PWJ Project (Relevance and Effectiveness)

This section presents the findings of the PWJ project in addressing the newly identified needs of the target population under the latest phase (November 2021 to October 2022) of the project taking Don Bosco and Juba IDP camps as sample study sites. The short-term results of the project are presented in terms of relevance and effectiveness.

The priority needs identified in the latest phase

According to the focus group discussants (women, PSNs and men) in the both camps (Don Bosco and Juba), the priority needs of IDP communities in relation to WASH are latrine, bathing shelter, water, and waste management. These WASH needs were also identified in the brief WASH assessment situations in IDP camps in Juba conducted by PWJ in 2021- and third-party evaluation conducted by PARS Research in 2021. Among

the above WASH needs identified, the highest priority needs of the IDP communities were water supply, latrine, and waste management. This was particularly indicated in Juba IDP camp than Don Bosco IDP. Moreover, it was learned from the focus group discussions that the IDP communities have limited capacity to address their priority needs. As a coping mechanism to meet their WASH needs, communities used to travel long distances to fetch water and also practice open defecation, which might expose individuals (particularly women and girls) to various risks. Moreover, people take bath in their temporary shelters or compound during night time, which was not convenient. IDP communities collect the household waste in one site. However, discussions in Juba camp indicated that though the household waste is deposited at one site, it gets dispersed in the camp due to wind and flood, which causes a problem to the community. Sometimes IDP communities burn the household waste, though it is not regular.

According to the WASH Cluster Partner Guideline (2021), IDP communities are among the most vulnerable groups who are negatively impacted by lack of or inadequate access to clean water, and sanitation and hygiene facilities (HRP 2021)²⁰. The IDP population in Juba POC 3 and Don Bosco IDP camps are estimated at 24,598 and 10,000, respectively, which shows the existence of high demand for WASH facilities and services. Thus, in line to this fact the intervention done by PWJ project in the three IDP camps (Juba (POC 3), Mahad and Don Bosco) in the latest phase of the project tried to address the sectoral objectives as well as the priority needs of the community. In line with this, the KII with the WASH cluster coordinator indicated that PWJ had been one of the International Non-Governmental Organizations (iNGOs) actively engaged in the WASH sector and was the only WASH actor during this project in Juba IDP camp, and the only WASH facility and service provider in Don Bosco IDP. According to the KII with County WASH department and WASH cluster coordinator, the selection of the target areas by the project was well justified in addressing the priority needs of the community. Moreover, the KII with PWJ field team and KII with the County WASH department coordinator revealed that the project also ensured participatory program design and implementation, where the problem identification and implementation of the project engaged the community level (WUC, CHP) and local government actors (County WASH department).

The extent to which the identified needs have been addressed

Access to water

In Don Bosco IDP camp 100% (48/48) of the respondents indicated they use the PWJ hand pumps. Out of the four hand pumps in this IDP camp, three were rehabilitated in the latest phase of the project. All the hand pumps are in a good condition and functional. According to the WUC key informants there are more than 2,800 people using the hand-pumps in the camp. With the standard of 500 people per hand pump²¹, the existing and functional hand pumps in Don Bosco provide access to water to about 71.4% of the population in the catchment area within the camp (2,000/2,800). At the time of the data collection (Sept 27 – Oct 10, 2022), about 87.5% (42/48) of the respondents in Don Bosco IDP indicated the time taken to fetch water from PWJ's rehabilitated hand pumps is less than 30 minutes. This is an improvement, given that 58.3% (28/48) of the respondents in the same camp had indicated the time taken to fetch water before PWJ project had been more than 60 minutes. Moreover, according to FGD discussions (women, men and PSNs) and key informants (IDP representatives), regular availability of water showed improvement compared to the previous years. In supporting this data, 95.8% (46/48) of the WASH beneficiary respondents in Don Bosco affirmed regular availability of water and 83.3% (40/48) of them indicated the water is somewhat sufficient or sufficient (Table 5). In this IDP camp, about 72.9% (35/48) of respondents rated the quality of water as acceptable and/or good. In supporting this data, the FGD discussions and WUC key informants affirmed the improvement in the quality of water, which is evidenced by reduced incidence of water and sanitation related diseases. The remaining 27.1% (13/48) of the respondents rated the quality of water as poor or very poor due to its turbidity nature. Moreover, one IDP representative KI from Don Bosco, presented the improvement in water supply and quality as follows:

“There is no comparison to be made between the current availability of water with earlier days in terms of water access/supply. Now we have water in our proximity, at less than 15-minutes walking distance. Now there is a regular water supply, and we can get water whenever we need. The quality of the water

²⁰ South Sudan Wash Cluster Partner Guidelines – November, 2021: Standards and Protocols

²¹ South Sudan Wash Cluster Partner Guidelines – November, 2021: Standards and Protocols

from PWJ repaired water points is good as ascertained by the reduced incidence of waterborne diseases. The quality of water before the PWJ project was very poor and dirty which was difficult to use for drinking” [IDP representative, Female, Don Bosco IDP camp].

In Juba (POC 3) IDP camp about 73.3% (11/15) of the respondents use the PWJ water points, which is lower compared to that of Don Bosco IDP camp. The main reasons for not using PWJ water points as primary source were inadequacy of water supply and long queue at water points. In Juba (POC 3) IDP camp, PWJ rehabilitated three hand pumps in the latest phase of the project. According to the WUC key informants, about 3,000 people in the catchment area get water access from the three PWJ rehabilitated hand pumps. In light of the same standard of 500 people per hand pump, PWJ rehabilitated hand pumps in Juba (POC 3) just enough to meet the water needs of about 50% of the population in the catchment area within the IDP camp (1500/3000)²². As a result, 54.5% (6/11) of the respondents in this camp indicated that the time taken to fetch water from PWJ’s rehabilitated hand pumps is less than 30 minutes. On the other hand, 72.7% (8/11) of them indicated that it used to take them more than 60 minutes to fetch water before PWJ project. Due to a high number of users per hand pump in Juba (POC 3) IDP camp, the regular water availability remained a challenge, which was also evidenced by the WASH beneficiary survey where only 54.5% (6/11) of the respondents indicated regular availability. Moreover, 45.5% (5/11) respondents in Juba (POC 3) IDP camp indicated that the water supply is not sufficient to satisfy their needs for drinking and sanitation (Table 5). With regard to the quality of water, 72.8% (8/11) of the respondents in this camp indicated the water quality is acceptable and/or good, which is also supported by the FGD discussants and WUC key informants. The remaining 27.2% (3/11) rated the quality of water as poor or very poor due to its turbid nature and lack of regular chlorination.

Table 5: Access to water supply for respondents in Juba and Don Bosco IDP Camps, South Sudan, 2022

Variables	Category	Frequency (%) by IDP	
		Don Bosco	Juba
Presence of PWJ project water points (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Yes	48 (100%)	15 (93.6%)
	No	0 (0%)	1 (6.4%)
Utilization PWJ project water point (n (Don Bosco) = 48 & n (Juba POC 3) = 15)	Yes	48 (100%)	11 (73.3%)
	No	0 (0.0%)	4 (26.7%)
Time taken to fetch drinking water from PWJ water point (n (Don Bosco) = 48 & n (Juba) = 11)	Less than 30 minutes	42 (87.5%)	6 (54.5%)
	30 – 60 minutes	4 (8.3%)	3 (27.3%)
	More than 60 minutes	2 (4.2%)	2 (18.2%)
Time taken to fetch drinking water before PWJ water point repair (n (Don Bosco) = 48 & n (Juba POC 3) = 11)	Less than 30 minutes	5 (10.4%)	1 (9.1%)
	30 – 60 minutes	15 (31.3%)	2 (18.2%)
	More than 60 minutes	28 (58.3%)	8 (72.7%)
Regular water supply from PWJ’s water point (n (Don Bosco) = 48 & n (Juba POC 3) = 11)	Yes	46 (95.8%)	6 (54.5%)
	No	2 (4.2%)	5 (45.5%)
Sufficiency of water quantity from PWJ’s water point (n (Don Bosco) = 48 & n (Juba POC 3) = 11)	Not sufficient	8 (16.7%)	5 (45.5%)
	Somewhat sufficient	11 (22.9%)	6 (54.5%)
	Moderate	21 (43.7%)	0 (0%)
	Sufficient	8 (16.7%)	0 (0%)
Quality of water from the water point (n (Don Bosco) = 48 & n (Juba POC 3) = 11)	Very poor	1 (2.1%)	1 (9.1%)
	Poor	12 (25.0%)	2 (18.1%)
	Acceptable	15 (31.2%)	4 (36.4%)
	Good	20 (41.7%)	4 (36.4%)
Level of satisfaction with water supply from PWJ water point (n (Don Bosco) = 48 & n (Juba POC 3) = 11)	Very Dissatisfied	1 (2.1%)	3 (27.3%)
	Dissatisfied	12 (25.0%)	5 (45.5%)
	Neutral	23 (47.9%)	3 (27.3%)
	Satisfied	12 (25.0%)	0 (0%)

Source: Frontieri’s quantitative survey of Don Bosco and Juba IDP camps

The evidences presented above indicate that PWJ is contributing towards meeting the Sphere standards of access to water supply and water quality in Don Bosco IDP camp. Though the projects contribution in meeting the Sphere standards of water quality in Juba (POC 3) IDP camp is good, the contribution towards meeting the

²² South Sudan Wash Cluster Partner Guidelines – November, 2021: Standards and Protocols

Sphere standards of water supply in this camp is lower due to the high number of people using the hand pumps compared to the standard. The smaller population of IDPs in Don Bosco and well-organized coordination among the camp management committee, communities and community level actors in the use and management of hand pumps were the main factors for the better achievement of the project in this camp. PWJ project has facilitated to bring together the camp management, WUCs and communities for the better use and management of hand pumps. The research team have also witnessed the commitment of WUC in this camp and a smooth working relationship with the camp management. On the other hand, the large population in Juba (POC 3) IDP camp (even within the catchment areas of the hand pumps) compared to available hand pumps, regular security concerns, limited cooperation from communities and lack of financial resources for rehabilitating more hand pumps were among the factors indicated by PWJ field team for the limited contribution of the project in this camp. Moreover, the third-party evaluation report conducted in 2021 also evidenced as there was a challenge in water supply in Juba IDP camp where the report highlighted that only half the population in POC had access to safe water, which is in line with the current finding. In addition, similar to the current finding, a longer waiting time (que) at water points and increase in fights over reduced quantity of water supplied by United Nations Children's Fund (UNICEF) truck on were reported. The probable reason for the less improvement in terms of % people who are able to access safe water might be the increase in the water facilities is not keeping pace with an increase in the camp population. The recommendation on increasing the number of water facilities in line with the changing population size of the camp from the last third-party evaluation was not addressed in this IDP camp. In explaining this, PWJ field staff indicated that lack of sufficient financing as the main factor.

In Don Bosco and Juba IDP camps, 27.1% (13/48) and 72.7% (8/11) of the respondents, respectively, were dissatisfied or very dissatisfied with the water supply from the hand pumps. In line to this, the third-part evaluation report conducted in 2021 also indicated as the beneficiary satisfaction with water supply remained low in POC. On other hand, 25% (12/48) and 0% (0/11) of respondents in Don Bosco and Juba IDP camps, respectively, were satisfied with the water supply. The remaining respondents were neutral (Table 5). The main reasons for dissatisfaction in the both camps were security concerns/conflicts at the water points, and frequent breakdown of hand pumps (Figure 5). According to literature, hand pumps can last for 7-8 year with regular maintenance²³. In this regard, 50% (24/48) in Don Bosco and 45.4% (5/11) in Juba (POC 3) IDP camp rated the incidence of conflict at water points moderate; whereas 16.7% (8/48) and 27.3% (3/11) in Don Bosco and Juba (POC 3) IDP camps, respectively, rated the incidence of conflict high. The remaining, 33.3% (16/48) and 27.3% (3/11) respondents in Don Bosco and Juba (POC 3) IDP camps, respectively, indicated as the incidence of conflict was low. Unlike Don Bosco IDP camp, insufficient availability of water due to high population in the catchment area and management issues were raised as reasons for dissatisfaction in Juba IDP camp.

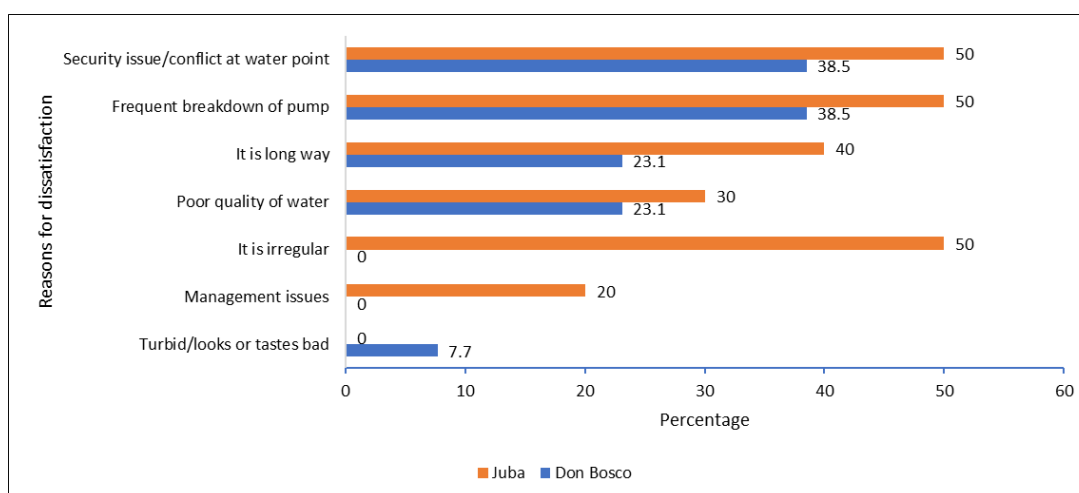


Figure 5: Reasons for dissatisfaction with water supply from hand pumps (n (Don Bosco) = 13; n(Juba) = 8)

²³ World Bank (1996): Hardware Elements of Handpump Technology: Field experience and views on the future, <https://documents1.worldbank.org/curated/en/709911468332408521/pdf/719960WP0Box3700Handpump0Technology.pdf>

In supporting the above data, the discussants and key informants in Don Bosco IDP indicated as the water supply reduces during the dry season, which sometimes results in conflicts either within the IDP communities or between IDPs and HCs. According to the key informants in Juba (POC 3) IDP camp, the water availability even becomes a major challenge during the dry season due to drying of some water pumps, which ultimately reduces the water supply and result in conflict.

Access to bathing shelters

In Don Bosco IDP camp, out of the 95.8% (46/48) respondents who reported the presence of PWJ project-supported bathing shelter in their proximity/block, 76.1% (35/46) of them use the bathing shelters. With regard to safety of using the bathing shelters, 85.7% (30/35) of the respondents in this camp believe that PWJ's project bathing shelters are safe to use, while 14.3% (5/35) fear that the bathing shelters are unsafe (Table 6). Among those living in proximity to bathing shelters, 26.3% (10/38) and 12.5% (1/8) of women and men did not use bathing shelters respectively, in Don Bosco IDP camp.

In Juba (POC 3) IDP camp, out of the 81.2% (13/16) respondents who reported the presence of PWJ project re-constructed bathing shelters, 53.8% (7/13) of the use the bathing shelters. About 57.1% (4/7) of the respondents in this camp indicated that the PWJ bathing shelters are safe to use, while the remaining 42.9% (3/17) indicated the bathing shelters are unsafe (Table 6). Out of those living in proximity to bathing shelters in this camp, 75% (3/4) and 33.3% (3/9) of women and men did not use bathing shelters respectively.

Table 6: Access and use of bathing facilities in Don Bosco and Juba (POC 3) IDP Camps, South Sudan, 2022

Variables	Category	Frequency (%) by IDP	
		Don Bosco	Juba
Presence of PWJ supported bathing shelter in your proximity/block (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Yes	46 (95.8%)	13 (81.2%)
	No	2 (4.2%)	3 (18.8%)
Utilization of bathing shelter from PWJ project (n (Don Bosco) = 46 & n (Juba POC 3) = 13)	Yes	35 (76.1%)	7 (53.8%)
	No	11 (23.9%)	6 (46.2%)
Safety of PWJ project bathing shelters ((n (Don Bosco) = 35 & n (Juba POC 3) = 7)	Totally unsafe	1 (2.9%)	1 (14.3%)
	Unsafe	4 (11.4%)	2 (28.6%)
	Somewhat safe	7 (20.0%)	0 (0.0%)
	Safe	18 (51.4%)	4 (57.1%)
	very safe	5 (14.3%)	0 (0%)

Source: Frontieri's quantitative survey of Don Bosco and Juba IDP camps

The above data show that the highest proportion of non-users of bathing shelters are female in both camps. The top three reasons for not using the bathing shelters in Juba (POC 3) IDP camp include unclean/unhygienic bathing shelter, lack of safety (no door, no lock), and not enough bathing facilities. Whereas in Don Bosco the top three reasons for not using bathing shelters were lack of safety (no door, no lock), unclean/unhygienic bathing shelter, and lack of privacy (Figure 6). Though the project has addressed the issue of inconvenience by constructing bathing shelters, some people still perceived the issue of security/privacy risks in use of the bathing shelters. Thus, this might indicate the need to either improve the issue of security/privacy in bathing shelters or allocating the funding for more pressing needs, such as water supply.

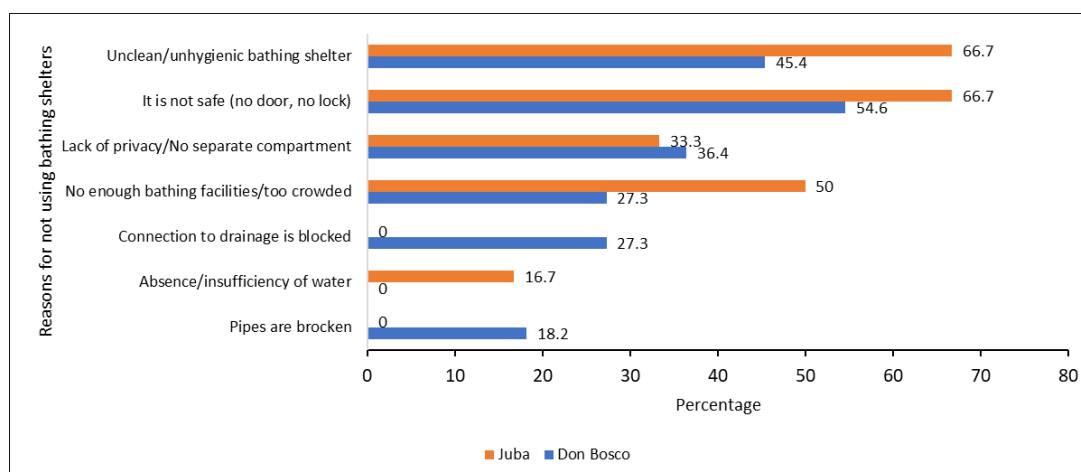


Figure 6: Reasons of WASH beneficiary respondents for not using the bathing shelters (n (Don Bosco) = 11 & n (Juba POC 3) = 6)

The focus group discussants in Don Bosco also highlighted that since the bathing shelters in the old camp are worn-out, most people, particularly women and girls, are not using them. Rather, people from the old camp come to the new camp to take bath during the day time. According to the WUC key informant and confirmation from PWJ field staff, the bathing shelters can serve at least 1-1.5 years with maintenance and proper management. Unlike in Don Bosco, the use of bathing shelters in Juba (POC 3) IDP camp is low at 53.8% (7/13). According to the IDP representative key informant and PWJ field team, there are limited functional bathing shelters that are not proportional to the population in the catchment area where the bathing shelters are located.

Access to latrines

In Don Bosco IDP camp, 100% of the respondents were aware of PWJ's re-constructed latrine facilities, and out of these 91.7% (44/48) use the facilities. According to the brief WASH assessment report by PWJ in 2021, the camp had a total of 13 semi-permanent latrine blocks and one permanent latrine (171 stances) with an average of 58 persons per latrine stance. However, out of the 14 latrine blocks, one block was totally damaged, four blocks required comprehensive re-constructions, two blocks needed major repairs/maintenance, and all blocks needed dislodging. This has reduced the use of latrine facilities by the IDP communities. However, after the re-construction of latrine facilities in the latest phase of the project, the use of latrine facilities has increased. On the other hand, 75% (33/44) of the respondents in this camp have reported that the practice of open defecation among children has significantly decreased over time since the PWJ project re-constructed latrines (Table 7). Among the users of the facilities in this camp, 34.1% (15/44) and 47.7% (21/44) of them indicated that the latrine facilities were 'somewhat safe' and 'safe', respectively. The remaining 18.2% (8/44) indicated the latrine facilities were not safe for use (Table 7). With regard to satisfaction with the latrine facilities, 27.3% (12/44) of the latrine users were satisfied and a significant proportion of the respondents, 38.6% (17/44), remained neutral while 34.1% (15/44) of latrine users were dissatisfied with PWJ re-constructed latrine facilities. The reasons for dissatisfaction were the small number of functional latrines and long queues especially during morning hours. Regarding the accessibility of latrines, the WASH beneficiary discussants in Don Bosco IDP camp also highlighted that during the nighttime they find the latrines vacant, but in the morning, the latrines are very busy and occupied. Latrine desludging service was provided in Don Bosco IDP camp. The focus group discussants highlighted that the latrine desludging service is important to ensure long term use of the facilities and maintains a clean environment. This shows the contribution of PWJ project towards meeting the Sphere standard of excreta management (management and maintenance of excreta collection, transport, disposal and treatment) though it requires to be further strengthened in terms of timely desludging of the latrines.

In Juba (POC 3) IDP camp, 75% (12/16) of the respondents were aware of the presence of PWJ project-constructed/repared latrines in their proximity/block. Out of these, 33.3% (4/12) of them reported that they use latrine facilities. About 50% (2/4) of the latrine users in this camp indicated that the latrines are safe, whereas the remaining 50% indicated as the latrines are not safe to use (Table 7). One of the main reasons for avoiding

use of latrine facilities in this camp was lack of cleanliness and latrines getting full immediately due to lack of desludging service.

Table 7: Access and use of latrine facilities in Don Bosco and Juba (POC 3) IDP Camps, South Sudan, 2022

Variables	Category	Frequency (%) by IDP	
		Don Bosco	Juba
Presence of PWJ's project re-constructed/repaired latrines (n (Don Bosco) = 48 & n (Juba POC 3) = 16)	Yes	48 (100%)	12 (75%)
	No	0 (0%)	3 (18.8%)
	Don't know	0 (0%)	1 (6.2%)
Utilization of latrine facilities from PWJ project (n (Don Bosco) = 48 & n (Juba POC 3) = 12)	Yes	44 (91.7%)	4 (33.3%)
	No	4 (8.3%)	8 (66.7%)
Safety of latrine facilities (n (Don Bosco) = 44 & n (Juba POC 3) = 4)	Totally unsafe	4 (9.1%)	1 (25%)
	Unsafe	4 (9.1%)	1 (25%)
	Somewhat safe	15 (34.1%)	0 (0%)
	Safe	21 (47.7%)	2 (50%)
	Very dissatisfied	0	1 (25%)
Satisfaction with PWJ re-constructed latrines n (Don Bosco) = 44 & n (Juba POC 3) = 4	Dissatisfied	15 (34.1%)	1 (25%)
	Neutral	17 (38.6%)	1 (25%)
	Satisfied	12 (27.3%)	1 (25%)
Practice of open defecation among children (n (Don Bosco) = 44 & n (Juba POC 3) = 4)	Decreased	33 (75%)	2 (50%)
	Remain unchanged	11 (25%)	2 (50%)

Source: Frontieri's quantitative survey of Don Bosco and Juba IDP camps

The achievement in Juba IDP camp is lower than the target (i.e., 50% of HHs with improved access to latrine). In both IDP camps, the non-latrine users indicated that they go for open defecation. In this regard, the focus group discussants highlighted the risks associated with open defecation, including health problems, environmental contamination and attack by gang groups/strangers (e.g., sexual harassment, rape, physical attack, etc.).

The lack of latrine desludging service in Juba (POC 3) IDP camp could be one of the major factors for the limited use of the latrine facilities in this camp. Since the latrines are not dislodged timely, they become out of use before serving their expected service time (9 months to 1 year). This mishap is obviously causing a problem to the community and creating dissatisfaction. The research team also witnessed during the field observation the fact that most latrine facilities were getting full and some were not clean.

Hygiene and sanitation promotion messages

Hygiene and sanitation promotion messages were conducted by CHP trained by PWJ project in Don Bosco IDP camp. According to PWJ field team, CHPs were not considered in Juba IDP camp since the local government provide hygiene promotion through community health workers. About 85.0% (34/40) and 100% (8/8) of the female and male survey respondents in Don Bosco IDP camp, respectively, reported that they have received hygiene and sanitation promotion messages in the last 8-9 months (Table 8). Out of these, 67.6% (23/34) and 87.5% (7/8) of the female and male respondents, respectively, indicated that they received the message from CHPs. The other sources of hygiene and sanitation information were community health workers, family members, friends and radio programs. According to CHP key informants, the main messages disseminated focused on personal hygiene, general cleaning of the compound, proper use of the WASH facilities and cleaning (water, latrines and bathing shelters), proper waste disposal, and environmental hygiene. This is also in line with the survey result, where the messages most frequently received were on compound sanitation and proper waste disposal and management (47.1% female and 50% male), followed by a proper hand washing (23.5% female and 12.5% male). On the other hand, the CHP key informants indicated that messages on open defecation and waste disposal seemed to be difficult to be adopted by communities. In such cases, the CHPs made repeated effort and engaged respected and reputable people in the community to support in disseminating the messages. With all the efforts made by CHPs and other community level actors, there is a gradual change in those individuals and messages that had appeared to be difficult to adopt. About 73.9% (17/23) and 71.4% (5/7) of the female and male respondents, respectively, were satisfied with awareness raising activities done by CHPs,

while about 10% (3/30) of the respondents cited unclear messages as the main reason of dissatisfaction (Table 8).

Table 8: Respondents' perceptions about hygiene and sanitation promotion related attributes in Don Bosco IDP camp, South Sudan, 2022

Variables	Category	Frequency (%)	
		Female	Male
Hygiene and sanitation promotion messages received in the past 8-9 months (n = 48)	Yes	34 (85.0%)	8 (100.0%)
	No	6 (15.0%)	0 (0%)
Content of hygiene and sanitation promotion messages (n = 42)	Proper latrine use	6 (17.6%)	2 (25.0%)
	Proper hand washing	8 (23.5%)	1 (12.5%)
	Compound sanitation and proper waste disposal and management	16 (47.1%)	4 (50.0%)
	Food hygiene	4 (11.8%)	1 (12.5%)
Level of satisfaction with the awareness raising activity delivered by CHPs (n = 30)	Dissatisfied	2 (8.7%)	1 (14.3%)
	Neutral	4 (17.4%)	1 (14.3%)
	Satisfied	15 (65.2%)	4 (57.1%)
	Very satisfied	2 (8.7%)	1 (14.3%)

Source: Frontieri's quantitative survey of Don Bosco IDP camp

According to the IDP representative key informants, all communities in Don Bosco IDP camp practice handwashing often, which was also evidenced by 100% of the survey respondents who reported that they practice handwashing often. About 68.8% (33/48) of the respondents in this camp indicated that they use water and soap to wash hands. The remaining indicated use of either only water or water and ash. In specific terms, washing hands after visiting latrines (92.5% (37/40) females and 75% (6/8) males), before cooking (57.5% (23/40) females) and after eating (30% (12/40) females and 50% (4/8) males) were indicated as important instances where handwashing is practiced (Figure 7). Communities are encouraged to wash hands due to the availability of water in the camp, and the awareness raising activities done by CHPs and other actors (community health workers). Though the training manual for CHPs indicates the critical handwashing times (after visiting the toilet; after cleaning the bottom of a baby; after disposing a child's faces; before handling food; before cooking food or boiling water; before eating and before feeding the baby), the hand washing practice after and before eating, after disposing child feces, cleaning the baby and before breast feeding are relatively low. This could be associated with lack of proper communication of messages to communities or lack of understanding/ignorance from the communities.

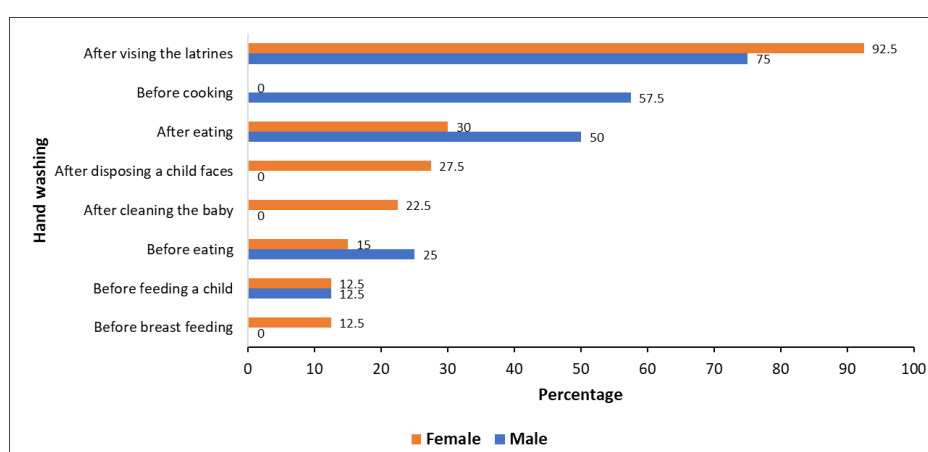


Figure 7: Hand washing events by IDP communities in Don Bosco camp (n (female) = 40; n(male) = 8)

About 89.6% (43/48) of the respondents in Don Bosco IDP camp use water storage containers at home. Jerry cans (88.4% (38/43)) are the most used water storage containers where 86% (37/43) of them use covered containers for water storage. In addition, 93% (40/43) of the respondents keep the water storage containers clean. According to IDP representative and CHP key informants, there is a behavioral change of people in the IDP

camp regarding personal hygiene and compound sanitation (Appendix 2, photo 1), proper waste disposal, and latrine use. In justifying this, 77.3% (34/44) of the WASH beneficiary respondents in this camp rated the improvement in hygiene and sanitation in their community as better. Frontieri research team has also witnessed the behavioral change in terms of compound sanitation, hand washing and waste management during field observation. For the achieved behavioral change, the role played by CHPs was significant though there were also other actors, like community health workers.

Solid waste management

In the latest phase of the project, solid waste disposal service was provided in Don Bosco IDP camp but not in Juba IDP camp. The main reason given by PWJ field staff for absence of waste disposal service in Juba IDP camp was lack of budget and allocation of the limited financial resource on priority areas, including repair of hand pumps, establishment and training of WUCs and re-construction of latrines and bathing shelters, which were identified by the IDP communities in the camp. According to the WASH beneficiary survey, 58.3% (28/48) of the households in Don Bosco IDP camp use trash can at home. On the other hand, 33.3% (16/48), 31.2% (15/48) and 8.3% (4/48) respondents indicated the use of refuse pit, throwing household waste into the bush, and burning the waste, respectively. Out of the respondents who use trash can at home, 78.6% (22/28) indicated that they deposit the household waste in the area designated for waste collection. About 72.7% (16/22) of the respondents were satisfied with the waste disposal service provided by PWJ project. The remaining 22.7% (5/22) and 4.6% (1/22) were neutral and dissatisfied, respectively, with the waste disposal service. The main reasons for the satisfaction were improved environmental hygiene and sanitation, and improved household hygiene and sanitation (Table 9).

Table 9: Sample respondents' waste disposal practice in Don Bosco IDP camps, South Sudan, 2022

Variable	Category	Frequency	Percentage
Place of disposal of your household waste (multiple responses) (n = 48)	Refuse pit	16	33.3
	Bush	15	31.2
	Trash can	28	58.3
	Burning	4	8.3
Use the garbage truck service (if you used trash can at home) (n = 28)	Yes	22	78.6
	No	6	21.4
Level of satisfaction with the waste disposal service provided by PWJ project? (n = 22)	Dissatisfied	1	4.6
	Neutral	5	22.7
	Satisfied	14	63.6
	Very satisfied	2	9.1
Reasons for satisfied or very satisfied (multiple response)	Improved environmental hygiene and sanitation	12	75.0
	Improved household hygiene and sanitation	4	25.0
	Reduced incidence of morbidity (illness)	2	12.5

Source: Frontieri's quantitative survey of Don Bosco IDP camp

During the field observation in Don Bosco IDP camp, the use of trash can for collection was observed in most households. The IDP representative key informants also indicated that most people in the IDP camp use trash cans or temporary waste collection bags and dump their household waste at the waste collection site outside the camp. However, the IDP representative key informants and FGD participants indicated a delay and irregularity in waste disposal service. This creates dispersal of the solid waste, which in turn causes environmental sanitation problems. According to PWJ field staff, the waste disposal service was planned for every two weeks but sometimes there are delays from the service providers. Though it requires to be strengthened further, the contribution of PWJ project towards meeting the Sphere standards of solid waste management in relation to keeping environment free from solid waste and household and personal actions to safely manage solid waste is commendable.

3.2.3. Long-term Outcomes of the PWJ Project

3.2.3.1. Gender and Vulnerability Analysis

In the gender and vulnerability analysis, a focus was given to vulnerable groups in the IDP camp such as children, women, people living with special needs, new comers and the elderly in relation to access and use of the WASH facilities and services. These groups were considered based on the ToR.

Women: The FGD with women in both Don Bosco and Juba IDP camps elicited that adolescent women and girls are among the most vulnerable groups due to lack of WASH facilities and services. This was evidenced by the high incidences of SGBV committed against them while travelling long distance to fetch water and going out for open defecation. The problem is also associated with the fact that fetching water and caring for the family is the main responsibility of women and girls. These societal gender norms and women's status are among the factors that render women and girls more vulnerable. According to women focus group discussants, sexual harassment and rape cases of girls were very common in previous years due to long-distance travel to fetch water and lack of protection in the IDP camp. It was also indicated in the discussion that most SGBV cases occurred in the evenings and the perpetrators were boys, men or gang groups.

The FGD discussants in Don Bosco IDP camp clearly highlighted that exposure of women and girls to SGBV was reducing due to availability of water, latrines, and bathing shelters within the camp. Further contributing factors to the improvement were the creation of separate compartments of latrines and bathing shelters for males and females, re-constructed/repared by PWJ project and availability of light in some of these facilities which have all enhanced the safety and security of women and girls. The engagement of communities, including women, in the problem identification and implementation of the PWJ project has also contributed to the enhanced safety and security of women in using the facilities. This is evidenced by the fact that, 37 (92.5%) females out of those 40 in Don Bosco IDP camp use the latrine facilities reconstructed/repared by the PWJ project. Out of these 43.2% (16/37) and 37.8% (14/37) reported that the latrines were safe and somewhat safe, respectively. This shows that the project is close to achieving its target of 50% women who feel secured to use latrines compared to the time before the project. Similarly, 70% (28/40) of the female respondents in Don Bosco said that they use the bathing shelters. According to this result, there is an improvement in the use of latrines and bathing shelters from the previous evaluation in Don Bosco IDP camp. In emphasizing the safety and security of women in using latrines, a CHP stated the following:

“Women and girls now use the latrines more safely than before. Using the latrines is more secure than going out for open defecation which, in fact, exposes us to gangs out there and also to risks of snake bites. But women and girls still fear to use latrines in the night due to their physical distance from the residence and their lack of properly functioning lighting system. They need maintenance” [A CHP, female, Don Bosco IDP camp].

On the other hand, out of the six female respondents from the Juba (POC 3) IDP camp, only one (16.7%) used the project latrines and bathing shelters, which shows that there was a safety concern associated with using these facilities in the IDP camp. This was further substantiated by women and PSNs who participated in the FGD and an IDP representative from Juba (POC 1) used as a key informant. The fear is mainly associated with the broken doors of the latrines which are not protective.

The FGDs held with women in the both camps and the KII conducted with WUCs highlighted that women and girls were also affected by the conflicts at the water points as they were the main parties involved. Under certain circumstances, the conflicts even spread to families and communities eventually leading to inter-communal conflicts and increased tensions. However, after the repair of the water points by PWJ and establishment of the water user committee (WUC), the incidence of conflict at water points has relatively reduced. Even if a conflict arose at water points, it was often solved quickly by the WUC in collaboration with other actors (e.g., CLs in Don Bosco and camp management committee (CMC) in Juba camp).

The FGD discussants in Don Bosco IDP camp also mentioned that girls used to miss classes and did not have enough time to study. That was due to the long distance they had to travel to fetch water and possible exposure to SGBV before the hand pumps were repaired by PWJ project. After their repair by the PWJ project in the camp, however, girls got the opportunity to attend their classes with less hurdles.

Children: The vulnerability of children in this analysis was seen from the perspectives of exposure to diseases due to lack of sanitation and absence of WASH facilities (latrines and bathing shelters). With regard to this, the FGD with women and PSNs in both camps indicated that children, prior to the repair of water points, reconstruction/repair of latrines, and promotion activities of hygiene, were highly exposed to waterborne and hygiene-related diseases. According to the discussants, this was mainly associated with the susceptibility of children to diseases and their playing in unhygienic sites of the IDP camp that lacked water and proper waste disposal (Open defecation was the practice of the day). Though there are no studies that justify the reduced prevalence of waterborne and hygiene-related health problems, the FGD discussants in Don Bosco IDP camp have clearly indicated that the incidence of these diseases has reduced due to the regular availability of water, reduced open defecation and awareness raising activities done by CHPs. However, discussants in Juba IDP camp indicated that the situation remained unchanged, and they still worried about children's health. The problem was probably associated with lack of waste disposal service and common practice of open defecation driven by lack of functional latrines in the camp.

Among the users of project re-constructed latrines, 72.7% (32/44) and 75% (3/4) of the respondents in Don Bosco and Juba IDP camps, respectively, said that open defecation practice among children was decreasing compared to the situation before the project. The remaining, 27.3% (12/44) and 25% (1/4) of the respondents in Don Bosco and Juba IDP camps, respectively said open defecation among children showed no change. This is also supported by the findings from the KII with CHPs in Don Bosco where children above 5 years of age started gradually using the latrines thereby decreasing open defecation practices. The awareness raising activities done by CHPs on use of latrines and availability of latrines convenient for children (convenient sitting area, small drop hole size) could have contributed to reduced open defecation practice by children above 5 years in Don Bosco camp. On the other hand, the reduction in open defecation practice among children in Juba IDP camp could be associated with awareness raising carried out by other actors such as community health workers and availability of latrines for children. However, the numbers of convenient latrines are not proportional to the number of children in both IDP camps and the drop holes in the conventional pit latrines (usually used by adults) are too wide for children, and that discourages them from using it. Due to this reason, some children defecate either outside the latrines or inside the latrines but not through the holes. This was also evidenced by the research team during the field observation where the team saw children's excreta near the toilets and in spaces outside the holes. However, a gradual change of children's behavior towards using the project-constructed latrines was reported in the KII with PWJ field team. The key informants and focus group discussants further indicated that children had also benefited from the bathing shelters. The availability of water and the awareness creation activities by CHPs and other actors (schools) have also enhanced the handwashing behaviour of children.

People living with special needs (PSNs) and the elderly: The FGD with PSNs in Don Bosco and Juba revealed that their major challenges/barriers in accessing water sources were distance of the water points, long lines at water points and fear of attacks from the host community. According to the discussants, before the repair of hand pumps by PWJ in the IDP camp, they used to travel long distance to fetch water from host community boreholes or streams/rivers. In certain cases, this results in conflict between the host communities and IDPs where PSNs get affected due to their impairments (visual or hearing impairment, physical disability, old age, etc.). However, the FGD discussants in Don Bosco indicated that after the repair of water points in the camp by PWJ, issues of PSNs related to water access have been resolved. Still the PSNs have unsettled issues of convenience of the water points repaired by PWJ project, that is, the handpumps installed on the boreholes required physical strength to pump water posing a challenge to them. Though the PSNs in Juba IDP camp (POC 1) reported shortage of water due to limited functional water points, they did not raise the issue of convenience as they get water from water kiosks. According to the IDP representative and PWJ field staff, initially hand pumps were built by PWJ and later modified to water kiosks by Oxfam (Appendix 2, *photo 2*). One of the FGD discussants in Juba (POC 1) IDP camp said:

"Now we don't have many barriers though the water points are not very convenient for some members of PSNs. Since we get help from our people, we do not have a serious problem in accessing water. PWJ facilitated the first water points and made water accessible to all. When our needs are not met, we report to the camp management committee and then they try to report our problems to the concerned body. We get good support from the camp management (like getting priority at water points) and from

the PWJ (consideration of PSNs in WASH facility design) in addressing our needs but the support from PWJ has reduced in recent years” [Male PSNs FGD participant, Juba IDP camp].

Though the latrine facilities re-constructed/repared by PWJ project considered convenience for PSNs as per the standard of the WASH Cluster Guideline (*At least one drop hole/latrine stance in each block with wide doors i.e. 2ft and a ramp with 5% slope as well as English seating arrangements rather than squatting slab must be made available for people with disability*)²⁴, the number of the facilities are limited and even sometimes not convenient for some groups of PSNs (people with lack of coordination or spinal cord problems), according to the FGD discussants. The WASH beneficiary survey also showed that 62.8% of the individuals interviewed have PSNs in their household, which may require further investigation to design latrines that satisfy the needs of the PSNs who were also very much worried about waterborne and hygiene related-health problems because of their condition. The vulnerability of the elderly people is similar to that of the PSNs, where their limited physical capacity hinders them from accessing WASH facilities and services. However, the support they got from family, youth groups, neighbors and WUCs and CHPs (in Don Bosco) has helped them to overcome these challenges to a certain extent. The forms of support included priority at water points as well as assistance in accessing bathing shelters and latrines. The KII with PWJ field staff indicated that the project encouraged self-support of communities among themselves, and CHPs give special emphasis to PSNs and the elderly people in their house-to-house hygiene promotion activities.

Newcomers: According to the IDP representative and CHP key informants, the newcomers and the elderly were also among the vulnerable groups when it comes to accessing WASH facilities and services particularly those of bathing shelters and latrines. The key informants indicated that newcomers to the IDP camp lacked awareness and confidence (safety and security) on use of the bathing shelters and latrines. The CHP key informants also highlighted that the newcomers faced difficulty in quickly adopting to the hygiene promotion messages. Some of them preferred going for open defecation. However, due to repeated sensitization efforts made by CHPs, there came a gradual change of behavior in this group of communities. PWJ project also encouraged newcomers to get involved in community-based problem identification for WASH needs and decision making.

3.2.3.2. Management of WASH Facilities

Management of water points and bathing shelters:

PWJ started provision of WASH facilities and services in Juba IDP camp in July 2014 but in Don Bosco IDP camp this became operational in September 2018. In Don Bosco IDP and Juba (POC 3) IDP camps, WUC has been responsible for the management and maintenance of the water points. In the latest phase (Nov 2021 – Oct 2022) of the project, a WUC composed of 22 members (18 males and 4 females) at Don Bosco and 21 members (16 males and 5 females) at Juba (POC 3) IDP camp was formed. All the WUC members were actively engaged. The main role of the WUC was to maintain the cleanliness of the environment around the hand pumps, repair the hand pumps when damaged, and, together with other actors (CLs in Don Bosco and CMC in Juba), manage conflicts that may arise at water points. Moreover, it was found from KII and field observations that some WUCs put fences around the hand pumps on their own initiative. The result from the WASH beneficiary survey also supports the claim made by key informants where 85.4% (41/48) and 45.4% (5/11) of the respondents in Don Bosco and Juba (POC 3) IDP camps, respectively, indicated that water points were managed and maintained by the WUC. The remaining respondents in Don Bosco indicated that water points were managed by camp leader/community leader and community members. Whereas in Juba IDP camp, 36.4% (4/11) and 18.2% (2/11) of the respondents indicated that water points are managed by camp leaders and block leaders, respectively.

In Juba IDP camp (POC 1), in contrast, PWJ did not form any WUCs, and the water points rehabilitated by PWJ in previous phases or other actors (UNICEF, Oxfam, Nile Sustainable Development Organization (NSDO), etc.) were managed by volunteer youths and the CMC members. Since the intervention of PWJ and other actors was minimal in POC 1, the camp management has mobilized volunteer youths to support in the management of water points. Unlike the WUC, the camp management and volunteer youths were not incentivized for the

²⁴ South Sudan Wash Cluster Partner Guidelines – November, 2021: Standards and Protocols

management of water points. The main role played by these groups was maintaining queues at water points and solving conflicts possibly raised at water points.

According to key informants from the WUC, the committee uses indigenous knowledge and experiences supported with the experience of the community leaders in solving conflict that may arise at water points. Particularly, in Don Bosco IDP camp where the PWJ project was complemented by the REALs project, the community leaders were trained by REALs project to strengthen the WUCs in solving conflicts. However, the training manual prepared by PWJ for WUCs lacked contents on conflict resolution and management. The WUCs normally forged community bylaws to be followed by the water users, among which first-come first-serve is the major rule. However, the bylaws make exceptions for PSNs and the elderly. In addition, WUCs also create awareness on the proper use of the water points and mobilize communities for cleaning the surroundings of the water points every Saturday.

The FGD discussants (women, men and PSNs in Don Bosco and men in Juba (POC 3)) reported that incidences of conflict have reduced relatively and the water points are managed properly after the establishment of the WUCs. As expressed by the WUC key informants in Don Bosco, the sharing of water resources by HCs and IDPs is seen from two perspectives: i) common property that reinforces peaceful co-existence between the two communities; and ii) a cause of conflict, especially when water becomes scarce during the dry season. During the rainy season, there is no problem with water access, so the IDP and HCs use the water points without any conflict. However, during the dry season, there is a high probability of conflict at water points due to long queues. Some people do not respect the rules of first-come first-serve, particularly those coming from the host community. This might be due to lack of engagement of HC representatives in the creation of community bylaws. This may thus require a wider negotiation between the IDP and the HCs on "fair" rules to share water in the dry season. Moreover, key informants from the WUC stressed that though water resource sharing could enhance peaceful co-existence between the HCs and the IDPs, it may create pressure on the hand pumps thus leading to early damage. The WUC in Juba (POC 3) IDP camp indicated that conflicts arise due to shortage of water points (not proportional to the population of the community in the camp). In both camps, repeated dysfunctionality of hand pumps and shortage of materials for repair were indicated as major challenges to the management of water points. Key informants from the WUC said that PWJ provided material support for repair of water points but sometimes there were delays.

Among the daily maintenance activities performed by WUC, keeping the hand pump environment clean, restricting children from playing around the hand pump, closing entrance to the fence of the hand pump and stepping on the apron with slippers were indicated as the major ones. The hand pump mechanics are engaged in the repair of simple damages (fixing pedestal stands, nut and bolts; replacing missing and worn-out pump handles; checking and replacing worn out pipes, etc.). To repair simple damages, the WUC in both IDP camps collect money from the water users (IDPs and HCs) and buy the required materials. However, it was highlighted by the WUC key informants that the contribution of the community was very minimal and only used for repair of simple malfunctions of hand pump. Moreover, since the HCs are not engaged in the WUC, collecting money from these groups is a challenge. On the other hand, support from volunteer youths was highly acknowledged by the WUC in both camps. They help in urging people to stand in queues at the water points, cleaning the surrounding of hand pumps and collecting money from the community for repair. While volunteer youths in Don Bosco and Juba (POC 3) IDP camps provided additional support to WUC members, youths in Juba (POC1) IDP camp, due to absence of WUCs, took the leading role in the management of water points together with the camp management. The best practice mentioned by WUCs at Don Bosco IDP camp and witnessed by the research team through observation was their use of protective structures for hand pumps so as to protect excessive use of force during hand pumping (Appendix 2, photo 3). This gives the hand pumps long life and also shows the sense of ownership of the water points by the community. The following expression by a female WUC key informant at Don Bosco IDP camp succinctly reflects the above fact:

"We see these water points like our kids, and we manage them very well because we understand the importance of water" [A Female WUC, Don Bosco IDP camp].

The use of protective structures was not practiced in Juba (POC 3) IDP camp where there was also a WUC. This shows a variation in the management practice of the committee in different IDP camps. The variation was

not because of the difference in approach of PWJ, but due to additional management practices implemented by WUC in Don Bosco.

The WUC also regularly communicated with PWJ and the County department of WASH to secure spare parts and support in the repair of hand pumps found to be beyond their capacity. The WUC in Don Bosco stressed that the response from PWJ was usually quick but that from the County department of WASH was very slow and it mainly provided technical support (i.e., sending technicians to repair the hand pumps). The WUC in Juba (POC 3) added that they mainly got support from PWJ project, UNICEF and other NGOs like Oxfam. According to PWJ field staff, the project provided a coordination support to linking the community level actors with the local government actors (County WASH department). However, the communication between the WUC in Juba (POC 3) IDP camp and the County department of WASH was weak.

All the key informants in both camps explained the most significant change in the management of water points in different ways. The story told by a male key informant from Don Bosco IDP camp was so interesting and is presented as follows:

“There is a very significant difference in the management of water points before and after the establishment of WUC. Previously, fights arose frequently at water points and there was no proper use of the water facilities. The water points (hand pumps) were not maintained/repared in time. As a result, people used to suffer with regard to water accessibility and equity. But after the establishment of the WUC, the water points were properly managed, repaired/maintained in time, and regularly cleaned. This has resulted in reduced occurrence of conflicts and equitable access to water. If there is shortage of water, the WUC puts limit on the amount of water collected by a household (e.g., one jerrycan (20 lit) per day per household)” [A male WUC key informant, Don Bosco IDP camp]. This MSC story was selected since it adequately portrayed the pre-selected theme – Management of water points.

In general, the WUCs in both IDP camps were doing well in performing their routine activities. In line with this, about 82.9% (34/41) and 80% (4/5) of respondents in Don Bosco and Juba IDP camps, respectively, stated that WUCs can address issues/problems related to water supply such as simple damages of hand pumps, cleaning of water points, and so on. On the other hand, the remaining 17.1% (7/41) in Don Bosco and 20% (1/5) in Juba were not sure if WUC can address issues raised with regard to water points. Key informants from the IDP representatives in Juba (POC 3), indicated that though the WUCs are doing the maintenance work of simple damages, there were some that were beyond the capacity of the WUCs. The KII with PWJ field staff also revealed that there was a difference in performance of WUCs depending on the time of engagement. Those involved in different phases of the project have developed the skills to properly manage and maintain the water points though there still are damages beyond their capacity and available resources required for repair. Moreover, the brief WASH assessment conducted by PWJ in 2021 indicated that most of the water points in Juba IDP camp were dysfunctional²⁵. About 70.8% (29/41) and 60% (3/5) of WASH beneficiary respondents in Don Bosco and Juba IDP camps, respectively, were satisfied with the service provided by the WUC whereas 26.8% (11/41) and 40% (2/5), in the same order, were neutral. The remaining 2.4% (1/41) was dissatisfied with the service of WUC, believing that they do not actively discharge their responsibilities. According to the KII with PWJ field staff, the project encourages involvement of women in the WUC. In principle, PWJs’ assumption was to have four males and three females in each WUC group. However, during selection by the CMCs, they tended to have more males than females due to the nature of the people in the camp (culture). The CMCs also assumed that females were engaged in a lot of domestic activities including going to the market, cooking food, looking for fuel, taking care of children, etc. The other reason for the imbalance is that since these are people coming from different ethnic groups and cultures, there might be disputes/fights at water facilities, and it is believed that males can handle such cases better than females. However, it was evidenced that the leadership capacity of women is gradually being enhanced. This was also validated by a narration from a female WUC in Don Bosco:

“PWJ has supported us not only in training and facilitation of materials and finance but also in empowering and helping us play our leadership roles. It is because of PWJ’s support and

²⁵ PWJ (2021): Brief WASH Assessment Situations in Juba IDPs, Mahad and Don Bosco IDPs, Juba Central Equatoria State

encouragement that women have been involved in leadership. All the support provided by PWJ are very important, but I value most the opportunity given to women to exercise leadership roles which was not there in our culture” [A female WUC key informant, Don Bosco IDP].

WUC, in collaboration with other community-level actors such as CHPs and CLs, was entrusted with the responsibility to manage the bath shelters. The CHPs provided support in awareness raising activities of proper use of bathing shelters whereas the CLs tried to solve issues that could crop up in relation to the use of the facility. Management of bathing shelters includes maintenance of doors, keeping their cleanliness and maintaining lights in the bathing shelters. According to the KII with WUCs, its members shared the responsibility to manage bathing shelters. Moreover, the committee engages users of the bathing shelters in the cleaning activity. The committee advised people in the camp to clean the bathing shelters immediately after each use and engaged them in the regular cleaning campaigns of the WASH facilities including bathing shelters. However, as the bathing shelters got older, communities lost interest in cleaning them and that was indicated as a major factor for unhygienic condition of some bathing shelters. In addition, it was indicated by the key informants that there were some community members, especially newcomers, who did not respect advice and community bylaws. In such cases, the committee made repeated efforts to convince the individuals, and, in some instances, reported it to community leaders and camp management for further advice and administrative measures (restriction from use of bathing shelters). According to a KII from the WUCs, the lifespan of bathing shelters was short (1 - 1.5 years) and this could be the probable reason why bathing shelters were not used by most community members for long time. This might indicate the need to reconsider the design of bathing shelters by cluster coordination and aid agencies.

Management of latrines

In Don Bosco IDP camp, the management of latrine facilities is the responsibility of CHPs. Once latrines were reconstructed and made available for use by the community, the CHPs worked closely with the artisans (hired from IDP/market) to ensure their repair, maintenance, cleanliness, and CHPs mobilize communities for cleaning the latrines. The CHPs also solicited support from volunteering youth groups especially during mobilization of communities for the repair of latrines. All these show the community's sense of ownership of the WASH facilities and services expected. In the event of damage to the doors or sitting areas, CHPs also collaborated with artisans in maintaining them. Material and financial support for the maintenance and repair of latrine facilities, according to key informants, came from PWJ and there was a concern about what would happen when the PWJ project phased out as facilities required for maintenance of the latrines were expensive and hard to cover by the communities in the IDP camp. Moreover, the key informants indicated that the involvement of other local government actors (County WASH department) was minimal and limited to sending out professionals for maintenance. Due to the temporary nature of the latrine structures, even with regular maintenance, the latrines cannot last longer than 9 months to one year, according to KII with PWJ field staff and CHPs. This is mainly because of the fact that the chemical reaction of urine with timber and iron sheets eats the latter away very quickly. For this reason, communities in the IDP camp are scared to use the old latrine facilities. This was explained by an IDP representative key informant as follows:

“There were cases of sinking of latrines during the period of setting up of emergency camp by ACTED. During the time the latrine sub-structure was constructed with plastic sheets and there was no proper lining. That situation is still causing frustration among some communities when it comes to using the project-constructed latrines. However, there is a significant improvement where the plastic sheets were replaced by iron sheets and the lining was also designed to be stronger. This modification was done by PWJ and now the latrines are better but still there is frustration from communities, especially when the latrines get old and become full” [A female IDP representative key informant, Don Bosco IDP camp].

The KII conducted with PWJ field teams revealed that the structures of latrines re-constructed/repared in the IDP camp were temporary because the IDP communities are not permanent residents, and they are expected to move to their original location as conditions improve. Although maintenance of latrine facilities was the responsibility of CHPs, PWJ provided materials for maintenance. The CHPs reported that they were not yet desperate to do maintenance of all broken doors. Moreover, during field observation, the research team also observed termite-frass and snake in one of the latrine facilities that are being used by IDP communities

(Appendix 2, photo 4). For this reason, some communities in the IDP camp did not feel safe and secure to use the latrine facilities.

In Juba IDP camp, due to the absence of CHPs, the latrine facilities were managed by camp management in collaboration with WUC in the latest phase as well as previous phases of the project. These groups are mainly responsible for ensuring the cleanliness and maintenance of latrine facilities. However, unlike Don Bosco IDP camp, the involvement of communities in the cleaning activity was limited. This could be associated with lack of awareness creation activities mainly conducted by CHPs in Don Bosco. Moreover, as evidenced by the research team during field observation, most newly reconstructed latrine facilities in this camp (POC 3) were getting full and becoming unhygienic and dirty (Appendix 2, photo 5). Most of the old latrines in Juba (POC 1) were out of use. This could be attributed to lack of desludging service and proper management of the latrine facilities. Due to this, the latrine facilities were not even serving the expected life span.

According to FGD discussants from Juba IDP camp, latrine desludging service was provided in some phases of the project. The reason given by PWJ project for the absence of desludging service in the latest phase was due to lack of budget. On the contrary, discussants from Don Bosco IDP camp indicated that the latrine desludging service was given in different phases of the project including the latest phase. The latrine desludging service provided by PWJ was considered very important by the discussants as it ensured long-term use of the facility (expected life span of latrines) and maintained a clean environment. However, even in Don Bosco IDP camp, except for a few of the newly reconstructed latrines, most of the other latrines were already full and there was no desludging service recently done by the PWJ project. The desludging service used to be planned every two weeks. With the above presented evidence, the Sphere standard of excreta management (management and maintenance of excreta collection, transport, disposal and treatment) was met only during the project implementation but not sustainable. Moreover, according to the WASH cluster taskforce document, desludging of latrines using trucks was not a sustained option recommended by the cluster. The document further highlighted the option to look for more sustained options such as double pit and/or higher standards. The task force further recommended investing in clean energy technologies such as bio-gas or composting toilets (e.g., for school gardening) where applicable and feasible.

3.2.3.3. Local Capacity and Systems for WASH Service Delivery

According to the WASH transition strategy and plan for former POC/IDP sites in South Sudan (2021), the WASH action plan was divided into three sections; (1) urgent needs to resume and maintain essential services within a short term timeframe, (2) medium-term needs that include the strengthening of community engagement and ownership and progressive shift towards more robust and durable WASH facilities and (3) long-term needs that include activities and resources required to ensure all WASH services that are sustainable. Standards are in place for sustainability and communities are fully engaged in maintenance of services. Moreover, the WASH transition strategy and plan indicated the need to enhance local capacity and systems for WASH service delivery. The government WASH offices/departments were expected to play the major role in the delivery of this strategy. The other international actors like PWJ and local actors (local NGOs) were expected to support the government WASH actors in the delivery of facilities and services. In this regard, PWJ has been playing a key role in strengthening the local capacity and system through engagement with local government level actors and communities, and capacity building of the community-level actors (CHPs, WUCs) apart from the WASH provision. The KII with the WASH cluster coordination also acknowledged the contribution of PWJ to the WASH cluster coordination mechanism through its active participation in the coordination meetings and having smooth working relationship with other WASH service providers. Moreover, the KII with County WASH department evidenced the key role played by PWJ in linking the local government level actors with the community level actors (WUC, CHPs).

According to KIIs from the IDP representatives and focus group discussants (men and women) from Juba IDP camp, the local organizations working on WASH sector were NSDO, which were working in partnership with UNICEF. Nile Hope was mainly engaged in garbage collection, sanitation products distribution and hygiene promotion whereas NSDO was mainly engaged in water supply. This was also evidenced by the KII with the PWJ field team where they indicated that the two local NGOs (Nile Hope and NSDO) were working in Juba IDP camp through partnership with UNICEF. Moreover, iNGOs (Oxfam, Society of Daughters of Mary

Immaculate and Collaborators (SDMIC) also known as DMI) were actively engaged in WASH sector in Juba IDP camp. However, a KII from IDP representative indicated that the local NGOs as well as the iNGOs engaged in the WASH sector were not active in the camp since the last two years. No local or international NGO was mentioned as active by the key informants from the IDP representatives in Don Bosco IDP camp. Moreover, the PWJ field staff also highlighted that there were no local or international NGOs working in the WASH sector in Don Bosco IDP camp during the time except PWJ. Many years back, two local NGOs, namely, Adeso and Medair were active in Don Bosco IDP camp, but they were active for a short time. Thus, practically, PWJ was the only WASH agency active in Juba and Don Bosco IDP camps.

The IDP representative key informants and focus group discussants (men, women) in Juba also highlighted that the local actors working in the WASH sector were not consistent in their support. This could be related to their capacity and funding availability. The KII with the RRC representative also emphasized this:

“The capacity of local actors/systems in the provision of WASH services is very limited. There are few local NGOs and local government actors, but their financial and human resource capacity is very limited” [A male key informant, RRC].

All the above evidence shows the existence of a gap in local capacity and system to provide WASH facilities and services. On the other hand, to address the WASH service demand of the community and deliver WASH services in a sustainable approach, the capacity of local actors and systems should be built. In line with this, the WASH transition strategy and plan recommends that part of the medium-term and long-term needs should be funded through the development framework.

3.2.4. Unintended Outcomes of the PWJ Project

The WASH service delivery by PWJ project has also resulted in an unintended outcome. These are outcomes of the project that are not intended or foreseen by the project on the target community. The major unintended outcomes of the project reported by key informants and focus group discussants in both camps include:

1. **Increased school enrolment of girls:** Girls used to travel long distances to fetch water before the rehabilitation of hand pumps by PWJ project but now due to the availability of water in the camp, they get time to go to school and study. As evidenced in this finding, about 87.5% and 46.1% of the communities in Don Bosco and Juba IDP camps, respectively, spend less than 30 minutes to fetch water. Girls are among the community groups with the responsibility of fetching water.
2. **Empowerment of youth:** As evidenced by the WUC key informants in both Juba (POC 3) and Don Bosco IDP camps and CHP in Don Bosco camp, youth groups were actively engaged and supportive in the management of WASH facilities. The engagement of youth groups in community mobilization enhanced their communication capacity and they also learn techniques about repair of hand pumps, bathing shelters and latrines. Before the project youth groups were not engaged in such activities. This has created a sense of ownership and empowerment of youths in the management of the WASH facilities. Moreover, in Juba (POC 1) IDP camp, youth groups were playing a leading role in the management of water facilities in collaboration with the camp management committee, which created an opportunity for youth groups to exercise leadership roles.
3. **Reduced incidence of sexual and gender-based violence:** As evidenced in the findings of this evaluation, women and girls were exposed to SGBV while traveling to fetch water outside the camp and while going to bushes for open defecation. However, due to the repair of water points and re-construction latrines by PWJ, the incidence of SGBV has reduced in Don Bosco IDP camp.

3.2.5. Alignment of PWJ Project with the Localization Agenda

The alignment of the project with the localization agenda was assessed and analyzed from the following perspectives:

1. **Involvement of community level actors in the project implementation:** As evidenced by the local community level actors (WUC & CHPs) and PWJ field staff, the community level actors were actively engaged in the implementation of the project in Don Bosco IDP camp. Though WUCs were engaged in

the implementation of the project in Juba (POC 3), there was no CHPs engaged in this camp. In addition, the reported water shortage in Juba IDP camp, which is associated with frequent breakdown of hand pumps could be an indication for the variation in the management of water points by WUCs between the two camps, though there is high pressure on water points in Juba due to high population. Moreover, the absence of CHPs in Juba IDP camp could be associated with a large number of non-functional latrines and frequent practice of open defecation in this camp.

2. **Engagement of communities and community level actors in decision making:** The KII with PWJ field staff revealed that the project ensured participatory program design and implementation from the outset where selected members of the communities were engaged during identification and prioritization of community needs for intervention. However, it can be noticed from the gender and vulnerability analysis that engagement of some vulnerable groups (PSNs, elders) is limited. During the implementation of the project, community level actors were selected by the community themselves based on a predefined criteria developed by PWJ. The performance of these actors was also evaluated by the camp management committee and selected group of communities. Accordingly, interventions were implemented according to the availability of funding. The KII with WUC and CHPs also revealed that they were mandated to decide on their activities and accomplish the activities on their own. The community level actors set regular meetings and decide on the type of activities to be performed. All these are evidence on the engagement of communities and community level actors in decision making.
3. **Contribution of the project in increasing the capacity of communities and local level actors:** According to the KII with WUC (Don Bosco and Juba IDP (POC 3)) and CHPs, (Don Bosco), the capacity building trainings and support provided by PWJ has enabled them to accomplish their activities efficiently. This was also substantiated by the qualitative (FGD) as well as quantitative data on the performance of the community level actors. The KII with the County WASH department coordinator also affirmed the enhanced capacity of WUC and CHPs in Don Bosco IDP camp which was evidenced with the less dependence of the community level actors on the Country WASH department for simple maintenance/repair cases. According to the field observation by the research team, there is variation in the management of the water points between Don Bosco and Juba (POC 3) IDP camps. Moreover, the field team has witnessed that the presence of CHPs in Don Bosco IDP camp has played a role for improved hygiene and sanitation practice in the camp.
4. **Capacity of local actors to sustain project achievements beyond the projects' lifetime:** All the CHPs in Don Bosco IDP camp indicated that they would continue the awareness raising activities. This is corroborated by the fact that even some of the CHPs involved in previous phases of the project are voluntarily doing the hygiene promotion activities without incentive. On the other hand, the CHPs also indicated that they face difficulty in undertaking activities like repair of damaged sanitation facilities due to financial constraint. Similarly, the WUC members in Don Bosco and Juba (POC 3) IDP camp assured continuing their roles in managing the water points and maintaining simple cases of repair after the end of PWJ project. The only concern they raised is scarcity of spare parts and materials required for repair. The WUCs in Don Bosco IDP camp have indicated as they have communication with the County department of WASH though their response is slow. A female WUC presented her commitment as follows:

“Since I have developed the experience and skills, I will continue voluntarily serving as a water user committee member. If required, I can also continue my role as the chairwoman of the WUC apart from my engagement in other activities. The water points will continue functioning after the end of the PWJ project as we have been doing during the previous phases. However, some of the activities, especially repairing of the hand pumps with serious damages could be beyond our capacity” [A female WUC key informant, Don Bosco IDP camp].

On the other hand, the WUCs in Juba IDP camp indicated as their main connection is with PWJ project team, which might have an influence in continuing their roles. The link between WUC in Juba (POC 3) IDP camp and County WASH department seems loose, as the WUCs indicated lack of sufficient support from the WASH department.

Some of the community level actors (WUC and CHPs) affirmed that the collaboration within and between different actors will continue beyond PWJ project. However, others were not sure about the continuity of the working relationship with other local actors, especially the government level actors because of their

slow responses and lack of resources. The KII with County WASH department also indicated as resources could be limitation to sustain the collaboration between different actors. Moreover, the evidence from FGD, KII and quantitative survey shows that there is a good sense of ownership of the WASH facilities and services by IDP communities and local level actors. Gradually the understanding of IDP communities on the importance of WASH facilities and service was enhanced. A quotation taken from an IDP representative interview well explains the sense of ownership of WASH facilities and services by the community:

“In my opinion and from my observation, there is a good sense of ownership of the WASH facilities and service in the IDP camp. So, if PWJ project ends, the community may continue maintaining and using some of the facilities, especially the water points” [A female IDP representative key informant, Don Bosco IDP camp].

According to the focus group discussants and key informants, if the PWJ project ends the water facilities may continue functioning as communities are also willing to contribute a small amount of money for the repair/maintenance of the hand pumps. However, the facilities like latrines and bathing shelters are temporary structures which may get worn-out quickly and they may cease functioning sooner. The communities in the camp do not have the capacity to contribute money for the repair/maintenance of these facilities. Moreover, CHPs also mentioned their concern about the continuity of solid waste disposal and latrine desludging as the communities in the IDP camp might find difficulty to afford such expenses. However, some CHPs suggested that the system might sustain if there is a mechanism in place to collect monthly contribution from households to remove garbage and dislodge the latrines. This might help to continuously use the facilities, but this requires a lot of work to convince the community.

According to CHP key informants, the behavioral change, particularly, the change in personal hygiene will continue even after the end of PWJ project due to the continued activities of CHPs. The behavioral change especially the use of latrines will continue as far as the latrines are functional and awareness raising is in place. In Juba IDP camp, however, open defecation practice is increasing, due to absence of hygiene and sanitation promotion activities and lack of latrine desludging service.

According to the KII with the RRC representative and County department of WASH coordinator, the major challenges of local capacity and systems of government actors to sustain the project activities are lack of material and financial resources as well as knowledge and skill gaps. Regarding this the RRC representative also stressed that the project has not yet enhanced local capacity and systems, especially local government actors, to sustain and takeover the project interventions. In mitigating this challenge, the KII with the County Department of WASH coordinator suggested if PWJ considers engagement of staff of the department during the implementation of the project to transfer knowledge and skill. This is practiced by REALs project where they engage staff from the MoGCSW through secondment, which was considered as a good practice for knowledge and skill transfer. In supporting this, the RRC representative also suggested if PWJ strengthens its partnership with local actors including government actors in the implementation of interventions. Moreover, the KII with the WASH cluster coordinator indicated a gap in partnership of PWJ with local NGOs engaged in WASH sector and lack of considering other WASH services like nutrition. The key informant at the same time suggested to strengthen PWJ's partnership with local NGOs to ensure sustainability.

5. **Effect of JPF's annual funding scheme and financing modalities on PWJ's efforts to move forward the localization agenda:** The main point raised here with the discussion of the PWJ field staff is that the annual funding scheme is too short to see the long-term impacts of the project. Moreover, there are some expectations and standards which humanitarian projects must meet, however, when it is short time it's difficult to meet such expectations and standards like the Sphere standards in WASH provision. The other challenge with the annual funding scheme is the time gap between the closure of one phase of the project and the starting of the next phase. This creates interruption of activities and panic in the community. Sometimes in annual funding scheme, the turnover may be higher even at the community level actors because a project team can't guarantee the continuation of the next phase. For this reason, community level actors might look for another alternative option (either gone back to their villages or have been engaged by another partner). As a result, PWJ found it difficult to involve them again.. However, the multi-year

funding scheme helps to plan strategically for long-term and implement activities; helps to create strategic partnership with local NGOs and government actors; give an opportunity for long-term engagement of community level actors, which helps to ensure sustainability. Moreover, the multi-year funding scheme is more productive and sustainable, and the impact can be realized within the project period. The other advantage of multi-year funding scheme is that if negative impacts are realized, it gives time to correct/change them. Furthermore, it gives time to build local capacity and systems to ensure sustainability of the project interventions.

Chapter 4. CONCLUSION AND RECOMMENDATIONS

4.1. Conclusion

Conclusion on the REALs Project

The relationship between IDP and host communities at Mangateen IDP camp in Juba, which used to have conflicts over sanitation issues, has improved, and the joint participatory activity was found to be relevant to their needs. The majority of community members (67%) were satisfied with conflict resolution support of actors involved in conflict resolution. CLs were able to play their traditional role in conflict management more effectively by gaining new skills in conflict mapping and effective communication. Inclusion of YL in conflict management not only complemented the CLs' role but also helped to reduce conflicts among youth. The joint activity organized by the REALs project effectively promoted peaceful coexistence between IDPs and the host community. Some community focal persons were able to organize other types of joint participatory activities like a football match and traditional dancing which were not part of REALs project. This is an indication of the independent functioning of community-level actors.

As a result of the intervention made by REALs project at Gumbo IDP camp the incidence and prevalence of SGBV was relatively reduced. However, the vulnerability of children, girls, women, and PSN to SGBV had still prevailed, and special attention is demanded. Besides, the CLs indicated that firewood points and being alone at home for PSN were danger zones for SGBV incidence. The community-level actors indicated that the common types of SGBV were rape, abuse, forced marriages, and domestic violence, and the perpetrators came from inside and outside the camp. Thus, the "MONYOMIJI" (local community scout), which provides day and night security and patrol service around the camp was very helpful to mitigate the prevalence of the SGBV. There had been a challenge in identifying SGBV survivors, before the implementation of the REALs project. Changes were observed after the project, however, whereby SGBV cases were identified through community reporting of incidences and door to door visits, and were subsequently provided with necessary support while ensuring confidentiality of the survivors. Importantly, communities came to regard SGBV as criminal activities, and SGBV survivors, not as worthless being but as those who deserved to be protected. Such a change encouraged service seeking behaviours and a sense of hope among SGBV survivors.

At Gumbo IDP camp, there was an observed relationship between conflict and the occurrence of SGBV, usually relating to the antisocial behavior of alcohol intake and domestic violence. In the Gumbo IDP camp where REALs have been operating for long, it is well established by the beneficiaries that the project has progressively added value to conflict reduction. The conflict management introduced by REALs was effective in establishing relative peace and cases were solved easily when compared to the situation before the intervention. The prevalence, frequency, and intensity of the conflicts have reduced in both the Gumbo and Mangateen camps after the implementation of the REALs project. The engagement and subsequent capacity building of CLs and YLs resulted in better management of conflicts in both IDP camps. The joint participatory activity introduced by REALs project in Mangateen IDP camp resolved the sanitation problem, which used to be a triggering factor for conflicts between IDPs and host communities before the REALs project. The EWER system introduced by REALs project also helped community-level actors in identifying the potential occurrence of conflicts and intervening to control conflicts before it occurred. Community-level actors refer to police officers when the issue is beyond their control. However, the lack of capacity of police officers was raised as a challenge to effectively manage conflicts.

Community level actors in the Gumbo IDP camp have shown readiness and strong self-efficacy to continue their roles without the REALs project. But community-level actors in Mangateen IDP camp are not confident enough that their relationship with other actors will continue without REAL's intervention. Community-level actors in the Mangateen IDP camp indicated that they will be looking for other means of sustaining their life if the REALs project is ceased. They indicated that there must be some way of securing the necessary resources to mobilize and administer the systems placed by REALs.

Conclusion on the PWJ Project

PWJ has been contributing to address the priority needs of the community in WASH. In doing this, the project has followed a bottom-up approach where the problems and priority needs in WASH sector were identified through the engagement of the community and local level actors. With this, the project contributed towards meeting the Sphere standards of access to water supply and water quality in Don Bosco IDP camp. Though the projects' contribution in meeting the Sphere standards of water quality in this camp was good, the contribution towards meeting the Sphere standards of water supply was lower in Juba (POC 3) IDP camp. A variation was also observed in the access and safety of bathing shelters and latrine facilities between Don Bosco and Juba (POC 3) IDP camps. The latrine desludging service in Don Bosco IDP camp contributed for better use of latrine facilities and reduced open defecation practice. On the other hand, the absence of latrine desludging service in Juba (POC 3) has negatively affected the use of latrine facilities and reduced the lifespan of the latrines. The waste management service provided in Don Bosco IDP camp has positively contributed for a clean environment in the camp. Moreover, PWJ project has contributed in changing the behavior of communities in Don Bosco IDP camp in terms of maintaining personal hygiene, hygiene of cooking materials, compound hygiene and waste management through the engagement of CHPs, although some gaps remained in the appropriate timings of handwashing behavior.

The comparative analysis also evidenced that, in Don Bosco IDP camp, where the interventions were mutually reinforcing, the project had a better achievement. In Juba IDP camp, in contrast, the project didn't achieve the intended outcomes to the same extent, because it was missing some of the key activities like the hygiene and sanitation promotion, desludging of latrines and waste management. PWJ's argument for the lower level of achievement in Juba IDP camp was the limitation of resources compared to the higher population in need of WASH facilities and services in this camp. But the finding suggests that choice of project interventions should be prioritized not only based on community needs, but also take into account cost effectiveness, recognizing that achievement of an outcome usually requires inter-related interventions.

The provision of WASH facilities and services in the IDP camps has also benefited the vulnerable groups such as women and girls, children, PSNs, newcomers and elderly people. The exposure of women and girls to SGBV cases was reducing due to availability of WASH facilities within the camp. The vulnerability of children to diseases has reduced and open defecation practice by children has changed. PSNs also benefited from the WASH facilities and services. However, there were issues of convenience with latrine facilities for children and PSNs. The repeated sensitization activities by CHPs have contributed for enhanced use of bathing shelters and latrine facilities by the newcomers and elderly. The establishment and proper functioning of WUCs in Don Bosco and Juba (POC 3) IDP camps have positively contributed for the proper management and use of the hand pumps, and bathing shelters. However, there was a better management practice was observed in Don Bosco IDP camp than Juba (POC 3). The active engagement of CHPs in hygiene and sanitation promotion activities in Don Bosco IDP camp has positively contributed for the better use and management of latrine facilities in this camp. Apart from the intended impacts, some positive unintended impacts of the project were identified in this evaluation, which included increased school enrolment of girls, empowerment of youth, and reduced incidence of SGBV.

PWJ project has ensured engagement of communities and local level actors in project implementation and decision making. Though there is a good start and achievement in enhancing capacity of local actors to sustain project achievements beyond the projects' lifetime, there were still gaps in the local capacity and system to takeover and sustain the project achievements. Most importantly the IDP communities had a good sense of ownership of the facilities, however, they had no capacity to continue using the facilities by maintaining/repairing, except the water points. The other major challenges in relation to the sustainability of WASH facilities and service had to do with the temporary nature of the bathing shelters and latrines. Thus, considering an alternative design of latrines that may not require frequent desludging services could be considered. In addition, the RRC representative and WASH cluster coordinator suggested if PWJ strengthens its partnership with local actors including government actors in the implementation of interventions to ensure their sustainability. Moreover, it was indicated that compared to the annual funding scheme, the multi-year funding scheme is much better to plan activities for long-term and implement them accordingly.

This evaluation also evidenced intersections between the REALs and PWJ projects intervention. Specifically, the capacity building done by REALs project for CLs and YLs on conflict management has contributed in solving conflict that arise at water points.

4.2. Recommendations

Recommendations for JPF

- The initiative of JPF to implement the multi-year funding scheme will be helpful to support the localization agenda and long-term strategy of PWJ and REALs projects in responding to the needs of the IDP community in the project target areas. Furthermore, the multi-year funding scheme will give an opportunity to better realize the long-term impacts of the project.
- Capacity building requires consistent, long-term support. However, an annual funding scheme is not suited for this purpose. During intervention gaps, some of the key actors in the projects were observed to have gone back to their villages, or have been engaged by another partner. As a result, JPF's implementing agencies found it difficult to involve them again. Thus, it is recommended that JPF provides funding for the implementing agencies (REALs and PWJ) specifically for the purpose of capacity building of local actors, which will enhance the sustainability of project interventions.

Recommendations for REALs and PWJ

- An intersection between the two projects (REALs and PWJ) was evidenced in the intervention of the activities particularly the engagement of CLs trained by REALs in managing conflict that arises at water facilities in collaboration with WUCs. Thus, the research team encourages REALs and PWJ teams to plan activities in a way to avoid duplication of effort and enhance synergy in the implementation of the project interventions.

Recommendations for REALs

- In the Mangateen IDP camp the focus of the REALs' project in terms of conflict management seems to be on WASH issues which resulted in reduction of such conflicts between IDP and host communities. But family conflicts remain common even if they were included in REALs training. Thus, it is recommended to give emphasis on the prevention of family conflict, which would have benefited more women and children.
- The CWs had done their best in treating SGBV survivors but there is some complaint from the family of a survivor on the ethics of confidentiality, thus continuous ethics training is needed.
- Relatively there was an observable change obtained from the REALs project both on the community perception and survivors' psychosocial status, however, there was still stigma and feeling of shyness on survivors, and these could be solved through delivering soft life skill or mind set training such as optimism, psychosocial resilience skills, personality development and assertive skills.
- Effective response to conflict cases requires capacity building for police officers. Thus, it is important to build the capacity of police officers to strengthen the community-level system of conflict management introduced by REALs.
- In the Mangateen IDP camp, the community-level actors did not have the confidence to operate without REALs intervention and there was a belief that the joint participatory activities (WASH issues) cannot be handled without the support of REALs. Whereas community-level actors in Gumbo IDP camp manifest the confidence and ability to work independently. Thus, it is important to replicate capacity building approaches like EWER in Gumbo to Mangateen.
- The good partnership with MoGCSW needs to be extended to other relevant Ministries like the Ministry of Justice in relation to conflict resolution and legal sanction of perpetrators.

Recommendations for PWJ

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- In Juba (POC 3) IDP camp no much improvement was observed from the last third-party evaluation in terms of % people who are able to access safe water. Thus, considering the higher population of IDP communities in Juba IDP camp against the available water points and priority of IDP communities for WASH support according to HRP (2022), there is a need for repair/rehabilitation of more water points to address the basic needs of the community in water supply. Moreover, cost-effectiveness studies are recommended to assess the cost of increasing the number of water facilities against the cost of increasing water quantity available per hand pump.
 - The use of protective structures for hand pumps to prevent use of excessive force during hand pumping is considered as best practice by WUCs in Don Bosco IDP camp and it is recommended to scale-up this practice to WUCs in other IDP camps. Moreover, organizing mutual learning platforms between WUCs across different camps will help for better management of hand pumps.
 - In Juba IDP camp, the project resulted in comparatively lower achievement, than in Don Bosco IDP camp. This may be reflective of the differences in the choices of project interventions between the two camps. On the one hand, interventions implemented in Don Bosoco were holistic in the scope, and addressed inter-related factors, such as re-construction/repair of latrines, latrine desludging, waste management, capacity building for CHPs to promote use of latrines and ensure proper use and cleanliness by communities, for example. In Juba IDP camp, on the other hand, limited resources are thinly spread across multiple WASH interventions. Even water supply alone was inadequate vis-a-vis the catchment population, yet the interventions in Juba were stretched to also cover bathing shelters and latrines. Without complementary interventions to address hygiene and sanitation promotion or a mechanism to ensure maintenance and management of these facilities, however, utilization of these reconstructed facilities remained relatively low. PWJ attributes comparatively lower achievement in Juba to funding constraint. But one may also wonder why limited resource was not focused on addressing the top priority only-for instance, water supply. In sum, there are two lessons to be drawn from the comparison between the two camps. One is that the project is more effective when it is designed to include mutually reinforcing the interventions that address inter-related factors. Second, it is important to prioritize a narrow set of interventions to use resources for, especially in the face of funding constraints.
 - The technical design of latrine facilities should be simple and manageable at the community level to sustain independent use and maintenance with minimal external support. Moreover, the construction of more latrines that consider the needs of PSNs and children is important to reduce an open defecation practice due to limited number of latrines for these groups.
 - Desludging of latrines using trucks is not a sustained option according to the WASH cluster taskforce recommendations. Thus, considering more feasible, sustainable and green energy technologies such as biogas or composting toilets (e.g., for school gardening) are recommended.
 - Though PWJ project has addressed the issue of inconvenience by constructing bathing shelters, some people still perceived the issue of security/privacy risks in use of the bathing shelters. Thus, it is recommended either to improve the issue of security/privacy in bathing shelters or allocating the funding for more pressing needs such as water supply.
 - The lighting appliances in some bathing shelters and latrines are not functional. Thus, regular maintenance and ensuring the functionality of lighting appliances in and around bathing shelters and latrine facilities will help to ensure the safety and security of women and girls in using these facilities.
 - Measures to reduce conflicts and ensure fair access to WASH facilities is of paramount importance. For this, active engagement and building consensus among the different section of the community including HC, women, PSNs and elderly and new comers is important. Thus, PWJ shall encourage and create an opportunity for engagement of communities in devising community bylaws in a way to reflects the needs of various groups thereby reduce conflict and ensure fair access to WASH facilities.
 - It was evidenced that the training manual for WUCs lack contents on conflict management. Thus, provision of conflict management training to WUCs will help for better management of conflict that

arises at water facilities. In addition, considering CLs in the training is important as they support WUCs in conflict management.

- For better management of solid waste in the IDP camps, adoption of the WASH cluster taskforce recommendations is important. This includes establishment of onsite waste management zones, a simple segregation system with waste that can be buried and other that can be burnt. Installing household-based waste pits for organic waste to reduce the volumes of waste to be transported at the central disposal site might also be considered.
- Capacity building at the County WASH Department and engagement of staff from the department in the implementation of the project is recommended as an effective and alternative approach to ensure sustainability

Recommendation for WASH Cluster Coordination

- The temporary bathing shelters and latrines recommended by the WASH cluster taskforce are not lasting longer (1-1.5 years for bathing shelters and 9 months to 1 year for latrines). Thus, considering the importance of bathing shelters and latrines for improved hygiene and sanitations in the IDP camps, the WASH cluster might consider revising the design of these facilities to lengthen their lifespan.

APPENDICES

Appendix 1: Evaluation matrix for the final evaluation of JPF-funded projects in South Sudan

Criteria	Evaluation question	Indicators	Data source & Collection method
Relevance	<p>EQ1 To what extent was the intervention relevant to the needs and priorities as defined by beneficiaries?</p> <p>Sub-questions</p> <p>1.1. Did the newly identified needs of the target population under the current phase (Mangateen camp in REALs' project and Juba, Mahad, and Don Bosco IDP camps in PWJ's project), been addressed in a timely and coordinated manner?</p> <p>1.2. Did the activities undertaken meet the needs of the various groups of stakeholders in promoting mutual understanding and peaceful existence between conflicting groups? What does it mean to have peaceful co-existence from the perspective of IDPs and HC in Mangateen IDP camp? What are the issues currently from conflicting parties' views, and how do they describe ideal situations?</p> <p>1.3. What kind of tensions and competing interests exist between different social groups? how these groups perceive they have benefitted from the project equitably (REALs project)?</p> <p>1.5. Did the activities undertaken ensured that beneficiaries have improved access to the water they need, and their living environment is clean, healthy, safe, and dignified (PWJ project)?</p> <p>1.6. Did the PWJ project repaired/constructed water and sanitation facilities enhance the safety and security of women and girls from any form of violence?</p> <p>1.7. Were the water and sanitation facilities repaired/constructed by PWJ project convenient for People living with Special Needs (PSNs)</p>	<ol style="list-style-type: none"> 1. Proportion of beneficiaries in Managateen IDP camp who benefited from the REALs project outcomes 2. Proportion of beneficiaries in Juba, Mahad, and Don Bosco IDP camps who benefited from the PWJ's project 3. The level of satisfaction of beneficiaries on project outcomes 4. Extent to which the outcomes achieved contributed to promote mutual understanding and peaceful co-existence between the IDPs and their Host Community (HC) through jointly tackling common problems which resulted in reduced friction and tension. 5. Extent to which the outcomes achieved contributed to strengthening the resilience of the community (SGBV victims & other vulnerable groups) and empower them to respond/ prevent the issues of violence and psycho-social needs 6. The degree and frequency of conflict before and after the REALs project implementation at Mangateen IDP camp and surrounding 7. Proportion of IDP communities who have improved access to water, sanitation and hygiene supply 8. Evidence on the safety and security of women and girls to use the water and sanitation facilities without concern/fear of violence. 9. The level of satisfaction of PSNs on the convenience of the water and sanitation facilities provided by PWJ project 10. Extent to which the outcomes still address the needs of the intended beneficiaries at the time of the evaluation 	<p>Data sources:</p> <ul style="list-style-type: none"> -Project documents -Literature review and government documents on WASH facility in Juba, status of SGBV and security indicators -Relevant National/State line ministries and Institutions -Community leaders -Youth Leaders -Community workers/focal persons -Project direct beneficiaries (IDP communities – considering gender and vulnerable groups) -Implementing partners (PWJ and REALs) <p>Collection methods</p> <ul style="list-style-type: none"> -Project document analysis -Literature review from outside sources -Monitoring and evaluation records -Focus group discussions (FGDs) -Key Informant Interviews (KIIs) -Structured questionnaire (satisfaction survey) -Field observation -Final Reports
	<p>EQ2. To what extent was the JPF funded projects (REALs and PWJ) interventions aligned with South Sudan government policies and priorities</p>	<ol style="list-style-type: none"> 1. Degree of alignment of the project objectives with the objectives and priorities of the Republic of South Sudan (RSS), Ministry of Water Resources & Irrigation (MWRI), Water, Sanitation & Hygiene (WASH) Sector Strategic Framework, August 2011 2. Extent to which the outcomes achieved align with the Vision and Goals of the South Sudan National Development Strategy 	<p>Data sources:</p> <ul style="list-style-type: none"> -Project documents -Implementing partners (PWJ and REALs) -Relevant line ministries and departments at state and county level

		<p>3. Extent to which the outcomes achieved align with the objectives and priorities of the South Sudan SGBV Cluster Strategy 2-17</p> <p>4. Degree of alignment with the objectives and priorities of South Sudan SGBV Sub-Cluster Strategy 2017</p> <p>5. Extent to which the outcomes achieved align with the objectives and priorities of the UN Sustainable Development Goals (SDG)</p>	<p>-The RSS strategic documents (WASH Sector Strategic Framework, SGBV Sub-Cluster Strategy, RSS Protection Cluster Strategy, etc.)</p> <p>Collection Methods:</p> <ul style="list-style-type: none"> - Desk review - FGD; KII
Effectiveness and coherence	<p>EQ3 To what extent were the expected outcomes and results achieved and how JPF funded projects contribute towards these?</p> <p>Sub-questions</p> <p>3.1. Did the REALs project contributed to enhance the capacities of community leaders and youth leaders in solving/ mitigating/ preventing conflict and violence in and outside of the Mangateen IDP camp?</p> <p>3.2. Does the Joint participatory activities contributed in mitigating friction between IDPs and HC in Mangateen camp?</p> <p>3.3. What are the changes in terms of quantity/frequency and ways in which people use water facilities before and after the PWJ project?</p> <p>3.4. What are the changes in terms of quantity/frequency and ways in which people use the sanitation facilities before and after the PWJ project?</p>	<p>1. Evidence on the capacity of community leaders and youth leaders in solving, mitigating and preventing conflict/friction between IDPs and their host community in Mangateen IDP camp.</p> <p>2. The level of mutual understanding between the conflicting groups and engagement in joint participatory activities to solve common challenges.</p> <p>3. The change in degree/frequency of conflict between IDPs and HCs before and after the project</p> <p>4. Evidence of the contribution made by the project to enable residents to live in safer condition through improvement of the psycho-social status of IDPs affected by any form of violence including SGBV.</p> <p>5. Percent of HHs using appropriate water facilities constructed by PWJ project</p> <p>6. Frequency of conflict reported at water points before and after the project</p> <p>7. Percent of the HHs using appropriate sanitation facilities and handwashing products</p>	<p>Data Sources</p> <ul style="list-style-type: none"> -Project documents -Implementing partners staff (PWJ and REALs) -Community leaders; Youth Leader -Protection Cluster Coordinator -State/County Department Gender -State/County Department of WASH -WASH Beneficiaries, IDPs (men and women) -Water user groups (WUGs) -Community Hygiene Promoters -WASH Cluster Coordinator <p>Collection methods</p> <ul style="list-style-type: none"> -Document analysis -Monitoring and evaluation records -FGDs; KIIs; survey on project beneficiaries including vulnerable groups -Field observation on WASH facilities -Final Report
	<p>EQ4 How does intended and unintended results have occurred in REALs and PWJ projects?</p> <p>Sub-questions</p> <p>4.1. What were the contributing and constraining factors to intended and unintended results that occurred (REALs and PWJ projects)?</p> <p>4.2. Are these factors attributable to different approaches taken by the projects (REALs & PWJ) in different phases, and if, how these approaches have been complemented by ongoing efforts of other actors?</p> <p>4.3. Do the projects (REALs & PWJ) give appropriate and timely response to past evaluations?</p> <p>4.4. How do the unforeseen results affect the different stakeholders/beneficiaries?</p>	<p>1. Evidence of unintended results (positive or negative) recorded in project documents/evaluations and/or communicated by project participants/stakeholders</p> <p>2. The type of contributing and constraining factors to intended and unintended results</p> <p>3. Evidence on different approaches taken by the projects</p> <p>4. Extent to which the project addressed the negative outcome/impacts of the project</p>	<p>Data Sources</p> <ul style="list-style-type: none"> -Implementing partners staff (PWJ and REALs) -Relevant line ministries and departments at state and county levels -Protection Cluster Coordinator -WASH Cluster Coordinator <p>Collection methods</p> <ul style="list-style-type: none"> -Document analysis -Monitoring and evaluation records -Key Informant Interview -Final Report
	<p>EQ5 What were the major hinderances/challenges during the implementation of REALs and PWJ projects that have influenced intended results?</p>	<p>1. Evidence on challenges encountered during the implementation of the projects</p> <p>2. Evidence on solution given to address challenges</p>	<p>Data Sources</p> <ul style="list-style-type: none"> -Implementing partner staff (REALs & PWJ) -Project documents and progress report

	Sub-questions 5.1. Were there hindrances to actions that have not been adequately addressed by the Projects (REALS & PWJ)? 5.2. What were the main challenges towards achieving intended results and how might these be addressed in the future?	3. Lesson learning sessions organized and future directions set	Collection methods -Document analysis -Progress reports -Monitoring and evaluation records -Key Informant Interviews -Final Report
Efficiency	EQ6 4 What were the actual and potential alignment of the REALs and PWJ projects with the core responsibilities of reinforce local systems? Sub-questions 6.1. How have the projects (REALs & PWJ) involved local actors? 6.2. How have the projects (REALs & PWJ) allowed communities and local actors to become more active in decision making? 6.3. How have the projects (REALs & PWJ) increased the capacity of communities and local actors? 6.4. Have the capacity building of these actors enables them to sustain project achievements beyond the projects' lifetime? 6.5. How does the projects (REALs & PWJ) maximized use of local capacity and resources available and added to them, rather than bringing external resources as substitutes?	1. The number and level of local actors involved in project implementation 2. The level of engagement of local communities and local actors in decision making process 3. Number of communities and local actors who participated in the capacity building programs of the projects 4. The degree and confidence of communities and local actors in solving societal problems and sustaining the project interventions 5. Level of ownership of the project interventions by communities and local actors 6. Type of local capacity and resources utilized in the implementation of the projects	Data Sources -Implementing partners staff (PWJ, REALS) -Relevant line ministries and departments at states or council level -Community leaders; Youth leaders; Community workers, Community hygiene promotors; direct project beneficiaries Collection methods -Document analysis -Monitoring and evaluation records -Key Informant Interviews; FGDs -Structured questionnaire (Survey) -Site observations -Final Report
	EQ7 What were the actual and potential alignment of the REALs and PWJ projects in investing on local capacities? Sub-questions 7.1. How has JPF's annual funding scheme and financing modalities facilitated or hindered REALs' and PWJ's efforts at localization?	1. Extent to which the JPF's funding schemes and financing modalities facilitated REALs and PWJ's effort towards localization 2. Extent to which the JPF's funding schemes and financing modalities hindered REALs and PWJ's effort towards localization	Source -Implementing partners staff (PWJ, REALS) -JPF team Collection methods -Key Informant Interviews
	EQ8 What are the long-term results of the REALs project (intended and unintended) on the everyday lives of the target population (Mahad, Gumbo and Way Station IDP camps)? Sub-questions 8.1. To what extent does the REALs design and implementation approach contributed in reducing SGBV and other forms of conflict/violence in the target IDP camps? 8.2. Are there systems and mechanisms established by REALs project to provide psychosocial support (PSS) to communities?	1. Trend of SGBV and other forms of violence before and after the implementation of REALs project (different phases) 2. Reduction in frequency and intensity of conflicts in IDP camps due to the interventions of REALs projects 3. The availability of systems and mechanisms to provide PSS 4. The extent of outreach and awareness creation sessions organized and provided to target population	Data Sources -Implementing partner staff (REALs) -Project documents and progress report -Local actors and direct project beneficiaries Collection methods -Document analysis -Progress reports -Monitoring and evaluation records -Key Informant Interviews; Surveys/secondary data -Final Report

8.3. To what extent does the SGBV and other forms of violence reducing since the implementation of REALs project in the target IDP camps?

8.4. Does the protection related to the vulnerable IDPs particularly women, children, PSNs strengthened through outreach and PSS and awareness on SGBV prevention in the target IDPs camps?

8.5. How does the application of EWER enabled the community to take initiatives in preventing/ mitigating/ resolving conflicts and violence by utilizing the analysis of repeated problems and its effective response as EWER?

EQ9 What are the long-term results of PWJ project on local capacity and systems to sustain the project achievements?

Sub-questions

9.1. To what extent does the PWJ design and implementation approach contributed to enhancing the local capacity of water user groups to sustain the facilities in place? [Are there WUGs engaged in multiple phases of the project?](#) How well are the WUGs working to manage WASH facilities?

9.2. To what extent does the PWJ design and implementation approach contributed to enhancing the local capacity of community hygiene promoters to sustain the facilities in place? [Are there community hygiene promoters engaged in multiple phases of the project?](#)

9.3. Are there systems and mechanisms put in place on the equitable use of WASH facilities? Do vulnerable groups get equal access to WASH facilities?

9.4. What stories of success can be highlighted? How is the performance of local actors responsible for WASH service delivery systems across different camp areas?

9.5. How does PWJ project contributed in improving the hygienic environment in camps and the basic knowledge of IDPs in hygiene and sanitation?

9.6. Was there a sustained involvement of vulnerable groups in management of WASH facilities and services?

9.7. To what extent does the number and proportion of households with access to safe drinking water has increased through the support of PWJ project in the target IDP camps?

5. The capacity of local actors in applying EWER for mitigating/resolving and preventing conflicts and violence 5. Evidence of success stories from project staff/key informants/beneficiaries

1. The number of WUGs capacitated in different phases of the project
2. The number of WUGs engaged in multiple phases of PWJ project
3. The number of community hygiene promoters capacitated in different phases of the project
4. The number of community hygiene promoters engaged in multiple phases of PWJ project
5. The availability of systems and mechanisms on WASH facility use
6. Evidence of success stories or gaps in the performance of local actors across the different camps? (Comparative analysis) 5. Knowledge and attitude change towards hygienic environment in IDP camps
7. Number of vulnerable groups (women, elderly, PSN) engaged in management of the WASH facilities
8. Number of households with access to safe drinking water
9. Number of households with access to safe and clean sanitation facilities

Data Sources

- Implementing partner staff (PWJ)
- Project documents and progress report
- Local actors (WUGs) and direct project beneficiaries including women and PWD

Collection methods

- Document analysis
 - Progress reports
 - Monitoring and evaluation records
 - Key Informant Interviews; Surveys
 - Final Report
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	<p>9.8. To what extent does the number and proportion of households with access to adequate sanitation facilities have increased through the support of PWJ project in the target IDP camps?</p> <p>EQ10 What were the long-term unintended effects, if any, of the REALs and PWJ project interventions?</p> <p>Sub-questions</p> <p>10.1. Did the REALs and PWJ projects produce or contribute to the unintended outcomes in the medium and long term in their respective implementation sites?</p> <p>10.2. What were the positive and negative effects of the unintended outcomes over the different phases of projects (REALs & PWJ) intervention?</p>	<p>1.Evidence on unintended outcomes of the projects</p> <p>2. Evidence of effect, positive or negative of the unintended outcomes on target populations including women and other vulnerable groups</p> <p>3-Extent to which the project addressed the negative outcome/impacts of the project</p>	<p>Data Sources</p> <p>PWJ and REALs staff</p> <p>-State/County Department staff</p> <p>-Protection Cluster Coordinator</p> <p>-WASH Cluster Coordinator</p> <p>Collection methods</p> <p>-Document analysis</p> <p>-Monitoring and evaluation records</p> <p>-FGDs; KIIs</p> <p>-Project final reports</p>
<p>Sustainability</p> <p><i>Will the benefit last?</i></p>	<p>EQ11 To what extent were capacities developed in order to ensure sustainability of efforts and benefits?</p> <p>Sub-questions</p> <p>11.1. What concrete measures has the REALs project applied to support longer-term continuity and resilience of IDPs and HCs peaceful co-existence (current and past phases of the project)?</p> <p>11.2. What concrete measures has the PWJ project applied to support longer-term continuity and resilience of WASH facilities to IDPs (current and past phases of the project)?</p> <p>11.3. Were the capacities of targeted local actors developed through the support of the REALs and PWJ projects to fulfil their mandates?</p> <p>11.4. Were capacities of targeted beneficiaries developed to maintain the project (REALs & PWJ) activities and ensure their sustainability?</p> <p>11.5. Is there a system established for strengthening the coordination and network among key actors, alignment with a broader system?</p> <p>11.6 Are the communities in a position to self-financing the project (REALs & PWJ) interventions and facilities in place to ensure their sustainability?</p> <p>11.7 Do communities (direct beneficiaries) trust the leadership of local actors and system in place?</p>	<p>1. Extent to which capacities of community leaders and youth leaders were strengthened to solve/ mitigate/ prevent conflict and violence in and outside the IDP camp</p> <p>2. Extent to which the capacity of selected community focal persons (CFPs) were developed on monitoring, documentation and methods of handling sensitive information</p> <p>3. Extent to which the capacities of community workers, CFPs and community leaders developed to carry out outreach and provision of PSS and awareness on prevention of SGBV in the target IDP camps</p> <p>4. Extent to which capacities of community workers, CFPs, community leaders and stakeholders were developed to prevent/mitigate conflict and violence through EWER</p> <p>5. Extent to which capacities of community hygiene promoters were developed to conduct post-hygiene awareness activity</p> <p>6. Extent to which capacities of water user committee members were developed to manage the water</p> <p>7. Extent to which capacities of relevant State/County Departments and government institutions strengthened to carry out their mandates in relation to the project</p> <p>8. Extent to which capacities of implementing partners staff developed to implement the JPF project</p> <p>9. Availability of system and structure for coordination and networking among the key actors</p> <p>10. Evidence on capacity of communities self-financing for sustaining the project interventions</p>	<p>Source of data</p> <p>-Implementing partners staff (PWJ and REALs)</p> <p>-Community Hygiene promoters</p> <p>-Water user committee/group</p> <p>-Community leaders</p> <p>-Youth leaders</p> <p>- Community focal persons</p> <p>-Relevant State/County Departments and government institutions</p> <p>-Direct project beneficiaries</p> <p>Collection methods</p> <p>-Document analysis</p> <p>-Monitoring records</p> <p>-FGDs; KIIs; Surveys</p>

	11. Level of trust and confidence by communities on local actors and systems in place; level of satisfaction of communities on performance of local actors	
<p>EQ12 To what extent does the JPF funded projects identified strategic partners that could pick up on supporting continued government and non-governmental action when the project comes to an end?</p> <p>Sub-questions</p> <p>12.1. Did the REALs and PWJ projects partnered with local actors or implemented the projects directly? What was the rationale for partnering with local actors?</p> <p>12.2. At what capacity and level did the local partners engage in the implementation of the different phases of REALs and PWJ projects?</p> <p>12.3 What capacities do the local implementing partners possess? What additional capacities do they need?</p> <p>12.4 Did REALs and PWJ projects design an appropriate sustainability and exit strategy in the different phases of their interventions?</p> <p>12.5 Were the key stakeholders involved in the preparation of the strategy for REALs and PWJ projects?</p> <p>12.6. What are the key factors that will require attention to improve sustainability of the REALs and PWJ projects interventions?</p>	<p>1. Evidence on partnerships with local actors</p> <p>2. Extent to which local partners were involved in implementation of the project</p> <p>3 Extent of capacity building efforts by the project for local implementing partners</p> <p>4 Capacity gaps identified among the implementation partners</p> <p>5 Extent to which the REALs and PWJ projects design include an appropriate sustainability and exit strategy (including promoting national/local ownership, use of local capacity, etc.) to support positive changes after the end of the intervention?</p> <p>6 Extent to which key stakeholders were involved in the preparation of the strategy?</p>	<p>Data Source</p> <p>-Implementing partners staff (PWJ and REALs)</p> <p>-Relevant line ministries and departments at national, state and county levels</p> <p>-Wash Cluster Coordinator</p> <p>-Protection Cluster Coordinator</p> <p>Collection methods</p> <p>-Document analysis</p> <p>-Monitoring and evaluation records</p> <p>-Final Reports</p> <p>-Key informant interviews</p> <p>-Key informant interviews</p>

Appendix 2: Photos taken during field observations



Photo 1: Household utensil and compound hygiene
Source: Field observation in Don Bosco IDP camp (Oct 4, 2022)



Photo 2: Water kiosk modified by Oxfam from PWJ's initially built hand pumps in Juba (POC 1) IDP camp
Source: Field observation in Juba (POC 1) IDP camp (Oct 6, 2022)



Photo 3: Protective structures for hand pump in Don Bosco IDP camp
Source: Field observation in Don Bosco IDP camp (Oct 4, 2022)

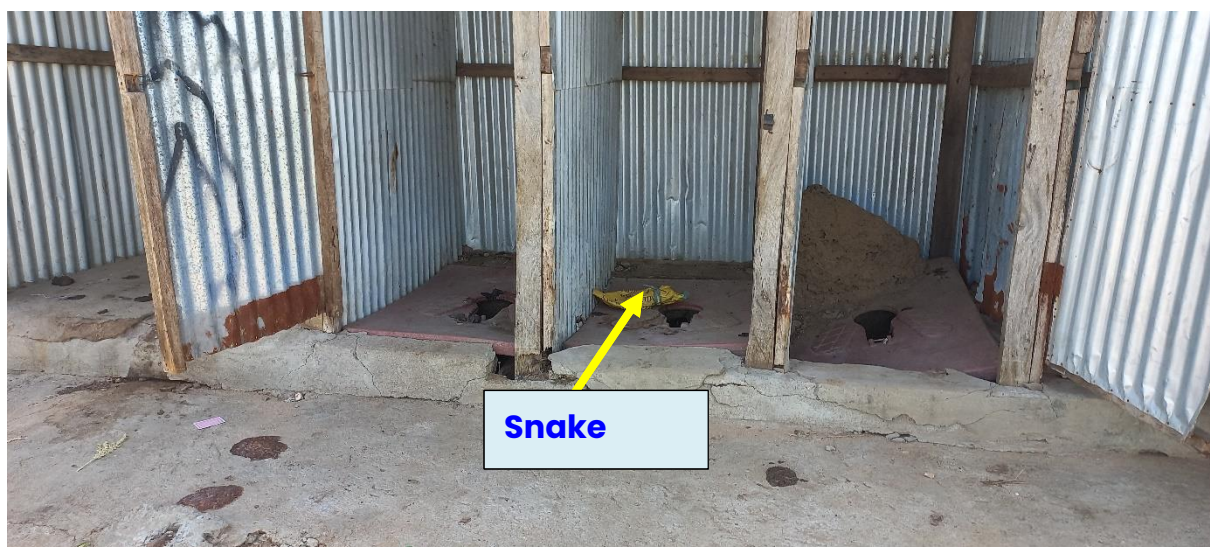


Photo 4: Termite frass and snake in latrine facility of Don Bosco IDP camp (Old camp)
Source: Field observation in Don Bosco IDP camp (Oct 4, 2022)



Photo 5: Unhygienic and dirty latrine facility in Juba (POC 3) IDP camp
Source: Field observation in Juba (POC 1) IDP camp (Oct 6, 2022)