

Urban Poor Women Development



ANNUAL REPORT 2017



MANY THANKS TO OUR DONORS



UPWD TARGET COMMUNITY

No	Community	Community Leader	Year Organized	House	Family	Village	Commune	District
1	Chamroen	Mrs. Oun	2005	197	219	Deom Sleng 2	Chba ompov 2	Meanchey
2	Phal Andet	Mr. Lon Thol	2005	65	74	Deom Sleng		
3	Veal Sbov	Mrs. Ratha	2010	62	83	Svay Taouk	Vealsbov	
4	Kdey Takoy	Miss. Dany	2013	52	66	Kdey Takoy	Niroth	
5	Roesey Sros	Mrs. Sek Saly	2004	103	130	Roesey Sros	Boeng Tumpun	
6	Streykreykrorkrom 13	Mrs. Phal	2004	53	57	Thnout Chrum		
7	Tumnub Pi	Mr. Simon	1998	44	54	Tumnup	Phnom Penh Thmey	Sensok
8	Phnom Penh Thmey	Mrs. Pheap	1998	38	58	Tumnup		
9	Kaksekor	Mrs. Theary	2005	69	66	Chres		
10	Kavpi	Mrs. Sinuon	2013	154	139	Tropangsvay		
11	Chheko	Mrs. Chanpom	1997	54	64	Krolko	Kilomet lek 6	Roesey Keo
12	Krolko	Mrs. Yorn	1997	37	37	Krolko		
13	Streyongreong	Mrs. Sophorn	2013	22	22	Speankpos		
14	Boreymittapheap	Mrs. Yut	2008	96	90	Mittapheap	Roesey Keo	
15	Boreysantepheap	Mrs. Vai	2010	92	91			
16	Boreydoemsral	Mrs. Veun	2011	59	88			
17	Streykleangsang	Mrs. Pharn	2009	60	60			
18	Ruom Mit	Mrs. Neary	2012	49	51			
19	Baku Aphowat	Miss. Rathana	2013	98	136	Baku	Dongko	Tulkok
20	Phom 17	Ms Svang Samet	2016	80	134	Tumnup Toek	Boeng Salang	
21	Phom 5	Mr Som Sophat	2016	70	128	Beong Salang		
22	Group 1	Mr Chao Seou	2016	98	122	Phom Kor	Kilomet lek 6	Roesey Keo
23	Group 2	Ms Yun Siphath	2016	89	120	Phom Kor	Chrang Chamres 2	Roesey Keo
24	Group 3	Ms Ly KimMouy	2016	87	99			
25	Group 4	Mr An Sophea	2016	80	76			
26	Group 5	Ms Marn Mary	2016	72	98			
27	Group 6	Ms Ros Fiyas	2016	89	121			
28	Group 7	Mr Mern Fiyen	2016	90	98			
29	Group 8	Ms Nos MasiTros	2016	76	90			
30	Prek takong 1 (1-7)	Ms Lon Pov	2017	98	105	Phum Prek Takong 1	Chak Angre Ler	Meanchey
31	Prek takong 1 (Group 2)	Mr Net Phan	2017	135	140			
32	Prek takong 1 (Group 3)	Mr Nein SamAng	2017	132	145			
33	Prek takong 1 (Group 4)	Ms Meas Vannak	2017	180	200			
34	Prek takong 1 (Group 5)	Ms San Pov	2017	78	80			
35	Prek takong 1 (Group 6)	Ms Hang Sophal	2017	175	180			
	Prek takong 1 (Group 7)	Mr Van Sam Ath	2017	168	185			
36	Prek takong 60m (group 8)	Ms Lay SreyMet	2017	176	190	Prek Takong	Chak Angre Ler	Meanchey
37	Prek takong3 (group 8)	Ms Chan Sothavy	2017	133	150	Prek Takong 3		
38	Cheoeng Ek (group 3)	Ms Prin Bona	2017	147	160	Chemg Ek	Chemg Ek	Dang Kor
39	Cheoeng Ek (group 4)	Ms Yoeun Chon	2017	123	140			
40	Kva	Ms Ros Pheavy	2017	141	150	Kva	Dang Kor	Dang Kor
				3921	4496			

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ABOUT URBAN POOR WOMEN DEVELOPMENT (UPWD)

Urban Poor Women Development (UPWD) is a non-profit, non-political, and non-religious organization. The organization was established in 1997 and was registered as a local NGO with the Ministry of Interior in 1998.

UPWD is one of many women's organizations working with poor women and children that live in urban squatter. The organization is unique as it was established by women, led by women and works with women and for women. Nowadays, UPWD is governed by a board of 5 members, three of which are women. There are 10 total employees working for UPWD at the moment, and 7 of those are women.

OUR APPROACH

UPWD focuses on establishment of women groups in squats to become a sustainable community. The organization works closely with all levels of authority of Phnom Penh Municipality, including village community leaders. Our aim is to empower urban poor women to claim their basic rights, such as housing, health, education and more.

UPWD value works with People Organization for Community Development (POCD) a committee of 5 women who assist in community coordination and negotiation with relevant authorities for accessibility to clean water and environments, electricity, health services, education, etc. In addition, the committee is also taking core responsibility on health fund, funeral fund and community strengthening.

UPWD also values the work with other sectorial networks, such as NGO Education Partnership (NEP), NGO Forum on Land Right, Gender and Development in Cambodia (GAD/C). These partnerships allow UPWD to get important updated information on issues such as land and food security and accessibility to basic health care and education for poor children. In knowing the concerns and problems faced by communities, UPWD can bring these issues to decision and policy makers.

UPWD's Vision, Mission, Goals and Principle

VISION

A society where Cambodian people can enjoy their improved living conditions and live with dignity.

MISSION

UPWD's mission is to empower vulnerable women, children and youth in urban slum areas to achieve self-reliant community development.

GOALS

Concerns and needs of vulnerable women, children and youths in urban slum areas are supported and responded from relevant stakeholders, and their living conditions improved.

CORE VALUES

UPWD believes in:

1. Gender equality
2. Cooperation and partnership
3. Teamwork
4. Transparency and accountability
5. Continuous learning

MESSAGE FROM THE GOVERNING BOARD



First of all, I would like to say a few words about UPWD's result in the last year. As this is the end of project's year, UPWD had worked hard to find out the results and economic impact of their work. Through external evaluation, annual reflection, regular meetings with government boards, and auditing we found that UPWD has achieved many goals with increased support from donors and stakeholders.

I can say that, because of UPWD's transparency and accountability.

If we look at targeted groups, I can also see that communities have become more confident to implement their activities, more empowered to negotiate with stakeholders and some members have even become owners themselves.

UPWD is working closely with another organizations to strengthen community for advocacy on land right, improve their basic services, etc. In addition, we see People Organization Community Development (POCD) as a "front line group" which is always working to help UPWD projects by working closely with local authority such as Commune Investment Plan (CIP) through advocacy on land right, capacity development and creating strong voices and confidence. However, POCD also faces some challenges such as lack of development project proposals, monitoring systems, computer skills, etc.

Again, I also would like to thanks to MISEREOR, Global Fund for Women, GIZ, Asia foundation, People In Need (PIN) for their support of UPWD in the implementation of activity for the last 3 years, and thanks as well to UPWD staff who sacrifice themselves to assist poor communities in Phnom Penh's urban areas to improve and change their conditions.

Finally, I would like to thank all members of the governing board for their strong commitment in assisting UPWD and guild to implement the activities to reach our goals. We will work together for better and further changes.

MESSAGE FROM EXECUTIVE DIRECTOR

In the name of Urban Poor Women Development, we would like to thank to MISEREOR, People In need, PSE for continuing to support the implementation of UPWD's strategic plan. The support enabled UPWD to continue and expand its work with the 26 target communities in Phnom Penh city.



The results of our work for whole year of 2017 were fruitful and satisfactory. The result of the report was come out from 4 projects, namely: 1) community empowerment, 2) community land and housing right, 3) community livelihood/income generation, and 4) organizational development in 42 communities. Even get great achievement, we also have some problem as staff turned over made some activities were delay, UPWD spent a lot of time to recruit new staff, rearrange staff roles/responsibilities, and orient new staff to UPWD work and financial policies. Some new policies were also revised/developed and introduced to the staff this year. Capacity building was also provided for staff based on their roles and responsibilities.

UPWD 2017 ANNUAL REPORT EXECUTIVE SUMMARY

In December 2017, UPWD continued its mission by expanding its potential to improve basic human rights in Cambodia. This activity was supported by various donors, such as MISEREOR, EU, PIN, ActionAid through PIN, PSE. The support enabled UPWD to expand its work to other communities and to implement its strategic plan. Currently, the annual budget of UPWD was USD 200,000 and 16 full time staff were working for UPWD. The current projects included: Capacity development, Land right, Food security and Capacity development and BDRCC (Building Disaster Resilience Capacity).

UPWD also has also been implementing phase-out strategy. 6 communities were phased out in 2016 as these communities had better basic services, land security, and security. At the same time, new communities were organized in order to accomplish our goal. Currently, UPWD works with 42 communities with 4,746 families.

Community members changed their attitude toward using information technologies. Most of community members used Facebook to have access to and share information. 90% of community leaders, especially POCD members, had their own Facebook account. They used Facebook to promote their community work, communicate with land network, and share information. UPWD also used its own Facebook (account name: UPWD Cambodia) to disseminate its work.

UPWD has a separate project called BDRCC (Building Disaster Resilience Capacity). This project was part of UPWD strategic plan under the project of food security and climate change. The target group of the project also included authorities from village to municipality. The project has been implementing in 20 target villages, 6 communes and 3 districts. Activities related to this project included need assessment, capacity development, Building Disaster Resilience Community in Cambodia (CBDRR), integration disaster risk preparedness and response into commune investment plan and infrastructure rehabilitation in the natural-disaster prone villages. The project implementation was successful.

For 2017, UPWD implemented its activities successfully based on the plan. With regard to women empower project, POCD continued its mission to empower communities, particularly women, by mobilizing community to work together and conducting several meetings in order to develop community development plan to be integrated into Commune Investment Plan, as well as to claim for social justice, to engage in various campaigns with human right networks, etc. In addition to these, POCD also implemented its core activities successfully, particularly mobilizing money for funeral fund, health fund and organizing 6 new communities. In the name of Para Legal Team, POCD raised awareness on housing rights to community members in 14 communities of UPWD, target communities of other organization (CEDT) and land networks in various provinces with land conflict. POCD coached community leaders in 2 new organized communities on self-help group recording, raised awareness on small business management, environment, gender, maternal and child health care, and followed up community work. Based on these activities, women in the community had more power to make decision either in their family or community.

Land right and housing right was remarkably successful after the 3 communities (Tumnub Pi, Tumnub Bei and Phnom Penh Thmey) got their land titles. This success was a good lesson for other communities. UPWD and POCD continued to work with land networks and natural resource protection networks. We attended meetings of these networks in order to identify new strategies to claim for basic rights.

Through food security project, women were empowered with regard to decision making. The project enabled the women to increase their income, have plans to save money, expand or start new business, etc. With their income, they were able to renovate their house and buy some materials for themselves. Self-help groups in 17 communities continued their work as normal in accordance with their plan. 16 community members who were sent to vocational skill training implemented their work based on staff's advices and coaching. Some of these ladies had increased their income. They were supported by their family members and community members, and even contributed some money for community development. For health care, the number of community members who tried to seek appropriate health care services gradually increased. Some of them even get some support (cash)

from commune and generous people to go to health centers and hospitals. Knowledge of community members on hygiene and sanitation also improved as they continued to protect their community environment.

Capacity development for UPWD staff was conducted in accordance with the plan and needs of each staff. Orientation and coaching were conducted for new staff for each project. M&E tools learnt from VBNK were used to see progress of project implementation and to develop plan for following year. UPWD conducted meeting with its Governing Board regularly in order to approve the budget plan, discuss new funding support, make decision on project expansion, conduct appraisal for director and identify strategies to implement the project smoothly within current political situation.

Despite huge progress, UPWD also faced some difficulties to implement its projects in some communities, especially after the arrest of some politicians, crackdown on some media and organizations, and changes of commune councilors. Community mobilizing and meeting with relevant stakeholders were postponed or even cancelled. Some authorities also warned the communities not to mobilize members for meeting. To overcome these difficulties, UPWD changed its strategies to work in the communities by spending more time to meet and discuss with local authorities, submit request letter and invite them to attend meeting in the communities. UPWD also conducted presentation for relevant authorities about its projects, in order to get support from them. As results, we could continue our activities in the target community based on the plan though not 100%. Therefore, campaigns and awareness raising on rights in the communities were still conducted.

The project areas:

1. **Community Capacity Development Project** seeks to further strengthen the capacity of People Organization for Community Development (POCD) and also the communities in UPWD's target areas.
2. **Community Land and Housing Rights Project** seeks to increase the housing security (land rights) of the communities that UPWD serve.
3. **Community Livelihood Support Project** seeks to improve the food health quality and daily livelihood conditions of poor and vulnerable families in UPWD's target areas.

ACHIEVEMENTS

Overall goal: The concerns and needs of vulnerable women, children and youths in urban slum areas are supported and responded from relevant stakeholders and their living conditions improved.

Project 1: Community Capacity Development

Objective1. Community leaders and POCD in 26 communities in urban informal settlement will increase capacity, ownership, and confidence to support community to solve problem and claimed for basic services.

Capacity of POCD was continuously strengthened based on their new strategic plan (2016-2018). Evaluation of their work and skills showed that they had improved a lot with regard to their organizational management, budget management (income and expenditure), proposal development, communication, administration management, report writing, etc. With regard to communication, they had better relations with various stakeholders. POCD had been recognized by different organizations, for example CEDT signed contract with them to help organize communities in their target areas and train their community members credit recording. Additionally, some networks in provinces invited the team to help facilitate some advocacy activities related to land issues and forest protection. These networks also invited them to conduct training courses on self-help group for their female beneficiaries.

POCD actively implemented 3 core action plans namely 1) women empowerment, 2) funeral fund and 3) health revolving fund.

1. **Women empowerment:** POCD mobilized community members to settle issues related to housing right and land rights in Veal Sbov and Kov Pi communities, and to claim for basic public services with local authorities through meeting on commune investment plan. They also organized new communities, built capacity of community members on housing rights and strengthened self-help groups in 17communities.



*POCD sharing land issue in
Network meeting*

2. **Funeral fund:** POCD revised pilot policy in order to increase contribution to families whose member had died (from US\$25 to US\$75). They went to promote the fund policy in the 26 communities in order to mobilize more members. At the end of the year, POCD had the fund of US\$1545 with the total members of 370 families. Totally, US\$ 520 had been contributed to 10 families whose member had died, and even collected some more money to contribute to these families. At the same time, the funeral fund for Cheko community was dissolved as the community members decided to use the fund initiated by the government. POCD saved US\$ 158 for other uses in the communities. This savings was kept with savings of the community.
3. **Health revolving fund:** Continue to use fund of US\$ 890 for supporting women in emergency cases, 98 members got emergency fund using for transportation by some materials during stay in hospital and pay for treatment fee etc. The members who got this fund can only pay back 35% while 65% could not pay back as they move away and some do not have ability to pay. In this case POCD had discussed with UPWD team and write off.

In order to enhance public services for poor target communities and to promote transparency at local levels, UPWD supported the 26 target communities to develop their community development plans, so that they could integrate them into the Commune Investment Plan (CIP). The communities then conducted meeting with 9 communes in 2016 and 2017 (some activities integrated into CIP in 2016 had some results in 2017, while activities integrated in 2017 would have some results in 2018). However, only 13 out of 26 communities were supported by local authorities, organizations and generous people. The projects, which were support, benefited 1040 families with 6249 members directly and around 7000 members indirectly.

Issues raised in 2016-2017	#of project proposed	#of project supported	Notice
1. Clean water	4	2	1 (village 4) beside will respond in 2018
2. Electric city	1	0	0 (no budget in commune)
3. Road repairing	8	3	3 (Village 5,17)
4. Electric city pole	7	2	2 (Village5,17)
5. Education	10	3	3 (Chamroen)
6. Health services	6	5	5 (Village 4, Veal Sbov, Krolko, Koa Pi, PPT, Phal Andet, Village 6)
7. Domestic violence	3	2	1 (Village 5)
8. Land issue	15	3	3 (Tumnub Pi, Tumnub Bey, PPT)
9. Drug, waste services, security, lamp in community	16	6	6 (Village 5, 17, Village 4, 5, 6 and PPT)
Total request and responding	70	26	

Nearly every community conducted their monthly meeting according to the plan in 2017. 24 out of the 26 communities conducted monthly meeting. POCD also helped facilitate the meetings for new communities. Totally, 168 meetings were conducted in 2017, i.e. some communities conducted meeting for 4 times and others conducted meeting for 9 times, with total participants of 840 (73% were women). The agenda of the meetings were, in general, updating information, saving and self-help groups, promoting policies on self-help groups, preparing monthly plan, solving community infrastructure, etc. The meeting built trust of the community members as they were able to engage in decision making for their community development.



Mrs. Sin Sinoun, the leader of community Koa Pi, said *"I am proud to see members in the community understand importance of the meeting. Through these meetings, the members are aware of the process of community organizing which requires participatory decision, working together, shared benefits and success, etc."* She continued that *"without meeting and decision made together, we are sure that we will not get any benefits. The authority will not know our difficulties, they will always neglect us, and they will not be happy when we claim for our basic rights. I strongly believe that unity will bring success. I have never been tried to fulfill my duties and I will continue my works until they were successful"*.



Mrs. Sin Sinoun present the community plan

Mr. E Simorn, a member of POCD responsible for capacity building of communities, said that *"I am fond of the monthly meeting as it keeps community members updated the information, it builds trust among the community members, etc. Through monthly meeting, the members can see*



their savings and encourage them to save more. The more they save in the community, the more benefits they get". He continued, *"I am not afraid of being tired to fulfill this task because I want to see the communities being strong and well developed. I want other communities to be strong, to have more resources and to be more ownership like mine. I believe unity bring success"*. Currently

his community had revolving fund for self-help group up to US\$ 7500, savings of US\$ 2500 and reserving fund for community development up to US\$ 3000.

Semester meetings were also conducted twice (the first meeting was conducted on 29 April and the second one was conducted on 24 October 2017). Through these meetings, 75% of community leaders applied their leadership skills better than before. They shared their opinions/ideas with their partner communities, prepared clear presentation to show results of their work and challenges for the community members, and developed plan precisely. The meeting was important to build networks between community and community. It even provided opportunity for the community members to learn and share experiences with each other as well as to build trust to implement community projects.

Theme 2: Community Land and housing right.

Objective 2. 17 communities out of 26 who live informal settlement received legally support and protected

Community profiles were prepared and finalized for Community Village 15 and Village 17 in early 2017. The purpose of this was to advocate for housing right. A copy of the profiles was kept in the communities, one copy was kept at UPWD and another was submitted to Commune. Next, the communities used map in the profiles as a basis for community

infrastructure development. 3 projects in these communities were supported by the commune, Anti-Corruption Unit and Theang Thnout Association. The projects were building a sewage, expanding 2 roads in the communities and changing 24 electric poles. The projects benefitted 2040 community members directly and 5000 others indirectly.



Advocacy for systematic land registration in Tumnub Pi, Tumnub Bey and Phnom Penh Thmey was 100% successful. 158 families in those communities received 195 land titles (some families divided their land into more than one plots). Next activities for these communities were to produce video documentary on success of land registration. The documentary would be produced for Tumnub Pi in February 2018 with funding support from NGO Forum.



*Mrs. Oung Sopheap from Phnom Penh Thmey
Community received land title*

Support to POCD enabled the (12) members of this team to continue their advocacy work on housing right actively. For 2017, the network quarterly meeting was conducted for 3 times at CLEC office. POCD members facilitated these meeting, while the participants were from the 78 communities throughout Phnom Penh. There were at least 90 people (70% women) attended the meeting each time. The agenda of the meeting normally included: sharing/updating information, identifying challenges and solutions, and identifying strategies and develop new plans. In each meeting, lawyers from CLEC were also invited to provide input and advices to the participants on land and housing issues.

The members of the network also did their own work regularly to deal with the cases, such as claiming for justice related to land disputes, developing petition to submit to relevant stakeholders (municipality, Ministry of Justice, Ministry of Land Management), claiming for release of land activists and observing execution process of the court on land activists and other advocates for social justice.

The process of demanding for housing rights were fruitful. 3 communities namely Tumnub Pi, Tumnub Bey and Phnom Penh Thmey received their land titles. 2 other communities were also advocating for land right. Koa Pi Community successfully stopped a company grabbing state land

behind their community. Additionally, 22 families even got 5 meters of land each. Additionally, the community leaders of these communities helped community members prepare some relevant documents (Identity cards, family books, resident record books, land transferring records, electric and water connection documents, etc.), after commune election in 2017, in order to prepare request for land registration to submit to Kork



Khleang Commune. Responding to the request, the commune chief said that the registration could not be made because the people were living on the bank of ditch. However, the commune councilor said that he would send the request to the Ministry of Land Management. Veal Sbov commune also compromised land dispute with the man who had allowed them to stay there 7 years ago. Veal Sbov community also conducted frequent meeting with relevant authorities and PSE organization to help children in the community. The community also met and consulted with CLEC in order to identify strategies to secure their land. It seemed quiet at the end of 2017 with regard to forced eviction from the person who let the community to stay in the land 7 years ago. The community continued to prepare documents to submit to commune in order to ask the commune to register their land.

12 other communities living along river bank checked all relevant documents they had prepared and discussed with the community members in order to submit proposal to authorities for their land registration in 2018.

In order to build capacity of POCD (Para-legal team) to raise awareness on housing right for communities that might face relocation, UPWD conducted 2 training courses for them on Circular 03 and social land concession. These training courses built up their capacity to become skillful awareness raising agents. Following the training, the 16 Para-Legal Team



Mrs. Soun Manak from POCD land right in Village 15

members (13 women), on August October and November 2017, prepared lessons on Circular 03 focusing on contents and solutions for slum on state land, 7 measures for data collection and solutions) to raise awareness to 8 communities, namely Community Group 4, Kdey Takoy, Koa Pi, Kaksekor, Chheko, Krol Kor, and Bakou Development). The total participants were 160 members (89% were women). The community members were very interested in the awareness raising session because it was very important for them to deal with their future relocation. The awareness raising helped them prepare their plans and strategies to demand for their housing rights.

Additionally other members of POCD (16 members) prepare lessons on social land concession to raise awareness for the 8 communities (Community Group 6, Kdey Takoy, Kao Pi, Kak Sekor, Chheko, Krol Ko and Bakou Development). 161 community members (90% were women) attended the session. The community members were also interested in the session and they were very active to ask questions. A participant, Mrs. Chhit Mom, living in Kao Pi community raised concern with regard to land concession from the government and asked if the land she was living on could be registered. In response to her concerns and questions, POCD encouraged the participants to use laws and to unite to deal with the case. Additionally, the facilitators also gave example of the case of Tumnub Pi community which was similar to that of Kao Pi.

Team 3: Community livelihood

1) Income generation

Objective 3. 150 families in 17 communities increase income generation activities.

17 communities continued their saving activities after establishing their self-help groups. Up to the end of 2017, the communities had total capital of US\$ 20,593, i.e. increased US\$ 1328 comparing to US\$ 19,265 in early 2016. 675 community members were saving money and using capital of self-help group to start and expand their business. With regard to recording, 70% of community leaders were able to prepare (accounting) records properly. They reported cash in banks and cash on hand clearly when they distribute loan to the members and during monthly meeting.



Awareness on business plan to members

11% of women living in 17 communities had additional business (Motor tri-cycle drivers 8%, owner of small groceries 23%, staff of companies 31%, fruit sellers, national lottery sellers, foot sellers, etc 38%). They had additional business because they met criteria for taking loan and they were members of saving groups who saved regularly. They borrowed the money from US\$100-1,000 based on their own

business. Based on these loans and business, living conditions of these women improved. They could make decision to buy their own materials, renovate house, and engage more in society.

Additionally UPWD and members of POCD prepared contract and conducted meeting to select women and girls in the 26 target communities to learn vocational skills. 16 women and girls were selected then. After quoting costs of training, meetings were conducted with the selected women and girls to discuss their plan after the training.

Member of POCD and 16 community leaders (1 male) attended training course provided by UPWD on business management, marketing, production, financial knowledge, business plan, sample of business plan and entrepreneurship. The training was conducted for 5 days (the first 2 days was conducted from 10-11 June, the second 2 days was from 18-19 June and the last day was on 25 June 2017) at UPWD office. The trainees were also asked to go to communities for actual practice of the lessons they had learnt. Following the training, 8 of the trainees, who understood the lessons well, were selected to be trainers in the community. They then worked with each other in order to help those who had limited capacity to raise awareness on business concept to the community members.

13% of community members in 17 communities had changed their business. 29% of those members started grocery shop, 36% worked for companies, and other 35% worked as laundry,

selling fish, selling sugar cane and tailors. They had changed their business due to favorable opportunity. However, some of them also stopped working for garment factories as the factories moved away from their home, they worked as part-time staff of factories who were frequently suspended from work, while others had health problems.

16 trainers for business management, who had attended training course on business management in June, conducted awareness raising session for 150 community members (95% were women) on business management, marketing, production, financial knowledge, business plan, sample of business plan and entrepreneurship. The awareness raising was conducted for 17 communities, i.e. one time for each community, from 28-30 June 2018. The awareness raising methodologies included brainstorming questions, showing poster and detailed explanation of each lesson. Through these sessions, we saw that the capacity of the trainer had improved a lot; they were active in facilitating session and they had good methodologies to attract attention of the participants by asking different questions. After the awareness raising session, each community prepared plan for following up members' income.



Vocational skill training for girl at Kilomet 7

Individual coaching was conducted on business management for 150 women in the 17 communities from 13-28 November 2017. Through this session, we saw that 98 women of the community members apply their business plan (format table (type of business, goal, client, selling ability, resource, capital total income, expend, total benefit)) appropriately. Other 52 women could not apply the business plan due to difficulties to do recording, giving birth, and did not have clear



Women and her business in Krom 13

business. For those members who recorded their income and expenditure regularly stressed that they knew clearly their income and expenditure which made it easy for them to manage their budget and had clear plan for saving and managing their business.

16 community members, who were learning vocational skills at beauty salon shop (making up, dying hair, barber, milk spa/bath, cutting and drawing pictures on nails), had improved their knowledge a lot. At the end of 2017, 8 of them were able to do some hair dressing style, cut and pain on nails, etc. These girls could earn from US\$ 2-3 per day from clients and shop owners though they were still learning. 2 ladies, who learnt to be tailor, could cut and sew some normal clothes. One of those could earn US\$ 2.5 per day, and another could earn US\$ 150 per month. Ms. Ri Fita, a member of Community Group 6 in Chrang Chamres commune, reported that *"I am very happy with my work. Now I can earn additional income of 10,000 riels (US\$ 2.5). Though the income is not much, it contributes a lot to my family"*. Mrs. Vanny Sreysor, a member of Community Group 2 in Chrang Chamres, said that *"I have learnt as tailor for 7 months. My trainer offers me US\$ 150 per month as she's very fond of my work. I'm very happy for this and the opportunity UPWD gave to me"*.

54% of community members stressed that their income increased comparing to last year. 83% among those members reported their income had increased from 10-30%, 11% had increased from 30-50% and 6% had increased more than 50%.

The income of 51% of families among 150 families surveyed was generated by males. 72% of these families had only one member who generated income, 21% generated income by 2 members, 6% by 3 members, and 1% by 4 members. The surveyed families had different jobs, such as 6% were construction workers, 9% were garment workers, motor taxi and motor tricycle drivers were 7%, grocery were 14%, staff of company were 35%, public servants were 6% and the rest 23% represented farmers (plant vegetable), bicycle repairing, fishermen, laundry and scavengers. The families who generated income from US\$ 100-150 per month were 11%, from US\$ 150-200 were 5%, from US\$ 200-250 were 14%, from US\$ 250-300 were 17%, from US\$ 350-500 were 20%, from US\$ 500-750 were 21%, from US\$ 750-1000 were 5% and over US\$ 1000 were 7%. With regard to

monthly expenditure, 30% of the survey families spent from US\$ 150-200, 24% from US\$ 200-300, 31% spent from US\$ 300-500, and 15% spent over US\$ 1000 per month.

The 100% income were expend as food and utility 55% , 3% on house rental, 9% on children education, 11% on fuel/gasoline, 10% on social participation, clothes and cosmetic, and 12% on others.

Some family members were still in debt. Based on our interview with 120 members in 17 communities showed that 75% of those borrowed money from micro finance institution. Among these families, 63% of them paid back the loan from US\$ 50-150 per month, 26% paid back from US\$ 150-300, 8% paid back form US\$ 300- 500, and 3% paid back more than US\$ 500 per-month.

Even with debt, the community members emphasized that they were still able to allocate some money to save in their communities for revolving fund and emergency case. Based on our survey, we found out that 53% of families continued to save their money. Among these families, 76% of them saved US\$ 50 per month, 12% saved US\$ 100 per month, 3% saved US\$ 200 per months, 3% saved US\$ 300 and 2% saved over US\$ 300.

2) Health Care

Objective 4. Poor women living in 24 communities increase knowledge and practice on health care and access to health basic service and sanitation.

Through support to improve health services and personal health protection, the community members understood a lot about personal health care and had more confident to claim for health services. As results, in 2017, 37 community members received some cash from their communes to go to hospitals. Additionally, 466 others (including children under 5) were supported by generous people and NGOs by providing



Activity of health awareness in Village 5



nutritional food, while authority issued poor-ID and helped negotiate with hospitals to reduce health service fee for them. These results were attribution of integration of community development plan into Commune Investment Plan last year.

21% of community members, who had attended awareness raising session on hygiene and help care, clean up their body and washed their hands before and after preparing and eating food and before feeding their children regularly. 70% others applied what they had learnt just often and the rest (9%) just applied for sometimes. However, based

on our observation, all members had their own place and soap for hand washing.

90% of the community members breast-feed their babies. Among them, 5% breast-feed their babies 4 times a day, 37% from 5-6 times, 47% from 7-8 times and 11% over 8 times. In addition to breast-feeding, 48% of the members also provided additional food for their babies. 19% of those feed their babies with additional food for 2 times a day, 59% feed 3 times a day, and 22% more than 4 times a day. Moreover, they also provided snack for the babies. 30% of the women provided snack twice a day, 5% for 3 times, 5% over 3 times a day, and the rest did provide any snack for their babies. The food they provided to their babies included pure drinking water, milk powder, rice, noodle, vegetable, fruit, dessert, packed cake, etc.



Activity of waste management in Village 6 community

98% of mothers whose children were below 6 months old also provided other food to their children in addition to breast-milk. Among them, 87% provided additional food from 1-3 times a day, 12% provided 4 times a day and 1% provided more than 4 times a day. Moreover, they also provided additional snack to their children. 67% of those women provided snack to the children

twice a day, 14% provided 3 times a day and 5% provided over 4 times a day. The snack included rice, fruit, water, porridge, vegetable and milk powder, etc.

Women understood a lot about consequences before and after feeding children without washing hands with soap. 98% of them stressed that feeding children without washing hands would make children get sick. Among these women, 63% reported that their children would get sick but not serious, 27% believed that the sickness were serious and 10% believed that the sickness were very serious.

Some women shared some reasons why they sometimes failed to wash their hand before feeding their children. 44% of those said that washing hands was not their habit, 32% said that sometimes they were far away from washing facilities, and 24% thought there was no consequences to feed children without washing hands.

Some members of the communities still continued to buy medicine without doctors' prescription. Based on our data collection, 18% of women just went to buy medicine at chemist's shop, 30% went to health centers and 33% went to private clinics. 33% other used herbs (traditional medicine) or pray when they got sick. With regard to the amount of money they spent, 78% of women spent at least 50,000 riels per month on health care, 15% spent from 50,000-100,000 riels and 5% spent over US\$ 100. 69% of the community members could afford for health care, while 31% was not. 63% of the members who could not afford for health care normally borrow money from relatives, and 15% borrowed money from micro-financial institution and money lenders.

82% of women recognized the syndrome of a child with malnutrition. 38% of them stressed that the malnutrition children were those who were very thin, 4% said they were pale and 11% believed that they were stunted. To solve this issue, they cooked nutritional porridge for the stunted children. 8% of them cooked regularly, 43% cooked very often, 34% cooked for sometimes and 15% never cooked that porridge. When we tried to look for challenges faced by those women to cook nutritional food, 47% said that they did not have time to do so, 2% said they were not interested to cook, and 61% stressed that the children did not like it.

Maternal and child health care and hygiene were linked with community environment. For this, UPWD raised awareness regularly using posters and put its as one of the agenda for monthly meeting. Additionally, community environment was also integrated into Commune Investment Plan. In order to improve community environment, the communities set up ground rules for managing

trash which include fining for those who scattered or packed trash inappropriately. Following awareness raising, 99% of community members packed their trash correctly. 42% of those separated solid waste from the wet one by putting them in 2 different bags, while 58% put them in the same bag. However, the community members clean up their home regularly, i.e. 8% of them clean up their home once a day, 34% clean up twice, 29% clean up 3 times, 14% clean up 4 times, and 13% clean up 5 times.

With regard to trash collection service, 78% of community members reported that trash collection company came to collect trash regularly. For them it was enough. For those who did not have access to trash service, they dealt with their trash in different ways. 36% of them burnt it down, 11% buried it, 25% put it on empty land or scatter it, and 29% put it along roads.

Even some of the community members failed to manage trash appropriately, they understood a lot about the consequences of trash. Interviewed with 119 community members showed that 36% of interviewees said that trash caused bad smell, 20% explained that it affected community environment, 42% believed that trash was disease transmission agents and 1% said trash made them difficult to breathe. 23% of the community members stressed that they would develop plan and negotiate with authorities to deal with this, 13% said they would negotiate with Cintry (trash collection company), and 64% told that they would call for meeting among community members in order to solve the problem together and to raise awareness on environment protection in the communities.

In addition to the progress and challenges they raised during the data collection process, the community members also asked for further capacity building for community leaders and to continue to raise awareness for community members on women health care, environment, waste management, etc. They also asked that the meeting should be frequently conducted with relevant stakeholders in order for improving basic services for the communities and increasing capital for improving community environment.

Theme 4: UPWD Organizational Development

Objective 4: The capacities of UPWD to off consultation services have improved.

The existing monitoring and evaluation system were used to see progress of UPWD project implementation. M&E system was oriented, introduced and coached to new and old staff regularly, so that they could use them for their daily work. For questionnaire, we kept changing annually based on indicators we needed to report.

UPWD coached POCD members on recording for self-help groups, project management and their daily work. The coaching enabled POCD to manage their projects effectively, efficiently and accountably, and to implement their activities based on the plan.

Staff of UPWD also built their own capacity. They learnt communication skills and English language. The training enabled the staff to communicate well and clearly with relevant stakeholders in and outside the country.

Meeting with Governing Board was regularly conducted. 4 meetings were conducted in 2017. During the meeting, the Board made decision on budget planning, quarterly and semester budget transferring from funders; checked and approved financial reports; conducted appraisal for UPWD director, and provided strategies for UPWD project implementation. For the continuation of NGO GPP certification, mid-term review was conducted. All staff from all the projects were step by step interviewed.

Relevant actors

The work of the following organizations aligns that of UPWD in some of the target areas.

They are:

World Vision (WVC) –collaborated with WVC in meetings to integrate commune/Sangkat investment plans. For this quarter, this project was not implemented because WVC was busy with its own restructuring.

Community Empowerment Development Team (CEDT) –collaborated in impact mapping in the Tumnubpy, Tumnupbey and Phnom Penh Thmey community. This mapping exercise sought to identify impacts of government's development projects on these areas. The completed map was presented to authorities and documented for land registration process.

Samakum Theang Thnout (STT) – collaborated with the STT working group in drawing community maps (Strey Rungroeung and Kdey Takoy).

JASS organization – UPWD engaged with this network in order to enhance the involvement of younger women. UPWD staff plays role as facilitator for monthly meetings, attended training course on power analysis and advocacy for social justice.

NGO forum – UPWD is a still core committee member and continues to work and consult with other member organizations, in three areas - housing rights, NGO law and advocacy activities.

STRUCTURE of PEOPLE ORGANIZATION COMMUNITY DEVELOPMENT (POCD)



People Organization Community Development (POCD)

Activity1: Community's enhancement, working on advocacy as education for poor children, land right, facilitate community meeting, provides training on Gender, Health and Domestic violence. We work with other Organizations to organize new community and train them on women and self-help group, etc.

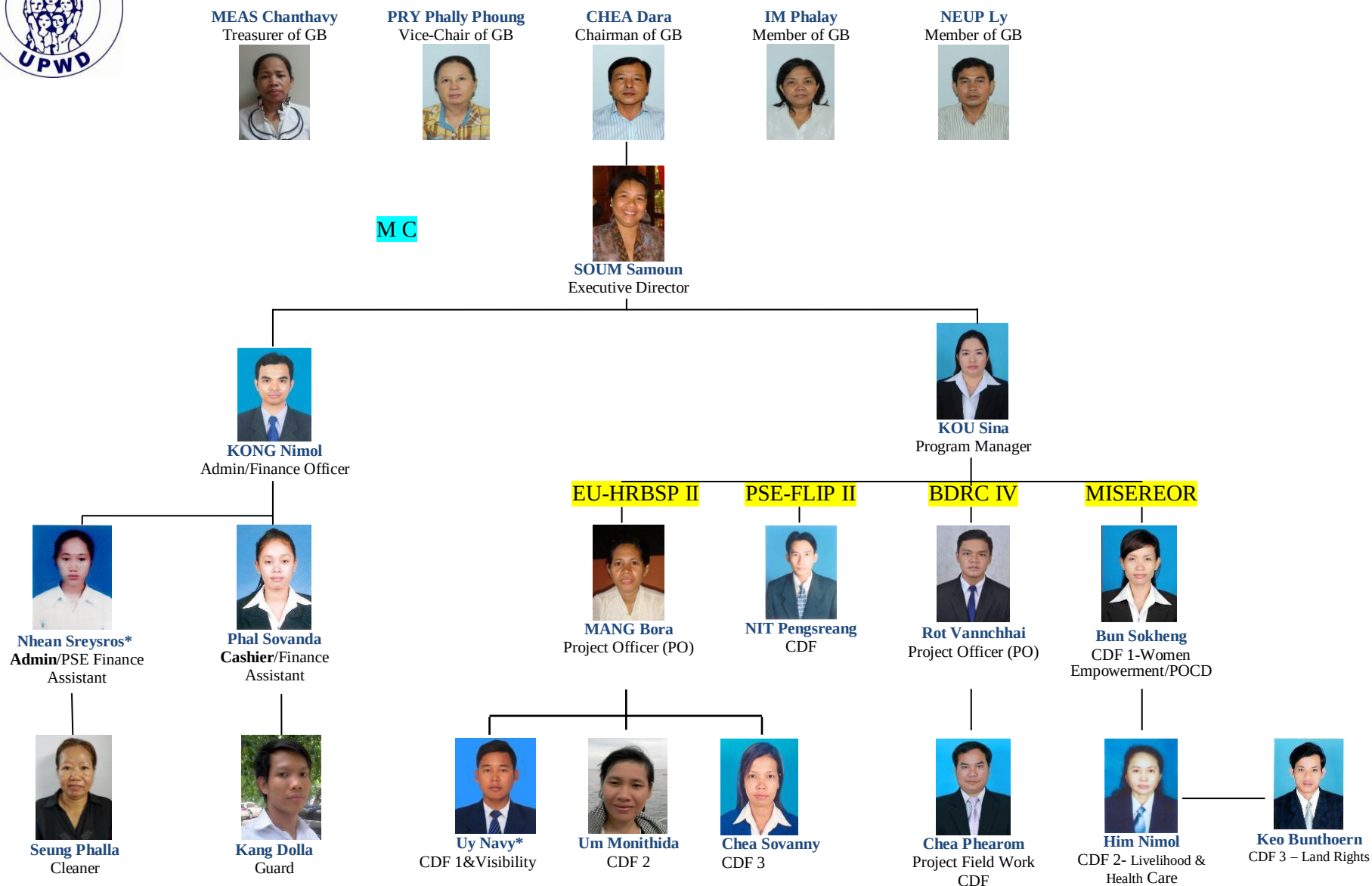
Activity2: Health revolving fund: found around 10,000 USD has been supported to poor members for health emergency, which allows them to get service on time.

Activity 3: Funeral fund: members raise their money together to help family whose members pass away. POCD does the fund raising work to support them.

Business: POCD have their own business, selling rice, the income from the business is shared to POCD members and UOPD's capital



STRUCTURE OF URBAN POOR WOMEN DEVELOPMENT ORGANIZATION



MC: Management committee compost by ED, PM and FA

EU-HRBSP-II: Human Rights Based Spatial Planning II

PSE-FLIP II: Family Livelihood Income

BDRC IV: Building Disaster Resilient Community in Urban Disaster Risk Reduction (DRR) and Climate Change Adaptation (CCA)

Updated Dec. 2017

URBAN POOR WOMEN DEVELOPMENT (UPWD)

Statement of financial position (audited)

As at 31 December 2017

	Notes	2017 USD	2016 USD
ASSETS			
Current assets			
Cash	4	16,275	26,357
		16,275	26,357
TOTAL ASSETS		16,275	26,357
LIABILITIES			
Current Liabilities			
Salary tax payable		268	293
Withholding tax payable		187	315
		455	608
TOTAL LIABILITIES		455	608
NET ASSETS		15,820	25,749
FUND BALANCE			
Fund balance, beginning		25,749	6,436
Refunds to donor		-	(564)
Surplus (deficit) for the year		(9,929)	19,877
		15,820	25,749

URBAN POOR WOMEN DEVELOPMENT (UPWD)

Statement of income and expenses (audited) For the year ended 31 December 2017

	NOTES	MISEREOR	Nexus	PIN- DRR_BDRC- III	PIN- DRR_BDRC- IV	PIN- EU_HRBSP II	PSE	UPWD	TOTAL 2017 USD	TOTAL 2016 USD
INCOME										
Grants received	5	85,754	5,000	12,583	28,442	58,466	21,653	-	211,898	175,999
UPWD income		-	-	-	-	-	-	600	600	2
Bank interest Income		62	-	2	35	109	7	45	260	98
		85,816	5,000	12,585	28,477	58,575	21,660	645	212,758	176,099
EXPENSES										
Non-recurrent expenditure	6	-	-	-	3,591	560	-	-	4,151	12,042
Staff costs	7	35,593	-	8,878	8,804	34,180	12,940	725	101,120	76,553
Recurrent programmed expenditure										
HRBSP phase II project activity	8	-	4,914	-	-	29,294	-	-	34,208	8,669
Security land tenure	9	14,754	-	-	-	-	-	-	14,754	17,121
PSE project activities	10	-	-	-	-	-	11,270	-	11,270	10,739
Improving community rights to food	11	11,097	-	-	-	-	-	-	11,097	-
Promoting child and women rights	12	10,432	-	-	-	-	-	-	10,432	3,764
Empower community women leader	13	7,944	-	-	-	-	-	-	7,944	4,535
Building disaster resilient community	14	-	-	3,500	1,383	-	-	-	4,883	8,268
PIN health		-	-	-	-	-	-	-	-	2,708
Other recurrent expenditure	15	6,662	-	3,317	1,670	9,176	1,749	254	22,828	11,823
		86,482	4,914	15,695	15,448	73,210	25,959	979	222,687	156,222
SURPLUS (DEFICIT) FOR THE YEAR		(666)	86	(3,110)	13,029	(14,635)	(4,299)	(334)	(9,929)	19,877
REFUNDS TO DONOR		-	-	-	-	-	-	-	-	(564)
FUND BALANCE, BEGINNING		4,083	-	3,598		11,674	2,157	4,237	25,749	6,436
FUND BALANCE, ENDING		3,417	86	488	13,029	(2,961)	(2,142)	3,903	15,820	25,749