



Independent evidence case study report

Raleigh International

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Abbreviations

CAPS	-	Comité de Agua Potable y Saneamiento (Water and Sanitation Committee)
FECSA	-	Familia, Escuela y Comunidad Saludables (Healthy Family, Schools and Communities)
ICS	-	International Citizen's Service
ICV	-	In-country volunteer
MDG	-	Millennium Development Goals
NGO	-	Non-governmental organisation
NRM	-	Natural Resource Management
UNICEF	-	United Nations Children's Fund
WASH	-	Water, Sanitation and Hygiene

1. Executive summary

Ever since its creation in 1978, Raleigh International has sought to drive sustainable development through inspiring young people to be the agents of change. Raleigh seeks to bring relief to those in need by reason of disadvantage, through the advancement of environmental protection and sustainable community development and the advancement of education and global citizenship. It is into this context that the International Citizen Service (ICS) programme began in 2012. With the ICS work funded by the British government and the ongoing shift towards a value for money agenda within the broader International development arena, Raleigh recognised the need to develop an evidence base for their methodological approach and demonstrate their impact, highlighting their unique contribution to the sector.

Jigsaw Consult were invited to undertake an independent evidence case study of Raleigh's Water, Sanitation and Hygiene (WASH) activities in Nicaragua to identify the strengths of the Raleigh WASH approach, specifically identifying the impact of youth led development. The methodology of the impact study incorporated three core elements, namely; desk based research, data gathering through ICS volunteer alumni in Nicaragua and a five day visit from a Jigsaw consultant. The study identified many positive aspects of Raleigh's programming and highlighted the strengths of their unique approach, as well as identifying areas for improvement and learning.

Raleigh pursues a holistic approach to WASH, promoting behavioural change and increased awareness in addition to the improved access to both safe water and sanitation facilities. Raleigh chooses to embed themselves within communities, placing the young volunteers with host families and working through local partners. The local partners enable Raleigh to establish strong relationships with the communities immediately and ensure ongoing sustainable interventions. There are a number of key elements to Raleigh's approach, and for the purposes of this report the specifics will be demonstrated using the particular approach of Raleigh Nicaragua's WASH programme. Raleigh Nicaragua's approach consists of the following elements:

- FECSA (Healthy Families, Schools and Communities) – this methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices.
- Infrastructure – the construction of simple solutions to a lack of safe water and sanitation facilities. This has included gravity fed water systems, water source protection and the construction of eco-latrines.
- CAPS (Water and Sanitation committees) - a Nicaraguan law created an opportunity for communities to develop a legal structure to better manage their water resources. As part of this, CAPS are being set up to help communities organise themselves and encourage them to work together effectively to ensure improved access to water. ICS volunteers have raised awareness of the initiative, helped communities to set up their own CAPS and started building capacities among members.
- Awareness raising – Raleigh has promoted wider awareness raising through the formation of groups (of women and youth) and the running of awareness-raising days and stand-alone training sessions. These sessions have helped to educate the local community members on a broad range of WASH and Natural Resource Management (NRM) issues as well as important cross cutting issues such as gender.
- Community empowerment – Raleigh, through their methodological approach and

through the activities undertaken have empowered the local community to engage in social issues impacting their lives and helped to build their confidence and skills.

Both FECSA and CAPS are specific to Raleigh Nicaragua, however the model of working closely with communities through local partners, promoting behavioural change and raising awareness, is an approach implemented across the whole of Raleigh.

Raleigh's approach has been a significant factor in impacting the lives of the communities worked with. Raleigh develops sustainable long-term projects by working closely with communities and working through local partners. This is bolstered by teams of young volunteers for 10 week cycles enabling greater reach for the partner organisation and ensuring more people are impacted by the activities undertaken. The volunteers inspire the communities, engendering a spirit of volunteerism within the community and engaging sectors of society, such as young people, that previously remained unengaged. The fact that Raleigh predominantly work through young people as key agents of change is also significant. Young volunteers can help to mobilise local young people and integrate them in the community. The passion and enthusiasm of young people often encourages wider community participation. Young people are usually more open-minded and can be more flexible and innovative in their approaches, and more often than not, relate well to the community around them, are non-threatening and not politically affiliated. There is no ego or perceived power dynamic over the community, which helps to avoid a dependency mindset. Young people also engage in peer to peer education which has worked well, engaging young people more easily and contributing to the training of the next generation of leaders.

The aspect of Raleigh's approach that has the greatest impact on the community is the approach where the volunteers are placed with host families and live in the communities they are supporting. Feedback from the beneficiary survey suggests that this has had a significant impact. This approach has enabled the volunteers to better understand the concerns of the community and ensure any engagement is fully contextualised and appropriate. Living in the communities and in the homes of community members enables the volunteers to develop strong relationships and build rapport and trust. Living among the community members helps in removing unhelpful paternalistic mind-sets, which in turn has led to a greater sense of buy-in from the communities, which encourages greater sustainability.

The methodological approach combined with the activities undertaken has resulted in a number of observed impacts. The beneficiary survey and observations during the visit to Nicaragua highlighted four key impacts:

- The improvement in health and hygiene practices across the community. The most frequently mentioned have been personal and family hygiene, such as hand washing, followed by community hygiene and sanitation, such as waste management. Forty-nine per cent of beneficiaries spoken to stated that improved hygiene was one of the top three greatest impacts in the community since Raleigh's involvement. This was seen as the greatest impact across all communities spoken to. In terms of behavioural change and longer-term impact, beneficiaries stated that they are now washing their hands more frequently (64%) and cleaning their latrines more thoroughly (46%).
- Increased community engagement, and specifically youth engagement. Of the beneficiaries surveyed, 40% stated that youth engagement was one of the top three impacts of Raleigh's involvement. Local young people are now volunteering within communities and taking an active role in issues of social importance. Many young people are serving as FECSA promoters and some are even represented on CAPS committees. Community members are taking pride in their homes and

ownership of their communities.

- Improved access to safe water and sanitation facilities. Raleigh's infrastructure development has been a significant element of the overall holistic WASH intervention and an aspect greatly appreciated by the community members themselves. Anecdotal evidence suggests that the infrastructure is built to a high standard and that it meets the needs of the community.
- Empowering the marginalised in the community. Although not at the heart of Raleigh's WASH programme, empowerment of the most marginalised in the communities, specifically the young and the women, has been a result of the manner in which Raleigh have interacted with the communities and the methodological approach employed. The volunteers have undertaken specific training and awareness days on topics to support them, as well as establishing women's groups and youth groups to provide opportunities for further equipping and support.

As can be seen above, and in greater detail below in the main body of the report, the impact study has identified many strengths in the holistic WASH methodological approach employed by Raleigh. The approach is still young and the activities recently implemented, and as such it is a little soon to speak of long-term sustainable impacts, however individuals' behaviour is adjusting, their awareness of issues that impact them is growing, they are taking ownership of their environment and communities are changing. Early signs are promising and both partner organisations and beneficiary communities are very positive about the support they have received.

As with all projects, there are also some key areas where improvements could be made. The summarised recommendations below highlight 10 key points of learning from the visit to Nicaragua, with the purpose of helping Raleigh to strengthen their programming, ensure accountability and increase internal organisational learning. These recommendations are drawn from the complete list of recommendations at the end of the report.

1. To set aside time to write and plan for ICS2, enabling more thought-through indicators and streamlined activities, improved language in planning documents and the theory of change, greater thought given to partner selection and partner agreements, a universal quality established for the infrastructure and a more thorough needs assessment (sector focus, geographical focus etc).
2. To consider extending the length of the cycles. This could be up to four or five months. This will help to increase efficiency of implementation, give a richer experience to the volunteers and enable greater impact for the communities.
3. If the decision is made not to increase the length of the volunteer's cycle, introduce a new format where all teams have team leaders for two cycles. This will enable FECSA to be completed under the guidance of one team leader, improve continuity and increase impact for the community.
4. To develop clearer agreements with each partner organisation, and a set of project objectives and targets for the duration of the specific engagements. This should be combined with structured reviews.
5. To consider incorporating a partner organisation capacity-building element into the plans for Raleigh and its volunteers. This could be established at the outset through a gap analysis. This will have far-reaching impact beyond the interactions with one community.
6. To develop closer coordination and interaction with local authorities. This is important for the sustainability of the project after Raleigh leaves.

7. To be more purposeful in its engagement with WASH coordinating forums, other WASH implementers (eg El Porvenir) and responsible departments within the government. Networking will enable Raleigh to both learn from others and share the experience and lessons it has learnt. It will improve practice and generate possible partnerships and funding opportunities.
8. To smarten up the Theory of Change for WASH in Nicaragua, improving the monitoring and evaluation indicators.
9. The holistic approach of Raleigh's WASH programme is important and each element has its merit, however a greater amount of awareness raising and training should be done, with potentially less focus on infrastructure.
10. Undertake six monthly and annual follow-up visits to the communities Raleigh ICS has worked in. This is good M&E practice and will help to ensure a greater sustainability to the project.

2. Background information

Raleigh International is a UK-based international sustainable development organisation working as part of a global community to build a sustainable future. Established in 1978, originally as Operation Drake, Raleigh has sought to drive sustainable development through inspiring young people to be the agents of change. Raleigh seeks to bring relief to those in need by reason of disadvantage, through the advancement of environmental protection and sustainable community development and the advancement of education and global citizenship. Raleigh currently works in five countries spread across Africa, Asia and Central America and delivers its programmes through two distinct volunteer tracks: expeditions and the International Citizen Service (ICS). The Raleigh WASH approach incorporates both.

Raleigh International is a member of the International Citizen Service (ICS) consortium, which has been running since 2011 and sends young volunteers (aged 18-25) to five countries in Southern Africa, Asia and Central America on ten-week placements. They work in mixed UK and national volunteer groups alongside local partner organisations. The programme has three core objectives:

- project outcomes in the communities where the volunteers work
- the personal development of the volunteers
- active citizenship of the volunteers once they have finished their placements

Raleigh identified the need to contribute to the recognition of credibility and added value that young volunteers bring to the sustainable development sector. The most significant means by which to achieve this was through building and demonstrating the evidence base for why Raleigh operates as it does, and how this provides a unique contribution to the sector. This also requires ensuring that the work of Raleigh is firmly situated in the pre-existing evidence and associated literature at the same time as demonstrating the specific Raleigh contribution. The documentation regarding the Raleigh approach is evolving and Raleigh recognise the importance of further evidence that better demonstrates impact. This is likely to mean that donors are likely to question the methodological approach and effectiveness of the organisation.

An independent impact study of Raleigh Nicaragua's WASH approach was therefore recommended for internal learning and in order to progress to the next stage of developing an evidence base, presenting to donors a strong, rigorous example of how Raleigh's WASH programme makes a difference, demonstrating the strengths of the approach.

Raleigh Nicaragua pursues a holistic approach to WASH, promoting behavioural change and awareness raising, in addition to improving access to both safe water and sanitation facilities. Raleigh chooses to work through local partners, recognising the value of local knowledge and the increased sustainability of the approach. The core element of Raleigh's WASH approach in Nicaragua is FECSA. The FECSA methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices. FECSA was initially developed by UNICEF in Honduras and is now the Nicaraguan government's approved national methodological approach for WASH.

A second key aspect of Raleigh Nicaragua's WASH programme is in supporting communities to set up their own water and sanitation committees (CAPS). In 2010, a Nicaraguan law created an opportunity for communities to develop a legal structure to better manage their water resources. As part of this, CAPS are being set up to help communities organise themselves and encourage them to work together effectively to ensure improved access to water. ICS volunteers have raised awareness of the initiative, helped communities to set up their own CAPS and started building capacities among members.

Both FECSA and CAPS are specific to Raleigh Nicaragua, however the model of working closely with communities through local partners, promoting behavioural change and raising awareness, is an approach implemented across the whole of Raleigh and as such the findings from this visit can be broadly applied across the organisation.

3. Objective

The overall objective of this engagement is to strengthen Raleigh International's contribution to sustainable development discussion and finding alternative ways to achieve lasting change in impoverished rural communities of developing countries. This will be achieved by building the evidence base for Raleigh's work in the WASH sector, through developing a case study that demonstrates the specific contribution of the Raleigh approach in achieving behavioural change.

The three main purposes are:

- learning and verification of the Raleigh methodology
- building an evidence base that can be used for effective fundraising
- demonstrating the effectiveness of using and inspiring young people to be agents of change (and the role of young people in project outcomes)

4. Methodology

Jigsaw Consult shares the values that underpin the work of Raleigh International. Throughout the process, we provided a constructively critical external voice in order to help Raleigh achieve its goal of driving sustainable development through inspiring young people to be the agents of change, whilst providing evidence of the impact of youth volunteering within the ICS programme.

The methodological structure follows the guidance outlined in the Terms of Reference provided by Raleigh. Further shaping of the methodology has taken place through discussion with key Raleigh staff both in the UK and in Nicaragua. For impact studies like this, we develop the approach through a process of iterative design and incorporate rigorous, participatory methods that are well suited to institutional donor requirements for qualitative and quantitative reliability.

The methodology is built around three distinct phases:

Firstly, we conducted a background review of relevant Raleigh materials and processes relating to the ICS programme in order to deepen our understanding of the organisational and programme-specific context. We then received more detailed briefings from key Raleigh staff both in the UK and in Nicaragua before the commencement of the impact study.

Secondly, in-country alumni volunteers collected data from the beneficiaries of the Raleigh WASH programme. The beneficiaries interviewed came from four of the communities in which the ICS programme has worked, specifically La Fortuna, Las Brisas, La Quinta and El Rodeo. Jigsaw worked closely with Raleigh Nicaragua staff to design a survey for use with identified beneficiaries. Jigsaw, using their experience of survey design, developed the structure of the survey and the particular questions required to extract the necessary data for the evidence case study. Where possible closed questions were used, giving the responder a fixed set of responses to choose from. This not only ensures manageable data that can be used by Raleigh, but also enables clear impact to be identified. The strength of the approach relies on the accuracy of the options presented, and in order to make sure these options were appropriate and contextually specific, Raleigh Nicaragua staff were encouraged to list the key impacts they had observed over the course of the WASH programme, reflecting the views of the beneficiaries and summarizing previously received feedback. Jigsaw then analysed the lists provided by Raleigh staff and compiled the final fixed questions. The inclusion of a couple of open questions, asking for additional feedback and felt impact, helped to ensure that key changes within the community and impact were not missed by using the fixed questions.

This survey was given to the ICS volunteers (past and present) prior to Jigsaw's field visit in order to maximise the breadth of data that could be collected in country. This involved a group of alumni volunteers undertaking 99 surveys with beneficiaries and ensured that when we arrived in Nicaragua, much of the data was already collected and ready for verification and further detailed examination. Training of the volunteers was provided by Raleigh staff with guidance from Jigsaw. A short guidance document was provided to the volunteers to prepare them for conducting the surveys.

Following the data gathering, each volunteer entered the collected data into an on-line survey tool. The online survey tool used was Survey Monkey. The Survey Monkey link to the survey template was sent to the Country Director in Nicaragua, who passed the information on to each of the alumni volunteers. A PDF of both the survey and the interview was also sent to Raleigh Nicaragua to be given to each volunteer so that they could easily conduct the survey/interviews in the field. The data inputted into Survey Monkey was then available for us to analyse one week before visiting, thereby helping to inform the visit, identify key partner staff, beneficiaries and other stakeholders to focus on, and to draw initial conclusions.

Also included within the survey and interview templates were appropriate methodological tools to help establish a retrospective construction of a baseline in order to understand the pre-intervention situation among both the partner and the beneficiary communities.

Thirdly, we visited Nicaragua to verify the impact data and dig deeper in order to gather clear impact evidence. The field work involved one member of the Jigsaw team, Matt Thomas, spending five days with the Nicaragua Raleigh team. He spent his time visiting three communities where Raleigh has been implementing its WASH ICS programme (Las Brisas, San Jose and El Rodeo). In addition to speaking to key beneficiaries of the work, we interviewed the current volunteers, the in-country alumni volunteers, the staff of the partner organisations, the in-country Raleigh staff, and other WASH-focused non-governmental organisations (NGOs) working in the same regions, collecting in-depth beneficiary stories throughout. The interviews allowed partner organisation staff,

beneficiaries and wider stakeholders the opportunity to provide feedback on the engagement of the ICS volunteers, enabling them to share their views on appropriateness and clarity of messaging/ communication as well as on the delivery, effectiveness, efficiency, outcomes, impact and sustainability of the Raleigh WASH programme. This approach ensured that an appropriate breadth of information was gathered, and it also enabled us to highlight the impact with strong examples through the detailed beneficiary stories.

Having undertaken the field visit and reviewed the data collected by the current and alumni volunteers, we analysed the findings and collated the information into a draft report for Raleigh to review and feedback on. This feedback was then incorporated into the final product.

5. Analysis

The section below outlines the quantitative analysis of the surveys undertaken with the beneficiaries and a qualitative analysis of the WASH activities undertaken by Raleigh Nicaragua, highlighting the impact on the communities and volunteers.

5.1. Quantitative analysis

A survey was conducted with 99 beneficiaries of Raleigh Nicaragua's WASH programme. The beneficiaries were asked to reflect on the impact of the activities of the ICS project, identifying the observed changes in their lives and the wider community and the elements of the ICS programme that have been most beneficial to them.

Since the programme's establishment in 2012, the WASH activities delivered by Raleigh in Nicaragua have achieved the following:

- 2,713 direct beneficiaries from WASH activities in 19 communities in the departments of Madriz, Estelí and Matagalpa
- 404 community members trained in WASH promotion using the Familia, Escuela y Comunidad Saludables (FECSA) methodology
- 26 community Water and Sanitation Committees (CAPS) established and trained
- 37 youth groups created, trained and supported
- 38 baseline studies and reports undertaken
- 218 awareness-raising events held, with a total of 3,452 community members attending
- 90 environmentally friendly eco-latrines constructed, 21 wells improved and 16 gravity-feed water systems constructed

Of the beneficiaries spoken to, 99% felt that Raleigh had selected the right approach and activity to support them – 90% had received some form of infrastructure (eco-latrines, eco-oven, etc), 69% had attended training, 65% had been exposed to awareness raising sessions and 53% were a part of a peer-to-peer education programme. Overall, 51% of those spoken to stated that Raleigh is the best organisation they have had experience of.

Since Raleigh came to our community [El Rodeo] we no longer envy Esteli. We have everything here, except the problems. All that Raleigh did has given us a love for our community. They inspired us and taught us, and we now have a sense of ownership and pride in our community. (Juancito Gonzalez, 11 March 2015)

As so clearly noted by Juancito above, Raleigh's holistic approach to WASH has resulted in a broad range of impact in many aspects of the beneficiaries' lives. These have been categorised below:

Greatest change to the community	% of beneficiaries*
There are improved hygiene practices across the community	49%
There is now a greater level of youth engagement and activity within the community	40%
Local people have enhanced access to improved water facilities	36%
There is more participation of women in communities' organisations	28%
There is more awareness of the importance of good hygiene practices to improve communities' health	28%
Communities are more aware of the importance of waste management	28%
Local people have enhanced access to improved sanitation facilities	27%
People have adopted new and improved practices/tools to build and maintain effective water and sanitation systems	24%
There is more awareness of the effect of climate change and the importance of reforestation	17%
People have more time to dedicate to other activities as a result of not having to walk long distances to collect water	11%
People have better and healthier diets as a result of having their own vegetable plots	9%

* % of beneficiaries spoken to who mentioned the specific change within their top three community impacts

Greatest change to the individual	% of beneficiaries*
I feel safer now that I have access to a latrine in my own house.	63%
My house is cleaner now that I have received the hygiene training.	42%
I have more time to dedicate to my children as I don't have to walk to collect water.	38%
I feel more empowered to contribute to my community's development.	26%
I am now more aware of the importance of caring for the natural environment.	23%
I feel I can contribute to my community's health through the training I have received.	22%
My community is cleaner because we know the importance of waste management.	21%
I feel more inspired to be a water and sanitation committee member.	19%
My understanding of the world has improved as a result of the friendships and shared learning I have gained from interacting with the Raleigh volunteers.	17%

I have gained confidence to participate in community meetings and contribute to decision making.	14%
I am able to grow my vegetables on my land, and this has improved my family's diet and health.	9%
I feel healthier now that my oven is improved and I am not exposed to smoke all day.	4%

* % of beneficiaries spoken to who mentioned the specific change within their top three personal impacts

Individual behavioural change	% of Beneficiaries*
I wash my hands properly now and teach my kids how to do it.	64%
I keep my eco-latrine cleaner now that I am more aware of its importance.	46%
I go to my community meeting and participate.	40%
I trust my CAPS and support them.	33%
I keep my animals outside my house.	27%
I care more about my community.	25%
I shower every day and clean my house every day.	24%
I chlorinate my drinking water.	17%
I separate my rubbish.	15%
I now cook using my eco-oven.	7%

* % of beneficiaries spoken to who mentioned the behavioural change within their top three following Raleigh intervention

The ICS volunteers delivered training on a range of topics within the broad parameters of FECSA as well as additional training sessions on gender awareness, youth empowerment and climate change, to name but a few. Eighty-seven per cent of beneficiaries spoken to stated that they felt more confident in the subject matter following the training sessions they had received, and when they reflected on the most impacting training topics the following figures emerged:

Training topic	% of beneficiaries*
Personal and family hygiene	34%
Community hygiene and sanitation	26%
Community organisation	10%
Watershed management	9%
Gender awareness	6%

* % of beneficiaries who felt that the topic had the greatest impact on their lives

A key element of the Raleigh approach is its partnership with local organisations which are integrated into local communities and have great understanding of the needs and the context. Raleigh seeks to work through the partners, thus ensuring a more

sustainable model with lasting impact. The ICS volunteers, and the wider Raleigh team, spend a lot of time working alongside and through the partners, at times building their capacity and training them. When asked if the partner organisations had improved since their interaction with Raleigh, 76% of them felt that they had, citing an improved quality of work, greater support, more regular visits and more technically competent training.

Raleigh has an approach that is unusual within the sustainable development sector. This approach uses young volunteers for short-term placements, where the placements work through established local partners to support the long-term programmes with communities. When asked what they appreciated about the Raleigh approach, the beneficiaries reported the following:

Element of Raleigh's approach	% of beneficiaries
Living with host families to providing better integration with the community.	42%
Working with community volunteers to empower them.	18%
Working with national volunteers has inspired the young people in the community.	15%
Focusing on training and awareness-raising rather than just infrastructure.	9%
Focusing on sustainable development.	8%
Focusing on beneficiary empowerment.	7%

The methodological approach of using young people as the key agents of change is a central element of ICS and one that has as many detractors as it does champions. When the beneficiaries were asked to select from a list the top three strengths and weaknesses of the young people working for Raleigh, they responded as follows:

Observed strengths	% of beneficiaries*
Young people have a lot of energy.	61%
Young people are more naturally able to engage with young people from the communities.	38%
Young people are flexible.	35%
Young people have a lot of passion.	33%
Young people are more open to learn new skills and develop knowledge.	30%
Young people show more creativity.	27%
Young people have fewer family commitments.	25%
Young people are more easily accepted in the communities.	20%
Young people are very adaptable to different and new environments.	15%
Young people empower youth and active global citizenship.	14%

* % of beneficiaries who selected this strength as one of their top three from the list presented

Observed weaknesses	% of beneficiaries*
Limited technical knowledge.	63%
Limited work experience.	55%
Lack of engagement due to study commitments.	45%
Lack of confidence.	39%
Lack of knowledge about sustainable development.	26%
Guided by their emotions.	18%
Attitude towards work.	16%
Lack of understanding of complex social issues.	14%

* % of beneficiaries who selected this weakness as one of their top three from the list presented

Finally, within this section, the survey asked if there had been any negative impacts as a result of Raleigh volunteers' support. The following was reported:

Negative impacts	% of beneficiaries*
None / N/A	81%
Not everyone in the community personally benefited from the Raleigh project, which caused conflict within the community.	12%
The project didn't empower enough of the community, and when the volunteers left the project did not continue.	4%
There wasn't enough training about the new infrastructure and we do not know how to use it properly.	3%

* % of beneficiaries who stated the specific negative impact of Raleigh's involvement

5.2. Qualitative analysis

As a result of FECSA the community is changing. We are not just being given information, but being trained and given the tools to improve our own lives. Raleigh has done a good job. They have taught me to appreciate the environment I live in and trained me as a FECSA promoter even though I am still young. I am now able to pass this knowledge on to others in the community and I feel proud. We now have faith that things can improve. (Dania Yubelkis Moreno Chavarria, FECSA promoter in San Jose)

The Raleigh approach

A significant factor in Raleigh's success and a key contributor to the impacts mentioned in the quantitative analysis section above is the broader structure and organisational approach the organisation adopts.

Raleigh has evolved from a youth personal development programme that used international development projects as a medium for learning to a sustainable

development organisation working with young people as agents for change. This represents not a minor change in wording and focus but a significant paradigm shift. An organisation that started as a well-intentioned youth experience organisation running short-term projects to benefit the lives of young people seeking an experience is now a credible sustainable development agency that impacts the lives of vulnerable communities across the world, placing the beneficiary at the centre of its programming.

Like all organisations, Raleigh is on a journey, but its desire to improve and its organisational thirst for learning means that it will continue to change and bear fruit in the form of transformed lives of the world's most vulnerable people.

Core to the nature of Raleigh's programming is the use of volunteers. Many organisations struggle to attract volunteers or to engender a passion within people that inspires volunteering, but Raleigh has struck on a successful formula and is receiving requests from organisations such as UNICEF for advice on how to undertake WASH projects with volunteers. Local communities are inspired and challenged by volunteers. When they understand that the ICS volunteers have travelled to their village to help them and are not being paid for the privilege, it both shocks them and encourages them to get involved in their own way. Floricelda Moreno Gutierrez from El Rodeo stated that she now participates in community meetings and takes an interest in the issues facing the community. It is likely that volunteering contributed to the fact that 40% of beneficiaries spoken to identified youth engagement as one of the top three impacts of Raleigh's involvement.

I have talked to people in the communities who say that they are inspired by volunteers coming to their community to work. They say to me, 'Why shouldn't I work for the welfare of my community if they are?' They see the passion and vocation in it. It inspires them to do more. (Ignacio Moreno from the local partner Juan Francisco Paz Silva Cooperative)

A criticism often levelled against Raleigh is the short-term nature of its placements and the limited impact this can have. However, this is an incorrect perception of the approach Raleigh takes. Yes, the ICS teams are only in communities for ten weeks, but Raleigh develops sustainable long-term projects by working closely with communities and always working through local partners. The short-term ICS placements are embedded into this larger strategic picture. The local partners are established organisations that are deeply knowledgeable about the communities and their needs. This ensures that Raleigh never starts from scratch in a community and builds on the foundation of many years of relationship building. When Jigsaw were conducting the visit to Nicaragua there were ongoing discussions between the Raleigh Nicaragua staff about developing new partnerships with organisations that have a stronger technical background in the sectors in which Raleigh works. There is sense in this position, but this approach should not be pursued at the expense of community knowledge and established relationship, as these elements have been critical in obtaining buy-in from communities and ensuring sustainable programming.

An interesting impact of the approach taken by Raleigh is the benefit felt by the partner organisations. They are presented with a significant human resource capacity enabling them to increase their reach, presence and impact. They receive more accurate information from the communities because the Raleigh teams are living among them and have a 24-hours-a-day presence. They also receive a small amount of capacity building from Raleigh staff and volunteers along the way. Of the beneficiaries spoken to in the survey conducted in February 2015, 78% stated that they felt the partner had improved since Raleigh's engagement, citing an improved quality of work, greater support, more regular visits and more technically competent training.

Forty-two per cent of beneficiaries spoken to stated that the element of Raleigh's approach that they most appreciated was the fact that the ICS volunteers lived with them in the community. This approach has enabled the volunteers to better understand the concerns of the community, identify the true needs, and ensure any engagement is fully contextualised and appropriate. Living in the communities and in the homes of community members enables the volunteers to develop strong relationships and build rapport and trust, which in turn ensures new ideas and programmatic activities are more easily adopted and eventually owned by the community. Living among the community members helps in removing unhelpful paternalistic mind-sets, which in turn has led to a greater sense of buy-in from the communities, recognition of their role in improving their own livelihoods, and the raising up of leaders within the community.

The fact that the volunteers live in the homes of community members has also led to cultural exchange, showing both the volunteers and their host's new ways of living and approaching situations. Rafaela a community member from El Rodeo states: The volunteers showed kindness and were attentive to the children, playing with them and not shouting at them. We have learnt from this, and the community is now a more harmonious place.

There is also strength in Raleigh's diversity. ICS teams are made up of young people from the UK, Costa Rica and Nicaragua and thus bring varied socio-cultural backgrounds to every project and community. These teams work hand in hand with the local partners and with the wider Raleigh staff team, bringing a blend of culture, experience and generations enabling multiple viewpoints, innovative solutions and a balanced response. The large number of volunteers that Raleigh is able to accommodate has also vastly increased the reach of the local partners and ensured that many more vulnerable people across Nicaragua have been supported.

Raleigh's approach ensures that the community is engaged from the outset. It is a core element of all Raleigh programming that initial needs assessments, baseline surveys and planning meetings involve community members. This ensures an accurate reading of the needs in the community as well as long-term ownership of the projects. The local partner plays a key role in this process, from the initial introduction to continuing the support long after Raleigh has handed over responsibility for the projects to the communities themselves.

Sustainability

As part of its country strategy Raleigh is permanently in country delivering long-term projects and working through long-term partnerships. The young people are the hands on the ground when it comes to practical implementation, but the partnership is long established and is not solely reliant on short-term interventions by groups of young people. This ensures a more sustainable approach rather than short-term projects exclusively reliant on the individual ICS teams' delivery.

Raleigh seeks to build the capacity of the communities, not simply to arrive, undertake infrastructure projects and leave. Instead it identifies the needs, envisions the local community, raises awareness of issues, trains local community members, supports them to access governmental programmes and hands on responsibility to the communities. The methodology ensures that the ICS teams avoid paternalistic approaches and limit dependency by encouraging engagement, participation, learning and ownership. The infrastructure is important, but simply as a piece of the picture rather than the entirety of it.

Both Rito Gonzalez from El Rodeo and Yunerlin Moreno Valle from Las Brisas reflected on their CAPS membership and the support Raleigh has given them, stating that they now

have a much greater understanding of their own rights, they understand the government systems and how to access them, and have an increased sense of confidence and pride in being able to serve the community in providing good-quality water.

Raleigh works with nationally approved approaches to WASH and encourages communities to engage in national programmes for managing their own water provision and infrastructure maintenance. Raleigh helps to train communities and carries out awareness raising so that they are equipped with the knowledge of how to access official support and the confidence of knowing their own rights, ensuring a sustainable impact on the community for years to come.

The move towards sending at least two teams to the same community is sensible and has helped to ensure a more lasting impact. In Las Brisas, the work undertaken by the first team in October-December 2014 has been followed up by the second team (January-March 2015), building on the previous successes and identifying where support is still needed. ICS volunteer Poppy Michelsen described the strength of the approach undertaken by the previous team in Las Brisas, where it combined the health and hygiene education with broader awareness raising and infrastructure development. She saw the strength of this and the early impact it was having on the community. Her team has been able to build on those successes as well as focus on newly emerged gaps. The six- to eight-week space between teams has also proved to be really helpful. It encourages the community to take ownership of the various projects Raleigh has been working on, and the partner organisation is able to monitor how it is doing and identify the areas that need further training and support. The second team is then able to address these issues.

Finally, Raleigh encourages engagement from all members of the community, raising awareness of the marginalised, establishing women's groups and youth groups and giving them a voice. Twenty-eight per cent of beneficiaries spoken to stated that there is 'greater participation of women within community organisations' as one of the top three changes in their community as a result of Raleigh's engagement. These structures remain in the community long after Raleigh leaves and have not only boosted the status of women but also transformed the way in which communities work. Women feel more empowered and through the women's groups are given a forum to learn new skills and grow in confidence. Women now have active roles as FECSA promoters (70% of promoters being female) and on the CAPS (40% of committee members being female) and are being incorporated into decision making across the community.

Giving a voice to the marginalised

The holistic WASH approach Raleigh is implementing has impacted communities in many ways. One of the less obvious ways has been in empowering the marginalised, specifically the youth and women. Huber Ortega, Raleigh volunteer in Las Brisas, commented:

Gender equality is a really significant issue here in this community and across the whole country. It's difficult to measure, but I believe it to be one of the areas in which we have had the greatest impact. Women were marginalised but through our awareness raising have been given a voice and are now involved in community decision making.

One activity that had a significant impact was the awareness-raising day and specifically the session in which the men and women in the community swap roles and gain a greater understanding of what the other deals with on a daily basis. This was repeatedly mentioned in discussions with community members. Rafaela community member from El Rodeo commented:

The gender-awareness day was the most significant training I attended, particularly the part where the men and women swapped roles. This one particularly sticks in my mind and was very important. Now my husband understands me better and the work I do, and we are more peaceful at home. He helps out and this means I can spend more time on my vegetable garden, which in turn improves our diet.

As part of the holistic WASH approach Raleigh has created specific youth and women's community groups that serve not only to inform and equip the members on matters of WASH, but also to provide a platform for sharing ideas, mutual support and empowerment. Ignacio Moreno of the local partner Juan Francisco Paz Silva Cooperative explained:

Women's groups are now creating their own funds. Men normally hold the money, which places them in a position of power and marginalises the women, but now women have received training and support and are starting their own businesses, resulting in a more equal share of power. Women are now empowered and feel confident.

Women and young people are also heavily involved in practically implementing both FECSA and CAPS, with 70% of the new FECSA promoters and 40% of the CAPS committees being women. The CAPS role is particularly significant as it is a position of responsibility and governance within a community. The members of the committee represent the community to the local government, as well as make decisions affecting the whole community. Such positions of authority have rarely been filled by women previously. The emphasis on gender equality and female participation is bearing fruit, with 28% of beneficiaries spoken to identifying this change as one of the top three impacts of Raleigh's work.

Young people

There is nothing that young people cannot do. They are more adaptable than older people, keen to learn, like sponges that absorb lots of knowledge. They are open to professional development in a way that more experienced individuals are not, and are more flexible. They are quick to train and passionate about engaging in communities. (Yahoska Berrios, Raleigh Nicaragua)

It is easy to be critical of a programme that uses young, unskilled volunteers. There are examples of organisations that do more harm than good, exploiting local people in order to provide young people from developed countries with an experience. Raleigh does not fit into this category. Raleigh works on long-term projects through local partners, with a national strategic plan and a team of experienced staff. The young volunteers recognise that they are a cog in a much larger wheel.

There are numerous benefits to involving young people in community projects. Young volunteers can help to mobilise young people and integrate them in the community. The passion and enthusiasm of young people often encourages wider community participation. Young people are usually more open-minded and can be more flexible and innovative in their approaches, not wearied by decades of experience. Young people are able to work in remote areas, enjoy the adventure and work on a wider range of activities, including physical tasks.

Young people, more often than not, relate well to the community around them, are non-threatening and not politically affiliated. There is no ego or perceived power dynamic over the community, which helps to avoid a dependency mindset. Poppy Michelsen (Raleigh volunteer) , volunteering in Las Brisas community, reflected that the

community was more receptive to young people and that this has enabled them to access more people, specifically the marginalised in the community, as a result. One group in which this has been particularly apparent has been the local young people.

Forty per cent of beneficiaries spoken to stated that youth engagement was one of the top three impacts at the community level. This was the second greatest identified impact of Raleigh's work. Young volunteers are better suited to bridging the gap between partner organisations and local young people; they intuitively understand what other young people like, provide youthful exuberance and energy and engage the local young people more quickly than other approaches are able to.

A group of young people generates significant interest within a community, particularly those who have travelled from the UK. The saying 'like draws like' was mentioned a number of times by both partner staff and volunteers in interviews, and the examples in Las Brisas and San Jose would suggest there's truth in the saying. Emily Behan, the team leader from San Jose, stated:

Young volunteers are quick to engage with other local young people; there's a shared generational understanding as well as young people simply being better at having fun with local community members. This is an excellent bridge builder that has enabled us to pass on our WASH messaging much more easily.

An additional strength of the Raleigh approach and a resulting impact of the programme has been the fact that the young ICS volunteers are able to undertake peer-to-peer training with local young people. Youth groups have been established in communities and peer-to-peer training conducted, covering all of the topics within the FECSA portfolio. These groups create a place for young people to meet and support one another as well as work together to overcome obstacles to their own development. The presence of the youth groups has the potential to encourage a long-term impact on the lives of the young people who attend them, serving to broaden their horizons and inspire them to engage at a community level in the pursuit of social change. When motivated, young people can re-prioritise the importance of WASH within communities, as can be seen in San Jose, where the majority of the FECSA promoters are passionate young people.

Impact on volunteers

ICS takes personal development seriously, so much so that it included it as one of its three core objectives. Raleigh similarly recognises its importance and with over 35 years' experience is well versed in delivering on this objective.

The volunteers' thinking and experience is expanded. We develop professionally and personally through the programme as we face and overcome obstacles and are exposed to another culture and the challenges they face. (Barbara Lopez, Raleigh Nicaraguan alumni volunteer)

Raleigh's approach has a long-term impact in that it is contributing to a generation of new leaders. The organisation is equipping and empowering young people to engage in the development issues facing the world's poor, which will in turn contribute to the next generation of leaders having a greater understanding of the issues to tackle and a passion to see the required transformation.

The experience that the ICS volunteers gain enhances their world view, helping them to empathise with the communities they have spent time in, which in turn improves their social consciousness. An individual's personal aspirations increase and their confidence grows as they overcome challenges and face experiences that will equip them to overcome future challenges. These individuals play an important role in societal transformation both in the UK and in the countries where Raleigh has operations,

motivating a significant number to be agents of change where they live.

I have witnessed thousands of young volunteers arrive with not much more than good intentions, and leave as passionate ambassadors for change and social equality both in their own communities and wider world. (Ross McKenzie, Raleigh Nicaragua Country Director)

Holistic WASH methodology

Raleigh's approach to WASH intervention in Nicaragua is holistic. It focuses on long-term sustainable impact rather than short-term paternalistic fixes that serve to compound the existing tendency towards dependency. The holistic intervention incorporates a number of elements. Firstly, the volunteers implement the nationally approved FECSA methodology. The FECSA methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices. Secondly, a Nicaraguan law introduced in 2010 created an opportunity for communities to develop a legal structure to better manage their water resources. As part of this, CAPS are being set up to help communities organise themselves and encourage them to work together effectively to ensure improved access to water. ICS volunteers have raised awareness of the initiative, helped communities to set up their own CAPS and started building capacities among members. Thirdly, Raleigh has implemented a number of infrastructure projects to improve access to safe water and sanitation facilities, the vast majority of these being gravity-fed water supplies and eco-latrines. Fourthly, Raleigh has promoted wider awareness raising through the formation of groups (of women and youth) and the creation of awareness-raising days and stand-alone training sessions.

FECSA is a government-backed methodology that is directly contributing to Nicaragua's national development objectives. It pursues nationally agreed targets and indicators that have been incorporated in the Raleigh programmatic plan. FECSA's success is due to a number of interconnecting factors:

- It is a methodology that has the beneficiaries at its heart. It is owned by the communities, with their own members being the promoters, all of which engenders sustainability.
- It is a well thought-out and contextually appropriate approach using simple language and materials.
- It is clearly laid out and easy for volunteers to understand quickly.
- It drives holistic behavioural change focusing on complete sanitation across schools, family homes and communities, engaging beneficiaries throughout from baseline to impact assessment.
- It covers several topics (hand-washing, clean houses and yards, use and management of water, use and maintenance of latrines, waste management, domestic animal control and watershed management) ensuring a much wider impact than can be achieved by focusing on just one area.
- The FECSA methodology is a process that incorporates eight separate visits to community members' houses.

The combination of time, mentoring, refresher training and follow-up by the promoters is a real strength. The long-term impacts of this approach are yet to be seen, given its relative infancy, but initial outcomes and short-term impacts are very promising.

CAPS are significant in ensuring communities have ownership of, and take responsibility for, their own water and sanitation. CAPS have legal recognition, and Raleigh is working in line with the Nicaraguan government and facilitating a process within communities that equips them to stand up for their own rights, know how to organise themselves,

take ownership of their own water and ensure long-term access to safe water and sanitation facilities.

Raleigh's involvement in helping to establish CAPS has had a big impact in El Rodeo. CAPS do a lot of activities in the communities. They look after everyone and ensure that everyone has access to water and that it's a good quality. They also support people to have access to good sanitation facilities and help to promote good health and hygiene practices. I feel very honoured to be a part of this committee and to support my community in this way. – (Rito Gonzalez, El Rodeo)

Infrastructure construction is no longer the central element of what Raleigh does, but it is still a significant part of the holistic WASH package. Raleigh focuses on simple solutions to enhance access to water and sanitation facilities. These are low-cost, sustainable approaches that do not place a maintenance burden upon the community after Raleigh leaves. The interventions are primarily gravity-fed water systems, water source protection and construction of eco-latrines. Local community members are involved in the decision-making process in terms of what to focus on in any one community and are required to buy into the infrastructure with a small financial contribution and through providing the labour for the activities. This helps to ensure the interventions are actually required and that the local community has the necessary skills to maintain and replicate the infrastructure in the future, as well as feel a sense of ownership of the resulting infrastructure.

The infrastructure observed during visits to the communities was generally of a high standard and continues to be in full use¹. It is too soon to see the impact of time and therefore long-term quality, but initial observations and reports from beneficiaries suggest a high standard and satisfaction.

'The most important building that we build is not visible.' This was stated by Ignacio Moreno of the local partner organisation Juan Francisco Paz Silva Cooperative. He was referring to the fact that the greatest impact on the communities has been in people's minds, resulting in behavioural changes. He felt that this came about through all of the awareness raising and training that Raleigh volunteers undertook. The approach has encouraged local community members to take ownership and responsibility for their community with regard to both natural resource management (NRM) and WASH. Health and hygiene practices and waste management were regularly identified as areas of improvement following the awareness raising carried out by the volunteers.

Raleigh's interaction and the methodological approach undertaken has also served to adjust the community mind-set from one of expecting 'hand-outs' to one of partnering in their own development and taking ownership of their own community. Juancito, a community member from El Rodeo spoke about the fact that Raleigh's interaction with the communities has taught and inspired, and at times challenged, community members to love their own communities and take pride in them.

My eyes have been opened to many issues. I feel much more motivated to engage with the issues that our community faces and try to seek out solutions rather than focus on the negative perspectives. I feel as though I have become a global citizen. I have loved understanding more about the world around me and how I can play my part in my community. Interacting with Raleigh has been the best experience of my life. (Yunerlin Moreno Valle, a community member from Las Brisas)

¹ Some water pipes and latrines had been in place for two years, and some had only just been completed

The nature of Raleigh's WASH approach requires communities to work together, to discuss issues, to participate in community action days, to labour alongside each other in constructing the infrastructure and to work together to democratically elect the CAPS. All of these elements require community cohesion, and this shift has been observed by community members and partner organisations alike.

The impact

As shown in the quantitative analysis section above, the impacts of the holistic WASH approach are many and varied. The top four impacts identified in the survey and observed during the visit were behavioural changes relating to health and hygiene practice, increased community engagement, access to safe water and sanitation facilities, and the empowerment of marginalised and vulnerable individuals. These areas will be covered in greater detail in the case studies below.

A primary outcome of the FECSA programme has been the improvement in health and hygiene practices across the community. The most frequently mentioned by those interviewed in Nicaragua by Jigsaw and the alumni volunteers have been personal and family hygiene, such as hand washing, followed by community hygiene and sanitation, such as waste management. Forty-nine per cent of beneficiaries spoken to stated that improved hygiene was one of the top three greatest impacts in the community since Raleigh's partnership. This was seen as the greatest impact across all communities spoken to. In terms of behavioural change and longer-term impact, beneficiaries stated that they are now washing their hands more frequently (64%) and cleaning their latrines more thoroughly (46%). Communities and partner organisations have noticed an improvement in health.

There used to be a lot of diarrhoea and vomiting in the community, but since the health and hygiene training in the community and the use of tippy taps, this has dropped significantly. (Yunerlin Moreno Valle, a community member from Las Brisas)

Children are looking cleaner and families are healthier as a result of Raleigh undertaking the FECSA process with communities. (Elder Gutierrez of partner organisation El Foro)

The second greatest impact observed was increased community engagement, and specifically youth engagement. Of the beneficiaries surveyed, 40% stated that youth engagement was one of the top three impacts of Raleigh's involvement. Local young people are now volunteering within communities and taking an active role in issues of social importance. The youth groups are active and serving as a forum to encourage greater social cohesion and engagement. Many young people are serving as FECSA promoters and some are even represented on CAPS committees, such as Yunerlin Moreno Valle in Las Brisas. The reasons for this increased engagement have been outlined above.

Being a FECSA promoter is an honour and gives me a purpose in the community. I feel like I'm contributing to improving the lives of those around me and I'm thrilled to have this opportunity. (Dania Yubelkis Moreno Chavarria a community member of San Jose)

Raleigh's infrastructure development has been a significant element of the overall holistic WASH intervention and an aspect greatly appreciated by the community members themselves. The interventions are well planned and where possible contribute to a community's ability to manage its natural resources rather than harm them.

Anecdotal evidence suggests that the infrastructure is built to a high standard and that it meets the needs of the community. Without more time in the communities and a thorough technical assessment, this is difficult to confirm. In El Rodeo Raleigh helped to construct an improved water supply as well as protect the water source. This transformed the lives of all 36 houses (300 people) in the community as it provided clean water to each house for the first time. It ensured that the water people used was clean and safe and that they no longer needed to walk three kilometres to collect it, which saved them time to focus on other livelihood activities.

Water was what we needed and Raleigh has made this possible. We now have water and latrines at our houses and this has made a big difference to our lives. There used to be a lot of illness in the community, but no one is getting ill any more. We are using the clean water and following the advice in the health and hygiene training and we are happy. (Rito Gonzalez of El Rodeo)

Although the empowerment of the most marginalised in the communities is not strictly at the heart of Raleigh's WASH programme, the methodological approach employed has meant that one of the most significant impacts of Raleigh's work has been precisely this, specifically among the young and the women. The volunteers have targeted these two groups in particular, undertaking specific training and awareness days on topics to support them, as well as establishing women's groups and youth groups to provide opportunities for further equipping and support.

One of the most significant impacts of Raleigh's work has been the increased participation and empowerment of women within communities. Women are now involved in decision making and hold positions of responsibility on community committees such as CAPS. (Martin Jimenez, alumni volunteer)

Improved waste management and cleaner communities have also been frequently mentioned impacts of Raleigh's work. Many spoke of the changed mind-set within their community and the adjusted practices, from collecting litter to dealing with recycling. Beneficiaries spoke of a new understanding of the importance of the issue and its connection to wider environmental issues, and said they now had a greater sense of pride in their communities.

In addition to the impacts mentioned above, there is anecdotal evidence to suggest that the ICS volunteers have also broken down cultural barriers and expanded the horizons of community members (particularly young people) living in remote communities, some of whom will never have met someone from the UK before. The ICS programme gives individuals in isolated communities direct interaction with those from other countries and cultures, challenging their understanding of the world and broadening their horizons.

6. Case studies

The two case studies outlined below demonstrate the impact of the Raleigh Nicaragua ICS holistic WASH approach and the importance of engaging communities and local partners in the process. The individual case studies focus on the following areas of impact:

- building sustainable WASH programmes through engaging communities and wider stakeholders
- transforming communities through holistic WASH programming

6.1. Building sustainable WASH programmes through engaging communities and wider stakeholders

Context

The Nicaraguan national development plan, which covers the period 2012-2016, emphasises poverty reduction and social equity, including improving access to WASH services and empowering communities to manage their own natural resources. In northern Nicaragua the government has identified the need for improved coverage of WASH, improved quality of service, a more rational use of natural resources and improved maintenance of WASH systems. FECSA is Nicaragua's government-approved approach to WASH. It is a total community water and sanitation approach originally developed by UNICEF in Honduras and adapted in coordination with the Nicaraguan government for use in Nicaragua. It is the government-sanctioned and recommended approach, and the majority of NGOs operating in Nicaragua are already implementing this approach or seeking to deliver something similar. It has also been validated across the region in Honduras, Guatemala, Peru and other countries.

Raleigh's core programming foci within Nicaragua are WASH and NRM, aligning closely with the national development plan. The ICS volunteers are delivering the FECSA methodology, supporting the establishment of CAPS, installing WASH infrastructure and delivering training and awareness raising on hygiene and key NRM issues. These activities are being implemented in communities across northern Nicaragua, and Raleigh's activities therefore contribute towards achieving the Millennium Development Goal (MDG) 7 targets on water and sanitation (ie to halve by 2015 the proportion of people without sustainable access to safe drinking water and basic sanitation).

Identified need

There has been significant progress in the WASH sector since 1990, the MDG baseline year. However, many people still rely on unimproved sources of drinking water and many lack access to improved sanitation facilities. International and national organisations across the world have been working hard to provide safe drinking water and basic sanitation to those communities without, but there is still a great need.

- Access to an improved drinking water source has become a reality for 2.3 billion people since 1990, but 784 million still rely on unimproved water sources.
- Over a quarter of the world's population has gained access to improved sanitation since 1990, yet a billion people still resort to open defecation.²

Historically, there has been a tendency for WASH implementers to focus on short-term solutions which prioritise the building of infrastructure. Although this has often had the

² UN, *Millennium Development Goals Report 2014*, UN, 2014

immediate effect of bringing water to a community, a failure to engage the community or wider local stakeholders has resulted in many projects falling into disrepair and ultimately not providing the benefit to the community that was originally intended.

Nicaragua is no different to other countries requiring WASH support, and it is into this context that Raleigh ICS entered in 2012. It has sought to shift away from solely undertaking latrine construction, to encouraging latrine usage and empowering communities to collectively change their own sanitation situation. This has been the aim of total sanitation for a number of years now. In the same way, Raleigh has sought to move away from expensive water provision schemes to systems that are driven, owned and maintained by the community.

Methodology

The methodology for the impact study was split into three phases. Firstly, Jigsaw Consult conducted a background review of relevant Raleigh International materials and processes relating to the ICS programme in Nicaragua, reviewing theories of change, planning tools, team debriefs and reports, in order to deepen our understanding of the organisational and programme-specific context.

Secondly, in-country former volunteers collected data from the beneficiaries of the ICS programme in Nicaragua. We developed a tailored survey for use during interaction with the beneficiaries. This survey was given to the ICS former volunteers prior to Jigsaw's field visit in order to maximise the breadth of data that could be collected in country. This data was then fed into an on-line survey tool, Survey Monkey, for Jigsaw to analyse before visiting, thereby helping to inform the visit, to identify key beneficiaries to focus on and to draw initial conclusions.

Thirdly, a Jigsaw Consultant visited Nicaragua to verify the impact data and dig deeper in order to gather clear impact evidence. The consultant met with key staff members of Raleigh Nicaragua, former in-country volunteers, current volunteers, partner staff, beneficiaries of the ICS engagement and other WASH-focused NGOs working in the same geographical areas as Raleigh International. This approach ensured a breadth of information was gathered, as well as enabling us to highlight the impact with strong examples through the detailed beneficiary stories.

Implementation

Over the course of two and a half years, ICS volunteers have supported the activities of Raleigh International across northern Nicaragua. In total 1,555 UK volunteers and 1,081 Latino volunteers (Nicaraguan and Costa Rican) have contributed their time and effort. Raleigh Nicaragua's Theory of Change states four key outcomes, three of which combine to demonstrate a holistic approach to WASH improvement. The majority of ICS teams' work has focused on contributing to the achievement of these outcomes and thereby enhancing the communities' understanding of WASH issues, improving the access to enhanced WASH infrastructure and strengthening their practices and behaviour in relation to WASH.

Raleigh International forms long-term partnerships with local organisations and communities, helping to ensure sustainable intervention. It spends a long time assessing

Statistical overview

Raleigh, through the ICS volunteers, achieved the following results with its FECSA approach:

- 404 community members trained in WASH promotion using the FECSA methodology
- 36 FECSA promoters trained in new FECSA approach (70% female)
- 2,713 direct beneficiaries from WASH activities in 19 communities in the departments of Madriz, Estelí and Matagalpa

the need, listening to the communities and developing a plan together. The ICS volunteers, who are placed into communities for ten-week cycles, are supporting an existing programme, providing additional human resources and strengthening the capacity of the partner and community to implement the various elements of the projects. The interventions are tailored to each community and help to build ownership. The activities in Nicaragua have focused on FECSA. The FECSA methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices. In addition to this, Raleigh has partnered with communities in constructing infrastructure, in establishing CAPS to legally coordinate WASH within the community and providing additional cross-cutting awareness raising.

Impact and evidence

When interviewed, community members and partner organisation staff identified the engagement of community members as one of the greatest impacts of Raleigh's activities. One of the partner organisation staff stated:

One of the things that we like about Raleigh is that they spend time with the community, find out the needs and then present the findings back to the community. They then look at resources and develop a plan with the community. Through awareness raising and training the local community understand the issues and in some communities [Los Caraos, Matapalo, etc] the people have given over 60% of the materials required for some of the infrastructure work. They empower the local community to do the work themselves, and it has become their projects. It brings long-lasting change. (Brigido Soza, from the local partner Juan Francisco Paz Silva Cooperative)

Raleigh Nicaragua's methodological approach incorporates many factors that contribute to the engagement of communities and wider stakeholders. Raleigh works through long-term partnerships with local organisations, such as El Foro in El Rodeo. These organisations are embedded into the communities already, have a deep knowledge of the communities and are able to create a strong bridge into the community for the ICS volunteers at the outset. Raleigh works in communities for more than one cycle of volunteers. This ensures that a good level of relationship is built, enhancing the ability of Raleigh to equip the community members to be able to take ownership of the project.

A core aspect of Raleigh's approach is the fact that the young volunteers live with host families in the community they are working in. This enables them to build very strong relationships with not only their host families but the whole community, affording them the opportunity to truly understand the felt needs and helping to ensure the approaches used by Raleigh are contextualised rather than 'one size fits all'. This builds rapport and trust with the community and encourages them to engage in something that they deem worthwhile. Having the volunteers live in the communities also helps to eliminate any sense of paternalistic programming, placing Raleigh on the same level as the community and avoiding unhelpful power dynamics.

Raleigh uses young volunteers as its primary facilitators for change. Being a volunteer has been shown to inspire and challenge the local community to engage, demonstrating an infectious enthusiasm and putting the needs of others ahead of their own. Ignacio Moreno, from the local partner Juan Francisco Paz Silva Cooperative states:

I have talked to people in the communities who say that they are inspired by volunteers coming to their community to work. They say to me, 'Why shouldn't I work for the welfare of my community if they are?' They see the passion and

vocation in it. It inspires them to do more.

The fact that the volunteers are young people also serves to encourage community engagement. Young people relate easily with the community without ego or political affiliation, bringing a sense of fun, energy and passion to what they do. Young volunteers can help to mobilise and integrate local young people in the community. Whether it is through curiosity or through direct training and the setting up of youth groups, young people have been particularly inspired to engage. Young volunteers are better suited to bridging the gap between partner organisations and local young people; they intuitively understand what other young people like and engage them more quickly than other approaches are able to do. Emily Behan, a volunteer in San Jose, stated:

Young volunteers are quick to engage with other local young people. There's a shared generational understanding as well as young people simply being better at having fun with local community members. This is an excellent bridge builder that has enabled us to pass on our WASH messaging much more easily.

Raleigh places beneficiaries at the heart of all of its programming, and the large number of young ICS volunteers that Raleigh is able to place into communities has dramatically increased the reach of the partner organisations, thereby engaging more people in addressing the needs of the community.

The lasting impact of Raleigh's interaction with communities is an invisible impact. It's the adjusted attitudes and mind-sets within the community and the impact of facilitating the engagement of the community in addressing the issues they face. Yunerlin Moreno Valle, a beneficiary from Las Brisas, states:

The three greatest changes in my community since Raleigh arrived have been that the people are now aware of the importance of looking after themselves and the community around them. The resources will not last for ever. That the young people are now engaged and have been given an opportunity to empower themselves, and that the women in the community now have a voice. They are much more involved and take a lead in hygiene at home as well as a voice on community matters.

Yunerlin Moreno Valle is a 20-year-old student from Las Brisas. Before Raleigh arrived he was a shy boy who didn't have an opportunity to engage in the community. In September 2014 Raleigh sent its first team to Las Brisas, and Yunerlin was one of the young people who attended the youth group that was set up by the ICS volunteers. The group met weekly and the volunteers engaged with the local young people, having fun as well as raising awareness of issues surrounding WASH and delivering training on hygiene practices. Despite his timidity, Yunerlin showed real interest in the topics and was identified as a community member who could lead others. The ICS volunteers approached him to see if he'd like to become a FECSA promoter, encouraging healthy families, communities and schools through behavioural change and developing good health and hygiene habits. Yunerlin remembers:



I saw the reality of all of the topics FECSA addressed in my community and liked the idea of confronting the problems that were affecting my community and was proud to represent the community, so I said yes.

Yunerlin was taken through the FECSA training and now passes this knowledge on to households in the community, visiting them regularly and supporting them as they seek to improve their sanitation practice.

FECSA is an attractive programme for the families in Las Brisas. It's not just one particular project, but a process that covers many areas. They are grateful for that. The families see that it works and there are clear results throughout the programme. The people living here are the ones being trained and so it's sustainable and will inspire others to do the same. – (Yunerlin Moreno Valle)

Since then Yunerlin has grown in confidence and is now a central player in the community's own drive for improved access to clean water and sanitation facilities. He was recently voted onto the CAPS, where he, along with the other voluntary CAPS members, takes responsibility for the community's water and sanitation. This ownership of their own resources, with the official link into the local government, is critically important to the long-term sustainable impact of the project and will ensure Las Brisas has the ability to manage their access to safe water and sanitation facilities for years to come. Yunerlin Moreno Valle summarised:

My eyes have been opened to many issues. I feel much more motivated to engage with the issues that our community faces and try to seek out solutions rather than focus on the negative perspectives. I feel as though I have become a global citizen. I have loved understanding more about the world around me and how I can play my part in my community. Interacting with Raleigh has been the best experience of my life.



Yunerlin being elected to the CAPS

6.2. Transforming communities through holistic WASH programming

Context

The Nicaraguan national development plan, which covers the period 2012-2016, emphasises poverty reduction and social equity, including improved access to WASH services and empowering communities to manage their own natural resources. In northern Nicaragua the government has identified the need for improved coverage of WASH, improved quality of service, a more rational use of natural resources and improved maintenance of WASH systems. FECSA is Nicaragua's government-approved approach to WASH. It is a total community water and sanitation approach originally developed by UNICEF in Honduras and adapted in coordination with the Nicaraguan government for use in Nicaragua. It is the government-sanctioned and recommended approach, and the majority of NGOs operating in Nicaragua are already implementing this approach or seeking to deliver something similar. Additionally it has been validated across the region in Honduras, Guatemala, Peru and other countries amongst others.

Raleigh's core programming foci within Nicaragua are WASH and NRM, aligning closely with the national development plan. The ICS volunteers are delivering the FECSA methodology, supporting the establishment of CAPS, installing WASH infrastructure and delivering training and awareness raising on hygiene and key NRM issues. These activities are being implemented in communities across northern Nicaragua, and Raleigh's activities therefore contribute towards achieving the MDG 7 targets on water and sanitation (i.e. to halve by 2015 the proportion of people without sustainable access to safe drinking water and basic sanitation).

Identified need

There has been significant progress in the WASH sector since 1990, the MDG baseline year. However, many people still rely on unimproved sources of drinking water and many lack access to improved sanitation facilities. International and national organisations across the world have been working hard to provide safe drinking water and basic sanitation to those communities without, but there is still a great need.

- Access to an improved drinking water source has become a reality for 2.3 billion people since 1990, but 784 million still rely on unimproved water sources.
- Over a quarter of the world's population has gained access to improved sanitation since 1990, yet a billion people still resort to open defecation.³

Historically, there has been a tendency for WASH implementers to focus on short-term solutions which prioritise the building of infrastructure. Although this has often had the immediate effect of bringing water to a community, a failure to adopt a more holistic approach that engages the community, raises awareness of wider WASH issues, trains and equips local community members and addresses behavioural practice, has resulted in many projects having a limited impact and ultimately not providing the benefit to the community that was originally intended.

Nicaragua is no different to other countries requiring WASH support and it is into this context that Raleigh ICS entered in 2012. It has sought to shift away from solely undertaking latrine construction to, encouraging promoting latrine usage and empowering communities to collectively change their own sanitation situation. This has been the aim of total sanitation for a number of years now. In the same way, Raleigh has sought to move away from expensive water provision schemes to systems that are driven, owned and maintained by the community.

³ UN, Millennium Development Goals Report 2014, UN, 2014

Methodology

The methodology for the impact study was split into three phases. Firstly, Jigsaw Consult conducted a background review of relevant Raleigh International materials and processes relating to the ICS programme in Nicaragua, reviewing theories of change, planning tools, team debriefs and reports, in order to deepen our understanding of the organisational and programme-specific context.

Secondly, in-country former volunteers collected data from the beneficiaries of the ICS programme in Nicaragua. We developed a tailored survey for use during interaction with the beneficiaries. This survey was given to the ICS former volunteers prior to Jigsaw's field visit in order to maximise the breadth of data that could be collected in country. This data was then fed into an on-line survey tool, Survey Monkey, for Jigsaw to analyse prior to visiting, thereby helping to inform the visit, to identify key beneficiaries to focus on and to draw initial conclusions.

Thirdly, a Jigsaw Consultant visited Nicaragua to verify the impact data and dig deeper in order to gather clear impact evidence. The consultant met with key staff members of Raleigh Nicaragua, former in-country volunteers, current volunteers, partner staff, beneficiaries of the ICS engagement and other WASH-focused NGOs working in the same geographical areas as Raleigh International. This approach ensured a breadth of information was gathered, as well as enabling us to highlight the impact with strong examples through the detailed beneficiary stories.

Implementation

Over the course of two and a half years, ICS volunteers have supported the activities of Raleigh International across northern Nicaragua. In total 1,555 UK volunteers and 1,081 Latino volunteers (Nicaraguan and Costa Rican) have contributed their time and effort. Raleigh Nicaragua's Theory of Change states four key outcomes, three of which combine to demonstrate a holistic approach to WASH

improvement. The majority of ICS teams' work has focused on contributing to the achievement of these outcomes and thereby enhancing the communities' understanding of WASH issues, improving the access to enhanced WASH infrastructure and strengthening their practices and behaviour in relation to WASH.

Raleigh International forms long-term partnerships with local organisations and communities, helping to ensure sustainable intervention. It spends a long time assessing

the need, listening to the communities and developing a plan together. The ICS volunteers, who are placed into communities for ten-week cycles, are supporting an existing programme, providing additional human resources and strengthening the capacity of the partner and community to implement the various elements of the

Statistical overview

Raleigh, through the ICS volunteers, achieved the following results with its holistic approach:

- 404 community members trained in WASH promotion using the FECSA methodology
- 36 FECSA promoters trained in new FECSA approach (70% female)
- 26 CAPS established and trained (committee members 40% female)
- 37 youth groups created, trained and supported
- 38 baseline studies and reports undertaken
- 218 awareness-raising events with 3,452 community members attending
- 90 environmentally friendly eco-latrines constructed, 21 wells improved and 16 gravity-fed water systems constructed
- 2,713 direct beneficiaries from WASH activities in 19 communities in the departments of Madriz, Estelí and Matagalpa

projects. The interventions are tailored to each community and help to build ownership. The activities in Nicaragua have focused on FECSA. The FECSA methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices. In addition to this, Raleigh has partnered with communities in constructing infrastructure, in establishing CAPS to legally coordinate WASH within the community and providing additional cross-cutting awareness raising through the creation of youth groups and women's groups.

Impact and evidence

A survey was conducted with 99 beneficiaries, from five different villages, of Raleigh Nicaragua's ICS programme. During which they were asked to state the top three impacts of Raleigh's work in their community, which, when collated, gave the following results:

Greatest change to the community	% of beneficiaries*
There are improved hygiene practices across the community	49%
There is now a greater level of youth engagement and activity within the community	40%
Local people have enhanced access to improved water facilities	36%
There is more participation of women in communities' organisations	28%
There is more awareness of the importance of good hygiene practices to improve communities' health	28%
Communities are more aware of the importance of waste management	28%
Local people have enhanced access to improved sanitation facilities	27%
People have adopted new and improved practices/tools to build and maintain effective water and sanitation systems	24%
There is more awareness about the effect of climate change and the importance of reforestation	17%
People have more time to dedicate to other activities as a result of not having to walk long distances to collect water	11%
People have better and healthier diets as a result of having their own vegetable plots	9%

* % of beneficiaries spoken to who mentioned the specific change within their top three community impacts

What is striking about this list is that it demonstrates the breadth of what WASH includes, highlighting the fact that community interventions need to focus on more than just infrastructure.

Raleigh Nicaragua, through the ICS programme, implements a holistic approach to WASH as it recognised that if a community is to be sustainably impacted the members of that community must understand the need for change, be equipped to bring about that change, be supported in implementing that change and support the community to ensure structures are put in place for the community to take ownership of the change ensuring sustainability.

Raleigh's goal was to contribute to the sustainable improvement of environmental health, through integrated sanitation with a focus on watershed management, and in the personal, household, educational and community spheres, reduce social and gender inequalities. Raleigh focused on long-term sustainable impact, rather than short-term paternalistic fixes that serve to compound the existing tendency towards dependency. The holistic intervention incorporated a number of elements. Firstly, the volunteers implement the nationally approved FECSA methodology. The FECSA methodology promotes healthy families, communities and schools through behavioural change, developing good health and hygiene habits, as well as promoting environmental awareness and practices. Secondly, a Nicaraguan law introduced in 2010 created an opportunity for communities to develop a legal structure to better manage their water resources. As part of this, CAPS are being set up to help communities take ownership of their own resources and organise themselves and to encourage them to work together effectively to help improve access to water and sanitation facilities. ICS volunteers have raised awareness of the initiative, helped communities to set up their own CAPS and started building capacities among members. Thirdly, Raleigh has implemented a number of infrastructure projects to improve access to safe water and sanitation facilities, the vast majority of these being gravity-fed water supplies and eco-latrines. Fourthly, Raleigh has promoted wider awareness raising through the formation of groups (of women and youth) and the creation of awareness-raising days and stand-alone training sessions. This is all done in partnership with a local organisation to ensure on-going support beyond the length of the Raleigh programme.



Dania Yubelkis Moreno Chavarria,
FECSA promoter and beneficiary in
San Jose

The holistic approach Raleigh uses is one of the greatest impacts on communities. It ultimately means that communities change their behaviour and live healthier lives, taking responsibility for their own futures – (Nolberto Torrez, staff member of local partner organisation Juan Francisco Paz Silva Cooperative)

All of the elements mentioned above are important in their own right, but when combined they raise awareness of the issues, engaging community members, altering viewpoints and expanding people's understanding. The FECSA promoters walk the individual households through a series of structured trainings, each with follow-up, in order to equip them with the necessary WASH knowledge and appropriate practical solutions.

As a result of FECSA the community is changing. We are not just being given information, but being trained and given the tools to improve our own lives. Raleigh has done a good job. They have taught me to appreciate the environment I live in and trained me as a FECSA promoter even though I am still young. I am now able to pass this knowledge on to others in the community and I feel proud. We now have faith that things can improve. – (Dania Yubelkis Moreno Chavarria, FECSA promoter and beneficiary in San Jose)

The Raleigh staff, volunteers and partner organisation staff work alongside the



volunteers and community members in Las Brisas

community to identify the necessary infrastructure and then provide technical expertise and training in order to construct the infrastructure, giving the community access to safe water and sanitation facilities. When the access to water and sanitation facilities is combined with the awareness raising and training (FECSA), communities are given the knowledge and the ability to keep themselves healthy.

Access to clean water and latrines for every house has been one of the greatest impacts for us. It's a small community and we know everyone, and no one is getting ill any more. We are healthy and we don't have to walk a long way to get the water any more. (Rafaela Moreno, community member of El Rodeo)

Finally, the ICS volunteers facilitate the formation of CAPS, a legally registered entity that enables ownership of the community's water and sanitation. This ensures the community are linked into the relevant government

departments, understand the systems, and are able to deal with any future problems themselves.

Raleigh's involvement in helping to establish CAPS has had a big impact in El Rodeo. CAPS do a lot of activities in the communities. They look after everyone and ensure that everyone has access to water and that it's a good quality. They support people to have access to good sanitation facilities and also help to promote good health and hygiene practices. I feel very honoured to be a part of this committee and to support my community in this way. – (Rito Gonzalez, El Rodeo)

This, combined with the facilities and the knowledge they now have, ensures that the community can fend for themselves, organise and maintain their own water and sanitation facilities and ensure improved health and reduced impact on the environment for the generations to come.

CAPS has completely changed the landscape of WASH in Nicaragua... A successful CAPS will strengthen the sustainability of any WASH intervention that Raleigh is involved with. Not only does the committee meet regularly to engage members, it also collects monthly payments to ensure maintenance, repairs and future investment in facilities. (Ross McKenzie, Raleigh Nicaragua Country Director)

As outlined in the table on page 26, the impacts of a holistic WASH programme are numerous and broad, and the example of Raleigh Nicaragua demonstrates its community transforming ability. It's too early to identify long-term impacts of Raleigh's holistic approach, but early signs are promising and communities are changing.



Rito Gonzalez, CAP committee member in El Rodeo, with his son

7. Recommendations

Raleigh Nicaragua has delivered a strong ICS programme over the past two and a half years, with the majority of the work undertaken being done to a high standard and clearly benefiting both the volunteers and the communities they have engaged with. There are, however, some key areas where improvements could be made and where opportunities could be pursued. The recommendations below are to help Raleigh Nicaragua as it seeks to strengthen its programming and impact and to increase internal organisational learning.

1. To set aside time to write and plan for ICS2, enabling more thought-through indicators and streamlined activities, improved language in planning documents and the theory of change, greater thought given to partner selection and partner agreements, a universal quality established for the infrastructure and a more thorough needs assessment (sector focus, geographical focus etc).
2. Seek to recruit more experienced technical staff in the country office rather than relying on former staff for all positions.
3. To consider extending the length of the cycles. This could be up to four or five months. This will help to increase efficiency of implementation, give a richer experience to the volunteers and enable greater impact for the communities.
4. If the decision is made not to increase the length of the volunteer's cycle, introduce a new format where all teams have team leaders for two cycles. This will enable FECSA to be completed under the guidance of one team leader, improve continuity and increase impact for the community.
5. Improve the handover process between teams – there have been examples of repeated activities and wasted resources such as tippy-tap training in Las Brisas.
6. Continue having groups live in community and with host families – this was something that was repeatedly highlighted as a strength of the programme, with both the volunteers and the communities enjoying it and recognising it as a core driver for successful programmes.
7. To reassess the project partners and enhance the partner selection process to ensure partners have a high level of competence and greater expertise in the technical areas. However this should not be done at the expense of their link into community and their understanding of the villages Raleigh seek to work in. Depth of relationship is still important.
8. To develop clearer agreements with each partner organisation, and a set of project objectives and targets for the duration of the specific engagements. This should be combined with structured reviews.
9. To consider incorporating a partner organisation capacity-building element into the plans for Raleigh and its volunteers. This could be established at the outset through a gap analysis. This will have far-reaching impact beyond the interactions with one community.
10. To develop closer coordination and interaction with local authorities. This is important for the sustainability of the project after Raleigh leaves.
11. To be more purposeful in its engagement with WASH coordinating forums, other WASH implementers (eg El Porvenir) and responsible departments within the government. Networking will enable Raleigh to both learn from others and share the experience and lessons it has learnt. It will improve practice and generate possible partnerships and funding opportunities.

12. To increase effort in engaging with donors in Managua and to pursue in-country funding. With the shifting operational approach across Raleigh it will become more important to be securing in-country funding in addition to the funding secured at head office in the UK.
13. Increased support to the ICS volunteers helping them to develop creative ways to engage with the youth in communities to ensure that this element is not missed.
14. To smarten up the Theory of Change for WASH in Nicaragua, improving the monitoring and evaluation indicators
15. The holistic approach of Raleigh's WASH programme is important and each element has its merit, however a greater amount of awareness raising and training should be done, with potentially less focus on infrastructure
16. Ensure community engagement from the very start. It needs to be their decisions that are central to what Raleigh do.
17. Give a more thorough explanation to young people about the code of conduct and the importance to keep it. A number of community members raised this as an issue, as well as 14% of beneficiaries surveyed about the top three potential issues with using young people.
18. Consider increasing the age range of young people for ICV recruitment purposes.
19. Consider spreading the net more widely in trying to recruit in-country volunteers (ICVs). The current approach does not appear to be working.
20. Broaden Raleigh's marketing approach in country. Think about engaging the media in a more structured way.
21. Undertake six monthly and annual follow-up visits to the communities Raleigh ICS has worked in. This is good M&E practice and will help to ensure a greater sustainability to the project.
22. Explore the question of keeping CAPS engaged. Do incentives (non-financial) need to be employed? It is early days in the CAPS programming so we are yet to see what happens with the course of time and once Raleigh are no longer involved. This clearly cannot be forced in a paternalistic way, but can more awareness raising be done or other avenue pursued?
23. Consider introducing basic water testing using powder screens. This would provide a useful proxy indicator demonstrating impact. If water was tested at the place where people collected it before Raleigh undertook any intervention, and then tested again following Raleigh's work (gravity fed system, water source protection etc), then this would be a strong indicator for improved access to safe water. It tackles the issue of quality as well as proximity. Without it there have no way of demonstrating that Raleigh have not simply improved access to poor water.
24. Consider including water meters (micro and macro) within the water related infrastructure projects undertaken by Raleigh. This will not only aid the measurement of impact, it will also help in the management of the resource for the CAPS.

Annex

Beneficiary survey template

General information

1. What is your name?
2. Gender? *Select **one***
 - a. Male
 - b. Female
3. How old are you? *Select a category below:*
 - a. <17
 - b. 18-35
 - c. 36-50
 - d. 51 >
4. Are you married? *Select **one***
 - a. Yes
 - b. No
5. How many children do you have?
6. What is the name of the community/village where you live? *Select **one***
 - a. La Fortuna
 - b. Las Brisas
 - c. La Quinta
 - d. El Rodeo
7. What is your job?

Raleigh International engagement

8. How long have Raleigh been working in your community? *Select a category below:*
 - a. < 1 year
 - b. 1 – 2 years
 - c. 2 years >
9. From the list below, please select the ways in which Raleigh volunteers have supported you?
 - a. Action research: this includes baseline survey, meeting with communities to feedback the results of the surveys, focus groups with women and young people, risks maps.
 - b. Awareness raising: action days in topic related to the projects and campaigns.
 - c. Training: establishment and training to committees of potable water and sanitation; creation of FECSA promoters groups; infrastructure training for the maintenance of the new methodologies and their reproduction.
 - d. Peer to peer education: establishment of youth environmental groups.
 - e. Infrastructure: completion and training of new eco-friendly methodologies such as eco latrines, eco ovens, eco stoves, vegetable plots and hand washing system. Completion and training of infrastructure to provide access to water and sanitation such as gravity water systems.

10. There are many different ways in which the Raleigh volunteers could have supported you. Do you feel as though they chose the right thing to support you in?
- Yes
 - No
11. If not, what do you believe is the most important thing they could have done to support you? *Please restrict to one sentence*
12. Did you receive some training from the Raleigh volunteers? If so, what was the topic of the training? *Please select the various trainings you attended from the list below (select as many as they attended)*
- N/A
 - Personal and family hygiene
 - Community hygiene and sanitation
 - Watershed management
 - Organic agriculture
 - Gender awareness
 - Climate change and community resilience
 - Youth empowerment
 - Reforestation
 - Community organization
13. How many training sessions did you participate in? *Please select a category below:*
- 0
 - 1-2
 - 3-4
 - 5 or more

Impact

14. What was the best training you received and why? *Please select the **one** best training from the list below and add a comment as to why it was the best.*
- Personal and family hygiene
 - Community hygiene and sanitation
 - Watershed management
 - Organic agriculture
 - Gender awareness
 - Climate change and community resilience
 - Youth empowerment
 - Reforestation
 - Community organization
15. What was the worst/least helpful training you received? *Please select the **one** least helpful training from the list below and add a comment as to why it was the least helpful.*
- Personal and family hygiene
 - Community hygiene and sanitation
 - Watershed management
 - Organic agriculture
 - Gender awareness
 - Climate change and community resilience
 - Youth empowerment
 - Reforestation

- i. Community organization

16. What effect did the training have on your confidence in implementing the subject matter? *Select **one** of the options below:*

- a. I feel more confident
- b. I feel less confident
- c. It has had no impact on my confidence level

17. Select from the list below the **three** greatest changes that have happened in your community as a result of the Raleigh volunteer support. *Please select what you feel are the top three impacts to the community from the list below:*

- a. There is now a greater level of youth engagement and activity within the community
- b. There is improved hygiene practices across the community
- c. There is more participation of women in communities organisations
- d. There is more awareness about the effect of climate change and the importance of reforestation
- e. There is more awareness about the importance of good hygiene practices to improve communities health
- f. People have more time to dedicate to other activities as a result of not having to walk long distances to collect water
- g. Local people have enhanced access to improved water facilities
- h. Local people have enhanced access to improved sanitation facilities
- i. People have better and healthier diets by having their own vegetable plots
- j. People have adopted new improved practices/ tools to build and maintain effective water and sanitation systems
- k. Communities are more aware of the importance of waste management

18. Select from the list below the **three** greatest changes that have happened in your life as a result of the Raleigh volunteer support. *Please select what you feel are the top three impacts to your life from the list below:*

- a. I have more time to dedicate to my children as I don't have to walk to collect water.
- b. I feel safer now that I have access to a latrine in my own house.
- c. My house is cleaner now that I have received the hygiene training.
- d. I feel I can contribute to my community's health through the training I have received.
- e. I feel more empowered to contribute to my community's development.
- f. I feel more inspired to be a water and sanitation committee member.
- g. I am now more aware of the importance of caring for the natural environment
- h. I feel healthier now that my oven is improved and I am not exposed to smoke all day.
- i. My community is cleaner because we know the importance of waste management.
- j. I am able to grow my vegetable on my land which has improved my families' diet and health.
- k. I have gain confidence to participate in community meeting and contribute to decision making.
- l. Improved understanding of the world as a result of the friendships and shared learning from interacting with the Raleigh volunteers

19. How has your behaviour changed as a result of the Raleigh intervention? *Select the top **three** options that best reflect the behavioural change in your life since the Raleigh intervention:*

- a. I keep my eco-latrine cleaner now that I am more aware of its importance.

- b. I wash my hand properly now and teach my kids how to do it.
 - c. I go to my community meeting and participate.
 - d. I keep my animals outside my house
 - e. I chlorinate my drinking water
 - f. I shower every day and clean my house every day
 - g. I separate my rubbish
 - h. I care more about my community
 - i. I trust my CAPS (water and sanitation committees) and support them
 - j. I now cook using my eco oven.
20. Were there any negative impacts in your community as a result of the Raleigh volunteer support? *Select the **one** option that you feel most accurately reflects your view:*
- a. The volunteers do not understand how conservative our community is and have caused offence.
 - b. The volunteers do not understand the religious customs and traditions of our community.
 - c. The project didn't empower enough of the community and when the volunteers left the project did not continue.
 - d. There wasn't enough training about the new infrastructure and we do not know how to use it properly.
 - e. Not everyone in the community personally benefitted from the Raleigh project which caused conflict within the community.
 - f. N/A
21. How do Raleigh compare with other NGOs working in WASH that you have interacted with? *Please select the most accurate option from the list below and give a reason for your answer.*
- a. N/A
 - b. Raleigh are the best
 - c. Raleigh are better than most other operators
 - d. Raleigh are the same as other operators
 - e. Raleigh are not as good as most operators
 - f. Raleigh are the worst
22. Did you have any interaction with the partner organisation [Insert the name of the partner organisation] before Raleigh volunteers started supporting them?
- a. Do you feel they have improved as a result of the Raleigh volunteers?
 - i. Yes
 - ii. No
 - b. In one sentence please outline the way in which they have improved?
23. What do you like about the way Raleigh volunteers have worked with you in the community? *Select **one** of the following options:*
- a. Working with community volunteers and empowering them
 - b. Working with national volunteers has inspired the young people in the community.
 - c. Focusing on sustainable development.
 - d. Focusing on beneficiary empowerment.
 - e. Focusing on training and awareness-raising rather than just infrastructure.
 - f. Living with host families, providing better integration with the community.
24. Can you think of any way in which Raleigh volunteers could improve the way they work with the community? *Please restrict your comment to one sentence*
25. What is the most significant benefit of having young people working as volunteers on

this programme? *Please select the top **three** from the list below:*

- a. Young people have a lot of energy
- b. Young people have a lot of passion
- c. Young people are flexible
- d. Young people have fewer family commitments
- e. Young people show more creativity
- f. Young people are more naturally able to engage with young people from the communities
- g. Young people are very adaptable to different and new environments
- h. Young people empower youth and active global citizenship
- i. Young people are more easily accepted in the communities
- j. Young people are more open to learn new skills and develop knowledge

26. What is the most significant limitation of having young people working as volunteers on this programme? *Please select the top **three** from the list below:*

- a. Limited technical knowledge.
- b. Lack of knowledge about sustainable development.
- c. Lack of engagement for studies commitments.
- d. Limited work experience.
- e. Different expectations of the programme.
- f. Lack of confidence.
- g. Guided by their emotions.
- h. Lack of understanding of complex social issues.
- i. Attitude towards work.
- j. Challenging attitude towards the Raleigh code of conduct.

27. Has there been an impact on you or your community as a result of Raleigh volunteer engagement that has not been mentioned above? If so, please outline it in one sentence here.

Disaggregated data

The data provided in the report has been disaggregated further by both gender and age below.

Greatest change to the community	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
There are improved hygiene practices across the community	49%	50%	50%	50%
There is now a greater level of youth engagement and activity within the community	36%	34%	50%	32%
Local people have enhanced access to improved water facilities	39%	32%	32%	55%
There is more participation of women in communities' organisations	25%	24%	32%	32%
There is more awareness of the importance of good hygiene practices to improve communities' health	34%	45%	29%	0%
Communities are more aware of the importance of waste management	34%	34%	26%	18%
Local people have enhanced access to improved sanitation facilities	25%	21%	24%	45%
People have adopted new and improved practices/tools to build and maintain effective water and sanitation systems	22%	18%	29%	23%
There is more awareness of the effect of climate change and the importance of reforestation	14%	18%	21%	9%
People have more time to dedicate to other activities as a result of not having to walk long distances to collect water	16%	13%	5%	18%
People have better and healthier diets as a result of having their own vegetable plots	8%	11%	3%	18%

* % of female beneficiaries spoken to who mentioned the specific change within their top three community impacts

Greatest change to the individual	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
I feel safer now that I have access to a latrine in my own house.	59%	63%	58%	68%
My house is cleaner now that I have received the hygiene training.	42%	45%	45%	36%
I have more time to dedicate to my children as I don't have to walk to collect water.	45%	53%	29%	32%
I feel more empowered to contribute to my community's development.	25%	29%	29%	14%
I am now more aware of the importance of caring for the natural environment.	22%	21%	24%	27%
I feel I can contribute to my community's health through the training I have received.	17%	11%	37%	14%
My community is cleaner because we know the importance of waste management.	23%	24%	21%	18%
I feel more inspired to be a water and sanitation committee member.	23%	18%	16%	27%
My understanding of the world has improved as a result of the friendships and shared learning I have gained from interacting with the Raleigh volunteers.	19%	16%	13%	27%
I have gained confidence to participate in community meetings and contribute to decision making.	14%	8%	18%	18%
I am able to grow my vegetables on my land, and this has improved my family's diet and health.	6%	11%	5%	14%
I feel healthier now that my oven is improved and I am not exposed to smoke all day.	3%	3%	5%	5%

* % of female beneficiaries spoken to who mentioned the specific change within their top three personal impacts

Individual behavioural change	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
I wash my hands properly now and teach my kids how to do it.	61%	68%	66%	50%
I keep my eco-latrine cleaner now that I am more aware of its importance.	47%	47%	39%	55%
I go to my community meeting and participate.	44%	37%	42%	41%
I trust my CAPS and support them.	39%	39%	18%	36%
I keep my animals outside my house.	27%	21%	28%	41%
I care more about my community.	27%	28%	18%	36%
I shower every day and clean my house every day.	25%	32%	21%	18%
I chlorinate my drinking water.	9%	5%	32%	14%
I separate my rubbish.	16%	16%	16%	14%
I now cook using my eco-oven.	6%	8%	11%	0%

* % of female beneficiaries spoken to who mentioned the behavioural change within their top three following Raleigh intervention

Training topic	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
Personal and family hygiene	36%	26%	39%	36%
Community hygiene and sanitation	30%	26%	24%	32%
Community organisation	9%	16%	11%	0%
Watershed management	6%	8%	11%	9%
Gender awareness	8%	5%	3%	14%

* % of female beneficiaries who felt that the topic had the greatest impact on their lives

Element of Raleigh's approach	% of female beneficiaries	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
Living with host families to providing better integration with the community.	41%	45%	34%	50%
Working with community volunteers to empower them.	20%	18%	24%	9%
Working with national volunteers has inspired the young people in the community.	19%	21%	13%	9%
Focusing on training and awareness-raising rather than just infrastructure.	9%	8%	13%	5%
Focusing on sustainable development.	6%	3%	11%	14%
Focusing on beneficiary empowerment.	5%	5%	5%	14%

Observed strengths	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
Young people have a lot of energy.	64%	63%	61%	55%
Young people are more naturally able to engage with young people from the communities.	36%	39%	39%	32%
Young people are flexible.	38%	32%	37%	41%
Young people have a lot of passion.	36%	39%	32%	32%
Young people are more open to learn new skills and develop knowledge.	28%	32%	32%	27%
Young people show more creativity.	23%	24%	32%	27%
Young people have fewer family commitments.	27%	34%	11%	36%
Young people are more easily accepted in the communities.	19%	16%	29%	9%
Young people are very adaptable to different and new environments.	17%	8%	16%	27%
Young people empower youth and active global citizenship.	13%	16%	13%	14%

* % of female beneficiaries who selected this strength as one of their top three from the list presented

Observed weaknesses	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
Limited technical knowledge.	67%	61%	66%	64%
Limited work experience.	57%	58%	53%	55%
Lack of engagement due to study commitments.	42%	47%	50%	38%
Lack of confidence.	36%	29%	45%	45%
Lack of knowledge about sustainable development.	22%	28%	32%	14%
Guided by their emotions.	20%	18%	18%	18%
Attitude towards work.	17%	21%	11%	18%
Lack of understanding of complex social issues.	11%	11%	13%	23%
Challenging attitude towards the Raleigh code of conduct.	17%	18%	8%	14%
Different expectations of the programme.	11%	11%	5%	14%

* % of female beneficiaries who selected this weakness as one of their top three from the list presented

Negative impacts	% of female beneficiaries*	% of beneficiaries disaggregated by age (yrs)		
		18-35	36-50	51+
None / N/A	80%	87%	76%	77%
Not everyone in the community personally benefited from the Raleigh project, which caused conflict within the community.	14%	8%	18%	9%
The project didn't empower enough of the community, and when the volunteers left the project did not continue.	5%	5%	5%	0%
There wasn't enough training about the new infrastructure and we do not know how to use it properly.	2%	0%	0%	14%

* % of female beneficiaries who stated the specific negative impact of Raleigh's involvement