



Annual Report 18-19

Enable Health Society



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From the Desk of the President

While implementing safe drinking water projects, over the past four years, experience of increasing awareness among communities on safe drinking water have helped us understand the importance to garner communities support and the need to change health behaviours and attitudes. We found that providing access to safe drinking water services along with educational messages is not enough to change unsafe drinking water behaviours of the communities. We also realised the need to understand, engage and support communities in the initial years after completion of new infrastructure.

Guided by our vision of promoting healthier lives, we delivered a range of significant initiatives to better support and strengthen safe drinking water projects. We have begun to concentrate our resources on identifying newer ways to maximise the community reach through understanding on-ground challenges to adoption of safe drinking water behaviours and implementing interventions on a pilot basis. We experimented with different approaches to engage and empower local communities in safe drinking water domain and came out with a Behaviour Change Communication led framework to understand and address the unsafe drinking water behaviours.

We learned to tailor our solutions to get communities to manage the operation and management of safe drinking water through formation of village water committees in southern part of the country. At the local level, it is a representation of people to play a lead role and strengthening our relationship with the communities.

Through increased community engagement and ownership, we believe we can catalyse increased access in last-mile communities, and as a result bring about significant impact in their health and well-being.

Dr. B.P Singh

President

AN OVERVIEW

Enable Health Society is a registered NGO in India providing technical support for capacity building on various health issues. EHS works to influence the health behaviour of individuals and communities as well as their living environment through educating communities on health issues- focusing on prevention and motivating them to maintain healthy lifestyles. EHS also works towards providing affordable, accessible, pure water for the communities as it believes that the safe drinking water is essential for maintaining public health and supporting healthy communities.

Since 2004, EHS has been building the individual and institutional capacity working in area of health with different stakeholders including government and non-government organizations, institution and communities, thus ensuring long lasting and sustainable efforts to enable better quality healthy lives. EHS is ready to expand and address emerging public health issues through practical, issue oriented and innovative approaches.

Vision

Enabling health for every community in India

Mission Statement

Enable Health Society seeks to improve the health and well-being of people by building capacity of communities, promoting healthy practices, upholding gender equity, supporting locally adaptable technology, advocating for sound practices and policies, and inspiring people to assert their rights to better, healthier lives

Core Values

Quality: Choosing the best people for our work, employing the best available practices, and always challenging ourselves to improve through innovation, strategic planning, collaboration and teamwork.

Service: Making sure that each person who seeks our services is treated with personal respect, courtesy, compassion and sensitivity.

Integrity: We always try to do the right thing. We are honest and straightforward with each other. We operate within the letter and spirit of the law.

Human rights and justice: All of our work is based on respect for the inherent worth and dignity of all people, and the rights that follow from this understanding.

Respect: Recognizing the value of every employee's contribution to the mission of Enable Health Society, honouring our diversity and working together as an effective team in which each person understands his or her importance to the team.

Communication: A dedication to keeping all our partners informed and a promise to listen actively.

Compassion: Remembering that caring is important.

Executive Summary



Enable Health Society provides access to affordable safe drinking water through community based safe drinking water installations. Along with making affordable safe drinking water available to communities in need, we also strive hard to ensure messages on need for safe drinking water in their lives is reached. Our success is reflected in growing number of people who have adopted safe drinking water.

Building on the achievements of the past year, our focus in FY 2018 has been on maximising community reach with focus on newer community engagement ways, instilling community ownership reaching 86, 306 beneficiaries daily with safe drinking water. Enable Health Society has grown and diversified its donor base of support and continues to partner with Piramal Sarvajal for technical support.



Providing safe drinking water : In collaboration with technical partner **Piramal Sarvajal** (Piramal Water Private Limited), EHS has initiated safe drinking water projects for communities in different schools, villages and health facilities in the states of Maharashtra, Punjab, Tamil Nadu, Rajasthan, Himachal Pradesh, Madhya Pradesh, Uttar Pradesh, Haryana, Uttarakhand, Delhi, Orissa, Andhra Pradesh, Bihar, Karnataka, Telangana and Gujarat. Community-level decentralized drinking water models, comprising of localized water purification and distribution through installation of water purification plants, have evolved as a low cost alternative to create affordable provision to safe drinking water within the community. Through this innovative model, EHS generates local employment opportunities by employing people from the communities as machine operators, contributing to the economic development.

EHS strongly emphasizes on bringing together the rural community, including the panchayats. From the planning stage Panchayat members are actively involved to inculcate a sense of active community ownership. The project is operated in partnership with a local entrepreneur or the local Panchayat/ Community Based Organization; thereby creating sustainable livelihood opportunities within the chosen community. Local community members are selected and trained as entrepreneurs to manage the water purification unit. Community is also at the forefront during the awareness and launch events, being local experts to spread the messages on importance of safe drinking water.

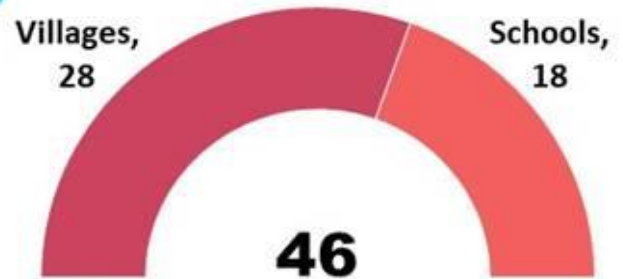


Key Milestones: Safe Drinking Water

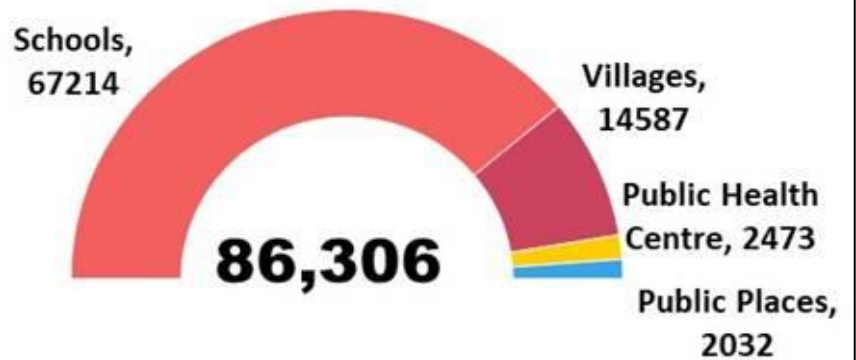
Safe Drinking Water Facilities



Safe Drinking Water Facilities Added in FY 2018-2019



Serving Beneficiaries Daily



Community Awareness and Local Marketing

Moving beyond the scope of providing safe drinking water, Enable Health society also conducts awareness programs empowering communities with knowledge about health hazards of drinking contaminated water and the significance of safe drinking water. EHS through an on-going community led awareness on safe water, health and hygiene aims to improve health outcomes for the communities that they work with.



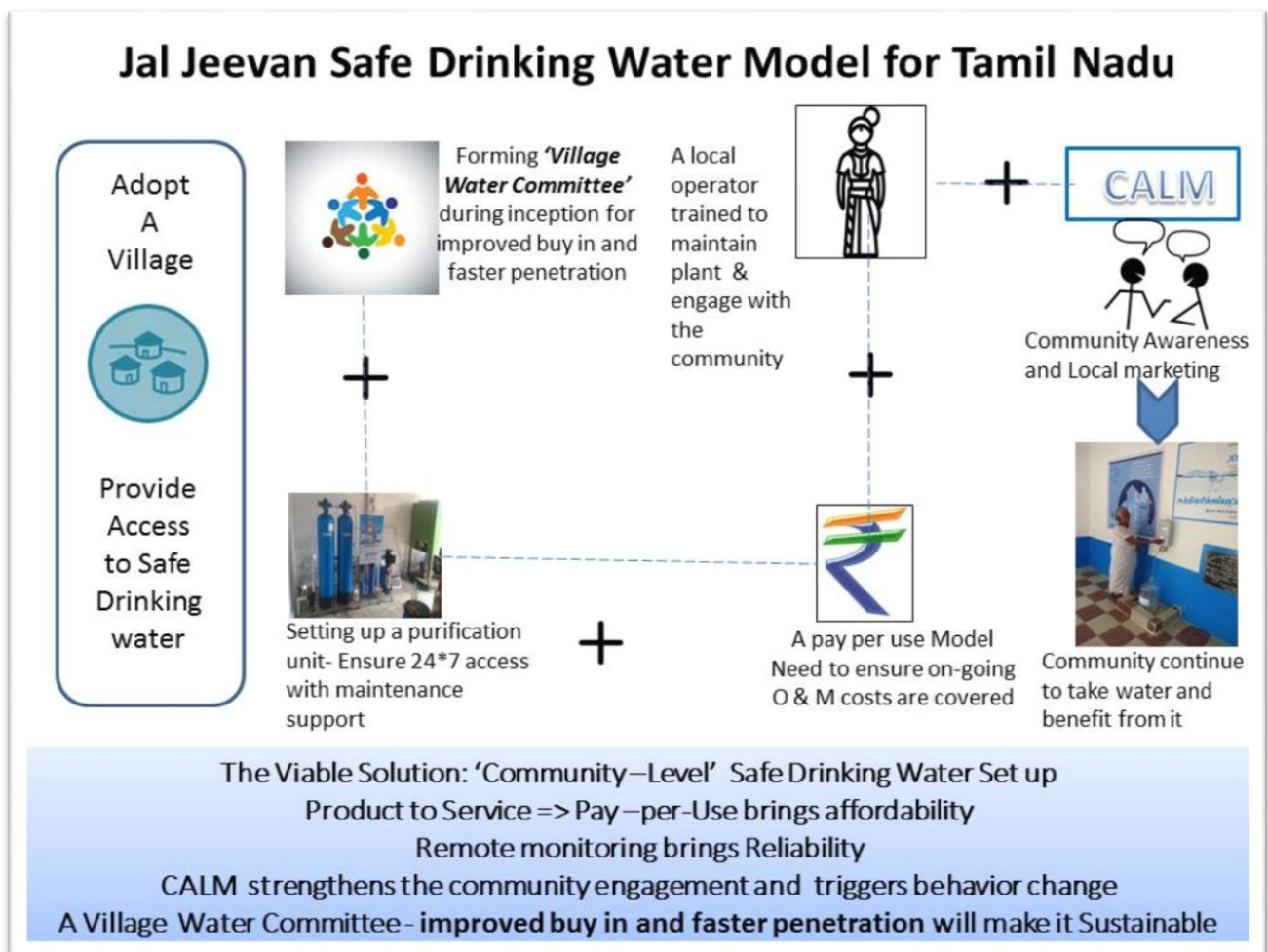
EHS believes that access to regular and credible information about water related issues is essential. This includes education on the health hazards associated with contaminated water and the benefits of safe drinking water which is made available through state of art purification technology. Appropriate IEC (Information, Education and Communication) materials are provided to generate and raise awareness on water-health risk association.

EHS is aware that people's perceptions of safe water are based on taste, clarity and lack of odour and absence of visible impurities. Communities do not perceive that their water has the chance of being contaminated by germs that may not be visible to the naked eye. Communities do not relate the weakening of bone structure, discoloration of teeth and skin problems to consumption of contaminated water. Community also need to understand the contamination during water collection, transportation, storage and retrieval occurring at different times. Community awareness activities are designed as per the need, it may vary from, a. door to door awareness creation, b.local community groups formation, c.engaging the community through participatory techniques like a jal yatra or jal katha and d. schools level programs engaging the children in painting, quiz, debates etc about drinking water .



Village Water Committee

In October 2018, Jal Jeevan Project supported by Ashok Leyland had EHS along with Piramal Sarvajal approach the community through a newer model of Village water committee with a plan to hand over the RO machines and Water ATMs to the Village Water Committee (VWC) and the VWC will be responsible for the operations, maintenance and safe keeping of the RO machines and Water ATMs there onwards. The village water committee was formed since a. Local committees are essential to coordinate and support the different activities and provide leadership and serve as the community contact point in the safe drinking water project. b. Committees can also facilitate broad community participation in the programme, something that may be difficult to achieve by outsiders. This model is deeply rooted in the capacity building of the community to own and run safe drinking water and has sustainability of the solution in its core purpose.



2. In Community meeting, explaining about project and clarifying doubts about purification model.



4. Site preparation and plant installation



6. Plant inauguration/ Launch



8. Village water committee is trained and hand held to run the plant and monitor the progress



10. The VWC is assessed for signs of sustainability



12. Plant is handed over to the community



1. Village selection based on need, quality of water and health condition of the community



3. Formation of Village water committee



5. Community awareness and membership drive conducted



7. People begin to use the service



9. On going maintenance and membership drive



11. The handing over process will be initiated .



Finding Newer Ways of Community Engagement: Using the BCC led framework

With intensive efforts of community awareness and local marketing team, Enable Health Society has increased awareness about safe drinking water through different activities and materials among the rural and urban communities. However there are challenges to sustained adoption of safe drinking water when communities do not consume safe drinking water on a regular basis in locations where our safe drinking facilities are housed, because of various reasons such as taste, other drinking water sources, socio-cultural factors.

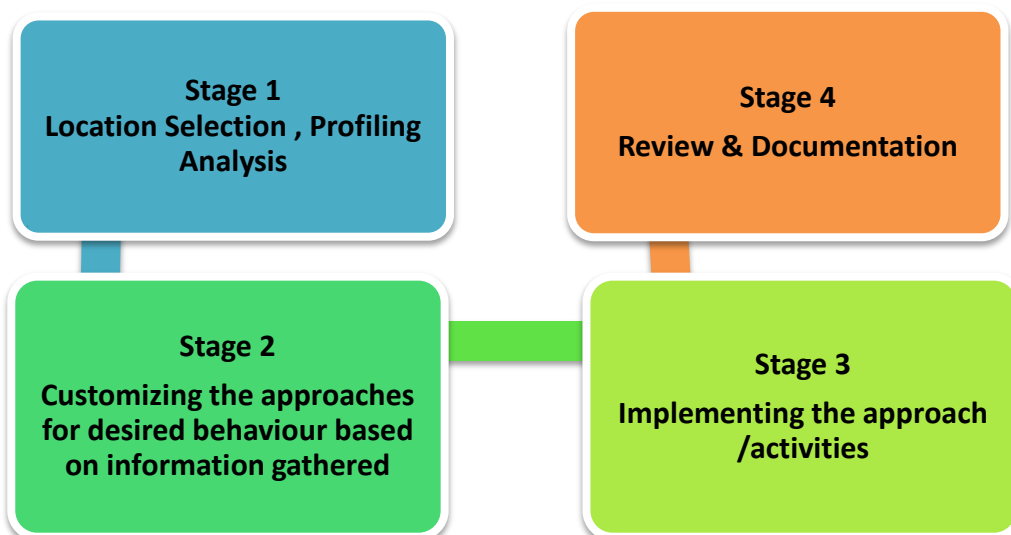


Enable Health Society along with its technical partner Piramal Sarvajal endeavoured to tackle these challenges by understanding community/customer's mindsets, behaviours and surrounding environments, designing and piloting behaviour change interventions to encourage and promote safe drinking water behaviours.

To know and address challenges to sustained adoption, a BCC informed framework was designed beginning with situation analysis conducted at 17 locations, the process involved understanding the community in context of safe drinking water, knowing the body language of the drinking water facility, categorising the community of users based on the frequency and volume of water they take, what are the barriers and benefits to safe drinking water perceived by users, community stakeholder, operator interactions and data mapping.



An internal discovery 4 member team called beta team was comprised to complete these mandate. To strengthen BCC know-how – Mr. D.K. Bose, a strategic communication specialist with more than 30 years of experience in communication supported us with learning the process of application of BCC.



Based on the barriers identified, test strategies were formulated followed by designing and implementing communication interventions at 12 locations with 334 infrequent users. Focused interventions through different communication channels and materials at 9 locations increased the adoption rates with 44% of intervened category of infrequent, low volume frequency users coming to the facility, demonstrating utility of BCC framework and processes within safe drinking water domain.

This process became the foundation for a practical plan to move a priority group toward sustained practice of desired safe drinking water behaviour. The flexibility of methodology enables easy implementation by trained community mobilization teams working in safe drinking sector intending to improve adoption of desired behaviour. Enable Health Society and Piramal Sarvajal plans to scale this approach and utilize it to improve low adoption rates at safe drinking water facilities.



World Water Day Celebration

World Water Day, on 22 March every year, is about focusing attention on the importance of water. Year 2019's theme, 'Leaving no one behind', adapts the central promise of the 2030 Agenda for Sustainable Development that as sustainable development progresses, everyone must benefit. But



today, billions of people are still living without safe water – their households, schools, workplaces, farms and factories struggling to survive and thrive. Marginalized groups – women, children, refugees, indigenous peoples, disabled people and many others – are often overlooked, and sometimes face discrimination, as they try to access and manage the safe water they need.

Based on the theme, world water day celebrations were marked with different activities such as street play, rallies, pledge taking, games across the country by Enable Health Society's team.



Measuring Impact

Impact measurement is part of organization's quest to understand how our programs benefit the local population where we provide our safe drinking water service. The projects articulate the results (outcomes) arising from our programs and services (outputs) and we use baselines, midlines and end line studies to

Total studies 112 were completed by the impact team (85 AAV Base Line + 22 AAV Mid-Line + 4 Slums Base Line + 1 AAS Base Line)

measure them and use the finding /learning from the studies to bring continuous improvement in the work we do. The finding also helps us communicate effectively to tailoring our messaging to different audiences both internal and external and reporting on outcomes achieved equally with our donors. This helps us build momentum, capacity and community empowerment by demonstrating — with evidence— that our work is changing individual lives, families, communities and systems.

Capacity Building in HIV

Enable Health Society team was requested by Piramal Swasthya Management and Research Institute (Part of Piramal Foundation) to conduct the training on HIV/AIDS domain for their team of helpline counsellors. Piramal Swasthya on behalf of the National AIDS Control Organization (NACO) runs **India's first national AIDS helpline – 1097** providing information on HIV/AIDS, Counseling Services, Information directory/referral service accessible in multiple languages - Hindi, English, Telugu, Tamil, Kannada, Marathi, Oriya, Malayalam Assamese & Bengali. The training was done online using materials provided by NACO. We are proud to be associated with Piramal Swasthya as EHS continues to train counselors to build the capacity of 1097 helpline counselors of four centers located in Hyderabad, Jaipur, Shimla and Guwahati to help them provide information on HIV/AIDS effectively to people across the country on HIV.

BOARD MEMBERS PROFILE

Dr. B.P. Singh, President, Enable Health Society is a clinician and public health specialist having forty years of experience in field of Reproductive and Child Health and Family Planning. Qualified paediatrician, equipped with a law degree, he has served for more than 35 years in Public Health Sector in the Department of Medical, Health and Family Welfare for the state of Uttar Pradesh. Dr. Singh has worked extensively with USAID supported family planning program for more than 15 years, providing technical expertise for pioneering and implementing capacity building programs on male and female sterilization, RCH emergency obstetric and new born care and HIV/AIDS. Dr. B.P. Singh has been very widely recognized as master trainer in NSV, Sexual and Reproductive Health, Adolescent friendly Health Services, Infection Prevention, Facilitative Supervision, Quality Improvement, and Counselling. Dr. B.P. Singh brings to the organization his expertise and experience as a clinician and trainer in developing, reviewing, pilot testing and translating training manuals for various programs including clinical training and TOTs.

Meenu Ratnani, Secretary, Enable Health Society has around 20 years of work experience with reputed national and international organizations in the public health and development sector providing, capacity building, communication, programmatic management support to Reproductive Health, Family Planning, HIV/AIDS and Education projects in various capacities. Meenu has worked with different donor supported projects coordinating the capacity building and Knowledge Management. Meenu brings to the organization her expertise as a HIV/AIDS trainer and coordinating and managing a wide spectrum of project functions entailing Knowledge management, coordination, networking & liaison.