



WATER SERVICES THAT LAST

One out of three rural water supply systems in many developing countries doesn't function at all or performs far below its promised level. What if we could redraw this picture of broken pumps and failing systems to one in which people have access to reliable, sustainable water services—**water services that last?**

SO HOW DO WE CHANGE THE PICTURE?

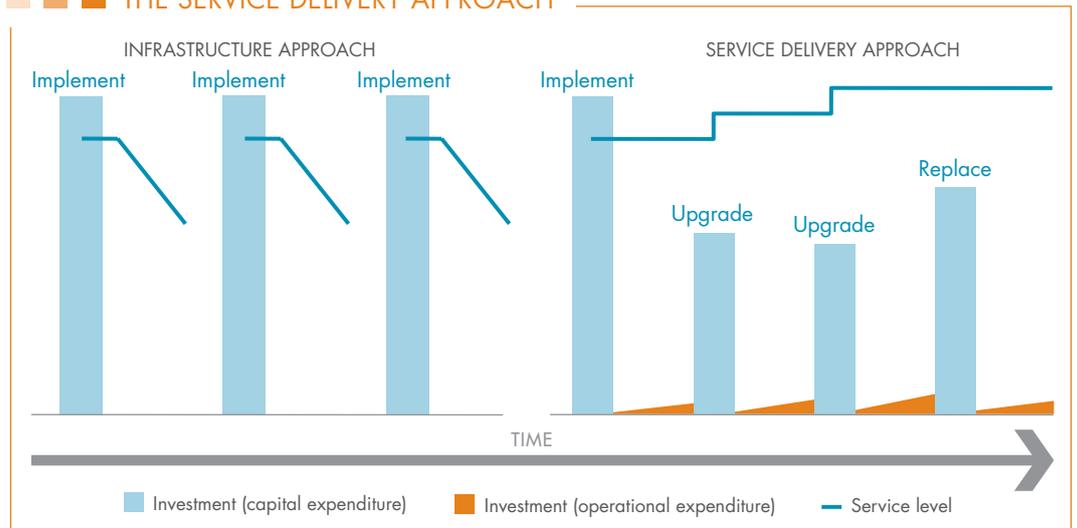
It is not so much a matter of financial resources or technological solutions, as it is the approach to how we deploy resources and solutions.

- We need to shift our aim **from building infrastructure to building services** – with attention to long-term sustainability, which means more attention to factors such as capacity-building, financial planning, and monitoring.
- We need to **expand our focus from projects at village level to also strengthening institutions and policies at both local government and national levels** to support service delivery.
- We need to **improve coordination and harmonisation** around government-led processes, so that everyone is following the same rules and working towards the same goals.

WHAT MAKES TRIPLE-S DIFFERENT?

- **Systemic approach:** creating water services that last requires coordinated changes at multiple levels – Triple-S helps partners see the big picture of what's working and what's not, and look realistically at how and where change is possible.
- **Focus on learning:** the Triple-S approach goes beyond just fixing current problems to building a stronger rural water sector that can learn and adapt over time.
- **Emphasis on legacy:** conventional methods of technical assistance have limits in terms of ownership. And once projects end often so too do the benefits. Triple-S does not operate like a 'project', but rather as a movement, by working with existing platforms and initiatives.

THE SERVICE DELIVERY APPROACH



Triple-S (Sustainable Services at Scale) is an IRC-led initiative funded by the Bill & Melinda Gates Foundation to address the problem of sustainability in rural water services.

The initiative, which will run until the end of 2014, currently operates in Ghana and Uganda and will start in Burkina Faso as a part of the USAID-funded WA-WASH program in late 2011. Lessons from country-level work feed up to the international level where Triple-S is promoting a re-appraisal of how rural water supply is financed, designed and implemented.

WHAT IMPACT WILL TRIPLE-S HAVE & HOW WILL IT BE MEASURED?

To ensure lasting change, Triple-S is using both quantitative & qualitative approaches to measure success. Expected impacts include:

- **Increased functionality rates of water supply systems** in pilot districts; measured through water point mapping & regular testing
- **Increased satisfaction of water users in pilot districts**; measured by collecting users' experiences & analysing them using SenseMaker®
- **Adoption & integration of service delivery approaches** in government discourse, policies, guidelines & budget priorities in Ghana & Uganda; measured through policy mapping & SenseMaker® analysis
- **Improved sector learning capacity at decentralized & national levels**; measured by mapping & analysing the performance of learning platforms
- **Integration of service delivery approaches in global development partner policies, operational guidelines & funding priorities**; measured through structured interviews, audits of organisational policies & analysis of stories & discourse

WHAT IS TRIPLE-S DOING?

Triple-S is promoting these shifts by working with partners on the ground in Ghana, Uganda and at the international level.

In **Ghana**, Triple-S is working with the **Community Water and Sanitation Agency (CWSA)** to:

- **Revise policies and operational guidelines** to improve coherency and strengthen post-construction support, including **innovative financing mechanisms** to ensure major rehabilitation of water infrastructure is covered as a part of life-cycle costs.
- **Define national indicators for sustainability** and establish district and national baselines to inform investment decisions and remedial actions.
- **Facilitate dialogue through multi-stakeholder learning alliance platforms** to clarify and strengthen the framework of local government accountability and oversight.
- **Carry out action research and learning** in three districts to develop and test a decentralized framework for water service delivery.

In **Uganda**, Triple-S is working with a consortium of partners coordinated by the **Ministry of Water and Environment** to:

- **Strengthen institutional support for operations and maintenance** through working with Technical Support Units and piloting Hand Pump Mechanics Associations as a private sector-based model.

- **Assess service delivery models** in Lira and Kaborole districts, including Community Based Management and Water Supply and Sewerage Board models.
- **Establish a baseline of service delivery performance** using an agreed set of indicators.
- Revive and sustain the **District Water and Sanitation Coordination Committees** as platforms for district learning and for effective harmonisation and coordination.

Internationally Triple-S works collaboratively with a range of IFIs, donors, NGOs and other development partners to:

- **Capture and share positive examples** and learning from organisations and governments that are making the shift to more sustainable approaches.
- **Develop and promote practical tools and concepts** for sustainable service delivery.
- **Incorporate sustainability concerns** into the rural water sector investments and strategies and improve harmonisation and alignment with government clients.

HOW TRIPLE-S APPROACHES SECTOR CHANGE

