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| Session Plan |
| WASH Infrastructure Development and Participatory Approaches |
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# Learning objectives

By the end of this section, learners will:

* Be familiar with the project cycle and the different phases of the WASH project cycle.
* Understand the importance of stakeholder participation, particularly community participation.
* Be able to identify good governance practices through the WASH project cycle.
* Understand the links between the WASH project cycle and selecting the most appropriate water services provider (WSP) for ongoing services provision.

# Session plan

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| **Topic** | **Steps / methodology** | **Key ‘take-away’ content points** | **Time frame** |
| Learning objectives/ outcomes | Welcome the participants to the Module and introduce them to the learning objectives using slides 2 and 3 for reference, taking questions for clarity. | This module is fun, practical and applied, and a place to get your ‘engineering brains’ going. | 15 mins |
| Phases of the project cycle | Explain that this Module covers learning material with reference to a practical example that most people will be familiar with, directly or indirectly.  Ask the participants to imagine that they are buying a family car to share with their partner or other family members. They want the car to last and to be a good investment.   * What steps do they go through? (think then discuss in buzz groups of 3 as they are seated).   Based on plenary feedback from this brief brainstorm, highlight key steps that they would go through:   1. Think about what car they need, want and can afford – life cycle costs for capital, O&M and re-sale. (Planning phase). 2. Decide they can do it – that they can buy the right car and they can keep it running. (Project approval/ go decision milestone). 3. Decide what kind of car is needed, based on available options, and who will drive it, operate it and maintain it. (Design phase). 4. Go and buy the car and teach everyone how to operate it (user education, part of the implementation phase). 5. Take delivery of the car (commissioning milestone). 6. Keep teaching everyone how to use it (operations and mentorship phase). 7. Ongoing services:    1. Check the oil, water and tyres regularly (all drivers) – this is operations.    2. Fix windscreen chips and scratches so it maintains its value – this is part of operations and minor maintenance.    3. Have it serviced every 20 000 km (according to specifications) – this is maintenance.    4. Have the engine overhauled at 200 000 km (according to specifications) – this is capital maintenance.    5. Re-sell and upgrade to a better car! 8. Use this example to illustrate and link to WASH infrastructure development phases on slides 4-6. | These are the main phases of any ‘project’:   1. Planning. 2. Design. 3. Implementation. 4. Operations and mentorship.   We go through these phases/ steps whether we’re buying a car, building a house, building a bridge or a road, or latrines or water points.  Depending on the type of project, each step has different components and issues that need attention, but the broad steps and activities one goes through can always be divided into these phases. | 1 hour |
| Tea break |  |  | 30 mins |
| Principles of WASH infrastructure development – from planning and design phases all the way through | Now that the participants have identified the main steps to go through, they imagine they are deciding which car to buy.  Discuss in buzz groups of 3 as they are seated:   * What do you think about when deciding which car to buy?   Based on plenary feedback from this brief brainstorm, highlight key things to think about and link them to the key principles of infrastructure development (on slide 3 plus next column - take away content points):   * What will it be used for, on what kind of terrain, who will use it and what do they want? * Can you afford the car you want and if not, what other options will suit your needs? * Is the car safe? * Has the car got a decent re-sale value? * How to make sure the car lasts - who will service the car (maintenance), who will maintain it and with which resources? * Is the car easy to drive for everyone who will drive and operate it? | * What it will be used for, what kinds of roads, who will use it and what do they want? (community needs are addressed, customer satisfaction, appropriate technology) * Can you afford the car you want and if not, what other options will suit your needs? (proper planning) * Has the car got a decent re-sale value? (economic spin offs) * Who will service the car and is there enough money to operate and maintain it, who will contribute to O&M? (WSP arrangements for O&M, efficient O&M, cost recovery/ life cycle costing) * Is the car safe? (improved health) * Is the car easy to drive for everyone who will be driving it (appropriate technology, proper use and operations)? It is important that everyone checks oil, water and tyres regularly. This is efficient operations. Servicing the car every 20 000kms is routine maintenance. Having an engine overhaul at 200 000 km’s is capital maintenance). * Key point: we want the car to last for as long as it can – this will cost us less and provide a good level of service. WASH Services That Last are the same! * These questions are critical to address in all phases of the project cycle, starting with the planning and design phases. | 1 hour |
| Good governance through the WASH project cycle  Critical to ensure:  1. Technical and social collaboration and coordination (thru PSC or similar structure/ forum)  2. Community participation and awareness  3. Water service provider decision and arrangements | To make the link with previous sessions in this module:  *In the example we have been using, where a number of people are sharing a car that must last, it is important that the car:*   1. Meets technical and social specifications. 2. Is chosen and run based with the participation of all parties. 3. That it is clear who will operate and maintain the car, and that this person/ party is properly equipped to do that.   *In the case of WASH infrastructure development that will provide an acceptable service level to a community, district or service area, this is even more important. A car is not a human right or a public good. WASH services are.*  Present slides 8-14.  Talk about how and why implementers (technical and social), community representatives (traditional and political) can collaborate through the project cycle – what platforms, what opportunities, why this is important (in the slides this is called a PSC). | In the example we’ve been using, where a number of people are sharing a car that will last, it is important that the car:   1. Meets technical and social specifications (all parties collaborate). 2. Is chosen and run based on *the* participation of all parties (community participation). 3. That it is clear who will operate and maintain the car (WSP arrangement).   WASH is a basic human right and a public good, so it is even more important that these services are properly governed, which means the above criteria are met.  Good governance in WASH project cycle management means ensuring collaborative coordination, ensuring participation, and ensuring ongoing service delivery through a provider arrangement.  Unless these 3 things are done, future sustainability will be compromised.  Re slides 8-14: PSC = technical and social (including political) people need to collaborate throughout the project cycle! | 45 mins |
| Community participation and awareness | Brainstorm why do communities need to participate? Why don’t we just take decisions for them?  The reality is that communities take a lot of responsibility for rural WASH projects in Mozambique (ref to DRA on day 1).  The more they participate, the more ownership they feel, the more they will use the service, the better designed it will be to suit their needs, and the more responsibility they take. Example from car: if the other drivers participate in choosing, paying for and operating the car, they will take better care of it because they feel it belongs to them.  Present slides 14-17. | On slides 14-17. | 30 mins |
| Lunch break |  |  | 1 hour |
| WSP decision and arrangements | What happens if no one maintains the car? It will break down. Same is true of WASH projects.  Deciding who is best to operate and maintain the WASH service is a crucial part of the project cycle.  Present slides 18 and 19 and facilitate a discussion on participants’ knowledge of who operates and maintains rural WASH infrastructure.   * Who is best placed to do this and why? * What support do they need from the district? * What training do they need? * Should they be professionalised? | On slides 18 and 19. Currently in Mozambique, rural water committees and artisans are responsible for the water services provider functions. They collect tariffs, maintain and do minor repairs on the infrastructure. This is called community based management.  To do this effectively; they need to be trained, supported, monitored, and retrained. The economies of scale also need to be right so that small scale providers can run viable businesses. | 1 hour |
| Lunch break |  |  | 1 hour |
| Planning phase – a deeper look | Planning phase: Present slides 20 and 21.  In the first session, we said that the planning phase of buying a car involved thinking about what car we need, want and can afford, considering the life cycle costs for capital, O&M and re-sale.  Present now what the planning phase includes in the case of the WASH project cycle, i.e. present slides 22-29 and discuss in Mozambican context. | In the rural WASH context in Mozambique, planning usually happens at district level, not at project level, and the feasibility assessment is usually mostly geo hydrological to decide on the best place for a borehole. | 20 mins |
| Design phase – a deeper look | In the first session, we said that the design phase was when we decided what kind of car is needed based on available options and who will drive it, operate it and maintain it.  Present now what the design phase  Includes in the case of the WASH project cycle, i.e. present slides 30-33 and discuss in Mozambican context. | This is a recap of the three good governance issues: collaboration and communication between all parties (social, technical and political); community participation and WSP options. | 20 mins |
| Implementation phase – a deeper look | In the first session, we said that the implementation phase was when we went and bought the car and taught everyone how to operate it (user education).  Present now what the implementation phase includes in the case of the WASH project cycle, i.e. present slides 34-36 and discuss in Mozambican context. | Outcomes on slide 36 particularly important. | 20 mins |
| Tea break |  |  | 30 mins |
| Operations and mentoring phase – a deeper look | In the first session, we said that the operations and mentorship phase was when we went and bought the car and taught everyone how to:   * Operate it and do minor maintenance (check the oil, water and tyres regularly, fix windscreen chips and scratches so it maintains its value).   Present now what the operations and mentorship phase includes in the case of the WASH project cycle, i.e. present slides 37-38 and discuss in Mozambican context. | This is an often forgotten phase. It is where the WSP and the community practices and gets support before the project is commissioned and the implementers leave and hand over to the community, province and district. It is very important that the province and district are involved at this stage so the rural WSP knows where to get support, where to report, and how. | 15 mins |
| WASH infrastructure life cycle | In the first session, we said that the service delivery phase was ongoing and when:  The car was operated, maintained, replaced when necessary and upgraded.  Present now what the operations and mentorship phase includes in the case of the WASH project cycle, i.e. present slides 39-40 and discuss in Mozambican context.  Summarise with slides 41-42 and close this module. | This is why we develop WASH infrastructure – to ensure ongoing WASH services. Everything we do and everything we’ve covered in this Module is to ensure sustainable, upgradeable services. | 30 mins |
| Pocket chart voting: Participatory method for evaluating the day | Instructions are on the notes on slide 43. This is an opportunity to experience a participatory tool. If possible, it would be a good idea to facilitate a reflection afterwards on the uses of this tool in the WASH infrastructure development life cycle. |  | 30 mins |

# Equipment needed

* Flipchart, flipchart stand and coloured markers.
* Sticky stuff to place flipcharts on a wall.
* Data projector, screen and laptop.