Baseline (January – February 2021)

89 total participants, 31 females

- 10 interviews with local council chairpersons, LC1s
  o All males

- 39 interviews with prospective village savings and loans association (VSLA) members
  o 14 females

- 10 focus group discussions with newly elected water user committees
  o 40 participants, 17 females
H1_LC1 Interview

1. What is the number of households in this community?

370 households

2. What are the main income sources for households in this community?

Farming (matooke, Irish potatoes and tea)

   a. What are other sources of income for community members here?
      • Boda boda
      • livestock (cattle, goats and pigs)

3. What conflicts or disputes have you seen in this community?

   • Thieves
   • Domestic violence

   a. How common are conflicts/disputes amongst community members?

      Not many cases; on monthly basis like 5 cases

   b. What are the most common disputes/conflicts?
      Thieves

4. What are the primary development ‘needs’ of this community?

   • security
   • community sensitization on how best to improve standards of living
   • water ; construction of new sources
   • improving and maintaining the existing roads in the area
   • electricity
H1_Water User Committee focus group discussion

1. Note gender and age of each member
   - chairperson; male-42yrs
   - secretary; female-35
   - treasurer; male-45
   - caretaker; male-24

2. What is your background? (probe for education, occupation history, income sources)
   - chairperson; diploma holder-farmer
   - secretary; senior four-farmer
   - treasurer; senior four-farmer
   - caretaker; diploma -livestock

Roles and responsibilities as caretakers or water user committee members

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - chairperson ;11 years
   - caretaker; 2 years

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - maintaining general cleanliness of the water source
   - ensuring water users keep the required hygiene and sanitation standards like clean containers while fetching water.
   - collection and giving accountability of water funds

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?

   Yes, given we are all permanent residents and we operate from the same area thus we shall allocate ample time to oversee the water source.
5. Can you please describe any training that you have received as a caretaker or WUC members? 
   a. When? From who? What was the training about?
   Yes we had a training on sanitation and hygiene at household level by the sub county health assistant.

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)
6. What do you like about being a caretaker or WUC member for this water point?
   Have the passion to work for my community so that it can become a model village.
   
   a. What benefits do you derive from this position?
      ● Trainings; these have helped me to improve my standards of living

7. What do you dislike about being a caretaker or WUC member for this water point?
   water users failing to corporate while conducting community works and collecting water funds.
   
   a. What challenges do you face as a caretaker or WUC members?
      ● poor coordination among water users in the community especially on collection water funds and community works.
      ● lack of external support from government i.e., at sub county level

8. What motivates you to perform your duties?
   ● solidarity among community members
   ● seeing progress in terms of developments in my area
   ● sub county leaders supporting the wuc
9. What compensation do you receive for your work as a [caretaker] or [WUC member]?

no compensation

Local leaders

10. What role do local leaders and politicians have in water service delivery?

- politicians exert pressure on government to improve on the services in different communities
- support the WUC to mobilize the water users to do community work and collect water funds in case of breakdown.

a. What role do you think they should have?

conduct consultation meetings per community so that they can be able to understand people’s needs.

b. How does (or has) local government and/or politicians support water service delivery in this community?

contributing some funds for repair and encouraging the water users to collect the water funds in case of breakdowns.

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?

yes, the sub county attendants conducted the assessments of all non-functional water sources

a. If so, can you please describe what you heard and the nature of the engagement(s)?

Assessment of all non functional water sources in the community; CDO, Secretary for works and LCIII
H1_ Community Member #1 Interview

1. Note gender and age
   male; 23

2. What is your background? (probe for education, occupation history)
   senior four; driver

3. What is your primary source of income?
   salary earner

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      Abagambakamu group; 30 members; different villages (2 villages)
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      conflict; VSLA members not following the group bylaws
      solution; imposing fines or penalties to stubborn members

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To pool funds for sometime so that i can be able to invest in a viable business

   b. How much did/do you typically save?
      20,000 weekly
c. What did/do you take loans for?
   construction loan; buying materials

d. What are the benefits of being part of a VSLA?
   ● easy access to loans
   ● social funds helps to cater for uncertainties

e. What are the challenges?
   stubborn members who do not follow group bylaws

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   because of the nature of the fellow vsla members; they are responsible and developmental

8. In your opinion, what drives the performance of a VSLA?
   ● good leadership
   ● members following the group bylaws
1. Note gender and age
   male; 42

2. What is your background? (probe for education, occupation history)
   diploma holder; farmer

3. What is your primary source of income?
   farming (Tea and coffee)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      Rwenkuba abagambakamu; 39 members; different villages ~2 villages
   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      conflict on loan disbursement; amount of loan requested exceeds the amount of money in the vsla thus a challenge on selection of who take the loan
      solution; give out loans in shifts and with shorter repayment period

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      for personal savings
   b. How much did/do you typically save?
      20,000 weekly
   c. What did/do you take loans for?
      agriculture loan; buy pesticides and herbicides
d. What are the benefits of being part of a VSLA?
   ● improves solidarity among community members
   ● improves saving culture

e. What are the challenges?
   ● limited capital to give out inform of loans
   ● unfavourable government policies on handling defaulters

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   To also contribute the water funds so that i can be able access clean and stable water supply

8. In your opinion, what drives the performance of a VSLA?
   ● contributions made by the members and the number of members in the vsla
   ● external support either from the government or ngos in terms of seed capital or trainings.
H1_Community Member #3 Interview

1. Note gender and age
   male; 49

2. What is your background? (probe for education, occupation history)
   primary three; farmer

3. What is your primary source of income?
   farming (beans, cassava and matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      rwenkuba tweyimukye group; 42 members; different communities ~ 3 villages
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported
   
      c. How would you describe the relationship between group members? Why?
         i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
         members failing to payback the borrowed money; such members are forwarded to sub county authorities

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To benefit from the group since it comprises of different people with different income levels
   
   b. How much did/do you typically save?
      25000 weekly
c. What did/do you take loans for?
   business loan; add working capital

d. What are the benefits of being part of a VSLA?
   ● business growth since i get loans
   ● easy access of school fees loans thus am in position to educate my children

e. What are the challenges?
   VSLA members defaulting

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   To be an active member in the community; contribute water funds and share developmental ideas with other community members.

8. In your opinion, what drives the performance of a VSLA?
   ● stable and multiple sources of income among VSLA members as this will enable them to contribute reasonable amounts.
   ● timely payment of borrowed funds among the vsla members
H1_ Community Member #4 Interview

1. Note gender and age
   male; 35

2. What is your background? (probe for education, occupation history)
   primary six; farmer

3. What is your primary source of income?
   farming(irish potatoes, matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      rwenkuba tweyimukye group; 30 members; all from the same village

   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
         conflict; poor repayment of loans among members thus making it hard to end the cycle as agreed
         because some members have not settled their debts fully.
         solution; give grace period to members to settle their debts.

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To save for uncertainties
b. How much did/do you typically save?
   20,000 WEEKLY

c. What did/do you take loans for?
   ● To purchase farm inputs
   ● To pay school fees for my children

d. What are the benefits of being part of a VSLA?
   ● Easy access to micro loans
   ● Pooling of funds helps to accumulate a substantial amount of capital to start up a viable business.

e. What are the challenges?
   ● Irregular payments among members
   ● Irregular sittings among VSLA members thus making it difficult to plan and make decisions for the group

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?

To also be active and interact with other community members.

8. In your opinion, what drives the performance of a VSLA?
   ● Regular attendance of meetings among VSLA members
   ● Good payments among members
1. What is the number of households in this community?
   186 households

2. What are the main income sources for households in this community?
   farming (matooke, beans and maize)

   a. What are other sources of income for community members here?
      ● local brewery (waragi)
      ● retail shops
      ● salaries; factory workers

3. What conflicts or disputes have you seen in this community?
   ● domestic violence
   ● hostile youth due to drugs like maljuanar

   a. How common are conflicts/disputes amongst community members?
      They are common in the area

   b. What are the most common disputes/conflicts?
      Fighting among youth

4. What are the primary development ‘needs’ of this community?
   ● water
   ● roads
   ● latrine facilities in schools; the latrine to school ratio is very low
   ● special consideration of disabled people in the community that is giving them financial support
   ● health facilities
H2_Water User Committee focus group discussion

1. Note gender and age of each member
   - chairperson; male
   - secretary; female
   - treasurer; male
   - caretaker; male

2. What is your background? (probe for education, occupation history, income sources)
   - chairperson; senior six; security guard
   - secretary; senior one; peasant
   - treasurer; senior; peasant
   - caretaker; primary six; peasant

Roles and responsibilities as caretakers or water user committee members

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   caretaker for 3 years

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - collecting water funds from the community members
   - safety of the water source and making sure the water source is clean
   - taking minutes while in the community meetings

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?

   yes, we are all committed and focused members to work our community
5. Can you please describe any training that you have received as a [caretaker] or [WUC members]?
   a. When? From who? What was the training about?
   no training

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)

6. What do you like about being a [caretaker] or [WUC member] for this water point?
   Serving my community and contributing towards the development of my area

   a. What benefits do you derive from this position?
   Accessing clean and stable water

7. What do you dislike about being a [caretaker] or [WUC member] for this water point?
   stubborn community who refuse to cooperate in the community

   a. What challenges do you face as a [caretaker] or [WUC members]?
      ● stubborn community members who undermine the wuc members
      ● no facilitation to the wuc

8. What motivates you to perform your duties?
   accessing clean and stable water and a cooperative community
9. What compensation do you receive for your work as a caretaker or WUC member? 
no compensation

Local leaders
10. What role do local leaders and politicians have in water service delivery?
   - mobilizing community members for meetings
   - collecting the water funds from water users in case of repair

   a. What role do you think they should have?
      - sensitizing the community on hygiene and sanitation
      - lobbying for community for rehabilitation or establishment of new water points

   b. How does (or has) local government and/or politicians support water service delivery in this community?
      - coordinating community members to raise funds for O&M of the water points
      - collecting community issues and forwarding them to the concerned authorities for consideration.

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community? 
   yes, one the politician contributed towards di-watering and cleaning of the water point

   a. If so, can you please describe what you heard and the nature of the engagement(s)?
H2_COMMUNITY MEMBER #1 INTERVIEW

1. Note gender and age
   male; 64 years

2. What is your background? (probe for education, occupation history)
   primary seven; farmer

3. What is your primary source of income?
   Farming (matooke, beans and cassava)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe - How many members? Are they all from one village, or different places?
      32 members all from the same village

   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      stubborn members who deliberately to payback the borrowed funds; we allow them make small installments till the debt is settled and thereafter we eliminate them from the group

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      ● to save for uncertainties
      ● to access loans

   b. How much did/do you typically save?
      4000shs on weekly basis
c. What did/do you take loans for?

add working capital

d. What are the benefits of being part of a VSLA?
   • vsla members easily access loans
   • developmental ideas always shared in the group meetings
   • improves on saving culture

e. What are the challenges?
   defaulter

f. What motivates you to stay in the group?
   easy access to loans

7. If you are going to join the VSLA of water users, why did you decide to join?
   To access loans in the vsla

8. In your opinion, what drives the performance of a VSLA?
   • good repayment of loans among vsla members
   • good vsla leadership
   • stable sources of income among vsla members as this enables them to contribute high amount of share
H2_Community Member #2 interview

1. Note gender and age
   male 37 years

2. What is your background? (probe for education, occupation history)
   primary three; business man (retail shop)

3. What is your primary source of income?
   Business (retail shop)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   NO

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
To also contribute for the water point and save for personal development

8. In your opinion, what drives the performance of a VSLA?
- proper accountability
- Good leadership
- trustworthiness among members
- seed capital in the VSLA to be given out inform of loans
1. Note gender and age
   female; 39 years
2. What is your background? (probe for education, occupation history)
   primary four; farmer
3. What is your primary source of income?
   farming (matooke and maize)
4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes
5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      43 members from different villages
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      no conflict in the group, members trust each other
6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      • To save and access loans in the group
      • To learn better methods of farming
   b. How much did/do you typically save?
      2000shs per week
c. What did/do you take loans for?
To expand on production that is clear other farming sites

d. What are the benefits of being part of a VSLA?
   ● it motivates me to saving culture
   ● i learn better farming methods
   ● i easily access loans

e. What are the challenges?
   ● limited capital for loans
   ● poor accountability in the vsla
   ● defaulters

f. What motivates you to stay in the group?
   easy access to loans

7. If you are going to join the VSLA of water users, why did you decide to join?
To also save and contribute for my water source so as to have stable water supply

8. In your opinion, what drives the performance of a VSLA?
   ● skilled vsla leaders
   ● external support to vsla inform of training and seed capital
   ● committed and focused vsla members.
H3_LC1 Interview

- What is the number of households in this community?

104 households
- What are the main income sources for households in this community?

Farming (matooke, beans and mairungi)

  a. What are other sources of income for community members here?
     - Retail shops
     - Bodaboda
     - Wages; factory workers

- What conflicts or disputes have you seen in this community?

  Domestic violence

  a. How common are conflicts/disputes amongst community members?
     They are common in the community (on a monthly basis over 10 cases)

  b. What are the most common disputes/conflicts?

     Domestic violence

- What are the primary development ‘needs’ of this community?

  - improvement of feeder roads to enable farmers access markets
  - electricity
  - trainings on skills development
H3_ Water User Committee focus group discussion

1. Note gender and age of each member
   - chairperson-49
   - secretary-47
   - treasurer-37
   - caretaker-36

2. What is your background? (probe for education, occupation history, income sources)
   - chairperson; primary four; carpenter
   - secretary; senior four; farmer
   - treasurer; primary three; self employed-retail shop
   - caretaker; primary five; farmer

Roles and responsibilities as caretakers or water user committee members
3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   All wuc members are newly elected

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - maintaining the general cleanliness and safety of the water source
   - mobilizing and coordinating community members for meetings
   - proper accountability of water funds
   - record keeping; ensuring community contributions are fully recorded

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?
   yes, we shall deliver given we have experience in community management; the chairperson and secretary are on the executive of the local council one.
5. Can you please describe any training that you have received as a [caretaker] or [WUC members]?
   a. When? From who? What was the training about?

None

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)
6. What do you like about being a [caretaker] or [WUC member] for this water point?
   N/A

   a. What benefits do you derive from this position?
   N/A

7. What do you dislike about being a [caretaker] or [WUC member] for this water point?
   N/A

   a. What challenges do you face as a [caretaker] or [WUC members]?
   N/A

8. What motivates you to perform your duties?
N/A

9. What compensation do you receive for your work as a [caretaker] or [WUC member]?
N/A
Local leaders

10. What role do local leaders and politicians have in water service delivery?

Identifying non-functional water points and new sites for water point construction

a. What role do you think they should have?
   - lobbying for the community at district level to improve on water service delivery
   - giving feedbacks to community about their issues or concerns forwarded to them

b. How does (or has) local government and/or politicians support water service delivery in this community?
   - forwarded the non functional water points to the district for consideration in terms of rehabilitation

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?

No engagement

a. If so, can you please describe what you heard and the nature of the engagement(s)?
1. Note gender and age
   male; 47

2. What is your background? (probe for education, occupation history)
   primary four; farmer

3. What is your primary source of income?
   farming (matooke and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe: How many members? Are they all from one village, or different places?
      kahangi development group; 27 members; from different villages

   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      There are minimal conflicts like defaulters in the group. solution; rescheduling of loans so that they are in position to pay partial payments till the debt is settled.

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      ● to access loans; personal development

   b. How much did/do you typically save?
      2000shs bi-weekly
c. What did/do you take loans for?

agriculture loan-buying farm inputs

d. What are the benefits of being part of a VSLA?
   ● we earn dividends for the shares contributed
   ● share developmental ideas

e. What are the challenges?
   Defaulters in the group

f. What motivates you to stay in the group?

Easy access of loans

7. If you are going to join the VSLA of water users, why did you decide to join?
   want to enroll in multiple vslas in the community

8. In your opinion, what drives the performance of a VSLA?
   ● good governance
   ● solidarity among group members
   ● good repayments among borrowers
H3_Community Member #2 interview

1. Note gender and age
   female-28

2. What is your background? (probe for education, occupation history)
   senior two; peasant

3. What is your primary source of income?
   farming(matooke, groundnuts and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?  
N/A

d. What are the benefits of being part of a VSLA?  
N/A

e. What are the challenges?  
N/A

f. What motivates you to stay in the group?  
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?  
I want to learn the operation of VSLAs

8. In your opinion, what drives the performance of a VSLA?  
• organized members who respect each other  
• The amount share value contributed  
• strong VSLA leadership
H3_Community Member #3 interview

1. Note gender and age
   female-33

2. What is your background? (probe for education, occupation history)
   primary three-peasant

3. What is your primary source of income?
   farming(food crops basically)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
I am a new member in the community, thus I wanted to join so that I can be able to interact and cooperate with the community members.

8. In your opinion, what drives the performance of a VSLA?

- proper accountability of members contribution
- External support of vsla from government entities in form of trainings
- stable sources of income among vsla members
- members following the set bylaws
H3_Community Member #4 interview

1. Note gender and age
   male; 53

2. What is your background? (probe for education, occupation history)
   primary six-farmer

3. What is your primary source of income?
   farming (beans and matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   NO

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
   ● To save for personal development
   ● since aquaya is going to support the vsla in the form of startup kits and training, it gave confidence that the group will perform thus i decided to enroll.

8. In your opinion, what drives the performance of a VSLA?
   ● External trainings and availability of enough seed capital in the group
   ● good leadership
   ● committed and focused vsla members who have a common goal.
   ● Trustworthiness among vsla members.
1. What is the number of households in this community?
156 households

2. What are the main income sources for households in this community?
Farming (maize, beans, millet, ground nuts and rice)

   a. What are other sources of income for community members here?
   Retail shops

3. What conflicts or disputes have you seen in this community?
   ● Domestic violence
   ● Child abuse (early pregnancy)

   a. How common are conflicts/disputes amongst community members?
   There are many in the community

   b. What are the most common disputes/conflicts?
   Domestic violence

4. What are the primary development ‘needs’ of this community?
   ● Roads especially fiddler roads to enable farmers access markets
   ● Improvement on mobile networks; there is poor network in the area
K1_ Water User Committee focus group discussion

1. Note gender and age of each member
   - chairperson - 40 years
   - secretary - 60 years
   - treasurer - 60 years
   - caretaker - 32 years

2. What is your background? (probe for education, occupation history, income sources)
   - chairperson - senior four
   - secretary - senior three
   - treasurer - primary three
   - caretaker - senior three

**Roles and responsibilities as caretakers or water user committee members**

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - chairperson and secretary (8 years)

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - mobilization of community members for meetings
   - collection of water funds
   - lobbying for community from government and NGOs for new water points or rehabilitation of the existing water source.
   - safety of the water points

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?
   Given we have served the community for some good time i.e the chairperson and the secretary thus we shall be able to deliver and mentor other new WUC members.
5. Can you please describe any training that you have received as a caretaker or WUC members?
   a. When? From who? What was the training about?
   In 2010 we were trained by UWA on factors to consider while allocating the water point.

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member):

6. What do you like about being a caretaker or WUC member for this water point?
   working for my community and seeing them accessing clean and stable water supply
   a. What benefits do you derive from this position?
   clean and stable water supply for my family and the community at large

7. What do you dislike about being a caretaker or WUC member for this water point?
   hostile community members who fail to cooperate
   a. What challenges do you face as a caretaker or WUC members?
      ● poor community cooperation
      ● lack of external support especially from government officials
      ● No compensation to the WUC for the good work done

8. What motivates you to perform your duties?

9. What compensation do you receive for your work as a caretaker or WUC member?
   No compensation
**Local leaders**

10. What role do local leaders and politicians have in water service delivery?

They have done nothing

a. What role do you think they should have?

- Coordinating the rehabilitation process of the water points
- Mobilizing the community members to do community work
- Community sensitization on water safety chain, conflict resolution among others

b. How does (or has) local government and/or politicians support water service delivery in this community?

no support at all

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?

no any engagement

a. If so, can you please describe what you heard and the nature of the engagement(s)?
K1_Community Member #1 interview

1. Note gender and age
   female -37 years

2. What is your background? (probe for education, occupation history)
   senior four ;farmer

3. What is your primary source of income?
   Farming(groundnuts, maize and irish potatoes)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes-Bagambakamwe tweyimukye group

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      30 members from different villages

   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported by any

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      conflict; defaulters
      solution; Thorough screening of loan applicants before disbursement

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?

   To access short term loans

   b. How much did/do you typically save?
minimum share value of 2000 shs

c. What did/do you take loans for?

pay school fees for my children

d. What are the benefits of being part of a VSLA?
   Easy access to loans

e. What are the challenges?
   ● defaulter
   ● In adequate capital to give out inform of loans

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   To learn and share developmental ideas with other community members

8. In your opinion, what drives the performance of a VSLA?
   ● Trustworthiness among vsla members
   ● Good and committed vsla executives
K1_Community Member #2 interview

1. Note gender and age
   male -45

2. What is your background? (probe for education, occupation history)
   senior one; farmer

3. What is your primary source of income?
   Farming (Tomatoes, onions, maize and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   no

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      
      N/A
   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A
   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?  
N/A

d. What are the benefits of being part of a VSLA?  
N/A

e. What are the challenges?  
N/A

f. What motivates you to stay in the group?  
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?  
To save for personal development and access micro loans

8. In your opinion, what drives the performance of a VSLA?  
- Transparency and accountability  
- good solidarity among vsla members  
- good leadership
K1_Community Member #3 interview

1. Note gender and age
   male-38 years

2. What is your background? (probe for education, occupation history)
   senior one; farmer

3. What is your primary source of income?
   Farming(rice and matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A
   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A
   c. How would you describe the relationship between group members? Why?
      N/A
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A
   b. How much did/do you typically save?
c. What did/do you take loans for?

N/A

d. What are the benefits of being part of a VSLA?

N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
   ● To contribute for the water point
   ● to interact with other community members

8. In your opinion, what drives the performance of a VSLA?
   ● external support in form of training and additional seed capital to the vsla from government or NGOs.
   ● Good governance
   ● Good attendance of vsla meetings among members
K1_Community Member #4 interview

1. Note gender and age
   male-35 years

2. What is your background? (probe for education, occupation history)
   senior two; farmer

3. What is your primary source of income?
   Farming(matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?  
N/A

d. What are the benefits of being part of a VSLA?  
N/A

e. What are the challenges?  
N/A

f. What motivates you to stay in the group?  
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?  
To be able to access loans for school fees and add working capital in my business

8. In your opinion, what drives the performance of a VSLA?  
- trustworthiness among leaders and members  
- good governance  
- good solidarity among members  
- proper accountability for all vsla transactions.
1. What is the number of households in this community?
250 households

2. What are the main income sources for households in this community?
Farming (beans, ground nuts, matooke, maize and tomatoes)

a. What are other sources of income for community members here?
   ● wages (factory workers)
   ● livestock production (goats and pigs)
   ● retail shops

3. What conflicts or disputes have you seen in this community?
   Domestic violence

   a. How common are conflicts/disputes amongst community members?
      Not so common in the community

   b. What are the most common disputes/conflicts?
      Domestic violence

4. What are the primary development ‘needs’ of this community?
   ● water services
   ● support to vsla in form of training and additional seed capital
K2_Water User Committee focus group discussion

1. Note gender and age of each member  
   chairperson; 48 years  
   treasurer; 35 years  
   secretary; 52 years  
   caretaker; 32

2. What is your background? (probe for education, occupation history, income sources)  
   chairperson; senior four; security guard  
   treasurer; primary four; farmer  
   secretary; senior four; surveyor  
   caretaker; primary two; farmer

Roles and responsibilities as caretakers or water user committee members

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?  
   secretary; for 19 years

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?  
   ● compiling minutes while in water source meetings  
   ● oversee the operation and maintenance of the water source  
   ● giving accountability to the water users  
   ● mobilization of community members for meetings

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?  
      yes; given we have different expertise that is the chairperson is a local technician
5. Can you please describe any training that you have received as a caretaker or WUC members? 
   a. When? From who? What was the training about?

   yes, from water aid in 1998 on record keeping and sanitation practices

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)

6. What do you like about being a caretaker or WUC member for this water point?

   Ensuring that the water source is clean all the time thus community accessing clean water

   a. What benefits do you derive from this position?
      ● Gain skills in community management
      ● clean water

7. What do you dislike about being a caretaker or WUC member for this water point?

   ● Frequent breakdowns of the water source
   ● poor cooperation among community members

   a. What challenges do you face as a caretaker or WUC members?
      ● lack of support from government authorities
      ● poor cooperation by some community members

8. What motivates you to perform your duties?

   ● getting additional support from government or ngos
   ● community members who are cooperative
   ● allowances to wuc
9. What compensation do you receive for your work as a caretaker or [WUC member]?
   - Got some allowance while attending the training, else no compensation from the community

Local leaders
10. What role do local leaders and politicians have in water service delivery?

   politicians while in campaigns contributing some percentage towards rehabilitation of the water points in the area.

   a. What role do you think they should have?
      - supporting implementation of projects by NGOs
      - proper budget allocation to make sure community concerns are addressed
      - followings up community issues and resolving them especially the technical people

   b. How does (or has) local government and/or politicians support water service delivery in this community?
      contributing some percentage towards repair of the water points

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?
   yes, the LCV was involved in the launching of water tank construction in the area

   a. If so, can you please describe what you heard and the nature of the engagement(s)?
K2_Community Member #1 interview

1. Note gender and age
   male; 46 years

2. What is your background? (probe for education, occupation history)
   senior one; farmer( irish potatoes, maize and matooke)

3. What is your primary source of income?
   farming (maize, irish potatoes and matooke)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes- kadifa

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      45 members all from the same village

   b. Was/is the group supported by any organization and/or the government? If so, how?
      yes by kadifa

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      no conflicts members trust each other

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      for personal development

   b. How much did/do you typically save?
      5000shs on weekly basis
c. What did/do you take loans for?
   agriculture loan (pay wages and buy farm inputs)

d. What are the benefits of being part of a VSLA?
   - builds good relationship with other community members
   - learn new developmental ideas

e. What are the challenges?
   - irregular sittings among community members

f. What motivates you to stay in the group?
   - accessing loans at low interest rates
   - learning new skills every sitting from other community members

7. If you are going to join the VSLA of water users, why did you decide to join?
   given am also a water user, had to join to show solidarity in the community

8. In your opinion, what drives the performance of a VSLA?
   - following set group bylaws
   - timely repayment of borrowed funds
   - good attendance among vsla members
K2_Community Member #2 interview

1. Note gender and age
   female; 35 years

2. What is your background? (probe for education, occupation history)
   senior four; farmer

3. What is your primary source of income?
   livestock production( pigs and poultry)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?

       20 members all from the same village

   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?

      yes; members not paying their loans on time

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To access loans in the group

   b. How much did/do you typically save?
      3000shs on weekly basis
c. What did/do you take loans for?
   To pay school fees for my children

d. What are the benefits of being part of a VSLA?
   ● improves saving culture
   ● easy access to loans

e. What are the challenges?
   ● defaulters
   ● liquidity issues in the vsla; limited seed capital

f. What motivates you to stay in the group?
   ● accessing microns loans in the group
   ● interacting with other community members

7. If you are going to join the VSLA of water users, why did you decide to join?
   To contribute for the water source and be in position to access clean and sustainable water

8. In your opinion, what drives the performance of a VSLA?
   ● Trustworthiness
   ● following the set vsla bylaws
K2_Community Member #3 interview

1. Note gender and age
   female; 21 years

2. What is your background? (probe for education, occupation history)
   senior four; farmer( matooke, irish potatoes and beans)

3. What is your primary source of income?
   Farming( matooke, irish potatoes and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      15 members all from the same village
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      Difficulties in recovery of loans, we sell off securities of defaulters

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      For person savings and be access micro loans
   b. How much did/do you typically save?
      5000 shs on monthly basis
c. What did/do you take loans for?
To pay school fees

d. What are the benefits of being part of a VSLA?
   ● improves on morale to save
   ● easy access to loans

e. What are the challenges?
   ● defaulters
   ● poor record keeping

f. What motivates you to stay in the group?
accessing loans whenever needed

7. If you are going to join the VSLA of water users, why did you decide to join?
To show solidarity and join the rest of my community members

8. In your opinion, what drives the performance of a VSLA?
Good leadership
members complying to the set bylaws
K2_Community Member #4 interview

1. Note gender and age
   male-57 years

2. What is your background? (probe for education, occupation history)
   Diploma holder; teacher

3. What is your primary source of income?
   salary earner

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; isunga development group

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      16 members
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
         we have an issue of defaulters, and to recover from them we use local authorities

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To access loans

   b. How much did/do you typically save?
      2500 shs on weekly basis
c. What did/do you take loans for?
To pay school fees

d. What are the benefits of being part of a VSLA?
  ● improves on community relationships
  ● learn new skills
  ● easy access to loans

e. What are the challenges?
  ● defaulters
  ● stubborn members who do not follow the bylaws

f. What motivates you to stay in the group?
accessing loans whenever needed

7. If you are going to join the VSLA of water users, why did you decide to join?
To show solidarity in the community and become an active member

8. In your opinion, what drives the performance of a VSLA?
  ● Refresher trainings to the vsla
  ● good vsla leadership
  ● regular attendance of vsla meetings by members
K3 LC1 Interview

1. What is the number of households in this community?
   98 households

2. What are the main income sources for households in this community?
   Farming (groundnuts, maize, coffee, beans and matooke)
   a. What are other sources of income for community members here?
      • Trading (dry foods); food stores
      • Fishing in the crater lakes and fish ponds

3. What conflicts or disputes have you seen in this community?
   • Defaulters in the vsla
   • Thieves
   a. How common are conflicts/disputes amongst community members?
      Not common
   b. What are the most common disputes/conflicts?
      • Defaulters

4. What are the primary development ‘needs’ of this community?
   • Roads
   • water services (establishment of new water points for community members not to walk long distances)
   • Electricity
   • Healthy services (no facility in the area)
K3_Water User Committee focus group discussion

1. Note gender and age of each member
   - chairperson; 60 years
   - secretary; 55 years
   - treasurer; 61 years
   - caretaker; 37 years

2. What is your background? (probe for education, occupation history, income sources)
   - chairperson; primary seven; farmer
   - secretary; primary six; farmer
   - treasurer; primary four; farmer
   - caretaker; primary six; farmer

Roles and responsibilities as caretakers or water user committee members

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   Chairperson, treasurer and caretaker have all served for ~ 10 years

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - Report any water point break down
   - maintaining general cleanliness of the water point
   - collection of water funds from water users
   - updating and keeping financial records

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?
   Given we have experience having served on the wuc for some good time, we shall deliver to our best
5. Can you please describe any training that you have received as a [caretaker] or [WUC members]?
   a. When? From who? What was the training about?
   No training

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)
6. What do you like about being a [caretaker] or [WUC member] for this water point?
   serving my community as volunteer and seeing it developing

   a. What benefits do you derive from this position?
   nothing much

7. What do you dislike about being a [caretaker] or [WUC member] for this water point?
   ● members refusing to pay the water funds
   ● no compensation or any fringe benefit to the wuc for the work done

   a. What challenges do you face as a [caretaker] or [WUC members]?
   ● No additional support from government to the wuc especially sub county attendants
   ● community members not cooperating well to do community work

8. What motivates you to perform your duties?
9. What compensation do you receive for your work as a [caretaker] or [WUC member]?
no compensation

Local leaders

10. What role do local leaders and politicians have in water service delivery?
Local council one mobilizing the community to do contribute for the water point incase of breakdown
and do general cleanliness around the water point

a. What role do you think they should have?
● Support rehabilitation process of the water point
● Follow up with community concerns

b. How does (or has) local government and/or politicians support water service delivery in this
community?

11. In the past three months, have you heard (or has there been any engagements with) local leaders
and/or politicians speaking about water supply in this community?
No any engagement

a. If so, can you please describe what you heard and the nature of the engagement(s)?
1. Note gender and age
   female; 53 years

2. What is your background? (probe for education, occupation history)
   primary five; farmer

3. What is your primary source of income?
   Farming (sweet potatoes, Irish potatoes and groundnuts)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
To also contribute water funds and cooperate with the rest of the community members

8. In your opinion, what drives the performance of a VSLA?
- Trustworthiness among vsla members
- proper accountability in the vsla
- Good vsla leadership
K3_Community Member #2 interview

1. Note gender and age
   male ;52 years

2. What is your background? (probe for education, occupation history)
   primary six; farmer

3. What is your primary source of income?
   Farming(matooke, coffee and ground nuts)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes - kadifa

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      50 members  from different villages

   b. Was/is the group supported by any organization and/or the government? If so, how?
      yes by kadifa(kabarole district farmers association)

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      yes, defaulters; they give us hard time to recover from them. we reschedule the loans

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To save some money for personal development

   b. How much did/do you typically save?
      2000shs monthly
c. What did/do you take loans for?
   agriculture loan (buy seeds and pay labour)

d. What are the benefits of being part of a VSLA?
   - easy access to loans
   - social fund; helps to cater for uncertainties
   - better standards of living

e. What are the challenges?
   defaulter

f. What motivates you to stay in the group?
   The developments achieved as result of the vsla

7. If you are going to join the VSLA of water users, why did you decide to join?
   Show solidarity in the community

8. In your opinion, what drives the performance of a VSLA?
   - Good vsla leadership
   - timely repayment of borrowed funds
K3_Community Member #3 interview

1. Note gender and age
   female - 55 years

2. What is your background? (probe for education, occupation history)
   primary two; farmer

3. What is your primary source of income?
   Farming (ground nuts, sweet potatoes and Irish potatoes)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      N/A

      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
To contribute for the water point and save for personal development

8. In your opinion, what drives the performance of a VSLA?
● good coordination among vsla members
● timely payments of loans
● good vsla leadership
K3_Community Member #4 interview

1. Note gender and age
   female; 24 years

2. What is your background? (probe for education, occupation history)
   primary seven; farmer

3. What is your primary source of income?
   Framing (irish potatoes and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
To save for personal development

8. In your opinion, what drives the performance of a VSLA?

- Trustworthiness among members
- timely payments
- adequate seed capital (reasonable share value contributed by members)
MITUULI.

Chairperson

How many homes do you have in your village?

I have 702 homes

What is the major economic activity in your village?

The biggest source of income is farming of produce like maize, beans and potatoes. Apart from farming, which other economic activity do your locals participate in?

They engage in cooperatives.

What challenges are faced in this village?

We have a lot of domestic violence. We register over 20 cases per month.

What are the most essential needs in this village?

We need piped water and good roads. We also need proper hygiene and sanitation in homes like good latrines.

M1 MITUULE

How old are you?

I am 71 years old

What is your level of education?

Primary 4

Which economic activity do you engage yourself in?

Farming

Which crops do you farm?

Matooke, maize and beans

Are you in any cooperative?

Yes it is called “Mituule Abalyalamu Sacco”

How many people are you in the cooperative?
WE are 100 members

Are they all from this village or from different villages?

No from around 4 villages

Is your cooperative supported by the government or any other organization?

Yes we got 2 million from the sub county offices and we used it as a startup fund.

Are there any conflicts within the cooperative?

Yes some members take long to pay back.

How do you overcome the challenge?

In such issues, we involve the sub county authorities.

Do you trust yourselves?

YES we do, though we have few members who are not trust worthy especially the bad debtors.

Why did you join the cooperative?

So as I can save my earnings from farming and also apply for loans.

How much money do you save?

It depends, as for me personally I save UGX 30,000/=.

Have you ever applied for a loan and why?

Yes I did. I used it to boost my farm and also to pay off workers.

What advantages have you seen in being in a cooperative?

I can easily get financial assistance especially when I get sick. It’s like as if I have insurance.

What challenges do you face?

The biggest challenge we have is the bad debtors.

What motivates you to stay in the cooperative?

Easy access to loans and my savings whenever I have financial problems.

In your own thinking, what helps these cooperatives to develop?

Honesty, utmost good faith and cooperation amongst the members.
Are you willing to join this water group and why?
Yes I am going to join because I need good water.

M2 MITUULI

How old are you?
I am 30 years old

What is your level of education?
Primary 6

Which economic activity do you engage yourself in?
I do farming and trading but mainly I do farming.

Which crops do you farm?
Matooke

Are you in any cooperative?
No, I haven't been in any cooperative

In your own thinking, what helps these cooperatives to develop?
Commitment among the members.
Honesty of members.

Are you willing to join this water group and why?
Yes, I am going to join it.

M3 MITUULI

How old are you?
I am 30 years old

What is your level of education?
Senior 2
Which economic activity do you engage yourself in?

Farming

Which crops do you farm?

Groundnuts and beans

Are you in any cooperative?

No, I am not.

In your own thinking, what helps these cooperatives to develop?

Paying back in time.

Trustworthy members and cooperation among the members.

Are you willing to join this water group and why?

Yes, I am going to join because I attended the workshop that you held about savings.

M4 MITUULI

How old are you?

I am 42 years old

What is your level of education?

Primary 1

Which economic activity do you engage yourself in?

Farming

Which crops do you farm?

Mostly

Are you in any cooperative?

Yes it is called “Mituuli Twayimukye”

How many people are you in the cooperative?

We are 50 members.
Are they all from this village or from different villages?

We are from 2 villages.

Is your cooperative supported by the government or any other organization?

No

Is your cooperative registered?

NO

Are there any conflicts within the cooperative?

Yes we have instances of bad debtors.

How do you overcome the challenge?

We give the debtors more time to pay back thou this reduces the money inflow

Do you trust yourselves?

YES we do

Why did you join the cooperative?

I joined so as I can easily access financial services when I have problems

How much money do you save?

I save UGX. 10,000/= per month

Have you ever applied for a loan and why?

Yes I took a loan to improve on my farm and also pay school fees for my children.

What advantages have you seen in being in a cooperative?

I get connections through my fellow members and also financial assistance when I’m stuck.

What challenges do you face?

Poor time management and also lack of transparency. Some members do not get their savings.

What motivates you to stay in the cooperative?

I can always get financial assistance in case of any emergency.

In your own thinking, what helps these cooperatives to develop?
Good time management.

**Are you willing to join this water group and why?**

Yes I am going to join because the money we shall be saving will be helping us secure good and clean water for ourselves.

**MITUULI WUC**

Chairperson what is your age: 64  
Treasurer 69  
Secretary 20  
Care taker 52

Education level and source of income  
Chairperson Senior 3, Farming  
Treasurer Primary 7, Farming  
Secretary UACE (continuing student)  
Care taker Primary 3, Farming

**Is there any one here who as ever worked on any water source management committee?**  
Yes. We are here; the chairperson, treasurer and care taker.

**How long have you been in service?**  
17 years

**As a newly elected committee, what are your duties?**  
To look after our well to avoid damages  
To look for ways of how the water source can be maintained  
To encourage children to handle the water source carefully

**As a newly elected committee, do you think that you will be able to work and why?**  
Yes we shall work because we need the water.

**What is your biggest challenge as leaders?**  
Reluctance of the users, they are very careless.  
Users do not have enough sensitization on how these water sources can be maintained

**What motivates you to keep in service?**  
Access to good water  
Cooperation among the locals.
Is there any form of payment you receive?
No.

Has the government done put in any efforts to provide good water to the community?
No

What would you expect from the government?
Good roads and clean water.

We also request the government to put in efforts to restore good sanitation and hygiene in our homes.
1. What is the number of households in this community?
   162 households

2. What are the main income sources for households in this community?
   Farming (maize, coffee, beans and ground nuts)

   a. What are other sources of income for community members here?
   Trading (fresh foods); retail shops

3. What conflicts or disputes have you seen in this community?
   Domestic violence

   a. How common are conflicts/disputes amongst community members?
   Not so common in the community

   b. What are the most common disputes/conflicts?
   Domestic violence

4. What are the primary development ‘needs’ of this community?
   ● Electricity supply
   ● Extension of piped water to the rest of the communities
   ● Schools; students walk long distances
   ● Improvement of feeder roads to enable farmers access markets
R2_Water User Committee focus group discussion

1. Note gender and age of each member
   - secretary; female-54 years
   - Treasurer; female -32 years
   - Chairperson; male-58 years
   - Caretaker; male-45 years

2. What is your background? (probe for education, occupation history, income sources)
   - secretary; primary seven- farmer
   - Treasurer; primary seven-tailoring
   - chairperson; senior four- farmer
   - caretaker; primary seven- farmer

Roles and responsibilities as caretakers or water user committee members

3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   chairperson and secretary for 1 year

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   - Ensuring the water source is fully maintained (general cleanliness and repairs)
   - collection of water funds
   - sensitization of community members on sanitation and hygiene
   - documentation; writing minutes for the community meetings

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?
   - Given the experience in community management and the training attended we shall deliver to our best
   - caretaker; near the water source thus close monitoring of the water source is possible
5. Can you please describe any training that you have received as a [caretaker] or [WUC members]?
   a. When? From who? What was the training about?
   in 2016, training on operation and maintenance of the water source

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)
6. What do you like about being a [caretaker] or [WUC member] for this water point?
   ● seeing my fellow community members accessing clean and stable water supply

   a. What benefits do you derive from this position?
   ● allowances whenever called for trainings by organizations
   ● networking with a number of community members

7. What do you dislike about being a [caretaker] or [WUC member] for this water point?
   Hostile community members who are not cooperative when it comes to community work

   a. What challenges do you face as a [caretaker] or [WUC members]?
   Hostile community members who deliberately refuse to do community work and pay water funds

8. What motivates you to perform your duties?
   my community taking a positive trend in development
9. What compensation do you receive for your work as a [caretaker] or [WUC member]?
   No compensation

Local leaders
10. What role do local leaders and politicians have in water service delivery?
   - Politicians have not done anything
   - rehabilitation of some water points by the sub county
   - community sensitization on hygiene and sanitation by sub county attendants

   a. What role do you think they should have?
   - Rehabilitation of the water sources
   - motivation and supporting the WUC
   - follow up with community issues

   b. How does (or has) local government and/or politicians support water service delivery in this community? Rehabilitation of some water points

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?
    no engagement

   a. If so, can you please describe what you heard and the nature of the engagement(s)?
R2_Community Member #1 interview

1. Note gender and age
   female; 45 years

2. What is your background? (probe for education, occupation history)
   diploma level; farmer

3. What is your primary source of income?
   livestock (poultry, piggery and cattle keeping)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; in two groups- Rusenyi B farmers development and Rusenyi B women's support group

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      Rusenyi B farmers development; 18 members
      Rusenyi B women's support group; 25 members
      All from the same village

   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      • limited capital to give out in form of loans to members; will small loans so that all of them get some.
      • members trust each other

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      • easy access to micro loans
b. How much did/do you typically save?
   RUsenyi B farmers group; 12000; bi-weekly basis
   Rusenyi B women's group; 6000; monthly basis

c. What did/do you take loans for?
   ● Agriculture working capital (buy poultry feeds)
   ● Pay school fees for my children

d. What are the benefits of being part of a VSLA?
   ● Improves saving culture
   ● Shares contributed earn dividends
   ● Easy access to micro loans
   ● Social fund carter for uncertainties

e. What are the challenges?
   Limited capital in the VSLA to give out inform of loans

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   ● To contribute for the water point so that I can be in position to access clean and stable water supply

8. In your opinion, what drives the performance of a VSLA?
   ● Good leadership
   ● Trustworthiness among VSLA members
R2_Community Member #2 interview

1. Note gender and age
   male; 37 years

2. What is your background? (probe for education, occupation history)
   senior four; self employed

3. What is your primary source of income?
   Farming; coffee

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; in 2 groups

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      ● Group one; 40 members; from the same village
      ● Group two; 18 members; from different villages
   
      b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported
   
      c. How would you describe the relationship between group members? Why?
         i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
         No conflict; members trust each other

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      ● To interact with other community members who might be of help in one way another.
      ● personal development through pooled funds
b. How much did/do you typically save?
   Group 1; 50,000shs; bi-weekly
   Group 2; 12000shs; bi-weekly

c. What did/do you take loans for?
   - Add working capital in my business

d. What are the benefits of being part of a VSLA?
   - easy access to loans
   - better standards of living; through vsla there are rotational visits to check on members progress thus members work hard to improve their standards of living.

e. What are the challenges?
   limited working capital/ seed capital to be given out as loans

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   To involve myself in multiple vslas and accumulate as much savings as possible

8. In your opinion, what drives the performance of a VSLA?
   - Good leadership
   - good coordination among vsla members
R2_Community Member #3 interview

1. Note gender and age
   Female; 61 years

2. What is your background? (probe for education, occupation history)
   primary three; farmer

3. What is your primary source of income?
   Farming (Irish potatoes, groundnuts and beans)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; Bakyara Tbewyumukye

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      110 members all from the same village
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported
   
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      Conflicts; delayed loan repayments; limited seed capital; selection of members to take loans sometimes is biased. Give out loans basing on the share contribution per member.
      Members trust each other.

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To access micro loans
   
   b. How much did/do you typically save?
5000 shs ; monthly basis

c. What did/do you take loans for?
To pay school fees for my children

d. What are the benefits of being part of a VSLA?
- easy access to micro loans
- members earn dividends on their shares contributed at the end of the cycle

e. What are the challenges?
poor loan repayment among members in the vsla

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
To access more loans and invest in multiple businesses
To have contribute water fund so that we can have stable water supply

8. In your opinion, what drives the performance of a VSLA?
Good coordination among vsla members
R2_Community Member #4 interview

1. Note gender and age
   male-42 years

2. What is your background? (probe for education, occupation history)
   diploma holder in business management; farmer

3. What is your primary source of income?
   Farming (maize)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; Rusenyi B Bataka tusomese abana group

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      16 members all from the same village
   b. Was/is the group supported by any organization and/or the government? If so, how?
      Not supported
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      No conflict; members trust each other

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      ● personal development; accumulate savings and invest in available business
      ● access loans
      ● save for uncertainties
   b. How much did/do you typically save?
5000 shs; bi-weekly basis

c. What did/do you take loans for?
Buy farm inputs (pesticides)

d. What are the benefits of being part of a VSLA?
Easy access to loans enables members to add working capital in their respective businesses thus business growth and better standards of living

e. What are the challenges?
limited capital to give out in the form of loans to members

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
To access loans from a number of vslas

8. In your opinion, what drives the performance of a VSLA?
- Good leadership
- Transparency and proper accountability of member’s contributions in the vsla
1. Chairperson Kanyanswiga

How many homes do you have in your village?

We have 547 homes in this village.

What is the major economic activity in your village?

The biggest source of income is farming of produce like matooke, potatoes and yams and also other several types of foods.

Apart from farming, which other economic activity do your locals participate in?

They deal in general trading; retailing and whole sale of merchandise.

What challenges are faced in this village?

We do not have any serious challenges though we have a bit of domestic violence.

What are the most essential needs in this village?

We need piped water, electricity and good roads. We also need financial assistance through cooperatives.

2. Kanya Water User

Chairperson what is your age: 65
Treasurer 48
Secretary 38
Care taker (Mr. Katongole) 78

Education level and source of income
Chairperson Primary 7, Farming
Treasurer Primary 3, Farming
Secretary Primary 7, Farming
Care taker Primary 6, Carpentry

How many years have you spent at this water source as a care taker?
I have spent around 20 years here.

As a newly elected committee, what are your duties?
To keep our water clean
To promote unity through saving in cooperatives
Working together with our communities
As a newly elected committee, do you think that you will be able to work and why?
Yes we shall work because we need the water.

Have you ever received any form of training from any other organization?
Yes, we received training about good hygiene.

What is your biggest challenge as a care taker?
One of the challenges I got is when one machine broke down and then there are locals who use the well carelessly and also the young children.

What would keep you happy as a care taker?
A well maintained water source with flowing water.

Is there any form of payment you receive?
No.

3. M1 Kanya

How old are you?
I am 58 years old.

What is your level of education?
Primary 3

Which economic activity do you engage yourself in?
Farming

Which crops do you farm?
Maize, beans and potatoes.

Are you in any cooperative?
Yes I am. It is called ‘Kanya Bataka Kweyamba’

How many people are you in the cooperative?
30

Are they all from this village or from different villages?
They are from 3 different villages.
Is your cooperative supported by the government or any other organization?

No. It’s mainly by us the locals.

Is your cooperative registered?

We are not sure.

Are there any conflicts within the cooperative?

No.

How did you join the cooperative?

The chairperson mobilized us.

Why did you join the cooperative?

So that I can save my money and also access loans.

How much money do you save?

Each member saves UGX. 3000/= per month.

When do you meet?

Every 17th day of the month.

Have you ever applied for a loan and why?

Yes, to pay for my children’s school fees.

What advantages have you seen in being in a cooperative?

Communal saving hence increased access to cash.

What challenges do you face?

Sometimes I lack the money to pay and am fined.

What motivates you to stay in the cooperative?

The financial assistance that I receive.

4. M2 Kanya

How old are you?
I am 37

What is your level of education?
Primary 7

Which economic activity do you engage yourself in?
Farming

Which crops do you farm?
Matooke and yams.

Are you in any cooperative?
Yes I am. It is called “Obwomeezi Bugaiga” However it is supported by KIDA since it is both a health insurance group and a savings group.

How many people are you in the cooperative?
32 families

Are there any conflicts within the cooperative?
They are not all that many. The problem comes when the time for collecting money comes.

How do you overcome the challenges?
Since we have the savings group, at times we get part of the savings and pay for the insurance.

Why did you join the cooperative?
I find it cheaper to access medical services since I am a member of the cooperative.

How much money do you save monthly?
UGX 5000/= 

Have you ever applied for a loan and why?
Yes to pay my medical bills and school fees for children.

What advantages have you seen in being in a cooperative?
Increased access to financial services.

What challenges do you face?
We have a challenge of bad debtors

**What motivates you to stay in the cooperative?**
I am able to get quick money to settle my needs

**In your own thinking, what helps these cooperatives to develop?**
Good administration and effective communication.

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**M3 Kanya**

**How old are you?**
I am 54 years old

**What is your level of education?**
Primary 2

**Which economic activity do you engage yourself in?**
Farming

**Which crops do you farm?**
Groundnuts, potatoes and cassava

**Are you in any cooperative?**
Yes. It is called “Bataaka Kweyamba”

**How many people are you in the cooperative?**
30

**Are they all from this village or from different villages?**
They are from 3 different villages

**Is your cooperative supported by the government or any other organization?**
No
Are there any conflicts within the cooperative?
YES our debtors take long to pay back due to seasonal changes

How do you overcome the challenge?
WE extend the repayment duration by a month

Why did you join the cooperative?
I joined it when I applied for a loan to pay for my child's school fees

How much money do you save?
UGX 3000/= per month

Have you ever applied for a loan and why?
YES. I applied for a loan of UGX. 100,000 to pay fees

What advantages have you seen in being in a cooperative?
Helping each other

What challenges do you face?
Our debtors take long to pay back due to seasonal changes

What motivates you to stay in the cooperative?
It has helped me keep my children in school.

In your own thinking, what helps these cooperatives to develop?
Good administration and collective decision making.

Are you willing to join this water group and why?
Yes because we all need clean water

M4 Kanya

How old are you?
I am 59 years old

What is your level of education?
Which economic activity do you engage yourself in?
Small scale farming

Which crops do you farm?
Bananas

Are you in any cooperative?
Yes. It is called “Bataaka Kweyamba”

How many people are you in the cooperative?
30

Are they all from this village or from different villages?
3 villages

Is your cooperative supported by the government or any other organization?
NO

Are there any conflicts within the cooperative?
Mainly they have about due to lockdown. We do not have money

Why did you join the cooperative?
So that I can achieve personal development

How much money do you save?
UGX 3000

Have you ever applied for a loan and why?
YES. To pay school fees for my children.

What advantages have you seen in being in a cooperative?
Knowledge sharing which leads to development.

What challenges do you face?
There are no big challenges
What motivates you to stay in the cooperative?

I can easily settle my financial problems.

Are you willing to join this water group and why?

YES because I also want to see sustainable livelihoods
1. What is the number of households in this community?

362 households

2. What are the main income sources for households in this community?

Framing (maize, ground nuts)

   a. What are other sources of income for community members here?
      retail shop and bars

3. What conflicts or disputes have you seen in this community?

   ● domestic violence
   ● wild animals destroying crops

   a. How common are conflicts/disputes amongst community members?
      Not many cases in the community

   b. What are the most common disputes/conflicts?
      ● domestic violence
      ● wild animals destroying crops

4. What are the primary development ‘needs’ of this community?

   ● water services (extension of piped water in the area)
   ● improvement of the roads
   ● schools (schools are far away from the community; students walk long distances everyday)
   ● electricity
   ● training and sensitization of community members on hygiene and sanitation, gender based violence, better farming methods among others.
R4_Water User Committee focus group discussion

1. Note gender and age of each member
   • chairperson ; male; 35
   • secretary ; female; primary six-farmer
   • treasurer; female; primary three-farmer
   • caretaker; male; primary seven-farmer

2. What is your background? (probe for education, occupation history, income sources)
   • chairperson ; primary three; self employed
   • secretary ; primary six-farmer
   • treasurer; primary three-farmer
   • caretaker; primary seven- farmer

Roles and responsibilities as caretakers or water user committee members
3. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   None of the elected wuc member has ever served

4. As a [caretaker] or [WUC member] what are/will be your responsibilities in relation to the water system?
   • mobilization of community members for meetings
   • collecting the water funds from the community
   • chairperson; ensure that the rest of the wuc members perform their duties fully
   • ensure the community follow the set bylaws
   • give accountability to the community for the water funds collected

   a. Do you feel that you are/will be able to deliver on your responsibilities? Why or why not?
   given the community is cooperative we shall be able to deliver fully
5. Can you please describe any training that you have received as a [caretaker] or [WUC members]?
   a. When? From who? What was the training about?
   no training

For those who are not in new positions (i.e., previously have been serving as a caretaker or WUC member)
6. What do you like about being a [caretaker] or [WUC member] for this water point?
   N/A

   a. What benefits do you derive from this position?
   N/A

7. What do you dislike about being a [caretaker] or [WUC member] for this water point?
   N/A

   a. What challenges do you face as a [caretaker] or [WUC members]?
   N/A

8. What motivates you to perform your duties?
   N/A

9. What compensation do you receive for your work as a [caretaker] or [WUC member]?
   N/A
Local leaders
10. What role do local leaders and politicians have in water service delivery?
They have not done anything

   a. What role do you think they should have?
   ● lobby for community needs like water services, electricity, better roads etc
   ● support the existing community based groups by training them and providing seed capital
   ● follow up community concerns

   b. How does (or has) local government and/or politicians support water service delivery in this community?
   no engagement

11. In the past three months, have you heard (or has there been any engagements with) local leaders and/or politicians speaking about water supply in this community?

   a. If so, can you please describe what you heard and the nature of the engagement(s)?
1. Note gender and age
   male; 32 years

2. What is your background? (probe for education, occupation history)
   primary two; farmer

3. What is your primary source of income?
   Farming (maize, beans, and Irish potatoes)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A
   
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they
         resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
N/A

d. What are the benefits of being part of a VSLA?
N/A

e. What are the challenges?
N/A

f. What motivates you to stay in the group?
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
To benefit from the training extended to the vsla

8. In your opinion, what drives the performance of a VSLA?
● trainings extended to the vsla
● committed and focused vsla members
1. Note gender and age
   male; 41 years

2. What is your background? (probe for education, occupation history)
   primary six; farmer

3. What is your primary source of income?
   Farming (ground nuts, maize and irish potatoes)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe: How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?
   N/A

d. What are the benefits of being part of a VSLA?
   N/A

e. What are the challenges?
   N/A

f. What motivates you to stay in the group?
   N/A

7. If you are going to join the VSLA of water users, why did you decide to join?
   To benefit from the trainings and have good relationship with the rest of the community members

8. In your opinion, what drives the performance of a VSLA?
   - timely repayment of loans
   - share value contributed as this has an impact on the capital stand of the vsla
   - trainings extended to the group
1. Note gender and age
   male ;59 years

2. What is your background? (probe for education, occupation history)
   primary three; farmer

3. What is your primary source of income?
   Farming(maize, ground nuts and irish potatoes)

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   No

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      N/A

   b. Was/is the group supported by any organization and/or the government? If so, how?
      N/A

   c. How would you describe the relationship between group members? Why?
      N/A
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?

      N/A

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      N/A

   b. How much did/do you typically save?
      N/A
c. What did/do you take loans for?  
N/A

d. What are the benefits of being part of a VSLA?  
N/A

e. What are the challenges?  
N/A

f. What motivates you to stay in the group?  
N/A

7. If you are going to join the VSLA of water users, why did you decide to join?  
Access loans and learn new ideas from the rest of the community members

8. In your opinion, what drives the performance of a VSLA?  
● trustworthiness among members  
● timely repayment of borrowed funds  
● amount contributed as share value
R4_Community Member #4 interview

1. Note gender and age
   male-48 years

2. What is your background? (probe for education, occupation history)
   primary five; farmer

3. What is your primary source of income?
   monthly salary, security guard

4. Are you currently, or have you previously been, in a VSLA (or any savings and/or credit group)?
   yes; kijonjomi tweterane

5. If yes to question 4, can you please describe the group?
   a. Probe- How many members? Are they all from one village, or different places?
      30 members from the same village
   
   b. Was/is the group supported by any organization and/or the government? If so, how?
      not supported
   
   c. How would you describe the relationship between group members? Why?
      i. Probe: have there been many conflicts? What are the conflicts about? How are they resolved? Do members trust each other?
      no conflicts in the group

6. If yes to question 4, can you please describe your experience?
   a. Why did you join?
      To access loans and improve my standards of living
   
   b. How much did/do you typically save?
      5000shs per month
c. What did/do you take loans for?
   personal development

d. What are the benefits of being part of a VSLA?
   - pooled money helps to invest in a viable business; through vsla it's possible to accumulate the required start up capital

e. What are the challenges?
   irregular payments among vsla members

f. What motivates you to stay in the group?

7. If you are going to join the VSLA of water users, why did you decide to join?
   To show solidarity in the community

8. In your opinion, what drives the performance of a VSLA?
   - Members complying as per bylaws set
   - timely repayments of borrowed funds
Midline (September 2021)

171 total participants, 100 females

- 10 focus group discussions with village savings and loans association (VSLA) executives
  o 48 participants, 28 females

- 10 focus group discussions with VSLA members
  o 76 participants, 48 females

- 10 focus group discussions with water user committee members
  o 47 participants, 24 females
INTRODUCTIONS
All the 5 members introduced themselves and they are all farmers.
Chairperson: he mobilizes group members for meetings,asses members loans applications and approves them.
Treasurer: keeps money for the group safe.
Secretary: records minutes and updates members pass books.
Money counter: counts money contributed by the members.
Vice chairperson: stands in for the chairperson when he is not present.

ROLES & RESPONSIBLILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The treasurer has been serving as secretary in two other groups for two years.
   - The chairperson has been serving as treasurer in another group for five years.
   - The vice chairperson is a treasurer in charge social fund in another group for 5 years.
   - The secretary and the money counter don’t have any prior.

2. What do you find most challenging about your roles and responsibilities?
   - All members said that they don’t find anything challenging about their roles and responsibilities

3. What do you find most rewarding about your positions?
   - The vice chairperson said that what he finds rewarding about his role is the quick loan he got that helped him start a small piggery project.
   - The treasurer said members trusting in him to keep their money which has made him gain trust from the community.

4. What motivates you to perform your duties?
   - The chairperson said members trusting him to lead the group motivates him to work harder.
   - The treasurer said the way members trust him motivates him to perform his duties.
   - The secretary mentioned that what motivates her is the the fact that she was elected as the secretary of the group and she has the responsibility of being present for the meetings every Thursday. The vice chairperson had the same response.
   - The money counter never said anything.

   Secretary: As executive we have really done a lot for this group, we forego our personal activities and spend long in group sittings working for the members, surely if members at the end of the cycle when we are conducting share out appreciate us ("at least a small contribution to each executive member") this will motivate us to keep working for the group.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   Likes
   - The interest charged on loans taken is lower than what other groups charge per month i.e. in this water user VSLA they charge 2.5% whereas in the other groups the interest is at 5%.
- The loan payment period is favorable compared to the other groups for example in this group there given 3 months to pay back the loan whereas in the other groups there given a month.
- The follow ups and sensitization done by Aquaya which isn’t the case in other groups.
  Treasurer: in other groups, throughout the whole cycle we don’t get any visitor but in this vsla we have had several visitors coming to guide us for instance the LC3, subcounty chief and health assistant visited our group, and for aquaya, Allan attends our group meetings, and this really encourages members to put in more efforts.
- Aquaya provided them with the box and the books for the group which they usually contribute for in other groups.
- This group has more members and they contribute well therefore the money is more compared to other groups. members can get loans that they invest in various projects.
  Secretary: Other groups comprise of few members but in this group, we are very many i.e., 70 people and this has helped us to raise more funds for loans.

Dislikes
- The executive members stated that they don’t have any dislikes about this VSLA.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- The performance is okay, and members are contributing well however they have been affected by the covid19 lockdown and restrictions which could not allow all members to come for meetings. They couldn’t also take their produce to the market because there were no means of transport during the lockdown which affected there in come.
- The executives said the only challenge they have is members not keeping time when they bringing in their contributions since they no longer meet as a group because of the covid19 restrictions and the removal of fines.
  Treasurer: as executives when they put a lock down, we stopped members from paying fines till the end of the lockdown. However, members have taken advantage of lockdown and now they come at any time which makes our work complicated because we sit for long waiting for them
- They said they don’t have any disagreements and mis understanding yet.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?
Disintegration
- If members default on the loans taken.; Chairperson: poor loan appraisal among executives, if we give our members big loans when they don’t have the capacity to pay back.
- If members are not cooperative for example if there called to come and clean at the water source and they don’t turn up.
- If the executive members mis use members contributions.
- If members don’t come for meetings.

Note: the executives said none of the above has been experienced in the group.
Prevention
- Members should always attach securities for the loans taken.
- Paying back loans according to the terms and conditions.
- All committee members should always be present at meetings and witness what is taking place on the table.

WATER FUND
8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last withdrew from the water fund was of 130,000shs in the month of June which was used as loan capital. Treasurer: we decided as a group to withdraw 130,000/= from the water bag to top up the available loan capital that day so that we can disburse all the members who had applied for loans. We had never used the water fund for any works at the pump and members said it is just in the vsla "stagnant" that's why they decided to use some money, but we are going to reimburse it when members pay back their loans.
- They haven’t withdrawn money to do any works at the water source, they mobilized themselves and did the fencing of the water source themselves.
- The secretary wrote the request for the loan capital which was approved by the chairperson VSLA, it was also presented to the members and WUC who also approved it then the money was withdrawn.

9. Other than what you just described, what are the contributions to the water fund are used for?
- To do routine maintenance and repairs on the water source.
- If it accumulates, it can be used to start a poultry project for the group, they have it in plan though they haven’t started on it yet. Secretary: we discussed as a group in one sitting that when the water funds accumulate, we should divert it into a poultry project so that it can keep multiplying but we haven’t completely resolved on it.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- The relationship is good because the cooperate and work together for example the VSLA chairperson sometimes moves around with the WUC members to collect water fund contributions from non VSLA members.
- The executive members said they don’t haven’t experienced any challenges working with the WUC members

What could be improved
- Schedule meetings with the WUC members to discuss ways of improving water fund collections community these meetings should involve the non VSLA members since there the ones that give them a hard time. Treasurer: we sit with the wuc members in the vsla meeting but we have never sat as leaders to advise each other on how best to do our works. If we could schedule a separate meeting and exchange ideas as leaders (both vsla and wuc) this would greatly help us improve in one way another.

11. What have been the challenges in managing the water fund?
- They said they haven’t encountered any challenges managing the water fund.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- Starting up a project that benefits all group members so that the money contributed for the water fund isn’t left idle.
- Executives should find ways of encouraging non VSLA members to contribute for the water fund. Chairperson: as executives we should do enforcement to make sure the non-members and members pay the water funds.
- Keeping the water source clean all the time.
- Giving members accountability of their contributions on time. They said members are getting the accountability.

Threats
- If the water source breaks down and it’s not repaired.
- If the water source isn’t kept clean and well maintained.
13. How and why have changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability

- Previously before the water pump would break down all the time and there wouldn’t be water but now the water is available all the time because aquaya rehabilitated it.

- **Treasurer:** Previously the people that repaired the pump just handed it over to the village and left but Aquaya went an extra mile of calling for a meeting at the water point and sensitized the community members on how the pump should be maintained even the children know how to pump the water with care and they also attached guards around the pump so that its not over hit and gets spoilt.

b. User payments (attitudes and actual contributions) - VSLA vs non-VSLA members

- The non-members don’t want to contribute for the water fund pretending they don’t use the water source but along the way they send their children to collect water from the pump. The VSLA group members contribute willingly because they were sensitized about the importance of collecting the water fund.

  **Secretary:** I heard the wuc saying that when they go out to mobilize water funds from non-members, they tell them that we are not using the source now why pay the funds but, they send their children to collect the water from the very source.

  **Treasurer:** Actually, the group members understood the purpose of the water funds and they don’t give us hard time to pay the funds because they were sensitized from the beginning. Additionally, when we go out to the community to collect water funds from members, they tell us that they don’t use the water source thus we are finding it hard to determine the real number of water users.

- The actual contributions have increased because the 1000shs contributed accumulates with time since its collected monthly and yet previously collections would only be made when the pump breaks down and it available whereas the 5000shs that was collected previously wouldn’t be realized and community members wouldn’t get accountability of how much would be collected.

c. User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)

- Previously the water quality was bad because it was very dirty but now the water is very clean and treated with chlorine because Aquaya rehabilitated the water source.

- The water quantity didn’t change it was and is still the same only that before it was rehabilitated it used to be seasonal but now it’s always available.

- At first members used to complain about the taste of chlorine in the water but they no longer complain since they are used to it. This applies to both group and non-VSLA members. They were also told not to over hit the pump because this reduces the amount of chlorine in the water collected.

  **Treasurer:** At first, I would get a lot of complaints from the water users i.e., they would even stop me along the way to raise their complaints about chlorine. Thereafter I informed Allan about the complaints and he asked me to mobilize the water users to be at the source when he comes to check on chlorine and when he came, he explained to them very well the importance of chlorine and since then I have never heard any complaints from community members about chlorine.

  Generally, to my own understanding the water users would complain about chlorine because it was a new “thing” to them but now they go used that’s why they no longer complain.

  **Commented [KM13]:** And according to them, what is the importance?

  **Commented [KM14R13]:** To the enumerators, seems like VSLA members know the importance because they can tell them what the water fund is used for. The uses of the water fund are the importance.

  **Commented [KM15]:** Just to confirm, this is a quote from the treasurer, right?

  **Commented [KM16R15]:** The treasurer was very active in the FGD. Yes, this was a direct quote.

  **Commented [KM17]:** Allan. According to them, is the area chairperson active?

  **Commented [KM18R17]:** Did not ask on this.

  **Commented [LC1 chairperson]:**

  Generally, to my own understanding the water users would complain about chlorine because it was a new “thing” to them but now they go used that’s why they no longer complain.

  **d. WUC relationship with the community**

- The relationship between the WUC and the community has changed for the good because previously it was very hard to get members to clean around the water source, they were always saying that there busy but now they go easily they know its like a law to keep their water source clean and if they fail to do so they will be reported to the LC1 chairperson.
Treasurer: the community members now don’t undermine the WUC because the LC3 and the subcounty chief came to our group and promised to support them thus members now fear that the WUC might report them to the authorities thus their work is somehow smooth with the community.

e. WUC functions/activity
- There work has increased because of going to the community to collect money from non-VSLA members.
- There work has also been made easy now in terms of mobilization for cleaning at the water source, both members and non-members come with ease to the cleaning unlike in the past when they used to force them and at times they wouldn’t turn up.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
- They request for a grant to increase on their loan capital.
- Appreciated aquaya for the water source, they now enjoy clean water and there also able to access loans from the VSLA that help them to develop themselves.
Community: H1
FGD type: VSLA members
Date of FGD: 16 September 2021
Participants: Females-06, Male-02

INTRODUCTIONS
All the 8 members introduced themselves and all are farmers.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - Because of the clean and safe water.
   - Because of the easy loans given to them at a low interest of 2.5%.
   - Because they can save their money which they could not do on their own.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?
   Benefits
   - They have been able to access safe and clean water.
   - Getting a loan and investing it in their businesses like buying myrrh trees, Irish potato seeds for planting.

   Challenges
   - The group has limited loan capital therefore sometimes members request for a loan and they cannot get it since the group does not have the money.
   - Some members don’t keep time for meetings and yet the group meets on weekly thus wasting other members time especially the ones who come early.
     "The sitting time for the group is not favorable at all, we are farmers and by that time you find some of us still the gardens."

   What could be improved
   - Increase on the amount contributed for savings to meet members needs for loans.
   - Shift the time of sitting for meetings from 12pm to 2pm so that members can come for the meeting after selling their myrrh to improve on the time management.
   - Get a grant from aquaya for loan capital.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

   Likes
   - The interest charged on loans for this VSLA is low compared to other groups i.e. the water led VSLA charges 2.5% and the other groups are at 5%.
   - The loan repayment period is 3 months which is favorable to the members compared to the other groups that give them 1 month to pay their loans.
   - In this group they have voluntary savings that they contribute on top of the compulsory savings, a member can withdraw his voluntary savings any time he/she has need at no interest charged whereas in other groups they charge interest on the voluntary savings.
   In this group we do savings, and we can use our savings that is we can transfer to shares or we can withdraw to solve our personal needs but in other groups the social funds have limitations that is you must pay it back within 2 weeks.

   Dislikes
The only dislike they have is that this VSLA does not give top up loans to members who are remaining with small loan balances. In this group they don’t allow us to transfer our shares while the cycle is still running in case you fail to pay the loan. For example, you find I have a loan balance of 50,000ugx and I have my shares of 200,000 ugx but still when I request in the group meeting to transfer part they refuse and they continue to make me pay their money but in other vslas we transfer our shares any time. And not until you pay the remaining small balance its when they give you another loan.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- If members default on paying their loans.
  But generally, we cannot identify several causes when the cycle is still running but they might be there at the end!

Note: The above has not yet been experienced in the group yet.

Prevention
- Ensure that money given as loans has been recovered on time from all the members so that at the end of the cycle members expectations are met.
- Sale the securities of members who have defaulted to recover the loans.
  The group cycle is 12 months and to some of us that’s a very long period to share out, if we could reduce the months to 9-months and additionally increase the contributions that is the minimum share value to 3000ugx. We haven’t raised our suggestion, but we intend to forward it at the end of the cycle.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship is good because when a member gets a problem they all come together to help him/her for example when a member loses a loved one.
- Members get misunderstandings when some group members don’t turn to clean around the water source when they have been informed.
- To solve the above members said that the VSLA chairperson should fine the members who don’t turn up for cleaning drives at the water source.
  “Some members in the community still say they should stop adding chlorine in the water that they are not okay with the smell but for us we okay with it. Since people who are complaining are not in vsla and they were not sensitized about the importance of chlorine, we as vsla members shall not remove chlorine from our source.”

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
- Chairperson: he assess loan applications, looks out for members who have not been saving and don’t turn up for meetings to find out what is happening to them.
- The money counters count money contributed.
- The secretary records money that is contributed by each member in their pass books.
- The treasurer takes custody of the box.
  a. What do you like about the VSLA leadership? What do they do well?
  - They record their books well even when they don’t turn up for meetings.
  - The chairperson follows up members who have not contributed for savings to ensure that they do so.

Commented [KM21]: Allan
Has this idea been presented in any group sitting? And if so, what were the reactions?

Commented [KM22R21]: Did not probe on if the idea has been presented. In this group, they don’t like that they don’t get top ups. This is opposite of R3.

Commented [KM23]: So, this means that people want to use their shares to pay off loans?

Commented [KM24R23]:

Commented [KM25]: Do they have a schedule when people are supposed to go to clean? I am thinking that it wouldn’t be necessary for all members to show up. Or they are just referring to a few members who never participate in cleaning while most do?

Commented [KM26R25]: They don’t have a schedule. Allan shared that they should make a cleaning schedule, but in this group, they did not seem interested in that idea. Maybe in this community, people take the WUC’s good work for granted. They know the WUC will always do the work, even if they don’t.
The vsla chairperson conducts intensive follow up to members especially those with loans and when they miss a group sitting, he follows them up in their respective homes to find out why they haven’t attended the meeting.

- There is transparency in the group management, money is counted and recorded in their books openly when members are seeing.

b. What challenges do you have with the VSLA leadership? What could they do better?
- The only challenge they have is that they no longer meet because of the Covid19 restrictions and they don’t get financial reports.

“Before the lockdown, our group was doing very well that is majority of the members would attend on time the group meetings and our leaders would give us reports.”

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- Its used for repairs of the water pump in case of a break down.
- Its used to buy chlorine.
- Aquaya to top-up on the water fund contributions to construct another water source for the group members who are non-water users.

8. What have been the challenges and benefits of establishing the water fund?

Challenges
- The members did not mention any challenge. We as members we are not seeing any challenge because every member in the community is happy about the clean water in our area.

Benefits
- The water point is kept clan and it no longer breaks down like before. Previously our source would be very bushy, and no one would be concerned to do the clearing of the bush but now our source is ever clean. our caretaker and some community members always do the cleaning.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- Construct another water source to decongest community members who keep collecting water from there.
- Always Keep the water point clean.
- Ensure that the water pump is always functional.
- Invest the water fund money for the water fund in loans to members so that it keeps gaining interest.

Threats
- Some group members contribute for the water fund and yet they don’t collect water from the water point. We are in the vsla but don’t get water from the source this sometimes demoralizes us to keep contributing the water funds. The vsla executives promised us that incase the water fund accumulates they can also construct for us another source in our village that is why we still contribute. We are very many in the group who are not collecting water from the source.
- If the water breaks down and it takes long to be repaired and yet members have been contributing for the water fund.

Note: The group members who contribute for the water fund and don’t collect water from the water point believe that aquaya will also rehabilitate their water points that is why some joined the VSLA and contribute for the water fund.
10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability
   - The water pump is now reliable it has not broken down since it was repaired by aquaya.

b. User payments (attitudes and actual contributions) - VSLA and non-VSLA members
   - Members now contribute willingly because they find contributing 1,000shs per month easy for them than the 5,000shs previously. They now get accountability for the water fund which they used not to get. Our lc1 and his entire committee would move around to collect a pooled fund of 5000ugx which would be too much because we are low-income earners but now the 1000ugx is at least affordable and we always have it at the back of our mind that we must pay it monthly.
   - The current amount contributed is more than the previous amount because members and some community members contribute 1,000 monthly and when it accumulates more than the previous 5,000shs. Previously collections would be household based, some would pay and other not but now every member in the group it’s a must to pay the water fund thus currently contributions are more. Some non VSLA members don’t want to contribute for water fund because they believe that the VSLA executives will misuse the money like the previous people who used to collect money from them.

   - The WUC relationship with the community
   - The relationship is good because members are now contributing willingly through the VSLA than previously when they would move door to door collecting money. The water is functional and reliable which motivates members to contribute. Previously they would work on the source and within a shortest time it would break down and the community members would be very disappointed with people who collected the funds (lc1 and committee) for the shoddy work done but now the source is well maintained by the wuc.

   - The WUC functions/activity
   - The WUC functions are now easy because a lot of money needed for the water fund is being collected through the group easily.

ANYTHING ELSE
11. Is there anything else you would like to tell us?
   - The group members who are far from the current water source are requesting Aquaya to also rehabilitate their water source.
Community: H1
FGD type: Water User Committee
Participants: female-02, male-03

INTRODUCTIONS
All the 5 members introduced themselves and the chairperson owns a business and does farming, the vice chairperson also owns a business while the rest of the members are farmers.

Chairperson: he over sees the WUC activities like cleaning, sensitizing the community about cleaning and how to maintain the water source.

Vice chairperson: stands in for the chairperson when he is absent.

Treasurer: she records what members and non-members have contributed and collects water fund contributions from the non VSLA community members.

Caretaker: he takes care of the water point and maintains cleanliness around it.

Secretary: records minutes for WUC meetings, records contributions made towards the water fund.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [WUC member] for this water point?
   - All the 5 WUC members are new and so they have been acting in their positions for 8 months.

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - The caretaker checks on the water source daily while the rest of the members do work related to the water source 4 times in a month. “Since we are all in the vsla, we always encourage group members to contribute the water funds and additionally we take the records of the contributions.”

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - Caretaker says what he has benefited is that he has learnt how to associate well with community members.
   - Chairperson: he said he has learnt how to lead people and gained trust from the community.
   - Treasurer: the clean and safe water and the trust put into her by the community members as she collects water fund contributions from them.
   - Secretary: the clean water he accesses and community members trusting him and electing him for that position.

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - There members that refuse to get involved in the water source related activities like cleaning around the water source. Chairperson: “managing human beings is very difficult, I already have enemies in the community. There is one time when we moved around the community to collect water funds from non vsla members but some of members these days even they don’t greet me because we forced them to pay.”
   - Walking to the community to collect water fund contributions from non VSLA members.
   - Non VSLA members that don’t want to contribute for the water fund claiming they don’t access the water source and yet they do.
   - The treasurer’s challenge was about having less money collected compared to the number of non VSLA members in the community. The non-members are more than the group members. Treasurer: we don’t have the records for water users in the community but according to me the water users who are not in the vsla are more than the water users in the vsla.

Commented [KM33]: Allan
Does this mean the wuc is conducting meetings?

Commented [KM34R33]: Not sure if they are having separate WUC meetings. Didn’t really ask on this. Maybe she just knows this is her role.

Commented [KM35]: What does this mean?

Commented [KM36R35]: He gets to interact with various people. Some are rude and some are good. But he has learned how to deal with all people.

Commented [KM37]: To me, this sounds kind of serious. Do you think this a big deal?

Commented [KM38R37]: To Allan, not really a big deal. This is kind of “big” man. He is well educated. From the audio, he did not seem that upset. He was not saying this was a big issue for him.

Commented [KM39]: This is interesting. For Allan- do you think this is actually true? So that means many of water users did not want to join the group?

Commented [KM40R39]: Not sure- Allan will follow up. The water users were hesitant to join the group at the beginning. Maybe that is why more non-water users joined. Seems like water users want to join now.
5. What motivates you to perform your duties?
- Chairperson says what motivates him is the trust the community put in him to lead the WUC.
- The secretary says what motivates him is the clean and safe water they access as a community.
- The caretaker says what motivates him to continue performing his duties is the benefits he gets when his family takes clean water.
- The treasurer also said even though they get challenges with collecting water fund contributions, what motivates her is the access to clean and safe water.

WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - VSLA members contribute willingly because they know the benefits of the water fund but previously they used to be forced to contribute whenever the pump would break down.
      - The actual contributions have increased, and they get accountability for what they have collected where as previously they would be forced, and most people wouldn’t contribute, and no accountability was given.
      - The non VSLA members believe its only the members that are supposed to contribute since there the ones to benefit from the water fund contributions in case the pump doesn’t break down. Some non-members contribute willingly while others refuse.
   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - The quality of water has really improved because its treated with chlorine whereas previously the water was very dirty, and it was yellow in color but now it’s very clear. Previously they used to get dirty water from open wells but now they consume clean and treated water from the pump. Secretary: Now days ,even when you don’t have the time to boil the water you can easily drink the water since our water is clear and it has medicine (chlorine) in it which makes it safe but previously after fetching you would wait for water to settle down or sieve/filter it so that you can drink and some would even first boil it because it contained some yellowish particles and it was not clear at all.
      - The quantity of water increased now because previously you would spend 5 minutes pumping without seeing any water but now you pump once, and water starts flowing this is because when aquaya repaired it they fixed better pipes.
      - At first community members used to complain about the smell of chlorine in the water but they no longer complain because they are used to it.
   c. Your relationship, as a [caretaker] or [WUC member], with the community
      - There is no change in relationship since all the members on the committee are new.
   d. [WUC] Your work as a WUC members
      - The work is now more because they must collect money from the community, organize meetings clean at the water source from time to time, something that wasn’t common in the past.
      - Our work has really increased that is previously the lc1 and the committee members would only move around when there is a break down but now days we mobilize funds from both the vsla members on weekly basis and sometimes we move around the community to collect from non vsla members which is a lot of work.
   e. [caretakers] Your work as a caretaker

Commented [KM41]: Did you happen to ask why they think some non-members are willing to contribute?
Commented [KM42R41]: They didn’t really ask. Maybe some of them are water users though.
7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement

**Likes**
- They said their relationship is okay because they work together and appreciate the water source. they also believe if the water source wasn’t rehabilitated, the VSLA wouldn’t exist and so they must work together.

**Challenges**
- They said they don’t have any challenges with them yet.

**Improvement**
- They said they don’t have any suggestions for improvement because their relationship is still okay.

- They have benefitted from using the contributions for the water fund as loan capital. Chairperson: when we saw there was some good money in the water fund bag, we withdrew some money and gave out as loans to our members and this really helped us because we were short of capital. But we shall reimburse it.
- They have the assurance of maintaining and repairing the water source in case it breaks down.

- The only challenge they have is with the non-VSLA members who are still refusing to contribute.

10. How does the community feel about the VSLA-led “water fund”?
- Some non-VSLA members think that aquaya will give the group members money to benefit the group so it should only be the group members to continue contributing because they stand to benefit.
- Some non-VSLA members want to join the group to be able to contribute for the water fund but they can’t join now because the group is 8 months into the cycle. Treasurer: At the start we moved around the whole community and informed all the members about the water users vsla, other still refused to join but surprisingly these days we hear some members complaining that they did not get the information and now that they have realized that our group is booming that’s when they want to join us but we told them to wait until the end of the cycle. And they are saying why should they contribute when they are not in the group.
- Some non-VSLA members keep saying that the water is free of charge and that it was constructed by government.

11. Can you please explain how you know when the pump needs maintenance?
- They said they were trained and told that incase they pump and feel there is friction, they should immediately call the mechanic to come and fix it.
- They also advised us to always do checkups after every 3 months, but we haven’t contacted the mechanics yet, but we have plans to call them soon.

12. What is the process when repairs are needed?
   a) Who would provide the service?
   - The hand pump mechanic.
   
   b) What would the payment process be? Probe on how they would access money from the water fund.
- The secretary writes to the VSLA chairperson telling him about the problem on the water pump and call the handpump mechanic to find out how he would need to provide the service) Secretary: we also have records of the prices for the different pump components to avoid being over charged). Then the VSLA executives approve the request and money is released to the WUC.
- About the accountability, the expenses are all recorded by the secretary in the book.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
   - Treasurer & chairperson: Use the water fund contributions to start a project like poultry keeping so that it gains profit instead of keeping the money idle.
   - Increase the amount of water fund contributed per month

ANYTHING ELSE
14. Is there anything else you would like to tell us?
   - They appreciated Aquaya for the work done in their community.
   - Chairperson: requested Aquaya to help them construct another water source for the other near by community who keep coming to collect water from their water source and keep crowding it. Additionally, we request aquaya to continue supporting us.
COMMUNITY: H2
FGD type: VSLA executives
Participants: Female-05, Male- 01

INTRODUCTIONS
All the 6 executive members introduced themselves, 5 are farmers and one own a small retail business.
Chairperson: mobilizes members for meetings and chairs the meetings, he also implements resolutions of the meetings.
Secretary: takes records of members money that has been collected.
Treasurer: keeps safe the group box.
Vice secretary: She helps the secretary to record members pass books and other duties.
Head of projects: she oversees group projects i.e. they have a project where some members contribute 25000shs each to purchase plastic chairs to use during meetings and to be hired out to non-group members. I encourage members to join the project so far 28 members have enrolled in the project
Money counter: counts money contributed by the group members.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - Money counter has been a money counter for 2 years in another group.
   - treasurer has been a secretary for 7years in another group.
2. What do you find most challenging about your roles and responsibilities?
   - Chairperson said what he finds challenging about his role is about the group members that don’t have experience of being in VSLA groups and disturb him a lot to explain to them how groups are managed. They are improving because of continuous sensitization. Allan has always visited our group; he trains us and additionally, as executives we also sensitize our members while in the group sittings but however, we still need more trainings to fill the knowledge gap.
   - Vice secretary faced a challenge of some members who wrote in their pass books for themselves and disorganized the books which they had to rewrite afresh.
   - Treasurer has a challenge with group members that go around revealing the amount of money in the box to non-group members which puts her security at risk.
   - The Secretary and treasurer added that sometimes members also claim during meetings that they have given them money for their contributions but when they count it they find the money is less. Our group comprises of very many members, during collections some members in the group take advantage of the confusion on the table that is they give the treasurer less money and tell the secretary to record a different figure in their passbooks higher than what they paid thus when we are counting the money, we find a deficit. And the members openly tell us that we are the ones to cover the loss.
3. What do you find most rewarding about your positions?
   - The secretary has learnt how to record books i.e. recording savings, social fund and interest charged on the loans.
   - The chairperson finds the clean and safe water he can access most rewarding.
   - The chairperson added that at the beginning members were not understanding how the group operates but now they do which he finds rewarding as a leader.
   - The treasure says the trust put in her to keep money by the group members is what she finds most rewarding.
4. What motivates you to perform your duties?

Commented [KM1]: Allan
Did you happen to ask the other executives (secretary, chairperson, vice secretary and head of projects) about their prior experiences?
Commented [KM2R1]: Yes, they don’t have any prior experience.
Commented [KM3]: Allan
Did the chairperson highlight what is percentage of members in the vsla who don’t have prior knowledge about vsla operations?
Commented [KM4R3]: They didn’t ask about the percentage. But they had said a good number of members don’t have prior experience. They still have some issues, but many members are catching up.
Commented [KM5]: Allan
Interesting! According to the vice secretary, what really made the members to sign in their pass books?
Commented [KM6R5]: They didn’t ask why. Allan will follow up this could cause problems down the road
Commented [KM7]: Allan
How possible and what could be causing this?
Commented [KM8R7]: They have many members. Sometimes it can be hard to keep up with counting. The collection process is not orderly. Allan says it looks like they don’t have a protocol for contributions like in other groups.
Commented [KM9]: Allan
Does this mean the group chairperson conducts sensitization of members about group operations while in the group meeting?
Commented [KM10R9]: Allan said he is not all that active. Allan has not seen him doing this. It is more the treasurer doing this. But the chair said he does this.
- The chairperson is motivated by the clean and safe water they now have in their community which has helped to reduce water related diseases and this has motivated him to continue encouraging members to contribute for the water fund to keep the pump functioning.
- The treasurer is motivated by the group members who keep time for meetings and the team work they have as executives.
- The secretary is equally motivated by the clean and safe water they have. We really suffered in our community accessing clean and safe water and given now we have it; “I have to work tirelessly to keep our source functional.”

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

Likies
- Chairperson: In this VSLA members can keep track of their contributions because the executives record the exact amounts members have contributed unlike in the other groups where they use stamps which are hard to interpret.
- Treasurer and chairperson: In this VSLA aquaya provided them with the starting materials like pass books, counter books, box, and masks and the registration certificate which they usually contribute for in the other groups.
- In this water led VSLA they have been able to receive clean and safe water something that is not there in other groups.
- In this VSLA they get frequent follow ups from aquaya which is not there in other groups. Treasurer: In other groups to get any external person to conduct any training we pay some money but, in this group, Allan comes every Monday to train us for free.

Dislikes
- They don’t have any dislike yet.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts

The group performance is good because;
- Members can get loans to pay their children’s school fees.
- Members follow the group bi-laws like turning up for cleaning drives at the water source and the group executives work as a team. Treasurer: our members keep time for group meetings.
- When a member gets a problem like losing a loved one each member is supposed to contribute 2,000shs to support the family which they have been doing willingly.
- Group members and non-water users contribute willingly for the water fund. The non-water users joined the VSLA because aquaya provided the group with the starting requirements. Chairperson: when the community members heard that aquaya had provided free start up kits, this attracted a good number of community members even the non-water users joined the group.
- Secretary: Some group members complained about their loan amounts being reduced, they would like to get what they requested for and yet when the executive’s asses them according to their savings they don’t qualify so they reduce the loan amounts. The group constitution does not allow a member to get a loan that is more than his/her savings which sometimes members don’t want to follow.
- Treasurer: At the beginning members disagreed on the way their books were being recorded but the executives called for a meeting with members and the books were reconciled and rewritten so now the members are ok with the book records.
7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- If there are disagreements among the executives and group members.
- Members who default on their loans.
- Misuse of members contributions by executives.

**Note:** apart from point number 1 the rest have not been experienced in the group yet.

**Prevention**
- **Chairperson:** If they have defaulters in the group executives say they will work with the LCI to recover the money.
- **Secretary:** To avoid misuse of funds the group is planning to open an account to keep their money safe. They have discussed this in group meetings and are planning to open it soon.
- **Continue holding meetings as executives and members to discuss the misunderstanding and come to an agreement.**

**WATER FUND**

8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- In June they withdrew 20,000shs, which was used to buy materials for constructing guards for the water pump.
- The request for the money was made by the WUC chairperson in a meeting which involved VSLA executives, WUC, members and non-members. The meeting approved the request and money was released to the WUC chairperson. The WUC and VSLA chairperson purchased the items, members and executives verified the work at the water source. The secretary VSLA recorded the expenditure in the books and the WUC chairperson signed acknowledging it. **Chairperson:** We asked the wuc to inform the non vsla members who contribute the water funds to also join us in the meeting so that they can also witness the withdraw and few members came.
- **Other than what you just described, what are the contributions to the water fund are used for?**
  - **Chairperson:** In future if the money accumulates, they hope to construct another water source - For group members who are far away from the source.
  - To be used for repairs of the water pump.
  - Connect piped water in their homes in the future.
  - **If the money accumulates and the pump hasn’t broken down, a member requested they use the money to buy blankets for each member.**

9. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- They said their relationship with the WUC is ok because some members of the VSLA executives are also members of WUC like the treasurer and secretary hold the same positions in the WUC.

**What could be improved**
- There is nothing to improve since their relationship is okay.

10. What have been the challenges in managing the water fund?
- The non VSLA members disturb the WUC members when they go to collect money for the water fund they want them to move with the VSLA executives because this gives them confidence that their money is safe. **Secretary:** The non vsla members have a misperception that when the wuc collects money from them, they don’t hand it over to the vsla or they don’t disclose the actual amount collected. And when the wuc goes to collect money from the non vsla members, they tell them to come with even some of the vsla members to verify that they have given money to them.
- Some non VSLA members refuse to contribute completely for the water fund.

11. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

**Motivation**
- **Treasurer:** Continue giving members accountability about the water fund.
- **Secretary:** Continue maintaining the cleanliness of the water source.
- **Chairperson:** Continue sensitizing the community about the benefits of the water fund which will help them keep the water pump functional to access clean and safe water and keep reminding them about how they used to visit hospitals frequently and how bad the water source was.
- **Talk to the members and non-members well when telling them about contributing for the water fund.**
- **Secretary:** The Wuc must continuously move as a group to collect water funds from non vsla members and mobilize them frequently for meetings at the water point.
- **Head of project:** Recovery of water funds monthly from vsla members other than waiting to recover after some good time like at the end of the cycle. A members will realize that money is too much for him or her to pay.

**Threats**
- If the water source breaks down and isn’t repaired in time.
- Having members who prioritize savings more than contributing for the water fund.

12. How and why have changed since the VSLA-led “water fund” was introduced?

a. **Handpump reliability.**
   - Previously they used to fetch water from an open well which wasn’t safe for children to go and collect water but now they have a clean and safe water source that has water flowing all the time because aquaya worked on it and its well-sealed. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
   - **Chairperson:** Members’ attitude has changed, and they now contribute willingly because it’s easy to contribute the 1000shs per month because they always have it in plan whereas in the past it was hard for them since they would be asked to contribute for the 6000shs abruptly and they wouldn’t even get any accountability of how much would be collected.
   - The actual contributions have increased because they contribute monthly and its manageable by the members whereas previously the 6000shs would not be realized from the community members since it would happen abruptly. For example, previously if you approached 10 household to contribute, only 6 out of the 10 would contribute, but now contributions are done monthly.
   - Most non-members also find it easy to contribute, its just a very small number of them that don’t want to contribute.

b. **User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)**
   - The water quality is now good because previously they would take dirty water that had worms and algae in, the water point wasn’t well sealed and community members would throw in dirty materials, but the water is very clean, and the water source is well sealed.
   - The water quantity hasn’t changed even before it was rehabilitated by aquaya the water quantity was enough.

c. **WUC relationship with the community**
   - The WUC relationship with the community hasn’t changed, it’s a good relationship.

d. **WUC functions/activity**
The WUC activities changed because previously, the community members never used to mind about cleaning around the water source but now they do. The group has a weekly schedule where 8 members are supposed to do cleaning at the water source, this includes both members and members.

Treasurer: The community members are happy with the source because it hasn't encountered any breakdown since it was rehabilitated and the WUC organize members for cleaning drives but previously they were not motivated at all to do any works at the source because of frequent break downs.

ANYTHING ELSE
13. Is there anything else you would like to tell us?
- They requested for advice on what they could use the water fund for incase the water pump doesn't break down.

Community: H2
FGD type: VSLA members
Date of FGD: 20 September 2021
Participants: Females-05, Male-03

INTRODUCTIONS
All members introduced themselves; 3 are farmers, 3 members own businesses, 1 is a tailor, and another one is a teacher.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
- The clean water brought about by the VSLA and the desire to get together as a community for development.
- Because Aquaya repaired their water source since they used to suffer so much to get clean water. When I heard that a certain organization was going to rehabilitate our source, I was very happy because we had suffered a lot thus and I decided to join the group so that we can effectively plan for our source.
- To get to know each other and help each other in different ways and keep united.
- To save their money and access loans from the group.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?

Benefits
- The clean and safe water accessed by the community members and they have also learnt how to keep it clean and well maintained.
- They have been able to save some money for themselves using the VSLA and access loans for development.
- As members they have been able to get to know each other and it has helped create unity among the community members. Unity among group members has improved and we plan as a family. For instance, when I have a personal problem, I can share it with some group members for advice.
- Previously when the water pump had not yet been repaired, there used to be conflicts between the community members and land owners where the open wells were located, they were always complaining about members going through their gardens to access water, but it has stopped now because the main water source was rehabilitated by aquaya.
- Members stand united as a family and help each other in case of any problem, e.g. if a member loses a relative they contribute 2000shs to help the bereaved family. This fee is separate from the group contributions.
- Community members have learnt the benefits of clean water, they have learnt how to maintain and keep the water source clean and fetch water using clean containers. Because of this there is a reduction on water related illnesses like typhoid in the community.

Challenges
- The group has a few youths that don’t want to get involved in cleaning activities at the water source when called upon.

What could be improved
- Continue sensitizing the community about the good things of having clean and safe water. They say these continuous sensitizations can be done by Allan, government representatives and them as group members. When the community lacks sensitization for some time, members tend to backslide thus we request to always have different people to continue sensitizing the community members.
- And if Allan isn’t there to sensitize, aquaya can recommend someone from outside their community to come and do sensitizations to encourage members.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

Likes
- They keep updating Allan about their contributions which assures them that their money is safe and won’t risk being misused something that doesn’t happen in other groups. When we finish contributing our executives normally give updates to Allan thus, we feel safe that the executives won’t mishandle our contributions because they know they are being supervised.
- In this water led VSLA the books are recorded well; every contribution has its own column in the book and members can track what they have saved and know how much interest has been made. This is also not common in the other groups they are in.
- In the other groups members passbooks are updated using stamps which makes it hard for members to keep track of their savings whereas in this VSLA the books are recorded clearly with how much they have contributed, and they are able to track their contributions.
- The interest charged on loans taken by members is low as compared to what the charge in the other groups, i.e. in this group they charge 5% while in the other groups they charge 10%.
- Members are good at keeping time for group meetings because they love their group and want to maintain their water source, something that isn’t common in the other groups.
- In this group they have a minimum contribution of 2000shs and a maximum of 10000shs and a member can pay what they can handle whereas in the other groups they contribute a fixed amount they contribute. In our group the minimum contribution is small, and the contributions are flexible to the extent that even the low-income earners afford it whereas in other groups, they have a fixed amount thus people who don’t afford it are left out.
Dislikes
- The members said they don’t have any challenges yet.

Disintegration
- If members take loans and default.
- If members contributions are misused.
- Disagreements between the executives and members.
- Failure to follow group bylaws and misbehavior by members during meetings.

Note:
The above have not yet been experienced in the group yet

Prevention
- Fine misbehaving members heavily so that they can stop the behavior.
- Aquaya to continue supporting the group through trainings. In our group, we still lack some knowledge on vsla operations thus if Aquaya continuously trains us, this will make us understand more the vsla methodology and eventually we keep in the group. “Sometimes we give hard time to our executives asking them to explain some things we don’t understand.”
- Report defaulters to the LCI chairperson to help and recover from them.
- Give loans that are worth a member’s savings so that when he/she defaults the group recovers from the members savings.
- Our executives should conduct massive mobilization of the youth to join our group so as to keep the group for years and years because for us we are aging and at some point we shall leave the group.

4. How would you describe the relationship between group members? Why? (conflicts)
The relationship is not bad though some members have complaints about the way loans are being assessed by the executives, they think some members are being favored by the executives thus the reason why they get bigger loans than the other members.

Prevention
Executives to educate members on how the loans are being assessed so that they don’t feel that they are being discriminated against.

VSLA LEADERSHIP
5. Please describe the roles and responsibilities of VSLA executive committee.
- Chairperson: his role is to call for meetings, inform members about what is going on in the group.
- Treasurer: He keeps the box safe, records books and counts money that has been contributed.
- Secretary: She records minutes during group meetings.
- Defense: Fine late comers and members who don’t keep order during meetings.
- Money Counter: counts money that members have contributed.
- Key keepers: They keep keys to the box.

a. What do you like about the VSLA leadership? What do they do well?
- They are trust worthy and committed to their work. The secretary and treasurer do their work of recording members contributions well.
- They are transparent with the way they handle the group operations like counting money in the open.
- They keep time and follow the group bylaws. The chairperson calls meetings and gives members a financial report about their contributions. Our group chairperson always notifies us to clearly double check our pass books for any errors and in case we find any error, we forward them to the secretary for corrections.
- The VSLA executives work as a team.
b. What challenges do you have with the VSLA leadership? What could they do better?

- At the beginning they had a problem with the way the books were being recorded but Allan came and corrected the error and now their books are fine.

WATER FUND

6. Can you please describe what the contributions to the water fund are used for?
- Repairs of the water pump in case of break downs.
- Incase the money for the water fund accumulates they are requesting acquire to top it up and construct another source for the neighboring communities. When our money accumulates, we can reach out to either Aquaya or government and inform them that we have a certain percentage of money, and we request for support / top up and we construct another source in the community so that people don’t walk long distances to access water.

7. What have been the challenges and benefits of establishing the water fund?

Challenges
- Previously the challenge they had was with non VSLA members who would refuse to contribute the 1000shs claiming that it’s too much but with continuous sensitization they have now started contributing willingly. At first the non vsla members had refused to pool 1000ugx as water fund monthly claiming that they don’t see any reason as to why they should contribute since the source is functional and they said they are willing to contribute when it breaks down. When the wuc explained to them that we might come to your home when the source breaks and we find you don’t have any money with you and as a community we should always have a standby money, some understood it, and some started contributing.

Benefits
- They have managed to put guards on there water pump to protect it from getting spoilt because of being over hit.

8. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- If the water pump is functional.
- Continue contributing the 1,000shs per month than wait to contribute a 10,000shs abruptly when the pump breaks down.

Threats
- If the water pump breaks down and it’s not repaired on time.
- If the water fund contributions are mis used.

Note: The above have not yet been experienced by the group.

9. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability
- There has not been any change in the water availability however previously they would collect the water from an open well and children could throw dirty objects in it or even drown in it but now its well-constructed and sealed. We appreciate for this type of shallow well that is it is fully covered, previously our source had an opening were people could open and drop their dirty particles and sometimes we would fear bad people putting poison in water.

b. User payments (attitudes and actual contributions) - VSLA and non-VSLA members
- There has been change in the attitude of the community members because contributing 1,000shs monthly is easier for them than 6,000shs which would be asked for abruptly when the pump breaks down.
Previously they would collect the 6,000shs and wouldn’t see what it has been used for because the water pump would always break down but now they are assured that 1,000shs collected monthly would be used to repair the water pump if it breaks down. Previously people would pay 6000ugx and still the source is not worked on and sometimes they do shoddy work and within a shortest period of like 2months it breaks down but now the source is functional and people are accessing clean and stable water thus when our leaders ask us to pay we pay it willingly.

The actual contributions now are more than the previous because its contributed monthly and its accounted for where as in the past they wouldn’t get any accountability and would not know how much has been collected.

The non-VSLA members used to refuse to contribute at first but now they contribute willingly.

c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable

- Previously the water was dirty and smelling bad because it was not sealed, and children would throw dirty objects in it, some mothers would wash near the water source and the dirty water flows in to the well and cows would also drink from there but now the water is clean and safe because its well contracted and sealed off. One member: “I no longer boil water since they rehabilitated our source, the water is clean and has a good taste”. “I drink it Whole heartedly.”

- Quantity has slightly increased because it is well constructed and trees near it have been cut down.

d. WUC relationship with the community

- There has been no change in the relationship of the WUC members because all of them are new. “This time we were extremely careful when electing the wuc members, because we had suffered with the previous people who used to collect funds from us do shoddy work or divert the funds for person use.”

e. WUC functions/activity

- Their work has increased because they are active compared to the previous WUC since they;
  i. Mobilize community members for meetings
  ii. Mobilize the community to do cleaning around the water source.
  iii. Move around the community to collect money for the water fund from non VSLA members.

ANYTHING ELSE

10. Is there anything else you would like to tell us?

- They are requesting to be sensitized before end of the cycle on how interest is computed on their savings and how much each of them has made on his savings so far.
- They also thanked aquaya for the good work they have done in their community but still request for more sensitization from aquaya on how to save, how to asses loans in the group and how to keep records in the group.
Community: H2
FGD type: Water User Committee
Participants: female-02, male-02

Introduction
The WUC was made of 4 members and all of them are farmers.
Chairperson: he ensures the water source is clean, collect money from non-VSLA members, inform the VSLA about any problem at the water source.
Caretaker: keeps the water source clean and prevents children from playing around it.
Secretary: Records money collected and expenditures, writes minutes during meetings held organized by the WUC quarterly at the water source.
Treasurer: she collects money for the water fund from nonmembers.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a caretaker or water user committee (WUC) member for this water point?
   - The treasurer has been serving for 3 years but the rest of the committee have served for 8 months.
2. In a typical week or month, how much time do you spend on activities related to your work as a caretaker or WUC member?
   - The caretaker checks and monitors the water source daily where as the rest of the team work concerning the water source 3 times in a month.
3. What do you like about being a caretaker or WUC member for this water point? Benefits.
   - Treasurer, the respect she gets from the community members who are water users for example when she goes to the water source and advises children they listen to her.
   - Chairperson: the community trusting in him and electing him has made him known in the community.
     “I move around the community collecting water funds from non vsla members and I have managed to know a good number of community members I didn’t know.”
   - Secretary: it has united them in the community and she is respected as a leader by the community when she goes to collect money for the water fund.
   - Caretaker: what he likes about his role is that it has brought him close with the community members and the hope of getting another water source using the water fund contributions.
4. What do you dislike about being a caretaker or WUC member for this water point? Challenges.
   - The secretary talked about the hatred she gets from certain community members when she tries to warn their children against doing wrong at the water point.
   - The treasurer said her challenge is with collecting water fund from non-members who sometimes refuse to contribute.
   - Chairperson some community members don’t want to attend sensitization meetings organized by the WUC thinking they have come to collect water fund. Also, some community members tease me when I go to mobilize them for meetings, they tell me that they don’t collect t water from our source.
   - The caretaker said he doesn’t have any challenge; his only challenge was over hitting the pump and it was solved by putting guards on it.
5. What motivates you to perform your duties?
   - The secretary is motivated by the clean and safe water they access as the community.
The treasurer is motivated by the general cleanliness around the water source. A good number of community members participate in the cleaning drives.

The caretaker is motivated by the fact that they meet as a group.

The chairperson is motivated by the unity and togetherness they have with the community members and the change in the community about how to maintain their water source.

WATER FUND

6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - **Treasurer:** There is attitude change now because previously they wouldn’t get any accountability but now they do, and this has encouraged them to contribute willingly and they trust the current WUC chairperson, previously the chairperson never used to give any accountability of the money collected and would use the contributions for his own benefits.
      - The actual contributions have increased now because previously most households wouldn’t contribute but now it’s easy for every family to contribute the 1000shs. This is because they trust the current WUC chairperson.
      - Most non VSLA members contribute willingly but those that fail to are reported to the LC1 chairperson who gives the WUC support and eventually they pay.

   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - **Caretaker:** The water quality previously was bad because the well was open and dirty water would flow there and it was a danger to the children but now it’s good because it was repaired and is sealed, and they no longer fear for their children’s safety when they go to fetch water.
      - The water quantity is still the same as before even during the dry season they have enough water.

   c. Your relationship, as a [caretaker] or [WUC member], with the community
      - There caretaker says his relationship with the community hasn’t changed, when he mobilizes them to do any work at the water source they always listen to him. Apart from the treasurer rest of the WUC members are new.

   d. [WUC] Your work as a WUC members
      - The treasurer says her work has changed because she collects and keeps more money as compared to the past where the chairperson WUC would come and take away the money from her. The new chairperson is good and cooperative. “Am now keeping a lot of money for a long time but previously the money was little and additionally the chairperson would take it away from me within the shortest time without clearly explaining to me what he’s going to use the money for. But now, before remitting any money I first get a clear explanation for the withdraw.”
      - The chairperson says the work changed because currently if there is any work to be done at the water source any members can do it unlike in the past when they would wait for the chairperson to order someone to do it. They now work as team

   e. [caretakers] Your work as a caretaker
      - The work has reduced because it’s always well maintained unlike previously when community members used to even take their cows to drink from there and wash clothes from there.
7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement
   - The working relationship between the VSLA and WUC is good because some members hold the same positions on WUC and on the VSLA executives for example, the secretary and treasurer VSLA hold the same positions on the WUC.
   - They don’t have any improvements since their working relationship is good.

   - They are assured of their pump being repaired incase of any break down.
   - Contributing 1000shs monthly is easy than the 6000 they used to contribute previously at once.

   - The only challenge they get is when they go to collect water fund from non VSLA members and they tell them to come back another day which makes it hard for them to make several visits around the community.

   Chairperson: “The non vsla members make us do a lot of movements, you go there they promise and tell you to come back next time but some when you go back, they pay the water funds.”

10. How does the community feel about the VSLA-led “water fund”?
    - The community loves the clean and safe water provided by aquaya.
    - The community admires the fact that aquaya gave them starting requirements for their group.
    - The non VSLA community members wish to join after the cycle ending. Other community members are regretting for having not joined our group at the start of the cycle because they have now realized that our group is prospering, and they tell us they will join when the cycle ends.

11. Can you please explain how you know when the pump needs maintenance?
    - Chairperson: The WUC members said they were trained if they pump the water and hear an unusual sound, that shows there is a problem and they need to call a mechanic. They said they were trained by KAHASA.

12. What is the process when repairs are needed?
    a) Who would provide the service?
       - The hand pump mechanics from KAHASA.
    b) What would the payment process be? Probe on how they would access money from the water fund.
       - Call for a meeting with the VSLA executives and members and inform them about the problem, take them to the water point and show them the problem, they will then call the hand pump mechanic to come and check the pump, the secretary will then make a request for the expenditure and the chairperson WUC approves it and the money is released and recorded in the books. Chairperson: we inform both the vsla members, executives and the non-vsla members about the problem at our source so that they can come and verify the issue then we discuss and come up with the cost of fixing the issue as a team.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
    - Chairperson: If the cycle ends and the water fund isn’t used, it should be lent out to members for it to gain interest for the water fund. This is a suggestion, they haven’t discussed it with the rest.
    - Increase on the amount contributed for the water fund i.e. from 1000shs to 1200shs.

14. Is there anything else you would like to tell us?
    - The WUC members didn’t have anything else to say.
Community: H3
FGD type: VSLA executives
Participants: Female- 02, Male- 03

INTRODUCTIONS
The Executives introduced themselves and their positions in the group, they are a team of 5 members, 2 are farmers, 1 a boda boda rider, 1 a tailor and 1 a phone mechanic.

Chairperson: He mobilizes new members to join the group, encourages group members to save and give accountability to the group about their contributions in every sitting and calls for meetings.

Treasurer: He keeps the box and books of the group.

Secretary: He takes minutes during group meetings and fills member’s pass books with records of their savings.

Key keeper: She keeps safe the keys of the box.

Money counter: Her role is to count money during group meetings and hand it over to the treasurer.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The chairperson served as a chairperson in another VSLA group for two years.
   - The secretary also served as a secretary in another VSLA group for 5 years.
   - The money counter has been a youth leader at the church for 5 years.
   - The key keeper has been keeping keys for another savings group for 3 years.
   - The treasurer has been serving as a treasurer in another VSLA group and as a chairperson in another group for two years.

2. What do you find most challenging about your roles and responsibilities?
   - The chairperson mentioned that his biggest challenge is trusting members with loans and they fail to pay, he gave an example of one member who took a loan and has failed to pay according to the terms and conditions of repaying a loan in three months.
   - The chairperson also added that he also finds it challenging when members release secrets of what has been discussed and agreed upon in the group to non-members.
   - The treasurers' challenge is about keeping money meant for the social fund together with all the money for savings and water fund, he says its better if it’s kept outside the box.
   - To me as the treasurer, keeping the social funds in the vsla box isn’t a good practice because funds are meant to cater for emergencies among the group members thus whenever members approach me when they have encountered problems (emergencies) they are not helped . I only advise them to wait till the following sitting.
   - The secretary says the work or recording minutes and filling members’ pass books is a lot given that the group membership is big, this leaves him tired and unable to work in his business on the day of the day of the group sitting.
   - The key keepers' challenge is that she stays far from the group sitting area which makes it hard for her to keep time for meetings.

3. What do you find most rewarding about your positions?
   - The chairperson says he has learnt how to save and has a plan for his saving.
   - The treasurer and the money counter said that they find it rewarding to be able to access quick and easy loans from the group.

Commented [KM1]: Is it just one person who keeps all the keys?
Commented [KM2R1]: They are not sure. Enumerators didn’t know about the three padlocks, so they didn’t get clarity.
Commented [KM3]: This is interesting. Do you know if he stopped trusting members after they had a defaulter, or he felt this way from the beginning?
Commented [KM4R3]: After the defaulter. It is not like generally he doesn’t trust people. He somehow got concerned after they had a defaulter.
This defaulter has really been an issue for the group. They seem to have done everything within the group to get the money back, but still have not. They now even want to involve authorities.
Commented [KM5]: What did he mean by “secrets”? What would they discuss in the group that they would not want non-VSLA members to know?
Commented [KM6R5]: They were referring to what goes on the group, like loans people have taken, interest earned, defaulters. People feel this information should be confidential. People outside the group should not know– it may attract thieves, or they feel it brings some insecurity.
Commented [KM7]: Allan
Did you manage to get his suggestion of who else to keep the money outside the vsla box?
Commented [KM8R7]: They had issues of accountability– it looks like they have more money to give out than they really do. They also expressed an issue with accessibility- the money is not easily accessed in case of an emergency, they have to wait for group meeting.
- The secretary delights in being able to earn trust from the members because of recording their books well and them seeing that they tally with their personal expectations, he also talked about his role enabling him to create friendship with the group members.
- The key keeper said that her role has taught her to keep time.

4. What motivates you to perform your duties?
- The chairperson said that working for his community benefits and members trusting in him is what motivates him.
- The secretary talked about members trusting each other especially when they give out loans to members and they can pay back on time.
  - Good loan repayments among members motivates me to work hard for my group even though I am not getting any compensation from the members. And additionally working for a group where members are cooperative or follow the bylaws.
- The key keeper talked about members trusting them as executives.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

   **Likes**
   - Being able to get books and a box from aquaya unlike in other VSLA groups where they must contribute for them.
   - The VSLA led water fund group charges low interest on loans compared to the other saving groups.
   - This VSLA led water fund group has made it possible for them to get safe and clean water something that has not happened in other saving groups.
   - The loan repayment period in the VSLA led water fund savings group is favorable unlike in other groups i.e. the loan repayment period is 3 months and in the other groups its 1 month.
   - The VSLA led water fund group considers all community members regardless of their age especially the elderly and income, i.e. the other groups have an age limit and a minimum amount that can be saved.
   - The members feel like because of the water fund element, there is a possibility of there group to continue operating, since members feel they are responsible for keeping their water source functional.
     - In other groups at the end of the cycle members share out all the contributions and this makes other members to drop in the following cycle since they feel they have nothing to lose but whereas in the water users vsla the water funds are not shared out among members and to me am confident that members will roll to the next cycle to follow-up their water fund contributions.

   **Dislikes**
   - All members said that they don’t have any dislikes now but may be in the future they might come up.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- The performance is good and more new members are joining the group and majority of the members are following the group bylaws.
- The members also added they don’t have any disagreement and misunderstandings in the group.
  - “At the start of the cycle we used to find get a lot of questions from the members regarding group operations but currently it’s like everyone has understood the purpose of the water users vsla because we don’t get a lot of questions now from members while in the group sittings and additionally, we see members contributions increasing every sittings.
7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- If the group executives are not trustworthy for example when they mishandle members contributions.
  - The core cause according to us is the poor leadership of the group (leaders who mishandle funds, not attending members concerns and leaders who are lazy to conduct their duties). That is when members loose trust in their leaders this will automatically cause some members to leave the group.
- When certain group members fail to express themselves on issues during group meetings.
- If there is rumor mongering within the group.
- If executives and group members don’t agree on issues that are discussed in the group.

**Note:** Any of the above has not yet been experienced by the group now.

**WATER FUND**
8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last time a withdraw was done from the water fund was on 30/08/2021 of 5000shs.
- The purpose was for appreciating the caretaker for cleaning the water source.
- The process; the caretaker cleaned the water source and the WUC members gave a report to the VSLA members during the meeting and members agreed that the executives should pay 5000shs to the caretaker as a token of appreciation.
  - The wuc tried several times to mobilize the community members for general cleanliness of the source but members did not cooperate and eventually the caretaker decided to do the cleaning on his own. When the wuc(secretary and treasurer) checked the source they found when the caretaker has done a tremendous work and thereafter informed the members in the vsla meeting about the good work done by the caretaker and members agreed that the caretaker be appreciated.
  - The executives recorded the expenditure in their book and the money was handed over to the WUC chairperson who took it to the caretaker.
  - The VSLA executives went to the water source and verified the work that has been done.

9. Other than what you just described, what are the contributions to the water fund are used for?
- It's used to repair the water source in case of any breakdown.
- It's also used for clearing the road that leads to the water source.
- Paying engineers who come to do routine checks.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- The relationship between the VSLA executives and the WUC is okay apart from the WUC chairperson who is not active, he rarely attends group meetings. The rest of the members work well with them.
  - It would be good if at least all the wuc members are in the vsla as this would make planning and decision making easy. We have a lot of personal responsibilities thus it would be of advantage if we could conduct all activities of the vsla and the water point on the same sitting day but the fact that some of the wuc are not vsla members, this makes it hard to discuss matters of the water point /water fund.
  - What could be improved is that the chairperson should be replaced, and more sensitizations should be carried out for the community and WUC so that they know the benefits of the water source and how they should relate with the community.
11. What have been the challenges in managing the water fund?

- So far, they don’t have any challenges with managing the water fund, they are keeping it safe and members are contributing willingly.
  - We have not encountered any challenge in managing the funds for few months we have kickstarted the water users vsla (we haven’t incurred many expenditures or used the funds) but may be in time to come because currently the vsla members are paying well and the funds are well kept in the vsla box.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

**Motivation**

- Encouraging members to keep in the group and not harassing them when they fail to pay their loans.
  - Not harassing our members in situations where they fail to raise the loan installments and water funds but instead try to try and understand /get their views as to why they are failing to raise the funds.
- Introduce a new project in the group apart from savings and credits for example every member contributing an extra 1000shs in every group sitting to be given to two members to start a small poultry project at their homes.
  - Our members in the group are willing to save more but they have limited sources so if we would introduce income generating activities in the group this will improve their incomes and thus, they will keep in the group and continue saving for both personal use and for water.
- Continuous sensitization of members about the benefits of the savings and the water fund.
  - We as the executives we need to continue sensitizing or encouraging our members in every group sitting that is encouraging them to work hard in their respective homes so that they can boost their incomes.
  - Members realizing some benefits during the cycle other than waiting till the end of the cycle this will increase morale among the members to save more and keep in the group.
- Executives keeping safe members’ contributions and being trustworthy and hardworking.

**Threats**

- When members are not sensitized about the use of the water fund especially the non VSLA members.
- Non VSLA members that don’t want to contribute and yet they use the water source.
- If the wuc completely fail to collect funds from the non vsla members, this at some time will discourage vsla members to continue contributing as well. The vsla members in every meeting task the wuc to give report to the group from the non vsla members.

13. How and why have changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability

- The water is now available all the time unlike before the VSLA led water fund was introduced and we used to wait long distances to get clean water.

b. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members

- The VSLA group members are willing to contribute for the water fund but the majority non VSLA members are still refusing to pay, they keep saying that since the water source is functional why should they contribute towards the water fund.
- The previous way of contributions was done abruptly when the water pump breaks down, a lot of money was asked for and there wouldn’t be any accountability given for the money collected whereas currently the amount contributed is small, cumulative and planned for.

c. User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
   - The water quantity has increased, and they now trust the quality and can drink it directly minus first boiling it.
   - Currently the water source has been well sealed and there is no dirty water that flows into it and children no longer dump polythene bags and plastic bottles into it.
   - [there is timely maintenance of the source that’s why we feel the quality is good]

d. WUC relationship with the community
   - The relationship has greatly improved because now money is readily available for use incase of repairs and they no longer move to the community to collect money for repairs and be harassed when the pump breaks down.
   - Previously the wuc (local authorities) would get issues related to accountabilities of the funds but now days the community no longer have issues with the committee since the members now get the accountability in the group sitting.

e. WUC functions/activity
   - The water committee was nonexistent before the VSLA group
   - Currently its only the caretaker and the secretary who are active, they clean and maintain the water source, they give an update to the members about the water source during the group meetings.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
   - The members appreciated aquaya for the work it has done in their community and they request them to continue supporting and sensitizing them even after the one year project period.
   - Many organizations have implemented projects in our community, but they don’t do continuous follow-ups /sensitization of the community about the relevance of the new innovations brought in the community, but Aquaya has managed to conduct follow-ups and sensitization of the community members which has really increased morale or involvement of members in the community.
INTRODUCTIONS
The members introduced them selves and what they do for a living, they were 8 members in total, 3 are farmers, 3 are business owners, 1 a tailor and 1 a mechanic.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - They wanted to pool resources together to develop their community.
   - To get easy access to quick loans.
   - To share ideas with each other for self-development especially how to grow their businesses.
   - To get quick loans to pay school fees for their children.
   - To grow their savings.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?
   Benefits
   - He was able to get a quick loan and pay license for his business which he would not be able to do without the group.
   - One member got a loan and invested in her business which has helped her business grow.
   - One member was able to pay school fees for her children through the loan.
   Dislikes
   - Some members who fail to pay back their loans and yet this is members savings that has been lent to them.
   - We only have one member in the group whose loan is past due (3 months have lapsed) but we are trying all the recovery measures as a group to recover the arrears.

What could be improved
- A member suggested involving the local council authorities in case the member who defaulted fails to pay completely.
- Starting another project for the VSLA apart from the savings and credit like a small poultry project for every member.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   Likes
   - It has taught how to account for their money and how to plan for it.
   - The members pass books are recorded clearly so every member can track how much he/she has saved.
   - The VSLA has become responsible for the water source that was rehabilitated by aquaya.
   - There is transparency within the group for example if a member is unable to attend a meeting and sends her contribution through another member they find it recorded in their books.
   - The loan repayment period is 3 months unlike in other groups where they are required to pay after 1 month.
     o In other groups the loan repayment period is not fixed as long as a member clears his or her loan before the end of the cycle and this is one of the causes for very many defaulters in other vslas because this makes it hard to monitor the loans whereas in water users vsla the maximum
period is 3 months and everyone in the group knows it thus loan tracking or follow-up on repayment is easy.,
- Aquaya gave them the box and books for starting the group which they usually contribute for in other groups.
  - In this group we happened to receive the box and other items for free whereas in other groups executives over charge us while procuring the items.
- They have been able to know each other in the community through the group meetings.

Dislikes
Members stated that they haven’t encountered any challenges yet maybe they will come up in the future.

4. In your opinion, what could cause the water users' VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- Defaulters like the member who has failed to pay back his loan.
- Rumor mongering among the group members.
- Poor time management for meetings by members.
- Members not being trustworthy and responsible.

Note: apart from point number 1, the rest have not been experienced in the group yet.

How to prevent the above
- Fine late commers.
- Drop members who have failed to pay their loans.
- Reduce loan amounts being given to members.
- Compare the loan applied for with the members savings.
- Being each other’s keeper like members also following up on members who have taken loans and not only waiting for the executives to do this.
- There should be joint efforts in the group both at planning and decision-making stage. All the members to be actively involved in the in both mobilization of funds, disbursement and recovery of loans other than living it only to the executives.

5. How would you describe the relationship between group members? Why? (conflicts)
- Members relationship is still ok because they are working well with all committees. They have no disagreements yet.

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
- They mentioned that the committee has 5 members i.e. the chairperson, secretary, treasurer, key keeper and defense.
  - Chairperson: Mobilizes members and call for meetings, follow up to see if members have made their contributions, and those that have defaulted loans, inform members on what’s going on in the group. The chairperson loves his role and is doing it very well.
  - Secretary: writes minutes and updates members passbooks.
  - Treasurer: keeps custody of the box, signs for members taking loans and also those that are contributing.
  - Defense: makes sure there is order during meetings and that they are peaceful.

   a. What do you like about the VSLA leadership? What do they do well?
   - They are doing well, and they don’t have any complaints about their executives.
   - Our leaders are posting well all our transactions in our respective passbooks.

   Commented [KM39]: Allan
   Members were saying no challenges, but this looks to be a challenge to them.

   Commented [KM40]: That one defaulter can not make them disintegrate.

   Commented [KM41]: Do they currently do this?

   Commented [KM42]: Yes, the give fines.

   Commented [KM43]: Allan
   After dropping the members, do they still follow-up with arrears and at what stage do they drop the members?

   Commented [KM44]: After recovery, they would drop the member. They didn’t probe on when they would be dropped, like mid-cycle vs end of cycle.

   Commented [KM45]: So, they are anticipating issues to come up?

   Commented [KM46]: They will really see at the end of the year. They may come up, they all have expectations.

   Commented [KM47]: Just to confirm, this is what the participants said? Do they think the same of the other executives, or they really only mentioned it with the chairperson?

   Commented [KM48]: They only talked about the chairperson. They didn’t mention any other executive specifically. Hard to tell if this is just because he is the head, or if they really see him as performing above and beyond.

   Commented [KM49]: Anything more specific? For example, about financial management? Do they get reports? Or how they manage the group meetings?

   Commented [KM50]: The interviewer was probing and the members just said, yes, they do everything well. However, they did not ask about reports specifically.
b. What challenges do you have with the VSLA leadership? What could they do better?
- There haven’t been any disagreements or misunderstanding between the members and the VSLA executives, everything is still moving smoothly.

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- It’s used for repairs on the water source in case it breaks down.
- It’s also used for routine maintenance of the water pump when they happen to call a mechanic.
- From the start, we were told that the organization will play a role of rehabilitating the shallow well, but the maintenance is for the community.
- It could help get them a second water source in their community.

8. What have been the challenges and benefits of establishing the water fund?
- There weren’t any challenges about establishing the water fund because the members joined the group willingly knowing about the contribution to the water fund and they are very happy about the clean and safe water they are getting now.
- Before we joined the group, we were clearly told the purpose of the water users VSLA so we were not forced to join the group that is everyone joined willingly thus we didn’t have any challenges.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund.
   **Motivation**
   - The non VSLA members should be encouraged to contribute for the water fund just like the members are doing.
     - “We lose morale contributing the water funds when we see our fellow colleagues who are also fetch water from the very source not paying the funds.”
   - It’s a group bylaw and so people must contribute to the water fund if they are to continue being members.
   **Threats**
   - If non VSLA members totally fail to contribute but continue accessing the water source, this will in the long run discourage the VSLA members from contributing.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
a. Handpump reliability
- The hasn’t been any change, the availability of water at the source before the VSLA led water fund was introduced is still the same today.

b. User payments (attitudes and actual contributions)- VSLA and non-VSLA members
- The VSLA members welcomed the idea because they had already been sensitized about its benefits but the non VSLA members mentality hasn’t changed because they refuse to understand why they should contribute money when the pump is functional.
- The actual contributions currently have increased because members come to the meetings having it in mind that they must contribute for the water fund unlike those past days when they used to be forced to pay.
- Some non VSLA members contribute for the water fund while others don’t because they think the money being collected is to be shared amongst the group members.
  - The misperceptions from non vsla members about water funds derives from lack of sensitization (others missed the sessions about the water funds in the community) but for us members who were sensitized, we clearly understand the purpose of the funds.
There also community members that are asked to contribute for the water fund and yet they don’t access the water source.

c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
   - The water quality is good, and the quantity is also okay. It has been clean and safe even before it was rehabilitated.
   - “Some of us in the community we send our little children to collect the water from the source thus we may not clearly describe about the quantity, but the quality is good.”

d. WUC relationship with the community
   - The working relationship between the WUC and the community is still as it was even before the water fund was introduced. they don’t have any problems with the community members.

e. WUC functions/activity
   - Their work has increased since they do monitor the water source on a weekly basis and before they never used to clean the water source but now they do.
     - “Previously sanitation around the source was worse but now days the wuc is playing a very big role in ensuring that our source is ever clean.”
   - Currently the money is collected in a group, so their work has been made easy because in case of any repairs needed they don’t need to first move around the village because the money is already available.
   - Members appreciate the caretaker because he monitors the water source and maintains it clean.
     - “He does not ask any kind of compensation from the community members.”

ANYTHING ELSE
11. Is there anything else you would like to tell us?
   - if the money contributed for the water fund increases is it possible for aquaya to connect tap water for them in their homes.

They appreciate aquaya for rehabilitating the water source and sensitizing them into starting the VSLA
   As an area chairperson, I would like to appreciate the good works done by aquaya in rehabilitating and sensitizing my community members. Some political leaders previously came and wanted to rehabilitate the source, but I stopped them from working on it because aquaya had showed interest in rehabilitating our source. However, I advised them to construct new source somewhere else but they refused and the community members were angry about my decision, but in the shortest time possible aquaya worked on it and am now getting feedbacks from my community members that, I really made a wise decision because currently they are benefiting a lot from the water users vsla and with that I am pledging total commitment for the sustainability of our water users vsla and the water point.
INTRODUCTIONS
The WUC executives introduced themselves and what they do for a living. They are 5 members on this committee and all of them are farmers.

Chairperson: He organizes meetings and works at the water source if need arises.

Treasurer: She notes how much has been collected by the VSLA members and collects contribution from non-VSLA members in the community.

Secretary: She writes minutes during group meetings.

Care Taker: To take care of the water source and ensure its cleanliness all the time.

Vice Chair Person: She takes care and monitors the water source.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [WUC member] for this water point?
   - Chair person has been serving as a secretary for 15 years before being elected as a chair person.
   - The caretaker has been a care taker for 1 year.
   - The treasurer, vice chairperson and secretary for 6 months.

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - The chairperson works on the water related duties 6 times in a month, 2 times at the water point and 4 times for meetings.
     - The 2 times I check on the functionality and cleanliness of the source and the 4 times am in the vsla meeting but conducting activities in line with our water source like collecting and counting water funds from the vsla members.
   - The caretaker checks and monitors the water point daily since it’s in his land.
   - The treasurer works monthly where he gives a report to the group members and collects money from non-VSLA members.
   - Secretary and vice chair person meet 4 times in a week especially when there is a meeting.

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   Likes
   - The chair person likes the trust he gets from the community members who trust him and pay their water fund contribution to him.
   - Ensuring that there is clean water in his community.
   - The VSLA brings them together as community members and they discuss ideas that can develop their community.
   - The easy access to clean and safe water that is in his land.
   - The assurance of always having funds for repairs incase of a break down.
     - Now some community members are collecting the water funds, and this gives us confidence that we can work on our source since whenever we encounter a break down.
   - The community knowing them and trusting them.
   - The vice chair person stated that her role has helped her to gain confidence of expressing her self in public which she used not to have.
4. What do you dislike about being a caretaker or WUC member for this water point? Challenges.

**Dislikes**

- Disturbance from the nonmembers who refuse to contribute for the water fund, they claim aquaya has already worked on the water source and its functioning well so there is no need to contribute.
  - I go out there to collect the water funds and sometimes I am insulted a lot, some community members use abusive language, but I continue doing our job because I have the passion to serve my community.
- Children who over hit the water pump which make a lot of noise for him and he has to move frequently to the water source to stop them.
- Non-members who refuse to contribute but instead send other people to collect for them water and pay them.
  - When we be serious (monitor closely) on non vsla members they tend to trick us sometimes, they send other people (vsla members who have paid the water funds) to collect water for them and sometimes they do the fetching when they know we are also doing our personal duties. All this is done to dodge paying the water funds.

5. What motivates you to perform your duties?

- Reduction of water related diseases in the community since people now have access to clean and safe water.
- The VSLA group that was formed out of the water source.
- The training and sensitization they get from the VSLA meetings like keeping their homes clean.
- The water source is always kept clean and **who goes to fetch water goes with a clean jerrycan**.

**WATER FUND**

6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - Before the water fund the community was hard to mobilize in case of a break down but now they have money available to pay people to work at the water source.
      - The VSLA members know that they are supposed to contribute for the water fund and they plan for it monthly and contribute willingly.
      - The actual contributions have increased, and money is readily available if needed since now the contributions are planned for by members and its not abrupt like it was before.
        - The chairperson; However, our contributions are still small given the costs of maintaining the handpump but generally contributions have greatly improved among community members especially the vsla members and some few non vsla members.
      - Majority of the non VSLA members don’t want to contribute for the water fund because they think its only the VSLA members that are supposed to contribute given the fact that they are the ones who benefit from the VSLA. They also stated that only 6 non VSLA members have contributed for the water fund willingly.
      - Some non VSLA members think that their money will be miss used hence they don’t want to contribute.
      - Some nonmembers say that aquaya rehabilitated the water source and it will still repair it in case it break down.

   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - Previously the flow of water would reduce but now it flows freely through out because they cut down some trees around the water source that were affecting it.
- Previously the water was dirty with a bad smell because it was not covered well and now its sealed, children cannot throw in dirty things and play with it.
- The quantity has increased since it was drilled deeper and now there 3 out lets instead of the 2 they had previously.
  The caretaker: there was onetime when I was asked by some water users in the community that is water safe for drinking or they must first boil it and I did not have a clear answer.
  "Me as the chairperson, I clearly know however much water is treated, it has to be boiled for it to be safe for drinking."
  The previous type of shallow well had a manhole and some people used to open it and dump dirty items in well but now it’s completely sealed.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement
   - Their relationship with the VSLA executives is ok and money collected from VSLA members is done openly in their presence and they too take note of it.
   - The VSLA members collect more money than what the WUC collects from nonmembers in the community which they are not happy about.
     - "Sometime the vsla members are tough on us for collecting little contributions from the non vsla members but which is a good thing because it encourages us to put in more efforts."
   - Some non-members like the elderly in the community are willing to contribute for the water fund but their resources don’t allow them to.
   - They are requesting for another water source in the community.

   - The water contributions being collected may be used for other projects like buying chicken for each member to rear in case the money accumulates.
   - They have learnt record keeping in the group and in their personal businesses.
   - The availability of clean and safe water has taught them to work hard and keep saving and contributing for the water fund.

   - They don’t have any dislikes yet.
10. How does the community feel about the VSLA-led “water fund”?
   - The non VSLA members say that the water was worked on by aquaya so they don’t understand what the 1000shs water fund contribution is used for.
   - The non VSLA members in the community admire the members in the VSLA since it has taught them how to save.
   - Some community members who understand the benefit of clean and safe water appreciate it.
   - It has encouraged the youth in the community to work hard and save.

11. Can you please explain how you know when the pump needs maintenance?
   - They said when they have a problem they will inform Allan and the VSLA chairperson and then decide on calling the water pump mechanics.
   - They have currently planned to call a mechanic for routine servicing before it breaks down.
   Note: Since they have not had any break down they seem not to understand this question well.
   As a wuc we still have a knowledge gap in knowing when the pump needs repair though we had a training with the mechanics but however, we had a plan of calling the handpump mechanic to come and assess the condition of the pump and do the service.

12. What is the process when repairs are needed?
   - In case of any problem they will call Allan and a hand pump mechanic to come and check on the water, he will tell them what the problem is, and the cost involved, then they will call for a meeting with the VSLA executives. The VSLA executives will write a request and record expenditure and give the mechanic a go ahead to work on the problem.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
   - Open the access road to the water source to allow cars to reach there.
   - Do other projects with the money being contributed for the water fund like poultry and the resources got from their can be used for repairs of the water source.
     - When we improve on our incomes, we won’t find any challenge in contributing the water funds and this can be achieved by integrating income generating projects in our group like poultry keeping.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
   - They request to be advised on what they should do for the non VSLA members who don’t want to contribute for the water fund.
   - They appreciate aquaya for the good work they have done in their community and requested for a second water source.
   - They request aquaya to help them with funding their planned projects for example the poultry and piggery project, acquiring chairs for hire.
Community: K1
FGD type: VSLA executives
Participants: female- 4, male- 1

INTRODUCTIONS
The VSLA executive members introduced themselves alongside their primary sources of income; all the 3 members do farm as a primary source of income.

Treasurer: She collects money and takes custody of it.
Secretary: He takes minutes during the meetings.
Group Accountant: He audits the group financial books.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
     Secretary: He is also a secretary in the KADIFA group.
     Treasurer: She once served as a treasurer in the KADIFA group.
     Group Accountant: He also served as a secretary in another VSLA group

2. What do you find most challenging about your roles and responsibilities?
   - The savings being contributed are not enough to satisfy members needs for loans.
   - Loan approval: “we (executives) are finding difficulties in approving the loans requests forwarded to us by the members due limited capital and this greatly affects us in decision making.”

3. What do you find most rewarding about your positions?
   - Being trustworthy and earning respect from the community is rewarding to them.
   - They have created friendship in the community.

4. What motivates you to perform your duties?
   - Seeing members borrowing from their savings and investing it to develop themselves.
   - Availability of clean and safe water motivates and brings them together as a community to discuss issues and find solutions to them.
   - The interest earned on loans; The group secretary clearly stated that the interest earned on loans motivates him to work as this is real business.
   - The group being registered; According to the group accountant, their group is now well known at the subcounty level. “I can relate freely with the LC3 since he knows the group very well”.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   Likes
   - They have available water because of the water source.
   - There is respect for each other and transparency in this group as compared to others
   - The VSLA group has made the community accountable and responsible for the water source, they feel they own it and take good care of it.
   - The waters users’ VSLA received trainings from external people (aquaya and the subcounty attendants) at the beginning of the cycle whereas other vslas in the community, members use the few basics they know to kick start vslas.

Dislikes
- The VSLA members being the only ones contributing whereas the nonmembers are also using the water.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- The VSLA is performing well and all members are saving though the money saved is still little and members try to follow the group bi-laws.
- There no conflicts in the group, members are still in good terms.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?
Disintegration causes
- Members not paying their loans on time.
- Non VSLA members not contributing for the water fund.
- Lack of trust amongst the executive and group members.
Preventions
- Don’t give out a higher amount of money for a loan than what a member has saved.
- Aquaaya to continue sensitizing and supporting them in their work.
- Members should attach security for loans taken.
- Requested Aquaaya to give a loan to support their group which they will pay back on terms agreed upon.
- Leaders (at subcounty level) attending to group concerns/ complaints whenever raised

WATER FUND
8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last withdraw was 30,000shs
- It was used for servicing the water pump
- The WUC called for a meeting with the VSLA executives where the secretary raised a request which was approved by the chairperson and presented it to the rest of the members who also approved it.

9. Other than what you just described, what are the contributions to the water fund are used for?
- Buying cleaning items for the water source.
- Reparing the fence and any other repairs related to the water source.
- The money is only kept for conducting activities related to the handpump nothing else”

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- There has been no conflict or disagreements with WUC and the relationship is okay.
- When it’s time to handle issues concerning the water source, the WUC is always available.

11. What have been the challenges in managing the water fund?
- The non VSLA members failing to contribute for the water fund and being disrespectful to the WUC members.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund
Motivation
- Members being patient and understanding the benefits they get from the water being near them.
- The executives taking time to sensitize the community about the benefits of clean and safe water and the importance of the water fund.
- Group growth: If the members realize many benefits from the group, this will make them stay in the group and other non vsla members will be attracted to join and eventually contribute the water funds
**Threats**

- Non VSLA members misusing the water and mishandling the water pump and yet there not contributing for the fund.
- Having weak community leaders especially the village Local council and the VSLA executives.
- Weak leadership both at vsla and community level: leaders who don’t act whenever a concern is raised to them

13. How and why have changed since the VSLA-led “water fund” was introduced?

  a. Handpump reliability

     - The water is clean and safe but not reliable especially during the dry season, there is a rock blocking the water from underground.

  b. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members

     - Contributions for the water fund are paid on time by the VSLA members and money is always available for repairs in case of break downs.
     - The community attitude towards the water fund has changed.
     - Non VSLA members believe that aquaya gives the VSLA executives money to do repairs and that’s the reason why they are refusing to contribute for the water fund.

  c. User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)

     - The water is now safe because its treated using chlorine.
     - The water is now available, but it gets finished when the number of people fetching it is high.
     - The community has accepted the presence of chlorine in the water because they now understand its importance.

     - “In our community, members from other neighboring communities which have other functional sources walk long distances to collect water because of chlorine”

  d. WUC relationship with the community

     - There is no respect for the WUC members from the community especially the non VSLA members, there always having conflicts with them.

  e. WUC functions/activity

     - They said their functions have not changed in any way and they’re still working well.

**ANYTHING ELSE**

14. Is there anything else you would like to tell us?

- They are requesting aquaya to provide them with a uniform for their group.
- Aquaya to give them a credit fund with little interest to support their VSLA group.
- They also requested for a training to sensitize their community on the benefits of clean and safe water.
- They appreciate aquaya for the good work they have done in the community and they pledge to continue working with them.
- “We(executives) find it hard to sensitize our fellow community members about the water funds and according to the community setting , we believe it’s only the external people who can work on the mindset of the rest of the community members.”
- Sensitization of the non vsla members: according to the executives if there is massive sensitization of non vsla members by external people about the water funds, this greatly improve on the attitudes and actual contributions among water users
Introduction

Members introduced themselves and their primary source of income; they were 8 members, 7 are farmers and 1 a business man.

General

1. Why did you decide to join the VSLA of water users for the study handpump?
   - We joined to maintain our clean and safe water source.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?

   Benefits
   - It helps us to get quick loans.
   - It has helped us learn to save our money.
     - “My wife and I did not know anything related to savings, that is how and where to save our money but now we save for our family.”
   - We enjoy clean and safe water from our water source
   - Community members have learned the importance of clean and safe water.
   - “previously we were not bothered with our source but after joining the vsla we always discuss on issues concerning our source”

   Challenges
   - Member contributions towards savings are little compared to the need for money.
   - Non VSLA members who don’t contribute for the water fund and mishandle the pump.
   - Frequent conflicts with no VSLA members who are not willing to contribute for the water fund.

   What could be improved
   - They hope to get another water source to decongest the current one.
     - “The source has too many water users and even other come from the neighboring communities, If we could be able to get another source this would greatly eliminate scenarios of people failing to get water in the dry season.”
   - Digging the well deeper to solve the problem of water disappearing during the dry season.
   - Sensitizing members and nonmembers on the benefits of clean and safe water

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

   Likes
   - It has helped them to get clean and safe water in their community.
   - It has helped them learn to save money and access quick loans.
     - “we are in other groups which pool money only to cater for uncertainties like funeral costs but in this group, we are able to get loans for our own personal development”
   - They like the fact that aquaya comes to meet and sensitize them.

   Dislikes
   - Non VSLA members accessing the water source without contributing for the water fund and making the members delay at the well.
4. In your opinion, what could cause the water users' VSLA to disintegrate? What would help prevent this from happening?

**Causes of disintegration**
- Members defaulting their loans
- Corruption amongst the executives i.e. favoritism among the members.
  - "The executives now are doing well but in case in future they change on how they operate and act in any way which is not good, this will automatically cause the group to disintegrate.
- When a member needs money but it's not available because it has been given out as loans.
  - "members have a tendency of leaving one group and join others when their needs are not satisfied especially access to loans"
- If there are no new projects being done by the group apart from saving.

**Improvement**
- Increase the amount of money contributed for saving.
- Members keeping times during the days set for meetings.
- They requested for a cheap loan from aquaya which would help them boost their saving and be paid back in 1 year's time.
- If we could come up with other projects in our group which are income generating to boost on our capital.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship is still good, all members are cooperative, and they don't have any conflicts.

**VSLA LEADERSHIP**
6. Please describe the roles and responsibilities of VSLA executive committee.
- Members said they understand the roles and responsibilities very for example they said the treasurer gives them a financial report every time they have a meeting.
  
  a. What do you like about the VSLA leadership? What do they do well?
  - They are good mobilizers.
  - They are hardworking and trustworthy.
  - They try to consider everyone's loan application without bias.

  b. What challenges do you have with the VSLA leadership? What could they do better?
  - They said they didn't have any challenges and recommended that they should continue doing their work as they have been doing.

**WATER FUND**
7. Can you please describe what the contributions to the water fund are used for?
- They are used for repairs on the water pump in case it breaks down.
- As a community we decided to start contributing the water funds so that we stop relying on government and politicians to work on our source. "For the last 6 months when our source was nonfunctional no one came out to help us not until aquaya rehabilitated our pump"
- In case the contributions increase, they plan on getting another water source for their community.

8. What have been the challenges and benefits of establishing the water fund?

**Challenges**
The only challenge is about the non VSLA members who refuse to contribute for the water fund.

Benefits
- When their water pump got spoilt it was repaired on time compared to the previous experience where they spent 6 months without it being repaired,
- “The last time we encountered a breakdown it was worked on very fast and no one was contacted to contribute for repair”

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund.

Motivation
- They have hopes of getting a second water source.
- Sensitizing other non VSLA community members about the benefits of having clean and safe water so that they can start contributing for the water fund.
- Executives encouraging members to contribute the water funds on time.
- Good leadership who are trustworthy

Threats
- If executive members start misusing member’s savings.
- Members defaulting the loans taken.
- The children of VSLA members failing to get water because of the non VSLA members who are not willing to contribute.
  - Given our source is seasonal, seeing members who are not contributing the water funds getting water and for us members who are contributing miss out or hustle to get water
- Failure to repair the water pump on time and yet there is money available for repairs.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability
- The water source is available and its near and our children don’t have to walk to very far places to get the water.

b. User payments [attitudes and actual contributions]- VSLA and non-VSLA members
- Non VSLA members are still reluctant to contribute money for the water fund.
  - “Some vsla members contribute because its bylaw.
  - Accountability for the water funds has really improved, previously there was no accountability given to the community.
  - The actual contributions have improved and increased especially the contributions made by the VSLA members of 1000shs per month.

C. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The quantity has improved, the flow has increased because the children are now restricted from wasting the water.
  - Since the community now know there is an active wuc committee , there are limited cases of mishandling the pump(bad pumping habits ) and cleanliness around the pump has really improved.
  - The bad smell has disappeared because of the chlorine and the water source is well sealed and protected from the dirty water flowing into it.
  - People are now used to the chlorine although it still smells in the water.
  - After fixing the chlorine now community members use it for essential purposes only and avoid wasting it.
  - “ We haven’t experienced any healthy issue in the community”

Commented [KM35]: Allan: how? Did the members give more light on how they are to achieve it?
Commented [KM36R35]: They said if the water fund accumulates, they can use it. But they also talked about Aquaya giving them another source.

Commented [KM37]: Could you please clarify? I am not sure what this means.
Commented [KM38R37]: Sometimes there are very long lines and the children go home without water.

Commented [KM39]: What is their attitude about contributing? They do it but with some reluctance, or they really see a purpose for the water fund?
Commented [KM40R39]: The VSLA members really see a purpose, but the non-VSLA members do not.
d. WUC relationship with the community
   - The community has a good relationship with the WUC and they are doing their work well.

e. WUC functions/activity
   - The water user committee is now on ground because they keep monitoring and maintaining the water source on a daily unlike previously when they used to be dragged to do their work.

ANYTHING ELSE
11. Is there anything else you would like to tell us?
   - They appreciate aquaya for the good work they are doing in their community.
   - They requested aquaya to come and help to sensitize the community on the benefits of clean water and on how to develop their community.
   - They also requested aquaya to give them grants to support their VSLA group.

Commented [KM41]: This seems to contradict the what the executives said. Do you think these members just didn’t want to say something negative?

Commented [KM42R41]: They understood the question as their own relationship with the WUC. They were referencing the VSLA members’ relationship with the WUC.
INTRODUCTIONS
The members introduced themselves by mentioning their names and what they do for a living. All the 5 WUC members are farmers.

Chairperson: The chairperson mobilizes the community for meetings related to their water source. He also monitors the water source.

Treasurer: She collects money and keeps until she hands it to the VSLA executives.

Secretary: The secretary takes minutes during the meetings.

Defense: He also monitors the water and cautions anyone who misuses it.

Care taker: She takes care of the water source and cleans around it. "We had to also elect defense on the wuc to support the caretaker". The caretaker is a lady, and the water users tend to disrespect her sometimes.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - The caretaker has been serving in this role for the last 20 years.
   - The secretary has been serving in this role for the last 4 years.
   - The chairperson has been serving in this role for the last 8 years and previously he has been on the village health team.
   - Treasurer has been in the position for 6 months.
   - Defense has been there for 8 years

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - The caretaker monitors the water source daily.
   - The Secretary works 2 times a month when they converge for meetings.
   - The chairperson monitors the water source 4 times in a month.
   - The treasurer also monitors the water source 3 times in a month.
   - Defense works closely with the caretaker and checks on the water source daily.

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - Access to clean and safe water
   - Improved on their health, they no longer suffer from water related diseases frequently.
   - It has introduced them to VSLA group where they save their money and can access as and when they need a loan.

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - The caretaker frequently gets conflicts with parents (Non-VSLA members) whose children play and mishandle the water pump.
     - "I have had a number of issues with the community while trying to ensure good fetching habits at the source that is when I stop children who mishandle the pump from collecting water, they go back home and inform their parents who instead of listening to me as to why I have denied their children getting water or grabbed dirty containers, they start abusing me badly"
Some community members insult them and yet they are not being paid for this work.
- We dedicate a lot of our time for our source and we are abused several times by the community members but in the end no compensation at all.

5. What motivates you to perform your duties?
- Caretaker, the water is near her home and this saves her time which she would have spent on collecting water from a far source.
- Secretary, they now have clean water and their children are safe and healthy.
- As members they benefit from the savings they contribute to the VSLA in terms of getting loans as and when they need it.
- They are confident that they can access money for repairs in case of break down of the water pump therefore they are assured of a constant flow of water.
- “when we encountered a break down last time, we approached the vsla and informed them about the breakdown, they gave us the money and the issue was fixed very fast.”

WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
- People now contribute to the water fund willingly and now appreciate the benefits of the water fund especially the VSLA members.
  - Me as the chairperson am seeing a great improvement (actual contributions have increased), previously community members used to chase us from their homes when we would move around to collect money for repairing the source but now days water users in the vsla are self-driven “they contribute for their personal savings and for water”.
  - People are now confident that their money is safe with the VSLA executive committee.
    - Previously the water funds would be kept by the treasurer and due to the irregular contributions (collecting funds for repair would take a long time), the treasurer also ends up mishandling the funds and when we would ask for the funds to do the work you find he/she has already used it thus the community gets angry because we would not do the repair. But currently the funds are kept in the vsla box which has padlocks and keys kept by the different people thus the community feel their contributions are safe.
- The non VSLA members have not yet accepted the idea of contributing the water fund and yet they want to use the water source.

b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The water quality has improved, and quantity increased because it was well constructed and treated with chlorine, however some members were hesitant about the change in quantity, they claim its still the same because during the dry season the water dries up.
- They don’t have any bad complaints about the chlorine, they appreciate it since now the water is safe and clean.
- The number of water users have increased “other cross from neighboring communities to collect water” and we are getting feedbacks from them that water is extremely good for human consumption. And this has greatly affected us since our source is seasonal sometimes, we get difficulties with the quantity because of too many water users (the water level goes down in the dry season).

c. Your relationship, as a [caretaker] or [WUC member], with the community
- They said apart from the non VSLA members that they keep conflicting with about mishandling the water pump and water fund contributions, their relationship with the community is okay.
  - We have encountered hatred with some community members while trying to execute our duties but others appreciate our work done.

  d. [WUC] Your work as a WUC members
  - They said their work is still the same as before.

e. [caretakers] Your work as a caretaker
  - She also said her work has remained the same as before.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement.
  - The WUC members have a good working relationship with the VSLA executives and that they support them to continue doing their work.
  - While in the vsla meetings, vsla executives encourage members to contribute the water fund which is simplifying our work to mobilize the water funds.
  - They have no challenges they face working with the VSLA committee.
  - They requested if it’s possible to be given a grant to grow their VSLA group.

  - The VSLA helps them to get quick loans to solve their family problems.
  - Money is always available for repairs incase the pump breaks down.
  - The clean water source has helped them to improve on their health since they no longer frequently suffer from water borne diseases.

  - Failure by non VSLA members to contribute for the water fund and refusing to join the group and yet they use the water source.
  - We the wuc have several times reported the nonpayment of the water funds among the non vsla members to our local council authorities but they don’t do action and this has greatly affected our morale to mobilize the water funds in the community.

10. How does the community feel about the VSLA-led “water fund”?
    - Some community members comment that the VSLA members who contribute towards the water fund have excess money to waste.
    - Some community members still wonder what the water fund contributions are being used for.
      - The non vsla members have the perception that if they happen to contribute water funds, the vsla might easily use it for lending purposes.

11. What recommendations do you have for improving the VSLA as it relates to water system management?
    - They suggested that the community members who have refused to contribute for the water fund should not be allowed to access the water source.
    - Local authorities should work closely with the wuc especially on the enforcement of water fund payment among non vsla members.
    - Identifying the non VSLA members who don’t contribute for the water fund and have them sensitized.
    - Buying a padlock and closing off the water source to keep away the noncontributors from accessing it.
ANYTHING ELSE

12. Is there anything else you would like to tell us?

- They requested that the amount of savings being contributed by members be increased to serve member’s needs.
- They requested aquaya to provide them with uniforms for the group.

Commented [KM60]: Allan: Has that issue ever been raised in the respective group sittings and if so, what were the reactions?

Commented [KM61R60]: They have not raised the issue yet.
Community: K2
FGD type: VSLA executives
Participants: Female-01, Male-03

INTRODUCTIONS
Members introduced themselves;
The chairperson is a teacher, the secretary owns and rides a boda boda, the treasurer is a farmer, owns a hardware business and the loan officer is a veterinary officer and owns a veterinary shop.

Chairperson: organizes meetings, advises group members and lobbies for the group.
Secretary: writes minutes during group meetings and updates members pass books and group books.
Treasurer: keeps members contributions in the box and confirms if it has been recorded well in the books.
Loan chairperson: assess members before loan disbursement and follows up on the members who have taken the loans. During my follow-ups, I alert members about their due dates, get feedbacks from members for poor loan repayments and additionally, I check on whether the members have registered any progress for the loans taken.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The loans chairperson has been a chairperson in another VSLA for 5 years.
   - The treasurer was a treasurer in another group for 2 years.
   - The secretary has been a secretary in another group for 5 years.
   - The chairperson has been a secretary for another VSLA for 29 years. We have even bought a plot in the trading center and we are planning to put up rental houses.

2. What do you find most challenging about your roles and responsibilities?
   - The chairperson said he also gets the same challenge with the group having a small loan capital and he also talked about having members who don’t want to respect them as executives. This is because some members haven’t had an experience of being in a group and they don’t know how they are supposed to respect leaders, but they are teaching each other on how things should be done. Members don’t keep time for meetings and yet the chairperson arrives early which forces him to wait, he sees this as a sign of disrespect.
   - The secretary said the group has many members (92) and he is supposed to make records in the big book and in the passbooks, it takes a lot of his time because members some members come late for the meetings. We have issues allocating the little loan capital. some members who miss out for loans on the sitting day, they talk bad about us in the community that we are not transparent at all.
   - The treasurer also has the challenge of small loan capital in the group and requested that they be allowed to use the water fund contributions to top up on the loan capital instead of it being kept idle in the box.

3. What do you find most rewarding about your positions?
   - The loans officer now knows most members in the community and has gained respect from the community. Some group members respect my advice while assessing them for loans.
   - The chairperson says what he finds most rewarding is that he has gotten to know the community members and learnt how to interact with people which has really improved his leadership skills.
   - The secretary said his position has helped him to learn how to save, record keeping and has also gained respect from the community because he is a leader.
- The treasurer said what she finds most rewarding is the members trusting her to keep the box without any complaints.

4. What motivates you to perform your duties?
   - Secretary says what motivates him is the way his saving culture has improved and the easy access of loans from the VSLA which help him to solve his household problems, and the he has hope that he will get his savings at the end of the cycle also motivates him to continue performing his duties.
   - The chairperson is motivated by the developments in their VSLA for example the plastic chairs project using the welfare contributions, he also got a loan to start a small home project for goat and poultry keeping. He also added that what motivates him is that aquaya had their group registered and now they have a certificate. At first I had issues convincing the group members to use the welfare fund for buying plastic chairs but the good thing majority supported my idea and we bought the chairs. Though up to now some members in the group go out talking bad about me that I used their money but me generally I was happy with the achievement and am motivated to keep serving the group.
   - The treasurer said what motivates her are the follow up visits done by Allan who encourages them and guides them on how they should manage the group.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   - Likes
     - The chairperson said what he likes is the clean and safe water that was brought about by this VSLA which he enjoys together with his family something that isn’t in the other groups.
     - Secretary said what he likes is how the records are kept in this group, members can easily understand their contributions which isn’t the case in the other groups where they use stamps in members books. In this group we record loans both in the cash book and in the members passbooks but in other groups, we normally record loans in the cash book only.
     - The loans chairperson said what he likes about this group is the sensitizations at the district level and the frequent follow ups from aquaya whereas in the other groups are founded on the village level and there no sensitizations and follow ups from outside the village.
     - The treasurer says in this group she was given a box to keep safe members contributions whereas in the other group they used to keep the money without the box which was very risky.
   - Dislikes
     - The group has many members which makes it hard to manage them for example some members claim that the executives favor some members over others which discourages the executives but for the love of the group they are working hard to see that they work well with all the members.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
   - Performance is fair because;
     - People haven’t learnt much about personal savings, they are not saving well for the future but the performance on shares is good.
     - The group hasn’t encountered any defaulters, members are paying back there loans well and they also attend meetings.
There was a misunderstanding/disagreement between members and executives about the issue of buying plastic chairs for the group, members wanted to first buy water tanks. With time they kept telling them about the need of having plastic chairs and the majority agreed.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- If members default on loans taken.
- Poor record keeping by the executives.
- Misuse of funds.
- If the chairperson works alone without involving the rest of the executives.

**Note:** the group hasn’t experienced any of the above.

**Prevention**
- Chairperson: Continue having meetings and updating members about group operations. We should try as much as possible to instill a culture of ownership among our members, they should know its their group not leave everything to the leaders.
- Loans officer: Give members loans that are worth their savings.
- Secretary: Encourage members to develop a personal saving culture because if one has personal savings, they can use them to pay off an outstanding loan.
- Secretary: Ensure that members pay loans monthly to reduce on the outstanding loan so that by the end of the loan repayment period a member will have completed the loan.
- Chairperson: Ensure that the constitution is well understood and followed by both members and executives.

**WATER FUND**

8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last withdrawal was on 17/4/2021, 35,000ugx was withdrawn and used to buy materials for constructing guards for the water pump and 2 screws for tightening the pump.
- The WUC members informed the VSLA chairperson about their need and they also came with a written claim showing how much they needed for the work and they presented it to the committee who approved it and released the money to the WUC members, the WUC members signed in the books acknowledging receipt of the money and the VSLA executives verified the materials that were purchased the work done at the water source.

9. Other than what you just described, what are the contributions to the water fund are used for?
- Secretary: For repairs in case the pump breaks down.
- Secretary: To do routine servicing on the water pump so that it doesn’t break down.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- Their working relationship isn’t a bad one but the WUC wished that since they have a treasurer, she should be the one to keep the money contributed for water fund, but the chairperson told them that they have only one safe and told them the money will be kept there since they are sure that the money is safe and available.
- The chairperson said he thinks the WUC isn’t confident enough to ask the non VSLA members for water fund contributions, he said he once ordered them to go into the community and that’s when they brought 3000ugx worth of water fund contributions and that’s the only contribution that they have so far collected from them. The VSLA executives haven’t given the WUC support as they go to the community to collect water fund. Chairperson: Members on the wuc committee fear to approach the
non vsla members and collect water funds from them. I told them to compile a list of non vsla members who refuse to pay the water funds so that I can forward it to the subcounty authorities.

- The WUC is now compiling a list of all the non VSLA members who don’t want to contribute for water fund so that they can give it to the CDO and request for support on how they can bring them on board.
- They also said that the LC1 chairperson who is also a member of the VSLA hasn’t given them any support about the non-members who don’t want to contribute for the water fund. Secretary: the area lc1 is our group member but he has not done any work to support the wuc to collect the water funds from non vsla members. Additionally, one time we reported to him that some members from the neighboring community also use our source and are not paying the water funds. We requested him to cooperate with his fellow lc1 of that community so that we can also collect water funds from those members but up to now he has not done anything.

What could be improved

- The VSLA executives think that if the WUC gets some small monetary motivation, they will be able to perform their duties well. Chairperson: One time when I requested the wuc to go the community to collect water funds from the non vsla members, they asked for the facilitation to enable them to move around the community. They said that they should be given some small appreciation (money) to motivate them to do the work.

11. What have been the challenges in managing the water fund?

- Secretary: The only challenge is with the non VSLA members who don’t want to contribute for water fund and yet they are happy about accessing clean water. They claim that in the past they have been collecting money without them seeing any work done on the water source, and now that aquaya repaired the water source without asking them for any money they think the WUC just wants to eat their money. They say why should they contribute when the source is functional? ”surely, non vsla are very complicated to mobilize water funds from them.”.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation

- Executives should lead by example i.e. they should always be the first to contribute the money.
- Secretary: Since the water source is still functional and the money hasn’t been used yet, the water fund contributions should be used to do something visible for the group so that members are encouraged to continue contributing instead of just keeping it in the box. For example, get part of the money to add on there welfare fund to buy more plastic chairs for the group. This will encourage even the group members who are non-water users to continue contributing.

Threats

- If members don’t get accountability of their contributions.
- If the water fund contributions are kept idle. Treasurer: According to me, you might find some members in the group having a perception that we used the water fund because we don’t talk about it while in the group meetings.

13. How and why have changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability

- Previously they would get water from an open well with dirty water because they used to collect money for repairs from the community members and the pump would just function for a few days and break down again but now it’s easy to get clean water because the water pump was constructed well by aquaya.

b. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members

Commented [KM23]: Has there been any progress on this?
Commented [KM24R23]: No progress on this. They have not compiled the list.
Commented [KM25]: Did they propose where this money should come from?
Commented [KM26R25]: From the water fund. They ‘fear’ this money. It is like they need Aquaya to give them authorization to use the water fund. They don’t have sense of ownership over the fund (this has come up in other groups as well).
- Previously community members wouldn’t get accountability of their contributions which made it hard for some members to contribute, but now members contribute willingly because they are sure that their money is safe available and can easily access if needed for repairing the hand pump.
- The actual contributions have now increased because majority of the community members contribute willingly whereas in the past the number of community members who would contribute was small and they never used to get accountability for it.
- The non VSLA members don’t want to contribute claiming aquaya repaired their water source and there is no need of them contributing.
- Secretary: Our community previously was very hard to mobilize for any community work but given now members are in the vsla, mobilizing them is easy and they are willing to work without being forced.

User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
- Previously they used to get dirty water from the spring well because the water source wasn’t maintained, and it was spoilt at all but now they get clean water because the water pump was well constructed, and they keep cleaning it every week.
- Secretary: The water quantity didn’t change, it has always been much.

WUC relationship with the community
- There hasn’t been change in the relationship between the WUC and the community, previously the WUC wasn’t active but now its active and community members respect it especially when they call for cleaning around the water source which never used to happen in the past

WUC functions/activity
- Their work has been made easy because previously they never used to work as a group but now work easy because it’s done in a group.
- Their work has been made easy because previously the WUC wouldn’t manage to do any work at the water source without involving the chairperson LC1 but now they can organize for cleaning even without the chairperson.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
- Requested Allan to help and coordinate a sensitization meeting which will involve the LC1 chairperson, WUC, VSLA and non VSLA members about the uses of water fund contributions. Chairperson: Aquaya representative should inform the LC1 to mobilize all the water users (both vsla and non vsla members) and we have a joint training on water fund contributions so that the questions we encounter from non vsla members are clearly answered.
- They requested for a grant to boost their loan capital.
- They appreciated aquaya for repairing their water source and enabling them get access to clean water.
Community: K2  
FGD type: VSLA members  
Participants: Females-04, Male- 03

INTRODUCTIONS
All the 7 members introduced themselves and they are all farmers.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - The clean and safe water brought about by the VSLA which has helped them keep healthy and the ability to save and get loans that help their families’ needs like paying children’s school fees.
   - The low interest rate of 5% on loans given as compared to other groups.
     “I was not in any saving group, so I decided to join and also start saving.”

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?
   Benefits
   - They have been able to get loans and start small home projects like goat keeping and piggery.
   Challenges
   - The loan capital isn’t enough to serve members needs this is because members are low income earners which means their savings are also little. They have a minimum saving of 2000shs and maximum of 10000shs. We would wish to save more but given majority of us in the group are farmers, we are heavily affected by low prices for our produce and also wild animals cross the national park and destroy our crops.
   What could be improved
   - Increase the amount contributed towards savings. They have already discussed in the group but plan to start on it after this cycle ends though they haven’t discussed how much they need to increase.
   - Get a grant from aquaya to boost their loan capital.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   Likes
   - This group started with prioritizing the community’s water needs which isn’t the case in the other groups. We are in other groups for self-benefit (getting loans and solve our personal problems) but in this group we talk about our source which is supplying clean water to the entire community.
   - The low interest rate of 5% as compared to the 10% in the other groups.
   - In this group they have been given follow up support by aquaya which isn’t the case in other groups.
   Dislikes
   - The group members don’t have any dislikes.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?
   Disintegration
   - If members contributions are misused by the executives.
   - If group members default on loans taken.
If the chairperson as the group leader isn’t working well with the rest of the executives.
- If the executive members don’t work well and agree with the group members. If our leaders don’t take our ideas or suggestions as a priority and go ahead and do what they want.
- If the leaders don’t clearly record our contributions in our passbooks.

Note: none of the above has been experienced in the group.

Prevention
- The executive members should always work hand in hand/agree with the group members and implement what has been resolved in meetings.
- Stop disbursing loans like two months before the end of the cycle to allow members who took loans to pay them back.
- Members shouldn’t be given loans that are higher than their savings.
- Keep abiding by the bylaws of the group.

5. How would you describe the relationship between group members? Why? (conflicts)
- Members said their relations is good, they follow by laws and they don’t have any conflicts yet.

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
Chairperson: mobilizes members for meetings organizes them and makes an agenda for the meetings.
Vice chairperson: does all the above in the chairperson isn’t available.
Secretary: records all the money contributed in their books, he also has a vice chairperson who helps him with the duties.
Treasurer: keeps custody of the group box.
Defense: keeps order during meetings and fines late comers and disorderly members during meetings.

   a. What do you like about the VSLA leadership? What do they do well?
   - The chairperson mobilizes them for meetings, their books are well recorded, and they keep time for the group meetings although the time keeping has been affected by the covid19 restrictions.
   - They used to get financial reports monthly about the financial status of the group before the COVID19 lock down. “To some extent we might not blame our leaders for not giving us reports, they used to give us reports but they were disorganized by the lockdown.”

   b. What challenges do you have with the VSLA leadership? What could they do better?
   - They don’t have any dislikes yet because the cycle hasn’t yet ended.” We have not had any big issue with our leaders but in case they misbehave we can drop them anytime and elect new executives.”

Improvement
- They didn’t talk about any improvement.

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- In case the water source gets spoilt it can easily be repaired without asking for money from the community. The wuc no longer bother us to contribute abruptly, in case our pump gets any issue, they get some money from the bag and fix the problem like last time they withdrew the funds and put guards around our fence.

8. What have been the challenges and benefits of establishing the water fund?
Challenges
- The non VSLA members who don’t want to contribute for the water fund and yet they access the water source.
Benefits
- They are sure that in case their water source breaks down, it will be repaired on time and it has also saved them from the abrupt contributions towards repairing their water source.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- If the water source keeps functional. “I am contributing the water funds and in case the source breaks down, I don’t expect any delay in fixing the source.”
- If the water fund contributions are kept safe with good accountability.
- If members receive something bought using the water fund contributions e.g. water tanks and jerrycans.

Threats
- If the water source gets spoilt and the WUC takes long without repairing, it.
- When the WUC claim for money for repairs and yet the water source isn’t spoilt. “Our wuc should always be transparent when reporting any issue at the source.”
- If members contributions towards water fund are misused.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

 a. Handpump reliability
- Previously the water pump was totally spoilt, and they used to fetch water form a spring well but now they get clean water because the pump was rehabilitated. We had completely given up on our pump and we resorted to the open wells but now aquaya worked on it and we are getting stable water supply.
- Previously they used to walk long distances to look for clean water but now they can get water at any time of the day and they don’t have to walk long distances.

 b. User payments (attitudes and actual contributions)- VSLA and non-VSLA members
- Members contribute willingly now because they agreed about how much to contribute, and they know its well kept but previously it was a struggle getting members to contribute for the water pump repairs.
- The actual contributions have now increased because they see the money contributed and they get accountability for it whereas previously they never used to get accountability of the money collected.
- The non VSLA members are willing to contribute but they claim they don’t have enough money to contribute. the CDO is going to follow up on them. Previously we would collect water funds, but they could not do any works but now we have a functional source thus we are motivated to contribute.

 c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The water quality previously was bad because dirty water would always flow in the well where they used to fetch the water whenever it rained but now it’s good and the water is clean because it was well-constructed by aquaya and its being maintained.
- There hasn’t been any change on water quantity its still the same as before.

 d. WUC relationship with the community
- There hasn’t been any change in relation between the WUC and the community, there relationship isn’t a bad one the non VSLA members delay contributing for the water fund for example you find a member contributing 1000shs after two months. The nonmembers make the wuc do a lot of movements to collect water funds from them and they do partial payments.

Commented [KM33]: Are the VSLA members wealthier than the non-VSLA members? I thought the VSLA members were also “low income earners”? So, maybe the non-VSLA are not actually willing to contribute, right?

Commented [KM34R33]: The VSLA executives and the WUC had complaints about the non-VSLA members. The members were just covering up. The non-members are just not willing.
e. WUC functions/activity
- Their work has increased because they must go to the non VSLA members to collect water fund.
- There work has been made easy because majority of the members contribute in a group and so they don’t have to move to every house hold to collect money for repairs on the water source.
- Some of the wuc members like the chairperson goes to the source almost daily to check on it and sometimes he does the cleaning himself.

ANYTHING ELSE
11. Is there anything else you would like to tell us?
- They appreciated aquaya for rehabilitating their water source since they had spent 5 years without water and they never had any hope of it ever being repaired.
INTRODUCTIONS
All the three members introduced themselves and are all farmers.

Caretaker: maintains cleanliness at the water source and mobilizes members to clean around the water source.

Treasurer: collects money from non VSLA members and brings it to the VSLA executives for keeping. The vsla executives told us to go the community and collect water funds from the non-members, when we went there the members refused to pay the money and they told us that they will continue using the source forcefully without paying any money.

Secretary: records all water users in the community especially the non VSLA members, works together with the caretaker to mobilize members for cleaning at the water source for example those members that don’t have phones he writes small letters to them.

The chairperson wasn’t present for the exercise because he had lost his brother.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - The secretary has been serving in the same position for the same water source for 5 years.
   - The caretaker and treasurer are new, they have served for 8 months.

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - All the 3 members do the work concerning the water source 6 times in a month i.e. 4 times at the water source and 2 times for the VSLA meetings. “We go to the source weekly to do the cleaning and report any issue we find at the source while we are in the vsla meetings.”

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - Treasurer says she and her entire family no longer suffer from water related diseases because of the clean water they have now which has helped her reduce on the hospital costs.
   - Caretaker and secretary said what they benefit is the clean and safe water they get from the water source.

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - Treasurer says her challenge is with non VSLA members who harass and abuse her when she goes to collect water fund contributions from them, the non VSLA members told her that she just wants to eat the money, she has only gone to collect water fund 3 time since the group was started and because of the harassment they had resolved as the committee to stop collecting the water fund from non VSLA members. She also added that ever since she was elected as the WUC treasurer she has never kept any money for the water fund even the one she collects she has to hand it over to the VSLA. Even when there is an emergency at the water source say they need to fix a pole, they must wait for the VSLA meeting to request for the money.
   - Treasurer: When I came and explained to the vsla members how the non vsla members abused me they told me that I am deceiving them that I didn’t go to them and this demoralized me.
   - The secretary’s challenge is that he feels the VSLA has more powers than the WUC, even when they want to access money from the water fund bag, the VSLA executives always commands them around
forgetting that the VSLA exists because of the water source. The chairperson orders them around without even finding out what takes place at the water source. The secretary feels the water source is not independent. “We would also prefer to have standby money to fix any issue at the source instead of waiting to report any issue when the group sits.”
- The caretaker said she doesn’t have any challenge.

5. What motivates you to perform your duties?
- Treasurer said what motivates her is the clean water she gets with her family, they no longer suffer from water related diseases like typhoid and malaria the way they used to 5 years back when the water source was down.
- Secretary said what motivates him is that they don’t have to walk long distances to get clean water and the fact that aquaya chose their community out of the many to rehabilitate their water source. In this community we have very many nonfunctional sources but when aquaya selected our source, this really motivated me. “For sure it was a blessing to us and we need to protect it.”
- Caretaker is motivated by the clean water she gets from their water source.

WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
- Previously they would wait for the government to repair their water source but now they have 1000shs they collect per month and they are sure if the water source breaks down they will be in position to repair it.
- Secretary: Previously they would also contribute 1000shs and it would be collected by the LC1 chairperson who never used to put it to use and there wouldn’t be any accountability but now its collected and kept safe by the VSLA group. Now they contribute willingly in a group and they get accountability of their contributions unlike in the past. “This aquaya system is good because we are working as a team that is the vsla executives guides us sometimes but previously it was the lc1 and together with his friends collecting the funds.”
- The actual contributions have increased because they get accountability and there able to track their contributions unlike in the past where they used to just contribute and not get accountability.
- The non VSLA members are not contributing saying the WUC just wants to cheat them, they have compiled a list of all the non VSLA members, they are going to give it to the CDO who will come and sensitize them about the importance of clean water.

   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The quality of water has changed; previously they used to collect water from a spring well, it was dirty and smelt bad because whenever it rained dirty water would flow in it and it wasn’t taken care of but now it’s clean because it was well constructed monitored and cleaned weekly. currently we are giving attention to our source weekly and additionally aquaya did quality work while rehabilitating.
- Previously the water source was down but now the water quantity is more because the water source was well constructed.
- This community doesn’t have chlorine in their water.

   c. Your relationship, as a caretaker or [WUC member], with the community
- Their relationship with the community has changed and is good because previously its only children who used to go to the water source but now since there is a WUC they interact more with the community through organizing members for cleaning. Secretary: “ Now we have a platform to discus freely with the water users that is while in the vsla meeting we discus as a family.”

   d. [WUC] Your work as a WUC members
There has been an increase in the work of monitoring and cleaning the water source. This is because they are now doing it more frequently than in the past. The caretakers report that they used to ignore the water source and wait for the government to intervene. Now, they are more proactive in ensuring the water source is maintained.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement

**Likes**
- They keep their money safe and record it well in the books. Members can track their contributions in their passbooks.

**Challenges**
- Sometimes when the WUC have challenges, they must beseech them first and sometimes they don’t give them time to listen to their issues. Secretary: “They don’t pay attention to our concerns; they tend to take them to be minor yet the VSLA executives have never even visited the source.”
- The VSLA executives don’t go to the water source to verify in case some repairs have been done, they accuse the WUC of misusing/eating the money.
- The VSLA members are not concerned about the water source, everything is done by the WUC.

**Improvement**
- The VSLA should always come and check on the water source and verify any repairs done.
- The treasurer should be given an emergency fund so that in case of an emergency, they don’t have to wait for the meeting day to work on it. “This will help us to fix the issue instead of waiting for the group to sit.”
- The WUC requested for a small motivation for the work they do at the water source. Secretary: I have ever used my personal money to fix an issue at the source. I found when the fence broken, I bought nails and fixed it.

- They are sure that if their water source gets spoilt they will be in position to repair it. Treasurer: “we no longer rely on government to fix our source in case of any breakdown.”
- They can save and access loans that have helped them with their family basic needs.
- Through the VSLA they have managed to buy plastic chairs to use during the group meetings.

- The challenge they have is with the non-VSLA members who don’t want to contribute for water fund and clean at the water source and yet they get water from the water point.
- The treasurer added that she thinks those non-members can steal their water source equipment.

10. How does the community feel about the VSLA-led “water fund”?
- In the beginning, the community members didn’t take the VSLA seriously but now they admire it because members are able to access loans.

11. Can you please explain how you know when the pump needs maintenance?
- If the sound of the pump changes and if it becomes loose and the flow of water changes, then they will know they have to call a mechanic.
They had agreed during the meetings to call a hand pump mechanic to do routine checkups every month because when they wait for it to break down totally it means they will be spending more money.

12. What is the process when repairs are needed?
   a) Who would provide the service?
   - The hand pump mechanics from KAHASA they have their contacts.

   b) What would the payment process be? Probe on how they would access money from the water fund.
   - When they need to access water fund, after the WUC identifying the problem, they will call the hand pump mechanic to come and check on it and then report to the VSLA, then they will write a request to the VSLA executives informing them about how much they need which is approved during the monthly meetings. The money is then given to the WUC who go do the purchase, the expenditure is recorded by the VSLA secretary and the WUC chairperson signs acknowledging receipt of the money.
   Secretary: The mechanics clearly explained to us all the pump parts that is their uses and cost per item, thus we all versed with the cost and the mechanics can not easily cheat us.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
   - Continue meeting and agreeing as a group.
   - Give the non VSLA members list who are water users to the CDO to sensitize them and they start contributing for water fund because they also access the water source.

ANYTHING ELSE

14. Is there anything else you would like to tell us?
   - The secretary said he heard rumors that when aquaya pulls out, it’s going to hand them over to AID, but he requests that before they do so they should help them with buying a tent for their meetings.
   - Thanked aquaya for all the support and advice to their community and for the rehabilitated water source.
   - Thanked Allan for being very active and supportive.
INTRODUCTIONS
The executives introduced themselves and what they do to earn a living. They were 5 in total and all are farmers.

Chairperson, he mobilizes members for meetings and chairs the meetings, he attends trainings on behalf of the group like the AAID trainings.

Treasurer, He keeps safe members money contributed and takes record of it. She also keeps the box.

Key keeper, she keeps a copy of the keys to the box. The box has 3 padlocks and each copy is kept by one key keeper. The group has 3 key keepers.

Defense, she collects fines from late comers, keeping order during meetings and that members wear masks.

“I record late comers in the group meeting and for those who refuse to pay the fines, I keep record of them so that the fines are recovered from their shares at the end of the cycle.”

Secretary, He records minutes during meetings and updates members pass books.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - Secretary Has been a chairperson for another group for 2 years.
   - Defense has been a chairperson for a rice farmers group for 9 years.
   - Chairperson is a pastor at their local church for 6 years now.
   - Treasurer has been a treasurer in another group for 3 years.

2. What do you find most challenging about your roles and responsibilities?
   - The chairperson mentioned that he has a challenge of defaulters in the group. Currently they have 10 defaulters, 5 of them have failed to pay completely and they are planning to report them to the LC chairperson. The other 5 members are paying slowly though not contributing for their savings.
     We advised the defaulters to come to the group meeting so far that we can get to know their stand or to know the reason as to why they are failing to raise the loan installments but all in vain some of them refused to come i.e., among the 10 members, 5 completely refused to come. So, we have decided as a group, to forward the list of defaulters to the lc1 so that he can summon them.
   - The secretary has a challenge of members who keep complaining that he doesn’t know how to record their books well. He just ignores them because he is used to members complaints as a leader.
   - Defense faces challenges with members who come late and refuse to pay fines and go around talking bad about her.
     “Members abuse me seriously in the group when I be strict with the fines but as a leader, I don’t take it in bad faith because I have served as a number of vslas in the community thus am used to all their behaviors.”
   - Key keeper has a challenge of her fellow key keepers who don’t keep time thus delaying all the other group activities.

3. What do you find most rewarding about your positions?
   - The clean and safe water they now access, they now don’t fall sick frequently like before.
     Treasurer: “I don’t even boil water for drinking now days because our water is extremely clean but previously, I would not feel comfortable drinking uncooked water since I would collect from unprotected wells”

Commented [KM3]: Allan
Interesting! why does he ignore members’ s concerns?

Commented [KM3R4]: There will always be people who complain, even if it’s the right thing.
He is used to people's complaints being a chair in another group.
From Allan- the secretary was newly elected because the previous left. Maybe people don’t trust his capability yet.

Commented [KM5]: Allan
Did you happen to ask him the next action when members deliberately refuse to pay the fines?

Commented [KM6R5]: She said eventually, they have to pay the fines.
They can easily access loans from the VSLA for example one member was able to buy a goat from the loan he got, and another constructed a pit latrine at her home.

The secretary has gained experience of record keeping through trainings that Allan has given him and through his position he has been able to get airtime from Aquaya.

Secretary: As I have told you am a chairperson in another vsla, but surely, this vsla is far better compared to other vsla I have served. We are getting skills as leaders because of the trainings we get from follow up support by aquaya which is not the case with other groups where we use our knowledge only to execute our duties i.e., nothing like guidance. “And we have realized the need to change from rudimentary methods of running vslas in the community”.

The constant follow-up from Aquaya on their water source which encourages them to keep it clean.

4. What motivates you to perform your duties?
- Their VSLA group being recognized at the subcounty and they have become an example to other groups at the subcounty. The subcounty chief suggested that other groups should borrow a leave from their VSLA about how they operate.
  Chairperson: We received an invitation from the subcounty to attend a meeting and while in the meeting, the subcounty chief recognized our group as one of the best vsla in the subcounty and asked me to step forward and share the basics were we are using so that other vsla executives can also learn.
- They are recognized in the community and they have been able to save money in the VSLA which they could not do on their own.
- The respect members have for her and one another and being able to resolve the issues she gets with them as the defense person for the group.
- The frequent follow ups and guidance they get from Allan.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

Likes
- They have been able to get clan and safe water through their VSLA.
- Through this VSLA they have been able to form a women’s group where they contribute 10,000 per month to buy mattresses and give them out to 3 members of the group per month.
- Their VSLA was started through the support from Aquaya and follow up from Aquaya makes people respect the group in the community unlike the other groups that don’t get frequent follow ups and start on their own.
  Chairperson: In other groups, group members tend undermine the executives and they don’t follow bylaws because the groups are not formal thus members have a perception that they cannot be forwarded to authorities in case of any mis conduct. But truth be said, in this group members at least try to follow group bylaws because they know its registered and additionally the follow-ups by aquaya have really encouraged group members to put in more efforts.
- They have available funds for repair of their water source in case of break downs which assures them of that the pump will keep functioning and giving them water as and when they need it.

Dislikes
- Members said they don’t have any dislikes about this VSLA.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- At first when the group had just started it was doing well but it has been affected by the COVID19 lockdown which has forced some members to leave the group and others are not making their group contributions on time.
- The chairperson said the performance currently is good and he hopes more members will join the group. Chairperson: if we put in more efforts as executives and recover all arrears in this group and members get all their contributions at the end of the cycle, this will inspire other members to join our group.
- They don’t have serious disagreement within the group, even though they have defaulters, they haven’t denied the loans but rather keep promising to pay back when they get money.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- The defaulters can cause the group to disintegrate and discourage new members from joining the group.
- If the executive members don’t agree on issues discussed in the meetings.

Note: The group has a challenge of defaulters, but they haven’t disagreed as executives on any issues yet.

Prevention
- They are going to report the defaulters to the LC1 chairperson and if he fails to recover from them they plan to forward them to the area CDO.
- Ensure that members contributions given out as loans are recovered from the defaulters to fulfill their expectations at the end of the cycle.

WATER FUND
8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last withdraw was 6,000shs which they used to buy detergent for scrubbing around the water source and to put in the hand wash facility.
- The caretaker reported to the WUC chairperson that she needed detergent for scrubbing the water source and the Chairperson reported the request in a meeting and members approved it. The VSLA executives released the money to the WUC chairperson who purchased the detergent and they all verified it.

9. Other than what you just described, what are the contributions to the water fund used for?
- Secretary: Its used for repairs of the water pump incase of break down. They plan to open an account for keeping the money safe.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- The relationship with the WUC committee is good because they sit with them for meetings and agree on issues concerning the VSLA. They all agreed sometimes to use part of the money for the water fund to lend to members when money for saving is not enough to meet members loan requests and it is refunded back after a week in the next sitting. The group members also know and agree to this.
- When there is some work to do around the water source the WUC and the VSLA executives work together.

What could be improved
11. What have been the challenges in managing the water fund?
- They said they don’t have any challenges with managing the water fund, its collected and kept in its separate bag from the rest of the contributions but kept in the same box.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

**Motivation**
- Opening a bank account for the water fund contributions so that members don’t have to worry about its safety. They plan on opening it soon.
- Ensure that the water fund contributions are not misused and make sure that repairs are done on time in case the pump breaks down.
- Members know from the time they join the VSLA that they are supposed to contribute so they will keep contributing. This is a group bylaw.

**Threats**
- When the water fund contributions are needed to do work at the water source and the money is not available.

13. How and why have changed since the VSLA-led “water fund” was introduced?

a. **Handpump reliability**
- The water is now available, and they can get it anytime they need it because it was worked on by Aquaya.

b. **User payments (attitudes and actual contributions)- VSLA vs non-VSLA members**
- The group members attitude towards contribution of the water fund is ok but non-members still do not want to contribute. They believe that the VSLA members are benefiting from their contribution for the water fund. The executives think that the nonmembers need to be sensitized.
- The current contributions are now more than the previous contributions since the VSLA members contribute willingly. They also now get accountability during meetings for their water fund contributions which was not done previously.

Chairperson: Previously the area 1c1 would move a round to collect water funds, he would determine any amount of his choice and he would have issues with the community members because he could not consult the members but currently the water fund contribution was agreed by all the members in the meeting that is why the contributions are good.

User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
- Previously water would sometimes disappear because they would take long without servicing the pump and eventually it breaks down. Currently the water quantity is much and incase of any reduction in water quantity they will call the hand pump mechanic to check on it before it breaks down.

Commented [KM23]: So, there is still a little doubt or distrust in the executives keeping the water funds safe? So, members still kind of think that the executives might mislead the water funds? Is that what he is trying to express?

Commented [KM24R23]: Yes, that is what he was saying. The group members have a perception that the executives could misuse the money, when they don’t get reports.

Commented [KM25]: How often do they do this?

Commented [KM26R25]: This is from the members’ FGD: They said monthly. But as of now, they have taken long without getting accountability, apparently because of Covid lockdown. Allan does not think the leaders are really giving regular accountability, but maybe they are.
The way the water was constructed previously, it was easy for thieves to remove the metallic pipes and then they would push in pieces of wood which would block the flow of water but currently its well-constructed. Currently the water is well constructed, sealed off and treated thus its safe and clean for their consumption unlike previously when it would rain the water would get dirty and unsafe for consumption. Apart from 1 person who complained of stomach ache due to the chlorine in the water the rest of the community have no complaints about the chlorine. Chairperson: our water source has chlorine, and we are getting feedbacks from the water users that the water is good, and they are not complaining about chlorine. we have only had from one community member complaining about chlorine that when she drinks the water, she feels bad, but she didn’t clearly tell us any side effects she gets when she drinks the water.

c. WUC relationship with the community
- Their relationship with the community is ok because how they stopped moving to the non-members to collect water fund contributions. Its only the members who contribute for the water fund. The LC1 chairperson has offered to give them support in collecting money from the non-members. We tried moving around the community to collect water funds from non VSLA members, but they completely refused to pay the money but the good thing when we reported to the LC1, he promised to follow up with them.

d. WUC functions/activity
- Their work has been made easy since they meet members in the group to collect money for the water fund and even mobilize them for other activities like cleaning of the water source unlike previously when they would move around door to door mobilizing community members.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
- They request Aquaya to rehabilitate the water source for the nearby community so as stop them from getting water from their pump. Our village is too big, still members walk long distances to access water, it’s on that note that if aquaya constructs another source in the village this would be very helpful. That is the source is not strategically located.
- They appreciated Aquaya for the good work they have done in their community especially Allan who keeps following them up.
INTRODUCTIONS
The members introduced themselves, seven of them were farmers and 1 fisherman.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - To get clean and safe water and maintain it. We were falling sick because of drinking dirty water from open wells which were highly contaminated and when we had aquaya was going to rehabilitate our source this motivated us to actively participate in the water user’s visa.
   - To be able to access loans from the group that would help them in their businesses for example one member was able to purchase fishing nets.
   - To uplift each other’s standard of living like the women’s group that saves 10,000shs per month per person in the group to help them purchase household items like mattresses for each member in the group and so far, they have bought mattresses for 10 members.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?
   **Benefits**
   - Members have been able to access quick loans which helped them when they needed money for example 2 members have been able to access loans for treating their relatives, 1 started a small poultry project and another used the money to hire land for farming.

   **Challenges**
   - The money contributed as savings is still little therefore can not meet members loan needs.
   We get very small loans which do even help us to meet our intended purposes and we end up diverting the loans to other uses like buying food stuffs.
   - Some members who had taken loans are defaulting although some are paying but not on time and they also don’t want to contribute for savings. The group members are only aware of 2 members in this category.

   “I only know 2 members, it’s only the executives who know all the defaulters in the group.” And when we talk to some of them, they are not bothered at all to repay their loans that is they tell us we know we owe you money, but we shall pay when we get the money.

   **What could be improved**
   - Members pledged security for the loan therefore they may attach the security to recover their money.
   - Members want to get their shares at the end of the cycle then they can see what could be improved depending on the outcome.

   “Currently we may not be having clear suggestions to improve our vsla but let us wait until the end of the cycle then we reflect.”
   - Else executives should be strict when giving out loans to members i.e., members should mortgage securities and incase of default the securities should be sold off.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

   **Likes**
This VSLA meets weekly every Saturday therefore she can access a loan easily whereas the other groups meet monthly.
- The clean and safe water they are getting through the VSLA.

**Dislikes**
- Currently they have no dislikes and since the cycle is still running they are waiting to see what happens at the end of the cycle.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- Members who take loans and default on payments.
  - “In our group though we have defaulters, we have not completely given up on them, we are still conducting a follow-up on them, and we have hopes that they will pay back our money because they keep promising.”
- Rumormongering in the group like some members saying someone is a defaulter whereas he/she is not.
- If members don’t turn up for meetings as required.
- Disagreements especially among the executives.
  - If there is no solidarity among group members that is members are not planning as a family.

**Note:** Apart from point no. 1 the rest have not yet been experienced in the group.

**Prevention**
- Drop defaulters after recovering the loans from them. We shall talk smoothly to defaulters till they pay our money and after that we drop them from the drop.
- Threaten to sell their securities to help recover the money.
- Group members should support executives to recover loans from defaulters.
- Continue following the constitution and its laws about loans.

**Note:**
Apart from point no. 1 the rest have not yet been experienced in the group.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship between members is okay though one group member complained about members who don’t come for meetings, but he was told by some member that a few of them were advised to come because of the COVID19 breakout.

**VSLA LEADERSHIP**

6. Please describe the roles and responsibilities of VSLA executive committee.

**Chairperson:** He mobilizes group members and leads the meetings.

**Secretary:** Records minutes during meetings and records their savings.

**Treasurer:** Keeps custody of member’s contributions and passbooks in the box.

**Defense:** Keeps order during meetings and collects fines from members that come late for meetings.

**a.** What do you like about the VSLA leadership? What do they do well?
- They record their books correctly and their money safe
- The chairperson always asks us to double check our passbooks for any errors in the records and he gives us updates in every meeting i.e., when he participated in the meeting at the subcounty, he gave us feedback how the subcounty authorities appreciated our vsla for the good performance.

**b.** What challenges do you have with the VSLA leadership? What could they do better?
They don't have any challenges with the VSLA leadership because they are given financial reports about their contributions in every meeting especially before the COVID19 lockdown and members used to come for meetings on time. “Our leaders should try hard to make sure they recover our money from the defaulters.”

**WATER FUND**

7. Can you please describe what the contributions to the water fund are used for?
   - The water fund contributions are used to do repairs incase the water pump breaks down.
   - If the money accumulates and it hasn’t been used to do any repairs, it can be used to construct another water source for the neighboring community that travels a long distance to get water.
   - If we encounter any breakdowns which are costly and the water funds accumulates, at some point we should construct another water source for our community members who walk long distance s to access water. “However, we still have a long way to achieve that because our funds are still small.”
   - After it accumulates, we can open an account in the bank, deposit some and leave some amount to be used for lending out as loans to members in the group.

8. What have been the challenges and benefits of establishing the water fund?

**Challenges**
- Non VSLA members who refuse to contribute money for the water fund and yet they access the water. “We have members who are contributing water funds but do not collect water from the source because they come from very far.”

**Benefits**
- They are assured of repairing the water pump incase it breaks down because the money is readily available.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

**Motivation**
- Non VSLA members that access the water source should be encouraged by the WUC to contribute for the water fund. This is the only way that will motivate members to continue contributing. If the non VSLA members start contributing, we will also be encouraged to contribute the water funds willingly.

**Threats**
- If the pump breaks down and the leaders fail to repair it. In case of a breakdown at our source and our leaders take long to fix the issue yet the funds are available, this will discourage us from contributing again.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. Handpump reliability
   - Previously they used to fetch from an unprotected spring besides the water pump and sometimes you would find water and other times you would not, but now we get water all the time because the water pump was rehabilitated, and it produces enough water.
   b. User payments (attitudes and actual contributions)- VSLA and non-VSLA members
The attitude towards payment by non VSLA members hasn't changed because they still refuse to contribute the 1000shs, they are happy and keep saying the group members are contributing on their behalf.

- The VSLA members think the non VSLA members are just stubborn and they keep saying that aquaya has already worked on the water, the members believe the non VSLA members need to be sensitized about the importance of the water fund, the pump can break down any time.

- The current actual contributions are more than the previous because the money is collected through the VSLA group and it's a bylaw to contribute for the water fund in the group. When aquaya introduced the system of collecting water funds from the vsla, we joined and started contributing because some of us understood the advantages of having clean water in our area. But members still have a complaint that are they going to be the only ones to keep contributing the water funds and the non vsla members just access water for free.

c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The water now is clean and does not smell bad like before because of the chlorine that is in it.
- The members said that the quantity has increased since the trees near the water source that used to affect the quantity have been cut down.
- A member in the community complained that she got stomach aches after taking the water, but the rest of the community have accepted the chlorine and have gotten used to it.

“Previously we used to get water from the open source nearby the rehabilitated well, it was extremely dirty and in the dry season it would dry up. But now with our source we are able to access water all the time (there is stable supply of water) and additionally aquaya added chlorine in our water thus we have safe water for drinking, and we have no complaints about chlorine.”

d. WUC relationship with the community
- The relationship has not changed because the non-members don’t want to contribute, and they keep saying that water is free and that the well was constructed by government so why should they contribute.
- Whenever the WUC calls on the community to come and work on cleaning around the water source it’s only the VSLA members who turn up.
- The members are happy now that they get accountability from the WUC for the water fund where as previously they would not get any accountability for money collected.

e. WUC functions/activity
- They currently work together with the VSLA members and take care of the water source which they were not doing before.
- They used to move door to door collecting money for water but now they just meet the members in the VSLA group which has made their work easy.

ANYTHING ELSE
11. Is there anything else you would like to tell us?
- They are requesting for accountability for the water fund since they have not been getting any reports concerning it since the covid-19 lockdown.

“For how long is aquaya going to keep supporting us?”
Community: K3  
FGD type: Water User Committee  
Participants: female-02, male-03

INTRODUCTIONS
The WUC members introduced themselves, all the 5 members of WUC are farmers.  
**Caretaker:** she monitors, cleans and stops children from playing around the water source  
**Defense:** She makes sure that non-members contribute for the water fund, ensures that community members turn up to clean the water source and talks to members who have not come to do the cleaning.  
**Secretary:** he takes minutes during WUC meetings, records members and non-members who have contributed for the water fund and the ones who haven’t.  
**Chairperson:** calls for meetings, ensures that members in the group contribute for the water fund, mobilizes members to work at the water source. NB. they hold meetings twice a month as WUC.  
“We conduct 2 cleaning drives for our water point every month”  
**Treasurer:** He keeps record of the money collected for the water fund both for members and non-members

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point;  
   - The chairperson has been serving for 5 years “For the last 5 years, I have been serving as the VHT and would support and coordinate the cleaning of the source.”  
   - Secretary has been serving for 16 years,  
   - Treasurer, defense and care taker have been serving for 6 months
2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?  
   - Chairperson twice in a month. *(the 2 visits I do spot checks so that I can have ground information to brief the community about the water point)*  
   - Treasurer once in a month.  
   - Secretary four times in a month.  
   - Caretaker checks on the water source daily.  
   - Defense twice a month.
3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.  
   - They like the clean and safe water they get from their water point which keeps them healthy and safe from diseases.  
   - They like working together with the community.  
   - Secretary: previously, it would be very hard to gather community members to discuss issues about our source, but when aquaya introduced the water users vsla, we are able to convene meetings and brief the community about the water source.
4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.  
   - They dislike the fact that non. VSLA members don’t contribute for the water fund and yet they access the water point.  
   - The harassment they get from nonmembers when they go to collect money for the water fund, they say the water is free of charge and that it was constructed by the government.
Chairperson: “we are having a very big problem with non vsla members who refuse to pay water funds and even we wrote to the subcounty authorities requesting them to come and sensitize them, they promised to come but they haven’t up to now.”

- The care taker complained about children that play around the water source and leave it dirty and those that come to fetch water with dirty jerrycans and yet they were told not to. when she stops them, their parents harass her which makes her hate her role.

5. What motivates you to perform your duties?
- treasurer: The ability to access clean and safe and treated water something that wasn’t there in the past encourages them to perform their duties.
- Caretaker: The emerging development projects within the group i.e. the women’s group that collects money for purchase of house hold items like mattresses.
- Secretary: The water currently has been repaired by aquaya and they are assured of repairing it in case it breaks down.

Chairperson: “I work on the local council committee of this area, the lc1 informed me there is an organization called aquaya which wants to rehabilitate our source then he ordered me to go and mobilize community for the meeting. And when informed the members, a good number of community members turned up for the meeting and they even elected me as the chairperson of the source this really motivated.”

WATER FUND

6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - The VSLA member’s attitude has changed because they contribute willingly whereas non VSLA members still refuse to contribute. This is because the group members have been sensitized about the benefits of the water fund whereas the nonmembers say that aquaya repaired the water and that there is no reason for them to contribute. The vsla members plan for water fund contributions and they all know that by the end of the month everyone in the group should have cleared the water fund.
      - The current contributions have increased because VSLA members contribute willingly since they were sensitized, and they now know the benefits of the water fund. The nonmembers who did not attend the sensitization meeting with aquaya and government people are the ones giving us hard times to understand the purpose of the water funds.
   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - Currently the water is clean and safe because its treated with chlorine whereas previously it was dirty and not treated.
      - There hasn’t been any change in quantity, the WUC believes its still the same as before.
      - Apart from one person that complained about getting a stomachache, the rest of the community says they don’t find any problem with the chlorine.

Secretary: in our community, majority of the water users are always busy in their gardens and say they don’t have time to boil water for drinking. Surely, aquaya helped us to add chlorine in our water because a good number of people in our village are drinking unboiled water. “Water users are not complaining about the chlorine.”

c. Your relationship, as a [caretaker] or [WUC member], with the community
   - There relationship with the community is not bad because it works well with them and they follow what they have agreed upon for example they now come to the water source with clean jerrycans unlike before.
   Caretaker: “When our source was rehabilitated to standard, this really changed peoples mindset and they also realized that they need to also keep it clean and eventually I am seeing nowadays members collecting water with at least clean jerrycans but previously we could dip in our containers in dirty...”
open wells full of mud and our jerrycans would dirty thus there was no need to keep washing our containers.”

- Currently they no longer move door to door to collect money for repairing the water pump, something that used to bring differences between them and the community, the money is now collected in their VSLA group.

d. [WUC] Your work as a WUC members
- Now their work has been made easy because the chairperson no longer walks around the community to collect money since its now collected as a group.
- The secretary says his work has increased because he now writes more minutes since they never used to meet before.
- The treasurer says the percentage of the community members who are in the VSLA group is more than the non VSLA members i.e. 70 households against 20 therefore, they can work comfortably with the VSLA without moving into the community. This has eased their work.

e. [caretakers] Your work as a caretaker
- The Group members now come willingly to work on the water source unlike in the past when it was a struggle.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement

Likes
- The caretaker says they work well with the VSLA executives because they organize meetings together and discuss issues, seek advice from each other and come to an agreement as one.
- The vsla executives guide us on how best to do any work at the source for instance when we were putting up a fence, they all joined hands and advised us on how best to put a better fence. Additionally, “when some community members abused me(caretaker) for stopping them to collect water with dirty jerrycans, the executives while in the group meeting counselled me and i continued to work for the community.”

Challenges
- They say they don’t have any challenges

Improvement
- They suggested that they continue with their current working relationship for the good of their community.
  “We continue sharing ideas and encouraging each as leaders i.e, both wuc and executives on how best to execute our duties.”

- Its easier to repair the pump now incase it breaks down since the money for repairs is readily available.

- The non VSLA members that still refuse to contribute for the water fund.
Secretary: “when I approach the non vsla members to collect the water funds they tell me I am trying to find means of getting money from them to support my family.”

10. How does the community feel about the VSLA-led “water fund”?
- The community admires their VSLA because they can get household items like mattresses from their women’s group.
- Some community members believe if there to contribute for the water fund their money will be misused by the executives.

  Chairperson: some are saying the reason why they did not enroll in the water users vsla is because they didn’t get information at the start (when the mobilization was done)

  Caretaker: when am at the source, in hear some of the non vsla members appreciating about the good sanitation at the source and crediting the vsla members for the work done. And some keep promising that they will also join the group and start contributing the water funds.

- Members respect the water source and keep it clean, they no longer take cows to drink from there

11. Can you please explain how you know when the pump needs maintenance?
   - The caretaker said that if she pumps and feels there is friction and reduction in the water quantity then she will know that there is a problem with a pump and it needs service.

12. What is the process when repairs are needed?
   a) Who would provide the service?
      - They said they would call the hand pump mechanic if there is any problem.
   b) What would the payment process be? Probe on how they would access money from the water fund.
      - The caretaker calls the handpump mechanic who comes to assess the problem, thereafter they call for a meeting with the VSLA executives and inform them about the problem with the water pump, how much is needed to repair it which is then approved by all members present.
      - The secretary of the VSLA and WUC write a request that is approved by the committee members and then money is released, the expenditure is recorded in their books. They also notify Allan about the expenditure.

      Caretaker:” Additionally, when the cost of fixing the breakdown exceeds the available water funds, we can agree as group members and use part of the vsla balances and fix the problem then after when we mobilize water funds from member we reimburse the vsla balance.”

13. What recommendations do you have for improving the VSLA as it relates to water system management?
   - They suggested that they continue working together as one, keep mobilizing members for meetings and continue contributing for the water fund.
   - Call other government workers like the CDO to advise and sensitize them to work together for the good of the community.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
   - They requested aquaya to continue supporting their group and if possible give them cows which they will keep as a group, when it delivers they give a calf to a member to support their household income.

Commented [KM73]: Did they mention anything about routine maintenance?
Commented [KM74R73]: They did not mention routine maintenance.
Community: R1  
FGD type: VSLA executives  
Participants: female- 4, male- 1  

INTRODUCTIONS  
The executive members introduced themselves and what they do for a living. They are 5 members 4 of them do farming as their primary source of income and 1 is a bodaboda rider.  

Chairperson: The chairperson mobilizes members for meetings and ensures she is present at every meeting. She also keeps safe the group records.  
Treasurer: The treasurer takes record of money that has been collected and disbursed at every group meeting and takes custody of the money.  
Secretary: The secretary takes minutes during meetings and records shares paid, loan principle and interest paid and members that missed the meeting.  
Loan Officer: He does loan assessment, disbursement and loan follow up. He stated that members have been affected by Covid-19 and are still struggling to pay back their loans.  
Note: the loan officers were 2 and they do the same roles.  

Other position 2:  

ROLES & RESPONSIBILITIES  
1. Please describe any prior experience you have serving as a VSLA leader.  
   - The chairperson has been serving as a secretary in another VSLA group for the last 12 years.  
   - Treasurer has also been working in the same position for the last 3 years in another VSLA group.  
   - The Secretary mentioned that she has been serving as a secretary in other 2 groups.  

2. What do you find most challenging about your roles and responsibilities?  
   - Chairperson’s challenge was about members coming late for the meeting which makes them not to follow the agenda. Some don’t want to pay the fine for late coming.  
   - Loan Officer said that members who come late for the meeting make them delay in the meeting which affects their personal activities that they had planned. He hopes this will improve with time.  
   - Secretary, loan payments don’t come on time and other members pay in small instalments. She also had a challenge with non VSLA members who don’t want to pay the water fund.  
   - The treasurer had concerns about the safety of the money collected that she keeps in the safe at her home. She believes its not safe therefore she requested for an account to be opened where she will be depositing the money.  

3. What do you find most rewarding about your positions?  
   - Chairperson finds it rewarding when they collect their savings in the group and give it out as loans to members which helps them to develop themselves, it also helps them pay school fees for their children.  
   - Loan officer was able to buy items that she couldn’t buy without a loan for instance she managed to buy a pig.  
   - The second Loan officer benefited by taking a loan and started a bee keeping project. He also added that they hope to benefit from the profits that they will share.  

Commented [KM1]: Could you please clarify? What does it mean she keeps records safe?  
According to the chair, all the record books are kept in her home. It seems like the books are kept separate from the box, but that seems odd. Maybe not right interpretation.  

Commented [KM2]: What about the loan officers- do they have any prior experience?  
Commented [KM3]: They didn’t have prior experience.  
Commented [KM4]: Allan- could you please clarify on the type of groups (are they vslas or other type of groups in the community)  
Commented [KM5]: One was a ROSCA and one was a VSLA.  
Commented [KM6]: So what happens then- she makes them pay anyway or they don’t pay the fines?  
Commented [KM7]: They are not happy about paying the fine. They did not follow up on this question exactly though. Not sure if they pay or not.  
Commented [KM8]: Did you happen to ask what he thinks could improve time keeping?  
Commented [KM9]: They didn’t ask on that.
- Treasurer borrowed money from the group and used for her child who wanted to travel abroad. She has managed to pay it back.
- Secretary, the VSLA has made it possible for their community to access clean and safe water, it also brings them together especially when they come for meetings.

4. What motivates you to perform your duties?
- The chairperson, the clean and safe water that they now access easily. The projects members have been able to start from the savings they make in the group.
- Secretary loves her role and the group brings them together to brainstorm about projects that develop their community.
- Loans officer, it helps us keep in touch with each other which encourages members to pay their loans and he hopes their group will grow bigger.
- Loan officer, she loves her role and hopes to continue working hard to develop herself to another level.
- Treasurer is motivated by the growth and development in the community because of the VSLA group and she hopes that the water fund will help them get another clean water source.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   **LIKES**
   - They like the water fund which assures them they will always have clean and safe water running since water is life.
   - The group has taught them to take care of their health through accessing clean and safe water always.
   - The ease to access water that is near their homes which saves them a lot of time.
   - It’s easier for members to come for the meetings since they know that they must contribute for the water fund unlike the other groups.
   - Unlike the other groups there are no transport costs incurred by members to come and attend meetings since the group meets within the village.
   - Money is always available for repairs incase of any break down of their water pump.
   **DISLIKES**
   - The executives sited that they don’t

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
   - They rated the group’s performance at 90% because of the following:
   - It started during the Covid-19 out break at a time when they really needed safe and clean water.
   - Members are always attending meetings and following the bi-laws.
   - There is solidarity in their group, they look out for each other in good and bad times.
   - The group is registered, and they trust their money is safe.
   **Conflicts**
   The executive members noted that they haven’t encountered any conflicts so far in their group.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?
   **Causes of disintegration**
   - Disorganization among members
   - Lack of respect and trust for each other especially for the elected executives.
   - Members not paying their loans on time.
- Members requesting for a loan when the group is not sitting and hence cannot access their money as and when they have need for it.
- Members getting reduced loan amounts than what they requested for.

**Preventions**
- As a chairperson she is trying to see that members are always organized.
- All executives should agree on decisions taken when approving loans.

**WATER FUND**
8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
   - The last time they made a withdraw was on 24/08/2021, amount withdrawn was UGX 10,500.
   - The purpose was to buy a scrubbing brush and detergent for cleaning the water source.
   - A request was made by the chairperson of the WUC and presented to the VSLA executives for approval, the money was released by the executives and then the Loan officer purchased the items. He also volunteered to be cleaning the water source.
   - The VSLA chairperson verified the purchase of the items.

9. Other than what you just described, what are the contributions to the water fund are used for?
   - The water fund money is used for repairs of the water source in case of break downs.
   - Its kept specifically for maintenance of the water source.
   - They plan to purchase rain harvesting water tanks for their house holds in future if the money increases.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
    - They have been working well with the WUC, the water fund is collected once a month but the WUC members don’t always attend meetings some attend, and some don’t.
    - They usually come late for meetings.
    - Some of the WUC members are not VSLA group members which makes their work hard.
    - The previous secretary of the WUC resigned which is also a challenge to them.

    **What can be improved**
    - Elect new WUC to replace the ones who are not willing to work.

11. What have been the challenges in managing the water fund?
    - The only challenge they have with the water fund is that they feel keeping the money at home is not safe. The treasurer says its risky for her since the money keeps growing as members contribute.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund
    **Motivation**
    - The plan of wanting to buy water tanks for each member.
    - The hope they have of getting another source of clean and safe water.
    - Keep educating other non VSLA members about the benefit of the water fund.

    **Threats to the water fund**
    - Failure by members to contribute the amount agreed upon.
    - Misuse of water funds.
    - Poor accountability for the water funds.
    - Delays by some members in contributing the water fund which can discourage the other members.
    - If members are not sure about the safety of their money.
13. How and why have changed since the VSLA-led “water fund” was introduced?
   a. Handpump reliability
      - The water supply is constant and clean because the water source is always clean, and repairs are done on time.

   b. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - Members were sanitized about the benefits of the clean and safe water source, so their attitude has changed and now they contribute willingly.
      - Members prioritize the water fund contributions over the other activities of the group. They always ensure that they first contribute the water fund before the other contributions.
      - The current actual contributions are friendly and have increased since members collect money in group monthly.
      - The non VSLA members are still slow in contributing because they think that it’s only the VSLA members who are supposed to contribute for the water fund, but their attitude is slowly improving and they need continuous sensitization.

   c. User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
      - The water is now clean and flows through out from the time it was repaired by Aquaya. Members from other communities come and fetch water from their water source and are willing to join the VSLA group.

   d. WUC relationship with the community
      - The relationship is good, and the community appreciates the work they are doing.

   e. WUC functions/activity
      - Their work has been made easy since money is readily available in case of any breakdowns and members are contributing willingly.
      - Currently they pick members from the group to go and clean the water source compared to the previous experience where the chairperson would move door to door mobilizing members to clean the water source.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
   - They appreciated Aquaya and Allan for the good work they have done in their community.
   - They are requesting for more trainings on how to develop their community.
   - They requested for loan application forms.
   - They also suggested members to start attaching receipts for any purchases made using the water funds.
INTRODUCTIONS
Members introduced themselves and their primary source of income. 6 members are farmers and 2 are teachers

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - There was a strong need to rehabilitate and improve our water source.
   - Since water is life, we wanted to help each other to develop and get reliable water.
   - To access clean water and ensure the safety of our children as they go to collect water.
   - We joined because the VSLA unites us as a community and we are assured of good health because the water is safe and clean.
   - The water source is near our homes.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?
   Benefits
   - It has helped them pay school fees for their children.
   - It has helped them get capital for their businesses through getting loans.
   - The clean and safe water source has reduced water related diseases in the community which has helped us reduce on hospital expenditures.
   - It has united members in the community and has brought about a positive mindset change.
   Challenges
   - The saving contributions are still very little and therefore members cannot get loans as much as they wish.
   What could be improved?
   - To increase the amount of savings being contributed.
   - Set up a project as a group to supplement on their income.
   - Starting up another group to contribute money for homestead improvement.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
   Likes
   - Members contribute on time.
   - Members have respect for each other’s views.
   - They learn new things from the group meetings.
   - Members stand with each other in good or bad times.
   Dislikes
   - Members stated that they don’t have any dislikes about their group.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?
   Causes of disintegration
- Lack of respect for each other during the meetings.
- Holding other small meetings to discuss contrary on what the general has agreed upon.
- Failure to pay back loans by members.
- Rumor mongering amongst the group members.
- Failure to follow the group bi-laws.
- Corruption; especially about the misuse of group funds.
- Favoritism by the group executives amongst the group members.

What would help to prevent the above
- Adhering to the group bi-laws.
- Members standing as one unit and following what the general group meeting has resolved.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship between the group members is good so far because the loan applications are approved in the open when the group is meeting.

Conflicts
- The group members said they don’t have any conflicts yet.

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
- The chairperson is the leader of the group and he does the work of guiding and directing the group.
- The treasurer keeps safe the funds collected by the group.
- The secretary takes minutes and keeps records of the group.

a. What do you like about the VSLA leadership? What do they do well?
- They are committed to their duties and responsibilities.
- They keep encouraging the members to continue saving to develop each other.
- They are good time keepers and they don’t get tired of encouraging members to come for meetings.

b. What challenges do you have with the VSLA leadership? What could they do better?
- We don’t have any challenge with executives yet.

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- It is used to repair and maintain the water pump so that they continue having safe and clean water since they don’t want to go through the previous experience again.
- The money can be used to help them construct another water source for the community.
- It’s used to maintain the hygiene around the water pump.

8. What have been the challenges and benefits of establishing the water fund?

Challenges
- The VSLA led water fund group started after the water pump had already been repaired so members have been wondering why they are contributing the water fund.
- There some people in the community who mishandle the water pump.
- Some non VSLA members are still not willing to contribute money for the water fund.

Benefits
9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund.

**Motivation**
- There encouraged because they have prospects of getting another water source in their village.
- The plan of using the water fund to acquire water tanks for each member encourages them to continue contributing.
- Once the money accumulates, it can be given out to members as a loan.

**Threats**
- Poor accountability for the water fund contribution.
- Misuse of the water fund contributions.
- Disagreements between the WUC and executives can also discourage members from contributing.
- The executives not being trustworthy and transparent in their dealings with the group.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. **Handpump reliability**
   - The water is always readily available at any time it’s needed because it was repaired.

b. **User payments (attitudes and actual contributions)- VSLA and non-VSLA members**
   - Members contribute willingly including non-VSLA members.
   - Currently the contributions have increased because members prepare themselves to contribute monthly unlike in the past where they would be asked to contribute abruptly when the water pump breaks down.

   [Commented KM56]: Allan: Are there any contributions so far from non-vsla members?
   [Commented KM57R56]: They said that non-members are contributing. They didn’t offer any details, and it was not followed up on.

   [Commented KM58]: So, they were saying that the WUC did not do these things before? According to the members, what could have caused them to start doing these things?
   [Commented KM59R58]: They said the WUC is more active now. They didn’t ask why this could.

c. **User satisfaction with quality and quantity of water and functionality- chlorine, where applicable**
   - The water quantity and quality has improved, previously the water had a salty taste but now it’s no longer salty.

d. **WUC relationship with the community**
   - Our relationship with the WUC has improved greatly because their work has been made easy, money for repairs is readily available.
   - WUC conflicts with the community have reduced because they no longer move door to door collecting money for repairs.

e. **WUC functions/activity**
   - WUC activities have changed in such a way that they now monitor the well, sensitize the community, clean the water source.
ANYTHING ELSE

11. Is there anything else you would like to tell us?
   - The group members thanked aquaya for bringing them clean and safe water.
   - One member asked if aquaya has other projects for them other than the water project.
   - Members appreciated Allan for the good work done in their community and requested for another water source.
INTRODUCTIONS
The WUC members did a self-introduction, they are 4 members, and all are farmers. However, the secretary also owns a business.

Chairperson: The chairperson ensures that the water source is clean and well maintained. He monitors it to ensure that the pump is not mishandled since it is in his land.
Treasurer: His role is to collect and hand it over to the VSLA treasurer for safe custody.
Secretary: She was newly elected but knows her roles as a secretary is to take minutes when the WUC meets.
Care Taker: He moves to check on the cleanliness of the well and ensures its not mishandled especially by children.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - The chairperson has been on the WUC for 12 years.
   - The treasurer started in January 2021 and has served for 7 months on the WUC.
   - The care taker has been serving for 2 years.
   - Secretary has just been appointed and She has served for 1 week.
2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - Chairperson monitors the water source daily since it is in his land.
   - The care taker checks on the water source daily since he lives in the neighborhood.
   - The Secretary has not yet worked since she has been in the office for 1 week.
   - The treasurer checks on the water source occasionally but updates his books monthly.
3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - They now get constant flow of clean and safe water.
   - Because of the water source they have been able to form the VSLA group where they can get quick and easy loans.
   - They no longer suffer from water related diseases because the water is clean and safe.
4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - Its not easy to collect money from non VSLA members who in most cases disturb them but they eventually pay their contributions.
5. What motivates you to perform your duties?
   - The work has made them relate with many community members and it has brought about development in their community.
   - They are motivated because they know they have readily available funds for repairs incase of breakdowns.
- The community is getting clean and safe water and the children are not falling sick because of water related diseases.

**WATER FUND**

6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - People are now collecting money willingly because they now get accountability their money.
      - There is an attitude change among the community members (non VSLA members) who now contribute their money willingly since they have been sensitized about the benefits of water fund.

   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - The quality of the water is good, and the quantity has increased.
      - The water is now clean and safe since it is being maintained and monitored closely.
      - The chairperson also added that the village health team (VHT) wants to declare it a **model water source at the subcounty level**.

   c. Your relationship, as a [caretaker] or [WUC member], with the community
      - The relationship with the community is good since they now appreciate the work they are doing.

   d. [WUC] Your work as a WUC member
      - The work has been made easier because of the support they get from VSLA executives.

   e. [caretakers] Your work as a caretaker
      - The members now appreciate the work he is doing and respect him as a caretaker.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement
   - There relationship with the VSLA executives is good
   - The money collected is kept safe and accounted for.
   - They haven’t encountered any challenges working with the VSLA executives and they are working hard to maintain the good relationship.

   - They are assured that the water pump will keep functioning for a long since there is ready money if needed for repairs.
   - The group unites them as members of the same village which has **brought about development** in their community.
   - The group has helped them to access quick loans to pay school fees for their children.
   - It has made it easy for some members to share their problems with other members in the group and be advised on how to deal with the problem.

   - The members stated that they do not have any dislikes about the VSLA led water fund group.

10. How does the community feel about the VSLA-led “water fund”?
    - Other nearby communities admire their water source and want to have the same in their communities. The members like the water.
11. What recommendations do you have for improving the VSLA as it relates to water system management?
- They wish to increase the amount of money being contributed per month from UGX 500 to 1000.
- They also wish to buy water tanks for each member to harvest rain water.
- They are planning on enclosing the water source so that children stop playing around it.
- An account should be opened so that all the money collected is deposited there for its safety.

ANYTHING ELSE
12. Is there anything else you would like to tell us?
- The WUC appreciated Aquaya, Allan and Katherine for the good work they have done for their community.
- The treasurer also appreciated Allan for resolving their conflicts and now they are working well with Executives.

Commented [KM72]: Have they proposed the change to all VSLA members? Also, did they say why they want to increase the amount?
Commented [KM73R72]: The change has not yet been proposed. The money they are collecting is little compared to the prospects they have. I don’t think they really asked. This was just the assistants’ ideas. It did not come from the WUC.
Commented [KM74]: Allan: Did they say anything on when they are to open the bank account
Commented [KM75R74]: They didn’t ask about this.
INTRODUCTIONS
The members introduced themselves, 4 of them do farming as their source of income and 1 member is a primary school teacher.

Chairperson: He organizes for meetings, encourages nongroup members to join the group and mobilizes for support from external entities like government and other NGOs.

Treasurer: She collects money contributed for savings, welfare and the water fund and keeps custody of the box.

Secretary: Records minutes during meetings, updates members' passbooks with their contributions.

Mobilizer: He mobilizes members for meetings and informs them about other activities taking place in the community that are beneficial to the group for example the aquaya follow up activities.

Vice Chairperson: He performs the same roles as the chairperson in his absence.

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The Chairperson has been serving as a secretary in other VSLA group for two years.
   - The mobilizer said that he has been serving as a chairperson in the hofokam group for 3 years.
   - The secretary has been also a secretary in another group for bee keepers for 2 years.
   - The treasurer has been a chairperson in another group for 5 years.
   - The vice chairperson has been a chairperson in another group for three years.

2. What do you find most challenging about your roles and responsibilities?
   - The mobilizer talked about the harassment he gets from the community members while trying to mobilize them for sensitization meetings. "They say that I have a lot of time to waste." However, as a committed leader I continue doing my work despite the harassments.
   - The treasurer talked about the weekly group meetings being too much and that they strain her and affect her other work. She also talked about worrying so much about keeping member’s money safe.
   - The secretary talked about group members who miss meetings and take long to understand what has been posted in their books no matter how long he tries to explain to them.

3. What do you find most rewarding about your positions?
   - The chairperson said that there are members in the community who would like to join the group but have limited financial resources.
   - The mobilizer talked about the harassment he gets from the community members while trying to mobilize them for sensitization meetings.
     - I have been abused several times by some of the community members while trying to mobilize them for meetings. "They say that I have a lot of time to waste." However, as a committed leader I continue doing my work despite the harassments.
   - The treasurer talked about the weekly group meetings being too much and that they strain her and affect her other work. She also talked about worrying so much about keeping member’s money safe.
   - The secretary talked about group members who miss meetings and take long to understand what has been posted in their books no matter how long he tries to explain to them.

Community: R2
FGD type: VSLA executives
Participants: Female- 01, Male- 04

Commented [KM1]: Have they received any other external support other than Aquaya?
Commented [KM2]: He has not done mobilization yet, but he thinks it is his responsibility. No other support yet.
Commented [KM3]: What does this mean? What other activities are there other than Allan attending their normal meetings?
Commented [KM4]: It seemed like he was referring the FGDs.
Commented [KM5]: So all of the executives have experience as VSLA leaders, right? Are they currently still serving in these other positions? Do they find it hard to balance being leaders in multiple VSLAs?
Commented [KM6]: They are all still serving in other groups. They didn’t ask about the balance, like if they find it hard.
Commented [KM7]: So, in this group, they restricted membership to people with a certain income? Would the people who have limited resources be able to benefit from the group? But also, why would people want to join if they would not have the ability to save anything?
Commented [KM8]: When people want to join, they approach him. It finds it hard to tell people no. The people in the community know each other and can judge the ability to be able to save and pay back loans.
Commented [KM9]: Allan did he mention any kind of harassment encountered while conducting mobilization of members?
Commented [KM10]: People speak badly to him.
Commented [KM11]: What kind of sensitization meetings? Are these their regular group meetings, or something else?
Commented [KM12]: Their normal meetings. Nothing special.
Commented [KM13]: Allan According to the group secretary what could be causing this? Does this mean there are members in the group who don’t understand the transactions in their respective passbooks?
Commented [KM14]: This is often people who don’t attend meetings. He said he doesn’t know why they do this. But he was thinking that maybe some people are doing it deliberately, like maybe to test his intelligence or catch any mistake.
Commented [KM15]: So, they didn’t get to know each other through the other VSLAs where they serve as leaders? Why is that?
Commented [KM16]: The groups bring together different people.
The vice chairperson stated that he has gained self confidence and he can now freely express himself in the community.
- The secretary has learnt how to write and organize minutes and book keeping.
- We have been able to organize ourselves as one group which helps us to pull together our little resources that benefit us as a community.
- Knowledge sharing in the group: as the group treasurer there are things which I don’t know but I learn them from my fellow colleagues while in group meeting. For example, while in vsla meetings sometimes through interactions with my colleagues, I learn good farming practices and lessons.

4. What motivates you to perform your duties?
- Putting their little financial resource together helps them develop each other through the loans members get.
- Saving money with a plan which they could not do before becoming leaders.
- The appreciation they get from the group members motivates them to keep serving.
- Getting to be known by the community and creating friendship.
- Always being able to agree on different group issues as executives and members.
- The treasurer talked about the trust put in them by the group members especially trusting her with their money.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

**Likes**
- They have been able to access clean and safe water and they can maintain it through the VSLA.
- Aquaya gave them pass books and a box for the group which they usually contribute for in other groups.
- The weekly meetings which encourage them to work hard unlike in the other groups where they meet once in a month.
- There is transparency in this group and it also puts into consideration the low-income earners, and Aquaya delivers what it promises something that isn’t common in the other groups.
- The follow up supervision given by Aquaya, most groups don’t have that component. 
  - In other groups we don’t get any kind of supervision from any external person but in this group, we have so far received a good number of visitors in our group, and they guide us on the VSLA operations.

**Dislikes**
- Members said that they don’t have any dislike about their VSLA.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- Generally, the group performance is good, and members follow the bylaws, the only problem is about poor time management during the days meant for meetings and members are not able to get the exact amount of money they would wish to get in terms of loans, they are forced to go to other groups.
  - Some members keep time, but others don’t, for instance like today we had agreed to come at 9:00am to meet our visitors from Aquaya but members came at different times thus time management is still a challenge, and it hinders a lot of group programs.
- Mobilizer: The group currently isn’t in position to give big amount of loans to its members and now given in our country, prices for goods and services are too high. For instance, in schools now days we pay a lot of school fees for children and when we approach our group to get a loan of like 800,000ugx you cannot get it.
- Additionally, there are scenarios when we receive very many loan applications and what we normally do is giving small amounts to members so that at least all of them get some which eventually makes it hard for members to meet their intended loan purposes.
- The members stated that they don’t have any disagreements or misunderstandings yet.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- When executive members don’t agree on issues discussed during group meetings.
- When members don’t get accountability about money has been collected.
- Misuse of members contributions by the executives.
- Defaulters who fail to pay their loans completely.

Treasurer: I have seen very many vslas disintegrating because of members failing to get all their savings / shares at the end of the cycle. “Majority of the community members join vsla with a purpose of saving and getting loans but when at the end of the cycle, members are not in position to get all their savings due to [stack loans](#) this demoralizes them to enroll in the second cycle and they eventually leave the group”.

**Note:** None of the above has so far happened in the group.

**Prevention**
- The executives and members being trustworthy and open with each other.
- Members being able to express themselves freely during the meetings.
- The executives should always make sure members contributions are not misused or swindled.
  - We should make sure our members get their contributions at the end of the cycle and this can be done by making sure members’ contributions are not misused and maintaining 100% recovery of loans.
- Giving member a financial report after every six months.

**WATER FUND**

8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- During the last meeting on the 1st September 2021, they withdrew 20000shs to prepare lunch for members who came early to attend the aquaya research meeting held on the 8th September 2021.
- The secretary wrote a request and presented it to the executives and WUC members who approved the idea and then it was presented to the group members who also approved it, the treasurer recorded the expenditure and the money was handed to the mobilizer to purchase the items needed, the executives verified the purchases.

9. Other than what you just described, what are the contributions to the water fund are used for?
- It’s used to maintain and keep the water source clean.
- In case it hasn’t been used to repair the water source, it can be put into other projects in the future, they haven’t planned any yet.
- If it accumulates, it can be used to construct another water source for members that stay far from the current water source or get them piped water to their homes.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- They said that their relationship with WUC is okay apart from the following issues that they are not happy about;
  - WUC members don’t do the work of collecting money from the nonmembers well.
    - There is no proper coordination among wuc that is when they are collecting money from non vsla members they don’t move as a team, each person goes independently.
When the VSLA executives want to meet them to discuss challenges that they are facing, the WUC members don’t attend the meetings or just few of them attend.

What could be improved
- The chairperson is weak, and he should be replaced.

11. What have been the challenges in managing the water fund?
- There haven’t been any challenges yet.

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- If the water source is well maintained and kept clean.
- Continue giving members accountability about their water fund contributions.

Threats
- When the money remains idle throughout the year, members will wonder why they should continue contributing.
- If members go to collect and don’t find it there.

13. How and why have changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability
- The water wasn’t there completely but now it’s available and always flows because the trees that were affecting its free flow were cut down.

b. User payments (attitudes and actual contributions) - VSLA vs non-VSLA members
- The members attitude has changed towards contribution of the water fund because the contribution is done in small amounts of 1000sh per month which is affordable compared to the previous experience where the chairperson would ask for a lumpsum figure.
- The actual contributions have increased since members are contributing willingly and it’s a by law, and they get accountability for the money contributed.
- Some non VSLA members don’t want to contribute because they think aquaya has already worked on the water pump and it will maintain it, so they don’t see any reason of them contributing.
- They also think that the reason some non VSLA members refuse to contribute is because they haven’t been sensitized about the uses of the water fund and the benefits from the water.
  o Some of the non vsla members think that their contributions will go to increasing capital for the vsla and since they are not part of the vsla they won’t benefit. And with this surely, there is need for massive sensitization of the non vsla members about the purpose of the water funds.

- The water quality is now good because the water source is properly sealed, and the water is treated with chlorine unlike in the past when it was open and dirty water would flow into it and children would also play in the water.
- The water quantity has increased because the trees that were affecting the flow have been cut down.
- The community first complained about the taste and smell of the chlorine in the water but now they are used to it and know its importance after being sensitized.

- The relationship between the two has changed because they now contribute 1000shs per month compared to the previous 10000shs which was charged per family at once when the pump would break down. WUC would get insulted before but now they don’t. currently

Commented [KM35]: Can you please clarify? I’m not sure what this means.
Commented [KM36R35]: They mean collect water. They talking of the pump being broken.
Commented [KM37]: Allan More clarity on this?
Commented [KM38R37]: This is what they were saying was the situation before.
Commented [KM39]: Allan Does this also apply to the non vsla members also?
Commented [KM40R39]: This is just VSLA members. They did not probe how willingly the non-VSLA pay. But it looks like they are being forced. The members were saying that they often can only get half the monthly fee from non-members.
Commented [KM41]: Non-members don’t understand the benefits of having access to water in their community? That seems odd. Do they have other sources?
Commented [KM42R41]: They don’t other sources. They were saying the water fund is there to keep the source functional. So, if people don’t want to pay water fund, they must not know the benefits or see value in ‘safe’ water.

Commented [KM43]: Allan It would be helpful to understand whether this applies to the entire community (both vsla and non vsla members)
Commented [KM44R43]: Community includes both the VSLA and non-VSLA
Commented [KM45]: Allan Who used to charge that amount?
Commented [KM46R45]: The LC1
Currently, the WUC is collecting small amounts of water funds i.e., 1,000ugx, and that's the reason as to why conflicts between the WUC and the water users are not so many, but previously they would collect 10,000ugx, which majority of the households would not be able to pay, and they would end up in conflicts with community members due to non-payment of water funds.

- The VSLA members now go willingly to clean the water source when they are called upon unlike in the past when they used to be forced.

E. WUC functions/activity

- It's now easy to mobilize members to clean the water source through the VSLA compared to the past when the chairperson would move around the community and people wouldn't turn up still.
- There work is now easy since members are sensitized, and money is readily available if needed for repairs.

ANYTHING ELSE

14. Is there anything else you would like to tell us?

- Members savings are not enough to meet their needs, so they are requesting aquaya for a grant to add onto their savings.
- They requested for another water source to serve members who stay far from the current water source.

The VSLA comprises of some of the members who are contributing the water funds very well but far away from the water point and they still have challenges in accessing water, it's on that note we are requesting to at least construct another source for those members.
INTRODUCTIONS
The 8 members introduced themselves and what they do for living. 7 of them were farmers and 1 sells second-hand clothes.

GENERAL

1. Why did you decide to join the VSLA of water users for the study handpump?
- To save money and be able to access quick loans from the VSLA.
- To get access to clean and safe water, they used to walk a long distance to get clean water.
  o I joined to also contribute water funds so that we can have stable water supply in our community. “We used to walk very long distances in search of clean water for drinking”
- To get school fees for their children through loans.
- To pull resources together for future developments like studying a course in hair dressing.
- To get quick loans to help them solve their family problems like treating a sick family member.
- Aquaya being so involved in mobilizing and sensitizing them.
- To create friendship and socialize with the group members.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?

Benefits
- They now enjoy clean and safe water, they no longer suffer from bilharzia.
  o We used to get sick because of drinking very dirty water from open wells which were highly contaminated due to bad practices from the community members like swimming in them but now we are okay.
- One member has been able to get a loan and buy trees to cut for her firewood business.
- The quick loans they get from the VSLA has helped them to start small home projects like poultry, piggery, rabbit keeping and pay school fees for their children.
  o “My son was doing his final papers but didn’t have enough money to raise the school fees, but I approached my fellow group members and they gave me a small loan of 50,000ugx and I topped up and my son was able to sit for his papers”.
- Some members also got loans to treat their sick relatives, pay laborer’s in their garden and pay their debts.
- The VSLA group has taught them to express themselves confidently in the community.

Challenges
- Non VSLA members refusing to contribute for the water fund
- The current money available for lending as loans is small so can not satisfy members needs because the group is still new.
- The water fund being kept idle and does not make profits.

What could be improved
- Increase the amount of money being saved.
- Lend out the water fund money as loans to group members.
- Aquaya to give them a grant to boost their savings group.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.
Likes
- Aquaya provided them with books and a box that they normally contribute for in other groups.
  - “In other groups we pay for the startup kits but with this group we received the kit for free.
- The interest paid on loans taken in this group is low i.e. it’s at 5% compared to the 10% in other groups.
- They can save money for repairs of their water source in case of breakdown and in turn their community will continue having clean and safe water.
- The VSLA was started on 3 pillars of cleanliness, good health and development of their community which is not there in other groups.

Dislikes
- They meet once a week on Wednesdays therefore when a member needs a loan on any other day of the week they are not able to get it until it’s their sitting day whereas in other groups you can get the money as and when you need it.
- The weekly mid-week meetings are hard for some members, they would like to meet twice a month and on weekends.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- Defaulters/delays in paying back loans taken.
- Members failure to attend meetings.
- If members are not able to get the exact amount of money they want for borrowing every time they request for it.
  - A group which has issues of members defaulting, members not getting exact amounts of loan applied and with leaders who don’t conduct general assemblies to get members concerns can easily disintegrate.

Prevention
- Paying back loans on time according to the agreement signed before taking the loans.
- Always attend meetings and agree on the same issues discussed.
  - When the executives call for meetings, all members should attend so that we can all discuss our group issues. Members who miss group meetings tend to cause a lot of commotion because they have not participated in coming up with some group resolutions.
- Advocate or solicit for more money to add into our savings from the government or other institutions.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship between the group members is good because when a member is unable to make it for the meeting, another member helps him or her to bring in her contribution and it’s easy for them to be guarantors for each other while taking loans.
- The only disagreement and mis understanding that they normally get is about the fines given to them for late coming. Members don’t want to pay the fines.
- The only way it’s resolved is through the executives referring to the constitution to explain to them and eventually they pay the fines.

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
- Secretary: Records minutes and updates member’s pass books.
- Mobilizer: Moves around the village to inform members about group activities i.e. if there is a follow up visit from aquaya.
- Treasurer: Receives the money contributed by members and keeps it in the box.
- Chairperson: Over sees the group and works hand in hand with the WUC.
a. What do you like about the VSLA leadership? What do they do well?
- They are hardworking and rarely miss meetings, they appreciated the mobilizer who tirelessly rides his bicycle to inform most members about any upcoming issue in their group.
- They organize members for the meeting and endeavor to keep them on track during meeting discussions in case of any misunderstanding.
- They always provide members with the money requested for loans without any delays.
- They love their roles and enjoy the responsibilities without any complaints.

b. What challenges do you have with the VSLA leadership? What could they do better?
- They should stop giving fines to people that miss meetings but send in contributions, a member disagreed on that issue and said they only give fines to members who miss for 3 consecutive times and not just once.
- They need to improve on their time management, members always arrive and wait for long before the leaders come.
- The financial management is okay as of now but they seem to be lacking in the area of accountability, they wish to be given accountability at least after 3 months, a member said the reason they don’t give this accountability is because of the meeting turn up is low and the VSLA executives would wish to give the accountability to a reasonable number of group members and not just a few of them.

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- Its supposed to be used for repairs incase the pump breaks down.
  - As we keep pumping hard, our pump gets weaker and at some point it will require a service or repair and the water fund helps us to do those activities.
- To buy chlorine when aquaya stops providing them with it.
- To do some cleaning and maintenance around the water source.

8. What have been the challenges and benefits of establishing the water fund?
Challenges
- Non VSLA members thought the money contributed was to be used to benefit the group members only but after being sensitized they understood and started contributing.
- The non VSLA members also kept complaining why they should contribute and yet aquaya has already rehabilitated the water source.

Benefits
- The assurance that even if the pump breaks down the money for repairs is secured.
  - In case of any breakdown of our source, our leaders can use the available water funds to fix the issue, and this saves us from abrupt contributions.
- Having a clean and safe water source in place.
- The water fund contributions helped them purchase some other equipment needed for the safety of the water source like the padlock.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund
Motivation
- Having access to clean and safe water through out.
- Allowing them to use the water fund money as loan capital since the water pump is still functional.
If we can use our water funds to give out loans to members instead of it being idle in the vsla box, which in return will attract interest.

**Threats**
- Non VSLA members refusing to contribute for the water fund and yet they have access to the water source.
  - “For us vsla members were forced to pay the water fund in the group, but when we move out, we find the non vsla members enjoying the water without paying the water funds.”
- When the water breaks down and its not repaired and yet members have been contributing the money for the water fund.
- When members continuously don’t get accountability about the contributions towards the water fund.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?

a. Handpump reliability
- There hasn’t been a change on the reliability of the water since it still dries up during the dry season which has been the same even before aquaya repaired it.
  - In the dry season you find very many people lining up to fetch water and other miss out but in the rainy season they are not many given others harvest rain water.

b. User payments (attitudes and actual contributions)- VSLA and non-VSLA members
- The non VSLA members think its only the VSLA members that are supposed to contribute for the water fund because they believe that the VSLA member benefit from the fund. currently the VSLA members that are contributing willingly which wasn’t the case before.
- The actual contributions are now more than what used to be contributed in the past because they contribute 1000shs per month and it’s a bylaw for the group members unlike in the past when they would be asked to contribute 10000shs at once and abruptly.
  - Previously payment for the water fund would be done by the household head but now if you’re in the vsla it’s a must to contribute that is you find we are like 3 members from the same family but all of us paying the water funds.

c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- Previously the water was dirty, and it had worms in it but now it’s clean, well-constructed and has chlorine in it.
- The water is still seasonal, during the rainy season it a lot but dries up during the dry season.
- At the beginning some community members didn’t like the smell and taste of the chlorine in the water but now they are used to it.
  - Other members still are saying they are okay with chlorine because it treats the water though, “the members no longer enjoy the freshness/sweetness of their water when it had no chlorine in it.”
  - One member noted that when you fetch the water and leave it to settle for some minutes the chlorine reduces.

D. WUC relationship with the community
- Generally, the relationship is still good but sometimes, some non VSLA members abuse and harass the WUC members when they go to collect the money for the water fund and this makes them fear to do their work.
- The change in relationship has only been with the VSLA members because for them they understand the benefits of the water fund since they were sensitized and it’s a bylaw in the group.

Commented [KM69]: Could you please clarify what this means?

Commented [KM70869]: The smell reduces.
She was giving an example of how she handles the smell.
This was in response to people saying they used to complain about the smell.
e. WUC functions/activity
- Currently their work has been made easy because they meet the members in the group which makes it easy for them to mobilize them for any water source related activity unlike in the past when they used to move door to door mobilizing members.
- “We are not getting any feedbacks from our wuc about the water fund contributions from non vsla members.”

ANYTHING ELSE
11. Is there anything else you would like to tell us?
- Work hand in hand with aquaya to construct another water source for the community members who contribute for the water fund and yet they don’t fetch from the waterpoint since its far from their homes.

“We would like to request is if there could be joint efforts to have another source in the community because previously as you heard that the water users are many that is people walk long distances and others are paying water funds but not getting water from the very source. if they can have their own source and they also start another water user vsla in their community.”
INTRODUCTIONS
The WUC members introduced themselves, they were 5 members on the team, 3 are farmers, 1 a tailor and 1 a builder.

Chairperson: He over sees the other members duties and calls for meetings.
Treasurer: She collects contributions from the non VSLA members and keeps it safe, later she hands it to the WUC chairperson who hands over to the VSLA executives.
Secretary: Takes minutes during meetings and records non VSLA members who have contributed and the ones who refused to contribute.
Care Taker: He takes care and monitors the water point and gives a report to the WUC chairperson about the condition of the water point.
Vice Chairperson: He makes sure that the water point is kept clean and checks if it needs repairs.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - The chair person, Secretary and the vice chairperson have been serving in their positions for the last 13 years.
   - The Treasure and Caretaker have served for 6 months.

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - The Secretary and treasurer twice a month when they move around collecting contributions for the water fund.
     - We normally go to the community at the beginning of the month, others make pledges and in the middle of the month we do a follow-up with the members who promised to pay the water fund.
   - The caretaker does his work daily since the water is in his land.
     - We have a schedule of collecting water that is we open in the morning and in the evening. However other people aren’t okay with it because several times I get complaints from the community that is inconveniencing them especially the non vsla members. It’s opened at 7am to 9am in the morning and at 3:00pm to 7: pm in the evening.
   - The chair person checks on the water source daily since his home is near the water source.
   - The vice chairperson goes to check on the water point once a month during the dry season and twice during the rainy season.

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - Currently when they call members of the VSLA group for any maintenance work they come willingly which makes their work easy.
     - Previously we used to do the drumming (a sign of calling people for community works) but people could not come but now days people at least are responding to the do the cleaning of our source.
   - The VSLA group where they can save and get credit when needed.
   - They have been able to create friends in the group.
- Their community has got clean and safe water and their children no longer get bilharzia. Me as the caretaker have benefited a

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - The non VSLA members who harass them and refuse to contribute money for the water fund when they go to collect it. Secretary(wuc)
     - Secretary: "Wasting my time moving around the community to collect funds from the non vsla members and they refuse to contribute and on top of that they abuse us.
     - Chairperson: also, the biggest challenge is nonpayment from non vsla members, you go, and they promise to pay, they tell you to go back next time and collect the funds but even when you go back they still tell you we haven't gotten the money. We do a lot of movements in the community, and we get tired sometimes. "But me I pledge to continue pushing the non vsla members until they also start paying the water funds."
   - Children who come to fetch water with dirty jerrycans and want to play around the water point. This is being controlled by having a daily schedule for opening and closing the water source. Majority of the people who fetch water are children, they dump wastes around the source, come with dirty jery cans and when you advise them not bring back next time and they bring them back.
   - They spent a lot of time moving around the community to collect money for the water fund.

5. What motivates you to perform your duties?
   - The VSLA group motivates them to work hard.
     - Chairperson: when unknown people stole the pump components and I was also serving on the wuc, we completely lost hopes of rehabilitating our source but when aquaya rehabilitated our source, was again re-elected as chairperson of the wuc, this really motivated me to work for my community.
   - The presence and availability of clean and safe water in their community.
     - We used to get water from open wells which are highly exposed to the risks of contamination but ever since our well was rehabilitated, this has given us morale to protect /work for our source since it is giving us clean water.
   - The availability of funds for repair incase of a break down.
   - The component of Saving in the VSLA group encourages them to work hard and save money which they can easily access incase of problems.

WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
     - Now the contribution is easy and affordable for members since they contribute in small amounts of 1000shs per month as compared to the previous experience where they would be requested to contribute in lumpsum.
     - Some non VSLA members think the VSLA members have a lot of money so they can contribute for the water fund.
       - According to the non vsla members they assume all the members in the vsla are well off (rich) to make contributions and for them they don't have the capacity to raise the contributions that is they are poor.
   - The VSLA members contribute willingly because they understand the importance of the water fund.
   - The current contributions are more than the previous because members collect in small amounts which is easy for them.
- Some non VSLA members contribute but others are still refusing to contribute however the WUC keeps on encouraging them.
  o Wuc chairperson: Community members have different understandings that is other see value in something, but others don’t. However, we shall keep encouraging them until they appreciate the importance of water funds and the eventually pay.

b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- Previously the water quality was not good because it was not treated but now its treated therefore its clean safe for use.
- The water dries up during the dry season since there many people collecting water from it.
  o We are very many water users and sometimes in the dry season the water level reduces, and other people starve.
- The community members complained about the chlorine at the beginning but now they are used to it.

c. Your relationship, as a [caretaker] or [WUC member], with the community
- The relationship is ok though there some members in the community who refuse to pay but the WUC members keep going back to talk to them nicely and they eventually pay.
  o We handle our community members politely even though some of them abuse us and others eventually pay after realizing the importance of water funds that’s why we are still okay with them.
- Some members who have trees around the water source that were affecting the free flow of the water have cut them down.

d. [WUC] Your work as a WUC members
- Their work has been made easy since money is readily available for repairs for example when they needed to fence off the water point they were able to get money from the VSLA to do the work where as previously they would move in the community to collect the money.
- After sensitization members now contribute the water fund willingly because they understand the benefit of clean and safe water.
- Secretary: we used not to have any records as the wuc but now we do a lot of record keeping and the community members now days ask for accountabilities. Additionally, community members used to even to disrespect the leaders including the local council area but now members respect us.

e. [caretakers] Your work as a caretaker
- Previously there was no care taker but now his elected and doing his work willingly since the water is in his land and can access it.
- Previously the local council would call for community works, and I would go very far to work on a faraway source where even I could not get water from and we could go because of enforcement but now am working for the source where am getting water from.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement

Likes
- The VSLA executives encourages team work among the WUC members because they expect them to move as a team to present to them issues concerning the water point.
  o Caretaker; when you go alone to explain to the vsla executives about any issue pertaining the water point they send you back and advice you to raise the issue as a committee and to me as caretaker this is very good because the executives believes in transparency.
- The VSLA executives encourages the WUC members to record down money they have collected from the community and members who have refused to contribute which is good for accountability.
  - The vsla executives always attends to our concerns smoothly and sometimes they move an extra mile and check on our records.

Challenges
They don’t have any challenges with the VSLA executives their relationship is ok.
- Wuc chairperson: The only challenge is making us pay fines when we miss group meetings. We also have our personal issues and sometimes you find you’re not be able to attend the meeting, but they go ahead and fine you. Vsla executives want us to attend every group meeting.

Improvement
Replace leaders who have been serving for long by electing new leaders.
- Change of leadership both the wuc and the vsla executives who have served for long.

   - They like the fact that their group is registered and known at the sub county, therefore they can benefit form the subcounty incase there any opportunities for support.
   - The weekly savings they make has taught them to work hard and they hope to earn from it at the end of the year.
   - The social fund that helps them to solve their family problems.
   - The VSLA group allows them to save according to their financial capacity.

   - The weekly midweek meetings are not favorable for most members.

10. How does the community feel about the VSLA-led “water fund”?
    - Members are wondering why the water fund is left idle and yet it can be given out as loans to members to allow it gain profits.
      - Members keep saying the water fund keeps accumulating and the pump has not encountered any major breakdown, so people are asking themselves will the water funds still be kept idle in the vsla box even at the end of the cycle? But as a wuc we keep telling them that the pump can encounter a major breakdown anytime which is costly for instance like 500,000ugx and water funds helps us to fix it.
    - If the pump does not break down what will happen to the water fund contributions.

11. Can you please explain how you know when the pump needs maintenance?
    - They would call the water pump mechanic when they notice any changes in the pump like when it makes funny sounds so that he advises them accordingly. They were also advised to service it routinely like after every 4 to 6 months. What is the process when repairs are needed?
      a) Who would provide the service?
        - The hand pump mechanic.
      b) What would the payment process be? Probe on how they would access money from the water fund.
        - The care taker reports the problem to the chair person who in turn reports to the VSLA executives, who also go and verify the problem before money for repairs is released. They request the money as WUC committee and then pay the mechanic to work on the pump.

12. What recommendations do you have for improving the VSLA as it relates to water system management?
    - Ensuring that all nonmembers contribute for the water fund.
    - Involve the sub county chiefs to help them in mobilizing non-members to contribute for the water fund.
ANYTHING ELSE

13. Is there anything else you would like to tell us?
   - The savings they contribute are not enough to satisfy member’s needs, they request aquaya to give them some funds to support their savings.
Community: R3
FGD type: VSLA executives
Participants: Female- 03, Male- 02

INTRODUCTIONS
The members introduced themselves, 4 of them are farmers and one is a teacher, but he also does farm work since schools were closed.
Chairperson: mobilizes members and guides them during meetings.
Money counter A: counts money contributed by group members.
Money counter B: counts money contributed by group members.
Secretary: records members books and writes minutes during group meetings.
Book keeper: keeps books for the group.
Treasurer: the treasurer wasn’t present because she had taken her sick mother to the hospital.
Secretary: We only keep part of the money in the vsla box, the books are kept separately by the bookkeeper at her home, and this has helped me to [Update group records during my free time].

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The chairperson has been serving as a chairperson in another group for two years.
   - Money counter A has been serving as a money counter in another group for one year.
   - Money counter B is a treasurer in another group for two years.
   - Secretary has been serving as a secretary in another group for six years.
   - The book keeper has also been serving as a book keeper in another group for two years.

2. What do you find most challenging about your roles and responsibilities?
   - The chairperson mentioned that some group members who are not water users don’t want to contribute for the water fund. He also added that non VSLA members don’t want to contribute and he thinks they need to be sensitized about the benefits of the water fund.
   - The secretary finds it challenging when members come in intervals because of the COVID19 restrictions so he takes a lot of time recording members books which affects his personal activities.
   - Money counters and the book keeper said they don’t find any challenges with their roles.

3. What do you find most rewarding about your positions?
   - The chairperson said that now that they save their money on the bank account, he is at peace because he is sure their money is safe. He added that whenever he needs a loan he can get it easily.
   - The money counters said what they find rewarding about their position is about the member trusting them with counting their money.
   - The secretary said being respected by members and members trusting and satisfied with his book records.
   - The book keeper says what she finds rewarding is the members that put their trust in her to keep their books.

4. What motivates you to perform your duties?
   - The chairperson is motivated by the clean and safe water they access from the water point.
   - The money counter is motivated by the aquaya follow ups that encourages them to work hard.

Commented [KM1]: What do you think of this? Would member be uncomfortable that he is updating books while they are not present?
Commented [KM2R1]: No, the members would not be uncomfortable. Allan has not heard any complaints about this. It is only this group where members have nothing to do with their passbooks.

Commented [KM3]: What would he tell them are the benefits of the water fund? What would the chair tell non-members to convince them to start paying the water fund?
Commented [KM4R3]: He didn’t mention what he would tell. But it seems like the non-members don’t know what the water fund is used for.

Commented [KM5]: How does access to clean water motivate him?
Commented [KM6R5]: He was relating to the previous experience of getting water from open wells which were dirty. He wants to work hard so they keep having clean water.
“I access clean and safe drinking water from the source which Aquaya rehabilitated and additionally Allan comes every sitting to sensitize us on how to smoothly run our group, all this gives me morale to work hard.”

- The secretary is motivated by the fact that their group is registered and recognized at the subcounty. “Our group started in a very high gear that is majority of the subcounty authorities were brought on board like the cdo, health assistant and parish chief who came and advised us on how to run the group and also we registered our group (we did not contribute any money for the registration process) thus our group is recognized all this motivates me.”
- The book keeper is motivated by the clean and safe water they have in their community.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

Looking forward receiving the businessmen card

Likes
- In the other groups, members tend to default, and some don’t pay on time because there normally given loan top ups whereas in the water users VSLA the constitution says you must take a loan pay it in 3 months and then apply for a new one. Other groups are not strict on the loan repayment period that is a member’s loan period expires and he/she openly tells the group that I am unable to pay it back I need more time, and this has caused laxity among group members and others end up defaulting but, in this group, we are strict with loan period given to a member.
- The water users VSLA is concerned about their health through contributions for the water fund to keep their water source functional whereas in the other groups its mainly about saving and giving out loans. Treasurer: Other groups don’t mind about sanitation related practices like drinking clean and safe water they only concentrate on savings and loans but with this group as leaders sometimes while in the group sitting, we talk about our water source (cleaning of our source so that we can get clean water)
- Aquaya provided them with the box and books and never asked them to contribute any money to join the group whereas they make them pay registrations fees and make them contribute for the books.
- Treasurer: Aquaya supported us to register our group, but other groups I am in are all not registered, and group members don’t have any plans of registering at their groups.

Dislikes
- The members said they don’t have any dislikes about the group since it hasn’t made a year and all members are following the bylaws.
  All executives: Our group is still new, and everything is working out well for us.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts

- The group performance is good because;
- Allan has been making frequent follow ups on them and has sensitized on how to run the group even when he stops coming. [Treasurer: We have learnt some basics from Allan on how to keep running well our group]
- However, some members in the group who are not water users are still hesitant about the water fund contribution, the only want to contribute for savings.
- As executives, they have continuously sensitized members about the benefits of the water fund and requested for support from outside their community.
  Secretary/chairperson: Some vsla members still go out spreading gossip that the executives might mishandle the water funds and when we heard it from the community, in one of our group meetings, we clearly sensitized those members about the importance of water funds and assured them of safety

Commented [KM7]: Allan
In the discussion, did he happen to highlight some benefits of the group registration?

Commented [KM8R7]: There could be government grants and the group would have access to these. It is like they know some benefits of being registered.

Commented [KM9]: What does this mean?

Commented [KM10R9]: It is like having multiple loans. You have not completed the original loan and they give you more money.

Commented [KM11]: Allan
Does this mean in other groups, members are servicing multiple loans in same group?

Commented [KM12R11]: Didn’t ask, but, yes, seems like this is the case.

Commented [KM13]: Were there any specific examples?

Commented [KM14]: No, he was not specific.

Commented [KM15]: Allan
According to the executives, have they sensitized both vsla and the non vsla members? Additionally, where did they request support from?

Commented [KM16]: Sensitization is mostly to non-members. The executives said they have done their part to talk to non-members. They have thought of the asking for external support, but they have not done this yet. This was more of a suggestion.
of the funds. Thus, we request to keep having an external person in our meetings to sensitize the members about the water funds.

In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- If there are disagreements between the executives.
- If members money is misused by the executives and loans aren’t paid back.
- If executives get emotional because of members negative comments and give up on their roles and responsibilities.
- If the executives are not active.

**Note:** none of the above has been experienced in the group.

**Prevention**
- Keeping group secrets for example the executives should not go around revealing amounts of money given out to members as loans.
- Having a spirit of unity and togetherness as a group.
- Organize group meetings regularly. They have only met twice since the group was formed due to the corona restrictions.
- They agreed that members be paying their loans in instalments so that by the time the 3 months period elapses they have completed paying the loan.
- They also agreed to waive off interest for members who had taken loans and have been affected by the lockdown and added them extra 2 months to pay back their loans.

**WATER FUND**

7. Can you please describe the last time a withdrawal from the water fund was made? (the process)
- The last withdraw was made in June of 104,000shs which they used to buy materials for fencing off the water source.
- The WUC chairperson requested for money from the VSLA executives, the executives approved the request and withdrew the money which was handed over to the chairperson WUC. The WUC chairperson and the VSLA executives moved together to purchase the materials, the executives verified the work at the water source. Secretary: The chairperson wuc presented a list of the materials required to fence the source to the vsla executives then we sat and allocated costs to each material and we came up with total costs which all approved and remitted the funds to the wuc chairperson. Thereafter we worked together with the wuc chairperson to purchase and put up a fence.
- The VSLA secretary recorded the expense in their books.

8. Other than what you just described, what are the contributions to the water fund are used for?
- Routine servicing of the water pump.
- Repairing the water pump in case it breaks down.
- Buy rain water harvesting tanks for every member in case the contributions towards water fund accumulate.
- Buy chlorine to put in their water pump in case its finished.
- Help them have piped water connected to their homes if the water fund contributions accumulate.
  
  Treasurer: When the water funds accumulate, we can decide to at least extend piped water in our community that is we can put up a tap between 5 home steads.

9. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
- The relationship is fair because some WUC members are not active i.e. the caretaker and the treasurer and sometimes this require the executives to step in and do their work.

Chairperson: Some WUC members (caretaker and treasurer) are totally not active, it would be better to replace them. When the WUC chairperson reported to us that he is working alone, we also joined hands and started working with him for the good of our water source.

- The reason as to why they are not active is; the caretaker wanted to hold a higher position for example he wanted to be a chairperson and not the caretaker, the treasurer isn’t active because she says she can’t be a treasurer unless she is the one keeping the money.

What could be improved
- Re-elect new members to replace the ones that aren’t active.
- Organize a meeting for both VSLA executives and the WUC members and invite the inactive members to see if they are still interested in serving and if they can solve their differences.

10. What have been the challenges in managing the water fund?
- They said they haven’t encountered any challenge with managing the water fund.

11. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund.

Motivation
- The water source should always be kept clean.
- If money has been withdrawn to do any work at the water source, members should be able to verify the work that has been done.
- Both VSLA and WUC should respect members while addressing them.
- The executives should lead by example i.e. when members are called to go and clean at the water source, the executives should also be involved.
- Give accountability to members about the water fund contributions. They haven’t been doing this because of the COVID 19 restrictions.
- Secretary: WUC members to continue using a persuasive language while collecting water funds from water users that is they should try to create a friendly environment with the community members. If you command or use force in our community, you don’t register any good results.

Threats
- If members don’t get accountability of their contributions.
- Non-VSLA members refusing to contribute.
- If the water source isn’t kept clean and yet members are contributing for the water fund.
- If the water pump breaks down and isn’t repaired on time.

12. How and why have changed since the VSLA-led “water fund” was introduced?
   a. Handpump reliability
   - Currently the water is always available because Aquaya repaired the water pump unlike in the past when it would break down after a short while of being repaired and they would be forced to collect water from the lake. Ever since Aquaya repaired it, it has not broken down yet.
   Treasurer: The LC1 and the team would encounter difficulties in collecting water funds from the community members due to frequent breakdowns of the source that is members would ask them questions like how sure are you that this time when you fix the source it won’t breakdown down again very fast? And this would cause community members to refuse paying the funds.
   - 
   b. User payments (attitudes and actual contributions) - VSLA vs non-VSLA members.
- Members attitude has changed because now they contribute 500shs per month which is affordable, and they get accountability for it and the water pump is functional unlike previously when they would be asked to contribute 2000shs every time the pump would break down and they would not get accountability for the money collected. The water pump would break down frequently which made the 2000shs contribution too expensive for the community members.
- The actual contributions have increased since members are contributing willingly, and they find the 500shs contribution affordable compared to the 2000shs they used to contribute without any accountability of how much was collected.
- Non VSLA members still believe that their contributions will be misused like in the past where they never used to get accountability, so they don’t want to contribute. Secretary: Non-vsla members still have the old perception that their funds will be mishandled by the wuc that’s why they still refuse to contribute. We have not gotten a chance to mobilize all the non-vsla members and we clearly make them understand the new process of collecting and accounting the water funds
- c. User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
  - The water quality has changed, previously the water would come out with rust particles because the pipes were old and rusted. But currently the water is clean because aquaya replaced the old metallic pipes and put chlorine in the water.
  - The water quantity has increased now because aquaya repaired the pump unlike in the past when you would pump for long and the flow of water was little.
  - When they had just started taking the water with chlorine in it, some community members complained of stomachaches and that it was smelling bad but currently there are no complaints from the community because they are used to it and know its importance.
- d. WUC relationship with the community
  - Their relationship with the community has changed because previously they would collect money and misuse it but now the money is collected in a group and they get accountability. Secretary: The wuc now days cannot mishandle the funds because they know we are closely monitoring them but previously they would be the bosses only.
  - It has also changed because there used to be quarrels between the community members and the people collecting to an extent of going to the LC1 to solve the misunderstandings but now the money is contributed willingly because they trust the current WUC leadership.
- e. WUC functions/activity
  - Previously they were not active and couldn’t maintain the cleanliness of the water source but now they are active because the water point was repaired and its functional and new WUC members were elected.
  - Mobilization for doing any work at the water point is done through the group unlike previously when they would move door to door and sometimes no one would turn up.

ANYTHING ELSE

13. Is there anything else you would like to tell us?
- They appreciated aquaya for the good work they have done in their community which has helped develop their community and encouraged them to work hard and save money through the VSLA. Secretary: If i move around the community wearing Aquaya T-shirt, this can create a very good impression for our group to be known by other members in the community who will eventually be enticed to also join our group thus more members and growth.
- They also requested for a second water source for their community.

Commented [KM23]: Allan
According to the executives, members who complained were they many?

Commented [KM24]: They didn’t disclose the numbers. It was hard to tell if it was many or just a few.

Commented [KM25]: Does this mean that non-VSLA members trust the WUC leadership?

Commented [KM26]: The few non-members that contribute do trust the WUC. But they can’t tell why.

Commented [KM27]: So, he is asking for t-shirts? The masks are not enough promotion? . . . just kidding.

Commented [KM28]: The are used to getting shirts from other NGOs. It helps create awareness.
Community: R3
FGD type: VSLA members
Participants: Females-05, Male- 03

INTRODUCTIONS
They introduced themselves and all the 8 members are farmers.

GENERAL
1. Why did you decide to join the VSLA of water users for the study handpump?
   - The desire to save and develop themselves like starting small home projects of piggery and poultry.
   - The desire to continue enjoying clean water and save money for themselves.
   - To get money for repairs of their water source.
   - To get school fees for our children through loans.

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?

   Benefits
   - Being able to pay school fees for their children.
   - They can now access and enjoy clean and safe water.
   - The loans they get have helped them to hire land for farming, start small home projects like goat keeping, to increase on their house hold income.

   Challenges
   - The members said they haven’t encountered any challenges yet.

   What could be improved
   - Continue working hard and loving their group and utilize the money borrowed well to develop ourselves and not just misuse it.
   - They agreed to start collecting more money to enable them buy rain water harvesting tanks which they have agreed to start contributing towards that project early next year.
     We discussed to contribute a given amount of money next year/ cycle and start buying a water tank for each group member.
   - They agreed to start contributing some money to enable them buy chairs for hiring out as a group.

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

   Likes
   - The water users VSLA has the component of water fund something that isn’t in the other groups.
   - In this group, members pass books are updated in every sitting and a member can track their contributions unlike in the other groups where you get to know what you have been contributing at the end of the cycle.
   - This VSLA brought clean and safe water to their community because they used to take unclean water from the lake, something other groups haven’t done.
   - The frequent follow ups from aquaya done by Allan have helped them to keep on track since he gives them advice on different issues, for example; group members had stopped meeting during the lockdown, but Allan advised them to meet in smaller numbers.

   Dislikes

Commented [KM29]: Is this related to water fund contributions, or general group collections?
Commented [KM30R29]: It is a separate contribution. Like a special project.
- Members said they don’t have any dislikes.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

**Disintegration**
- If members default on the loans.
- When members fail to contribute towards their savings and water fund.
- When executives fail to agree.
- If the executive misuse the group members contributions.
- Leaders that want to be bosses and not agree with the rest.

**Note:** none of the above has been experienced in the group.

**Prevention**
- Work together as a team and agree on issues discussed.
- Drop the leaders who would want to be bosses.
- Don’t misuse members contributions.
- When there is solidarity among group members i.e., caring for our each other in difficult times like sickness and death, this will motivate members to keep in the group.

5. How would you describe the relationship between group members? Why? (conflicts)
- Their relationship as group members is still okay most probably because the group is still new members may change with time.
  “It takes time to understand each other, and this group has just started, everything is still going on smoothly thus after some time like 1year its when we can clearly tell.”
- They don’t have any disagreements as group members yet.

**VSLA LEADERSHIP**
6. Please describe the roles and responsibilities of VSLA executive committee.

**Chairperson:** mobilizes members for meetings, guides meetings and gives them information from Allan.

**Secretary:** records books with contributions, updating the attendance register and records minutes.

**Treasurer:** reconciles member contributions, takes it to the bank for safety and updates books.

**Defense:** she collects fines from late comers and makes sure there is order during group meetings.

**Money counters:** her job is to count the money contributed by members.

**Mobilizer:** brings development information from around the community and other groups.

a. What do you like about the VSLA leadership? What do they do well?
- They do their work with transparency, money is counted openly during meetings and the books are recorded well. They are very happy with the way they record their books.

b. What challenges do you have with the VSLA leadership? What could they do better?
- The VSLA chairperson is always late for meetings and he needs to improve on time keeping.
- They tried to talk about it during meetings, but it wasn’t taken seriously because there are some members that are also poor on time management.
- The group members don’t get financial reports, they need accountability for there contributions at least monthly i.e. they don’t know how much they have in their bag for water fund and how much they got for fencing the water point, they only meet as executives and WUC only.

Commented [KM31]: But above, it looks like members are happy with how the executives record their books and say the executives are transparent. Is that only referring to shares?

Commented [KM32R31]: They are happy with their own books, but they don’t know how the group is doing overall. They don’t know about the expenses and what the overall balances are. They want reports of the group accounts overall.
The executives don’t involve us when approving expenses in the group for instance when they approved money for fencing, we were not involved, we just saw work going on at the water source. “Surely, it would really be better to know each transaction in the group.”

They don’t hold meetings, since the VSLA started they have only met once to discuss, they only come to make contributions. They are not given chance to give their views as members.

WATER FUND

7. Can you please describe what the contributions to the water fund are used for?
   - To buy chlorine
   - To make repairs on the water pump in case it breaks down.
   - Its used to pay for cleaning around the water source.
   - To do routine checkups every after 3 months i.e. to check is chlorine still there

8. What have been the challenges and benefits of establishing the water fund?
   **Challenges**
   - Non VSLA-members who refuse to pay for the water fund and yet they collect water from there. We always task the wuc to go out to the community and collect water funds from non vsla members and when they reach out to some of them they refuse to pay the funds and tell them that they will start paying when also join the vsla.
   - Some VSLA members who are not water users were hesitant about contributing for the water fund but eventually agreed to pay. They are part of the VSLA because they just admire the way the VSLA operates and the savings and credit

   **Benefits**
   - Keeping their water point clean and they delight in fetching from the water source.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund
   **Motivation**
   - Ensuring that the water pump is functional all the time.
   - The chairperson should keep encouraging members to contribute and make sure the water point is always kept clean. If there are no members to clean money should be got from the water fund to clean it. The chairperson should always alert us in advance about the cleaning of the source not to just call us abruptly for cleaning drives so that we can also adjust our programs accordingly. And if there is urgent need and members are not available to do the work, he should use the available funds to do the work.
   - Make sure that the water fund bag should have available money so that any time it’s needed it’s available.

   **Threats**
   - If the water fund contributions are misused by the executives.
   - If the water pump breaks down and the executives fail to repair it and yet members have been contributing.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   - **Handpump reliability**
     - The hand pump is reliable now, it gives members water through out because it was repaired unlike in the past when it used to breakdown all the time and members were forced to fetch water from the lake. They talked about one defense personnel from the subcounty who used to tamper with the pump from time to time and make them contribute for repairs often but now he stopped because they have...
a directive that says its only the mechanics that should open the water pump and if anyone else is found tampering with it, they will be taken to prison.

b. User payments (attitudes and actual contributions)- VSLA and non-VSLA members
- Group members attitudes have changed they contribute willingly the 500shs because it’s a bylaw but the non VSLA members don’t want to contribute because they think their money is going to be misused.
- The actual contributions have increased; previously they never used to know how much had been collected and no accountability was given on how the money was used and the water pump was always spoilt but now the contributions have increased because the contributions are done in a group and we are given accountability of how much is collected.
- The non VSLA members don’t want to contribute because they think their money will be misused by the WUC. They are asked to contribute 2000shs, but some members don’t contribute it. While in the group, the vsla executives brief us on contributions from the non vsla members and the challenges they are facing, while collecting money from non vsla members. We as group members we collect 500ugx as water funds but the wuc resolved to continue collecting 2000ugx from non-members. Previously the wuc used to collect 2000ugx from each homestead that’s why the wuc resolved to maintain the same amount with non vsla members because they were used to it.

c. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
- The water quality is good because the water source is well constructed dirty water no longer flows into it, and the water is treated with chlorine whereas previously they used to fetch from the lake because the pump was down all the time.
- The water quantity has increased because of the way it was rehabilitated, the water flow is now a lot.
- Some people say the water smells bad, but some say it’s okay.

d. WUC relationship with the community
- The relationship between the WUC and the community has changed because now they contribute willingly through the VSLA without being forced whereas previously they would be forced, and they never used to get accountability of the money collected.
- Previously the wuc would collect money from water users from anywhere for example they would find you in the bar and they force you to pay but now days they are more organized they collect from vsla members during the group meeting and visit non-members in their respective homes.

e. WUC functions/activity
- There work was made easy previously they would just decide to move around the village collecting money without first notifying the community members but now the members contribute with one heart without being forced because they are sure that their money is safe.
- There work has been made easy because previously they used to move around the village drumming mobilizing members to come and clean the water source and sometimes no one would turn up but now mobilization is done within the group during meetings and members turn up willingly and in good numbers.

**ANYTHING ELSE**
11. Is there anything else you would like to tell us?
- Members appreciated aquaya for the clean water that was constructed for them and thanked us for the exercise.
  “We commit ourselves to continue contributing the water funds and we shall make sure our source is ever maintained “

Commented [KM43]: Again, seems contradicting. I thought they were not happy because executives are not giving water fund accountability?

Commented [KM44R43]: Lack of accountability is due to Covid restrictions. Before Covid, they were getting accountability.

Commented [KM45]: Did you happen to probe on why members turn up willingly now? Presumably, these could be some of the same members who would not show in the previous days, right?

Commented [KM46R45]: Here it seemed like members really want to go. It is not like improved enforcement like other groups.
INTRODUCTIONS
Members introduced themselves and the chairperson is a farmer and also a pastor in some church, the treasurer is also a farmer and the secretary owns a small-scale business.

ROLES & RESPONSIBILITIES
Chairperson: Takes care of the water source, keep it clean, collect water fund from the nonmembers.
Treasurer: she collects water fund from nonmembers and keeps it in the group box.
Secretary: records water fund collected from non VSLA members, mobilizes members to do cleaning at the water source.

1. How long have you been acting as a [caretaker] or [water user committee (WUC) member] for this water point?
   - All the 3 members have been serving in the same positions for 8 months

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - Chairperson checks on the water source daily.
   - Treasurer and secretary 2 times in a month. Secretary: I participate twice a month for cleaning drives of our source.

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - The chairperson said what he likes about his role is the fact that people from his community no longer suffer from water related diseases because they have clean and safe water.
   - Secretary, what she likes about her role is now she takes safe water direct from the pump without boiling it because its treated using chlorine.

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - Non VSLA members that refuse to contribute/delay to contribute for the water fund and say that group members should be the only ones to contribute since they benefit from it.
   - Treasurer: The non vsla members have really demoralized me to do my work, you allocate time and move around to collect funds from them, but they refuse to pay. “I am even planning to resign.”
   - Some non- members haven’t understood the importance of clean water and they need sensitization.
   - The chairperson said he normally organizes meetings especially when the community members are cleaning around the water source.
   - Some non-members think the WUC members are going to misuse their contributions.

5. What motivates you to perform your duties?
   - The secretary says what motivates her to perform her duties is she loves seeing her community develop and having clean and safe water is a sign of development.
   - The treasurer said what motivates her is previously the water source was down and they had no hope of ever repairing it, but now that it was repaired she feels she should continue serving so that their water source keeps functional.
   - The chairperson is motivated by the VSLA executives and members who contribute without any disturbance. “The good water funds contributions from vsla members and the support given to me by the vsla executives motivates me ”
WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
      - Group members attitude towards contributions changed now members contribute willingly because they are enjoying clean and safe water and their money contributed is accounted for unlike in the past when they used to go to people’s home to ask for money and most times they would not get anything from them. Secretary: At first, we had resolve to contribute 1000ugx, but members raised concerns that in the group there are very many relatives for instance you find in the group there is a husband, wife and a son now pooling 3000ugx from one family we realized it’s a lot of money thus we resolved to reduce to 500ugx per member. And now all the vsla members contribute willingly.
      - The WUC members said they don’t know about the previous contributions because they are newly appointed and so its hard to make any comparison since the previous committee never gave them any books that they were using.
      - The non VSLA members are also trying to contribute now because of the availability of clean and safe water in their community.
   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - The quality of water is now good because its treated with chlorine and all the members were encouraged to always collect water in clean jerrycans whereas previously the water was dirty, and they were required to first boil it before consumption and the members also never used to mind about their hygiene for example they used to collect water in dirty jerrycans. “Secretary: Now days you feel ashamed to collect water using dirty jerrycans because our source is ever clean, and members use clean containers.”
      - There hasn’t been any change in quantity.
      - People complained about getting stomachaches because of the chlorine but currently there are no complaints from the community.
   c. Your relationship, as a [caretaker] or [WUC member], with the community
      - The isn’t any change in their relationship with the community because the WUC members are all new.
   d. [WUC] Your work as a WUC members
      - There was change in the work of the WUC members because the chairperson of the water user committee used to do work around the water source alone, collect money for repairs alone but now most of the community members work together with them and the VSLA executives supports them in collecting the water fund contributions and mobilizing members for any water related activity.
   e. [caretakers] Your work as a caretaker
      - The care taker was not part of this discussion because he didn’t turn up for the meeting.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement
   Likes
      - The Secretary mentioned that the working relationship between the two isn’t bad but at times they feel like they are being sidelined (they act like they are the ones in charge) by the VSLA executives, but they always come back on board because the foundation of the VSLA lies on the water source.
      - The chairperson added that their relationship with the VSLA executives isn’t bad because they normally support them while moving around the community to collect water fund contributions.
   Challenges
      - Commented [KM51]: Does this mean the WUC would not get money from the households, or that the households would not accountability?
      - Commented [KM52R51]: It was hard to mobilize money from the households. People would not always pay.
      - Commented [KM53]: Allan The wuc said, the vsla executives “act like they are the ones in charge” now the executives moving to the community to collect water funds, don’t the wuc feel interfered in their duties?
      - Commented [KM54R53]: They don’t feel interfered, they feel supported. They are okay with the support from the executives in terms of collecting from non-members. The secretary might have some tension with the executives. Maybe she wants more power.
      - But the chairperson is happy with executives.
- They don’t have any challenges.

**Improvement**
- Continue working together as a team.
- Sensitize members about the benefits of the water fund. Chairperson: The vsla members understand the importance of the water fund but for non-members they need to be sensitized to also be at the same page.
- Increase on the water fund contributions so that they have enough money to solve any problem on the water point no matter how big the problem may be.

- It has helped them keep the water source clean and fence off the water source and be in position to repair their water source in case it breaks down.
- The availability of clean and safe water.

- The non VSLA members who refuse to contribute towards the water fund. Chairperson: I have a very big challenge of collecting water funds from the non-vsla members who don’t understand the importance of water funds.

10. How does the community feel about the VSLA-led “water fund”?
- The community likes the clean water since its treated, and they request that if its possible the other communities near them be given the same water source as the one they have.
  Chairperson: Some members from neighboring community approached me and really appreciated how we are maintaining our source, I briefed them on how we are doing it and they asked me to link them to Aquaya to that they can also have the same arrangement in their community.

11. Can you please explain how you know when the pump needs maintenance?
- They said they can detect if there is any problem because they were taught by the hand pump mechanics. For example, if the pump makes some noise and there is friction then they will need to call a mechanic. They also do routine servicing after every 6 months.

12. What is the process when repairs are needed?
   a) Who would provide the service?
   - The hand pump mechanics
   b) What would the payment process be? Probe on how they would access money from the water fund.
   - They request for money as WUC through the VSLA executives who also go and verify the problem. they also move with the VSLA executives to purchase the materials needed, the WUC members are not allowed to touch on any money, the secretary WUC and VSLA then record the expenses in their books.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
   - Secretary and chairperson: Organize the community especially the non-members for sensitizations so that they can start contributing for the water fund.

**ANYTHING ELSE**
14. Is there anything else you would like to tell us?
- The treasurer requested if aquaya can help her with paying school fees for her children.
INTRODUCTIONS
All the 5 members introduced themselves and they are all farmers.
Chairperson: oversees the group activities and mobilizes the group for meetings and supervises the meetings.
Secretary: updates members pass books and writes minutes during group meetings.
Loan officer: assess members who are taking loans
Vice chairperson: she oversees the group activities and advises group members on what to do.
Treasurer: keeps safe the money in the box. “We don’t normally keep our box in one place for safety purposes.”

ROLES & RESPONSIBILITIES
1. Please describe any prior experience you have serving as a VSLA leader.
   - The secretary has been as a secretary in 2 other groups for 2 years.
   - The loan officer is a treasurer in another group for 3 years.
   - Chairperson has been serving as a choir secretary at church for 7 years.
   - The treasurer is a secretary in another group for 3 years.
   - The Vice chairperson doesn’t have any prior experience.

2. What do you find most challenging about your roles and responsibilities?
   - The secretary says what she finds most challenging about her role are the group members who don’t keep time during group meetings which makes her delay at the meeting place.
   - The loan officer says what she finds most challenging are the members who don’t pay back their loans on time and she must remind them all the time.
   - Treasurer, chairperson, and vice chairperson don’t have any challenges.

3. What do you find most rewarding about your positions?
   - Secretary says what she finds most rewarding about her position is the easy accessibility of loans from the VSLA, they no longer have to go to the banks.
   - Chairperson said he is just a few years old in the village, but his position has helped him get to know the community members and create friendship.
   - The Vice chairperson said what she finds most rewarding is the clean and safe water she accesses; she and her children don’t suffer from water related diseases any more.
   - The treasurer said what she finds most rewarding is the easy accessibility to loans whenever she has a problem. At first, I was scared by the big number of members in a group but now have come to appreciate the importance of being many in a group. We have managed to pool a lot of money in the group thus I am able to access loans anytime to solve my problems.
   - The loan officer didn’t say anything.

4. What motivates you to perform your duties?
   - The Vice chairperson said what motivates her is that in case a member gets a problem like losing their relative, he or she can easily get a loan from the group to help resolve the problem which she can pay back slowly.
   - The secretary said what motivates her is the fact that aquaya helped them to start the VSLA group and constructed the water source without them contributing anything and the follow ups made by Allan.
   - The treasurer said what motivates her is that in the group has enabled them to get to know each other and create friendship.
- The chairperson said what motivates him is the easy accessibility of loans without being asked for many requirements and charges which are common with loans got from the bank.

5. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.

Likes
- The VSLA group they have a box for keeping their group contributions and books, it is also registered and recognized at the subcounty which assures them that their money is safe and can easily access government support from the subcounty if available which isn’t the case in other VSLAs.
  Chairperson: Additionally, our group being registered has helped us not to register any defaulter because members know they can be reported to the subcounty authorities.
- This VSLA was started because of the water source and therefore it’s the foundation of the group which has enabled them to access clean and safe water which isn’t the case in other groups.
- In this group, the member’s contributions are well recorded and can be understood by every member therefore they cannot easily lose track of their money contributed whereas in the other groups they record their books by ticking which can easily make a member lose track of their contributions.
- In this group members can access big loans because of the availability of funds which isn’t the case in other groups.

Dislikes
- The VSLA executives said they don’t have any dislikes.

6. How would you describe the performance of the VSLA? Why? Group dynamics, conflicts
- The group performance is good because members keep time for meetings, they report to the chairperson incase they fail to come for meetings because they know if they don’t report they will be fined.
- Members are contributing well though they have been affected by the COVID restrictions so they all don’t turn up for meetings.
- The executives said they haven’t experienced any misunderstanding or disagreement.

7. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- If members default on loans taken from the group.
- If members are not united.
- If there are disagreements among the executives and members.
- If members are not following the bylaws.

Note: the above haven’t yet been experienced in the group

Prevention
- The group is registered and recognized at the sub county, so it may not easily disintegrate.
- Continue sensitizing members on how to behave in the group and follow bylaws every 6 months. The sensitizations can be done by the CDOs, health officials and aquaya through their follow ups.
  Secretary: All group members must attend group meetings. Members who don’t attend, miss out on sensitization assemblies and they disturb us a lot. “We find it hard to make them understand some items.”
- Members should continue to attach security and have guarantors for loans taken.
  The group only accepts family members to be guarantors.
- Take defaulters to the CDO if they fail to pay.
WATER FUND

8. Can you please describe the last time a withdrawal from the water fund was made? (the process)
   - The last withdraw was done in February 2021 of 5,000ugx.
   - The money was used for buying a broom and detergent for scrubbing around the water point.
   - The WUC chairperson made a request for the money during a group meeting and it was approved by
     the VSLA executives and the group members who were present for the meeting.
   - The money was released by the treasurer in the presence of the members to the WUC chairperson
   - The WUC treasurer and chairperson signed for it in the books.
   - The secretary recorded the expenditure in the books.

9. Other than what you just described, what are the contributions to the water fund are used for?
   - To do repairs on the water pump in case it breaks down.
   - If the cycle ends when their water source is still functional, they haven’t spent the water fund
     contributions and it has accumulated, they plan to buy jerrycans for each community member who has
     contributed to the water fund. They plan to use part of the money and they have already discussed it
     in the group and agreed to do it at the end of the year.

10. Can you please describe your experience working with the WUC? Relationship, positive, negative aspects
    - Their working relationship with the WUC is good because they work together as a team.
    **What could be improved**
    - They said they don’t have anything to improve on.

11. What have been the challenges in managing the water fund?
    - They don’t have any challenges in managing the water fund because members contribute well for the
      water fund every Wednesday during the meetings.
      "Some non-VSLA members also bring the water fund contributions on the sitting day because we they
      know our sitting arrangement.”

12. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to
    the water fund
    **Motivation**
    - Give members gifts like water jerrycans at the end of every cycle to keep encouraging members to
      contribute.
      Secretary: “In case we finish the cycle without spending the water funds we will use part of the water
      funds to buy to gifts for the members so that we can boost their morale and they keep contributing.”
    - Take community members who refuse to contribute to the CDO although everyone in the community
      contributes well to the water fund.

    **Threats**
    - Not giving members accountability of the water fund contributions.
    - If the water fund contributions are misused.
    - If the pump breaks down and the executives take long to repair it.
    - In case the executives don’t repair the pump very well that is to the required standard which meets
      members expectations.

13. How and why have changed since the VSLA-led “water fund” was introduced?
    a. Handpump reliability
- Previously, it was hard to get water because they used to throw in containers to get the water and would also make long lines at the pump but now they can get water easily since the pump was repaired and well-sealed and easy to pump.

b. User payments (attitudes and actual contributions)- VSLA vs non-VSLA members
- Members contribute willingly now because the amount is little and affordable, and they get accountability for the money contributed whereas previously they would be asked to contribute 10,000ugx whenever the pump breaks down and they wouldn’t get accountability for it. 
- Previously it was collected by the LC and they wouldn’t see the money but now they collect it themselves and its available.
- The non-members also contribute willingly because they appreciate the clean and safe water. 
  “When we go to collect funds from them they don’t disturb us, they contribute willingly.”

- User satisfaction with quality and quantity of water and functionality (chlorine, where applicable)
- The quality of water is good because it is treated, well-constructed and sealed off whereas previously the water was very dirty because it was open, and children would throw in dirty containers and you would even find dead rats in it.
- The quantity hasn’t changed, it was a lot previously and even now it’s the same.
- The community doesn’t have any complaints about the chlorine.

c. WUC relationship with the community
- The executives said there hasn’t been any change about the WUC relationship and the community.

d. WUC function/activity
- Previously there was no functional WUC but now its there and functional, the money used to be collected by the LC1 chairperson. They added that’s the reason they appreciate aquaya for starting the VSLA and the WUC which are performing well.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
- They appreciated Katherine for the work done in their community and thanked Allan for the follow up support he has been giving them.
Community: R4  
FGD type: VSLA members  
Participants: Females-04, Male- 04

INTRODUCTIONS  
The members introduced themselves and all the 8 members are farmers.  

GENERAL  
1. Why did you decide to join the VSLA of water users for the study handpump?  
   - To ensure that they keep their water pump functional in order not to go through the previous experience they had.  
   - To have access to the clean and safe water.  
   - To get to know each other and the community.  

2. What have been the benefits of being part of this VSLA? The challenges? What could be improved?  
   Benefits  
   - They have been able to get loans to pay school fee and treatment of their family members.  
   - Being able to start a small project like poultry and goat keeping at their home through the loans they get.  
   - They have also been able to get loans to buy food stuff like posho for their families since their matooke gardens have been affected by the heavy winds.  
   - They have been able to get clean water from their water source.  

   Challenges  
   - They have not experienced any challenges with their VSLA yet.  
     “Our group is moving on smoothly that is we have no defaulters, we are getting loans and our leaders are good.”  

   What could be improved  
   - Members to continue paying back their loans on time and avoid defaulting.  
   - Members to contribute for another group project like buying tents and chairs for group meetings and for hire.  
   - They requested aquaya to connect them with other organizations who can support their group.  

3. How is the water users’ VSLA different from others you have been in? Likes and dislikes compared to others.  
   Likes  
   - The group is registered and recognized at the subcounty, in case a member defaults they can report him/her at the subcounty whereas other groups are not registered.  
     “In other groups members seriously default loans because they know they cannot be arrested.” The executives are the only ones who try to recover some arrears from them.  
   - This VSLA has opened an account in the bank which is not the case in other groups.  
   - In this group their loan repayment period is 2 months whereas in other groups they give them 1 month to pay back the loan.  
   - The VSLA takes charge of maintaining their water source which other groups don’t do.  
   - They have pass books that are well recorded therefore they can track their savings, incase their contributions are misused they have evidence for claiming their money whereas in the other groups they don’t give them pass books. The group records in a general book only which is kept by the executives who can do any thing with it.  

Commented [KM26]: Allan  
No one talked about savings and loans?  
Commented [KM27R26]: It didn’t come up. This group really seemed so appreciative about the water.  
Commented [KM28]: Allan  
Could this be their maximum loan period?  
Commented [KM29R28]: In the constitution, it is three months. It was an old lady who was saying this. Maybe she was just a little confused. But she was very vocal.
Dislikes
- They don’t have any dislikes about this VSLA.

4. In your opinion, what could cause the water users’ VSLA to disintegrate? What would help prevent this from happening?

Disintegration
- If members default on their loans.
- If members contributions are misused by the executives.

Note: Not experienced in the group yet.

Prevention
- Report defaulters in the group to the CDO to help them and recover from them.
- Members to always attend meetings so that they can get updates about the group operations.

5. How would you describe the relationship between group members? Why? (conflicts)
- The relationship between the group members is ok.
- The only conflict they have is about poor time management by group members and this has been resolved by making the late comers to pay fines. Some have improved on their time management.

VSLA LEADERSHIP
6. Please describe the roles and responsibilities of VSLA executive committee.
- Chairperson: he mobilizes group members for meetings.
- Secretary: records minutes and updates members pass books.
- Treasurer: keeps safe the box that contains money and books.
- Loan officer: prepares and follows up on loans.
  a. What do you like about the VSLA leadership? What do they do well?
- They record their books well.
- They keep time for group meetings and love doing their work.
  “Our leaders are like our parents they talk to us in a polite way, advise us and encourage us to work hard and save more.”
- Our leaders normally read out a summary financial report at the end of every month.
  b. What challenges do you have with the VSLA leadership? What could they do better?
- They have no dislikes about their executive members yet since the cycle hasn’t yet ended, they usually give them financial reports at the end of the month.

WATER FUND
7. Can you please describe what the contributions to the water fund are used for?
- To buy chlorine
- To repair the water pump, in case of break down.
- To maintain cleanliness around the water source.
  - Cleaning our source so that it can generate more clean water.

8. What have been the challenges and benefits of establishing the water fund?

Challenges
- They don’t have any challenges with collecting the water fund because members and non- VSLA members contribute willingly. Our leaders are very strict on collecting the water funds. During group
sittings, they first ask for water fund contributions and they encourage us to contribute even the small money we have. The group chairperson advised us to bring 200ugx weekly.

Benefits
- They can now repair their pump easily because they have the money readily available. “Previously we would wait for long to get our source repaired but for now we don’t think it can happen because we have ready money for repairs.”
- They are no longer being chased around by the chairperson to contribute towards repair of the water pump since they contribute willingly.

9. Thinking about the future, how do you think the water fund can be sustained? Motivation and threats to the water fund

Motivation
- If by the end of the cycle the water fund contributions are not misused by the executives. “And this will attract more members to join our group.”
- The current state of the water source as compared to the previous one motivates them to continue contributing because they don’t want to have the previous experience.

Threats
- If executives don’t give them accountability. “If our leaders misbehave we shall elect new ones at the end of the cycle.”
- If the pump gets spoilt and its not repaired on time.

10. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. Handpump reliability
   - Previously the water source wasn’t sealed, and they would fetch water from the opening and they would worry about their children’s safety since they could easily fall in it but now its well-constructed and sealed, they can get water with ease and they don’t have to worry about their children’s safety.
   - User payments (attitudes and actual contributions)- VSLA and non-VSLA members
   - Previously they would contribute 10,000ugx which was difficult for members to raise at once and they wouldn’t be able to see the work done at the water source but now they contribute willingly because the 800ugx per month is affordable.
   - The actual contributions have increased because they get accountability of the money and its collected monthly and the community is willing to contribute the 800ugx since it affordable as compared to the 10,000ugx that was collected previously every time the pump would break down and they wouldn’t get any accountability for the money collected.
   - User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
   - Previously the water was dirty because children would throw their dirty containers and dirty water would flow in it whenever it would rain but now they have clean water since the water pump was well constructed and sealed.
   - There hasn’t been change in water quantity, it has always been available.
   - The community doesn’t have any complaints about the chlorine although they reported that its now finished and that the WUC oversees refilling.
   - WUC relationship with the community
   - There isn’t any change in relationship between the WUC and the community because the WUC members are all new.
e. WUC functions/activity
- Previously there was no WUC but now its active and they have a schedule for cleaning at the water source i.e. 5 community members are supposed to do cleaning at the water source every week, this includes the VSLA members who are water users.
- Previously community members wouldn’t mind about fetching water in dirty jerrycans but now the caretaker ensures every member who come to fetch water has a clean jerrycan.
- They also keep the water fund contributions safe.

ANYTHING ELSE
11. Is there anything else you would like to tell us?
- They appreciated Aquaya for the work done in their community and requested that they keep helping them get connections for the development of their community.

Commented [KM37]: Allan
Does this mean the non-vsla members are not included on the cleaning schedule?

Commented [KM38]: This should be non-VSLA members. It is both who come for cleaning.

Commented [KM39]: The VLSA members think that the WUC keeps the water funds safe? Is the water fund bag kept with the WUC, not in the box?

Commented [KM40]: The WUC collects money for water, but hands over to the VSLA. Then the VSLA deposits in the bank.
Community: R4
FGD type: Water User Committee
Participants: female-02, male-03

INTRODUCTIONS
The members introduced themselves, one of them is a business man and the rest are farmers.
Chairperson: collect water fund contributions from non-members and maintains the cleanliness of the water source.
Secretary: records contributions towards the water fund from both members and non-members and writes minutes concerning the water source during group meetings and when they have meetings as the WUC members.
Before we present any issue to the group members, we first meet to critically analyze the issue at our source as a team (WUC).
Caretaker: maintains the cleanliness of the water sources and stops children from playing around it doesn’t allow community members with dirty jerrycans to fetch water from the source and makes sure animals to drink from there.
Treasurer: collects water fund contributions from the non-VSLA members and hands it over to the VSLA executives for banking.
Vice chairperson: he does what the chairperson does and cleans around the water source, he also makes sure people don’t wash clothes around the water point.

ROLES & RESPONSIBILITIES
1. How long have you been acting as a [caretaker] or [Water User Committee (WUC) member] for this water point?
   - All members are new and so they have been serving in their respective positions for 8 months.

2. In a typical week or month, how much time do you spend on activities related to your work as a [caretaker] or [WUC member]?
   - The caretaker does work concerning the water source daily, the rest of the committee members do the work 4 times in a month.

3. What do you like about being a [caretaker] or [WUC member] for this water point? Benefits.
   - The Vice chairperson said the clean and safe water they got as a community.
   - We had no hopes of getting this clean water again in our village, we used to collect water from dirty open wells and now “I have to work tirelessly to keep our source functional.”
   - The chairperson and secretary said they have earned respect from community members and when they ask them to do any work at the water source they always listen to them.
   - Majority of our community members (both non-VSLA members and VSLA members) comply whenever we ask them to do any work at our source or pay water funds.
   - Caretaker said what he likes about his role is the trust the community members put in him to take care of their water source and the respect earned from the community members
   - Treasurer said what she benefits is the clean and safe water, they no longer suffer from the water related diseases like in the past.

4. What do you dislike about being a [caretaker] or [WUC member] for this water point? Challenges.
   - The chairperson said non-VSLA members disturb him when he goes to collect water fund contributions from them but eventually they pay.
   "I talk to them politely and explain the purpose of the water funds and they eventually pay.”

Commented [KM41]: So, this is just during VSLA meetings?
Commented [KM42R41]: Generally, they are usually referring to times when they go to the water source.

Commented [KM43]: Why do they pay? What tactics does he use to get them to do it in the end?
Commented [KM44R43]: Didn’t ask what tactics. Along the way, the caretaker said he takes jerrycans from those who don’t pay. But seems that the way this group would talk about their past experience, the community is just appreciative of how it is now.
- Caretaker says sometimes he gets misunderstandings with parents whose children try to mishandle the pump but eventually they understand and listen.
- The Vice chairperson’s challenge was about the women who used to wash from the water source but now they stopped.
- The rest of the members don’t have any challenges.

5. What motivates you to perform your duties?
- The chairperson said Aquaya repaired the water source now they have clean water and so they must work hard to maintain it and keep it functional, so they don’t experience what they went through in the past.
- The rest of the members agreed to what the chairperson.

WATER FUND
6. How and why have the following aspects changed since the VSLA-led “water fund” was introduced?
   a. User payments {attitudes and actual contributions}- VSLA vs non-VSLA members
      - Member’s attitudes towards payment changed because they find contributing the 800ugx easy and they do it willingly and there sure that its available if the water pump breaks down where as previously they would be asked to contribute 10,000ugx whenever the pump would break down and members would find it hard to contribute the money but now they do it willingly.
      Chairperson: Previously members had a mentality that the hand pumps rarely break down and when it breaks down, the government will come and fix it and that was the reason as to why people who collected money for repairs from them would find difficulties but now we were fully sensitized about the functionality of the pump that’s why our members are focused to contribute water funds.
      - Currently the actual contributions are more because they contribute monthly whereas previously they would be asked to contribute when the pump breaks down. Previously we never used to know the cost of the spoilt equipment they would just charge any amount of money they felt like but now they contribute a small and affordable fee and before the pump breaks down they are able to identify the problem, they were also taught about the cost of each equipment in the pump.
      - The non VSLA members contribute willingly because they also appreciate the clean water from the source. Secretary: Even when the non-members don’t have the water fund contributions, during the group sitting they come and report and promise to pay next time.

   b. User satisfaction with quality and quantity of water and functionality- chlorine, where applicable
      - Previously the water quality was bad because children would throw dirty containers and dirty water would flow into the source whenever it would rain but now the quality is good since it was rehabilitated and well-sealed.
      - Previously the water quantity was slightly low because it used to be wasted while fetching from the manhole but it’s now a lot because the pump was repaired.
      - The community doesn’t have any complaints about the chlorine.

   c. Your relationship, as a [caretaker] or [WUC member], with the community
      - There is no change in relationship because they are all new on the committee.

   d. Your work as a WUC members
      - Previously they would take long with out working on the water source, but it’s now done weekly.
      The water users are now organized, they know when to do the cleaning but previously they would be forced abruptly to go and do the work and the IC1 would suffer mobilizing them.
- The caretaker is also new on the committee but he said his work has been made easy because they have a schedule for cleaning at the water source and so he doesn’t have to struggle with them.

7. Can you please describe your experience working with the VSLA executive? Relationship, positive, negative aspects, areas of improvement

**Likes**
- Their working relationship with the VSLA executives is good because they usually work together, have meetings together and reconcile water fund contributions together. The VSLA was started because of the water source so their working relationship is good.

**Challenges**
- They don’t have any challenges

**Improvement**
- They don’t talk about any improvements.
- Chairperson: VSLA executives should always give updates to the WUC about the exact amount of water funds collected from the VSLA members during group sittings.

- When the water gets spoilt there able to repair it easily.
- The availability of clean water.

- There are no dislikes yet.

10. How does the community feel about the VSLA-led “water fund”?
- They appreciate the group for saving their water fund and appreciate Aquaya for rehabilitating their water source.

11. Can you please explain how you know when the pump needs maintenance?
- The WUC members said they were trained and told that if they are pumping, the handle is not supposed to hit the top and bottom part of the pump, it’s supposed to be in the middle and if there is friction then they need to call a mechanic and not wait for it to totally break down because it will require them to contribute a lot of money.

12. What is the process when repairs are needed?
   a) Who would provide the service?
   - The pump mechanics, they have their phone numbers.
   b) What would the payment process be? Probe on how they would access money from the water fund.
   - The caretaker informs the WUC if there is a problem with the pump, the WUC informs the VSLA executives, they will then go and verify the problem, call the mechanic to come and check the pump. The mechanic will tell them how much money is needed and they will put in their request to the VSLA executives. The VSLA executives will withdraw the money during the group meeting. The secretary records the expenditure in the books and they will all verify the work done.

13. What recommendations do you have for improving the VSLA as it relates to water system management?
- They had a suggestion of buying padlocks to close off the water source so they have a schedule for collecting water to keep the pump functional and prevent any mishandling.
- Working together and agreeing as community members to ensure the group continues operating to maintain the water source and keep it clean and functional.  
  As wuc we should always make sure our source is kept clean and functional so that the community can continue getting stable water and this will motivate them to keep contributing.

ANYTHING ELSE
14. Is there anything else you would like to tell us?
- They appreciated aquaya for rehabilitating the water source for their community and their follow ups and for starting the VSLA in their village which has helped them in various ways like getting loans for treatment and other development projects.
- They also appreciated Allan for the support given to them in as VSLA members.

SOME OF THE KEY ACTION POINTS FROM THE AUDIO.
- Non-vsla members contribute very well
- The leaders (executives and wuc) handle both vsla members and non vsla members politely and members are happy with how the leaders are handling them.
- Previously community faced it rough to access clean water in the community that’s why they are now motivated to maintain the water point and contribute willingly the water funds.
- Vsla members in multiple groups which are not formal
- Community members comfortable contributing 800ugx as water fund contribution.
- Executives to reward members for contributing water funds when not spent on any break down by the end of the cycle.
- Executives believe that rewarding members will motivate them to keep contributing.
- The community has a weekly cleaning schedule where Households participate.
- Wuc don’t force community members to do the cleaning, they do it willingly.
- Vsla executives decided to be keeping the box in different places for safety purposes.
- Group registration at the subcounty level helping the group not to register any defaulters.
- Executives requested for more sensitization assemblies
- Community have it at the back of their mind that their water was treated, and they said that at the start, it was cleaned and treated.
- There is a good relationship between leaders and the community.
- Wuc aware of the costs each pump part.
- Wuc coordinating very well with the vsla executives.
- Executives also participate in collecting water funds from non vsla members.
- The group has enough loan capital
- Some non vsla members bring their water fund contributions during group sittings.

Commented [KM45]: On what exactly? Did they say?
Commented [KM46R45]: The group secretary said they want to mobilize the members to come for meetings. Those members who don’t attend disturb the executives— they have more questions. It was more about attendance. Not many members always attend and they miss out on the trainings from Allan.
Endline (November 2021)

29 total participants, 14 females

- 29 interviews with non-village savings and loans association (VSLA) community members
COMMUNITY: H1

GENDER: MALE

AGE: I am 25 years old.

What is your level of education?
I stopped in primary two.

What do you do a living?
Am a farmer growing cassava and matooke, but I get most of my income from selling my matooke.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
Yes, I think I attended like 3 meetings, Kenneth and some other two people moved around informing us about the meetings.

What really stopped you from joining the water users VSLA?
I had even registered my name but later I failed to join because of my little income, I was told that they start saving from 2000ugx and the highest is 8000ugx, I saw I wouldn’t raise the money because I was trying to look for money in different ways but still I wasn’t really getting it.

What do you have to say about the water users VSLA?
The group has no problem, I see it moving on well with its operation, I always see people coming for meetings at Kenneth’s home, that shows its moving forward. I just see them meeting, I don’t really know what goes on the group.

What have you heard the group members talking about the water users VSLA?
No, I will not lie to you I haven’t heard any member talking anything about the group, I only see people meeting on Monday, but I don’t know what they discuss in their meetings.

After this cycle ending, would you like to join the water users VSLA?
It will depend on what the group members will tell me about the sharing, if their money has been kept well without being misused I will also think about joining without any doubts, because there could be problems of members saying how come we saved such and such an amount but its not being seen, but if those problems are not there then I will get the morale to join.
But how will you get the news when you don’t talk to anyone about the group?
The news can’t fail to circulate around the village.

You also said that what stopped you from joining was your little income, do you think you will have enough money to join in the next cycle?
It’s because right now am looking for money in different ways, its like when you are just establishing yourself, you can’t really have a stable source of income, but I believe soon I will because you can even see my matooke is promising and I can also go looking out for those daily paying jobs.

Do you contribute any money towards water fund?
No, I have never paid any money but when they call us to go and do some work at the water source I always go.

Why don’t you contribute for water fund?
But whenever they call us to go and work I always go, the good thing its functioning well and it has never gotten spoilt ever since it was repaired, the pump is functioning well, since its functioning well why should I contribute any money. But for clearing the bush around the water source I always go there.

What do you have to say about the water system management?
I think the management is good, its always kept clean even if you are to reach there now, it’s clean.

Do you think the money contributed towards water fund is kept safe?
I don’t really know, just like I told you I always see people meeting but I don’t know what goes on in the group because am not a member right now and I don’t have the chance of reaching there and sharing thought with them, its really hard because I hear they said when you are not a member, you should not join their meetings.

Do you have any idea of how much is contributed for water fund?
They told me a member starts contributing from 200ugx up to 8000ugx, I have no idea about how much is contributed towards water fund.

What would really convince you to start contributing for water fund?
When the water is clean, then I will also start contributing.
**Do you want to say its not clean now?** No, it’s clean, if the chairperson WUC comes for it and I have it I will pay the money because I also enjoy taking the clean water because its even very near my home, just a few meters from here.

**Could you be knowing what the water fund contributions are used for?**

Its for lending out to members who in turn pay it back and it comes back to the bag, I don’t know the uses for the water fund because am not a member of the group.

**You said you attended the entry meetings, what did they say about the purpose of the water fund?**

They said in case there is a problem with the water pump, the WUC shouldn’t ask for money from community members but rather use that for repairs, I will also start contributing for that money since you have explained to me.

**Do you think there has been change on the handpump reliability ever since the VSLA led water fund was introduced?**

Previously the pump was just there spoilt and its water wasn’t even good and there were very few people that used to fetch water from it but right now, this water pump is good it gives us clean water and the people that fetch water from here have increased in number because it’s the only functional water source around, previously they used to move very long distances looking for clean water but now everyone comes to fetch from this water source.

**Do you think there has been change in the way people think about contributing for water fund and the actual contributions made ever since the water users VSLA was introduced?**

Previously its Mugisa who used to collect money from us, he was the chairperson WUC but now he was replaced by Kenneth, Mugisa even used to go to Hakibale to represent our water source in some meetings, I think there hasn’t been any change in the way people think about contributing because even now I see them having meetings every Monday at Kenneth’s home, there hasn’t been any change things are just like before and I think they might even be better now.

**Has there been change in the quality and quantity of water ever since the water users VSLA was introduced?**

The quantity of water increased, the pressure is now high I think because of the pipes that were used to repair it now.
The quality of water is good now even if am to bring it for you now you will see how good it is, previously it had some clay it, it wasn’t so good.

**What do you have to say about the chlorine in the water.**

The chlorine is there, I think it’s working, at first I had failed to take it, it really disturbed me I would get some discomfort in my upper abdomen and it would force me to keep spitting saliva for like four months and I would sometimes resort to getting water from the open wells but right now am used to it, previously I would take it and it wouldn’t quench my thirst but now it’s okay.

**What do other people say about the chlorine?**

Other people I think are okay with it but at first it was strong, I have only heard one person tell me that whenever he takes the water he gets flu and the flu is always recurring.

**How many times has the WUC come to collect water fund from you?**

I think like 3 times, they come telling me they want to repair the pump when its spoilt, this year they have only come once because I remember they told us to carry sand from the road side to the water source and there some mechanics that came and we started work, but currently I haven’t seen any one coming to ask me for any money.

**How many times has the WUC called for meetings?**

They have so far called for meetings like four times at the water source, Kenneth usually moves around informing the people, they would have the meetings at the water source and leave when they have cleaned the water source, I don’t know what would follow and what they would discuss because am not in the group and wouldn’t join them.

**Have you ever participated in any meetings held at the water source this year?**

No, I haven’t, but there are times I see them at the water source and ask someone what they’re doing there, and they tell me there having a meeting, I don’t normally participate because sometimes am very busy.

**How about community work at the source, have you been called for any?**

Yes, there times when they call, and I go and work, I have only once, and we normally just do cleaning and clearing o the bush around the water source.

**Why do you participate?**
I participate because they tell me to do so and because the water source is near me, so I must go and work.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

We should always keep our water source clean and stop children from playing from it so that it doesn’t get spoilt, this can be done by us the community members.

Another thing am just waiting to see how the cycle will end so that I can decide whether to join the VSLA or not.

**Is there anything else you would like to ask/tell us?**

I don’t have anything to ask because I see things moving on well, anytime I need the water am able to get it without any problems.
COMMUNITY: H1

GENDER: MALE

AGE: I am 35 years old.

What is your level of education?
I completed primary seven.

What do you do a living?
Am a builder and that’s where I get most of my income from there.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
No, I didn’t attend any because by that time I was very busy, and I had a very sick child at home, I only had time to go and look for money unfortunately that child died of recent.

What really stopped you from joining the water users VSLA?
I had wanted to join that group, but I found when they had already started it when I wasn’t around

What do you have to say about the water users VSLA?
The group is good, and I also wish to join it because it can help me get money that would help me develop myself, I don’t really understand it very well because am not a member, but I had that it came to our village and it’s at Kenneth’s home. But I don’t really understand, if am to save in that group, how will I be benefitting?

What have you heard group members talking about the group?
I normally talk to some group members like Kenneth, but I haven’t really got time to ask them about the group, but as if there is a time I heard someone saying the group members get loans and default or they delay paying back their loans. I haven’t heard anything about it.

Would you like to join the water users VSLA after the end of this cycle?
I would love to join the VSLA because am not in any VSLA and I have seen the time I have spent without being in a VSLA has been hard because the little money that I earn is what I consume, but I think if I join I will be able to access loans so that I can start some home development projects like goat keeping and also some household items just like other group members.
Do you contribute money for water fund?

To tell you the truth, I have never paid any money for water fund, but I keep promising them that I will pay, it’s because I have been having my challenges that have been stopping me from contributing.

What is your thinking about how the water system is managed?

I think the management is good because the water source was repaired and its fence, it’s good.

Have you ever taken time to find out about how much is contributed for water fund and how often?

Kenneth had told me about the amount of money I am supposed to contribute, and he told 5000ugx, but he didn’t tell me when am supposed to pay it, he told me this when they were repairing that water pump this year, I don’t know about how much am supposed to contribute every month.

What would convince you to start contributing for water fund?

Me I have a question, you repaired that water, I didn’t get time to ask because am always busy but I had bazungu were going to repair our water source but they need us to contribute 5000ugx but me I kept promising since am always busy and I had a very sick child in the house so I didn’t get chance to pay that money. But I want to go to one of the meetings in December so that I understand how things are done, I will ask Kenneth to tell me when the meetings are being held then I come.

Do you know the purpose of the money contributed for water fund?

I don’t know what that money is used for because they repaired the water source and I see its working well giving us drinking water and it hasn’t gotten spoilt.

But you said you were promising the WUC to pay the 5000ugx, what do you think was its purpose?

Me I was going to give them that money because they had repaired our water pump.

Do you think there is change in the reliability of the hand pump ever since the water users VSLA was introduced?

Our water pump previously got spoilt it was down for long and we really suffered with getting clean water, we used to get water from Ngezi down there but when I heard about it getting repaired I was happy and its now giving us clean water.
Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?

The number of people that use the water source hasn’t changed, it’s still the same as in the past.

Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?

In the past they never used to contribute any money for the water source, I think this arrangement of contributing for water fund is good because our water pump was repaired and its working well and we should continue collecting money so that it maintains the water source, me I want to give in my contribution with one heart because I really love the water source.

Do you think there has been change in the quality and quantity of water ever since the water users VSLA was introduced?

In the past the water was bad but now it’s good and treated, it used to have some yellow particles in it, the quantity has also increased as compared to the past I think because of the pipes that were used when it was being repaired, people in the community are also saying how they have been blessed to have had their water pump repaired.

What do you have to say about the presence of chlorine in the water?

That medicine is good because the water no longer smells bad like how it used to, I don’t have any complaints about the medicine, I haven’t heard any one having any complaints about the medicine.

Was there a functional WUC in the past?

No, it wasn’t there.

How many times have the WUC come to collect water fund from you?

They have never come here to collect any water fund from me, and for the 5000ugx they asked for it when they were starting to work on the water pump and they just met me on the way.

How many times have the WUC called for meetings and community works at the water source?

I have never heard of any meetings.

And how about the WUC calling for community works at the water source? why?
Yes, about working at the water source I have ever heard, and I have only participated once, we went and cleared the road that leads to the water source and cut down some small trees around the water source. I participated because my fellow community members informed me and because I get water from that pump, I had to go there.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

My recommendation is our water source should continue operating and we should also keep contributing the money for water fund, non VSLA members should be encouraged by Aquaya to also contribute for water fund.

**Is there anything else you would like to tell us?**

For how long will the water source keep functioning?

How much does one need to join the VSLA and if I keep contributing money, will it only be used towards maintaining the water source or there is also a way I can benefit from that money, can I be able to borrow it or not?
COMMUNITY: H1
GENDER: Female
AGE: I am 30 years old.

What is your level of education?
I stopped in primary seven.

What do you do a living?
I own a mini hotel, am also a farmer growing maize but most of my income comes from the mini hotel.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
No, I didn’t attend any meeting, I was informed but I failed to get time to go and attend.

What really stopped you from joining the water users VSLA that normally holds its meetings at Kenneth’s home?
That group started without me knowing, I got to know about it after it had started, and I had other groups that I was in already in, I got know when the group had moved half way and I had the cycle will be ending in January, I think I will also join in January.

What do you have to say about the water users VSLA?
I heard that its good because a member is able save their money that helps them with their personal needs, I don’t really know much about it since am not a member.

What have you heard the VSLA members talking about the VSLA?
They always tell me its good that’s why am also considering joining it when after the end of the cycle, they told me its for developing themselves and that they keep safe our bag for water fund.

Would you like to join the water users VSLA when the cycle ends?
Yes, I would like to join so that I can also save and develop my self together with the rest of the group members.

Do you contribute money for water fund? Why?
I have been contributing for water fund because the people in the VSLA agreed that we who are not in the VSLA should also be contributing some money to use for repairs in case the water pump gets spoilt.

**What is your view on how the water system is managed?**

The management is good because you can see the cleanliness at the source and the carefulness by the people who use the pump, the pump has been kept well ever since it was repaired it has never gotten spoilt.

**What do you have to say about the safety of your water fund contributions?**

I think its kept safe because our water source is kept clean, I haven’t seen it getting spoilt and even the chlorine is always there in the water. I feel contented that its safe because I haven’t heard anyone saying that our money is missing.

**Are you aware of how much you are supposed to contribute and how often?**

Me am not so sure about how much am supposed to contribute monthly because I don’t pay every month, whenever they come to me I give them whatever amount I have with me, I have so far contributed 4000ugx 2 times because I knew about contributing later on after the group has started, I have so far given them money in the month of September and October.

**Do you feel like the time when they come to collect money for water fund is convenient for you?**

I don’t have any problem with the time when they come to collect the money, because even when they come, and I tell them I don’t have it they always tell me to take it to them when I get it.

**Is the amount contributed per month affordable to you?**

I don’t remember the exact amount am supposed to contribute per month, but I know its not a scaring amount of money, I can afford it.

**What would convince you to start contributing every month without missing?**

When I join the group in January and see how our money is handled and kept, then I will be encouraged to contributing without missing, because now I give in my contributions, but I don’t know what discussions they have in the group.

**What do you think the money contributed for water fund is used for?**
They told us it's used to maintain our water source, to do any repairs in case it gets a problem and to keep the water source clean, it's Kenneth and Mugisa that told me about that.

**Do you think there is change in the reliability of the hand pump ever since the water users VSLA was introduced?**

The water source is now reliable because in the past we would get dirty water that had some rust particles in it, the water source had broken spare parts, and some had even fallen inside but right now it's good, it's always treated and clean, it's also well-constructed for the standard.

**Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?**

The number of people that collect water from this water pump increased now because of the good and clean water, even the new people that come to village to look for houses to rent find it easy because they know the community has clean water but previously they wouldn't because of lack of a clean water source in the community.

**Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?**

Previously we never used to contribute any money for the water pump, only when the water source would get spoiled that's when community members would mobilize us to go and work and we just used to work around the pump without minding about what is inside the pump, I feel this way of collecting money for water fund is good, to me it's okay and the people in the community are okay with it because we didn't have this functional water source but now we do and they keep saying our village is developing because something that we didn't have are coming to our village. I don't know if the actual contributions have increased now, me I pay what they told to pay, I don't know about others.

**Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?**

The quality of water is good, it's clean and treated, most of the time it has medicine in it, when it gets finished we always find when they have refilled but previously it was bad with rust particles.

The quantity is okay, it's flowing freely, previously it wasn't flowing well because it was somehow spoilt.

**What do you have to say about the chlorine in the water?**
Me I don’t have any problem with the chlorine, other people also say that the chlorine is good because it makes their water safe for drinking, most people don’t boil drinking water, but the chlorine helps them to take safe water.

**Was there a functional WUC in the past?**

Yes, it was there

**How did the WUC do their work in the past as compared to the current WUC?**

Currently, there work is good, previously they used to say whoever hasn’t worked at the water source has to pay money and they used to do it as if they are forcing people, but right now we contribute willingly because we know the reason why we are contributing is to maintain our standard water source.

**How many times has the WUC come to collect water fund from you?**

They have come twice, they come 3 of them, they come greet me and tell me that they have come for the water fund that we agreed on to always keep our water source clean, they talk to me well without forcing me because I also already know about the money, when I give them the money they write me in the book and tell me there going to put it in the water fund bag.

**How many times has the WUC called for meetings and community work at the water source?**

I haven’t heard about any meetings or any work at the source, I have never been informed.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

I was suggesting that the WUC that normally comes to us asking for money should organize some meetings with us non vsla members because most times they only have meetings with the group members only, they just come to us asking for money without informing us about what was discussed in the group meetings, what the money will be used for and the plans they have for the water source every month.

**Is there anything that you would like to tell us?**

Whenever Aquaya people are coming to the village even us the non vsla members should be informed so that we be part of the meetings.
COMMUNITY: H2
GENDER: FEMALE
AGE: Am forty three years old
What is your level of education?
I dropped out of school in primary five.
What do you do for a living?
Am a business woman , I deal in selling chapatis, sambusas and pancakes.
Am also a farmer growing bananas and rearing chicken
What is your main source of income
My main source of income comes from selling chapatis, sambusas and pancakes.
Did you attend the first meetings that Aquaya organized when it was beginning its activities in this community?
Yes I attended once , I got information from the local council one chairman H2
And in that meeting they discussed about contribution for water fund of 1000= per month and 5000= for VSLA.
Why didn’t you join the VSLA for water users?
I have other groups and they are four of them. And they include the following , the one for Monday, Wednesday, Saturday and Sunday. I could not afford contributing shares for all the five groups.
What do you have to say about the VSLA for water users?
I think there are many defaulters in the group.
What do the other members say about the VSLA for water users?
I have not heard any members talking about the VSLA
Would you like to join the water users’ VSLA next cycle?
I would like to join, there is one group that I want to leave and replace it with VSLA.
VSLA is good its contributions are not that much and I can always borrow money for water fund from VSLA incase I don’t have it.
Do you contribute water user fees to the “water fund”? 
Yes, I contribute 1000= every month and the money is normally collected by WUC chairperson.
Why do you contribute?
Because I use the water from the hand pump most especially for drinking.
How do you see the water system management?
The management is good the hand pump is kept clean.
What do you think about the financial management?
I don’t know because I don’t attend meetings.

What do you have to say about the 1000= per month for water fund?
The 1000= for water fund is affordable it is not much to me. Money below 1000= is too little because the hand pump needs repairs in case of breakdown and it needs to be kept clean.

Are you comfortable with the time in which it is collected?
The time is okay because I always have the money by end of the month it is only that [WUC chairperson] is the one who does not come for the money at the right time.

How much money have you paid so far?
I have paid 5000= I last paid in May. [WUC chairperson] has not yet come back to collect the money for the other months.

What would motivate you to start contributing without being absent?
If [WUC chairperson] keeps coming for the money I will pay without being absent, when he does not come I assume that there is no need for the money.

Do you have any idea on what the water funds are used for?
I think the money is used to hire people to do the cleaning around the hand pump.

I think it is used to pay a guard/security officer to protect the hand pump from bad people who want to steal some spare parts of the hand pump and to chase away the people who wash clothes from the hand pump.

Have you noticed any changes in the reliability of water since the hand pump was rehabilitated by Aquaya?
The hand pump is always very clean I am always sure of safe water that is what I have to say the rest my daughter is the one who knows because she is the one who fetches water from the hand pump.

How about the number of people fetching water from the hand pump?
The number has reduced because some people who used to fetch water from the hand pump stopped when their water sources were repaired especially those around the church and the trading Centre.

What are your views on the quality and quantity of water ever since the hand pump was rehabilitated by Aquaya?
The quality of the water is very good because the hand pump has clean water there are no people to contaminate the water like in the past where children would put dirt in the hand pump but now there is security no child can play with the hand pump.

The quantity of water increased, a jerrycan of water takes very little time to get full unlike in the past where you would take a lot of time to fill a jerrycan because of the water coming in small quantity.

The volume of water does not reduce even if it is dry season unlike in the past where the volume would reduce so much during the dry season.
Do you think there has been a change in peoples’ thinking about contributing for water fund and actual contributions made ever since the water user VSLA was introduced?

I don’t know, I think the chairman water users committee (WUC) knows better.

What do the other members say?

I don’t know am a busy person I don’t usually get time to interact with other members.

What do you have to say about the old water management committee of the past when compared to the present?

The old water users committee was not as good as the current one when it comes to the cleanliness, the current one has kept the hand pump very clean this could because of the good supervision of VSLA.

Has the WUC come to collect water funds from you?

Yes it has come, [WUC chairperson] has come to my place five times.

What was the purpose of his coming?

He comes to collect water fund for maintaining the hand pump.

How did he talk to you?

He talks to me politely and explains to me what exactly what the money does.

Did he come as an individual or in a group?

He comes alone, [WUC chairperson].

He writes my names and the amount of money in a note book as evidence of payment.

Does WUC call for meetings?

I have not heard of any meetings from WUC.

Does WUC call for community work at the source?

The chairman WUC has not yet told me about community work at the source.

Did you participate?

No I did not participate because I can not do work for the community when I have not been told to so.

What recommendations do you have for improving the VSLA-Led “water fund” as it relates to water point management?

There is need to keep the money (water fund) in the bank such that is safer than mixing it with peoples saving in the box.

Any thing you would like to say?

I have no comment.
COMMUNITY: H2

GENDER: MALE

AGE: Am thirty six years old.

What is your level of education?
I dropped out of school in primary seven.

What do you do for a living?
Am a farmer growing tomatoes, Irish potatoes, bananas and beans.

What is your main source of income?
My main source of income comes from selling tomatoes.

Did you attend the first meetings when Aquaya institute was beginning its activities in this community?
No, I did not attend reason being that I did not get the information early enough and had other issues to attend to.

Secondly I did not trust some members who had intentions of joining the group, about 4-6 members because they had run away with people's money from some groups so I had to wait and see how the first cycle ends before.

How did you get to know about the meetings?
I got information from my sister when asked her about some members who were willing to join VSLA.

Why didn't you join the VSLA for water users?
I got information late and had joined another group and could not raise the shares for the two groups. Secondly the group was just beginning I was no sure if would stay since it had some people who I could not trust.

You may not be a member of VSLA, but you as an individual how do you see VSLA?
I think the group is good because it has good leaders who are managing the hand pump very well by keeping it very clean all the time.

What do the other members say about the VSLA?
I hear some members saying that there are some people who have borrowed money from VSLA and have run away without paying.

Would you like to join the VSLA for water users when the cycle ends?
Yes, I would like to join because am more informed about the group and secondly I want to see how the cycle ends because VSLA was for every member including people who had run away with people's money from other groups.
Do you contribute water user fees to the “water fund”?
Yes, I contribute, because water is my life. Water from other sources is dirty, and tap water is not dependable. It is on and off, but the hand pump is reliable.

What do you have to say about the water system management?
The management is very good because it is headed by the right person [WUC chairperson], he always keeps the hand pump very clean, he cannot allow people to wash from the hand pump, and cannot allow children to play from around the hand pump.

Why was the management bad before the introduction of VSLA for water users?
There was no committee that was taking care of the hand pump, and as a result, some bad people started eating sugar canes from around the hand pump, and others would even steal some spare parts of the hand pump and sell them to dealers in scrap.

What do you have to say about the management of funds?
I think the water fund is managed very well. I have never heard people complaining.

What is your opinion on the amount of money that you are supposed to pay every month?
It is okay, but there are times when I don’t have it. I usually explain to the WUC when I don’t have the money, and we agree on the days when I am to get the money.

Do you know how much you are supposed to pay a month and the days for paying the money?
I don’t know how much I am supposed to pay and the days for paying, but I have so far paid 3000 Cedis. I first paid 2000 Cedis and 1000 Cedis.

What would convince you to start paying without being absent?
If the caretaker keeps guarding the hand pump so that no metals are stolen from the hand pump, ensures cleanliness of the hand pump, and if I continue seeing a specific person handling the money for the hand pump without changing, I will keep paying without being absent.

If the money for water keeps changing hands, there are chances of financial mismanagement as compared to when the responsibility of collecting money is left to only the WUC.

In your own understanding, what do you think is the use of the water fund?
I think it is used to pay the caretaker (guard) so that he keeps cleaning the hand pump and protecting the hand pump from people who have bad intentions like washing from the hand pump and stealing of the metals (spare parts of the hand pump).

I think it can be used to buy some spare parts in case the hand pump breaks down and paying of the mechanics.

Have you realized any changes in the reliability of the hand pump ever since it was rehabilitated by Aquaya?
The hand pump is more reliable because it almost a year now giving us clean water, we have not heard of it breaking down like it used before.

Have you realized changes in the number of people fetching water from the hand pump?
When we don't have rain and tap water the number of people increases so much compared to when we have rain and tap water.

The number has also increased because those in the trading Centre are also fetching from hand pump because their hand pump does not have a hard working WUC which do repairs on time and do the cleaning around the hand pump.

**In your opinion has there been a change in people's thinking about contribution for water fund when you compare with the actual contributions?**

The number of people paying is more because in the past people used to pay money and there were repairs done, the hand pump was always dirty so the people could not see what the money was doing and many stopped paying but now you can tell the number that is paying by looking at how the hand pump is shining.

There very many people collecting water fund and people became confused on which people were really concerned so they stopped paying but now there is a specific group of people who are concerned.

**Have you noticed any changes in the quality and quantity of water ever since the hand pump was rehabilitated?**

The quality of the water is very good, in the past the water was very dirty, the top of the hand pump would be removed and the children would put there mud and some other dirt but when the hand pump was repaired all those stopped.

The quantity of water has also increased, in the past the hand pump would bring very little water and this was worse during the dry season but now the volume of water is much all the seasons.

**Was there a managing the hand pump before rehabilitation?**

It was there but not very active, because some of its members were not fetching water from the hand pump and this made it difficult for them to supervise what was done around the hand pump but now all the members of WUC fetch water from the hand pump.

**How many times has the WUC come to collect water fund from you?**

It has come only once, when they came, they asked for water fund and asked me if I could join the VSLA.

**How did they speak to you?**

Mr. Ocaaki is the one who came, he spoke to me politely telling me the purpose of the money.

Mr . Ocaaki the WUC caretaker is the one who came and he came alone.

**How many times has the WUC Called for meetings?**

I paid him and I saw him writing the money in the note book

I have not heard of any meetings organized by WUC.

**What about community work at the source?**

I have also not heard about it also.
What recommendations do you have for improving the VSLA- led “water pump” since it relates to water point management?

There is need for the VSLA executive to be careful when giving loans, members borrowing money in form of loans should not borrow money beyond their shares.

Do you have anything to say to us?

What plans does Aquaya have for VSLA are there plans of making it a serious SACCO?

As members of [H2] we appreciate the rehabilitation of our hand pump, but there are some villages that are very badly off, they don’t have hand pumps and piped water what plans does Aquaya have for them?

COMMUNITY: H2
GENDER: MALE

AGE: Am fifty one years old.

What is your level of education?

I completed primary seven.

What do you do for a living?

Am a farmer I grow bananas, beans and g nuts.

Am also a business man trading in myrah (mairungi)

What is your main source of income?

I get most of my money from selling myrah.

Did you attend the first meetings when Aquaya was beginning its activities in this community?

No, I did not attend the meetings because am always busy but I heard about the meetings.

Why didn’t you join the VSLA for water users?

I did not have a source of income at that time and many of my family members were sick and I was the one taking care of them.

You may not be a member of VSLA but as an individual what do you have to say about it?

I think it is good because there is savings and credit and it is also managing water.

What do the members say about VSLA?
The members are saying it is good because there are no defaulter and there is water user committee is keeping the hand pump clean.

Would you like to join VSLA the water users' VSLA?
Yes I would like to join such that I can also begin benefiting like getting my to boost business and saving some money.

Do you contribute water user fees to the “Water fund”? 
No, I don’t contribute because I get water from another source which is nearer and they charge us a lot of money which around 150,000/= so I could not contribute twice.

you have to say about the water system management?
I don’t know it is the children who fetch water from there but they tell me that the hand pump is always very clean and sealed un like in the past where the hand pump was very dirty and its top was open.

What about the management of funds?
I don’t have any idea on the management of funds because I don’t go there and the members don’t tell me.

Do you know how much you are supposed to pay?
I don’t go there but they tell it is around 3000/= they but did not tell me when it is to be paid.

What would convince you to start paying?
If our water source is gets a problem during a serious rainy season to the extent that we cannot get clean water.
If I join VSLA I will be contributing since it is a must for every member to contribute to water fund

What do you are the uses of water fund?
No, I don’t know.

Have you realized changes in the reliability of water ever since the hand pump was rehabilitated?
The hand pump is more reliable than in the past because it is sealed and has clean water when you compare with the past where water was dirty because the top was removed and the children would contaminate the water with dirt. The hand pump was surrounded by the bush and we would worry about snake bites but now the bush was cleared.

What do you think about the number of people fetching water from the hand pump?
I think the number has not increased the same number that was fetching water from the hand pump before rehabilitation is still the one that continues to fetch from the hand pump.

Has there been a change in people’s thinking about making contributions and the actual contributions?
I think there has been an increase because people can see what the money does for example cleaning around the hand pump unlike in the past where people would collect money and the committee members would misuse it.
there money is collected through VSLA unlike in the past where money was collected by individuals and had no one to supervise them.

Have you noticed any changes in the quality and quantity of water ever since the hand pump was rehabilitated?

The quality of the hand pump has improved because the top of the hand pump is sealed and cannot easily get contaminated so I don’t have to worry about some water diseases like in the past when the top of the bore hole was removed and children would put in the water all sorts of dirty things.

The quantity of water has also increased because my children tell me that they don’t have to pump a lot get water and the jerrycan take few minutes to get full.

How many times has the WUC come to collect water funds from you?

I have not seen them at all.

How many times has WUC called for meetings?

I have not heard of any meetings that are organized by WUC

Has WUC organized for any community work at the source?

I have never had heard of it also for me I think that the work around the water source is done by the security guard who is paid money from the water fund.

What recommendations do you have for improving the VSLA -led “water fund” as it relates to water point management?

I think there is need for a committee that is trust worthy such that we can continue having clean water

The team of Aquaya should continue carrying out field visits in the communities such that members can keep sensitized on how to keep the water sources clean.

Is there any thing else you would like to tell us?

I want to know the contact numbers and where the offices of Aquaya are located.
COMMUNITY: H3
GENDER: Male
AGE: I am 50 years old.

What is your level of education?
I completed primary seven.

What do you do a living?
Am a business man dealing in sale of fresh foods and I get most of the income from my business.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
No, I didn’t because I was working from a far place from here, I was informed but I found when the group had already started its operations of saving water fund and even now that group is still there.

What really stopped you from joining the water users VSLA?
I had prepared myself well, but I hope to join this coming year, I wasn’t living in this village the time the group started. I came back in May, since I hadn’t started with them I couldn’t join I decided I will join when this cycle ends because our water source was repaired and its in a very good condition.

What do you have to say about the water users VSLA?
The VSLA is good because they keep safe their contributions, I haven’t heard them complaining about defaulter and their contributions being misused.

How do you know about the funds being kept safe?
I don’t really know because I have never attended any of their meetings, but I always see them meeting every Monday at the catholic church.

What have you heard the group members talking about the group?
They just appreciate their group, I hear them talking about them saving and getting loans from there group.

Would you like to join this VSLA for the water users after this cycle ending?
Yes, when this cycle ends at the end of the year I will join it because am now back to the village, it’s a good thing and one needs to be joined to something
that is good and, I haven’t heard them having any conflicts concerning their savings.

**Do you contribute money for water fund?**

Yes, I contribute for water fund, they came telling me that the bazangu have repaired our water pump, they need some money to maintain it and keep it clean always so when they told me so I gave them the money because we were suffering with getting water from an open well and we used to worry so much about our children drowning, but right now we just pump and get good water.

**What do you have to say about the water system management?**

The water system management is very good because it’s always kept clean, they have planted some flowers around the water source, it’s really looking good.

**What do you say about the safety of the water fund contributions?**

I haven’t really checked on the safety of that money, but I haven’t heard of any complaints about it being misused. But I trust the WUC.

**Is the time the WUC come to collect water fund from you convenient for you?**

When I don’t have the money, there always patient me and when I get it I give it to them.

**Do you know how much you are supposed to contribute for water fund?**

I don’t know because am not in the group.

**But you said you have been contributing, how much have you been contributing?**

Me they came and counted for me how much am supposed to pay from the months the VSLA started and I paid that money, they told me 3 months have passed since they started, I got he money and gave it to them, I have given them 4000ugx so far and they have collected it 4 times, but since am not in the VSLA I don’t know how much am supposed to give there per month, when I came back to the village and I saw how the water source was looking good I had to pay because it had saved our children from drowning in those open wells that we used to get water from previously.

**What would convince you to start contributing for water fund every month without missing?**
When I join the VSLA I will because now am contributing but I don’t know how many people are contributing, what the money is being used for, how they are giving it out as loans, I haven’t really understood those things.

**Can you please tell us what the water fund contributions are used for?**

Me I see it has been good getting this water pump repaired because the water that we used to take previously was bad but now we are enjoying taking clean water.

I think it can be used to get some one to clear the bush around the road that leads to the water pump so that we are protected from snake bites.

**Do you think there has been change on the handpump reliability ever since the VSLA led water fund was introduced?**

Now the water source is good, previously we were collecting water that wasn’t good, there was an open manhole full of algae and a lot of rubbish but now its always clean and they have even planted flowers around it.

**Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?**

The number of people has increased, previously some community members used to get water from the open wells near them but right now everyone comes to this water pump because of its clean water.

**Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?**

Previously we used to go to do work on the water source and the Vice chairperson and other people used to collect money from people who never came to work, I think people are contributing well, I hear people from the water pump and also from the group saying people are contributing but am not sure of the exact contributions since am a business man and am always away from the village.

**Do you think there has been change in the quality and quantity of water ever since the water users VSLA was introduced?**

The water is now good and clean because its well-constructed but previously there was a lot of rubbish inside the well.

The water quantity is a lot, even previously it was there but the water was very dirty sometimes it would flow out with grass in it.
**How many times has the WUC come to collect money for water fund from you?**

I think they have come to me like 3 times, its mostly the chairperson LC1 who normally come to me, he normally comes telling me that he wants water fund money and since I also enjoy taking clean water, I always give him the money, he always writes me in his book, I don’t follow up on the money I give him but maybe I will start doing so when I join the group.

**How many times has the WUC called for meetings and community work at the source?**

They always call for meetings since am not a member I don’t normally attend. I have never heard of separate meetings for the water source.

**How about community work at the source?**

For clearing the bush yes even me myself I always participate, they have so far organized 3 of them and we normally go and clear the place. I participate because they are normally scheduled on a day when am not busy with my business, and I love the clean water that we have.

**What recommendations do you have for improving the water users VSLA so that it maintains and managing our water source?**

If there is good management of the water source, keeping it clean always, and stopping young children from mishandling the pump and keeping safe the water fund contributions by our leaders good enough we trust the leaders in the VSLA because we share some other VSLA with them in the village, our water source will be function for long.

**Is there anything else you would like to tell us?**

Since this is my first-time seeing you people, the next time you come you will find when we have prepared some questions for you.
COMMUNITY: H3
GENDER: Female
AGE: I am 30 years old.

What is your level of education?
I completed senior four.

What do you do a living?
Am a farmer I grow Irish potatoes, beans, sweet potatoes I also treat sick people. I get most of my income from farming.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
Yes, I attended two meetings.

What really stopped you from joining the water users VSLA?
I didn’t join the group because I hadn’t gotten enough money to join, the group contributions were not too high only that I was waiting and hoping that the muzungu will first inject money in the VSLA then we can also join. I didn’t hear it from anyone, but it was my thinking that we the group was going to give us startup capital for members to get loans.

From the meetings that you attended, did you understand the purpose of the VSLA?
Yes, I did, it was for constructing the water source, developing ourselves and our community in general.

What do you have to say about the water users VSLA?
I think this group is good because the contributions are not too high, even someone has low income can join the group. They start from 1000ugx, 2000ugx going upwards.

What do the group members say about their VSLA?
I hear people saying the group is good, its developing, the members are saving, getting loans and paying them back well.

I haven’t heard group members saying anything about the group may be us the nonmembers we are the ones that keep saying, if the group is good and there saving, why don’t we see the big things that they have done for themselves, we appreciate the maintenance of the water source by the VSLA because it hasn’t

Commented [KM1]: What does this mean?
Commented [KM2R1]: She has a drug shop. Not like a medical professional.
Commented [KM3]: So she thinks there might be some issues in the group, like of defaulting or something, because she doesn’t see what people are doing for themselves? Also, what “big things” would she expect to see?
Commented [KM4R3]: This lady was very contradictory, so it was hard to understand. She doesn’t necessarily think there are defaulters. She just doesn’t see people progressing, even though they are saving. “big things” she means personal development, like improving the standard of living.
yet gotten spoilt but we haven’t seen anything big that has been achieved by the group.

I sometimes hear the group members saying that they have been taught how to save their money, they have also taught them how to maintain the water source and how the VSLA has helped the community to get a clean water source that gives us clean and treated water, some of the things that we non-members haven’t been taught because we don’t attend the meetings.

**Did you say you heard the group members talking about the water being treated with chlorine?**

Yes, they said the medicine was put by the people that worked on the water pump.

**Would you like to join the water user VSLA after this cycle ending?**

Yes, I would wish to join the group because am seeing the vsla members getting loans and developing themselves, something that we the nonmembers are missing out on.

**But you said previously that you haven’t seen any big achievement by the group members?**

No, I hadn’t seen any achievement made by the group members at first when the group was just starting, but right now I do I think maybe because their contributions have increased now am not sure, for example, you find a member getting a loan and investing in it farming.

**Do you contribute any money towards water fund?**

Yes, I do, I do it for the good of my community, and for loving the water source, it shouldn’t be something they force us to do because we are the ones that consume the water.

**What do you have to say about how the water system is managed?**

The management is good if you to compare it to the past, the cleanliness is good, the water is good and even the road that leads to the water source is always cleared.

**What do you have to say about the safety of the money that you contribute towards water fund?**

I think its kept safe because I haven’t heard about any complaints of the money being misused, because most times I see people slashing at the water source, me I don’t slash so I know the money is used to pay those people.
Are you aware of how much you are supposed to contribute for water fund how often?

Me I normally to pay 1000ugx though am not sure if its after a month or after two months.

Do you feel like that 1000ugx contribution is affordable to you?

The times when I don’t have it I always tell them to go and promise to pay it and when I get it, I always take it to them.

How much have you contributed so far?

I think like 6000 or 7000ugx not at once but 1000ugx every month.

By now you should have contributed like 9000ugx what happened to the other month?

That means it’s the fault of the person who is supposed to collect the money.

What would convince to start contributing for water fund without missing?

The person responsible for collecting water fund should always remind in time so that I pay that money, but if no one comes to me since am not in the VSLA., then I will not be knowing what is going.

Do you know what the purpose of the water fund contributions is?

What I know is that money is supposed to help us repair the water pump incase it is spoilt in time so that we don’t suffer without water, and for paying someone who has done some work at the water source.

Do you think there is change in the reliability of the hand pump ever since the water users VSLA was introduced?

This water source is reliable because the water pump is well constructed and covered and the water is also treated in the best way and we are taking clean water unlike in the past when the pump was broken and open and all dirty things used to fall inside there even children used to defecate around it and sometimes the poo would go in to the well but right now we trust our water source because its well covered and no dirty thing can fall inside.

Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?

The people that use this water source increased now because most water sources got spoilt and this is the only functional one around, almost the whole village.
gets water from this water pump, when it hasn’t rained we all get water from this water pump, previously we never used to go there at all because the pump was spoilt and some people used to go get water from far away water sources.

**Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?**

On my side it’s a good thing to contribute for water fund but there some people that keep saying if the bazungu came to help us then they should help us through out, we don’t need to pay any money, in the past they used to ask us who were not able to do work at the source to pay 500 or 1000ugx and not everyone would contribute, the only change that I see is the money contributed now is higher than in the past i.e. in the past it was normally 500ugx but now it’s 1000ugx.

**Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?**

The quality of water I see is good because even when people take it, they don’t fall sick but previously it had algae in it and sometimes people used to get stomachaches and diarrhea which isn’t common now.

**How sure are you that there has been a reduction on the number of people who suffer from water related diseases?**

Since I treat people here, ever since that water source, the people that come suffering from stomachaches and diarrhea have really reduced.

The flow of water is constant now but previously the flow wasn’t constant because they never used to clear around the water source in time, most times the water would get blocked which would reduce the flow.

**Was there a functional WUC in the past?**

No, it wasn’t there but when they would see a lot of work is needed at the source that’s when the chairperson LC1 would move around mobilizing people to go and work.

**How many times has the WUC come to collect water fund from you?**

Like I told you before, they have come here 6 times, they come telling me that the month has ended and we have come to collect money for water fund, if you have it please give it to us, they talk well, when I have it I give it to them and if I don’t I tell them when to come for it or when I will take it to them like during the time for meetings, I have taken it there once. Its only one person that comes
he is called Tumusiime, he always writes my name in the book, I asked him and checked in the book I saw many people were contributing.

**How many times has the WUC called for meetings and community work at the source?**

May be if they call for them during the VSLA meetings, but we have never been called for any meeting.

They have called us for community work at the source three times but I’ve only participated once, I participated once because its for the best od my water source, for example when they talk about clearing the bush around the road that leads to the water source, I do it having in mind that I also go through the same road to get water every day. I missed the two times because I wasn’t around.

During the work at the source we clear the bush, scrub around the water source and they also remind us how we are supposed to hit the pump, this is normally done by Kyaligonza, Tumusiime and the chairperson LC1.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

Aquaya staff to organize a day like once a month and train all the non vsla members about contributing for water fund.

When the muzungu comes most people turn up, she should consider coming like once or twice in six months so that everyone can be brought on board because they have high expectations from her like money, goats etc.

**Is there anything else you would like to tell us?**

I hear people saying, if that money reaches a time and it increases, is it possible to take it to the bank or it can’t?

Incase the water source doesn’t get spoilt where will they put the water fund contributions at the end of the cycle.
COMMUNITY: H3
GENDER: Male

AGE: I am 28 years old.

What is your level of education?
I completed primary seven.

What do you do a living?
I have shop and am also a farmer growing beans, matooke, Irish potatoes and mairungi. I get most of my income from selling mairungi.

Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community early this year?
Yes, I attended the first two meetings and you told us how you are going to repair our water source and even the first time we went to the water source we were with you. I was informed by the chairperson LC1.

What really stopped you from joining the water users VSLA?
I didn’t join the VSLA because I first waited and observed there time for meetings and I saw the time they leave wouldn’t be favorable for me since I have to attend to my business and I was also already a member in other groups, so I decided to be giving in my water fund contributions whenever they come for it because my family also gets water from the water point.

What do you have to say about the water users VSLA?
I see the group moving on well, because they tell me people are saving well and the people that take loans are also paying them back well and that there hasn’t been any case of defaulting, to me I think this VSLA will help us develop our selves, at first we first our worry was since the bazungu haven’t yet come, these group leaders might misuse our money just like any other lay person would be thinking, I decided to first monitor the group and see how it will perform.

What have you heard the group members talking about the group?
I hear the group members saying only good things about the VSLA that it’s moving on well and I also tell them when the year ends I will also join, they normally talk about how they save and how they give out loans according to how one has saved.

Because one can put there money and when a member defaults after taking a loan, there people that save hoping to get there money and do something
productive with it, but there also those that will request for a loan to just go and have fun while taking alcohol. In such a case when that person fails to pay back the loan then he will be discouraging others to join the group.

**Would you like to join the VSLA after this cycle ending?**

Yes, when the cycle ends I will have to join the VSLA because I had even talked to some members about joining and I even asked them when the cycle will be ending. I want to join it because I have seen members saving well.

**Do you contribute any money towards water fund?**

I will not lie to you I have never paid any water fund because of this reason, Mr. Chairperson LC1 came here and told me, I hadn’t understood how us the nonmembers are supposed to contribute for the water fund, when he came here I told him I have no problem with contributing that money because 1000ugx every month isn’t a lot of money but up to now I have never known how am supposed to give in my contribution, even right now I have been talking to the other vice asking if they have put a way of collecting money from nonmembers, he told me there is one they had appointed to be collecting the water fund but he left the village.

**Do you feel like the 1000ugx is affordable to you?**

Yes, I can afford it because I have a business here and if people stay healthy because of taking clean water then that means I will be making more sales.

**What do you have to say about the water system management?**

I think it’s good because even when my people bring that water home, I really see its clean, me as a person I first had my doubts but when I compared the water from the pump and the one from my village open well, there was a very big difference because this one doesn’t have even the bad smell.

**Do you have any knowledge about the safety of the water fund contributions?**

I don’t have any idea about the safety of that money, I would be knowing if I was a member of the VSLA.

**What would convince you to start contributing?**

Even if they are to say they are coming right now I will give them the money because I also get water from that water point.

Me I just need someone from the WUC to come and collect the money because if any other person comes I will not give them the money. Even if they tell me
to pay for the previous months, it will not be a problem to me. I will ask the chairperson LC1 to show me who the people responsible for collecting the water fund are.

**What are the water funds used for?**

If it accumulates the group members can take it as loans do that it accumulates. Its used to do repairs on the pump incase one of the spare parts gets spoilt so that we continue getting water.

**Do you think there is change in the reliability of the hand pump ever since the water users VSLA was introduced?**

But for me I see now the water pump is reliable because the way they talked about maintaining the water pump after it had been repaired for example, they said they have to be careful with children not playing with the pump so as not to break it, I see the pump is still functioning well, previously it wasn’t like this, you would find when the children have removed the screws, opened the cover from the manhole and thrown there dirty things but currently that no longer happens.

**Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?**

The percentage increased now for example me now I stopped fetching water from my well and started getting water from this pump because of the good water

**Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?**

Previously we never used to pay any money for the water pump, it was in the hands of the government, to me, I support the contributing of the water fund, I think the people in the VSLA are contributing maybe us who are not in the VSLA haven’t got the chance of being sensitized to see that we also start contributing willingly just like the group members and also join the VSLA. Am not sure about the actual contributions because am not part of the group.

**Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?**

The quality of water is good now because the water source is kept clean, its well-constructed and covered, you can’t go to fetch water and see any worms in it, previously because of it being open, children would throw in dirty things and the water had algae in it.
The quantity of water is a lot because it serves the whole of this village and the pipes that were used now are better than the old ones, sometimes you would find children swinging on them which would lead to the screws untying.

**Was there a functional WUC in the past?**

No, it wasn’t there because from the time you repaired the water source you moved around telling us how we should maintain it but from the past this wasn’t there.

**How many times has the WUC come to collect water funds from you?**

Truth be told, ever since the chairperson came telling me about contributing for water fund, he told we shall send some one to come for the money, but I have never seen anyone come to me asking for the money.

**How many times has the WUC called for meetings or community work at the source?**

No, I have never heard about any meetings.

They have only organized for work at the source once and I didn’t participate because I was going somewhere, and I saw people holding pangas and I wasn’t even informed.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

The WUC and VSLA executives should keep reminding us about paying for water fund and have someone coming to me to collect the water money.

**Is there anything you would like to tell us?**

I heard people saying that the bazungu are going to inject some money in the VSLA, did they put that money is it what the members are using to get loans or not?

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Commented [KM11]: All three people said this. Where did they get that idea?

Commented [KM12R11]: Not sure. They just had this perception.
COMMUNITY: K1
GENDER: Female
AGE: I am 26 years old.

What is your level of education?
I completed Primary seven.

What work do you do to get some money?
Am a farmer, I normally plant beans g.nuts and rice but I get most of my money from rice and g.nuts.

Did you attend any of the first meetings that aquaya held in this community?
No, I didn’t attend any meetings because I wasn’t around, I had gone to my home village and I came back around April, I left in January and came back in April and found when they had already started the group.

When you came back from the village, why didn’t you join the water users VSLA?
For joining the group no, there very many groups and there too much for me,

How many groups are you in?
Let me see, I must first count them, there like 6 groups that am in,

Are they also saving groups? No there not, I once joined a VSLA, but I failed to maintain it because I couldn’t handle the weekly contributions, I spent 3 years in that savings and loans group and I decided to exit it because it was too much for because, I used to save 5000ugx every week, now am only the women’s group, transportation and other minor groups

Which kind of VSLA would you manage being in?
I think I would manage being in one that contributes monthly but not weekly.

Even though you are no a member of the water users VSLA, what do you know about it?
I really don’t know much about that VSLA because I’ve never interacted with it.

How about from the group members, what have you heard them say about their group?
Even from the members I haven’t heard anything.

At the end of the cycle, would you like to join the water users VSLA?
The chairperson LC1 once told me about how their cycle will be ending in December and asked me if I can join but it will depend on my husband if he allows because he has been saying no to joining the VSLA.

Putting aside what your husband says, would you as a person desire to join the VSLA
Yes, me as a person if I want I can join it if its contributions are not weekly, if its contributions are monthly I can join it.

Is there anything else that would attract you to joining the group?

If the members get there shares without having issues of their money being misused at the end of the cycle, then I will join it.

Have you ever contributed any money for water fund? Why

No, I have never,

And how about your husband?

He has also never contributed, when I came back from the village I found when he wasn’t contributing, and you know me sometimes I don’t have the money, so it gets hard for me to raise the money.

We don’t contribute because we don’t have the money and we haven’t really given it much attention. And sometimes we go there, and they stop us from fetching the water, they chase our children away, we normally resort to getting water from another waterpoint.

Who stops you from fetching? Its Njeremina

What do you feel about the safety of your money in case you start contributing?

For us they told us if you’re not in the VSLA you’re not supposed to fetch water, then we also said since we can’t manage being in the VSLA, then we shall not be contributing any money.

Were you told about how much you are supposed to contribute for water fund?

Bahati, Ngerimina and Kasasira told us 2000ugx for the start and there after we shall be contributing 500ugx

Do you see the 2000shs is affordable to you?

The 2000ugx is not much really

Are you comfortable with the time when they come to ask for the water fund?

No am not because they just come abruptly when I don’t have any money.

What do you have to say about the water system management?

I think the water source is okay, it’s taken good care of, it’s always swept and kept clean.

What would convince you to start contributing?

If am to start contributing, I will just be contributing for water fund and not saving.

The alternative water source is far and this one is near, and it will also save me from quarreling with Ngeremina, I will start contributing for water fund so that I can access water from this nearby source.
What do you think the water fund is used for?
For us they told us that if the water pump breaks down, that money will be used to repair it.

Who told you? Its Ngeremina who normally tells us so when we go there, and she has denied us water.

You as a person, do you know what that money is used for?

Even of recent when it had broken down, they told us its that money that was used to repair it. It has so far gotten spoil twice and it’s been repaired

I would like you to tell us if you have seen any change on the reliability of the water pump ever since the water users VSLA was introduced?

No there hasn’t been change because during the dry seasons the water disappears just like in the past.

How about the number of people that come to fetch water from this water point, have they increased in number, reduced or they are still the same?

Previously many people used to fetch from this waterpoint but now they reduced because the water smells bad because of the chlorine that was put in the water.

How many households do you think stopped collecting water from the pump because of the smell of the chlorine?

I think like 10 house holds

Where do they get water from since they say it smells bad?

There two other water pumps down there, that’s where they get the water

Do you think there change in peoples’ thinking about contributing for water fund and the actual contributions as compared to the past before the water users vsla was introduced?

Before the VSLA was introduced, we had never collected any money for the water pump, not even 100 or 500ugx, never, we only started contributing when the VSLA was introduced, the politicians had wanted to work on it during the campaigns, but they didn’t.

How about the actual contributions?

If they start giving it out as loans it will accumulate but if we say we keep collecting the 500ugx without lending it out it will not accumulate.

Tell us about other community members thinking about contributing for water fund?

Those that can contribute are contributing, I normally hear my neighbors who are in the group saying they are contributing.

Please tell us if there is change in the quality and quantity of water ever since the water users VSLA was introduced?
Previously our water was good but now when it rains the water becomes bad, it changes color, you can’t even use it to wash a white cloth.

You earlier told us that you don’t like the smell of chlorine in the water, what are other people saying about it?

Eehh people are complaining too much, both group members and non vsla group members, I have heard like 5 people complaining, I’ve met them at the water pump when we have gone to collect water.

What do you normally hear people complaining about the water?

They normally say the water is smelling bad

Have you heard any one saying they got sick because of the water?

No, they normally complain about the smell, it doesn’t make someone fall sick but as you know anything that smells bad is hard to consume.

So where do you get the drinking water since this one smells bad?

Me I boil it then drink it, I don’t know if others boil it but me I do.

How many times have the WUC come to you to collect water fund?

No one has ever come to me to ask for me for money,

But you talked about Kasasira, Bahati and Ngerimina telling you about water fund?

Haa those ones you just meet them on the way and sometimes meet them at the water source, but no one has ever come to me to sit and tell me about how things are done.

When you meet them on the way or at the water source, how do they talk to you?

For Ngeremina, if it were possible she can even beat you because she really gets tough, complaining and quarreling that how can we fail to raise that money, she really says a lot.

Have the WUC ever called you for meetings or community work at the source?

Yes, we do work sometimes, I normally hear it from my neighbors that on this day we are going to work at the source, but no one has ever approached me to inform me. And sometimes when I have gone to fetch water I find other people working and I also join them. It has so far happened like 3 times, I go to collect water and find people working then I also join them.

What exactly do you be doing?

Its normally clearing the bush around the water source.

How about meetings, have they ever called for any?
No, I have never heard of any meeting organized by the WUC.

Before the water users VSLA was introduced, was there an active WUC?

No, I had never had of any.

What recommendations would you give us for improving the water users VSLA so that it keeps managing the water source well?

My recommendations would be us who are not contributing for water fund so that we can move at the same pace with others.

How best do you think that can be achieved?

I think we are going to wait for the cycle to end in December so that we also join, I will first see how they will share there money and do research on the leaders, you could find there leaders who are just misusing members contributions, I will do my from the group members, there are some that I can ask and they tell me everything from A up to Z.

Is there anything you would like to tell us?

Now for me, from long ago I have always known that water pump was given to us by the government and those things of saying we contribute money were not there, and me I've spent like 3 years here but even where I was staying before we never used to contribute any money but right now when you don’t then there is no water for you.

So, do you want to say you have never heard of aquaya?

I attended the very first meeting but what followed I don’t know.

But you said at the start you dint attend any entry meetings?

I attended on the first meeting but the rest I didn’t and when I came back I found when the group has started and didn’t bother to join the group.

So why don’t you at least contribute for water fund?

I will start contributing.

Is it because of the way Ngeremina treats you, how are you able to get the water, do you send the children?

No, I don’t send my children because she chases them, but I go there myself and sometimes lie to her that I will bring the money and she lets me fetch.

Commented [KM19]: Like those who don’t contribute should also start contributing?

Commented [KM20R19]: Yes, that is what she was saying.
COMMUNITY: K1
GENDER: Male
AGE: I am 53 years old.
What is your level of education?
I stopped in primary three of long ago, I didn’t have the money to allow me to continue.
What work do you do to get some money?
Am a farmer i.e. I plant beans, maize, and bananas. I get most of my income from brewing and selling waragi from my banana plantation. Its what helps me to pay school fees for my children.
Did you attend any meetings that were organized by aquaya when they were starting to work with this community in January this year?
No, I didn’t attend them because I dint get informed about them.
Why didn’t you join the VSLA that holds its meetings at Ngeremina’s home?
I didn’t join that group because I saw I couldn’t handle the money contributed because of the responsibility of paying school fees for my children and there also other groups that am in, I saw I couldn’t handle that one.
This group has an aspect of saving and loans but also water fund, do you feel you also cannot afford contributing for the water fund?
The 500ugx money for the water I normally contribute it but I couldn’t handle joining the group because financially am not able to. My income is little.
What do you know or what have you heard about the water users VSLA?
Me I see that group is good but like I had explained to you, I wasn’t able to join it because of my little income but on the other hand its good because we used to collect water from very far and from open wells but now we have clean water. When I heard about the contribution towards water fund I also started giving in my 500ugx, but I reached a point and failed, and now when Bahati told me you were coming to talk to me I got scared thinking am going to get arrested but he told me to relax, you are just coming to teach us.
I have nothing to say about the VSLA because I don’t know much about it, whether there eating member’s money or not am not sure.
What do you hear the group members saying about the water users VSLA?
I don’t normally discuss things concerning the VSLA with them.
You as a person, would you like to join the water users VSLA after this cycle ends in December?
Commented [KM21]: Why did he fail?
Gave examples of having many financial obligations.
He thinks the money is little, 500 sounds little, but then a lot of other financial obligations come in.
Yes, if my financial status improves because I had children who were going to school in senior 6 and institutions so I wasn’t doing well financially.

Another reason that would make me join is I heard there is a savings and loans scheme and I think it can help me on paying school fees incase children are back to school.

**Do you contribute water fund? Why**

Yes, I do, I have so far contributed 5000ugx in total.

**Why?** Because Bahati told me it’s for maintaining the water source, he said those that are not in the VSLA must contribute 1000ugx every month. Even Kasasira told me so, they didn’t come to my home, we met on the way.

**What is your view on how the water system is managed?**

I think the management is good, but ever since you put chlorine, we no longer take it, but we use it for other things. when it comes to collecting drinking water, we normally get water from another source.

**What do you feel about the safety of your money contributed? Do you take it to the group yourself?**

The first time I took it during the group meeting, second time I gave it to Bahati, and another time I gave it to the treasurer.

About the safety, I think you people always come and pick during the meetings.

**Do you feel the time they come to collect the money is convenient for you?**

There times when I don’t have it and when am walking, and I hear people saying they have stopped us from fetching water then I remember and take my contribution. They have never come to collect it from me but when they stop my children from fetching water, we first resort to fetching from another source until I get the money.

**Is it affordable to you as a person?**

It is small and affordable, the only problem I have is my little income.

**How much have you so far contributed and how often do you contribute?**

I have so far contributed 5000ugx I don’t remember when I made my contributions.

**Since you have been missing some months minus contributing, what would convince you to start contributing without missing?**

I wouldn’t be missing but its because of the financial problems.

May be when I finish my loans because I have many debts. I will keep contributing that 500ugx for water fund.

**What do you think is the purpose for the water fund contributions?**
Me I think that money is used to buy the chlorine that is put in the water, and I think also the fence that was constructed around the water source, they used that money, then there is a time when it got spoilt and we spent some days without water but later they repaired, I think they used that money to repair it

Could please you to tell us if you have seen any change on the reliability of the water pump ever since the water users VSLA was introduced?

Right now, it's reliable because the water source is well maintained and when anything gets spoilt on the pump it can easily be repaired but previously if it would get spoilt we would spend years without getting water from that water point. The only problem we have now is that during the dry season we don't get water and even in the past it was the same problem.

Has there been a change in the number of people that use this water pump ever since the water users VSLA was introduced?

The number of the people that use the water source increased as compared to the passed because they know this water pump is always functional, when it gets spoilt its repaired very fast.

Do you think there change in peoples' thinking about contributing for water fund and the actual contributions as compared to the past before the water users VSLA was introduced?

Previously we never used to contribute any money for the water pump, whenever it would get spoilt, we used to just tell the area councilor to call the mechanics that had repaired it earlier. Right now, am not sure if people's thinking about contributing changed because what I know is the people in the group are contributing but I don't know if they do it willingly, I really don't understand.

How about the actual contributions, do you have any idea about if it increased?

Even here I don't know anything at all, when I give in my contribution I see them writing but I don't know if it's a big number of people that contribute.

How about the quality and quantity of water, do you see any change ever since the water users VSLA was introduced?

I think I had already told you about the quality of water, ever since they put those tablets, I don't know if they put too many of them I don't know, right you cannot drink that water.

Did this happen even when we first put the chlorine or on it only happened on the second refill?

At first it wasn't too bad but starting august the smell of the water can't allow you drink it.

What about the quantity? Is there any change?

The quantity of water now increased because my children no longer take long at the water source lining up, I think the quantity increased because it's a rainy season.
How many has the WUC come to you to collect water fund money?
They have never come to ask me for money, they normally tell me about contributing when we meet on the way, for example Bahati told me when we met in the kabira (trading center), for kawkasa I took the money to his home, no one has ever come to me.

How do they talk to you?
They talk to me well, they remind me of how I have delayed paying the water fund and when I tell them I don’t have it, they always leave me.

Do you meet them as a group or as individuals?
I always meet them as individuals not as a group.

Have the WUC ever called you for meetings?
No, I have never heard of any meetings organized by the WUC.

And how about calling you for community work at the water source?
This one I have ever been called sometime back, in the past years, but currently I haven’t heard of any community work at the water source.

Did this water source have a committee in the past before the water users VSLA was introduced?
No not at all, it wasn’t there.

Do you have any recommendations or suggestions for improving the VSLA led water fund to see that it keeps managing our water point?
Me I see us the non vsla members should just put in more effort on paying the 500ugx meant for water fund. When ever we get the money, we should always contribute it without fail.

Is there anything else you would like to tell us?
When I came to the meeting place to bring my water fund contribution, I saw three bags, but I never understood what contributions are put in those separate bags. Because I was rushing to leave, I dint understand what kind of contributions they were.

Since we are very many people using that water point and sometimes water dries up during the dry season, can you help and construct for us another water source.
COMMUNITY: K1
GENDER: Male
AGE: I am 61 years old.
What is your level of education?
I completed senior three.
What work do you do to get some money?
Am farmer, I plant beans, millet and maize but I get most of my income from millet because its what am used to most times and I can keep it for long without it getting spoilt so I can sell at any time throughout the year,
When aquaya came to this village in January this year, did you happen to attend any of the first meetings that they organized?
Yes, I got a chance of attending the first meetings and I remember I attended 3 meetings, I was informed by the LC1 chairperson who came to my home with some other people.
You attended those first meetings, what really stopped you from joining the water users VSLA?
The only reason that stopped me from joining this VSLA is because me I don’t have the money to contribute monthly because me I get my money at the end of the season, so I saw joining the VSLA would just disturb the group because I wouldn’t be able to raise the contributions, I decided not to join.
What has been your views on this water users VSLA for the time it has spent in this community?
Am the secretary for the WUC ,this VSLA is good apart from me having problems with money that made me fail to join, the VSLA is generally good because it has that component of saving and loans which has helped many people in the group, it has also brought for us safe and clean water which we are enjoying with no complaints and if you are to look at the future it might bring us development in our community because if people keep on saving and getting loans, the cases of theft will reduce in the community.
What have you heard group members talking about their vsla?
As I don’t normally interact with those group members, I just hear them saying if we keep working well amongst themselves, we may not suffer again with problems of water breaking down for a long time like in the past,
That it will help us more in developing ourselves because the more people keep meeting and getting together the better they get in knowing each other.
Since the cycle is ending in December, would you like to join the water users VSLA?
I haven’t yet got the desire to join the VSLA because I haven’t yet got an alternative source of income.

**Do you contribute money for water fund?**

Yes, I do contribute money for water fund because I know the beauty of having clean water and I know that the money contributed is what is used for repair in case the water pump breaks down. The aquaya team is the one that told me that.

**What do you think about the water system management?**

The water system management is good because when I look at the water source, the caretaker takes good care of it and it’s always kept clean.

**Do you feel you water fund contributions are kept safely?**

I think the contribution for the money didn’t go so well, people are hard to convince they refused to contribute the money.

Yes, there is no problem with how the water fund contributions are kept safe, it’s spent only when there is need.

**How do you know that the water fund is kept safe?**

Because am also a member of the WUC, am sure that money is kept safe by the treasurer of the VSLA.

**Do you feel the time for the water fund contributions convenient for you?**

No, it’s not at all, am among the people that have failed to raise it because of my financial problems. They normally ask for it when I don’t have any money.

**What would be the most convenient time for you to contribute the water fund?**

To me what would be convenient for me is the end of the season, after every 3 months, that’s my own thinking, I don’t know about others.

**Do you feel the money contributed is affordable to you?**

The amount contributed is little and I can afford it.

**How much have you contributed so far?**

I think I have so far contributed like 3000ugx and its as if they stopped collecting money because most non-members refused to contribute. I don’t know the reason why they stopped because I rarely meet up with them.

**How often have you been contributing?**

I only gave in my contribution once.

**Can you please tell us what you think the water fund is used for?**
The purpose of the water fund that I remember well is; the water fund must always be available in the water fund bag so that in case there is anything that gets spoilt on the pump, that money will be used to repair it.

Do you think there has been any changes on the reliability of the hand ever since the water users VSLA was introduced?

Currently our hand pump is reliable and the water is of good quality because first of all the water has been treated with chlorine and secondly the water source has a committee that takes care of it like I had told you, the care taker is always cleaning around it and the place really looks good, but previously things were really bad, the water source used to look very dirty and the water pump had spent along time spoilt without giving us any water.

And how about the number of people that fetch from this water source, has it increased, reduced or still the same ever since the water users VSLA was introduced?

The number of people who used to fetch from this water pump previously are still the same, they haven’t increased at all.

Do you think there change in peoples’ thinking about contributing for water fund and have the actual contributions increased as compared to the past before the water users VSLA was introduced?

Previously we used to talk about contributing some money just for clearing around the water source and not for repairs, but people never used to contribute anything, I remember contributing my 5000ugx, but other people refused. This was a long time ago.

Its only the group members that give in there contributions willingly but it’s still very hard for the non VSLA members to contribute.

Since you are a member of the WUC what do you have to say about the actual contributions, are they more now as compared to the past?

The contributions now are much more because of the sensitizations that were done by aquaya about the purpose of the water fund on maintaining the water source.

Can you please tell us if there has been any change on the quality and quantity of water ever since the water users VSLA was introduced?

The quality of water is good now but whenever it rains the water gets mixed up with the mud this used to happen even in the past, but the water is a lot though it dries up when it’s a dry season just like in the past.

And what do you have to say about the chlorine in the water?

At first the chlorine first disturbed us with the way it was smelling but of course the more you take something the more you get used to it.

What does the community say about the chlorine?
Most of them first complained about the smell but the complaints later stopped I think they also got used to it.

**Would you prefer they stop putting chlorine in the water?**

No, let them keep putting the chlorine there.

**How many times has the WUC come to collect water funds from you?**

They have come to me 2 times, and they normally find me in my garden, I dig nearby here, most times it’s the chairperson WUC, the treasurer and the defense that come to me.

**Do they talk to you well?**

Yes, they talk to me well, I don’t have any problem with them.

**Do they come as a group?** The first time they came as a group but the second time it’s only the chairperson WUC that came.

**Are you able to know how much you have contributed?**

Yes, I know my contributions because when they get the money they write in the book and like I told you I have so far contributed 3000ugx.

**How many times has the WUC called for meetings and community work at the source?**

I heard about the meeting they had organized but I didn’t attend because I had lost a loved one and had travelled to Bushenyi, it was organized by the chairperson WUC.

I have never heard of any one organizing for community work at the water source.

**Did you happen to ask what was discussed in the meeting when you came back from Bushenyi?**

I was told that they discussed about the non vsla members that don’t want to contribute water fund money, and they agreed that those who are able to pay should continue paying and those who can’t should be left out but they shouldn’t stop anyone from accessing the water source, I asked the chairperson WUC, he is the one who told me.

**Was there a functional WUC in the past?**

Yes, it was there and there is time they moved around asking people to give them timber for fencing the water source and I remember they also once asked us to contribute 200ugx for clearing around the water source, they used to talk well with us, they used to move as a group of 3 people i.e. Chairperson, treasurer, and secretary.

Did they use to account for that money previously?

Yes, they used to record it in the book and the book was always kept at the WUC chairperson’s place who is an old man.

They never used to call for any meetings, but they used to call for cleaning drives and I used to participate personally.
How do you find the WUC now as compared to the one in the past?

The current one is active and good because previously the WUC use to work alone but now they work together with the VSLA executives and members plus aquaya.

What recommendations do you give for improving the water users VSLA to help it manage the water point?

You people should stay focused on your goal and since am not a member of the VSLA but if you continue with the VSLA am sure our water source will be kept functional throughout.

What do you think can be done to see that we bring the non VSLA members to join the VSLA?

I think you need to do mobilization again, call all of us and sensitize us more about the group and its operations.

Is there anything you would like to tell or ask us?

My question is on the VSLA, some of us are willing to join but we can’t because we are not well financially, is there anyway you can help us and give us loans so that we pay the loans back after three months when we are harvesting our crops.
COMMUNITY: K2

GENDER: MALE

AGE: I am 36 years old.

What is your level of education?
I completed primary seven.

What do you do for a living?
Am a business man, I own a shop in Isunga.

What is your primary source of income?
I only get money from the shop, I don’t have any other source of income.

Did you happen to attend the first meetings that were organized by aquaya in this community?
No, I didn’t attend the meetings, I didn’t even get to know about the meetings.

Have you ever got a chance to understand how the water users VSLA operates?
Yes, there is a time Idrisa (WUC) chairperson explained to me that when you join the group you save and that if you are not a member of the group you are still supposed to contribute for the water fund of 1000ugx every month.

What stopped you from joining the water user VSLA?
The reason we don’t normally join most VSLAs is because of the way they default members’ savings but for the water fund since I fetch water from the water source am supposed to pay it. There isn’t any other reason for me not joining but for the water fund contributions we shall count and see how much I need to pay and then I will pay it.

How do you see/what do you have to say about the water users VSLA?
I don’t have much to say about that VSLA because when Idrisa explained to me and according to how I know the way these villages groups disturb, I clearly told him I will not join but will contribute the 1000ugx for the water fund since it has a separate bag.

What do you hear the group members talking about the VSLA?
I haven’t heard anything from the group members, its only Idrisa that I have ever discussed with something about the group.

Since the cycle is ending this December, would you like to join this water users VSLA?
No, the truth is I will not join it because all these village groups don’t have transparency, there very many in this village but there is very little transparency in them.

Have you ever contributed any money for water fund?
No, I have never contributed any money for water fund, but I hope to start doing so.
Ever since Idrisa told me about contributing for water fund I think am being demanded like 10,000ugx and am going to pay it.

**Why do you feel like you have to pay that money?**

Because I get water from that water source and because Idrisa told me if I can’t join the VSLA, I still must contribute money for water.

**Now that you are going to contribute for water fund, do you think your money will be kept safe and not be misused?**

Yes of course it will be kept safe, since the water fund contributions are kept separately from the other groups’ contributions, am sure the money contributed for water has no problem.

**Is the 1000ugx that was agreed to be contributed affordable on your side?**

It is very little and can contribute it.

**Do you feel the time the WUC members come to collect water fund contributions favorable for you as a person?**

No one has ever come to me to collect that money, I don’t even know the day when am supposed to give in my contribution, I would try taking there that 1000ugx.

**What would encourage you to start contributing for water fund?**

I just need to know the person who is responsible for collecting the water fund and the day when am supposed to give in my contribution. If I get to know about those two factors, I will be giving in my contribution every month.

**Could you be knowing what the contributions for the water fund are used for?**

They said the importance of that money is to repair the water pump incase there is any damage of if it breaks down, that money will be used for repairs to keep the pump functional.

**Has there been change on the water pump reliability ever since the water users VSLA was introduced?**

Right now we trust the water pump and we know it can give us water all the time because even if it broke down money for repairs is available and repairs can be done without even informing the water users because most of the water users have understood the use of the water fund and they are contributing for it, but before when the water pump got spoilt, the chairman would first move around the village mobilizing all water users to collect some money for repairs and we also used to go there physically and do some work.

**What do you have to say about the water pump usage ever since the VSLA led water fund was introduced, has the number of water users on that water pump increased or reduced?**
I can’t really tell because I don’t go to collect water myself, it’s the children that go to the water source.

**According to you has there been a change in your thinking about contributing for water fund and the actual contributions made?**

Previously we never used to contribute any money unless there is need to buy a spare part for the water pump and we would do repairs ourselves. The 1000ugx is easy for me to contribute if I get to know about when am supposed to contribute it.

I don’t really understand about change in people’s thinking because am not part of the VSLA. I also don’t know about the actual contributions made.

**Have you noticed any changes in the quality and quantity of water ever since the VSLA for water users was introduced?**

I haven’t seen any changes in the quality of the water because even before it was good, and it is still good, am not sure about the quantity since I told you my children are the ones that go to collect water.

I haven’t heard about what other community members say because my business is in another zone, may be my wife could be knowing.

**How many times has the WUC come to collect water fund from you?**

No one has ever come to me to collect money for water fund, even the discussions we had with Idrisa he met me on the way as I was coming to the trading center.

**Have you ever heard about the WUC calling for meetings or for community work at the source?**

I have never attended any meeting organized by the WUC and I’ve never been invited for any, but I have been told once about doing some work at the water source by Idris and I was able to give them sand and aggregate stones and sent there one of my children to help them.

**NB.** Work was done on the close by water source and not the one that was rehabilitated by aquaya.

**What recommendations do you have for improving the VSLA led water fund to help it manage the water source well?**

The only way is getting good leaders that will not misuse the water fund contributions and those leaders should have in mind that if they eat that money and the water pump breaks down they will not be in position to repair it.

**Do you have any question or anything you would like to ask or tell us?**

I don’t have anything much to say but I would wish to know who is supposed to collect water fund contributions and when, and to understand when the VSLA holds meetings, I
could be passing by and deliver my contribution, and have a plan of collecting the water fund contributions from us in case we are unable to take them ourselves.
COMMUNITY: K2
GENDER: FEMALE
AGE: I am 38 years old.

What is your level of education?
I completed senior 3

What do you do for a living?
I do farming for example planting Irish potatoes and goat keeping, I also do poultry keeping and sell eggs to get money.

Did you attend any meetings organized by aquaya when it was starting its work in this community early this year?
No, I didn’t attend any meetings because I was told there is a certain amount of money I was supposed to contribute to become a member of the VSLA and I saw I wouldn’t be able to manage being in another group since I was already a member in 2 other groups.

Why didn’t you join the water users VSLA?
My friend who told me about those meetings said that there is a meeting taking place and it seems they want to bring for us clean water but for someone to benefit more you need to be a member of the VSLA and you must be contributing for the water fund. I know I get water from that water source but since I am a member in another group, I saw I couldn’t raise the monthly contribution.

Did anyone tell you that you can contribute for water fund even when you are not a member of the VSLA?
What my friend told me is I can’t be a member unless am saving with them, they normally make their contributions on 30th of every month.

What is your thinking about the water users VSLA?
I don’t know much about it, I just see them gathering up there for meetings, but I’ve never taken time to ask about what they do. I keep thinking that they are planning to make more improvements on our water source. I see it has really organized and united people in this community and I keep hearing them saying that the money they contribute can help you incase you get a problem through getting a loan and our water source is also doing well.

What do you normally hear the group members talking about the water users VSLA?
I haven’t heard much about the group from members, the only thing I have hear about is from my friend that if you’re a member you are able to save and get a loan incase you have a problem.

Would you like to join the water users VSLA after this cycle ends?
Yes, I will join it and reduce on the groups I have been in because they said this group is also good, it has many people and its meetings are held near my home, so at the end of the year I will exit some groups and join this one.

**Have you ever contributed any money towards water fund?**

Yes, I have ever contributed 6000ugx towards buying sand and cement for constructing the water source, they said if we are not able to go and do work then we should contribute money and I gave them 6000ugx.

**Apart from the 6000ugx, have you ever contributed the 1000ugx meant for water fund every month?**

No, I have never, I have only contributed 6000ugx once in this year.

**Why don’t you contribute that 1000ugx that was agreed upon to be contributed by all the water users?**

I was only told about the monthly 5000ugx contribution by my friend, am not aware of the 1000ugx for water fund, no one told me.

**What would convince you to start contributing for water fund?**

Now that I know how much am supposed to contribute, the 1000ugx is little am going to start contributing, I thought it was 5000ugx. Now that I know the 1000 goes directly to the water fund bag and its not to be used for borrowing by group members, I will start contributing because I also like getting the clean water.

**What do you think the water fund contributions are used for?**

It used to maintain the water source, previously the water was bad even cows would come to drink water from that well but now its kept clean.

Incase something is spoilt on the pump the we can tell the people responsible to go and repair it.

**Can you please tell us if there has been change on the water reliability ever since the water users VSLA was introduced?**

Now there is change because there is a committee that takes care of the water source but previously when the water source would break down we would start looking at each other without any solutions, it had spent like 5 years while spoilt because it had no leadership and no money for repairs and it wasn’t giving us any water but aquaya helped to organize us and incase of any problem money for repairs is available and we are getting water all the time.

**Is there a change in the number of people that use the water pump from the time the water users vsla was introduce?**

The number of people increased because the water is clean, every one runs to get water from this pump because its clean.
Do you think there change in peoples’ thinking about contributing for water fund and the actual contributions as compared to the past before the water users vsla was introduced?

I think the actual contributions increased because it’s done in a group while previously the contributions would be done like once in a year when they need to do work on the water source, but now it’s done monthly so the current contributions are more.

In the past people would be forced to contribute the money some would contribute, and others would refuse, but now there doing it willingly because they see the water source is functional and they know in case the pump gets spoilt the money they contribute will be used to repair it and the leaders are also working well unlike in the past when it would get spoilt and there is no one to run to, even me am attracted to start doing it because the only reason I wasn’t contributing was I thought the money was too much.

Can you please tell us if there is change in the quality and quantity of the water ever since the water users VSLA was introduced?

The quantity of water increased now because they worked around the water source and there many inlets as compared to the past when it was only one inlet.

The quality of water in the past was bad it used to flow mixed up with mud but its now good and even the rest of the community members really appreciate.

How many times has the WUC come to collect water fund from you?

Yes, they came once in March, am not so sure of the month to collect 6000ugx to work on the water source, they told me if am not able to go and do work myself then I should give them 6000ugx which I did.

Was the 6000ugx used on the hand pump or the second water source?

Me I didn’t know which one they were going to work on.

The WUC has never come to me asking me for 1000ugx for water fund.

Has the WUC ever called for any meetings and how many times?

Yes, I normally see them seated up there but am not sure what they discussed, I was just passing by and someone told me those people seated up there are in a meeting for the water source.

Community work at the source?

Yes, they have ever called us to work at the water source only once and me I sent there my son to work, the work involved cleaning around the water source.

Did you participate?

I dint participate because I wasn’t informed, I saw them gathering and I knew those are group members and I wasn’t supposed to be among.
What recommendations would you give us to improve the VSLA led water fund to help it keep our water source functional?

The water fund money should be available all the time, they should open an account in the bank and keep it there, so that when the pump breaks down money should be available for repairing it so that we don’t have to start asking it from group members who will have taken it as loans.

Mobilize us non VSLA members to join the group so that the VSLA keeps running, aquaya should do the mobilization because the other time we were not informed.

What ways do you think can be used for mobilizations to see that no one is left out because even last time we used the chairperson.

Last time the mobilization was weak, it would be better if you used people like Idrisa to move house to house and tell us about the training.

Is there anything else you would like to tell or ask us?

Does your organization help people on issues concerning water only? Can you help our children with paying school fees? Or give grants to our saccos?
COMMUNITY: K2

GENDER: MALE

AGE: I am 40 years old.

What is your level of education?
Am a grade 3 teacher with a certificate.

What is your primary source of income?
Am primary school teacher, am a farmer but I get most of my income from my monthly salary.

Did you participate in the entry meetings organized by aquaya in January this year?
No, I didn’t because I wasn’t informed.

We would like to know what stopped you from joining the water users VSLA?
Me what stopped me from joining is that I didn’t get any sensitization about what the VSLA does and its importance

According to you, what do you think or know about the water user VSLA?
I would have known much about the VSLA if the executives told us about it and read the constitution for us, but they have never done it.

I think it wouldn’t be a bad thing because I hear a member goes there, save his or her money and can also get a loan from there but as I see things and also hear that they will be sharing money amongst the group members at the end of the year but I hear there people that have got loans and have stopped saving which means there will be defaulters, this really discourages some of us from joining.

How have members described their experience in the VSLA?
I hear them saying there very many defaulters and that they are worried they may not get their money as they expected at the end of the cycle.

Would you wish to join the water users VSLA at the end of the cycle?
I had already talked to the chairperson and I really wish to join it because I also get water from the water source and I also want to move together with the rest of the community members and not show like I can survive alone.

Another reason that make me want to join is if you have pooled your money well, you are able to access a loan which would help you solve your problem.

Have you ever contributed any money for water fund?
No, I have never contributed any money because before you repaired the water pump, they used to collect money from us and they wouldn’t do any work on the water pump, the money also never used to be accounted for. So, when they told me about contributing money for water fund I asked them if they had a bank account where they will be keeping the money and they didn’t have it, I saw that as a weakness because money kept in the box isn’t safe at all. And the leaders on the WUC are the same people that we used to give money previously and they would just eat it.

**What is your thinking on how the water system is managed?**

To be sincere, I have taken long without going to the water source but to my understanding they don’t do much maintenance on the water source.

**Do you think you are able to afford the money that you are supposed to contribute for water fund?**

I think the money contributed isn’t much because in some places if you are to buy water a jerrycan would go for 700ugx so when you are asked to pay 1000ugx it’s not a lot.

**What would convince you to start contributing for water fund?**

Me as Justus am not a member and have never contributed, but there is also finding out that even the group members themselves are not contributing if you are to check in the records, so when the cycle is ending, and it so happens that all the members have been contributing, I will also start contributing.

**According to you, what do you think the water fund collections are used for?**

To my thinking if a certain spare part gets spoilt, that money will be used for repair and sometimes children play around the water source and spoil something like breaking the concrete, we can call someone to come and repair it and pay him using that money.

It can also be used to pay some one who comes to clear and clean around the water source.

**Has there been any changes on the hand pump reliability ever since the VSLA led water fund was introduced?**

Previously before you repaired the water pump we had a very big problem of water, we used to collect dirty running water but now we have a protected water source and even when my children go to collect the water you can really see its clean and we appreciate you for rehabilitating the water source.

**Is there an increase or decrease in the number of people that access the water source ever since the water users VSLA was introduced?**

The people that used to fetch water on this water point are the same, they haven’t increased but because of the catchment area, our neighbors near the park sometimes come to fetch water here because their water pump is seasonal and gets spolit sometimes. There only forced to come only when their water source gets spoilt but other than that they don’t come because the distance is long.
According to you has there been a change in your thinking and the community member’s thinking about contributing for water fund and the actual contributions made?

The problem now is that some of us and me inclusive were not sensitized about the uses of this money we are asked to contribute and what it’s used for at the water source and then we remember how we gave them money at some point and it was misused and then we start wondering if they also want to eat this money also.

They don’t come to us to collect water fund contributions, they only collect from the group members and since am not a member I don’t go for the meetings

I think other people’s attitude towards contribution has changed because contributing money for something that you are seeing is different from contributing for what you are not seeing.

I think this money contributed monthly is more because previously they just used to come to your home and you would just give them what you have, there wasn’t any fixed amount contributed. I think the money contributed now is more because the people in the group are many and they contribute monthly.

In your own view, has there been any change in the quality and quantity of water ever since the water users VSLA was introduced?

The quality of water has improved it good and better than how it was previously,

The quantity has increase because when I send my children to collect water they come back after a few minutes but those days they would take long lining up because you would hit the pump severally, but the water flow was very little. You would send a child at 12pm and they would return like at 4pm.

How many times has the WUC come to collect water fund from you?

They have only come to me once saying they have come to collect aquaya’s money intimidating us that they are going to arrest us and take us to the subcounty headquarters if we don’t pay the money.

How did they talk to you? Did they explain to you the purpose of their visit?

Me I have never seen anyone tell me about why they are visiting or why they are collecting the money sometimes they find you when you have left the garden, tired relaxing taking your booze and they just tell you rudely how they want water fund money. There conduct isn’t good.

How many were they?

I only saw one lady

Have they ever called for meetings or community work at the water source?

If they ever organized meetings we would be knowing the purpose of the water fund, but they have never called for one, I think they do their discussions during their group meetings.
Since am a teacher may be they might have done some work when am at school, but during this covid lock down I’ve only been called once to do some work at the water source, and it was a Saturday.

**Did you participate and why?**

Yes, I participated because I wanted the bush around cleared off so that when my children go to collect water they are safe from snake bites.

**What recommendations would you give us for improving the water users VSLA so that it keeps managing the water source?**

In my own view, the savings and loans scheme shouldn’t exist, I would suggest we pool the money and use it to start developmental projects like buying tents and chairs for hire so that we don’t have to give out money and it ends up being defaulted by the group members.

**Then where will the profits go to?**

We can open an account in a recognized institution like KIDA and keep it there, we can always withdraw it if we have any need for it but when you give it to people as loans and you get a need for like 1millionugx it will not be available.

**Is there anything else you would like to tell us?**

I just want to appreciate aquaya for bringing us clean water and for recognizing the community, we were taking very bad water but now we have clean water.

I also want to ask does this VSLA have a constitution or not?  

What plans do you have for the community members that are not in the VSLA and are not contributing water fund?

What plans do you have for the group members who took loans will have not paid by the end of the cycle because say if a member took 500,000ugx and defaulted, will a nonmember get the morale of joining the group?
COMMUNITY: K3

GENDER: FEMALE

AGE: Am 25 years old.

What is your level of education?

I completed senior four.

How do earn a living?

Am a business woman selling firewood and a farmer rearing chicken.

Also dig at home.

What is your main source of income?

My main source of income comes from selling firewood.

Did you attend the first meetings when Aquaya Institute was beginning its activities in this community?

No, I did not attend, it is my husband who attended, for me I had gone somewhere.

How many meetings did he attend?

He attended like three meetings and told me everything that was discussed like rehabilitation of the water source.

Why didn’t you join the VSLA for water users?

The members of VSLA began when we had little knowledge about it, the contributions that the members had made were a lot compared to what we could raise in such away that they had join.

Another thing is that we had three other groups in which we were very active so we could not afford the money for all the four groups.

You as a person how do you see the VSLA, in terms of good and bad?

The way I see it is good because it helps now like me. I can borrow money from it to boost my business.

The bad thing about it is that the members fail to pay back loans and this can bring conflicts.

You may have interacted with the members of the VSLA what do they say about it?

I hear that when you join it, it can help and the leaders are not bad because the they are not harsh when recovering money from debtors and they don't discriminate when giving people loans, they also say it helps to look after the hand pump.

Would you like to join when the cycle ends?

I would like to join because when you discuss in meetings, you can get views for development and even development at home.

Do you contribute to the water fund?

Yes, I contribute.
How much did you pay?

About 3000= was paid by my husband and told me.

Why do you pay this money?

Because when the hand pump gets a problem like breaking down, we all suffer and the other alternative sources are dirty because the animals like pigs drink from there.

What do you have to say about the management of the hand pump?

The management of the hand pump is good, we don’t have to worry about the quality of the water because the management treats the water, they make sure that around the water pump is clean and also tell us to use clean jerricans cans when fetching water.

What do you have to say about the management of water funds?

I think it is good because if it was bad we have not had good supervision of the hand pump and even treatment of the water.

After how long do you pay water funds?

We pay every month.

What do you have to say about the money you are supposed to pay?

It is not much when you compare with the quality of water we get. A jerrycan of good water is 500= when you compare with 1000 for the whole month it is you will find that it is ok.

What do you think about the convenience of payments?

Am not complaining, every time they come to collect the money I have it.

Is amount of money you pay for water affordable?

It is not much when compared to the quality of water we get, we get clean water that is treated with medicine (chlorine)

How many times have you paid?

I have paid like for three months.

What motivates you to keep paying without being absent?

I get good water from the hand pump.

What are water funds used for?

When the hand pump breaks down, they use the money to do repairs, and to pay the mechanics

I think it also helps the WUC members to buy lunch. I think it can help the WUC to mobilize in terms of transport.

Have you seen any changes on the reliability of the hand pump?

It is more reliable when you compare to the past, when ever it would rain we used to get dirty water because running water from rain would contaminate it but now we get clean water.
How about the number of people fetching water from the hand pump, have they increased, reduced or remained the same?

The number of people increased because even people from far places come to get clean water since it is treated with chlorine.

What do you have to say about chlorine, have you stopped fetching water from the water source?

I have no problem with it, it does not disturb me.

How about other members of the community, have they stopped fetching water from the hand pump because of chlorine?

There are some members of the community who say the smell is terrible and they around four people.

Do you think there are changes in peoples’ thinking about contribution for water fund and the actual contributions as compared to the past before the water user VSLA was introduced?

People used to fear committee that was responsible, it used not to use the money well but now when you pay you find the hand pump repaired.

More people are paying because they know the committee can give accountability of the money collected.

Has there been any change in the quality and quantity of water ever since the water users VSLA was introduced?

Water in the past was bad, the color was bad, the children would contaminate it with dirt but it is now clean and even treated with medicine.

In the past I used to pump a lot in order to get some water most especially during the dry season but now I don’t have to pump a lot in order to get water, comes much even in dry season.

Has WUC come to collect water funds from you?

Yes, it has come.

How many times has WUC come to collect water funds from you?

Yes, it has come there about four times.

What did they say was the purpose of their visit?

They tell me to clean around the water pump and ask for water money at the end of the month.

How did they talk to you?

They ask for money in a humble way.

Did they come as a group or just an individual?

They came three people.

Do they write the money any where?
The chairman of WUC wrote the money in the exercise book.

**Do they call for meetings?**

And in the meetings, the chairman of the committee talks about keeping water clean at home in clean jerricans.

**Did you participate in the meetings?**

Yes I participated once.

**What did they talk about?**

They talked about keeping our hand pump well by cleaning around it.

**Why did you participate?**

Because am concerned about the water pump I suffer when it is not well.

**What recommendations do you have for improving the VSLA led “water fund” as it relates to water point management?**

I think the leaders have to be trustworthy through giving people accountability.

The leaders also should teach the people to use clean water so as to avoid disease like bilhazia.

**Is there any thing to say?**

My question is who is responsible for the chlorine that is put in the water source, is it Aquaya or the VSLA.

I also thank Aquaya for the mobilization that has enabled the village to have clean water and VSLA.

Commented [KMS]: Is there some response missing? Like how often they call for meetings maybe?

Commented [KMG]: Yes, they do meetings. They had two meetings so far.

She also said that they also get briefed on Wash issues when they go for community work at the water point.
COMMUNITY: K3
GENDER: FEMALE
AGE: Am 51 years old.

What is your level of education?
I never went to school but I attended adult functional literacy programs (adult education classes).

What do you do for a living?
Am a farmer, I grow beans bananas and cassava.
My main source of income is from the selling of bananas.

Did you attend the first meetings when Aquaya was beginning its activities in this community?
I attended once, when you were at cosmos’s place when you taught us.

Why didn’t you join the VSLA for water users?
I don't have enough income that can enable me contribute.
Secondly I have another group in which am very active so I cannot raise money for the two groups.

How do you see the VSLA for water users?
I have no idea because I don’t attend their meetings, am always doing my work and at church. I don’t want to tell lies.

What do other members say about the VSLA for water users?
I have not heard because am not in groups like those of women who dig for money, it is in such groups that people exchange views.

Would you like to join the water users’ VSLA?
No, I don’t have the source of income to subscribe.

In your opinion how do you see the management of the water fund?
I last fetched water from the hand pump long time ago. I normally harvest rain water, I last fetched water from the water pump in July, but the last time the area around the hand pump was clean.

Have you ever contributed to the water fund?
Yes, like 3000= and also gave a timber log to support the rehabilitation of the water pump.
I gave the money to the chairman of the WUC.

Can you afford the contribution of 1000= per month?
I cannot afford sometimes it there are there are times when I don’t have it.

Do you remember what you paid?
It was about 3000=.

How many time did you pay?
I don’t remember may be once or twice.

**What would motivate you to keep paying without being absent?**
When the quality of water is maintained I will keep paying.

**What do you think the water fund is used for?**
I think it is used for making repairs when the hand pump breaks.
The official from the sub county told us that the money is use to treat the water.

**Who told you about the uses of the water fund?**
It is the chairman of the WUC

**Have you observed any changes on the reliability of water pump?**
The water is reliable because it is clean since it is covered, in the past the top cover of the hand pump had been removed and water would be contaminated by children throwing dirty things in the water.

**How about the number of people that come to fetch water from this water pump, have they increased in number, reduced or they are still the same?**
The number increased. I see about three people after every two minutes.
But I don’t know why the number of people fetching water has increased because I don’t talk to them.

**What do you have to say about chlorine, have you stopped fetching water because of the smell?**
For me it is good because it has medicine to heal me but I drink it after boiling it.

**What do the other members say about chlorine?**
They say chlorine smells and water with chlorine is not good for drinking.

**Do you think there are changes in peoples thinking about contributing for water fund and the actual contribution as compared to the past before the water users’ VSLA was introduced?**
I don’t know at all

**Has there been changes in the quality and quantity of water ever since the water users’ VSLA was introduced?**
The quality is now better, it is clean and people no longer complain of sickness.
The quantity has also increased but can’t explain why there increase.

**Has WUC come to you to collect water fund from you?**
Yes, they came once

**What was the purpose of their visit?**
They came to collect money for repairing the hand pump.

**How did they talk to you?**
He were very polite and they don’t force people to pay.

Did they come as a group or just an individual?

Just an individual, the chairman of WUC.

How much money did you pay to him?

I paid about 2000-3000.

Why did you pay?

I pay because I use the water.

Did he write the money you paid him?

I saw him writing the money in the book.

How many times has WUC called for meetings?

I don’t know because I don’t attend.

Do they call for meetings?

They don’t call for meetings at all.

Do they call for community work?

They call for community meetings and make schedules around for cleaning around the water pump.

Do you participate?


Was there a committee that used to oversee the old water pump?

Yes it was there and on that committee there was Mwesige.

But they never asked me for water fund, they only asked for money once, to buy a metal for the hand pump.

Did they use to call for meetings?

I don’t know, may be the used to hold executive meeting only.

What recommendations do you have for improving the VSLA-led “water fund” since it relates to water management?

What I don’t understand why was VSLA started to look after the hand pump or for the development of the members?

Is there any thing else you would like to tell us?

Is see people starting groups but their end is not good, where will this one end.
COMMUNITY: K3

GENDER: MALE

AGE: Am twenty one years old

What is your level of education?
I dropped out of school in primary seven

How do you earn a living?
Am a farmer, I grow beans, Irish potatoes and ground nuts.

My main source of income is from selling Irish potatoes and groundnuts.

Did you attend the first meetings when Aquaya was beginning its activities in this community?
Yes I attended only one meeting.

Do you still remember what was discussed in the meeting?
What I heard was that there were plans of rehabilitating the hand pump.

Why didn’t you join VSLA for water users?
I was all members of my family had joined especially mother.
And I have three other groups in which I am very active so I realized I cannot afford to contribute in all of them. They all sit on Saturday.

You may not be in the group but what do you have to say about VSLA for water users?
I think it is good because members pool saving and buy house hold items like big mattresses, and other goods. It also helps members to save.

What do the other members say about VSLA for water users?
They say it is good and they save money, they can even get house hold items which they cannot easily raise money to buy for example solar.

Would like to join VSLA for water users when the cycle comes to an end?
Yes, I would like to join because I want to save and also get house hold items like a matress.

Do you contribute to the water fund?
Yes I do.

Because water is good.

What do you have to say about the management of the hand?
The management is good because they don’t allow children to fetch water with dirty containers and the hand pump is kept clean.

What do you have to say about the financial management?
The management of funds is good because I see the hand pump is always kept clean.
Am not worried about WUC because there is VSLA that supervises their operations so they cant eat the money.

_When did they ask for water fund?_
They asked for money only once.

_Can you afford the 1000= for water user?_
Yes I can afford, no problem.

_What motivates you to pay water user without being absent?_
When the hand pump is kept clean.

_Has there changes on the reliability of the hand pump ever since it was rehabilitated?_
The water source was bushy and there were risks of snake bites but now it is clean because the WUC has mobilized people and there is collective responsibility on cleaning the hand pump than before.

_How about the number of people fetching water from the hand pump, have they increased, reduced or they are still the same?_
The number of people increased because water is clean and they left other source.

_Do you think there are changes in peoples thinking about contribution for water fund and the actual contribution as compared to the past before the water user VSLA was introduced?_
Money collected is more than before because the water is good and people have appetite to pay. Before collection was only done when the hand pump would break down and collection was hard.

_Has there been changes in the quality and quantity of the water?_
Quality is good, before water was dirty, children would contaminate it with dirty containers but now it is very clean since the WUC stop the children from contaminating the water pump.

Quantity also increased, before I would pump and pump but fail to get enough water most especially in the dry season but now I get a lot of water all seasons.

_What do you have to say about the use of chlorine in the water source?_
It is good because it prevents disease by killing germs.

_What do the other members say about chlorine?_
I have not heard any one complaining about it.

_Has the WUC ever come to collect water fund from you?_
Yes, they came

_How many time has WUC come to collect water funds from you?_
He came once.

_How did they talk to you?_
He talked to me nicely and asked for the money for water to maintain the hand pump.
What did he say was the purpose for his visit?
To collect money for maintaining the hand pump.

Did they come as a group or an individual?
It was an individual, the chairman wuc.

Did you pay?
I paid about 3000, and he wrote me in the book.

How many times has the WUC called for meetings?
They called for meetings twice.

And the purpose for meetings were to tell people to always come with clean jerricans when fetching water.

And one day of the meeting we also cleaned the water source.

Did you attend the meetings?
Yes, and my reason was to hear what the leaders say and to clean the water source.

Before the water user VSLA came in was there an active WUC?
The committee was there and it had members like Fabi, Elias and Bagada but was not very active, and could collect money only when the hand pump would break.

What recommendations do you have for improving the VSLA-led “water fund” as it relates to water point management?
I think the officials from Aquaya should continue coming to encourage the members to attend the meetings of VSLA.

There is need for the executive of VSLA to manage peoples’ contribution well by making sure that those taking loans donot take more money than their savings.

Is there any thing else you would like to tell us?
I have no comment.
COMMUNITY: R1
GENDER: MALE
AGE: I am 41 years old.
What is your level of education?
I have a diploma in agricultural engineering.
What do you do a living?
Am a mechanic at KIKO tea factory, I also get income from my other side incomes; I ride a boda boda, I also have rentals. But I get most of my income from the rentals.
Did you participate in the community entry meetings organized by Aquaya when they were starting to work with this community?
I didn’t get that chance but as i was on my way going back to work at the factory, I saw you organizing yourself for the meeting around Mr.Kwezi’s home but I dint get the chance to stop because I was on a boda boda and I was late for work but am sure that was your first time to come in this village because I tried asking some community members about what you were looking for from our village and they told me you people had come to repair our spoilt water source.
Had you been informed about these meetings?
No, I wasn't informed probably because am not around most of the time but if I was around and had may be spent a week home, maybe I would have been informed.
What stopped you from joining the water users VSLA?
I would have loved to join the VSLA but because of the times when the meetings are held am never at home, I feel I admire joining it but the times when the meetings are held, am never at home.
What is your impression about the water users VSLA?
On my side I see its good because we have been having problems with our water source, it was spoilt for a very long time and we couldn’t manage repairing, whenever I would move out of my village I would admire people who had clean and safe water but ours was just there spoilt but after this water users VSLA came to our village I have seen its good things because now my children no longer move a very long distance to collect water, I also no longer have any worries of my children drowning in the open wells, so I've seen that this VSLA has such good things where by you send your child to fetch water and you don’t have to worry much about them drowning.
Why do you think you as people couldn't handle repairing the water source?
We just lacked someone who would mobilize us, form a committee that would take care of the water source and agree on setting aside a bag where we would collect at least 500shs
that would help us bring a technician to work on our water source incase it got spoiled, we just lacked that guidance.

**What have you heard the members talking about there being in the water users VSLA?**

I haven’t really heard the members talking anything about this VSLA, not even saying maybe there money will be misused you know these groups people always think about there money being misused but I haven’t heard the members of this group saying anything like that, I just see them being active in there group and are happy with there group, they also be saying if we keep being active in our group our water source will be kept well maintained, and I also hear them saying if we keep contributing for the water fund and the water source doesn’t get spoiled, won’t the money accumulate and they give it to us as loans.

**Would you like to join the water users VSLA after the end of this cycle in December?**

Yes, I would like to join it because of its good things, most especially on the issue of the safety our children not drowning.

My main reason of wishing to join the VSLA is because my children are safe from drowning, there is nothing bad like your child going to collect water and they tell you that they have drowned.

**Have you ever made any contributions towards water fund?**

I have never seen anyone come to my home looking for that money. If I got someone coming to collect it, I would give it there whole heartedly because I wouldn’t love hearing that my children have drowned because of fetching water from the open wells. Its not bad in any way when we are asked to pay 500shs for water fund, it’s a good thing.

**You said no one has ever come to you to ask for water fund contributions, did you as a person take time to ask about how much they contribute?**

Truth be told, I have never bothered to ask anyone about how much they contribute, you know its not easy for someone to just get money from there pockets and give it out without someone coming to ask for it, for example you can’t go and pay for electricity without someone explaining to you about how and when to pay for it, but if someone doesn’t come to me then I will not know where and when to find them.

**What do you think about the water system management ever since the water users vsla was introduced?**

I got an accident and am not able to go to the water source myself, but when my children are from collecting water I always ask them how the water source is, and they normally tell me its looking good. If I didn’t have this injury I would be knowing how the water source is.

**What do you think about the safety of the water fund contributions in the water users vsla?**

Since I have never got chance to be with the group members, am no sure about how that money is kept and how safe it is, I can’t tell because I have never attended any of their meetings.
Do you feel the 500shs contributed per week is affordable to you?

Yes, it is very affordable because in our current Uganda I don’t think there is anyone that can fail to raise the 500shs, one would rather weed in someone’s garden and they get paid so that they can contribute for water fund.

They normally collect this money at the beginning of the month, do you think that time is convenient for you since you said you rarely at home?

My home is always here, and my children are always here even though most of the times am not around so whenever am leaving I will have it in my budget every month to set aside 500ugx Or 1000ugx for water.

What would convince you to start contributing for water fund?

Now like the way you two officers from aquaya have come to my home, if I get an explanation about the safety of the water fund contributions, on top of the water source being present, the explanation about the safety of the money would give me morale to contribute.

According to you, what would you make you feel like the contributions towards water fund are kept safely?

It would be good if that money had an account in the bank with 3 people responsible for depositing and withdrawing it in case it’s to be used for repairs on the pump if there is any breakdown.

If not the other second way would be for it to be given out as loans but at a lower interest, that person should have ready security to be sold to recover the money incase they fail to pay it back on time or if there happens to be a break down at the pump that needs urgent repair.

What do you think the funds are used for?

You know those water pumps have parts, for example the pump could fall off from the pipe and it falls inside, automatically that money would help us to rent a water pump that would help us to drain out water so that we can reach that part that has fallen in the water.

Or sometimes some one may go to the water source to get water and its not there, and you could find maybe it’s the chain that is spoilt but we as villagers may not know the problem, but that money would help us to bring a technician who would tell us where the fault is.

Another purpose would be, if the water source takes long with out getting spoil that money is there, and one of the group members gets a problem that would need money to treat like a sick child, that money can be given to them at a lower interest.

Where will the interest go?

The interest goes back to the water fund bag because for example if it gets a problem the first time and the spare part to be repaired doesn’t require a lot of money, next time it
breaks down the repairs may need more money than the first time, so the interest will help increase on the amount of money in the water fund bag.

**Do you think there has been change on the handpump reliability ever since the VSLA led water fund was introduced?**

In my own view this water is reliable and good, when you try to compare with the past, you will find that we used to consume very bad water from open wells that used to make us fall sick but now those sicknesses have reduced because this water source is well covered, it has really helped reduce on those sicknesses that we used to get from the open wells.

**Can you please tell us about the hand pump usage ever since the VSLA led water fund was introduced? Have the people that come to fetch from the water pump increased, reduced or there still the same?**

They increased because previously most people never used to fetch from this water source because the water was bad, they used to get water from the neighboring zone, now that this water source was rehabilitated, they no longer go to other zones to get water which leads to an increase in the number. They are attracted by the clean and safe water since the pump was repaired.

**Do you think there has been change in the way people think about contributing for water fund and the actual contributions made ever since the water users VSLA was introduced?**

Previously we never used to contribute any money for the water source, we used to be told that it was constructed by religious members so people always had it at the back of there minds that it belonged to the religious members, they didn’t have any one to sensitize them and they kept thinking that those religious members will come back and repair there water pump.

Am not so sure about the change in thinking of people about paying water fund since am not in the group, but psychologically I think people love their water source and there contributing willingly.

Yes, there must be an increase in the actual contributions if the money is well planned for. For example, if there is 300,000ugx in the water fund bag and it’s given out to like 4 group members as a loan but at a lower interest, then the contributions will increase.

**Has there been change in the quality and quantity of water ever since the water users VSLA was introduced?**

The quality of water previously was bad, whenever you would pump, the water used to go in the jerry can mixed with corrosion (red like particles), it also had a bad smell and taste, but now it’s very clean.

There has been change in the quantity of water, previously it was seasonal, like in July you would not get water ate the pump but right now the flow is constant.
The other community members also don’t have any complaints about the quality and quantity of water, they are happy with it, if they weren’t happy they would be going to other alternative sources of water.

**Was there an active WUC in the past?**

Truth be told I had never had of it, if it was there I think our water source wouldn’t have spent a long time while spoilt.

**How many times have the WUC come to collect water fund from you?**

They have never come to my home. I just get most of the information about the group from the community members.

**Have you ever heard about the WUC calling people for meetings or organizing them for community work at the water source?**

Since I don’t normally stay around, I can’t tell if the meetings are called for or not, because now for me I normally leave my work place on Saturday evening and return on Monday morning, and you know children don’t normally mind about those things of going for meetings. I also haven’t heard of any community works at the source, that’s why iam so happy to see you people coming to my home, I even had a journey that I was going for, but I decided to first attend to you.

**What suggestions would you give to improve the VSLA led water fund to see that it continues managing the water point?**

Aquaya should not neglect the community members because if you keep on doing the follow up visits even the person contributing towards water fund will continue doing it with a lot of morale.

Aquaya should also empower like 3 people from the group to do the sensitization from door to door among the non vsla members to encourage them to join and contribute for water fund, also keep doing quarterly visits to the group and then the visits can be made after six months until you are sure that the group can operate on its own

Aquaya should get identification jackets for the WUC so that whenever they go to someone’s home to ask for water fund contributions they can easily be recognized. The money to make the jackets can be go from the water fund bag

**Is there anything else you would like to tell us?**

Me what I would want to understand is, I heard that a muzungu came to our village and that she also came to the water source, I hear people saying that water source is a great one because the muzungu came to see it, but I don’t understand who the muzungu is.
COMMUNITY: R1
GENDER: MALE
AGE: I am 70 years old.
What your level of education?
I completed primary seven.
What do you do for a living?
Am a farmer, I have a banana plantation, I brew waragi for sale, I also sale some bananas to get money for salt and soap. I get most of my income from brewing waragi.
Did you happen to attend any of the first meetings that were organized by aquaya when they were starting to work with this community?
Yes, I attended meetings several times at Mwesige’s place, I attended more than 10 meetings, there is also a time I attended one at the chairperson LC1’s home. I was normally informed by the WUC chairperson.
Why didn’t you join the water users VSLA?
I have many groups where am a member; for example am in the Balyakamu group, am also a treasurer in our church, am also a treasure of the WUC and most times I rarely have time for the meetings so its not easy to handle being in many groups.
The other reason is because of my low income, you can not join a group when you don’t have the money for contributions because every group requires you to make money contributions.
What do you think or know about the water users VSLA
To me the water source is okay, and we are getting good water, it has really reduced on the water related diseases that we have been suffering from, previously we were getting water from the open wells and from mahoma but ever since our water source was rehabilitated, there has been a big change, the sicknesses have reduced in both the young children and the old people.
To me that VSLA since am not a member, I don’t really know much about it, I think the group members who save and access loans from it are the ones that could be knowing, but anything concerning the water, there I can explain to you but for the VSLA I don’t know much about it, because even when I was elected as the WUC treasurer, we collected some money and they told us its to be kept by the VSLA executive. that is when I stopped associating myself with the VSLA.
What do you hear group members describing the group?
In brief, I don’t normally interact with them because am always busy in my banana plantation. I normally leave my plantation at 7pm and go to the trading center to get a drink, I leave the trading center after 9pm retiring to my bed.
Would you like to join the water users VSLA in the next cycle?
As for me I will not lie to you but am not going to join that group because the groups I have are enough for me, because am the KIDA credit and saving, the Balyakamu group and other small groups that have their meetings every Sunday.

Do you contribute for water fund? Why?
I have so far contributed twice for the water fund, but I have been planning on going for one of the meetings, they count for me what am supposed to have paid so that I pay at once.

Why? I paid that water fund because I know the purpose of the water fund is incase the pump gets spoilt that money can be used to repair it easily.

When do you plan to go for reconciliations and you pay what you are demanded?
I was thinking of going there yesterday but I ended up being very busy with brewing my waragi, but any time when there is a meeting I will go there and pay my debt, I know its not more than 8000ugx.

What is your thinking about how the water system is managed?
The water source is well managed because it’s very near to my home, but the only problem is with the water users who don’t want to pay water fees claiming they don’t collect water from the pump but from Mahoma and yet in actual sense they fetch water from the pump.

What do you think about the safety of the water fund contributions?
To my understanding, it’s the VSLA executives that know about how that money is kept, because they’re the ones that know how much they demand from who.

I think its kept well because I hear it’s given out to group members as loans, but I think the other group contributions are the ones that are given out as loans am not so sure.

But I think the money for water fund is there kept safely because its supposed to be there incase the pump gets spoilt.

Is the time the WUC come to collect water fund convenient for you?
Yes, it’s okey with me, I just need them to count for me how much am demanded then I will pay.

Do you feel the 500ugx affordable on your side?
Its affordable because we agreed on it.

How much have you so far contributed and how often?
I first contributed 2000ugx at once and the I added 500ugx, so far, I have contributed 2500ugx. I have contributed two times.

What stopped you from contributing every month?
Its because of the weekly group meeting settings, I cannot handle them.
What would convince you to start contributing without missing?

It's just the fact that I can get clean water, nothing else.

What do you think is the purpose of the water fund contributions?

According to my own understanding, it is to be used for repairing the water source just in case it gets spoiled without any hardships.

Do you think there is a change in the reliability of the hand pump ever since the water users VSLA was introduced?

According to me, the spare parts that were used now when the pump was repaired are better than the ones that were used previously, because previously we used to pump, and the pump would produce brownish water with some particles and it would also smell bad, but right now when you pump the water is clean and it doesn't have any bad smell.

Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?

The number of people that fetch from this water pump has increased because the water is clean and safe as compared to the past when it had the brownish color, but they don't want to pay and neither do they want to do some work around the water source because most times when they are told to do work around the source they claim they don't have the time and that they don't fetch water from there.

Do you think there has been a change in people's thinking about contributing for water fund and the actual contributions?

Previously when they repaired the water source, things ended there, and they never came back to do any follow-ups, we tried to go to the sub county, but they kept promising to come and work on it, but they never did so we resorted to collecting water from Mahoma. There wasn't any arrangement of collecting money for maintaining the water source previously and right now I can't give you a picture if the contributions are more or not. I think some people are willing to pay but there those that are big headed, and they don't contribute anything. For example, right now the VSLA secretary was talking to some man who is neighboring the water source about paying for the water fund, he clearly told her that he doesn't fetch water from the pump, so they shouldn't tell him about paying any money and that if they ever find him fetching water from the water pump then they should arrest him.

Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?

The flow of the water is constant now, previously there are times when you would go, and pump and you just get annoyed and go home without getting any water. I haven't seen anyone going to the pump and they come back without water, some of them even pass through my compound.
The quality water of water is now good, the water is very clear and doesn’t smell bad but previously the pump used to produce water mixed with brown particles and it used to smell bad.

**How many times have the WUC come to collect water fund money from you?**

They have never come to ask me for any money but me as a person am aware that I have that debt. They have never come to ask me for that money because they know am not big headed.

**Since you are a member of the WUC, have you ever moved to non VSLA members asking them for the water fund money?**

No, there those responsible for collecting the money not me; I always hear its the chairperson that collects that money, I don’t know how much he manages to collect, me I don’t move with them. Am not sure if he moves with other WUC members. Even right now I was just hearing people saying that he collected money from some non VSLA members of recent.

**How many times have the WUC called for meetings or community work at the water source?**

I will not explain that because on my side I haven’t heard about any meetings or maybe they normally have those meetings during the VSLA meetings, but I’ve never heard of them.

The community works at the water source are normally there, even me there are times when I go to the water source and clear the bush around, the works normally include clearing the bush along the road that leads to the water pump and around the pump. These works normally happen whenever the bush grows, there is no specific time.

**Do you participate in the community works at the source?**

Yes, I participate because it’s meant to keep our water source clean.

**Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?**

If we contribute the water fund well and its kept safely without being misused then the VSLA will survive for long but if its misused then things may not go well and handling the pump with care, everything will go on well.

The WUC especially the Chairperson should be hard on the people that fetch water from the pump but don’t want to pay because they are like thieves, they get water from the pump, but they claim they don’t.

**Is there anything else you would like to tell/ ask us?**

I would have asked but am not prepared to because even as you see me here am not settled because you found when I was brewing my waragi.
COMMUNITY: R2
GENDER: MALE
AGE: I am 54 years old.

What is your level of education?
I completed senior 2 but I didn’t continue with studying because I didn’t have money for school fees.

What do you do a living?
Am senior security officer in Kibaale forest schools’ program. I also do brick laying and am a farmer. I get most of my income from selling bricks and my salary

Did you happen to attend any meetings that were organized by aquaya when they were starting their work in this community?
I attended 2 meetings, they took place up there at the catholic church and I was so happy aquaya came to our community. I was informed by the chairperson LC1 and the water chairperson told us that aquaya was coming to our village to work on our water source.

Why didn’t you join the water users VSLA?
I didn’t join because sometimes am away from the village, there times when am in Ngogo and some other places very far from this place, there isn’t any other reason why I didn’t join.

What is your impression about the water users VSLA?
The vsla is good because it has active members who are taking care of our water source. I think the group members save in that group and they also access loans.

Why do you think members are active?
It is because we didn’t have access to clean water in this community, they were able to elect a WUC that takes care of the water, that’s why members are active.

What do you hear the group members talking about their group?
I haven’t heard group members say anything about the group, but I think they always agree on one thing and set laws that manage our water source to see that our water source keeps working well.

Would you like to join the water users VSLA after the cycle ending in December?
I think I will join if you are a member of a certain community and there are laws that they follow, you also need to involve yourself and understand how things are done so that you all move as one and not just wait to hear news from other people. Whenever am around the village I will always join them for the meetings, there some months when am around the village, I don’t go every month, so I will always use the time when am around the village to attend the meetings.
Do you contribute any money for the water fund? Why?
Yes, I have contributed some little money towards water fund because of the love I have for our water source and appreciation that our water source was rehabilitated.

I have so far contributed 3000ugx

What do you think water system management ever since the water users VSLA was introduced?
The management is good because when the WUC chairperson asks community members to abide by the rules set of keeping the water source well functional they always follow them like not spoiling it, not playing around it etc.

What do you think about the safety of the water fund contributions?
It’s the WUC chairperson who knows about how that water fund money is kept because the first its him I normally give my contributions to, me I don’t know, that why I would like to join the VSLA so that I can understand more about how things are done.

Do you know how much you are meant to contribute for water fund monthly?
No, I don’t know how much am supposed to contribute monthly, when I met the WUC chairperson I told him how I remember him telling me about water fund, then I told him you can have this 3000ugx since it’s what I had but I don’t know how much is supposed to be contributed monthly.

They agreed to contribute 1000ugx every month, do you think you can afford that money every month?
It’s not much, I can afford it. I had thought to myself that when I get money, I will go to them they count for me how much am being demanded then I pay at once. I had also talked to the WUC chairperson about that.

What has been stopping you from contributing monthly since the fee is affordable to you?
I had got a serious motorcycle accident and I haven’t been working to get money so that I can be able to contribute.

What would convince to make you contributions monthly?
Now that am working, I started work on the 5th of this month, I know I will be getting money every month and I will be paying it.

Can you please tell us what you think the water fund contributions are used for?
The chairperson told me that incase the water pump gets spoilt, you know the spare parts cost a lot of money, especially the pipe that is in the middle of the pump, they say it costs a lot of money when its spoilt. That money that is collected is used to pay the mechanics who will have come to repair the pump and to buy to replace the spoilt spare parts.
Do you think there has been change on the handpump reliability ever since the VSLA led water fund was introduced?

Previously the water source was done for a long time and we didn’t have hope of ever repairing it, but when you people came and held you meetings, you bought all the spare parts and repaired the water source in a short time, we used to take dirty water from an open well but now we are taking and enjoying our clean and safe water.

Do you think there has been a change in the number of people that come to fetch water from this water point ever since the water users VSLA was introduced?

The number of people increased now because even those that never used to come to this water source now come here, I think its because of the clean and safe water. They come to this water source because their water sources have dirty water, they have the open wells.

Do you think there has been change in the way people think about contributing for water fund and the actual contributions made ever since the water users VSLA was introduced?

Am not so sure about how the water contributions were made in the past because am new in this place. Am not sure about how people are contributing because am not in the VSLA, but I think they are giving in their money, people are positive about contributing because of the clean water they access, and they want to keep their pump functional. I don’t about what other community members say about contributing because I don’t normally talk about that with them.

Has there been change in the quality and quantity of water ever since the water users VSLA was introduced?

Previously the water was bad we used to get water from the open wells, children used to step in it and throw in dirty things, we even used to fall sick because of taking the dirty water, but when this water pump was repaired, we saw a difference, we started getting clean water that is treated with chlorine.

Previously we used to get water from the open wells, so I don’t know about the quantity, and about the quantity on this water pump in the past I don’t know because its my brother who was around here me I was away for a long time in the military camp. Currently water disappears during the dry seasons, now that it is still raining, the flow is constant.

What do you have to say about the chlorine in the water.

I don’t find any problem with the chlorine because I think its what keeps our water safe for drinking without treating.

Was there a functional WUC in the past?

Am not so sure because I told you I was away from this place for a very long time.

How many times has the WUC come to you asking for water fund?

I have never seen them come to my home asking for money, I just met the chairperson WUC somewhere and gave him my contribution.
How do you track your contributions?

Me I just gave WUC chairperson the money I had, and he left, he told me he will record my contribution, I don’t know if he did it?

Have you ever heard about the WUC calling people for meetings or organizing them for community work at the water source?

I haven’t had about any meetings unless they called them when I wasn’t in the village.

What about the community works at the water source?

I always participate in the community work at the source whenever they make an alarm through drumming, even today we were cleaning, we normally do the works of clearing the road that leads to the water source and cleaning around the water pump itself.

Why do you normally participate?

I do participate because that is the water source that gives me water, I wouldn’t be happy if it gets spoilt and we go back to how we were in the past.

What suggestions would you give to improve the VSLA led water fund to see that it continues managing the water point?

Me what I think is the VSLA should open an account in the bank for keeping the water fund, so that even when the pump gets spoilt the money should be withdrawn from the account. It shouldn’t be kept by an individual because you keeping cash is tempting, the person keeping it can get a problem and decide to use the money and we may feel to get it the time its needed when the water pump gets a problem.

The WUC should put strong laws for nonmembers to also contribute on time, for example they can decide if one hasn’t paid for water fund they shouldn’t collect water from the water source.

Is there anything else you would like to tell us?

At some point there were people that put trenches near the source and they were affecting the quantity of water at the pump, they were called in a meeting, but I don’t know how things were resolved and what can be done for such people.
COMMUNITY: R2

GENDER: Female

AGE: I am 39 years old.

What is your level of education?
I completed primary seven.

What do you do a living?
I sell firewood and that’s where I get most of my income, since am new in this place I don’t have a stable job because the money I had I managed to get buy land and build a house.

Did you happen to attend any meetings that were organized by aquaya when they were starting their work in this community?
I didn’t attend any meetings, I didn’t know about them and I wasn’t informed, you know when your new in a place you can’t associate so much with people, I was only informed about the water fund.

What stopped you from joining the water users VSLA?
I will not lie to you, but I don’t know much about that VSLA because its one of my neighbors (Akiiki) who told me she is going for a meeting in the VSLA, but I didn’t take time to ask about it, me I just kept on paying the water fund contributions. Another reason for me not joining is because I didn’t have the money, for me to join I needed money and yet right now I don’t have the money.

What is your impression about the water users VSLA?
You see for me to know much about the group I also need to be in the group so that I can understand what they discuss and what they do.

What do you hear the group members talking about the group?
I only talk to Akiiki who is in the group, she always says the group is good and then I told her that I don’t have money to join but I will continue paying the water fund, then she told me that she would rather join the group than contributing for water fund only, then I told her let me wait for this year to end then I will see what to do.

Would you like to join the VSLA after the cycle ending in December?
I will first see how the cycle ends and what I will have heard about it at the end of the cycle, first of all a lot of things happen in such groups for example defaulting and lack of transparency.

Do you contribute any money for water fund?
Yes, I contribute water fund because water is very important, I cannot survive without water, you can’t spend a day without bathing, even when you eat like a raw fruit you must...
drink water, so I must contribute that money with a lot of willingness because water is very important.

**How much have you contributed so far?**

I don’t remember so well how much I have contributed so far but ever since I was told I have been contributing from the month of March, I think it’s like 7000ugx, if it’s not 7000ugx the it’s 6000ugx.

**What is your thinking about how the water system is managed?**

The water source is really well managed, mzee really cares so much about the water source, only that people are different and complicated because they disturb him by refusing to go and do work at the source.

**What do you have to say about the safety of your water fund contributions?**

I will not lie that I know about how safe it is but what I know is that Mzee always tells us that our money is kept safe, even of recent he was telling us wen we were working at the water source that even if the pump gets spoilt he will not get any hardships with repairing it, the money will be used for that, I cannot really go around asking mzee about the safety of the money because even in my home village we contribute money monthly for hand pump maintenance and its kept by someone who is responsible for repairs incase the pump gets spoilt.

**Do you feel like the time when you are required to pay water fund is convenient for you?**

Me even when I don’t have it when he has come for it I normally tell him I don’t have the money, but I will bring it and he also knows that I give in my contributions well.

**Is the 1000ugx contribution affordable to you?**

Even if it’s not affordable I will try my level best to see I raise it because water is very important to me. But because right now I don’t have money, the way 1000ugx seems a lot but when I tell mzee that I don’t have the money he is normally patient with me and after getting it I always take it to him.

**How are your payments generally?**

I have never missed a month minus paying, even of recent I just gave him 2000ugx for 2 months they were demanding me, I haven’t yet paid for November only.

**How much and how often do you contribute for water fund?**

I give in my contributions every month and I have been contributing since March.

**According to you, what are the water fund contributions used for?**

I think its used to repair the hand pump in case its spoilt and buying chlorine, but for doing work at the water source he normally makes an alarm through drumming and we go and work.
Do you think there is change in the reliability of the hand pump ever since the water users VSLA was introduced?

Previously we used to fetch water from an open well but now this water source is good, and it is well built for and well covered, the pump has clean water that is treated even when my child drinks it without boiling it's not like taking water from the other open well. Now like me I boil the water before drinking it but there are other people that take that water without boiling it but at least it’s safe since its treated with chlorine, then another thing, there is a time I had gone to the open well to fetch water and found there a snake that almost bit me but thank God I managed to kill it, but on this water source you cant find a snake because its open, there is no bush around it.

Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?

I don’t really understand that because I don’t know much about people in this village but people that use this water pump are many even when you go to fetch water in the evening people are always many.

Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?

I don’t know anything about water payments in the past, currently I can’t really explain that to you, maybe Mzee Abwooli knows because he is the one that knows the people that contribute for water fund if at all they bring the money on time and if they contribute it fully. But to me the way money is contributed now is good because if the water pump is to get spoilt and am not home or I don’t have money at the time of the water pump break down then the money that was collected earlier should be able to help do the repairs.

Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?

The water now is clean and safe because its well built and covered well, previously we never used to fetch from this water pump because it was spoilt, we used to get water from the open well.

About the quantity, the problem we have now is with the water reducing during the dry season.

What do you have to say about the chlorine in the water and what do people say about it?

When they have just put the chlorine that’s when the smell is too much but after some days it dilutes and the smell reduces, the first couple of days when they have put it has a strong smell and even when you boil it there some particles that settle below the water but as the days go by its okay, apart from that I don’t have any complaints about the chlorine.

Even other community members have the same complaint as mine, nothing else.

Was there a functional WUC in the past?

Me the only person I know is Abwooli, he is the only one that has approached me.
How many times have the WUC come to collect water fund money from you?

Abwooli has only come to me once of recent when I had spent 2 months without contributing and I told him I don’t have that money but when I get it am going to bring it and after like a week I got the money and took to Abwooli.

The very first when he came to tell me about how we were meant to contribute, I wasn’t home, so he told my neighbor Amooti who explained to me when I came back home.

How do you find the way they approach you when they have come to collect water fund?

Mzee is a very good person, he normally comes and tells me about paying the water fund and how water is important, then he also tells me about how we used to suffer with getting water from the open well and how we are supposed to maintain our water source so that we don’t suffer again, as he is explaining to me I also see what he is saying is right because water is very important to me. He normally comes alone and whenever I give him my money he tells me that he is going to write my contribution in the book.

How many times have the WUC called for meetings and community work at the water source?

Yes, in the recent past, they called for a meeting to discuss about the trenches that were dug around the water source which I think affect the quantity of water during the dry season, the trenches have been taking a lot of water, they also talked about cutting down the trees.

What about community work at the source?

They always make alarms through drumming to mobilize us to go and work at the source, we are normally called to go and work at the source whenever the bush grows so we go to dig around the source and clear the bush, we have so far worked there three times. I always participate because I have love for my water source.

Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?

The WUC should keep doing their work and cooperating well, keep our water source clean and there should be transparency in the VSLA.

Is there anything else you would like to tell us?

I would like to understand how safe our water fund contributions is, we could be thinking that its kept well and yet they already ate it.
COMMUNITY: R2
GENDER: Female
AGE: I am 38 years old.

What is your level of education?
I completed primary five.

What do you do a living?
Am farmer, I grow Irish potatoes and beans, I also keep goats and pigs, but I get most of my income from selling some of my goats and pigs

Did you happen to attend any meetings that were organized by aquaya when they were starting their work in this community?
Yes, I attended two meetings, I was informed by the chairperson LC1 that there are people that are going to come and repair our water source.

What stopped you from joining the water users VSLA?
I failed to join the group because I had already joined other VSLA groups, so I saw I wouldn’t handle being in another group. Am in 4 groups and there all VSLAS.

What has been your impression of the water users VSLA?
Since am not a member, I don’t really know many things about it,

What have you heard the group members talking about it?
I think it’s a good group according to what the group members say about it, I have heard some of my neighbors who are in the group say in future it will bring about development in their home for example they say it will help them get piped water in their homes and also help them start a Sacco that will enable them get loans to develop their homes.

Would you like to join the water users VSLA after the cycle ending in December?
Yes, because of the good things I hear about it like the developments that will be brought about by the group to help us develop our homes.

Do you contribute water fund? Why?
Yes, because we must save that money so that when our water source gets spoilt, we won’t take long without water.

What do you think about the water system management ever since the water users vsla was introduced?
The water source is taken care of well and even the its leaders (Kabyanga, Mrs. Clovis and Mutegeki) are working well, they always make sure that the water source is well maintained, it’s always kept clean.
What do you think about the safety of the water fund contributions?
They tell us that money is kept safe so that if the hand pump gets spoilt they will be able to bring an engineer to repair it very fast so that we don’t fail to get water. Am sure it’s kept safe because I trust the people that collect, they keep it safely.

How much and how often do you pay the water fund?
I pay 1000ugx every month, the WUC decided that whoever fetches water from that water source should pay 1000ugx.

Is the 1000ugx you pay every month affordable to you?
The 1000ugx every month is a lot because of my low income but since it’s a law, we must pay it, to me I think I would handle paying 500ugx.

How about the time they come to collect the water fund, is it convenient for you?
Most times when they need it I normally don’t have it but when I get it I take it there.

How much have you contributed so far?
Sincerely speaking they are still demanding me contributions for some months, if I remember well I think I have so far contributed either 5000 or 6000ugx.

What would convince you to start contributing for water fund every month?
If I have a business that gives me a daily income I would ensure to make the contributions on time but right now I don’t have a stable source of income.

What do you think the water fund contributions are used for?
We were told by the WUC that the money will be used to call someone to do routine checkups to stop it from getting totally spoilt.

Do you think there has been change on the handpump reliability ever since the VSLA led water fund was introduced?
By the time I came to this village the water source was spoilt, they used to take care of it but it didn’t have a bag where money for repair and maintenance was kept so when it got spoilt, it spent a lot of time without being repaired but this one according to how the WUC leaders are active I think it will keep functioning for long. The problem that we have with the water source is that it dries up during the dry seasons, previously I don’t know if it used to dry up because I wasn’t around this place.

Do you think there is a change in the number of people that use the water pump since the introduction of the water users VSLA?
The people that collect from this water pump increased now I think it’s the reason it dries up sometimes, the people are very many because the people around this community can only access water from this and previously people never used to care much about taking clean water but now they do because there many diseases caused by taking dirty water so everyone’s wish is to take clean water so that they can have a healthy life.
Do you think there has been change in people’s thinking about contributing for water fund and the actual contributions?

Previously they used to move around asking community members to contribute towards repairing the pump, but it was really confusing because some people would contribute, and some wouldn’t, so I think that was the reason why the pump had been spoilt for a very long time. I don’t know if other people are paying willingly because they come to me to ask for water fund as an individual and I pay as an individual, so I don’t know if other people are finding it hard to pay or not. But I think because of the law that was put about not accessing the water source if you haven’t paid water fund, I think they are paying. Because when they stop you from fetching from the hand pump because you haven’t paid you will have no where to get water, we were even stopped us from fetching water from the open wells because that will lead us to falling sick together with our family members. This was told to us by the health inspector Sadrack, he said whoever doesn’t pay water fund money should be taken to him because that person will be a source of sickness to the rest of the community members because he will be taking unclean water. So, I think some are willing but some are being forced.

Can you please explain to us if there is any change in the quality and quantity of the water ever since the water users VSLA was introduced?

The quality of water now is good as compared to the past because, previously the water was bad, whenever you would boil it it would change color as if it has rust in it.

There is a constant flow of water now because they only open in the morning and evening hour, the water flows constantly because during the afternoon its not being disturbed but previously it wasn’t constantly flowing because it wasn’t regulated, and children were always playing around the pump and spoiling the water.

What do you have to say about the chlorine that is put in the water?

Me I see the water is good and chlorine hasn’t affected me in any way.

What do you hear other people in the community saying about the chlorine?

Everyone is different, me I don’t even fetch water I have my old children who fetch the water, at first, they used to complain about the smell of the chlorine but now they stopped.

Was there a functional WUC in the past?

The WUC was there but they didn’t really care about the water source, everyone used to care about themselves in terms of getting water to use but now there leaders who have put laws to be followed which weren’t there in the past.

How many times have the WUC come to collect water fund money from you?

They have come to me twice, its normally Kabyanga and Amooti that come, they come and tell me that I shouldn’t give in my money when am sad because the water source belongs to us and we want to keep our water source functioning, they talk well with me and when I don’t have the money they normally go without getting annoyed.

Commented [KM13]: So you mean she is normally sad to give her money?

Commented [KM14R13]: it’s an encouragement. People should give their money willingly. This is just how they approach people, not that they saw she was hesitant.
How do they track your contributions?
When I give them my contribution, they write in their book and go.

How many times have the WUC called for meetings and community work at the water source?
Meetings normally take place but it's not me who attends, it's my husband, they have so far called 4 meetings, my husband tells me that they normally discuss about keeping the water source clean and well maintained, that we shouldn't send there very young children to make the water source dirty.

How about community works at the source?
They always call us to work at the water source like now since it's a rainy season we work at the water source almost weekly.

Did you participate?
Like I told you, me I don't normally go to the water source, it's my children that go there to do the community work even now there just coming from there, and sometimes it's my husband that goes there. We also participate to keep our water source clean so that we continue getting clean water because if its not well maintained then it will not give us clean water.

Do you have any recommendations that you think can improve the VSLA led water fund so that it can keep managing our water point well?
Members who request for loans should be given money but at a lower interest because the reason why most groups collapse is because of charging high interest on loans taken.

Another thing is, there some members that complain that water fund money isn't given out to them as loans, they keep asking themselves if the water source never gets spoilt what will that money do, there wish is that the money be given to them as loans at a lower interest. They also think that if their money accumulates and the water source hasn't gotten spoilt it will be eaten by the leaders, they also keep wondering what will happen to their money when the cycle ends after like 3 years and the water source hasn't gotten spoilt.

Also have leaders that will drive the VSLA well and be able explain to both members and members well because there some nonmembers that are worried about there water fund contributions being eaten as the rest of the group members are doing share outs. This can be done by calling a meeting for all the water

Is there anything you would like to ask us?
What I would wish to understand now is, am not in the VSLA now but maybe I will join and I heard that there are plans of starting a Sacco, how will they be giving out there loans and what will be there loan repayment period?
COMMUNITY: R3
GENDER: FEMALE

AGE: Am 25 years old.

What is your level of education?
I completed primary one.

What do you do for a living?
Am a farmer, I grow sweet potatoes, beans, gnuts and bananas
My main source of income comes from selling of bananas.

Did you attend the first meetings when Aquaya was beginning its activities in this community?
No, I did not attend because I did not get information about the meetings.

Why didn’t you join VSLA for water users?
My family members had fallen sick and I was the one taking care of them, I did not even have a source of income to enable pay the shares and I don’t have the time to attend meetings since am the one who does most of the work here at home for example digging.

You may not have joined VSLA as a member, but as an individual how do you see VSLA?
It is good because when the hand pump gets problems like breaking, there is always money put aside to do repairs, so the hand pump is always there providing clean water we don’t have to fetch water from bidipa (ponds).

What do the members of VSLA for water users’ say about their group?
some members are saying that they have defaulted or have not paid their loans.

Members are also saying that they need government support, like giving them money to enable them employ a guard to keep around the hand pump and to have a permanent fence since the fence is made of timber logs that can easily be destroyed.

Would you like to join the VSLA for water users’ when the cycle ends?
I would like to join but I don’t have a source of income to enable contribute shares.

Do you contribute water user fees to the “water fund”?
No, I don’t contribute because I don’t have enough sources of income to enable me contribute.

What do you have to say about the water management system?
To me, the water management system in the past was much better than the current one because there was only one volunteer (the guard) who used to keep the hand pump very clean, you would think that it was a rich man’s home but the current management has many people but cannot keep the hand pump as clean as the guard used to. The only difference that current management has done is putting a temporary fence and putting medicine (Chlorine) in the water.

What are your views about financial management of the water fund?
I think it is managed well, because when the hand pump breaks it doesn't take long to be repaired.

Do you know how much they pay as water fund?

No I don't have any idea.

But I hear some people saying that it is 500=.

I have never paid even a single coin.

What would motivate you to begin paying?

If I get a job, I will begin paying water fund.

If I get enough information about the uses of the water fund I will also begin paying.

What do you think are the uses of water fund?

I don't know.

What is your experience of the water pump when it comes to reliability?

It is more reliable because there are few cases of the hand pump breaking.

It is clean and treated with medicine when you compare to the past when the water was not treated.

Have you realized the changes in the number of people fetching water from the hand pump?

The number of people fetching water from the hand pump has increased but I can't tell why it increased.

Has there been changes in the contributions of user fund when you compare the situation before the rehabilitation of the hand pump and after?

I think there is no change on the amount of money that was collected before and now. To me the only difference is that the money would be collected only when the hand pump would break but now they collect money every month.

Have you noticed any changes in the quality and quantity of water ever since the VSLA for water users was introduced?

The quality of water improved because it is treated with medicine (chlorine).

The quantity also increased because there is a big metal that increases the amount of water when pumping and before there was a small metal.

What is your experience with chlorine?

Me as a person, I have no problem the water with chlorine is okay.

But when it was first introduced, I would spend a week without drinking it, I would use it for cooking and other uses and use rain water for drinking.

What do the other members say about chlorine?

I have not heard anybody talking about it.

Has WUC come to collect water funds from you?
No, they have not come

How many times do they call for meetings

I don’t know where they call for meetings or not

Does WUC call for community work at the source?

They usually drum calling people to work at the source.

Do you participate?

I don’t participate because am always busy with domestic work.

Was there a committee responsible for that hand pump before the VSLA for water users was introduced?

It was there, it had around 2-3 members and it was more active in terms of cleaning more the current one. There was even a guard who volunteered for keep around the water pump but the current committee has more members but it is not doing enough.

What recommendations do you have for improving the VSLA-led “water fund” as it relates to water point management?

There is need for VSLA to buy things that can make profits for the members.

There is need to support the poor people for example giving them pigs, goats among others such that they can improve on their sources of income.

Is there any thing else you would like to tell us?

What is Aquaya institute planning for the poor and needy people so as to improve on their household incomes?
COMMUNITY: R3
GENDER: FEMALE

AGE: Am twenty nine years old

What is your level of education?
I completed senior four.

What do you do for a living?
Am primary teacher, I teach in a private community school.
Am also a farmer. I grow beans, maize and other crops grown in homes
My main source of income is from selling maize and beans.

Did you attend the first meetings when Aquaya institute was beginning it operations in this community?
No I did not attend because I was not informed at all.
Secondly I did not have enough income because the schools were closed so I was starting a new life and getting used to farming.

Why didn’t you join the VSLA of water users for the study of hand pump?
I did not join because I got information very late, by the time I got the information, members had gone very far, they had sat for about seven months and I could not raise the money for the shares that the members had for seven months collected at once.

You may not be a member of VSLA, as an individual how do you see the VSLA for water users?
I think the group is good if only I could be given the chance to join after the first cycle.

What do the group members say about the VSLA?
The members are saying that it is good because they got a savings box and pass books for keeping their money and records safe for free, they did not spend a lot of money when the group was starting.

Would you like to join the water users VSLA next cycle?
I would like to join because the members are saying good things which motivates me to join.

Do you contribute to the water user fees to the “water fund”?
No, I don’t contribute to water fund because I have no income now because the school where I work is closed because of covid 19.

What do you have to say about the management of the hand pump?
The management is very good because the water source is clean there are no fear of out break of diseases.

What about the management of water funds?
I don’t know
Do you know how much is supposed to be paid?

Mr. Sengendo and Mr. Robert told me that is 1000= per month.

What would convince to start contributing water fund without being absent?

If Aquaya supports poor or needy people through supporting agriculture such that they can improve on household income.

What do you think are the uses of the water fund?

I think it helps in doing minor repairs of the hand pump as the major repairs are left to Aquaya.

What is your experience with the reliability of the hand pump?

The hand pump is more reliable than in the past, it used break/get spoilt so many times than now. Ever since it was rehabilitated it has not gotten spoilt.

How about the numbers of people fetching water for the hand pump?

The number of people has increased because people can fetch easily and the handle is very easy and people in big numbers because the water is treated with water guard (chlorine).

Has there been a change in people contribution towards water fund when you compare the situation before and after the rehabilitation of the hand pump?

I think number of people paying increased because in the past people would collect money only when the hand pump would get spoilt but now people pay every month.

What do you have to say about the quality and quantity of water ever since the hand pump was rehabilitated?

The quality is clean because of the water guard, in the past water was dirty and could have some germs.

The quantity of water also increased because it was well repaired and all the parts of the hand pump is functioning well.

What do you think about chlorine?

I have no problem with, it does not disturb me.

What do others say about chlorine?

I have not heard any complaint from other people.

Has WUC come to collect water funds from you?

Mr. Robert came here only once, he came to collect money for doing small repairs on the hand pump incase there is need.

How did he speak to you?

He spoke politely telling me that the water fund is 1000= per month.
Does the WUC call for meetings?

I don't know but I have not heard of meetings.

What about community work at the source?

Akiiki called for community work at the source and I also participated because they informed me.

I dug around the water source.

Was there WUC before the rehabilitation of the hand pump?

No there was just an individual who volunteered to take care of the hand pump. He always kept it clean.

What recommendation do you have for improving the VSLA-led “water fund” as it relates to water management?

I think the people who did not join should be given a chance to join so that they can enjoy the water source and this can be done through community sensitization, some people were not informed from the beginning.

Any think else you would like to tell us?

I have no comment.
COMMUNITY: R3

GENDER: FEMALE

AGE: Am thirty years old

What is your level of education?
I completed senior four.

What do you do for a living?
Am a farmer, I grow beans, bananas and g nuts. I also make sweaters for sell.
My main source of income is selling sweaters.

Did you attend the first meeting when aquaya was beginning its activities in this community?
No, I did not attend because sometimes am not around, I have land in mwenge were I go for digging.

Why didn't you join VSLA for water user?
I had a bad experience with the groups, I lost my money the group where I was and that made me fear to join.

You may not be a member of VSLA but what do you think about it?
I have no idea because I have never sat in their meetings.

What do the members say about their group?
The members tell me that they collect savings and water fund.

Would you like to join the water users VSLA next cycle?
I would like to join if the leaders put strict rules and regulations to safe guard members money for example those borrowing money should pledge security such that the security can be sold when the members fail to pay the borrowed money.

Do you contribute water user fees to the water fund?
Yes I contribute, because I fetch water from the hand pump.
I also pay because I think there will a time when they will deny those not pay access to water from the hand pump.

What do you have to say about the water management system?
The management is good because the water source is always kept clean, the WUC has put a fence and a place for sitting as you wait for the one who is fetching to fill his/her jerrycan.

What are your views on the management of the water fund?
I don't know, for me I just pay.

What do you think about the uses of the water fund?
It is used when the hand pump gets spoilt.
What do you have to say about the money that you are supposed to pay?

I have no problem with it, I can afford to pay it is 1000=.

How about the time in which they come to collect?

It is okay, when they come for money and I don’t have I tell them to give me some time but I make sure I have it before end of month.

How many times have you paid?

I have paid twice the, the members of WUC has only come to collect money twice.

After how long do these WUC members come to collect money?

They come every month.

What would convince you to keep paying without being absent?

If I see the hand pump getting spoilt and the WUC doesn’t come to ask for money I will continue paying without being absent.

If the hand pump continues being clean.

Has there been changes in the reliability of the hand pump ever since the hand pump was rehabilitated?

It is reliable because it is enclosed with a fence, and I t has where some one can sit.

The hand pump is cleaner than in the past I don’t know whether WUC is paid by Aquaya to do the cleaning.

Has there been changes in the number of people fetching water from the hand pump ever since it was rehabilitated?

There number of people fetching water from the hand pump has remained the same because there are no new comers in the community coming from else where.

Do you think there are changes in peoples thinking about contributing water fund when you compare with the situation before?

I don’t know whether there has been an increase in the number of people contributing the water fund because the WUC has not called us for meetings to give us accountability of the money they collect.

What do the other members say?

Others say it has increased because the WUC collect money from different people and these people usually share information.

Have you noticed changes in terms of both quality and quantity ever since the hand pump was rehabilitated?

The quality has improved because of chlorine that kills germs.

The quantity also improved because the jerricans take little time to get full and the hand pump is softer it brings more water, and in the past I used to pump a lot and sometimes it would bring a lot of mud.
What is your experience with chlorine?
I have no problem with it, it does not disturb me.
I use a purifier before I drink the water.

What do the other people say about chlorine?
I have not heard any body complaining.

Has WUC come to collect water fund from you?
Yes, they have come three times.
For the two times I was present.

What was the purpose of their coming?
The purpose of their coming was to remind me of paying water fund.

Did they come in a group or just an individual?
They came two people Sengendo and Ronald.

How did they talk to you?
They talk politely, when they find me with money, I pay.
I paid them 2000= and the rest of the money was paid by my husband.
The money was written down in the book by Sengendo.

How many times does WUC call for meeting?
They call for meetings but for me I have only heard of one meeting which was held at the catholic church.

How about community work at the source?
I have never heard about them

Did you participate?
No I didn’t participate
I did not participate because I think the WUC members are paid to keep the water source clean.

What recommendations do you have for improving the VSLA-led “water fund” as it relates to water point the management?
If the leader put strict rules and regulations to prevent members from defaulting for example people pledging security before taking loans.

Do you have any thing else you would like to tell us?
Is there any support that Aquaya gives to other groups like those making sweaters in order to improve on their incomes?
COMMUNITY: R4

The Gender of the Respondent: Female

How old could you be?

Am twenty years old

What is your level of education?

I dropped out of school in senior two

Where do normally get income from?

I don’t work and have no job but my source of income is farming, I plant Irish potatoes and beans. My main source of income is when I sell Irish potatoes and beans.

Did you happen to attend the first meetings that were organized by Aquaya in this village?

I did not attend the meetings for Aquaya. I was informed but I was taking care of my sick mother on the real day the association was to start.

Why didn’t you join VISLA?

I wanted to join but I was not doing very well to be specific, I did not have a source of income at that time, am willing to join in the coming cycle.

What are your views on the water users’ VSLA ever since it was started, the goods and bad.

I see the association running well because the members have passbooks in which all their money is recorded when I compare it with the other associations that do not have passbooks.

I don’t see any problem, the only problem I see is members coming late.

That is all I know since I don’t attend their meetings.

What do other people say about VSLA?

I hear other members saying that some members are not paying back their loans.

I hear others saying that they want to buy plates, chairs and tents.

Other members are saying that the association should be dissolved because their money is mismanaged.

I have also heard others saying that they should give them their money.

I don’t know much because I don’t attend maybe the members know better.

Would you like to join the water users’ VSLA next cycle?

Yes, I would like join to because it can give me money when I get problems in case I save with it

Do you contribute water user fees to the water fund?

Yes, I contribute, I even go for cleaning drives.

Why do you contribute?

Commented [KM1]: Was this prompted, or it just came up?

Commented [KM2R1]: They just say it like that. It was not probed.
Because they tell us to pay money for water amounting to 2oo=.

For me the water is very good that is why I keep paying?

What do you have to say about the management of water funds?

When I pay and I find water is good I have no problem, I appreciate.

Are you comfortable with the money that they charge you for every sitting?

The money they charge is small, I can afford I always have it whenever they come.

About how much money have you paid as water fund?

I have money totaling to about 5000=.

After how long do you normally pay money for water?

When am going for cleaning the handpump I take the hand that is when I take the money.

My mother takes the money for water every time she goes to kushuka (taking weekly contribution to VSLA).

She takes the money about 3-4 times in a month.

What does WUC say is the purpose of the money?

They tell me that is used to buy soap, brush, broom and water guard.

What do you think can encourage you to pay money for water?

To me if the water committee continues to encourage us to keep paying and cleaning the water source. I have nothing else to say on that.

What changes have you realized ever since the new hand was constructed by Aquaya, is it reliable?

Before we used to drink very dirty water which would make us sick we used to suffer from flu but now we get good quality water all the time.

What do you say about the water pump usage ever since the VISLA water fund was introduced, has it reduced, remained the same or

To me the number of people Using the hand pump has increased they, cannot stop fetching water from the hand pump even if some one told them to go another water source. They have even stopped fetching water from other sources like the crater lake.

Have you noticed any changes in the quality and quantity of water ever since the VISLA for water users was introduced?

I have seen there is a change in the quality of water, the quality of water was bad before it would even make us sick, I has reduced in the quantity.

The quantity of water has reduced compared to when it had started.
What do you have to say about the payments of the water ever since the VSLA for water users was introduced?

I have realized the number of people paying has increased. They are paying little money and getting good water unlike before where they would pay much money and were not getting good water.

How many times has the WUC come to collect money for water?

They come once in a while.

They have come to my place twice, even the other day they wanted to clean the hand pump.

What did they say was the purpose of their visit?

They call us to wash the hand pump.

Do they talk to you politely?

Yes they talked to me politely, and tell me to go for cleaning around the water source.

Did they come as a group or just an individual?

They came two people, they came to remind me of washing the hand pump because we wash after every week.

Did you pay them any money?

No I did not pay them any money because the money is always taken my mother in VSLA meetings.

How many times has WUC called for meetings?

There are times when they call for meetings to buy brooms, soap and water guard, they call us in every meeting.

What do they talk about in the meeting?

They talk about brooms, brush and soap to clean the hand pump.

What recommendations do you have for improving the VSLA-LED "water fund" as it relates to waterpoint management?

According to me, the members should think of other projects like buying of chair and tents to help members when in need any hiring them to people.

I recommend for trust in the running of the association such that the loaned money can be recovered.

There is need for us the community to continue looking after the hand pump very well, such that can be maintained.

Before introduction of Water user VSLA was there a committee responsible for the hand pump, and was conducting meetings?

Yes it was there but never used to conduct meetings, they only come to collect money whenever the hand pump would get a problem.

Is there anything else you would like to tell?

I want to thank Aquaya for the clean water they give us, water is life, keep up the good spirit.
COMMUNITY: R4  
GENDER: FEMALE  
AGE: I am 45 years old  

What is your level of education?  
I never went to school  

What do you do for a living?  
I do farming for example planting of bananas and beans. I am also a casual laborer where by I dig for people to get money. My main source of income is being a casual laborer.  

Did you attend the meetings for Aquaya when it was beginning its work in this community  
No, I did not attend because no one informed me, I only heard that other members joined.  
I also did not have money to join.  

Why didn’t you join the water user VSLA?  
VSLA had already started and I was not informed about its activities  

In your own opinion what do you have to say about VSLA?  
I think VSLA is good because it gives us good water.  

What do the other members say about VSLA?  
I don’t know because when they go for meetings on Wednesdays I don’t attend.  
I have not heard them talk about it.  

Would you like to join the water users for VSLA after the cycle?  
Yes I would like to join because I here the group is good I can get money to enable to solve the problems.  

Have you contributed money to water fund?  
Yes my husband pays even the wuc members know him, we pay because we use the water, and there also rules and regulations concerning the hand pump.  

Why does he pay?  
He pays because we also use the water from the hand pump.  

What is do say about the water say about the water fund?  
To me I think it is too much for me, others say it is 200/= but my husband pays 700=  

What do you have to say about the management of water funds?  
I don’t know how the money is managed, because I don’t attend the meetings.
Is the mode of payment easy for you?
We pay whenever we get the money and they don’t force us.

Do you pay in every meeting?
My husband pays when he gets the money.

About how much in total have you paid as water fund?
He has paid money totaling to about 2000=

Do you have any idea on what the money for water does?
They tell us that when the hand pump breaks they buy spare parts and to make repairs.
I don’t know much may be other members who attend the meetings.

Has there been change in the reliability of water ever since the water user for VSLA was introduced.
We used to be worried of the children falling in the water source but now were are not worried any more and can get Water all the time.

Is the number of people using the hand pump increased ever since there was introduction of water user for VSLA?
I see the same people that used to fetch water still fetch no increase at all.

What is the peoples thinking about contributing for water fund and the actual contributions as compared to the past before the introduction of water users for VSLA?
I see people willing to pay because water is safe and there are rules and regulations concerning water usage unlike before were people could pay and could not get good quality water.
They are now collecting more money compared to the previous times because people would be forced to pay and the money was mismanaged.

What are your comments on the quality and Quantity of water ever since the water user for VSLA was introduced?
To me the water is good, in the past the water was bad people would contaminate with dirt in the process of fetching water, the water source was open but now is of good quality because the hand pump is covered. The quantity of the water is more I don’t take a lot of time at the water source.

How many times has the WUC come to you to collect water funds?
They have not come to me, normally write some chits and put them in the trading center reminding people of the meetings.

Does WUC call for meeting concerning water usage?
They have called for about three meetings

What does WUC discuss in the meeting?
They talk about how to keep the hand pump clean so that the mujungu finds it clean.

Commented [KM19]: So, when people are forced, they don’t pay? How can that be?
Commented [KM20R19]: People would use force and people would dodge them. That is they would talk to them harshly and threaten kind of. This doesn’t really work.
Commented [KM21]: So they only keep it clean because they think Aquaya want to see it clean?
Commented [KM22R21]: She is like Aquaya did some good work for them, so they should keep it clean in case we come back.
What does WUC say about community service

They organize for cleaning every Wednesday and have assigned some people special days for cleaning.

How many times have you attended the meetings?

I have gone there about 3-4 times and in that meeting they tell us to clean around the water source.

Were there meeting concerning water usage before the introduction of water user for VSL?

There was no committee to call for meetings before but there was a woman who volunteer to register and collect money to repair the bore hole from us.

What recommendations do you have for improving the VSLA-led water fund as it relates to water point management?

I call for mobilization of more members, people were many at the start but they went on reducing.

I think there is need to call for more meetings and discuss the way forward in the running of the VSLA.

Is the any thing else you would like to tell us?

I appreciate the activities of VSLA because it gives us good quality water.
COMMUNITY: R4
GENDER: MALE
AGE: I am 56 years old

What is your level of education?
I never went to school

What do you do for a living?
I do farming, I plant bananas and beans
Am also a casual worker by looking after the rich man’s goats in the village

What is your main source of income?
Of all those two I normally get my money from looking after the rich man’s goats.

Did you attend the first meetings when Aquaya was beginning its activities in this village?
Yes I attended the meetings twice, and in that meeting they discussed about rehabilitation of the water pump and starting a group.

Why didn’t you join the water user VSLA? I did not join because I had like three other groups in which I was very active and could not manage to contribute in all groups because of limited sources of income.

Do you have any other reason for not joining water user VSLA? No I don’t have any other reason apart from the one mentioned above.

According to your own perspective how do you see water user VSLA?
I do not see any problem with the group It is good, it teaches us how we can keep our water source safe.

You could be interacting with the group members, what do they say about the group? I hear the members saying that they are lucky to have their water rehabilitated and are now able to access clean water. The members keep asking me why I did not join the group and benefit.

Would you like to join the water user’s VSLA next cycle ends? I would love to join the VSLA because the group has good leadership that mobilizes the people to save.

Apart from that do you have any other reasons as to why you would love to join? In case I get an emergence I can get a loan to solve my problem.

The group leadership has encouraged me to join and incase I get an emergence, I can get a loan to solve my problems.

How do you see the water management system? I don’t see any problem with the water management system.
What do the other members say about the water management system?
I hear members saying that they are lucky to have VSLA and water user especially those from Haikumi.

Do you normally contribute to the water fund?
Yes, I normally contribute, I pay so that we can always have clean water.

What do you have to say about the management of water funds?
I have no problem with the water user committee, it is good I think they are managing the funds.

About how much have you contributed ever since water user for VSLA was introduced in this village?
I usually pay between 2000-3000 so that they can keep deducting.
I have paid like 7000= in total.

After how long do you normally pay?
They usually tell me to pay when ever my money gets finished so that I can pay more.

What would motivate you to continue contributing to the water fund?
If the leaders of the water fund keep our money for repairs safely I will continue contributing.

What do you think is the use of the water fund?
I think it is used for buying spare parts to repair the hand pump and paying the mechanics.

What do you have to say about the reliability of water ever since water user VSLA was introduced in this village?

How about the quantity of water?
The quantity increased
Water is reliable since it is clean it is not like in the past were we used to go far places looking for clean water.

What do you have to say about the number of people using the water from the hand pump ever since it was rehabilitated?
To me, the number has increased because of many new comers in the village from other places.

In your own perspective, has there been a change in thinking about water contribution for water fund and in the actual contributions made?
Before the members were not willing to pay but now they can pay because of good quality water.

What do you think about the quality and the quantity of water ever since the hand pump was rehabilitated?
The quality of water is much better compared to the situation before when water was dirty.
The volume of water has also increased when compared to the situation before.
How many times has the WUC come to collect water fund from you?
It has come to me twice.

Did they tell you the purpose of their visit?
When they come they tell me to pay two hundred shillings and to join the VSLA since it is for the whole community.

How did they talk to you?
They talked to me nicely and they greet people, the inform us of our responsibility to pay.

Do they come in a group or as an individual?
They came in a group like 3-4 people

When you pay the do they record the money?
Yes , I see them writing the money in the book

How many times the WUC called for meetings?
I don’t usually attend meeting because am never around , my wife attends and tells me every thing the discuss in the meetings.

What is normally discussed in the meetings?
They tell us to keep the hand pump clean and to always contribute water funds.

Was there a committee responsible for managing the water source before Aquaya operations began in this community?
Yes the committee was there and it would collect money but it was mismanaged.

Those collecting money were rude to us and never used to give accountability for collected money

The old committee would conduct about three meetings in a year and the discussion were on mainly on contributing money to buy repairs.

What recommendations do you have for improving the VSLA -led water fund as it relates to water point management ?
I think there is need to continue hearing the views of the members such that they can be used to promoting the activities of the group.

The leadership needs to keep transparent and accountable to the members .

Is there any thing else you would like to tell us ?
For me I appreciate , before we used to suffer in getting water, there was a risk of our children drowning in the water source but now were are not worried any more.

I also thank Allan for having encouraged and sensitized the members of VSLA especially on guiding the leaders.