Evidence of Stronger Systems

World Water Week
August 2019

#WASHagenda
Our vision
Agenda for Change members are strengthening systems in more than 20 countries
2018 – 2019
Accomplishments
Facilitator intro

Our moderator:
Eleanor Allen
Water For People
Building Blocks for WASH systems

- Institutional Arrangements & Coordination
- Service Delivery Infrastructure
- Monitoring
- Planning
- Finance
- Regulation & Accountability
- Water Resource Management
- Learning & Adaptation
Case studies
What changed in the system?
How do you know?
Key takeaway
Mobilising Government Leadership To Strengthen WASH Governance And Accountability

Presenter: Ceaser Kimbugwe
Background

High rate of urbanization (5.6% per annum) with a population of 1.6 million people (residents) and over 5 million people (day time)

Historical Power & Political contestation between the Political & Technical leadership
Our Response

Strengthening government leadership: coordination, integration, city-wide planning and cross-learning

A Mayors Forum composed of 09 Mayors created to spearhead coordinated actions
Changes in the system

1. Better coordination between the political and technical leadership

2. Change in attitude and practices by political leaders
Evidence of change

1. Signed resolution by Mayors forming a WASH Forum

2. Memorandum of Understanding

3. Sanitation Ordinance (*Sewerage and FSM Regulation*) passed in March 2019
Key takeaway

WASH Governance Assessment Tool has been developed by the Forum:

- To compare the state of WASH in respective municipalities and facilitate peer learning
- Inform resource allocation and programme design within the GKMA
- Monitor WASH performance and change overtime
- Provide entry points for civic engagement and accountability feedback
Case study: Madagascar
Presenter: Kelly Alexander, CARE
National Government Leadership for WASH Enabling Environment in Madagascar
44% 42%

Weak WASH governance, monitoring, and management capacities

Approach
1. Strengthen governance and monitoring
2. Increase engagement of private sector in WASH;
3. Accelerate adoption of healthy behaviors and use of WASH services

Designed with the Sanitation and Water for All (SWA) Collaborative Behaviors in mind

250 Communes in 6 regions
2017-2022
RANO-WASH’s SWA Building Blocks

- Sector Planning
- Financing Strategy
- Sector Coordination & Learning
- Monitoring & analysis
- Private Sector Engagement
- Accountability

Capacity Strengthening at all levels
RANO-WASH’s SWA Building Blocks

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Capacity Strengthening at all levels
Sector Planning

Before

• National strategy (2013 – 2018) needs to be updated with the involvement of all WASH actors at regional and national levels: including Private sector and CSOs.

• Strategy not based on national, up-to-date data

Currently

• Sector plan nearly finalized by Ministry of Water, Energy and Hydrocarbons

• Sector plan informed by coverage data; Plan for continually updating

• Facilitated consultation sessions

• Development of Financing strategy currently in process (including looking at “Life Cycle cost” analysis)
Monitoring and Analysis

Before

• Data was only collected by individual actors, or in specific regions
• There was little coordination
• There was little sharing of data

Currently

• RANO and partners working with the Ministry to have one National Database
• Protocol for data-flow from district level to national level defined
• WASH actors and municipalities in the regions where RANO WASH is updating data in the national system quarterly.
Private Sector Engagement

Before

• Government systems not equipped for regulating private sector WASH actors

• Private sector WASH actors may or may not have a sustainable / profitable / equitable model

• Financing options limited – for both private sector and for households to access WASH from private sector

Currently

• RANO and partners have assisted in the development of systems and protocols for the Government to regulate private sector actors

• RANO and partners working with private sector WASH actors to develop and modify service delivery models

• RANO and partners working on feasible financing options (for users and private sector WASH actors)
Example Water Supply
Challenges

• Government turnover and structural changes make progress slow

• Monitoring / reporting successes of working with the government: measuring advocacy gains, measuring plans, policies, protocols

• Measuring / demonstrating multi-partner efforts (contribution vs attribution)

• How do we get donors excited about contributions to the building blocks?

“Let’s measure stunting to see if it reduces within 3 years”

“Let’s work on strengthening systems so reliable water and sanitation is available for this and the next generation”
Misaotra Tompoko
Thank You
Case study: Bolivia
Presenter: Kim Lemme, Water For People
ACHIEVING EVERYONE FOREVER IN SAN PEDRO, BOLIVIA
WE DID IT!

Water For People
Agenda For Change Breakfast
Stockholm World Water Week 2019
• 2006: Water For People & Instituto de Capacitación para el Desarrollo early work
• 2008 – 2011: Establishment of District WASH Office
• 2012 – 2018: Everyone Forever model
THE ROAD TO EVERYONE FOREVER

BUILDING EVERYONE FOREVER
- Baseline monitoring
- Capacity building
- Financial assessments
- District plan
- Water Resources Management planning
- Infrastructure
- Annual monitoring and reflection

FOREVER FOCUS
- Continued capacity building
- Institutional strengthening and advocacy
- Annual monitoring and reflection

OVERSIGHT ONLY
- Monitoring support and review
- Consultative role

EXIT
- No Water For People
- Investment or oversight
- Sustainable water service delivery established

EVERYONE MILESTONES
- Household
- Community
- School and clinic

SUSTAINABLE SERVICES
- Service authority
- Service provider
- Water Resources Management

EXIT CRITERIA
- Service levels maintained
- Sustainability scores maintained
- Context specific requirements met

EVERYONE FOREVER

1

2

3

4
SYSTEMS- STRENGTHENING

• Establishment of District WASH Office
• Planning activities
• Finance
• Monitoring service levels
EVIDENCE OF CHANGE

• District WASH Office completely funded by municipal budget

• All Everyone and Forever milestones **met** and **maintained**
  • 2013: full coverage at community level
  • 2017: full coverage at community, public institution, and household levels
  • 2018: sustainable services

• Oversight only phase: no external investment & preparing for full exit
Community Water Point Level of Service in San Pedro

- 0%: No Improved System
- 20%: Inadequate Level of Service
- 40%: Basic Level of Service
- 60%: Intermediate Level of Service
- 80%: High Level of Service
- 100%: Excellent Level of Service
# SUSTAINABILITY OF SERVICES

<table>
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<th>Sustainable Services Checklist Indicators</th>
<th>Results: Level of Sustainable Services</th>
<th>2017</th>
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OVERSIGHT ONLY
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EXIT
- Everyone milestones
  - Household
  - Community
  - School and clinic
- Sustainable services
  - Service authority
  - Service provider
  - Water Resources Management
- Exit criteria
  - Service levels maintained
  - Sustainability scores maintained
  - Context specific requirements met

EVERYONE
- Forever

1

2

3

4
NEXT STEPS

• National policy to mandate district WASH offices in all 341 municipalities
• Ensuring district-level water quality labs have affordable and sustainable testing solutions
• Ensuring efficiency during transition of monitoring to government
• Balanced support during oversight only phase of exit
KEY TAKEAWAYS

- Everyone Forever is possible!
- Systems-strengthening must be the shared vision
- Government must lead
- Delivering Everyone Forever can be challenging with highly restricted, time-bound funding streams
BACKGROUND

4 million people in rural areas
We employ a market-based approach to implement sanitation initiatives that accelerate progress in three markets:

- Rural communities
- Small towns
- Urban areas
Families
They get, use and care their sanitation unit

Suppliers
Improve, develop, offer their products and services

Local Government
Bring information, education and financial options

Sustainable Sanitation

Ask information and sustainable sanitation options

Bring installation, operation and management services under standards of quality

Promote, motivate, certificate and control participation of suppliers. Monitor and control quality of products and services

Civil society
Private sector

Searching, improve, training. Promote develop to suppliers and operators

Bring information to consumer ensure integral development of sanitation
WHAT CHANGED?

We define progress toward sustainable sanitation services as families having affordable options for:

01 Bathrooms that are desirable now and in the future

02 Contractors who provide services for building, emptying, and repairing toilets

03 Services for safely managing waste that are regulated to protect public health and the environment
EVIDENCE OF CHANGE
Microfinance Institutions
NEXT STEPS

PATH TO SCALING SANITATION

1. IDEA TESTING
   - Gathering info & knowledge
   - Forming ideas, testing applicability & practicality
   - GO/NO-GO CHECKLIST
     - Improve existing practices
     - Customer satisfaction
     - Locally available
     - Consistent performance
     - Potential path to scale

2. MARKET TESTING
   - Testing the idea with entrepreneurs & customers
   - Validating the business model
   - GO/NO-GO CHECKLIST
     - No external subsidies
     - Sustainable supply chain
     - Profitable margins
     - Large market opportunity
     - Financial and business capacity
     - Government support

3. SCALE TESTING
   - Learning how to scale to city & regional levels
   - Monitoring scale & impact
   - GO/NO-GO CHECKLIST
     - Spontaneous growth of new business
     - Supply chain growth
     - Decreasing unit costs
     - Continuous improvement
     - No dependence on Water For People
     - Government support and regulation

4. SCALE/FOREVER
   - Successfully exiting the initiative

UNDERSTANDING GAPS IN SERVICES, IDENTIFYING MARKET OPPORTUNITIES
Demo!
A good toilet for health, dignity
Order now, installed in 2 days
Introducing the WASH Systems Academy

Jeske Verhoeven, IRC
26 August 2019, Agenda for Change breakfast, Stockholm
• Interactive online training platform

• Free of charge

• Aims to assist WASH sector professionals apply a WASH systems strengthening approach

• Available on www.washsystemsacademy.org

• Follow any course on your phone, computer or offline
Basic course
WASH System Strengthening: the basics

Duration: 16 hours for completion within 2 weeks
Structure: Total of 9 sessions
Content: water, sanitation and hygiene

Availability: Starting 16 September

The basic course’s learning objectives are to understand:

• The WASH systems strengthening approach, how and why it was developed
• How to apply the WASH systems strengthening approach
Specialist course
Building blocks of sustainable WASH systems

Duration: 16 hours for completion within 2 weeks
Structure: Total of 11 sessions
Content: water, sanitation and hygiene
Availability: Starting 8 December

The learning objectives specialist courses:

• Apply WASH systems strengthening approach in your own work
• Support others to apply WASH systems strengthening
INTRODUCING THE WASH SYSTEMS ACADEMY

Log in on www.washsystemsacademy.org
A variety of activities
INTRODUCING THE WASH SYSTEMS ACADEMY

See animations, infographics, videos
Listen to short podcasts with WASH experts

WASH system strengthening: the basics

Podcast: It’s about strengthening systems

In this podcast (5 min), Patrick Mortarty, CEO of IRC, discusses why and how the systems strengthening approach was developed.
Connect with other professionals in forum discussions

INTRODUCING THE WASH SYSTEMS ACADEMY
INTRODUCING THE WASH SYSTEMS ACADEMY

Do quizzes, exercises, answer polls...
Read short texts

WASH system strengthening: the basics

CONCEPT: The building blocks of sustainable WASH systems

There are many elements that determine the strength of a WASH system to deliver sustainable services for all. We have divided them into nine dynamic and interlocking building blocks (see below).

The WASH system can be defined as all the actors and factors involved in the delivery of WASH services.

A WASH systems strengthening is a strong and resilient national and local it works by applying the systems th

Which statement about the building blocks is true?

Select one:
1. The core element of systems strengthening is that for WASH services to be delivered, all the building blocks must be working perfectly.
2. The WASH system is composed of 11 building blocks.
3. Setting building blocks in place is a one-off activity.
4. The precise number of building blocks and their definitions are subjective (we have defined it as nine building blocks).

Check
Create your own materials

CREATE: Presenting the main issues

How would you convince an organisation that's investing its money in building WASH infrastructure that WASH services are more than just shiny new pumps? How would you explain to them that they also need to invest in sustaining WASH access in the long term?

Instructions:
- Create a presentation on the main issues in the WASH sector in two or three PowerPoint slides.
- You can use the PowerPoint template as a basis and adapt it.
- To complete this activity, upload your presentation by replying to this message.

If you can't use PowerPoint, you can also share your presentation in another format. The maximum attachment size is 10 MB.
Registration is now open
• Basic course: WASH system strengthening
  • 16 – 27 September 2019
  • 7 - 18 October 2019
  • 18 - 29 November 2019

• Specialist course: Building blocks of sustainable WASH systems
  • 8-19 December 2019

• More information on https://www.ircwash.org/wash-systems-academy
Knowledge sharing platform developed to strengthen capacities on WASH system strengthening

Its for WASH professionals and beyond; from students to CSO’s, decision makers....

Collaborative platform: free and open to all

Offers short, intensive self-paced 16 hour courses

Can be used in combination with workshops, trainings, events and meetings
Building strong WASH systems together

Want to try it out or talk on collaboration?
Come to Holland pavilion to try it out or e-mail training@ircwash.org
Learn more about the Agenda for Change

www.washagendaforchange.net

Follow the conversation at #WASHagenda