

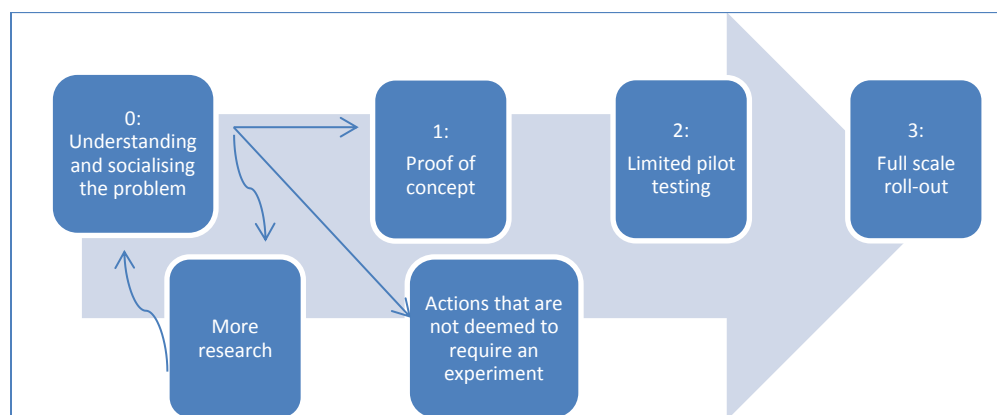
## ■ ■ ■ UPDATING DISTRICT IMPLEMENTATION MANUAL TO IMPROVE HARMONISATION AND COORDINATION

Triple-S Uganda and the Ministry of Water and Environment reviewed and updated the District Implementation Manual (DIM)—a sector document that sets standards and guidelines for water sanitation and hygiene activities at decentralised level. The DIM is expected to guide efforts towards harmonisation, alignment and increased efficiency in the sector. Updating the DIM involved various stakeholder consultations, but was not done in experimental mode.

### THE INNOVATION PROCESS

The Triple-S (Sustainable Services at Scale) initiative has led a process of learning and innovation to improve rural water service delivery in Uganda and Ghana. This document briefly describes one of the innovations with reference to the generic phases in an innovation process:

- Phase 0: **Understanding and ‘socialising’ the problem**, which leads to a clear articulation of a problem and generates awareness among stakeholders.
- Phase 1: Proof of concept, which leads to detailed articulation of an innovation and consideration of its feasibility.
- Phase 2: Limited piloting, provides evidence on outcomes, impacts and costs of the innovation and the requirements to make it work.
- Phase 3: Full scale roll-out, means application of the innovation (almost) nationwide and for multiple years.
- **‘More research’ ideas**, which can be developed into further research into specific parts of the problem
- There are also actions that are deemed not to require an experiment, for example because the cost of an experiment would be higher than implementing the innovation.



**Figure 1 Innovation process: phases in experiments**

### BACKGROUND

Policies and guidelines to support and guide sector stakeholders in the implementing Water, Sanitation and Hygiene activities and enhance coordinated and harmonised action have existed

for some time in Uganda. However, they are not widely known, nor adhered to by all. In March 2011, Triple-S Uganda commissioned a study to assess the use of the District Implementation Manual (DIM) for Water and Sanitation. An important recommendation emerging from the study was to review, update, and produce user-friendly versions of the manual, its guidelines and tools. In April 2012, the Ministry of Water and Environment (MWE), with support from the Triple-S project embarked on the review and updating of the DIM. The review was premised on the need to have a more relevant DIM that took into consideration changes in the sector as well as in national policy and planning frameworks since the first version of the manual was produced in 2007.

Updating the DIM and supporting its dissemination to district stakeholders was not done in an experimental mode. Instead, Triple-S facilitated a sector process of updating one of the key sector documents, producing a user-friendly version and tailored information products to be used by sub county and district level WASH practitioners and service users. Given the time it has taken to develop these documents, it was not possible to carry out an assessment of its uptake within the scope of Triple-S. Moreover, it would be an extremely difficult assessment to carry out, as the DIM touches upon a range of district tasks, and singling out the impact of an updated DIM on changed practices would be close to impossible.

This activity was considered successful; the DIM has been reviewed, updated, officially launched and is now being disseminated to all districts in Uganda. The Ministry of Water and Environment has taken full ownership of the process of future review and updating the manual and its related tools and guidelines in order to improve harmonisation and coordination in the sector.

#### FIND OUT MORE

[Updating district implementation manual to improve harmonisation and coordination](#)

[Review of the District Implementation Manual \(DIM\): Summary of Key issues](#)

[Summary of District Implementation Manual process](#)

[Triple-S Uganda experiments](#)