



MID-TERM-REVIEW

Women-Led Output-Based Aid (WOBA) Vietnam

Water for Women Fund, Australian Department of Foreign Affairs and Trade

Summary Report

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LIST OF ABBREVIATIONS

CPC	Commune People's Committee
CWU	Commune Women's Union
DFAT	Department of Foreign Affairs and Trade
DPC	District People's Committee
DWU	District Women's Union
EMW	East Meets West
FSM	Faecal Sludge Management
GESI	Gender and Social Inclusion
HH	Household
M&E	Monitoring and Evaluation
MOU	Minute of Understanding
MRT	Mid-term Review
OBA	Output-Based Aid
PC	People's Committee
PCERWASS	Provincial Centre for Rural Water Supply and Sanitation
PMB	Project Management Board
PPC	Provincial People's Committee
PWD	People with Disability
PWU	Provincial Women's Union
WASH	Water, Sanitation and Hygiene
WOBA	Women-led Output Based Aid
WU	Vietnam Women's Union

1. WOBA Project Description

WOBA Vietnam is a project designed and implemented by Thrive Networks /East Meets West Foundation aimed to bring equitable water and sanitation services and hygiene practices to marginalised households in five rural provinces of Vietnam (Hoa Binh, Thanh Hoa, Nghe An, Ha Tinh and Ben Tre provinces), and to improve women's empowerment in the WASH sector. It is funded by the Australian Department of Foreign Affairs and Trade (DFAT) through the Water for Women Fund over 4.5 years (June 2018 to December 2022) with a total budget of 5,893,086 Australian dollars. The WOBA Vietnam has four implementation components and targets:

- WATER: 6,500 poor/GESI¹ households connected to piped water schemes with connections co-financed through a competitive output-based subsidy fund.
- SANITATION: Improved access to hygienic sanitation in rural communities, with latrines constructed by 3,000 poor and GESI households, 15,000 poor households and 2,000 non-poor households; and
- FECAL SLUDGE MANAGEMENT (FSM): A FSM pilot in Ben Tre province
- COVID-19 response: Distribute handwashing devices and water tanks and hygiene promotion in project communes.

WOBA Vietnam has five expected outcomes: (1) Strengthened national and sub-national WASH systems with government able to implement and sustain inclusive output-based aid WASH approaches in rural Vietnam – achieved through a government co-financing requirement; (2) Strengthened private sector ability in sanitation and public/private enterprises in water to operate sustainably and reach poor and GESI communities in rural Vietnam; increasing their role in providing high quality WASH services to all; (3) Improved access to and use of equitable WASH services, especially among marginalized community members; (4) Improved gender empowerment and systematic inclusion of women and outcomes in households and communities and institutions; and (5) Increased use of evidence and innovation in gender and inclusive WASH in Vietnam; increased contribution from Vietnam to regional and global evidence base.

Guided by a theory of change that aligns with the Fund's theory of change, WOBA has three strategies which are expected to contribute to the five expected outcomes.

- Partner with district and commune government, Women's Union, and private sector WASH operators to strengthen coordination mechanisms (at all institutional levels) and private sector capacity in delivering WASH services for poor and GESI households.
- Build capacity of government partners, women in the WU, and private sector WASH operators to implement OBA WASH services for poor and GESI households.
- Leverage partnerships with government partners, WASH authorities, WU members, and private water operators to facilitate workshops to mainstream and advocate for gender, disability and socially inclusive approach in WASH delivery in Vietnam.

The project was implemented using a partnership structure that follows the vertical government structure (national-subnational-village), and private sector sanitation suppliers and water operators to administer an OBA subsidy scheme. WOBA aimed to build capacity of women to lead WASH mobilisation through partnership with the Women's Union at all levels.

Project results by June 2021

¹ WOBA uses the GESI categorization used by Vietnam's Ministry of Labour, Invalids and Social Affairs. There are six GESI categories: (i) children under 16 without parental or foster care; (ii) People aged 16-22 currently enrolled in secondary schools, vocational schools, colleges or universities (who also meet criteria (i)); (iii) HIV-positive people from poor households; (iv) poor single parents with custody of children; (v) the elderly; and (vi) people with a disability. WOBA Vietnam specifically target people with disabilities and elderly people.

As of June 2021, WOBA achieved 12,767 latrine constructions, representing 64% of the project target for latrine uptake. The water connection output is slower with about 45% of water connection targets achieved. WOBA's COVID-19 response provided 3,056 handwashing devices to kindergartens, health stations and WOBA's 980 GESI households, and 200 plastic water tanks to households. Five private water operators and more than 60 private sanitation suppliers have partnered with WOBA. WOBA has partnered with the DRD to deliver training on disability in WASH.

2. Mid-term Review

2.1. Purpose of the Evaluation

This MTR evaluates the program's progress towards its planned outcomes and support learning by exploring the effectiveness of the strategies and activities implemented from June 2018 to June 2021. It explores some initial indications of impacts and sustainability. It provides important recommendation in the ongoing implementation of the program and progress towards the project's end-of-program outcomes.

This MTR will also aim to help lay the foundation for a strong end of term evaluation. It is intended that a better understanding the effectiveness/efficiency of the WOBA Vietnam approach would influence Thrive/EMW's programming in other WASH related areas.

The specific objectives of the MTR are:

1. Assess whether the project has successfully achieved its stated objectives and outcomes that meet the needs of targeted communities and in line with government national plans.
2. Assess the influence of program design, including the WOBA modality and verification process, on this achievement.
3. Identify challenges, compile lesson learnt and provide recommendations for actions to ensure that the project is on track to achieve results by its completion.

2.2. Methodology

Evaluation approach and methods

The mid-term-review focused on four areas of inquiry alongside WOBA's expected outcomes: 1) partnerships and networks for systems strengthening; 2) building capacity of partners and stakeholders about OBA approach and GESI; 3) empowering women as leaders and change agents in WASH; 4) inclusive access for poor and GESI households.

The evaluation was undertaken primarily for learning purposes. The main focus of the evaluation, and this report is on how, why, and under what circumstances results were achieved. The seven key evaluation questions and their sub questions address all five evaluation criteria: relevance, effectiveness, efficiency, impacts, and sustainability.²

The evaluation applied the Consolidated Framework for Implementation Research (CFIR) underpinned by implementation science to identify barriers and facilitators to successful implementation and contributing factors to changes at both the system and individual level.

The evaluation employed a people-centred, multi-stakeholder approach with mixed method of data collection in five phases. The MTR fieldwork was conducted by national consultants to ensure questions and observations were made in a culturally appropriate, ensuring protocols at the various institutional levels, and

² Organisation for Economic Co-operation and Development criteria; Development Assistance committee (DAC) criteria, Australian Department of Foreign affairs and Trade criteria

at the community level were adhered to. Multiple analysis approaches were used to assess impact and causal inference and ensure rigour in the evaluation findings.

There are 5 phases to collect the data in the MTR.

- Phase 1. Desk review of relevant Vietnam government (at national, district, commune) policies, regulations in rural WASH.
- Phase 2. Focus groups discussions and survey with partners in the sanitation and water components (n=38)
- Phase 3. Semi-structured interviews with WOBA's beneficiaries (n=30)
- Phase 4. Semi-structured interviews with WU women (n=18)
- Phase 5. Semi-structured interviews with private sector operators (n=3)

The evaluation also used WOBA's M&E information, report of the study on WOBA's COVID-19 response³, and other relevant studies to supplement the fieldwork data.

Multiple analyses with four levels were undertaken to answer the key evaluation questions for each phase of data collection as formal evaluation component, and then integrated in the summative evaluation component.

Limitations

- Short timeline limited the number and diversity of participants in the evaluation. The scope of the evaluation was mainly on the sanitation component and water component in three provinces due to restricted travel time.
- High risk of reporting bias given participants were all stakeholders of WOBA and have an inherent interest in the subsidy and incentives provided by the project.
- High risk of selection bias given the participants were selected by the implementation team.
- Except for sanitation and water coverage, lack of baseline data and appropriate M&E framework, processes, tools and data to assess change at various levels (individual, organisation, system) as a result of WOBA.
- Reliance on monitoring information (on verification of outputs) provided without appraisal of EMW's M&E system risk data accuracy and reliability.

These limitations were mitigated through rigorous analysis of the field data and monitoring information using triangulation and comparative analysis of quantitative and qualitative data.

3. Key findings and lessons learnt

The report discusses the findings for each evaluation question. The key lessons presented in this section are framed around the focused areas of inquiry as opposed to specific evaluation questions.

KEQ1: To what extent has WOBA aligned with the government of Vietnam's policies in WASH in rural Vietnam?

From the policy documents, WOBA outcomes are clearly aligned with the policies in Vietnam. All five themes including OBA WASH, private sector in WASH, improving access to and use equitable WASH services for the marginalized group, gender empowerment and climate change and disaster resilience are mentioned and are the focus of the policy documents reviewed. In addition, the policy context of rural WASH in Vietnam

³ Pham, L. (2021). Hand washing products and hygiene promotion in rural Vietnam: A case study of the COVID-19 Response in the Women-Led Output-Based Aid (WOBA) Vietnam project. <https://emwwoba.info/language/en/hand-washing-products-and-hygiene-promotion-in-rural-vietnam-a-case-study-of-the-covid-19-response-in-the-woba-vietnam-project/>

provided the rationale for WOBA to deliver WASH services to target marginalised households in rural Vietnam and leverage the government structure to do so.

The policy documents reviewed suggest that the output-based aid approach is considered by the government of Vietnam as a highly effective approach for reaching marginalized groups. WOBA thus has the potential for expanding the OBA model to the phasing-in GoV budget, where the government does not pay in advance for investment, rather by phases of construction. For example, 70% of investment is paid when construction finishes, and the remaining 30% is paid when the system is in operation. In some cases, the government only pays the full cost when the system is in operation. Therefore, WOBA's achievements will contribute to support the development strategies in WASH in Vietnam.

KEQ2. To what extent has WOBA Vietnam implemented its activities in an effective and efficient way? (Effectiveness/Efficiency)

The WOBA model of implementation was based on the experience and success of EMW Vietnam's previous OBA projects in sanitation and water supply, and EMW Vietnam's established relationships with the local partners including WU and sanitation companies. This assumed these partners' capacity building for OBA had already been achieved. Partners' perceptions of EMW Vietnam's quality and validity of evidence of latrine outputs through OBA in prior projects support their belief that WOBA will have desired outcomes in rural marginalised communities.

The partnership structure of WOBA follows the government political structure to execute implementation, which has enabled consistent processes of operational governance, information flow and OBA payment across provinces. In addition, partners' shared goal of latrine uptake and target beneficiaries coupled with the performance incentive scheme has enabled WOBA to achieve its sanitation and water targets for poor and GESI groups.

WOBA's focus on WASH outputs leveraging existing government structure applies a fixed design and implementation activities rather than adaptive to contexts and characteristics of households, private sector operators, and the WU mobilisers. Specifically, the key implementors – the WU and local authorities - focus on the outcomes of "improved access to and use of equitable WASH services, especially among marginalised community members" with the specific target of households connecting to the piped water schemes building the latrines.

WOBA's intention to influence at the system level is implicit that draws on broader contextual conditions known by EMW rather than clear design and implementation plan for system strengthening intervention.

Knowledge about WOBA and how the project operates is similar across provinces and stakeholders in terms of the subsidy amounts, target beneficiaries, and that WOBA is a "rewards" or "donation" program rather than market-based approach. This is contrary to the WOBA's ToC that assumes and aims of institutionalising a systematic market-based approach to inclusive WASH services.

The project identified the risks and mitigation measures at the beginning of the project and has been updating the risks and the risk management plan. The risks were identified by the project at the macro level, and did not account for risks encountered at the community and local authorities at commune or village level, such as the challenges for vulnerable households who tend to live far away from the main water pipeline and their monthly pipe water consumption, affordability to build new latrines, the trust between the HHs and the private WASH enterprises, the opinion of WU about their role as a marketing agent in the market-based approach,.... In addition, it seems that the mitigation measures in relation to identifying beneficiaries has been actively applied for the sanitation component, but not for the water component.

According to the project partners, the support from the project including financial and technical support has been adequate for them to implement the activities that they agreed with EMW. However, many seemed to be unaware of the OBA process as a market-based approach, and that the intention of OBA institutionalization is for the government to engage with the private sector systematically during WOBA and post WOBA. They considered the participation of private suppliers in WOBA as a factor of “market” rather than important actors in the market.

KEQ3. To what extent is WOBA Vietnam’s approach inclusive and is reaching the poor and marginalized (GESI) communities in rural Vietnam to improve their WASH conditions?

Reliance on the government lists of poor and near poor households as a starting point to identify and select target beneficiaries risks many vulnerable households unable to access WOBA although they meet the criteria of poverty and vulnerability. Some eligible households have also been removed from the list to meet the New Rural Development Program targets of reduced number of poor households. This has created a perception of WOBA as unequal access rather than inclusive approach.

All beneficiaries interviewed felt that their latrine and water use have improved compared to their WASH conditions prior to WOBA. Most beneficiaries appreciated the subsidy scheme and considered their WASH needs have improved, as with their understanding about WASH and health and the benefits of hygienic latrine and piped water. However, many are still using other water sources to save on consumption costs or some are using both old and new latrines due to habits.

Affordability is the main barrier for households to take up latrines and connect to piped water system. The subsidies from WOBA support them and is an important factor for them to decide to take up latrine. The cost of latrine payment, even with subsidies is still too high for some households, which has led some households to incur debt, or relying on the WU to find alternative sources of funding. Some marginalized HHs even can’t access to the subsidies to build their latrines due to their affordability. The subsidy in water connection fee enabled them to connect to the water scheme, but the lack of pipe network is still a major barrier for connection, and water consumption is restricted because of the lack of financial resources to pay for water tariff.

KEQ4. To what extent has the WOBA’s approach to gender empowerment through the involvement of WU has resulted in greater understanding of gender issues and improved gender empowerment for WU and other stakeholders? (Effectiveness/Impact)

The WU interviewees described their role in the WU and WASH sector generally as “communication” and “mobilising”. They voluntarily participate in WOBA for the community’s benefits. The WU made many efforts to achieve WOBA targets set for their commune or village including propaganda activities, encourage and advise the beneficiary households to understand the benefits of using clean water and building hygienic latrines, provide information about the subsidies, develop and review the list of beneficiaries, support women with difficult economic conditions to access existing local funds such as loans from Vietnam Bank for Social Policies (VBSP), provide other resources such as the WU’s economic development funds, connect and act as household guarantor with construction material suppliers to help them buy materials on credit from these suppliers to build latrines. The WU consider this is their responsibility in the political system.

WOBA leverages the government structure in which the CWU is subordinated to the PC in both the Project Management Board (CPMU) and in government structure. The WU at the commune and village level work under the existing line of authority of the PC and WU, which maintains their role as a socio-political organisation responsible for the government’s propaganda activities and with that a sense of obligation rather than empowerment. It is clear that the WU members, as individuals, did not have leadership role in

WOBA due to the structure of the WU within the political governance, which WOBA leverages rather than intends to transform. In addition, the deployment of the WU is premised on a gendered view of WASH within the domestic space and that WOBA prioritises women's needs and the needs of poor and vulnerable households. However, there is no clear evidence to suggest that WOBA has helped to increase capacity of WASH stakeholders and their organisations to consult with women and men to respond to women's priorities.

Knowledge about WASH and health is not new for all WU interviewees because they often have to propagate these contents, which is one of their main roles. They also felt that they have improved their way of communication and can listen more to understand the lives of beneficiaries before and after the projects. Their sense of being a change agent come from the belief that they have been able to recognize their own changes and enable change in the communities and beneficiaries.

Despite the entrenched gender norms and lack of real leadership opportunities in WASH, the WU women felt they were change agents because they were able to transfer their knowledge about WASH and health to improve households' awareness about benefits of sanitation and changed their hygiene practices, to support the disadvantaged which is the WU's political mandate.

Without baseline data, it is not possible to assess whether WOBA has increased decision making for women in households.

KEQ5. To what extent has WOBA Vietnam strengthened the capacity of national and sub-national WASH systems to implement and sustain inclusive output-based aid WASH approaches in rural Vietnam– achieved through a government co-financing requirement?

WOBA utilizes the available partnership structure of the government and the previous projects of EMW. Project activities have been much depended on the agreement and direction of the authorities (PC) at all levels of which the PPC plays a key role.

WOBA has enabled co-financing arrangement with the PPC for latrine completion which has been adhered. Due to the requirement for government co-financing, the PPC has to direct the related parties to participate in the project activities, monitor and push their implementation. In this way, co-financing by government in WOBA may not change the institutional structure in the government system in the short-term but it can help to promote the participation of stakeholders in the implementation process of OBA approach.

One of the biggest changes for partners in WOBA is the changed attitude of all stakeholders toward persons with disabilities (PWD) and understanding about PWDs' WASH needs are most evident outcomes of all WOBA's training for all stakeholders, although application of such knowledge has not emerged due to higher cost of latrine for PWDs.

None of the partners thought that WOBA intends to or has the capacity to make system changes in WASH sector. This could be because they did not have decision making authority in the system and/or because the project is designed to coordinate them to implement the OBA rather than explicit strategy on influencing changes at the institutional and system level.

OBA model in the WOBA is viewed by these partners as a relevant management channel of the government structure. With the target set by the superiors, the subordinates (such as the WU at lower levels) must find resources to achieve the target.

KEQ6. To what extent has WOBA effectively engaged private sector operators in delivering WASH services for the poor and GESI communities? (Effectiveness)

Institutionalizing OBA seems unlikely in the context of WOBA's target households and affordability of both households and the private enterprises, particularly capacity for private water companies to achieve revenue and profit sustainability. There is no specific information provided by the enterprises to suggest that WOBA has and be able to help increase their profitability. However, they are motivated to join WOBA to expand their customer base, which they believe can be achieved through their presence in the local areas and public perception of the company's social responsibility.

Affordability is the critical barrier for poor and vulnerable households to access latrine and universal use of hygienic latrine and piped water. Dedicated support for the government to households or policy in supporting private sector financing is needed to enable equitable latrine uptake and for water operators to be able to continue to provide water services for households living in areas far from water pipeline.

The connection between the WASH enterprises and the customers is mainly developed by the WU and local authorities' guarantee – the third party. Through this third party, the enterprises can access their customers easier, and the customers can trust the enterprises more. Involvement of the WU and local authorities is the social capital required for business relationship to be established between the suppliers and customers. However, this level of social capital and its effect on business relationship and understanding the customer vary among provinces.

There are some challenges in delivering WASH services for private sector operators, mostly for water companies, which relate to WOBA design and implementation, such as, no government investment or project investment to help the water operator to extend their service network; too much time taken by water companies without any supports from the WU from village to district levels to collect baseline data of households without water connections; limited information of services disseminated to the target beneficiaries.

KEQ7. What impacts (intended and unintended) has WOBA Vietnam had and how sustainable are these?

From the perspectives of beneficiaries, WOBA has enabled their understanding about the importance of having and using hygienic latrine and piped water. The intervention appears to intend for a development of community mindset of market approach, however the market-based approach of WASH service delivery seems to be far from the community understanding of accessing WASH through WOBA.

All WU interviews felt that their mobilization skills in WASH issues have improved a lot as a result of practical mobilization activities in WOBA, mainly in sanitation component, which has led to increased sense of self efficacy and confidence, and perception of themselves as change agents to bring benefits to their communities. At the organizational level, the position and reputation of WU have been increased.

Participation in WOBA has helped private sector operators to expand their current customer base by increasing their brand in social responsibility and reputation with the community.

There is support for OBA model which was applied in the previous projects of EMW although the understanding of OBA is based on a "rewards" model rather than market-based approach. However, it is difficult for the OBA model of delivering WASH products for rural poor to be continued after the project or the external fund runs out because affordability is the critical issue for these disadvantaged households. In addition, the funding of the PPC seems relying on MOU based rather than systematic inclusion in the budget system. Without these subsidies, it does not seem that the private sector operators are able to provide services without affecting their profit.

There are some unintended impacts. Household understanding of subsidy (especially with those that were provided the full latrine and water connection) has led to the misunderstanding that WASH take up is the government responsibility, which is counter to the idea of OBA as creating demand at the household level.

The target beneficiaries of WOBA forward to the vulnerable groups, however, many of the beneficiaries, WU and partners involved in this evaluation felt that WOBA has excluded very difficult households who actually have WASH needs and desire to receive WASH services. Building latrine has led to some households who are already poor to incur additional debts. The role of a key implementer has continued the ‘subordination’ of the WU to the authorities rather than having real decision making and leadership in their mobilising and supporting households. Using the multiple water sources to save money can affect the providers’ revenue source and counter their desire and effort to increase revenue. Similarly, there are HHs still using the old latrine due to habit and save the cost for using the new latrine. Lack of maintenance of latrines due to lack of understanding or lack of financial resources to buy right sanitation materials lead to rapid degradation of the latrine especially the septic tank latrines.

4. Recommendations

To improve effective, inclusive and systematic planning, monitoring and evaluation of WOBA implementation to track progress of activities and outcome indicators, partner accountability, and to identify effective route to achieve goals (all outcomes).

- Develop and implement appropriate M&E processes and tools, appropriate for tracking GESI outcomes, system strengthening outcomes, and private sector outcomes alongside verification of outputs.
- Collect baseline data for water at the province level not only by service area of the water schemes in WOBA. Latrines constructed and water connected should be analysed and reported using disaggregated data of gender and types of GESI category at household level and number of people.
- EMW should continue to engage with the partners institutions with the explicit intention and action plans to contributing to institutional, individual and system changes.
- Regular check of actual disbursement of the PPC’s co-financing.

To ensure correct and complete information about WOBA is accessible to and understood clearly by all households (outcome 3 and 4)

- Update the WOBA information package provided to households and WU. Use appropriate style and content in the information package that is tailored to each target group.
- Deliver the information package all WU members involved in the program as part of their onboarding to WOBA, and incorporate questions to test knowledge in the training video and WU participants must achieve a certain score to pass the WOBA knowledge
- Develop information package on how to maintain latrine and use of piped water for the WU to educate households and conduct regular monitoring of the WU’s mobilization activities by EWM to ensure tailored messaging is being delivered and households feedback on the communication content and communication.

To promote private sector operators’ engagement in sustainable ways (outcome 2)

- Training and support provided to the enterprises based on their desires and needs and deliver the training package to each of the private operator involved in the program as part of onboarding to WOBA. Questions or test scenarios could be incorporated in the training and participants have to achieve a certain score to pass the financial knowledge and business skills test.
- Conduct regular meetings with private sector operators to discuss barriers, enablers, opportunities and risks in their WOBA activities, and work with them to develop action plans to be implemented and regularly revised. Record all private sector operators (sanitation companies, masons, construction materials shops, water companies, state owned enterprises) working in WOBA.

To enhance capacity building on climate change and adaptation for all WOBA's stakeholders (outcome 1)

- Develop training package and workshops on climate change, adaptation measures in sanitation and water supply to deliver to all partners, not only the water companies. Deliver targeted training (online or face to face) to partners, private sector operators, WU and households.
- Pilot of climate resilient safety planning should be documented, with results incorporated into the training package for all water schemes, and other partners.

To ensure inclusiveness, reach and engagement of women and disadvantaged households (outcome 3)

- Assess the risks of government list of poor and GESI households being dropped off the list and mitigation measures
- Review appropriate designs and construction options for latrines in challenging environments and price range and support scheme that includes subsidy and other resources. Incorporate feedback of beneficiaries about quality of service and products, and experience of WOBA in the verification surveys and use their feedback to improve and adapt the implementation processes.
- Deliver WASH promotion in a targeted way to ensure women can access them, identify networks that women trust or part of to deliver information in addition to the WU and female volunteers.
- Continue to deliver awareness raising activities on WASH and health to households even if the households have already built latrine or connected to piped water. EMW should oversee the WU's promotion activities and mobilization activities and provide regular feedback from households

To promote gender transformative mindset among partners and improve gender empowerment (outcome 4)

- Incorporate two way information sharing through a forum for the WU, WASH experts and women households to share their knowledge about WASH related issues.
- Identify challenges and enablers for the WU as market agents or mobilisers which affect their ability to raise their ambitions in WOBA and in the WASH sector. Training and support provided to the WU based on their desires and needs in market operations and market agents.
- Incorporate the WU in the design, process and feedback at each stage of WOBA processes. Discuss with the WU about appropriate reward or recognition of the time and energy that they spent on mobilization and try to include that in WOBA.
- Identify existing supportive structure for gender empowerment within the existing structures that WOBA leverages and facilitate discussion that includes both men and women on gender norms, barriers and advantages to WU and female volunteers' participation before and during a WOBA activity.
- Provide leadership skills to the WU in a targeted training and mentoring program to promote collective leadership and support the sustainability of their WASH activities. Maintain the level of training provided to WU volunteers and make sure it does not add to unpaid work and can include range of skills beyond WASH. All capacity building activities should be evaluated as part of EMW's monitoring framework and include quantitative and qualitative indicators for analysis.

To improve WOBA's knowledge and sharing on gender and inclusive WASH and contribute to global evidence base (outcome 5)

- Develop and disseminate learning notes and policy briefs in English and Vietnamese from various studies conducted by EWM (including this report) to WOBA's partners, and stakeholders, and Vietnam's development networks in WASH. Follow up with partners to understand impact of WOBA's knowledge sharing.

Additional evaluative studies should be conducted to gain further insights about the emerging findings from this MTR

- Conduct further studies to gain better understanding about the emerging issues from this MTR, and components that were not addressed in the MTR: 1) a study on gender equality and women's empowerment with the WU and other partners to assess contributing factors to the process of change, and identify areas where capacity building is needed among partners; 2) a study on financial health of WOBA's private sector sanitation suppliers and water operators, experiences of WOBA's non-poor households with these enterprise to assess and identify factors contributing to long term economic viability; 3) evaluation of the climate resilient water safety plan initiative to identify areas of climate change and adaptative capacity that water companies may need further support.