

IRC

WASH SYSTEMS SYMPOSIUM | DRAFT PROGRAMME

All systems go!

12- 14 March 2019 | The Hague, The Netherlands

symposium@ircwash.org

www.ircwash.org/symposium



50 years of IRC.
WASH systems that transform lives.



All systems go!

When we turn on a tap or flush a toilet, we rarely consider what lies behind these seemingly simple acts. We are blind to the complexity of our water and sanitation systems, and so we underestimate what it takes to provide us with water and sanitation services.

Water, sanitation and hygiene (WASH) service delivery exists within a complex system—**the WASH system**. This refers to the whole network of people, organisations and institutions and to the infrastructure, resources and behaviours that make WASH services a reality¹.

All systems go! serves to identify where we are, and where we need to go to create strong and resilient WASH systems at local and national levels. The symposium is aimed at senior practitioners, policy makers and thinkers from the WASH sector and beyond. It will showcase state-of-the-art thinking meant to accelerate our collective learning and to strengthen our professional expertise in system-thinking.

It is time to deliver solutions that last. All systems go! will provide valuable skills-building opportunities and the ability to participate and engage with leading experts. Familiarise yourself with the latest WASH tools, interact with the rich diversity of content and work with your peers to identify the solutions that will propel us towards making universal access to WASH services a reality.

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JOURNEY PLANNER

All systems go!

Explore the symposium's rich sessions. Use this interactive document, ideally suited for desktop use, as a pre-symposium guide to planning your unique WASH systems journey.

Real-time updates and information on the event and its sessions will be available on the mobile phone application, already available for [download](#). In meantime, use this draft programme as a sneak-preview of what is to come.

CHOOSE YOUR JOURNEY:

1. Mix and match sessions across all the thematic areas and view the programme by day:

2. Strengthen your expertise in a specific area by following one of our thematic paths:

12 March



DISCOVER AND PROVOKE

Setting the scene and framing WASH systems

13 March



ENGAGE, CREATE AND COLLABORATE

Systems change beyond WASH

14 March



DELIVER AND DO

Practical tools for systems change and moving toward a shared agenda



General programme

Using and adapting systems approaches for real impact. Learning from WASH and beyond



Sanitation and hygiene

Understanding the systemic shifts necessary for sustained demand, provision and use of sanitation and hygiene services



Safe and sustainable water

Systemic approaches to increasing safety and sustainability of drinking water service delivery



Financing WASH

Applying a systems approach to financing WASH



Fragile states

Systems building in fragile states: understanding risks and opportunities for systems strengthening in a rapidly changing environment



Measuring and learning

Measuring and learning about the WASH system and its strengths

ANOTHER WAY TO NAVIGATE THIS DOCUMENT

Many of the elements in this draft programme are clickable.

- The items in the **Contents** list will take to you the respective sections.
- The  icon will take you back to this page, **the All systems go! Journey planner**, where you can travel to each of the days or thematic areas.
- Click on the days or thematic areas to explore their respective sessions.

Background on the event

Systems are all around us, delivering essential services. Get on a bus, go to a hospital, drop your children at school, drive on the motorway – in each case, you are interacting with a system. In effective systems, people and organisations work with each other, and with money, policy, institutions, technology and the environment, to deliver services. The stronger and more developed the system, the more comprehensive and resilient the services it delivers. When they work well, systems are invisible to the people they serve; when they fail, the plane is cancelled, the electricity shuts down, the tap opens but no water comes out.

Water, sanitation and hygiene (WASH) are public services, vital to our collective welfare and development. As such, service delivery is understood to be a core responsibility of the state, whether the government provides the service itself or oversees or regulates its provision by others.

All systems that provide public services, in all countries, come under stress sooner or later, particularly when they face the challenges of limited financial, political or popular support. WASH systems are confronting these constraints even as demand grows and expectations of universal service take hold. In many countries, basic elements of the WASH system are simply missing: mechanisms are not clear or accepted, individuals and institutions lack the resources to perform their functions.

In 2016, IRC and partners organised the Kampala WASH symposium, *From Projects to Services: WASH Sustainability through Whole Systems Approaches*. In the three years since, the understanding that we need to consider the WASH sector as a system has gained traction, and we have more experience – and experienced people and organisations – in what it means to take a systems-based approach.

All systems go! will bring together people from all parts of the WASH sector to exchange ideas, learn from past experience and more clearly see how to move forward.

Read the full [background note](#) on the event. Discover some key elements of our current understanding of WASH as a system and the evolution of systems thinking – why this is important and how we can use it to help achieve Sustainable Development Goal (SDG) 6, universal access to water, sanitation and hygiene services by 2030.



Figure 1: Theory of change for WASH sector

IRC

IRC is an international think-and-do tank that works with governments, NGOs, businesses and people around the world to find long-term solutions to the global crisis in water, sanitation and hygiene services. At the heart of its mission is the aim to move from short-term interventions to sustainable water, sanitation and hygiene services.

With 50 years of experience, IRC runs programmes in more than 25 countries and large-scale projects in six focus countries in Africa, Asia and Latin America. It is supported by a team of over 100 staff across the world.

Join the conversation online with our event hashtags and handle:

#Allsystemsgo #WASHsystems @IRCWASH



A network diagram on a teal background. It consists of several circular nodes connected by thin lines. One node at the top center is highlighted in a darker green color. On the right side of the image, there are two thick, parallel yellow diagonal lines.

Overview by day

12 March | Discover and provoke

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILIBILITIES

- GP General programme
- SH Sanitation and hygiene services
- SW Safe and sustainable water
- F Financing WASH
- FS Fragile states
- M Measuring and learning

- CB Skills building workshop
- (SP) Spanish translation will be available
- (FR) French translation will be available

07.30 - 09.00	09.00 - 10.30	10.30 - 11.00	11.00 - 11.30	11.30 - 12.00	12.00 - 12.30	12.30 - 13.00	13.00 - 13.30	13.30 - 14.00	14.00 - 14.30	14.30 - 15.00	15.00 - 15.30	15.30 - 16.00	16.00 - 16.30	16.30 - 17.00	17.00 - 17.30		
REGISTRATION	OPENING PLENARY Setting the scene and exploring WASH systems change	BREAK	<p>GP1: How a series of sector reforms and revised planning approaches brings us to sustainable WASH systems</p> <p>GP2: Understanding local needs and unlocking latent capacity</p>	<p>SH1: Introduction to the overarching theme of sanitation systems thinking (dialogue)</p>	<p>SW1: Overcoming rural water supply challenges</p>	LUNCH	<p>SW2: Water safety planning within the WASH systems context</p>	<p>GP3: District level WASH planning and district-wide approach. What is a district investment (master) plan and how do you get there? (FR)</p>	<p>SH2: Systems challenges in urban and rural sanitation</p>	<p>F2: What is needed for a country to prepare and implement a robust WASH financing strategy?</p>	<p>FS1: Introduction of Fragile states theme (FR)</p>	BREAK	<p>GP4: Embracing complexity: thinking in systems and what it means for WASH</p> <p>SH3: Strengthening sanitation and hygiene in the WASH systems conceptual framework</p> <p>SW3: Progress in Latin America and Asia: what drives service delivery improvements? (SP)</p> <p>F3: Results-based financing (RBF) in WASH: opportunities and lessons learned</p> <p>FS2: Introduction of Fragile states theme (part II)</p>	<p>M1: Beyond building blocks: identifying and monitoring dynamic drivers of functional WASH systems (panel discussion)</p>	<p>M2: Understanding and assessing the WASH systems in different contexts</p>	<p>M3: Understanding the outcomes of WASH systems strengthening in complex settings (panel discussion)</p>	CLOSING PLENARY Where we are now

12 March | Discover and provoke

All systems go! aims to advance the use of system-based approaches to make universal access to WASH a reality for all. The first day will focus on setting the scene. Discover how holistic thinking has and can lead to lasting change. Sessions on this day will lay the foundation for the event and have been crafted to provoke and to promote discourse.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.30

OPENING PLENARY - Setting the scene and exploring WASH systems change

Opening words:

Reina Buijs, Director General for International Cooperation at Ministry of Foreign Affairs
Robert Bos, Chair of IRC's Supervisory Board

Keynotes:

Framing systems

Patrick Moriarty, CEO, IRC

Real change for real systems

Barbara Schreiner, Executive Director, Water Integrity Network

Introduction to the thematic sessions

Masters of ceremony:

Ikenna Azuike
Patrick Moriarty, CEO, IRC

Time: 10.30 - 11.00

BREAK

Time: 11.00 - 12.00

Session GP1: How a series of sector reforms and revised planning approaches brings us to sustainable WASH systems

Convenor: IRC

Drinking water is as old as life itself. When sources were not yet polluted, people would fetch it directly everywhere in the world. The development of settlements (cities) and awareness of health risks of polluted sources have started the development of rural water as a sector. This session will discuss the development of the rural drinking water sector in three countries: the Netherlands, Uganda and Ethiopia. The focus will be on what is triggering change in approaches and what the sectors in developing countries can learn from the evolution of the delivery system in the Netherlands.

Presenters/contributors:

Bethlehem Mengitsu / WaterAid Ethiopia, Dr. David Zetland / Leiden University, Eng. Joseph Oriono Eyatu / Ministry of Water and Environment, Uganda

Session SH1: Introduction to the overarching theme of sanitation systems thinking (dialogue)

Convenors: Eawag / IRC

Providing equitable and sustainable services for rapidly growing urban areas requires an integrated approach that affects basic service provision including water supply, sanitation, drainage and solid waste management. Sustainable services must address the entire sanitation service chain, offer robust service-based business models, and be affordable for the people living at the base of the pyramid (BOP). In this opening session we will debate contemporary thinking on urban sanitation systems thinking including the sanitation service value chain and more holistic urban development frameworks. What do effective decision support tools need to address to gain traction?

Presenters/contributors:

Dr. Tilley / University of Malawi, Dr. Meera Mehta / CEPT University

Session M1: Beyond building blocks: identifying and monitoring dynamic drivers of functional WASH systems (panel discussion)

Convenor: WaterAid

Recognising the complex and dynamic nature of transformational systems change, this session will explore how WASH sector practitioners can deepen their assessment of WASH sector performance beyond static building blocks, and identify ways to more effectively monitor the iterative and dynamic markers of a functional WASH system.

Time: 11.00 - 12.30

Session GP2: Understanding local needs and unlocking latent capacity

Convenor: IRC

WASH Systems are human systems. But one-off skills trainings often fail to deliver lasting change. This session will look at a variety of different approaches to developing and unlocking capacity of actors ranging from governments to households.

Session SW1: Overcoming rural water supply challenges

Convenor: Richard Carter and Associates, Ltd.

Rural water services have a long history of poor performance and low sustainability. Addressing these realities is essential for achieving water development targets. Many factors, however, that range from insufficient financial resources to a lack of accountability among management structures, contribute to slow advances. The goals of this session are to explore rural water development from different perspectives and in different settings to establish the scope of the challenges and the determinants of progress.

Session F1: Mobilising finance for WASH: getting the foundation right

Convenor: Water.org

Mobilising blended finance to successfully and sustainably address the SDG 6.1 and 6.2 financing gap will require more than innovative or sophisticated financial vehicles and mechanisms. To move to scale, private and public investment hinges upon core foundational issues being addressed in the water sector by service providers, regulators and other enabling environment stakeholders. This session, building upon the paper of the same name to be launched at the Symposium, will unpack what is meant by the enabling environment for finance in WASH and presents real examples of how these bottlenecks are being overcome by innovators in the sector.

Presenters/contributors:

Catarina Fonseca / IRC, Joel Kolker / World Bank, Lesley Pories / Water.org, Paula Beens / DGIS, Christopher Flensburg / SEB, Moses Ssonko / Ministry of Finance, Planning and Economic Development of Uganda, Ing. Worlanyo Kwadjo Siabi / Ministry of Sanitation and Water Resources, Ghana, **Moderator:** Jeffrey Goldberg / USAID

Session FS1: Introduction of Fragile states theme

Convenors: Oxfam UK / Water for Good

French translation will be available

Presentations and moderated breakout session.

Presenters/contributors:

Joanna Trevor / Oxfam, Zachary Borrenpohl / Chemonics

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 15.00

Session SH2: Systems challenges in urban and rural sanitation

Convenors: i-San / Aga Khan Foundation

We know that many current approaches do not work to realise the goal of universal access to sustainable sanitation and hygiene services. What are the challenges we need to overcome to drive to universal access at scale? Do we know what it takes to achieve SDG target 6.2? How can we ensure that no one is left behind? What business models are available to deliver sustainable services? What is being done to build strong and resilient national and subnational WASH systems that deliver sanitation and hygiene services that meet people's needs?

Session SW2: Water safety planning within the WASH systems context

Convenor: WHO

In 2004, Water Safety Plans (WSPs) emerged as a pro-active, systematic approach to identifying and managing risks to drinking-water supplies, representing a shift away from over-reliance on end-product testing, towards a more holistic system management approach. WSPs have been implemented in more than 90 countries and this trend in increased implementation is expected to continue with the SDG call for "safely managed" water supplies. Further, while considerable efforts have focused on strengthening the enabling environment to support WSP sustainability, key challenges threaten the long-term effectiveness and sustainability of many WSPs. Therefore, it is an opportune time to reflect on experiences to-date with WSP implementation and broader WASH systems strengthening and apply these lessons to improve the sustainability of WSPs and their impacts.

Presenters/contributors:

Bruce Gordon / WHO; Caroline Delaire / Aquaya; Annabelle May / Drinking Water Inspectorate, UK; Bettina Rickert / Federal Environment Agency, Germany; Joel Koelker / World Bank; Stef Smits / IRC

Session M2: Understanding and assessing the WASH system in different contexts

Convenors: IRC / UNICEF / WSUP

Strengthening WASH systems needs approaches and methodologies for diagnosis of the system to understand and decide on the changes needed. The frameworks of analysis break the system down into elements for assessing the elements and the dynamics between them. The tools that have been developed by WSUP (Water & Sanitation for the Urban Poor), UNICEF and IRC are for WASH system diagnosis will be discussed during this session. The focus of the discussion will be on common challenges of using the tools and on the new opportunities, they provide. Another question that will be debated is the potential synergy between the three tools and need for alignment of the methods.

Time: 13.30 - 15.30

Session GP3: District level WASH planning and district-wide approach. What is a district investment (master) plan and how do you get there?

Convenors: Millenium Water Alliance/ Agenda for Change/ Conrad N. Hilton Foundation

French translation will be available

This session will provide an overview and specific examples of the process of district-wide long-term planning along with perspectives from NGOs and government partners. Detailed information about tools and approaches that have been used in different countries will be shared along with lessons learned and time for audience engagement through questions and discussion.

Presenters/contributors: Tedla Mulatu / MWA, Ethiopia; Vida Duti / IRC Ghana; Georges Padmore Mensah / District Coordinating Director from Asutifi North, Ghana; Cate Nimanya / Water For People Uganda; Perpetue Kamuyumbu / Water For People, Rwanda; Prosper Mulindwa / Deputy or Vice Mayor, Rulindo District, Rwanda; Will Tillett / Aguaconsult; Richard Bassono / IRC Burkina Julia Boulenouar / Aguaconsult; Laura Brunson / MWA

Session F2: What is needed for a country to prepare and implement a robust WASH financing strategy?

Convenor: UNICEF

Improving the level and efficiency of sector financing is a critical precondition for countries to meet their national WASH targets. First, countries need to understand what are the costs of meeting targets as well as current spending, to assess what additional resources are required and what existing or new sources of financing could be mobilised to close the gaps. However, few countries have defined or implemented comprehensive WASH financing strategies, using good data and evidence of what works. Why is this the case? This session explores what are the challenges to defining WASH financing strategies and the bottlenecks to implementing them. The session presents case studies covering sector, sub-national (decentralization) and service provider levels in Kenya, Uganda and Burkina Faso, and it draws on participant group work to identify challenges and propose solutions.

Presenters/contributors:

Guy Hutton / UNICEF; Moses Ssonko / Government of Uganda; Regina Rossman / GIZ; Dirk Schaeffer/ GIZ Kenya; **Moderator:** José Frade

Time: 15.30 - 16.00

BREAK

Time: 16.00 - 17.00

Session GP4: Embracing complexity: thinking in systems and what it means for WASH

Convenor: Sustainable WASH Systems Learning Partnership

What is a complex (adaptive) system, and how is it different from a complicated system, or a chaotic one? How has this been applied in WASH?

Session SH3: Strengthening sanitation and hygiene in the WASH systems conceptual framework

Convenor: German Toilet Organisation

WASH systems thinking seem to be significantly further advanced for water supply as compared to sanitation and hygiene. The Sustainable Services Initiative (SSI) is currently developing a discussion paper on "Strengthening Sanitation and Hygiene in the WASH Systems Conceptual Framework" which will be presented and discussed during the session. It is seen as a contribution to the global debate. It provides recommendations for the evolution of the framework, thereby complementing, where possible, the overall WASH systems conceptual framework and acting as a catalyst to foster dialogue between WASH systems thinking advocates and the wider sanitation and hygiene community.

Session SW3: Progress in Latin America and Asia: what drives service delivery improvements?

Convenors: Water For People / WaterAid / Avina Foundation

Spanish translation will be available

Multiple countries in Latin America and Asia have made substantial progress in expanding water and sanitation services. Efforts in the region include the development of effective regulatory frameworks, strong local leadership, and productive community engagement, and effective public-private partnerships. The results of these programs provide important lessons for realizing similar achievements in other geographies. The goals of this session are to explore successful water supply and sanitation improvement initiatives in Latin America and Asia, and to discuss strategies for promoting south-south collaboration and exchanges of best practices.

Session F3: Results-based financing (RBF) in WASH: opportunities and lessons learned

Convenor: Max Foundation

The session will explore benefits and challenges of results based financing in WASH through three cases:

- DFID Tanzania's experience supporting a national government programme on rural water supply maintenance systems (2.1 million people),
- Max Foundation's experience in Bangladesh with incentive payments to local partners tied to health outcomes (EKN funded, 1.2 million people),
- SNV's experience implementing the DFID results-based sanitation programme across eight countries (8 million people).

Presenters/contributors:

Lukas Kwezi / DFID Tanzania; Chris Brown / Technical Adviser to the Ministry of Water in Tanzania; Joke Le Poole / Max Foundation; Antoinette Kome / SNV; **Moderator:** Rachel Cardone

Session FS2: Introduction of fragile states theme (part II)

Convenors: Oxfam UK / Water for Good

The session will open up with a case study presented by Oxfam UK to present their experience in how building blocks are a guide but have to be adapted to fragile contexts. The session transitions into a game that will engage people in discussing the nuances of working in fragile contexts. The game will present people with a dilemma, where they must choose a response with a brief explanation of why. They will then discover the consequences to the response they have chosen. Each dilemma is linked with a building block.

Session M3: Understanding the outcomes of WASH systems strengthening in complex settings (panel discussion)

Understanding the outcomes and impact of WASH system change is an intricate challenge, especially with reference to equity issues and vulnerable populations. This session will spend 30 minutes detailing a proof-of-concept of a new Water Wellbeing Toolkit that can be used to assess the intended and unintended consequences of sector strengthening for different sectors of a target population and present on the application of the Toolkit among pastoralist populations in the Ethiopian Lowlands. The latter 30 minutes of the session will involve a discussion of the utility of the Toolkit in Ethiopia and within the broader WASH sector as a means for measuring systems change.

Time: 17.00 - 17.30

CLOSING PLENARY - Where we are now

Top 10s of the day

Masters of ceremony:

Ikenna Azuike

Patrick Moriarty, IRC CEO

13 March | Engage, create and collaborate

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILIBILITIES

- GP General programme
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- F Financing WASH
- FS Fragile states
- M Measuring and learning

- CB Skills building workshop
- (SP) Spanish translation will be available
- (FR) French translation will be available

07.30 - 09.00	09.00 - 10.00	10.00 - 10.30	10.30 - 11.00	11.00 - 11.30	11.30 - 12.00	12.00 - 12.30	12.30 - 13.30	13.30 - 14.00	14.00 - 14.30	14.30 - 15.00	15.00 - 15.30	15.30 - 16.00	16.00 - 16.30	16.30 - 17.00	17.00 - 17.30
REGISTRATION	MORNING PLENARY Learning from beyond WASH: a focus on health and education systems strengthening	BREAK	<p>GP5: Health systems: what we can learn, why we must strengthen them and how we can work with them</p> <p>GP6: How to ensure systems leave no one behind?</p>				LUNCH				BREAK				CLOSING PLENARY Looking toward new ways of working
					SH4: Strengthening WASH markets			SH5: The new WHO guidelines on sanitation and health (interactive session)				GP8: Systems transformation around the world: stories of change from Amsterdam and beyond			
					SW4: Innovations in rural water maintenance models			SW5: Realising the piped water dream				GP9: Integrating WASH and nutrition for stunting reduction: from system collision to sector cohesion			
					F4: Tracking financial flows: champion countries and their achievements			F5: The critical high-level role of governments in blended financial solutions to WASH problems				GP10: Political economy: understanding realities that underpin WASH, engaging with behaviour dynamics in systems (fishbowl discussion)			
					FS3: Fostering systems change in fragile states: economic and market based approaches			M4: Introduction to a variety of tools and approaches to monitoring/measuring WASH systems (systems marketplace)				SW6: Leave no one behind: the role of self-supply in reaching everyone			
					CB1: Exploring the complexity of local WASH systems. A participatory factor mapping workshop			CB2: WASH planning from a systems perspective- what to ask, who to involve, when to do this				FS4: Strengthening monitoring and information systems in fragile contexts (FR)			
												M5: Networked for action: understanding coalition networks for WASH service sustainability (panel discussion)			

13 March | Engage, create and collaborate

Primed with a foundation on systems-thinking, participants will look to sectors beyond WASH for inspiration on promising solutions to apply in their work. The interactive sessions will be geared towards fostering engagement and will include many opportunities to collaborate with fellow participants and take a fresh perspective on the systems we work in every day.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.00

MORNING PLENARY - Learning from beyond WASH: a focus on health and education systems strengthening

Welcome to the day:

Ikenna Azuike
Juste Nansi, IRC Burkina Faso

Keynote:

A shifting approach to how to do (and not do) education

Peter Laughern, CEO of the Conrad N. Hilton Foundation

Health systems paradigm shift and what it means for WASH

Gilbert Buckle, MPH

Panel discussion

Time: 10.00 - 10.30

BREAK

Time: 10.30 - 12.00

Session SH4: Strengthening WASH markets

Convenors: IRC / WaterSHED Cambodia / NIUA

Presentations followed by 15 minutes of discussions after each block presentation.

Session SW4: Innovations in rural water maintenance models

Convenor: Aguaconsult

In response to the poor sustainability of traditional rural water supply improvement programs, various models are emerging to address critical operational and maintenance challenges. A key component of some of these maintenance models is the recognition that revenues generated through user fees and tariffs may not be sufficient to support on-going operations and maintenance for every supply. As a result, there is increasing interest in public-private partnerships and subsidized financing to promote rural water supply functionality. In this session, we will evaluate emerging approaches to rural water supply maintenance and discuss the requirements for scaling these efforts to achieve significant coverage.

Presenters/contributors:

Harold Lockwood / Aguaconsult, UK; Caleb Cord / University of Colorado Boulder ; Sustainable WASH Systems Learning Partnership, USA; Pranav Chintalapati / University of Colorado Boulder ; Sustainable WASH Systems Learning Partnership, USA; David De Armev / Water for Good; Cliff Nyaga / FundiFix, Kenya; Adam Harvey / Whave, Uganda; Nicolaas van der Wilk / UDUMA, Mali; Yemane Gebree'gziabhe / SNV Tigray, Ethiopia; Martin Watsisi / IRC Uganda

Session FS3: Fostering systems change in fragile states: economic and market based approaches

Convenors: Concern Worldwide / Helvetas

The relevance of applying a systems approach to improve coverage and sustainability of WASH services is recognised. But what are appropriate methods and tools that support the operationalisation of such a systems approach? And what are such methods and tools that proved promising in a fragile context? The session aims at facilitating exchanges of practical experience related to the operationalisation of a systemic approach in fragile states. A specific focus will be on how to ensure financial viability in a fragile context. The session will be launched with two illustrative examples from Haiti and the Democratic Republic of Congo. Experience sharing will then be facilitated around key questions in a World Café set-up.

Time: 10.30 - 12.30

Session GP5: Health systems: what we can learn, why we must strengthen them and how we can work with them

Convenors: WHO / UNICEF / WaterAid

This session will provide an opportunity to better understand and adopt health systems strengthening approaches to facilitate sustainable improvements in WASH-related systems in healthcare settings. It will be aimed at both WASH and health partners with an interest in case-studies of systems thinking and approaches taken from the health sector as well as WASH stakeholders seeking practical examples of how to collaborate with the health sector.

Session GP6: How to ensure systems leave no one behind?

Convenors: WaterAid / SDG Consortium / WASH United

Achieving inclusive, sustainable WASH access requires a shift in mind-set for all WASH actors and the integration of gender and social inclusion throughout the whole system. Stakeholders must understand their different roles and responsibilities for the realisation of everyone's rights to water and sanitation and translate this into decision-making. This participatory session shares lessons from the implementation of innovative approaches that empower local governments to integrate rights-thinking into their everyday work, and support the integration of gender and social inclusion into broader WASH systems change initiatives. Interactive exercises will encourage participants to learn and contribute their own ideas and experiences.

Session F4: Tracking financial flows: champion countries and their achievements

Convenors: WHO

The World Health Organization (WHO) will present the latest findings from TrackFin implementing countries. TrackFin is a globally-accepted methodology to track financial flows into and within the water, sanitation and hygiene sector, which provides governments with stronger evidence for decision-making. At the event, WHO and IRC will share results and the impact of TrackFin and discuss TrackFin in the years to come.

Presenters/contributors:

Bruce Gordon / WHO; Juste Nansi / IRC Burkina Faso

Session CB1: Exploring the complexity of local WASH systems. A participatory factor mapping workshop

Organisers: Nick Valcourt and Jeff Walters

This workshop will present a how-to guide and demonstration of an interactive group model building approach to exploring the complexity of local WASH systems. Attendees will learn about the 'Factor Mapping' process and learn how to facilitate conversations around complex systems.

No prior knowledge of systems or expertise is required. Systems neophytes and skeptics welcome!

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 15.00

Session GP7: Blunders, bloopers and foul-ups: a WASH game show. Introducing the Nakuru Accord

Convenors: University of Leeds / FSM Fail

French translation will be available

Shit happens, but it doesn't always have to! Through an interactive game show we facilitate sharing and understanding that things do go wrong in WASH, sometimes at the expense of communities, often at the expense of donors, yet we can learn from our mistakes and improve the way we operate.

Session SH5: The new WHO guidelines on sanitation and health (interactive session)

Convenor: WHO

In this interactive workshop one will learn about key policy and programme recommendations derived from a comprehensive evidence review. Participants will also gain critical information on definitions for safe sanitation systems, pathogens and risk management to maximize health impact of sanitation through whole sanitation chain.

Presenters/contributors:

Sophie Boisson / WHO; Kate Medlicott / WHO

Session SW5: Realising the piped water dream

Convenor: WaterAid

Realising aspirations for inclusive 'piped on premises' drinking water, achieving public health benefits and significantly better service to the particular benefit of women, will require significant understanding and innovation that addresses the social, technical, financial, and institutional requirements for constructing and maintaining single-village and multi-village reticulated water systems. With only 20% of rural dwellers presently receiving safely managed water, and the estimated cost of achieving the higher level of service estimated to cost three times current spending, in this session we will review progress and the implications for expanding, and sustaining, piped water in low-resource rural settings.

Session F5: The critical high-level role of governments in blended financial solutions to WASH problems

Convenor: Water.org

The session will examine the role of government in blended financial solutions across multiple layers – national, state and district for countries striving to increase WASH access and coverage. It will then shift to a panel that explores the role of donor governments and how they can play an increasingly effective role.

Presenters/contributors:

Manoj Gulati / Water.org-India; Abhishek Aanand / Water.org-India; Ruchika Shiva / IRC; **Moderator:** Regina Rossman, GIZ

Session M4: Introduction to a variety of tools and approaches to monitoring/measuring WASH systems (systems marketplace)

Introduction to a variety of tools and approaches to monitoring/measuring: Participants will give a 5-7 minute “pitch” of their tool followed by a 45 min poster session tour (with snacks/beverages!) to allow folks to dive deeper into the details followed by a 5-10 minute recap as a group

Session CB2: WASH planning from a systems perspective—what to ask, who to involve, when to do this

Organiser: Gilbert Buckle

Time: 15.00 - 15.30

BREAK

Time: 15.30 - 16.30

Session GP8: Systems transformation around the world: stories of change from Amsterdam and beyond

Convenors: WASHNote / Wattopia / GWC / DRIFT

In this session we will learn from other sectors who face or have achieved transformative change requiring multi-stakeholder collaboration, long term commitment, and knowledge and information sharing. The session will feature experiences from the Dutch energy and housing sectors, as well as a sample of insights from around the world. Objectives and key questions for learning:

- How does learning and change take place in complex systems?
- Identify lessons relevant to WASH and inspire reframing of WASH issues
- Gain insights on how to communicate and talk about complex multi-stakeholder change processes

Session GP9: Integrating WASH and nutrition for stunting reduction: from system collision to sector cohesion

Convenors: Max Foundation / Hillaria International

A lively session with participants sharing practical tips for ensuring cohesive WASH and nutrition interventions (and avoiding problems when sectoral systems collide).

We touch on:

- WHY: reduction of stunting of infants and young children. Hygiene (WASH) and nutrition link to environmental enteropathy (EE) and diarrhoea, and bottom-line, to stunting
- WHAT: evidence of what works is mixed. We can, however, draw on guidelines of what could be included (baby WASH, animal faeces control, nutrition-sensitive and nutrition-specific interventions)
- HOW to tackle systems change across sectors (e.g. which actors are essential and at what levels? How to foster coordination/cohesion for better results)?

Session SW6: Leave no one behind: the role of self-supply in reaching everyone

Convenor: Rural Water Supply Network (RWSN)

The session is designed to spark discussions around the question on how to reach the hard to reach (sometimes referred to as “last mile”) in a given area, and how to make sure 100% of the population in an area have access to at least basic services (and how to move everyone else further up in a next step). The nature of this challenge, in practice, is strongly related to settlement pattern and density as well as water resources availability.

Presenters/contributors:

Matthias Saladin / Skat; Lemessa Mekonta / IRC Ethiopia

Session FS4: Strengthening monitoring and information systems in fragile contexts

Convenors: IRC / Water for Good

French translation will be available

Frequently in fragile states, water points are not monitored, and information collection and dissemination are non-existent. These shortcomings typically result in negative outcomes for the water users, such as broken water points not being fixed, poor maintenance planning and lack of advocacy. This session will explore the effects of shifting local stakeholders from data-poor to data-rich. Critical discussion points will center around using data more effectively to: shift maintenance higher up the agenda, support improved allocation of budgets for sustaining services, support actors to find new ways to provide maintenance services – in short, use data to strengthen systems.

Session M5: Networked for action: understanding coalition networks for WASH service sustainability (panel discussion)

The purpose of this 60-minute session is to discuss the opportunities and challenges of applying network analysis to understand networks in WASH collective action efforts. Brief presentations will describe the process that was employed in each context. We intend the session to generate discussion on:

- The value of employing network analysis
- What worked well and what could be improved
- Contextual differences to consider in choice of data collection and analysis methods
- Decisions regarding the goal of network analysis (monitoring and evaluation tool)
- Strategic analysis tool and what and how to share information with the coalitions
- What collective action elements network analysis can be employed to address.

Time: 15.30 - 17.00

Session GP10: Political economy: understanding realities that underpin WASH, engaging with behaviour dynamics in systems (fishbowl discussion)

Convenors: Water For People / WaterAid

Changing how systems have worked (or not) for decades or longer is not an easy undertaking. And it is one that requires strategic work within the reality of the context of the local political economy. This engaging session will present practical experiences and research from two Asian and African contexts as well as looking at analysis tool that has been used to understand the best way to assess and implement this work. After a brief presentation, the session will break into small groups to look at a real life example and discuss how to apply the tool most effectively in various contexts.

Presenters/contributors:

Stuart Kempster / WaterAid; Kate Harawa / Water For People, Malawi; Viju James / Independent consultant

Session F6: Financing WASH for the mile: how do we invest in water and sanitation systems with negative return

Convenors: Oxfam

The lack of sustainable WASH services infrastructure sustainability in more difficult vulnerable and remote contexts has been documented for decades. We blame it on ineffective community management and poorly governed local institutions. We sometimes involve private sector in delivery, but it never scales. We try to enroll socially-minded impact investors, but they say that investing in these types of systems is not interesting for them there is no money in providing services to the poor. There's no 'win-win' situation in these contexts where we can make both make profits and serve poor people - the numbers just don't work out.

We believe innovations in both program delivery and funding mechanisms are necessary to drive sustainability in these 'difficult' contexts. In this session Oxfam GB, Social Finance & Le Fil Consulting will share data and analysis methods from 'deep dives' in chronically vulnerable contexts in Kenya and Nepal, and challenge pre-conceived notions on sustainability in these contexts – on both the funding and implementation sides.

Presenters/contributors:

Tom Wildman / Oxfam GB; Rob Mills / Social Finance; Jessica Graf / Le Fil Consulting; Irene Gai / Oxfam Kenya; Anjil Adhikari / Oxfam Nepal

Time: 17.00 - 17.30

CLOSING PLENARY - Looking toward new ways of working

Top 10s of the day

Masters of ceremony:

Ikenna Azuike

Patrick Moriarty, IRC CEO

14 March | Deliver and do

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILABILITIES

- GP General programme
- SH Sanitation and hygiene services
- SW Safe and sustainable water
- F Financing WASH
- FS Fragile states
- M Measuring and learning

- CB Skills building workshop
- (SP) Spanish translation will be available
- (FR) French translation will be available

07.30 - 09.00	09.00 - 10.00	10.00 - 10.30	10.30 - 11.00	11.00 - 11.30	11.30 - 12.00	12.00 - 12.30	12.30 - 13.30	13.30 - 14.00	14.00 - 14.30	14.30 - 15.00	15.00 - 15.30	15.30 - 16.00	16.00 - 17.00
Registration	MORNING PLENARY Making it real: bridging the gap between ideas and action	BREAK	GP11: Beyond collaboration: learning from national and district-level collective action efforts in WASH GP12: The role of integrity and civil society in strong public service systems				LUNCH			BREAK			CLOSING PLENARY Finding our place in a shared agenda
					SW7: Creating an enabling environment for better performing urban utilities F7: The role of different stakeholders in influencing financial flows across the system			F8: Using life-cycle costing data to support strategic planning and decision making (SP) FS5: Multimedia session focus on the Democratic Republic of Congo (FR)			GP13: Sustainable WASH systems: a government driven approach GP14: National initiatives to strengthen local WASH systems: experiences from Rwanda and Honduras (SP) SH6: Emerging conclusions for sanitation systems thinking (sofa chat)		
								M7: Drivers, triggers and factors for success or failure in strengthening government-led monitoring (panel discussion)			F8: Using life-cycle costing data to support strategic planning and decision making (part II) (SP) FS6: Closing of the Fragile states theme		
					M6: Towards a WASH services delivery systems approach using different tools and sources of data CB3: System mapping and identifying leverage points- a simplified process for practitioners CB4: Building sustainable WASH competencies for the future						M8: The power of data in inspiring and measuring systems change (panel discussion)		
								CB5: Theories of change and how to use them					

14 March | Deliver and do

This day unifies and solidifies the emerging learning from All system go! Sessions will share practical tools for systems change, identify opportunities to scale best-practices and outline how to align actions towards a shared agenda and lasting change. Although it marks the end of the symposium, it marks the start of our collective journey towards a systems approach in WASH.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.00

MORNING PLENARY - Making it real: bridging the gap between ideas and action

Keynotes:

Driving impact and overcoming the gap between theory and practice

Katie Boswell, Deputy Head of Funders, New Philanthropy Capital

Masters of ceremony:

Ikenna Azuike

Vida Duti, Director, IRC Ghana

Panel discussion:

What are the major hurdles in making systems change real and how have some people gotten through them! Focus on finance and country processes

Time: 10.00 - 10.30

BREAK

Time: 10.30 - 12.00

Session SW7: Creating an enabling environment for better performing urban utilities

Convenors: IRC / IWA / World Waternet / AquaFed

Improving service delivery by urban utilities requires a two-track approach. One track consists of programmes geared towards changes at the level of the utility itself to improve its performance. Typically, these consist of measures to reduce non-revenue water, increase the operational ratio and increase the level of service. It may also include activities around strengthening the leadership and governance of the utility. A second track consists of measures to strengthen the enabling environment for utilities. This may include activities around reviewing tariff regulations, institutional reforms that provide adequate autonomy of utilities or programmes to monitor and benchmark performance of utilities. Where the first track is needed to make changes in the performance of the utility, the second track is needed to sustain and scale up the changes. Both tracks are also needed to attract finance to the utilities, that allows them then to further expand and improve services.

Presenters/contributors:

Stef Smits / IRC; Rui Malheiro / IWA; Marieke van Nood / World Waternet; Neil Dhot / Aquafed; Judith Kolen and Steven van Rossum / World Waternet

Time: 10.30 - 12.30

Session GP11: Beyond collaboration: learning from national and district-level collective action efforts in WASH

Principles like harmonisation and alignment are considered necessary conditions for achieving and maintaining universal WASH services yet are difficult to achieve in practice. This panel session will present practical learning from approaches to foster collective action in Cambodia, Ethiopia, Ghana and Uganda followed by discussion commentary and audience Q&A.

Presenters/contributors:

Rishi Agarwal / FSG; Vida Duti / IRC Ghana; Lillian Nabasiye/ SNV; Sovattha NEOU / WaterShed; Laura Brunson / MWA; Chris Dunston / Hilton Foundation

Session GP12: The role of integrity and civil society in strong public service systems

Convenors: WIN / FANMEX

Accountability is a necessary but often underappreciated part of strong systems. This session will explore the role and contribution of civil society in accountability. Through panel discussions and a round table with government, civil society organizations, private sector and other actors, this session will explore the linkages between better water governance and integrity; citizen monitoring of government commitments; planning; water integrity and accountability tools: access to information; and financing.

Session F7: The role of different stakeholders in influencing financial flows across the system

Convenor: Department for International Development (DFID)

The session will outline the experience in 3 different countries of using different tools to map and influence budget allocations to improve sustainable, accountable and effective rural water and sanitation budgets and activities. Presentations will cover Gender responsive WASH budget monitoring (Bangladesh), the findings of stakeholder mapping involved in decisions on complex WASH financial flows across sectors (Malawi) and using performance-based funding to influence systems changes (Mozambique). An interactive map of financial flows between WASH systems building blocks will provide a backdrop for an engaging gathering of additional experience and learning from the audience.

Presenters/contributors:

Sydney Byrns / WASH Catalysts; Mohammad Zobair Hasan / DORP; Lisa Rudge / DFID; Evariste Kouassi Komlan / UNICEF

Session M6: Towards a WASH services delivery systems approach using different tools and sources of data

Convenor: Akvo

This participatory session will highlight the "What's next" in terms of systems approaches to data for WASH monitoring at national scale. We will highlight the need to move from tool innovation to system innovation, and from single tools to tools and databases which are interoperable. This session will drive home the necessity of sharing, interpreting and using data for the benefit of the communities it comes from.

Session CB3: System mapping and identifying leverage points- a simplified process for practitioners

Organiser: Sydney Byrns

You're sold on the systems approach, but where and how to start applying it? Come and brainstorm ways to identify leverage points and understand a practical system mapping approach without using specialised software or other complicated analysis. Examples are drawn from WASH Catalysts' recent work with organisations in Malawi.

Session CB4: Building sustainable WASH competencies for the future

Organiser: Sara Gabriellsson

In this participatory session we will explore the soft skills and competencies needed for systems thinking to improve WASH sustainability. Through a scenario role-play game participants will test their thinking and decision-making process during the development and implementation of a WASH intervention in a rapidly changing environment.

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 14.30

Session FS5: Multimedia session focus on the Democratic Republic of Congo

Convenors: DRC WASH Consortium / SWIFT Consortium

French translation will be available

This session will show and discuss two multimedia presentations followed by a discussion. Each video presents a different story about how different actors are working together with government to improve service provision and to engage communities to improve demand and payment for services in a very fragile context. The first documentary presents an overview of how the Democratic Republic of Congo WASH Consortium is working with 640,000 people in rural communities across DRC to develop sustainable WASH services. In this very fragile context, the DRC WASH Consortium works with local government to promote the programme and engage communities using a demand-driven approach. The second looks at findings from the SWIFT Consortium to explore how teams have been adopting different ways of working, moving away from traditional messaging to explore what motivates change in behaviour.

Session M7: Drivers, triggers and factors for success or failure in strengthening government-led monitoring (panel discussion)

Convenor: WaterAid

The session aims at sharing learning and stimulating discussion around key drivers, incentives and factors for success or failures in strengthening government-led WASH monitoring. The session will include both government and external agencies and donors' perspective to help identify best practices and key drivers that can lead to actual progress for effective monitoring processes in WASH system. It will include the WASHNote experience with the 12 Component Framework for a structured participatory approach.

Session CB5: Theories of change and how to use them

Organiser: Katie Boswell

Theory of change is a method for organisations to think through what they do and why. Developing a theory of change provides space for reflection and challenges our assumptions about how we work. This is particularly useful for 'systems change' work, which requires us to understand why difficult social problems persist and to challenge our own role in tackling them.

This practical theory of change workshop will introduce the concept, how to apply it to systems change work, and will help you make a start on—or revisit—your own.

Time: 13.30 - 16.00

Session F8: Using life-cycle costing data to support strategic planning and decision making

Spanish translation will be available

This interactive session will use evidence and experiences from Honduras, India, and Ethiopia to illustrate the power of having complete life-cycle costing as a way to strategically plan and advocate for systems strengthening when speaking at a regional or national level. After brief presentations by the presenters, there will be a fish bowl panel discussion exploring the key themes of tools and how evidence has been used to influence and support planning and decisions making.

Coffee break will be from 14.30 - 15.00

Presenters/contributors:

Tupac Mejia / Water For People; John Butterworth / IRC Ethiopia; Ruchika Shiva / IRC

Time: 14.30 - 15.00

BREAK

Time: 15.00 - 16.00

Session GP13: Sustainable WASH systems: government-driven approach

Convenors: Millennium Water Alliance / WASH Catalysts

This session will provide perspectives from both government leaders and NGO practitioners both about the importance of, and approaches to, strengthening government leadership of WASH initiatives. Although many NGOs claim to value government leadership, many also struggle with finding effective ways to engage- often citing challenges with tight timelines, budgets, or even capacity. Government partners will provide a perspective on their role as leaders of WASH initiatives and NGOs will provide some techniques and lessons learned about how NGOs can do a better job of partnering with and supporting government in their leadership role for improved sustainability of WASH initiatives.

Presenters/contributors:

Tedla Mulatu / MWA Ethiopia; Kenneth Owuocha / MWA Kenya; Sydney Byrns / WASHCatalysts; Yimer Habtie / Bureau of Water, Irrigation and Energy, the Amhara National Regional State,
Moderator: Laura Brunson / Millennium Water Alliance

Session GP14: National initiatives to strengthen local WASH systems: experiences from Rwanda and Honduras

Spanish translation will be available

This session looks at how local level WASH systems strengthening can scale to have a national impact – through describing two case studies and having a panel discussion which provides a more comprehensive set of experiences around building national systems to support local action.

Presenters/contributors:

Martin Rivera / The PTPS initiative, Honduras; Fidele Nteziyaremye / National WASH Secretariat, Rwanda

Session SH6: Emerging conclusions for sanitation systems thinking (sofa chat)

This session is organised as a sofa chat with sanitation sector experts from around the world. We will highlight the main conclusions from the debate on systems thinking for both urban and rural sanitation and how to move forward with sustainable sanitation services.

Session FS6: Closing the Fragile states theme

Convenors: Oxfam UK / Water for Good / Chemonics / WHH

The session objective is to bring together key topics and themes that have been discussed during the course of the symposium, with respect to fragile states, and highlight them as key points for further discussion beyond the symposium. There is growing interest in answering how to address the complex issues around sustainable WASH services in fragile environments. There will be a discussion to determine the possible emerging community of practice around building systems in fragile states, in view of engaging with the theme beyond the symposium.

Session M8: The power of data in inspiring and measuring systems change (panel discussion)

This session explores the roles of data within a system through interactive games and exciting updates on the state of the art for WASH data. The session will demonstrate the practical value of data sharing, how participants can share their data, and provide access to powerful new analytical tools.

Time: 16.00 - 17.00

CLOSING PLENARY - Finding our place in a shared agenda

Speech

Hon. Cecilia Abena Dapaah, Minister of Sanitation and Water Resources, Ghana

Keynotes

Partnerships, politics of collaboration: How to get it right?!

Catarina de Albuquerque, Chief Executive Officer, Sanitation and Water for All

Closing the thematic streams and emerging conclusions

Formal closing and closing remarks

Angela Huston, Programme officer and General programme thematic lead, IRC

Masters of ceremony

Ikenna Azuike
Vida Duti, Director, IRC Ghana

A network diagram with several circular nodes connected by lines, set against a teal background. One node at the top is highlighted in a darker shade of teal. On the right side, there are two vertical yellow bars of varying thicknesses.

Overview by thematic area



General programme

12 March | Discover and provoke | Setting the scene and framing WASH systems

Session GP1: How a series of sector reforms and revised planning approaches brings us to sustainable WASH systems

11.00 - 12.00

Convenor: IRC

Drinking water is as old as life itself. When sources were not yet polluted, people would fetch it directly everywhere in the world. The development of settlements (cities) and awareness of health risks of polluted sources has started the development of rural water as a sector. This session will discuss the development of the rural drinking water sector in three countries: the Netherlands, Uganda and Ethiopia. The focus will be on what is triggering change in approaches and what the sectors in developing countries can learn from the evolution of the delivery system in the Netherlands.

Presenters/contributors:

Bethlehem Mengitsu / WaterAid Ethiopia; Dr. David Zetland / Leiden University; Eng. Joseph Oriono Eyatu / Ministry of Water and Environment, Uganda

Session GP2: Understanding local needs and unlocking latent capacity

11.00 - 12.30

Convenor: IRC

WASH Systems are human systems. But one-off skills trainings often fail to deliver lasting change. This session will look at a variety of different approaches to developing and unlocking capacity of actors ranging from governments to households.

Session GP3: District level WASH planning and district-wide approach. What is a district investment (master) plan and how do you get there?

13.30 - 15.30

Convenors: Millennium Water Alliance/ Agenda for Change/ Conrad N. Hilton Foundation

French translation will be available

This session will provide an overview and specific examples of the process of district-wide long-term planning along with perspectives from NGOs and government partners. Detailed information about tools and approaches that have been used in different countries will be shared along with lessons learned and time for audience engagement through questions and discussion.

Presenters/contributors:

Tedla Mulatu / MWA, Ethiopia; Vida Duti / IRC Ghana; Georges Padmore Mensah / District Coordinating Director from Asutifi North, Ghana; Cate Nimanya / Water For People Perpetue Kamuyumbu / Water For People, Rwanda; Prosper Mulindwa / Deputy or Vice Mayor, Rulindo District; Will Tillett / Aguaconsult Nepal; Richard Bassono / IRC Burkina; Julia Boulenouar / Aguaconsult; Laura Brunson / MWA

Session GP4: Embracing complexity: thinking in systems and what it means for WASH

16.00 - 17.00

Convenor: Sustainable WASH Systems Learning Partnership

What is a complex (adaptive) system, and how is it different from a complicated system, or a chaotic one? How has this been applied in WASH?

Session GP5: Health systems: what we can learn, why we must strengthen them and how we can work with them

10.30 - 12.30

Convenors: WHO / UNICEF / WaterAid

This session will provide an opportunity to better understand and adopt health systems strengthening approaches to facilitate sustainable improvements in WASH-related systems in health care settings. It will be aimed at both WASH and health partners with an interest in case-studies of systems thinking and approaches taken from the health sector as well as WASH stakeholders seeking practical examples of how to collaborate with the health sector.

Session GP6: How to ensure systems leave no one behind?

10.30 - 12.30

Convenors: WaterAid / SDG Consortium / WASH United

Achieving inclusive, sustainable WASH access requires a shift in mind-set for all WASH actors and the integration of gender and social inclusion throughout the whole system. Stakeholders must understand their different roles and responsibilities for the realisation of everyone's rights to water and sanitation and translate this into decision-making. This participatory session shares lessons from the implementation of innovative approaches that empower local governments to integrate rights-thinking into their everyday work, and support the integration of gender and social inclusion into broader WASH systems change initiatives. Interactive exercises will encourage participants to learn and contribute their own ideas and experiences.

Session GP7: Blunders, bloopers and foul-ups: a WASH game show. Introducing the Nakuru Accord

13.30 - 15.00

Convenors: University of Leeds / FSM Fail

French translation will be available

Shit happens, but it doesn't always have to! Through an interactive game show we facilitate sharing and understanding that things do go wrong in WASH, sometimes at the expense of communities, often at the expense of donors, yet we can learn from our mistakes and improve the way we operate.

Session GP8: Systems transformation around the world: stories of change from Amsterdam and beyond

15.30 - 16.30

Convenors: WASHNote / Wattopia / GWC / DRIFT

In this session we will learn from other sectors who face or have achieved transformative change requiring multi-stakeholder collaboration, long term commitment, and knowledge and information sharing. The session will feature experiences from the Dutch energy and housing sectors, as well as a sample of insights from around the world. Objectives and key questions for learning:

- How does learning and change take place in complex systems?
- Identify lessons relevant to WASH and inspire reframing of WASH issues
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Session GP9: Integrating WASH and nutrition for stunting reduction: from system collision to sector cohesion

15.30 - 16.30

Convenors: Max Foundation / Hillaria International

A lively session with participants sharing practical tips for ensuring cohesive WASH and nutrition interventions (and avoiding problems when sectoral systems collide). We touch on

- WHY: reduction of stunting of infants and young children. Hygiene (WASH) and nutrition link to environmental enteropathy (EE) and diarrhoea, and bottom-line, to stunting
- WHAT: evidence of what works is mixed. We can, however, draw on guidelines of what could be included (baby WASH, animal faeces control, nutrition-sensitive and nutrition-specific interventions)
- HOW to tackle systems change across sectors (e.g. which actors are essential and at what levels? How to foster coordination/cohesion for better results)?

Session GP10: Political economy: understanding realities that underpin WASH, engaging with behaviour dynamics in systems (fishbowl discussion)

15.30 - 17.00

Convenors: Water For People / WaterAid

Changing how systems have worked (or not) for decades or longer is not an easy undertaking. And it is one that requires strategic work within the reality of the context of the local political economy. This engaging session will present practical experiences and research from two Asian and African contexts as well as looking at analysis tool that has been used to understand the best way to assess and implement this work. After a brief presentation, the session will break into small groups to look at a real life example and discuss how to apply the tool most effectively in various contexts.

Presenters/contributors:

Stuart Kempster / WaterAid; Kate Harawa / Water For People, Malawi; Viju James / Independent consultant

14 March 2019 | Deliver and do | Practical tools for systems change and moving towards a shared agenda

Session GP11: Beyond collaboration: learning from national and district-level collective action efforts in WASH

10.30 - 12.30

Principles like harmonisation and alignment are considered necessary conditions for achieving and maintaining universal WASH services yet are difficult to achieve in practice. This panel session will present practical learning from approaches to foster collective action in Cambodia, Ethiopia, Ghana and Uganda followed by discussion commentary and audience Q&A.

Presenters/contributors:

Rishi Agarwal / FSG; Vida Duti / IRC Ghana; Lillian Nabasiywe / SNV; Sovattha NEOU / WaterShed; Laura Brunson / MWA; Chris Dunston / Hilton Foundation

Session GP12: The role of integrity and civil society in strong public service systems

10.30 - 12.30

Convenor: WIN / FANMEX

Accountability is a necessary but often underappreciated part of strong systems. This session will explore the role and contribution of civil society in accountability. Through panel discussions and a round table with government, civil society organizations, private sector and other actors, this session will explore the linkages between better water governance and integrity; citizen monitoring of government commitments; planning; water integrity and accountability tools: access to information; and financing.

Session GP13: Sustainable WASH systems: government-driven approach

15.00 - 16.00

Millennium Water Alliance / WASH Catalysts

This session will provide perspectives from both government leaders and NGO practitioners both about the importance of, and approaches to, strengthening government leadership of WASH initiatives. Although many NGOs claim to value government leadership, many also struggle with finding effective ways to engage- often citing challenges with tight timelines, budgets, or even capacity. Government partners will provide a perspective on their role as leaders of WASH initiatives and NGOs will provide some techniques and lessons learned about how NGOs can do a better job of partnering with and supporting government in their leadership role for improved sustainability of WASH initiatives.

Presenters/contributors:

Tedla Mulatu / MWA Ethiopia; Kenneth Owuocha / MWA Kenya; Sydney Byrns / WASHCatalysts; Yimer Habtie / Bureau of Water, Irrigation and Energy, the Amhara National Regional State; **Moderator:** Laura Brunson / Millennium Water Alliance

Session GP14: National initiatives to strengthen local WASH systems: experiences from Rwanda and Honduras

15.00 - 16.00

Spanish translation will be available

This session looks at how local level WASH systems strengthening can scale to have a national impact – through describing two case studies and having a panel discussion which provides a more comprehensive set of experiences around building national systems to support local action.

Presenters/contributors:

Martin Rivera / The PTPS initiative, Honduras; Fidele Nteziyaremye / National WASH Secretariat, Rwanda



Sanitation and hygiene

12 March | Discover and provoke | Setting the scene and framing WASH systems

Session SH1: Introduction to the overarching theme of sanitation systems thinking (dialogue)

11.00 - 12.00

Convenors: Eawag / IRC

Providing equitable and sustainable services for rapidly growing urban areas requires an integrated approach that affects basic service provision including water supply, sanitation, drainage and solid waste management. Sustainable services must address the entire sanitation service chain, offer robust service-based business models, and be affordable for the people living at the base of the pyramid (BOP). In this opening session we will debate contemporary thinking on urban sanitation systems thinking including the sanitation service value chain and more holistic urban development frameworks. What do effective decision support tools need to address to gain traction?

Presenters/contributors:

Dr. Tilley / University of Malawi; Dr. Meera Mehta / CEPT University

Session SH2: Systems challenges in urban and rural sanitation

13.30 - 15.00

Convenors: i-San / Aga Khan Foundation

We know that many current approaches do not work to realise the goal of universal access to sustainable sanitation and hygiene services. What are the challenges we need to overcome to drive to universal access at scale? Do we know what it takes to achieve SDG target 6.2? How can we ensure that no one is left behind? What business models are available to deliver sustainable services? What is being done to build strong and resilient national and subnational WASH systems that deliver sanitation and hygiene services that meet people's needs?

Session SH3: Strengthening sanitation and hygiene in the WASH systems conceptual framework

16.00 - 17.00

Convenor: German Toilet Organisation

WASH systems thinking seem to be significantly further advanced for water supply as compared to sanitation and hygiene. The Sustainable Services Initiative (SSI) is currently developing a discussion paper on "Strengthening Sanitation and Hygiene in the WASH Systems Conceptual Framework" which will be presented and discussed during the session. It is seen as a contribution to the global debate. It provides recommendations for the evolution of the framework, thereby complementing, where possible, the overall WASH systems conceptual framework and acting as a catalyst to foster dialogue between WASH systems thinking advocates and the wider sanitation and hygiene community.

13 March 2019 | Engage, create and collaborate | Systems change beyond WASH

Session SH4: Strengthening WASH markets

10.30 - 12.00

Convenors: IRC / WaterSHED Cambodia / NIUA

Presentations followed by 15 minutes of discussions after each block presentation.

Session SH5: The new WHO guidelines on sanitation and health (interactive session)

13.30 - 15.00

Convenor: WHO

In this interactive workshop one will learn about key policy and programme recommendations derived from a comprehensive evidence review. Participants will also gain critical information on definitions for safe sanitation systems, pathogens and risk management to maximize health impact of sanitation through whole sanitation chain.

Presenters/contributors:

Sophie Boisson / WHO; Kate Medicott / WHO

14 March 2019 | Deliver and do | Practical tools for systems change and moving towards a shared agenda

Session SH6: Emerging conclusions for sanitation systems thinking (sofa chat)

15.00 - 16.00

This session is organised as a sofa chat with sanitation sector experts from around the world. We will highlight the main conclusions from the debate on systems thinking for both urban and rural sanitation and how to move forward with sustainable sanitation services.



Safe and sustainable water

12 March | Discover and provoke | Setting the scene and framing WASH systems

Session SW1: Overcoming rural water supply challenges

11.00 - 12.30

Convenor: Richard Carter and Associates, Ltd.

Rural water services have a long history of poor performance and low sustainability. Addressing these realities is essential for achieving water development targets. Many factors, however, that range from insufficient financial resources to a lack of accountability among management structures, contribute to slow advances. The goals of this session are to explore rural water development from different perspectives and in different settings to establish the scope of the challenges and the determinants of progress.

Session SW2: Water safety planning within the WASH systems context

13.30 - 15.00

Convenor: WHO

In 2004, Water Safety Plans (WSPs) emerged as a pro-active, systematic approach to identifying and managing risks to drinking-water supplies, representing a shift away from over-reliance on end-product testing, towards a more holistic system management approach. WSPs have been implemented in more than 90 countries and this trend in increased implementation is expected to continue with the SDG call for “safely managed” water supplies. Further, while considerable efforts have focused on strengthening the enabling environment to support WSP sustainability, key challenges threaten the long-term effectiveness and sustainability of many WSPs. Therefore, it is an opportune time to reflect on experiences to-date with WSP implementation and broader WASH systems strengthening and apply these lessons to improve the sustainability of WSPs and their impacts.

Presenters/contributors:

Bruce Gordon / WHO; Caroline Delaire / Aquaya; Annabelle May / Drinking Water Inspectorate, UK; Bettina Rickert / Federal Environment Agency, Germany; Joel Koelker / World Bank; Stef Smits / IRC

Session SW3: Progress in Latin America and Asia: what drives service delivery improvements?

16.00 - 17.00

Convenors: Water For People / WaterAid / Avina Foundation

Spanish translation will be available

Multiple countries in Latin America and Asia have made substantial progress in expanding water and sanitation services. Efforts in the region include the development of effective regulatory frameworks, strong local leadership, and productive community engagement, and effective public-private partnerships. The results of these programs provide important lessons for realizing similar achievements in other geographies. The goals of this session are to explore successful water supply and sanitation improvement initiatives in Latin America and Asia, and to discuss strategies for promoting south-south collaboration and exchanges of best practices.

13 March | Engage, create and collaborate | Systems change beyond WASH

Session SW4: Innovations in rural water maintenance models

10.30 - 12.00

Convenor: Aguaconsult

In response to poor sustainability of traditional rural water supply arrangements, specifically those relying on long-term community-based management, various models are emerging to address critical maintenance challenges. There is growing recognition that revenues generated through user tariffs may not be sufficient to support on-going operations and maintenance for every supply. As a result, there is increasing interest in public-private partnerships and subsidized financing to improve water supply functionality. In this session, we will evaluate emerging approaches to rural water supply maintenance and discuss the requirements for scaling these efforts from a systems perspective to achieve significant coverage.

Presenters/contributors:

Harold Lockwood / Aguaconsult, UK; Caleb Cord; University of Colorado Boulder / Sustainable WASH Systems Learning Partnership, USA; Pranav Chintalapati; University of Colorado Boulder/ Sustainable WASH Systems Learning Partnership, USA; David De Armev, Water for Good / CAR; Cliff Nyaga / FundiFix, Kenya; Adam Harvey / Whave, Uganda; Nicolaas van der Wilk / UDUMA, Mali; Yemane Gebree'gziabhe / SNV Tigray, Ethiopia; Martin Watsisi, IRC Uganda

Session SW5: Realising the piped water dream

13.30 - 15.00

Convenor: WaterAid

Realising aspirations for inclusive 'piped on premises' drinking water, achieving public health benefits and significantly better service to the particular benefit of women, will require significant understanding and innovation that addresses the social, technical, financial, and institutional requirements for constructing and maintaining single-village and multi-village reticulated water systems. With only 20% of rural dwellers presently receiving safely managed water, and the estimated cost of achieving the higher level of service estimated to cost three times current spending, in this session we will review progress and the implications for expanding, and sustaining, piped water in low-resource rural settings.

Session SW6: Leave no one behind: the role of self-supply in reaching everyone

15.30 - 16.30

Convenor: Rural Water Supply Network (RWSN)

The session is designed to spark discussions around the question on how to reach the hard to reach (sometimes referred to as "last mile") in a given area, and how to make sure 100% of the population in an area have access to at least basic services (and how to move everyone else further up in a next step). The nature of this challenge, in practice, is strongly related to settlement pattern and density as well as water resources availability.

Presenters/contributors:

Matthias Saladin / Skat; Lemessa Mekonta / IRC Ethiopia

14 March | Deliver and do | Practical tools for systems change and moving towards a shared agenda

Session SW7: Creating an enabling environment for better performing urban utilities

10.30 - 12.00

Convenors: IRC / IWA / World Waternet / AquaFed

Improving service delivery by urban utilities requires a two-track approach. One track consists of programmes geared towards changes at the level of the utility itself to improve its performance. Typically, these consist of measures to reduce non-revenue water, increase the operational ratio and increase the level of service. It may also include activities around strengthening the leadership and governance of the utility. A second track consists of measures to strengthen the enabling environment for utilities. This may include activities around reviewing tariff regulations, institutional reforms that provide adequate autonomy of utilities or programmes to monitor and benchmark performance of utilities. Where the first track is needed to make changes in the performance of the utility, the second track is needed to sustain and scale up the changes. Both tracks are also needed to attract finance to the utilities, that allows them then to further expand and improve services.

Presenters/contributors:

Stef Smits / IRC; Rui Malheiro / IWA; Marieke van Nood / World Waternet; Neil Dhot / Aquafed; Judith Kolen and Steven van Rossum / World Waternet



Financing WASH

12 March | Discover and provoke | Setting the scene and framing WASH systems

Session F1: Mobilising finance for WASH: getting the foundation right

11.00 - 12.30

Convenor: Water.org

Mobilising blended finance to successfully and sustainably address the SDG 6.1 and 6.2 financing gap will require more than innovative or sophisticated financial vehicles and mechanisms. To move to scale, private and public investment hinges upon core foundational issues being addressed in the water sector by service providers, regulators and other enabling environment stakeholders. This session, building upon the paper of the same name to be launched at the Symposium, will unpack what is meant by the enabling environment for finance in WASH and presents real examples of how these bottlenecks are being overcome by innovators in the sector.

Presenters/contributors:

Catarina Fonseca / IRC; Joel Kolker / World Bank; Lesley Pories / Water.org; Paula Beens / DGIS; Christopher Flensburg / SEB; Moses Ssonko / Ministry of Finance, Planning and Economic Development of Uganda; Ing. Worlanyo Kwadjo Siabi / Ministry of Sanitation and Water Resources, Ghana; **Moderator:** Jeffrey Goldberg / USAID

Session F2: What is needed for a country to prepare and implement a robust WASH financing strategy?

13.30 - 15.30

Convenor: UNICEF

Improving the level and efficiency of sector financing is a critical precondition for countries to meet their national WASH targets. First, countries need to understand what are the costs of meeting targets as well as current spending, to assess what additional resources are required and what existing or new sources of financing could be mobilised to close the gaps. However, few countries have defined or implemented comprehensive WASH financing strategies, using good data and evidence of what works. Why is this the case? This session explores what are the challenges to defining WASH financing strategies and the bottlenecks to implementing them. The session presents case studies covering sector, sub-national (decentralisation) and service provider levels in Kenya, Uganda and Burkina Faso, and it draws on participant group work to identify challenges and propose solutions.

Presenters/contributors:

Guy Hutton / UNICEF; Moses Ssonko / Government of Uganda; Regina Rossman / GIZ; Dirk Schaeffer / GIZ Kenya; **Moderator:** José Frade

Session F3: Results-based financing (RBF) in WASH: opportunities and lessons learned

16.00 - 17.00

Convenor: Max Foundation

The session will explore benefits and challenges of results based financing in WASH through three cases:

- DFID Tanzania's experience supporting a national government programme on rural water supply maintenance systems (2.1 million people),
- Max Foundation's experience in Bangladesh with incentive payments to local partners tied to health outcomes (EKN funded, 1.2 million people),
- SNV's experience implementing the DFID results-based sanitation programme across eight countries (8 million people).

Presenters/contributors:

Lukas Kwezi / DFID Tanzania; Chris Brown / Technical Adviser to the Ministry of Water in Tanzania; Joke Le Poole / Max Foundation; Antoinette Kome / SNV; **Moderator:** Rachel Cardone

Session F4: Tracking financial flows: champion countries and their achievements

10.30 - 12.30

Convenor: WHO

The World Health Organization (WHO) will present the latest findings from TrackFin implementing countries. TrackFin is a globally-accepted methodology to track financial flows into and within the water, sanitation and hygiene sector, which provides governments with stronger evidence for decision-making.

At the event, WHO and IRC will share results and the impact of TrackFin and discuss TrackFin in the years to come.

Presenters/contributors:

Bruce Gordon / WHO; Juste Nansi / IRC Burkina Faso

Session F5: The critical high-level role of governments in blended financial solutions to WASH problems

13.30 - 15.00

Convenor: Water.org

The session will examine the role of government in blended financial solutions across multiple layers – national, state and district for countries striving to increase WASH access and coverage. It will then shift to a panel that explores the role of donor governments and how they can play an increasingly effective role.

Presenters/contributors:

Manoj Gulati / Water.org-India; Abhishek Aanand / Water.org-India; Ruchika Shiva / IRC; **Moderator:** Regina Rossman, GIZ

Session F6: Financing WASH for the mile: how do we invest in water and sanitation systems with negative return

15.30 - 17.00

Convenors: Oxfam

The lack of sustainable WASH services infrastructure sustainability in more difficult vulnerable and remote contexts has been documented for decades. We blame it on ineffective community management and poorly governed local institutions. We sometimes involve private sector in delivery, but it never scales. We try to enroll socially-minded impact investors, but they say that investing in these types of systems is not interesting for them there is no money in providing services to the poor. There's no 'win-win' situation in these contexts where we can make both make profits and serve poor people - the numbers just don't work out.

We believe innovations in both program delivery and funding mechanisms are necessary to drive sustainability in these 'difficult' contexts. In this session Oxfam GB, Social Finance & Le Fil Consulting will share data and analysis methods from 'deep dives' in chronically vulnerable contexts in Kenya and Nepal, and challenge pre-conceived notions on sustainability in these contexts – on both the funding and implementation sides.

Presenters/contributors:

Tom Wildman / Oxfam GB; Rob Mills / Social Finance; Jessica Graf / Le Fil Consulting; Irene Gai / Oxfam Kenya; Anjil Adhikari /Oxfam Nepal

Session F7: The role of different stakeholders in influencing financial flows across the system

10.30 - 12.30

Convenor: Department for International Development (DFID)

The session will outline the experience in 3 different countries of using different tools to map and influence budget allocations to improve sustainable, accountable and effective rural water and sanitation budgets and activities. Presentations will cover Gender responsive WASH budget monitoring (Bangladesh), the findings of stakeholder mapping involved in decisions on complex WASH financial flows across sectors (Malawi) and using performance-based funding to influence systems changes (Mozambique). An interactive map of financial flows between WASH systems building blocks will provide a backdrop for an engaging gathering of additional experience and learning from the audience.

Presenters/contributors:

Sydney Byrns / WASH Catalysts; Mohammad Zobair Hasan / DORP; Lisa Rudge / DFID; Evariste Kouassi Komlan / UNICEF

Session F8: Life-cycle costing as a powerful tool for strategic planning and advocacy

13.30 - 16.00

Spanish translation will be available

This interactive session will use evidence and experiences from Honduras, India, and Ethiopia to illustrate the power of having complete life-cycle costing as a way to strategically plan and advocate for systems strengthening when speaking at a regional or national level. After brief presentations by the presenters, there will be a fish bowl panel discussion exploring the key themes of tools and how evidence has been used to influence and support planning and decisions making.

Coffee break from

14.30 - 15.00

Presenters/contributors:

Tupac Mejia / Water For People; John Butterworth / IRC Ethiopia; Ruchika Shiva, IRC



Fragile states

12 March | Discover and provoke | Setting the scene and framing WASH systems

Session FS1: Introduction of Fragile states theme

11.00 - 12.30

Convenors: Oxfam UK / Water for Good

French translation will be available

Presentations and moderated breakout session.

Presenters/contributors:

Joanna Trevor / Oxfam; Zachary Borrenpohl / Chemonics

Session FS2: Introduction of fragile states theme (part II)

16.00 - 17.00

Convenors: Oxfam UK / Water for Good

The session will open up with a case study presented by Oxfam UK to present their experience in how building blocks are a guide but have to be adapted to fragile contexts. The session transitions into a game that will engage people in discussing the nuances of working in fragile contexts. The game will present people with a dilemma, where they must choose a response with a brief explanation of why. They will then discover the consequences to the response they have chosen. Each dilemma is linked with a building block.

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Session FS3: Fostering systems change in fragile states: economic and market based approaches

10.30 - 12.00

Convenors: Concern Worldwide / Helvetas

The relevance of applying a systems approach to improve coverage and sustainability of WASH services is recognised. But what are appropriate methods and tools that support the operationalisation of such a systems approach? And what are such methods and tools that proved promising in a fragile context? The session aims at facilitating exchanges of practical experience related to the operationalisation of a systemic approach in fragile states. A specific focus will be on how to ensure financial viability in a fragile context. The session will be launched with two illustrative examples from Haiti and the Democratic Republic of Congo. Experience sharing will then be facilitated around key questions in a World Café set-up.

Session FS4: Strengthening monitoring and information systems in fragile contexts

15.30 - 16.30

Convenors: IRC / Water for Good

French translation will be available

Frequently in fragile states, water points are not monitored, and information collection and dissemination are non-existent. These shortcomings typically result in negative outcomes for the water users, such as broken water points not being fixed, poor maintenance planning and lack of advocacy. This session will explore the effects of shifting local stakeholders from data-poor to data-rich. Critical discussion points will center around using data more effectively to: shift maintenance higher up the agenda, support improved allocation of budgets for sustaining services, support actors to find new ways to provide maintenance services – in short, use data to strengthen systems.

Session FS5: Multimedia session focus on the Democratic Republic of Congo

13.30 - 14.30

Convenors: DRC WASH Consortium / SWIFT Consortium

French translation will be available

This session will show and discuss two multimedia presentations followed by a discussion. Each video presents a different story about how different actors are working together with government to improve service provision and to engage communities to improve demand and payment for services in a very fragile context. The first documentary presents an overview of how the Democratic Republic of Congo WASH Consortium is working with 640,000 people in rural communities across DRC to develop sustainable WASH services. In this very fragile context, the DRC WASH Consortium works with local government to promote the programme and engage communities using a demand-driven approach. The second looks at findings from the SWIFT Consortium to explore how teams have been adopting different ways of working, moving away from traditional messaging to explore what motivates change in behaviour.

Session FS6: Closing the Fragile states theme

15.00 - 16.00

Convenors: Oxfam UK / Water for Good / Chemonics / WHH

The session objective is to bring together key topics and themes that have been discussed during the course of the symposium, with respect to fragile states, and highlight them as key points for further discussion beyond the symposium. There is growing interest in answering how to address the complex issues around sustainable WASH services in fragile environments. There will be a discussion to determine the possible emerging community of practice around building systems in fragile states, in view of engaging with the theme beyond the symposium.



Measuring and learning

12 March 2019 | Discover and provoke | Setting the scene and framing WASH systems

Session M1: Beyond building blocks: identifying and monitoring dynamic drivers of functional WASH systems (panel discussion)

11.00 - 12.00

Convenor: WaterAid

Recognising the complex and dynamic nature of transformational systems change, this session will explore how WASH sector practitioners can deepen their assessment of WASH sector performance beyond static building blocks, and identify ways to more effectively monitor the iterative and dynamic markers of a functional WASH system.

Session M2: Understanding and assessing the WASH system in different contexts

13.30 - 15.00

Convenors: IRC / UNICEF / WSUP

Strengthening WASH systems needs approaches and methodologies for diagnosis of the system to understand and decide on the changes needed. The frameworks of analysis break the system down into elements for assessing the elements and the dynamics between them. The tools that have been developed by WSUP (Water & Sanitation for the Urban Poor), UNICEF and IRC are for WASH system diagnosis will be discussed during this session. The focus of the discussion will be on common challenges of using the tools and on the new opportunities, they provide. Another question that will be debated is the potential synergy between the three tools and need for alignment of the methods.

Session M3: Understanding the outcomes of WASH systems strengthening in complex settings (panel discussion)

16.00 - 17.00

Understanding the outcomes and impact of WASH system change is an intricate challenge, especially with reference to equity issues and vulnerable populations. This session will spend 30 minutes detailing a proof-of-concept of a new Water Wellbeing Toolkit that can be used to assess the intended and unintended consequences of sector strengthening for different sectors of a target population and present on the application of the Toolkit among pastoralist populations in the Ethiopian Lowlands. The latter 30 minutes of the session will involve a discussion of the utility of the Toolkit in Ethiopia and within the broader WASH sector as a means for measuring systems change.

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Session M4: Introduction to a variety of tools and approaches to monitoring/measuring WASH systems (systems marketplace)

13.30 - 15.00

Introduction to a variety of tools and approaches to monitoring/measuring: Participants will give a 5-7 minute "pitch" of their tool followed by a 45 min poster session tour (with snacks/beverages!) to allow folks to dive deeper into the details followed by a 5-10 minute recap as a group

Session M5: Networked for action: understanding coalition networks for WASH service sustainability (panel discussion)

15.30 - 16.30

The purpose of this 60-minute session is to discuss the opportunities and challenges of applying network analysis to understand networks in WASH collective action efforts. Brief presentations will describe the process that was employed in each context. We intend the session to generate discussion on:

- The value of employing network analysis
- What worked well and what could be improved
- Contextual differences to consider in choice of data collection and analysis methods
- Decisions regarding the goal of network analysis (monitoring and evaluation tool)
- Strategic analysis tool and what and how to share information with the coalitions
- What collective action elements network analysis can be employed to address.

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Session M6: Towards a WASH services delivery systems approach using different tools and sources of data

10.30 - 12.30

Convenor: Akvo

This participatory session will highlight the “What’s next” in terms of systems approaches to data for WASH monitoring at national scale. We will highlight the need to move from tool innovation to system innovation, and from single tools to tools and databases which are interoperable. This session will drive home the necessity of sharing, interpreting and using data for the benefit of the communities it comes from.

Session M7: Drivers, triggers and factors for success or failure in strengthening government-led monitoring (panel discussion)

13.30 - 14.30

Convenor: WaterAid

The session aims at sharing learning and stimulating discussion around key drivers, incentives and factors for success or failures in strengthening government-led WASH monitoring. The session will include both government and external agencies and donors’ perspective to help identify best practices and key drivers that can lead to actual progress for effective monitoring processes in WASH system. It will include the WASHNote experience with the 12 Component Framework for a structured participatory approach.

Session M8: The power of data in inspiring and measuring systems change (panel discussion)

15.00 - 16.00

This session explores the roles of data within a system through interactive games and exciting updates on the state of the art for WASH data. The session will demonstrate the practical value of data sharing, how participants can share their data, and provide access to powerful new analytical tools.

Skills-building workshops

13 March 2019 | Engage, create and collaborate | Systems change beyond WASH

Session CB1: Exploring the complexity of local WASH systems. A participatory factor mapping workshop

10.30 - 12.30

Organisers: Nick Valcourt and Jeff Walters

This workshop will present a how-to guide and demonstration of an interactive group model building approach to exploring the complexity of local WASH systems. Attendees will learn about the 'Factor Mapping' process and learn how to facilitate conversations around complex systems.

No prior knowledge of systems or expertise is required. Systems neophytes and skeptics welcome!

Session CB2: WASH planning from a systems perspective—What to ask, who to involve, when to do this

13.30 - 16.00

Organiser: Gilbert Buckle

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Session CB3: System mapping and identifying leverage points- A simplified process for practitioners

10.30 - 12.30

Organiser: Sydney Byrns

You're sold on the systems approach, but where and how to start applying it? Come and brainstorm ways to identify leverage points and understand a practical system mapping approach without using specialised software or other complicated analysis. Examples are drawn from WASH Catalysts' recent work with organisations in Malawi.

Session CB4: Building sustainable WASH competencies for the future

10.30 - 12.30

Organiser: Sara Gabrielsson

In this participatory session we will explore the soft skills and competencies needed for systems thinking to improve WASH sustainability. Through a scenario role-play game participants will test their thinking and decision-making process during the development and implementation of a WASH intervention in a rapidly changing environment.

Session CB5: Theories of change and how to use them

13.30 - 14.30

Organiser: Katie Boswell

Theory of change is a method for organisations to think through what they do and why. Developing a theory of change provides space for reflection and challenges our assumptions about how we work. This is particularly useful for 'systems change' work, which requires us to understand why difficult social problems persist and to challenge our own role in tackling them.

This practical theory of change workshop will introduce the concept, how to apply it to systems change work, and will help you make a start on—or revisit—your own.

The background features a network diagram with several circular nodes connected by thin lines. One node at the top center is highlighted in a darker shade of green. On the right side, there are two thick, parallel yellow diagonal lines. The text "Side events" is centered on the left side of the image.

Side events

Side events

EVENT OVERVIEW

12 March



BREAKFAST MEET & GREET WITH THE CONRAD N. HILTON FOUNDATION

Location: Fokker Terminal

07.30 - 08.45 | Breakfast session

A breakfast meet and greet with the Conrad N. Hilton Foundation's President and CEO, Peter Laugharn. During this hour-long breakfast, the Safe Water team and Peter will provide a broad overview of the Foundation's vision and strategy for achieving sustainable water services at the district- and national-levels across six countries in sub-Saharan Africa. The breakfast will also be attended by the local government authorities and mayors from Burkina Faso, Ghana, Ethiopia, and Uganda – who are key leaders and partners in translating the vision of sustainable water services by 2030 into action.

By invitation only



AGENDA FOR CHANGE RECEPTION

Location: Motor Room, Fokker Terminal

17.30 - 18.30 | Dinner sessions

Come to mingle with representatives from Agenda For Change members and potential members, as well as friends of Agenda for Change for a casual drop in affair between the end of the sessions and dinner. There will be drinks and snacks.

By invitation only



IRC 50 BIRTHDAY DINNER

Location: Fokker Terminal

17.30 - 22.00

Celebrate IRC's 50 years of transformational change in the WASH sector! All participants are welcome to what we hope will be a lively event full of food and drinks, music and great conversations. Take advantage of this opportunity to get to know other symposium participants in a more relaxed setting and join in on the festivities.

All symposium participants are welcome and encouraged to attend



WASH BASINS TOOLKIT AWARENESS-RAISING & FEEDBACK SIDE MEETING

Location: Fokker Terminal
07.30 - 09.30

Arup has committed £5 million over five years, through the 'Global Challenge Fund' to projects which contribute towards achievement of the UN Sustainable Development Goals. WASH Basins, a collaborative project between Arup and FRANK Water, is one of nine projects currently being funded.

Learn about the WASH Basins Toolkit, an integrated water resource management (IWRM) toolkit developed for local government agencies to secure the provision of safe drinking water and sanitation. Target local agencies include Village Water & Sanitation Committees (VWSCs), Gram Panchayats (Village Clusters) and District Governments. The toolkit will include structuring a WRMP, managing data, utilising existing data streams, inclusive WASH management and long-term planning. FRANK Water's partners will support delivery of the toolkit following its completion.

Open to all



FDW STORIES FOR SENSEMAKING AND BRILLIANT MISTAKES

Location: Fokker Terminal
12.00 - 13.30 | Lunch session

In our increasingly complex world, evidence based, quantitative research has severe limitations. Actors and factors that are mutually intertwined and constantly on the move, cannot be captured in numbers alone. We need new ways to understand the complex settings in which our projects operate.

Novel methodologies and tools such as narrative research, allow us to collect qualitative data (stories) and turn these into quantitative insights (patterns), while maintaining access to the wealth and nuances of the stories themselves. This brings new opportunities to learn lessons for current and future interventions.

This February, RVO.nl is conducting a short sensemaking pilot in three Sustainable Water Fund (FDW) WASH projects in Ghana, Kenya and Rwanda. The pilot findings as well as the sensemaking methodology (Sprockler) will be shared with you during this symposium lunchtime session.

Furthermore, you will be given first-hand experience with narrative research, through a live inquiry on 'Brilliant Mistakes'. During this joint and interactive reflection, we will collect key insights from your stories as well as those from the FDW project leads, to expedite the learning of lessons for innovation.

All in all, you will go home with the understanding of a new sensemaking methodology, examples from FDW cases in the field, a rich set of brilliant mistakes from you and your peers, and some shared insights for the future.

Open to all



THE HUMAN RIGHT TO WATER AND SANITATION

Location: Peace Palace

18.00 - 20.00

IRC will host a reception on the Human Right to Water and Sanitation at the Carnegie Peace Palace in The Hague. Important and noted guests from government, business, NGOs and global organisations from around the world have been invited to listen to speakers on the Human Right to water and sanitation at this iconic location.

Our prestigious speakers include:

- Catarina de Albuquerque, former UN Special Rapporteur on Water and CEO of Sanitation and Water for All (SWA)
- Peter Laugharn, CEO of the Conrad N. Hilton Foundation
- Marriët Schuurman, Dutch Human Rights Ambassador
- Liesbeth van Tongeren, Deputy Mayor of The Hague

The event will draw the attention of those present to the ongoing challenge for billions of people worldwide to secure safe and sustainable access to water and sanitation. To deliver this and the other 17 ambitious Sustainable Development Goals by 2030 will require joint effort from all global actors to ensure their human rights are met. We see water and sanitation as being critical to the delivery of all the SDGs

By invitation only



BLUE DRINKS: WASH SYSTEMS SYMPOSIUM EDITION

Location: Cortenaer, The Hague

18.00 - 22:00 | Drinks and networking event

Special edition Blue Drinks 'Leaving no one behind: How to support young water leaders' participation in delivering sustainable water and sanitation services?'

This event will take place in the centre of The Hague and will feature two speakers. It will prompt dialogue and encourage discussion around the topic of youth participation in WASH.

Parallel event open to all



SAFE WATER STRATEGIC INITIATIVE'S MONITORING, EVALUATION AND LEARNING FRAMEWORK

Location: Fokker Terminal

07.30 - 08.45 | Breakfast session

Come and learn about the Conrad N. Hilton Foundation's Safe Water Strategic Initiative's Monitoring, Evaluation and Learning (MEL) framework, and how it relates to your work! Developed in partnership with Stanford University Program on Water, Health and Development, the MEL framework serves to assess the Safe Water Strategic Initiative's Theory of Change, guide investment decisions toward cost-effective solutions, and generate learning of value to the Foundation and its partners to amplify impact on SDG 6.

Members of the Foundation's Safe Water team and Stanford will provide an overview of the Foundation's Theory of Change, how the MEL framework emphasizes a systems thinking approach, and the value of the framework for the Foundation and its partners.

A network diagram on a teal background. It consists of several circular nodes connected by thin lines. One node at the top is highlighted in a darker shade of teal. On the right side, there are two thick, parallel yellow diagonal lines.

Thematic leads

Thematic leads

OVERALL SYMPOSIUM FOCUS



Angela Huston joined IRC as a Programme Officer in the International and Innovation Programme in November 2016. Her work is centred around the monitoring and sanitation portfolios, primarily in Africa. She is a significant contributor to the research and methodological development of the IRC WASH Systems strengthening approach and the planning, monitoring, and learning group. Angela is a lifelong water resource and environmental advocate who transitioned into the WASH sector after an extended period living among economic water scarcity inspired her to take a more human-centred approach to sustainable development.

Angela has a B.Sc. in Environmental Chemistry, an M.Sc. in Civil Engineering, and is currently pursuing a Ph.D. that uses systems thinking to explore the viability of WASH programmes and services. She is experienced in dialogue facilitation and arts-based methods that invite people from all backgrounds to engage as active members in civil society and problem solving.

SANITATION AND HYGIENE



Erick Baetings holds a master's degree (MSc) in Water and Environmental Management for Developing Countries from the University of Technology, Loughborough, England. He has worked for more than 30 years in the water, sanitation and hygiene (WASH) sector and gained extensive working and living experience in Nepal and Bhutan (14 years), Zambia (four years) and Lao People's Democratic Republic (four years). Since his return to the Netherlands he has travelled regularly for short assignments to Bangladesh, Bhutan, Cambodia, Indonesia, Nepal and Vietnam in Asia, and Ethiopia in Africa.

Erick is a sanitation expert with rural and urban experience in developing result monitoring frameworks, facilitating sector learning, developing rapid assessment tools and applying these for sanitation related research (e.g. supply and demand studies and urban faecal waste flow assessments). He is currently working on a new results framework for the Global Sanitation Fund and developing an action research framework for the USAID Transform WASH programme in Ethiopia. His work to further develop the faecal waste flow calculator to assess and map urban faecal waste flows and associated practices is continuing.



Dr. Christoph Lüthi is an urban infrastructure planner with over 25 years of experience in planning and design of urban infrastructure in middle and low-income countries. He has a Master's Degree in Urban Development Planning from the University College of London (UCL), and a PhD in Urban Planning and Engineering from the TU Berlin. He has worked on urban planning and basic urban service provision in several African and Asian countries.

In 2005 he joined Sandec as Leader of the Strategic Environmental Sanitation Planning Group. At Sandec he works on state-of-the-art planning tools and frameworks such as Sanitation 21 or CLUES: Community-Led Urban Environmental Sanitation. Since 2015 he heads the research department for Sanitation, Water and Solid Waste for Development (Sandec).



Ruchika Shiva has been working with IRC for over a year, presently she working in the capacity of a Country Coordinator for India. She is involved in initiating and managing partnerships, conceptualizing projects with partners to develop the India Country Programme of IRC. She is also presently involved in the Community Water Plus project and the sanitation assessment of the Nashik Kumbh Mela.

Ruchika worked with the India Chapter of Plan International for seven years in varied capacities. She played a crucial role in managing programmes in Bikaner (Rajasthan) and urban slums in Delhi. She actively managed grants from international donors specifically on School WASH in 7 states (Uttarkhand, Uttar Pradesh, Bihar, Odisha, Rajasthan, Delhi and Andhra Pradesh). Ruchika, in the early stages of her career, has also worked with grassroots organizations focusing on children in difficult circumstances.

SAFE AND SUSTAINABLE WATER



Ranjiv Khush is the co-founder and Executive Director of the Aquaya Institute (Aquaya), an international non-profit research and consulting organization. Aquaya is dedicated to building an evidence-base that improves the effectiveness of water and sanitation development efforts in low-resource settings.

Aquaya's Monitoring for Safe Water initiative, currently funded by the Conrad N. Hilton Foundation, builds local capacity for water quality monitoring across sub-Saharan Africa. Under the Water, Sanitation and Hygiene Partnerships for Learning and Sustainability (WASHPaLS) program, which is funded by USAID and managed by Tetra Tech, Aquaya is evaluating rural sanitation improvement efforts in Asia and Africa. Aquaya is also studying urban sanitation economics through research assignments with Water and Sanitation for the Urban Poor (WSUP). To promote the development of African water and sanitation researchers, Aquaya has established the AquayaLEARN fellowship program for graduate students.

FINANCING WASH



Catarina Fonseca, IRC Head Innovation and International Department, is an economist with 21 years of experience in development cooperation and 18 in the water supply and sanitation sector. She has pioneered sector development on the understanding of life-cycle costs and financing. She is part of the IRC management team, is Head of the International and Innovation Programme of IRC and is the Watershed: empowering citizens Director. Catarina has a passion for evidence and data in support of good governance (acknowledging it's a tough call).

Before IRC, Catarina worked with a Portuguese NGO on participatory approaches in urban slums with a gender and equity emphasis. Catarina holds a PhD in Water Sciences (Cranfield University, UK), a MAs in Development Studies specialised in agriculture and rural development (International Institute of Social Studies, The Netherlands) and was originally trained as an Economist (MScs, Lisbon School of Economics and Management, Technical University, Portugal).

FRAGILE STATES



David De Armey, Director of International Partnerships at Water for Good, has been overseeing the organization's relationships within the water sector network in the Central African Republic (CAR). David has provided leadership in advocating for improvements in the norms and directives that govern the water sector in CAR. He has also established coordination and communication systems to increase data availability for all WASH sector and WASH cluster members at a national level.

After joining Water for Good five years ago, David completed a Master of Science in Management for Sustainable Development in Ireland, with his research thesis focused on supply chains and governance in rural Central African Republic. Water for Good has been working exclusively in the Central African Republic since 2004 with a strong focus on the development of a circuit rider maintenance model since then, collecting maintenance, spare parts, and community data electronically for the past 7 years.

MEASURING AND LEARNING



Kate Neely is a researcher in the Melbourne School of Government. Kate is working on understanding research translation/mobilization practices and policy. She has qualifications in Chemistry, Biology, Adult Education, International Development and Sociology and has worked as an educator and researcher in the Kingdom of Tonga, Timor Leste and the Northern Territory of Australia.

Her doctoral research was based in Timor Leste and applied Complex Adaptive Systems theory in order to understand the robustness (or otherwise) of spring fed water systems.



Heather Skilling is the Principal Global Practice Specialist for WASH with DAI and a Consultant to the World Bank Global Water Practice. She is an economist with more than 30 years of experience in strengthening water and sanitation service delivery in developing countries including serving as Senior Water and Sanitation Advisor with the Water Office of USAID.

Recent work includes analysis with WaterAid UK of the ways in which donors are monitoring and measuring systems' change in WASH.



Jeffrey Walters is an assistant professor of civil engineering at George Fox University (GFU). His research seeks to develop participatory systems-based decision support techniques to improve engineering practice and policy for sustainable rural and urban infrastructure system design and management in developing world contexts.

His future research seeks to apply systems thinking concepts and modeling techniques to develop sustainable engineering- and management-based solutions for water, food and energy service provision in low resource urban and peri-urban contexts. He has recently begun spearheading a new multidisciplinary program at GFU in Global Engineering & Development.

A network diagram consisting of several circular nodes connected by thin lines. One node at the top center is highlighted in a darker shade of teal. The background is a solid teal color with two bright yellow diagonal stripes on the right side.

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