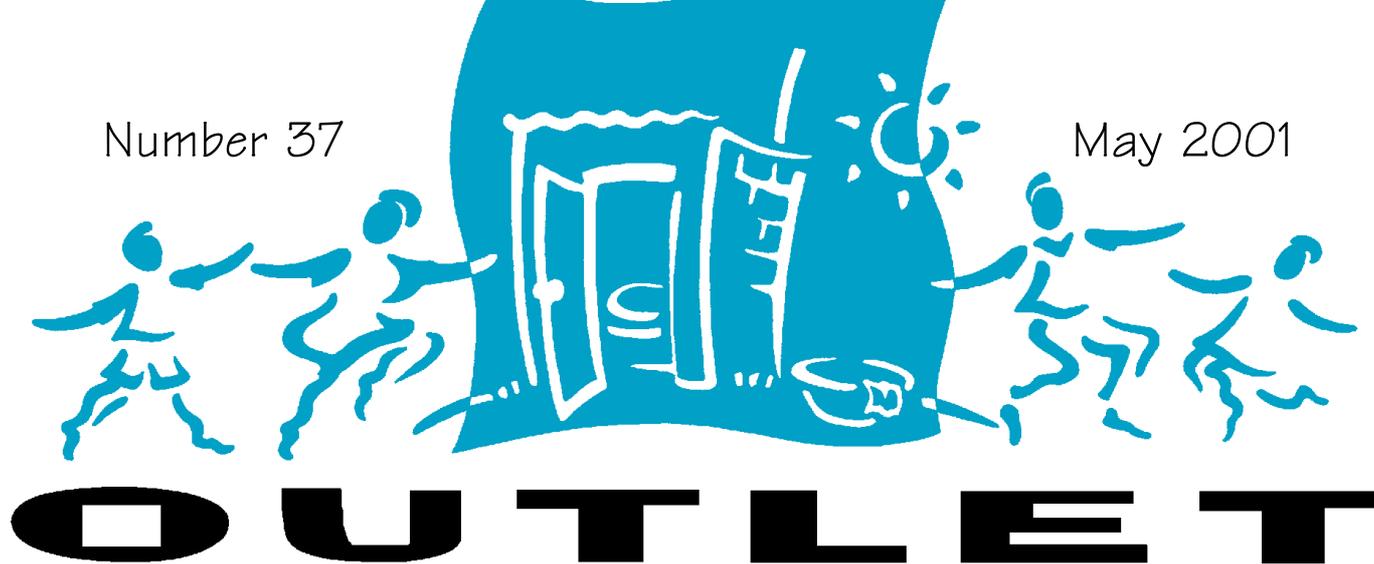


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NEWSLETTER FOR SANTAG

GLOVER DEVELOPMENT ENGINEERS

In this issue of OUTLET we pay respect to Peter and Stephanie Glover, who committed themselves for many years to the community of Nongoma. We offer our sincerest condolences to Peter over the tragic death of Stephanie, and we celebrate the role she played as an active partner in Glover Development Engineers, and as a friend to everyone in the sanitation sector who knew her.

Dr Peter Glover, Pr Eng, BSc, MSc, PhD, CEng, MIMechE, together with his wife Stephanie, were partners in Glover Development Engineers in Nongoma. GDE was involved in water supply and sanitation in rural KwaZulu-Natal from 1994 to 2001. Prior to that Dr Glover was involved in water provision in the UK, Ghana, Zaire, Rwanda and the Middle East.

GDE's philosophy stood for the provision of high quality engineering services to rural communities and other organisations in the public health (engineering) sector. GDE participated with rural communities in the provision of "appropriate solutions" for public health. This required major social orientation, as well as a technological approach. "Appropriate" implied technologies and methodologies that were sustainable, socially and environmentally acceptable, affordable, maintainable and wanted.

GDE was involved in projects with the Mvula Trust, Independent Development Trust, Northern KwaZulu Water Development Trust, Zululand Regional Council, Department of Water Affairs and Forestry, Water Research Commission, National Sanitation Co-ordination Office (NaSCO) and SANTAG. Water supply and sanitation projects included: Sidinsi, Esiphambanweni, Osingisingin, Nondayana, Qoqoda, Bangamaya, Mememe, eHlabatini, Esidakeni, Dhlabane and Mvunyane.

Further projects included the evaluation and development of rural communication media in the water and sanitation sector, and piloting Child-to-Child health and hygiene education methodologies in rural schools.

Peter Glover designed the Archloo, which has become a household name in rural sanitation in KwaZulu-Natal. The Archloo is a new technology solution, based on an ancient structure, to provide an ultra-low cost VIP. His book, *How to Build the Archloo*, offers a step-by-step guide to the construction of the revolutionary Archloo.

Stephanie Glover completed her BA (Hons) and MBA degrees at the University of Warwick, and was completing a degree in Development Administration and Anthropology through UNISA. As Managing Director of Glover Development Engineers, Stephanie was responsible for the day to day running of the company, scheduling projects, producing financial reports, and offering external business consultancy. She also managed the development of communication initiatives in the development sector.

Stephanie's early professional experience was gained in the publishing industry. She was involved with a black minority publishing house (Hansib) before joining Cambridge University Press. She later worked as International Sales Manager for Pitman Publishing. She travelled throughout the world managing markets and distributors, and gained professional experience in the UK, Hong Kong, Singapore, Australia, Taiwan, Kenya, Botswana, Namibia, Botswana, South Africa, the Caribbean and throughout Europe.

Stephanie gained valuable insights into the challenges of cross-cultural interactions from her time in publishing and recently in running GDE. She was known for her warm hospitality and sharp intellect, and was loved and respected by all those who knew her and worked with GDE.

We publish the report Stephanie produced before the Glovers left Nongoma for the UK. Stephanie was tragically killed in a car accident on the way to Johannesburg airport.

We extend our condolences to Peter, and their three children Anna Marie, Edward and William.



The Glover family just before they left Nongoma. From left: Edward, Dr Peter Glover, Anna Marie, Stephanie and William.

GLOVER DEVELOPMENT ENGINEERS

Communication within Communities Project

This project started in 1998 with a workshop involving role players in the sector, who together defined the scope of the work that would be undertaken. The basic premise of the project was to explore how communication both impeded and facilitated progress and success on water and sanitation projects.

Glover Development Engineers had already been working in northern KwaZulu for four years, and **Vukuzakhe Development Services** Director, Patrick Mbanjwa had twice that number of years' experience working with a wide variety of communities. Pooling these resources created a technically and socially competent team.

The first phase was to collate information about social and cultural characteristics of Zulu society, that influence the implementation of projects. Patrick Mbanjwa was able to integrate his cultural understanding with his experience of projects and produce recommendations for Project Agents, to harness rather than antagonise existing community communication structures. He analysed the characteristics of successful project implementation, revealing how poor management of the communication strategy leads to tension and disempowerment.

Extensive research with the help of **The Mvula Trust** and **Partners in Development** looked at average levels of payment within communities for water services over time. This revealed that communities usually do not meet running costs, but that the reasons for this are complex. This issue was to be addressed by clearer communication before technical options are selected, management of tariff collection processes during implementation, and further support for committees in establishing and maintaining such systems.



A review of the literature relating to development communication and health messages was undertaken, which directed subsequent interventions within communities and facilitated the analysis of the final evaluations.

PHASE ONE

Contact was made with a local community-based health forum and the reasons why communities did not move ahead in their development strategies were workshopped. These discussions continued throughout the project. The

report provides a community perspective of the development process and the difficulties of managing change.

PHASE TWO

A variety of communication methods was introduced into communities with whom GDE was already working. Billboards were set up in three communities. These involved:

- a provocative health question to stimulate discussions around sanitation issues
- various options the community had in constructing their toilets
- encouragement to people to pay for their new water scheme.

Each billboard was evaluated and further recommendations made. Cost, interpretation, problems and improvements were discussed.

Sanitation booklets and signs were produced and distributed to communities implementing Phase B of their sanitation projects. These were translated into Zulu and given to families who had constructed a toilet, and Community Health Workers. The sanitation committee supported

ONJINIYELA BENTUTHUKO BAKWAGLOVER (GDE)

Udokotela uPeter Glover kanye nenkosikazi yakhe eseyashona uStephanie, babe neqhaza elikhulu ezinhlelweni zokulethwa kwamanzi nezokulahlwa kwemfucuzwa kwaNongoma kule minyaka edlule. Kwaba buhlungu ukushona kukaStephanie engozini yemoto besendleleni ebheke esikhumulweni samabhanoyi saseGoli. Amalunga akwa-SANTAG adlulisela ukudabuka kwabo okukhulu ku Peter kanye nezingane zakhe ezintathu uAnna Marie, uEdward kanye noWilliam. Isithombe esisekhasini lokuqala sikhombisa umdeni wakwa Glover ngaphambi kokuthi bashiye kwaNongoma.

Onjiniyela bentuthuko bakwaGlover benze konke ukuze kutholakale izisombululo zezinkinga zokulethwa kwamanzi nezokulahlwa kwemfucuzwa emiphakathini eyakhelene nakwaNongoma. Udokotela u Glover waziwa kakhulu ngesakhiwo sakhe seNdlu yangaSese yomGodi eyiNgobela (Archloo), esiphenduke yaba ngeyamukelekayo futhi nengabizi. Ibhuku lakhe elaziwa ngokuthi 'How to Build the Archloo' lifundisa ukusuka nokuhlala kokwenziwa kwalesi sakhiwo sendlu yangasese. Siyethemba ukuthi masinyane le ncwadi izotholakala nange si Zulu.

Izinhlalo zokulethwa kwamanzi nezokulahlwa kwemfucuzwa zakwa GDE zazibheka ubuchwepheshe kanye nentuthuko nokulandela ukuthi kuxhunyanwa kanjani, futhi nokuhlola impumelelo yohlelo phecelezi 'Child to Child' lapho kuba izingane eziqhuba imiyalezo yezempilo nezenhlanzeko ezikoleni ezisemakhaya. UNkosikazi kaGlover wenza umbiko ngalolu hlelo olwaqala ngonyaka ka 1998 esebenzisana no Patrick Mbanjwa nenhlangano yentuthuko iVukuzakhe Development Services. Esigabeni sokuqala kwaqoqwa ulwazi ngenqubo yokuhlalisana nangamasiko esizwe samaZulu. Ngosizo lwabakwa Mvula Trust kanye nabakwa Partners in Development eMgungundlovu, kwenziwa ucwaningo lokuhlola izinga loku khokhelwa kwezinhlelo zamanzi kanye nokuthi kungani zingakhokhelwa lezi zinsiza. Kwakulindleke ukuthi lezi zingqinamba zizo xazululeka ngenxa yokwenziwa kwezindlela ezicacile zokuxhumana, ngaphambili nangesikhathi lapho sekwenziwa izinhlelo, nangesikhathi sokusekela imiphakathi lapho inakekela lezo zinhlelo. Kwaxhunyanwa nezigcawu zezempilo ezisemiphakathini, kwahlala kuba khona imihlangano zifundo kanye nezingxoxo ngesikhathi zisaqhubeka lezi zinhlelo.



the information contained therein. Laminated leaflets were put up inside the toilet, although it seems that there was not always enough light for these to be read!

The literature pointed to the effectiveness of decentralising communication strategies. To this end, stand tap committees were established and evaluated. Although technical and social issues impeded the smooth operation of the water projects, there was evidence that tariff collection, and stand tap maintenance and management, were improved with the introduction of this system.

Other project activities included:

- the production of T-shirts for sanitation committee members and health workers, with "Save the Nation - Wash your hands" printed on the front
- the evaluation of drama and radio work which supported water and sanitation projects in communities
- the implementation of a short Child-to-Child programme in a school where sanitation projects would soon be implemented.

Each intervention and its evaluation is presented within the report so that other project agents can draw their own conclusions, although the project team offers recommendations. It is hoped that the management of communication within communities, who are preparing for a water or sanitation project, will receive more attention, and that funds will be



Further information on GDE, as well as the final report on the project looking at communication within communities involved in water and sanitation projects is available on the GDE website: <http://www.gde.co.za>

allocated to set up and support communication strategies before the construction phase, at which point technical details seem to dominate. All development projects involve the management of change, and until the social aspects of this are fully integrated into the project design, and time and funds made available for the creation of communication strategies to support the project at design, implementation and running stages, success will be limited. Water projects have to be managed on a continual basis and the health benefits of sanitation involve more than the construction of a VIP. Attitudes and behaviours have to change if these development projects are to reach their full potential as a means of empowering communities. The Communication within Communities Project gives project agents an insight into how to create and run effective communication strategies to support projects in which they are involved.



Billboards, shown in these pictures, were set up in three communities. The billboard at Dhlabane (opposite page) showed options the community had in constructing their toilets. The billboard at the Siyathuthuka water project at Hlabisa encouraged people to pay for their new water scheme (left). The billboard at Esidakeni had a provocative health question that was used to stimulate discussions around sanitation issues (above).

If you have any information you would like to share, contact **OUTLET** editor Louise Torr at :
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Esigabeni sesibili kwamiswa izinqwembe ezinkulu emiphakathini emithathu lapho babesebenza khona oGDE. Lezi zinqwembe zazibeke

- umbuzo ngezempilo owawuzo bhebezela izingxoxo ngezingqinamba ngezokulahlwa kwemfucuzo.
- izindlela ezihlukene ezingasetshenziswa umphakathi lapho wakha izindlu zangasese.
- ukukhuthaza abantu ukuthi bazi khokhele izinhlelo zezamanzi.

Okusokwembeni ngalunye kwadingidwa kwaze kwaphuma izincomo. Kwaxoxwa ngezindleko, izinkinga zokuhumusha kanye nokuthi isimo singenziwa kanjani ukuthi sibe ngcono.

Kwabhalwa izincwajana ngezokulahlwa kwemfucuzo, imifanekiso kanye nama pheshana ngesiZulu ngokubambisa nesigungu sezamanzi. Njengengxenywe yemizamo yokuxhumanisa yonke imikhakha kwasungulwa izigungu zompompi kwase kuhlolwa imiphumela yokusebenza kwazo. Kwatholakala ukuthi ukuqoqwa kwezimali, ukunakekelwa kanye nokunganyelwa nje kohlelo lonke kwaba ngcono.

Ezinye izinhlelo kwaba yilezi:

- ukwenzelwa kwamalunga esigungu sezamanzi kanye nawezisebenzi zezempilo izikhipha ezibhalwe ngaphambili ukuthi "Save the Nation - Wash your hands" okuwukuthi "Sindisa iSizwe - Geza izandla".
- ukuhlolisisa umdlalo kanye nokusemsakazweni okusekela izinhlelo zezamanzi nezokulahlwa kwemfucuzo ngenhlanzeko emiphakathini.
- ukwenziwa kohlelo olaziwa ngokuthi 'Child to Child' ezikoleni ezizoqala izinhlelo zezamanzi nezokulahlwa kwemfucuzo ngenhlanzeko.

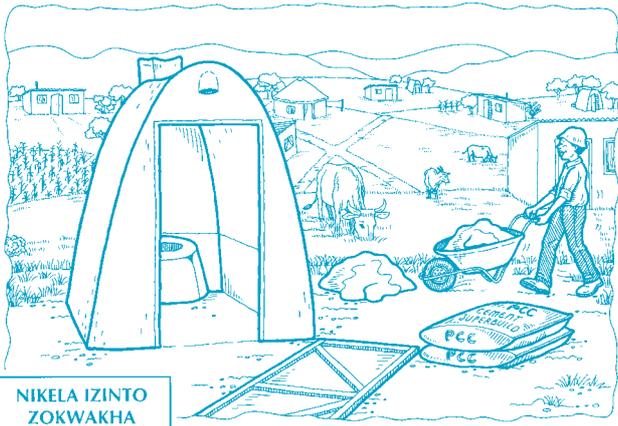
Isimo somqondo kanye nokuziphatha kumele kuguquke uma sifuna ukuthi izinhlelo zentuthuko ziwufeze umgomo wazo wokusimamisa imiphakathi. Kumele izinhlelo zamanzi zenganyelwe njalo, kuthi imiphumela yezempilo ngenxa yokulahlwa kwemfucuzo ngenhlanzeko ibonwe ukuthi ayisiko ukwakhiwa kwezindlu zangasese kuphela nje. Uhlelo lwe "Communication within Communities" okusho ukuxhumana kwemiphakathi, lunika abasebenza emiphakathini indlela ephusile yokusungula amaqhinga okuxhumana azosekela izinhlelo ababambe iqhaza kuzo.



The Archloo

The Archloo, developed by Peter Glover, has become a popular toilet option in KwaZulu-Natal. The Archloo has the following advantages:

- The materials required for the construction of the Archloo are easy to transport. Bulky materials such as bricks and blocks are not required, the hessian and wooden frames are easy to carry to even the most inaccessible places
- Women builders find the construction of this toilet option easy because heavy materials are not required
- If the householder is prepared to dig the pit, provide sand and water, and to assist the builder, the Archloo can be built within the R600.00 subsidy.



A community signboard, showing how people can contribute to building their own toilet.

Seetella Makhetha of Makhetha Development Consultants reports that 6 794 Archloos have been built by AquAmanzi Sanitation, as opposed to 333 other types of toilets. The figures from the following areas demonstrate the popularity of the Archloo:

- **uThungulu**
628 in Godide, Kwambonambi, Madidima and Masulumani in the regular sanitation projects. Under the cholera accelerated projects the following numbers have been constructed: 670 at Nkanini, 610 at Buccanana, 800 at Dondotha, 1525 at Madlebe and 607 at Mazimazana.
- **uMzinyathi**
1954 Archloos have been constructed in 3 regular sanitation projects at Nqutu 1, Nqutu 2 and Ndatshana.
- **iLembe**
925 Archloos have been constructed at Glendale under the accelerated cholera programme.
2000 Archloos have been selected by communities in new projects in Zululand and Amajuba, which will be completed by March 2002.

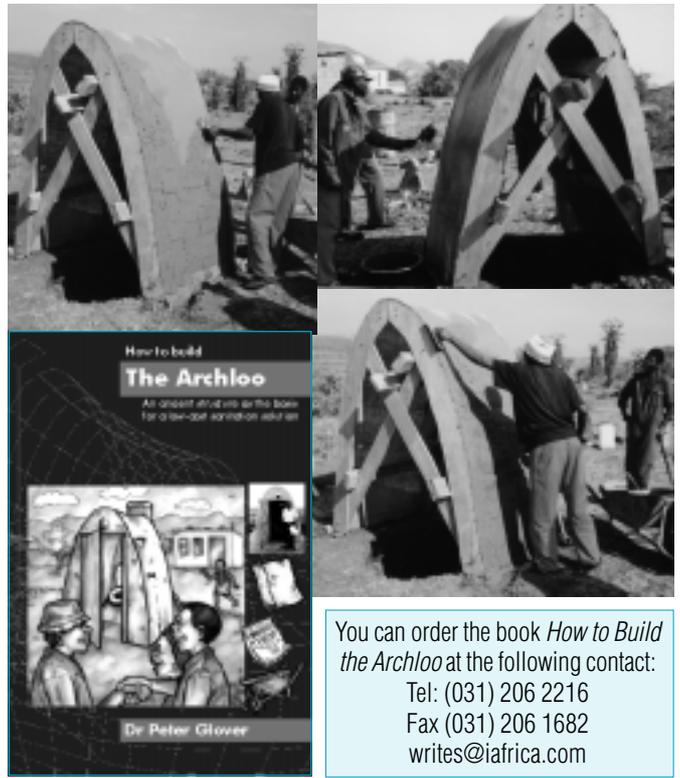
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Indlu yangasese yomgodi eyingobela eshaya umoya

Ochwepheshe bezentuthuko iMakhetha Development Consultants.

Indlu yangasese yomgodi eyingobela eshaya umoya iyona edla ubhedu lapha KwaZulu Natali. Nampu ubuhle bayo:

- Izinto zokuyakha kulula ukuzithutha. Asikho isidingo sokuthwala izitini namatshe. Kulula ukuthwala isaka kanye nohlaka lwezixobo uluyisa nalapho izimoto zingafiki khona.
- Ngisho abesimame bayakha kalula lendlu yangasese ngoba akudingeki lutho olusindayo.
- Uma nje umndeni umba umgodi, bese uletha izihlabathi namanzi, bese usiza umakhi lapho esesebenza, lendlu yangasese ingatholakala ngalomxhaso ongamakhulu ayisithupha amarandi (R600.00).



You can order the book *How to Build the Archloo* at the following contact:
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USeetella Makhetha wabika ukuthi kwakhiwa lezi zindlu zangasese ezingu-6 794 abakwa Aquamanzi oThungulu, eMzinyathi nase Lembeni, uma kuqhathaniswa nezingu 333 zolunye uhlobo. Lezi zinhlelo seziyaqala kwaZulu naseMajuba lapho kuzokwakhelwa khona imiphakathi lezi zindlu zangasese ezingu 2000 ingakadluli inyanga kaMarch 2002.

Eminye imininingwane iyatholakala ku
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