

Partnership for Water

Partnership Programme Agreement

“I come to collect water four times a day for my whole family of five... Before the pump was here, I fetched water from the riverside... It was dirty and made us feel sick... It used to take five hours to get to the river and back with one load of water.

I have much more time now. We use that time to weave hats, and then we sell them at Bolgatanga market. I was there when the community met to decide about building the well...

I hope the water will continue here for my children and grandchildren.”

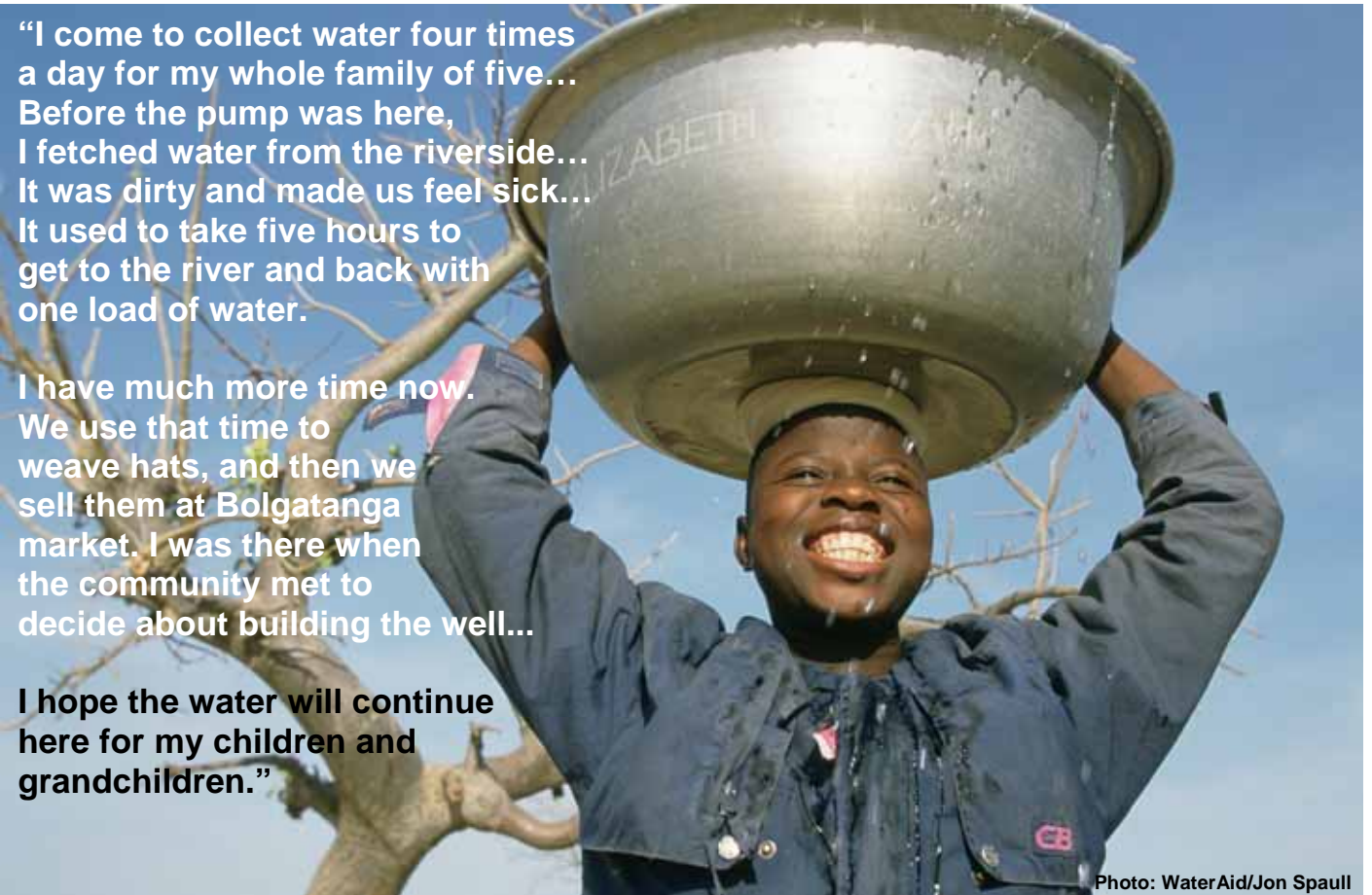


Photo: WaterAid/Jon Spaul

Alahede Dura from Apowugo village, Bongo district, Upper East Region, Ghana

Report 3 (2004-2005)

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Summary

Safe water and sanitation are now recognised as human rights, vital for everyone, yet a billion people still don't have access to safe water and over two billion people are without sanitation.

WaterAid believes that water, sanitation and hygiene education are vital for the health, wellbeing and dignity of poor people, and that together they form the foundation for all other development, providing the key to poverty reduction. In 2004/05 WaterAid's income rose to £21.5 million and over 600,000 people benefited from access to clean water through WaterAid funded work. Over the course of 2004/05 WaterAid also put in place a new [5 year strategy \(2005-2010\)](#). The new strategy has established the guiding beliefs and specific goals to ensure WaterAid will make a significant contribution to the reduction of people without access to clean water and sanitation over the next 5 years.

Summarized information on activities within each country can be found in our latest [Annual Review](#) for 2003/04.

Purpose level – summary

The number of people without access to safe water and sanitation will not decrease significantly with the delivery of services on the scale of WaterAid's programme alone. This is why WaterAid is working to influence both policy and practice in Africa and Asia to ensure governments, civil society and the private sector all work together to improve poor people's access to water and sanitation. WaterAid continues to conduct practical in depth research that influences the whole sector. In 2004/05 WaterAid strived to better the understanding of how to improve the sustainability of water and sanitation services and the accountability of authorities to deliver these services. The examples in Section 2, and the case studies, show practical ways that WaterAid is leading to improvements in these two vital areas of work.

Outcomes level – summary

In 2004/05 WaterAid was able to use its sector expertise to improve understanding of why people lack access to clean water and improved sanitation and offer practical answers on how to decrease the numbers of people without these basic services. WaterAid has led the way in widening the application of Community Led Total Sanitation; a sustainable methodology that leads to 100% improved sanitation without the use of external subsidies. WaterAid also increased its community based work on mapping water services, work that will give governments a more accurate picture of where extra resources are needed to improve access. WaterAid has also been working with decentralised governments in West Africa on the local Millennium Development Goal Initiative. WaterAid programmes in Nepal, Ghana, Burkina Faso and Nigeria have been advising government on what needs to be done on a community by community basis to reach Millennium Development Goal number 7: Ensuring Environmental Sustainability: Reduce by half the proportion of people without sustainable access to safe drinking water.

WaterAid's vision of universal access to water, sanitation and hygiene education requires change in government policy, in attitudes, in power relations, and in the way organisations work. WaterAid has been engaged in advocacy in 2004/05 to influence these processes. The focus of work has been on promoting the need for more and better aid, increasing understanding of private sector participation, and enhancing the capacity of communities to advocate for change in their own communities through 'rooted advocacy'.

Challenges and main lessons – summary

As WaterAid grows, with a new strategy linked to our contribution to the Millennium Development Goals and an ambitious programme of growth, there are several challenges ahead. Apart from ensuring the growth of funds from all sources and strengthening the capacity of our partners, country teams and UK departments WaterAid will also have to maintain focus, manage diversity, balance risk, and ensure accountability.

Section 1: Report against purpose

Purpose: To influence how water supply, sanitation and hygiene promotion services are delivered by major actors both in the countries in which WaterAid works and globally, concentrating particularly on issues of service sustainability and accountability as demonstrated by:

1.1 WaterAid's work has influenced **policies and practices adopted by the national governments** within national poverty reduction strategies and relevant legislation.

Examples include:

Local Millennium Development Goals Initiative (LMDGI)

WaterAid's West Africa region is increasingly fusing its approach around the local MDG Initiative. This is designed to alter the relationship between local governments and national and global level efforts to reach the water related MDGs. The approach will build local government capacity to effectively capture and utilise funds for the sector. Specific activities include training in mapping, studies in eco-sanitation, sustainability and scaling-up.

Rope pump technology

After developing the rope pump and winning government support in Mozambique, WaterAid is working with local government to pilot rope pumps as a low cost alternative in Benishangul Gumuz Regional State (BGRS) of Ethiopia.

1.2 WaterAid's work has influenced **policies and practices adopted by civil society and the private sector.**

Examples include:

Community and School Led Total Sanitation

Having been pioneered in Bangladesh, Community Led Total Sanitation (CLTS) is now being taken up in rural areas of Nepal and India, and will also be piloted in West Africa in 2005/06. WaterAid partners have trained community facilitators in CLTS methodology and this is leading to the implementation of 100% take up of sanitation without capital subsidies. WaterAid Nepal have also supported the development of a guidelines for School Led Total Sanitation written by the National Sanitation Action Committee.

1.3 WaterAid's work has influenced **policies and practices promoted by the Water Supply and Sanitation Collaborative Council and World Water Forum** to influence how water supply, sanitation, and hygiene promotion services are delivered by major actors.

WaterAid continued to play an active role in the work of the Water Supply & Sanitation Collaborative Council; through re-election to the WSSCC Steering Committee; the national WASH campaigns particularly in Burkina Faso, Ethiopia, Tanzania and Madagascar; and in support of the [Global WASH Forum](#) held in Dakar, Senegal in December 2004.

WaterAid's inputs into the EU Water Initiative continued, focused on the Financing Working Group and the Africa Water Supply & Sanitation Working Group. WaterAid continued to press for real dialogue with African partners, and through the Freshwater Action Network, have supported stronger African civil society participation in the process. WaterAid remains concerned about the lack of material difference in Africa from this initiative and will continue to argue for greater attention to EUWI inputs into existing national sector planning processes.

Section 2: Report against outcomes

Outcome 1: Improved understanding

Outcome: [National governments](#), [civil society](#), the [private sector](#) and [academia](#) in Ethiopia, Madagascar, Tanzania, Uganda, Ghana, Mali, Burkina Faso, Nigeria, Malawi, Mozambique, Zambia, Bangladesh, India and Nepal have a demonstrated understanding of how poor people can gain access to sustainable and cost effective water supply and sanitation and be supported in hygiene behavioural change.

2.1 Examples of work leading to improved understanding within national governments

Financing water and sanitation work

WaterAid published '[Getting to Boiling Point](#)' on the financial waste and under-investment which are producing poor performance in the water sector. This report was based on individual assessments by WaterAid Country programmes. The report has been used in Uganda; Minister Mutagamba subsequently requested 50 copies of the Uganda country assessment in order to follow up the issue of under-utilisation of available water funds; in Tanzania as disproportionate spending on individual projects and the failure to match resources to decentralized water and sanitation responsibilities have been further discussed with Government; and in Zambia, where the inequity of resource allocations at District levels has been pursued as part of WaterAid/civil society inputs into the country's new 5th National Development Plan. It was also used to lobby the UN Commission on Sustainable Development meeting in New York in April 2005.

National Sanitation Policy - Madagascar

WaterAid Madagascar has been invited to work with UNICEF and the Malagasy Government in developing the national Sanitation Policy and Strategy. The Policy and Strategy considers improved sanitation to have the double objective of (i) improving health and (ii) reducing environmental pollution. Once approved by the National Council of Ministers WaterAid will disseminate the Strategy widely and use it as a base for interventions in the field and advocacy.

Local Millennium Development Goals Initiative (LMDGI)

The Oju local development plan, Nigeria. The local development plan is the first local development plan that has been drafted with the local government under the LMDG initiative. This initiative continues to focus on the capacity of local government, mapping of infrastructure, and improving local advocacy.

Sustainable and appropriate water technology

WaterAid Ghana has embarked on a [rope pump pilot programme](#), an affordable and reliable alternative to hand pumps for rural communities. WaterAid's work has revived national interest in the rope pump (see [CWSA endorses rope pump promotion](#)). In Mozambique WaterAid has been lobbying government to improve water pump technology used by government. Since the first rope pump was installed in Lichinga in January 2003 the Mozambique programme has been highlighting the advantages of this technology to government. The rope pump will be piloted in 4 Provinces before a full nationwide roll-out.

2.2 Improved understanding within Civil Society

Community and School Led Total Sanitation (CLTS/ SLTS)

WaterAid partners have trained community facilitators in CLTS methodology and this is leading to the implementation of 100% take up of sanitation, without capital subsidies. [WaterAid Nepal](#) have also supported the development of a guidelines for School Led Total Sanitation written by the National Sanitation Action Committee.

Freshwater Action Network

WaterAid continues to support the work of the [Freshwater Action Network](#). The network has continued to improve communication and coordination between southern civil society organisations. FAN is also recognised as an important bridge between policy makers and NGOs. In the network NGOs active across freshwater issues meet on a regular basis to

review NGO reaction to and involvement in various international water initiatives, eg the EU Water Initiative and DEFRA's water initiative (PAWS).

West Africa Water Initiative

WaterAid is one of the leading agencies of the West Africa Water Initiative. The initiative brings together civil society groups and donors to improve the coordination and strategic planning of water and sanitation work in West Africa. As an example WaterAid's approach to sanitation in Ghana has now been taken up by World Vision's local partners in Ghana and Mali.

WaterAid Advisory Service

In September 2003 WaterAid established the WaterAid Advisory Service (WAAS). The service provides scope for WaterAid to broaden its influence over other water and sanitation programmes through the use of independent consultants. WAAS provides new channels for the dissemination of WaterAid's key advocacy messages and is seen as a key learning opportunity for WaterAid. WaterAid has used the service to retain access to the skills and experience of senior staff who are leaving WaterAid employment.

2.3 Improved understanding within the Private Sector

Multi-Stakeholder Review

WaterAid has continued to take a lead in the international consortia of government, private sector and civil society organisations promoting the concept of a [Multi-Stakeholder Review of Private Sector Participation](#). The Global Scoping Study reported at the end of the first phase at a meeting in Berlin in June 2004. During 2005, international funding commitments have been made to pursue reviews in five countries with significant German Government support.

Water and Sanitation Urban Project (WSUP)

During the year WaterAid continued to act as a member of the newly founded Water & Sanitation for the Urban Poor (WSUP) alliance, alongside Thames Water, Halcrows, Unilever, CARE, the World Wildlife Fund, and Cranfield University. WaterAid has worked closely with the alliance on developing the approach to be used in identifying, assessing, developing and implementing projects and is working closely with Thames Water on one of the first two pilot projects for WSUP: the Bangalore Water & Sewerage Board initiative.

Private manufacturers

Following the training of Ghanaian artisans in Nicaragua in 1999 and WaterAid Ghana's advocacy ([see 2.1](#)) separate rope pump manufacturers have begun to operate in two further districts.

2.4 Improved understanding within academia

Visiting lecturers

Staff have given lectures on public services reform, water and sanitation in urban areas, hygiene, privatisation and land rights at University College London, SILSOE Cranfield University, School of Oriental and African Studies, Water Education Development Centre (WEDC) University of Loughborough, and the London School of Hygiene and Tropical Medicine.

Health staff

WaterAid is currently helping train field trainers in hygiene practice from the Ndale School of Hygiene, Uganda.

Engineering students

Engineering students in Tanzania and Nepal have received practical training from WaterAid as part of their university courses. The continued use of WaterAid work within engineering courses has led to a greater understanding of community participation in water provision. In Kiteto province in Tanzania WaterAid's methodologies are becoming institutionalised in engineering courses.

Project Collaboration

WaterAid has collaborated with several research institutions on research in the Water, Sanitation and Hygiene sector. WaterAid has assisted WEDC in its DFID-funded study "[Water and Sanitation for Disabled People and Other Vulnerable Groups](#)". WaterAid and the Overseas Development Institute (ODI), produced the seminal study on the "[Implementation of Water Supply & Sanitation Programmes under PRSP's](#)". In cooperation with the University of Sussex, WaterAid India has also produced a "[Practical Guide to Triggering Community Led Total Sanitation](#)"

Outcome 2: Building capacity to advocate for change

***Outcome:** WaterAid and civil society organisations in Ethiopia, Madagascar, Tanzania, Uganda, Malawi, Mozambique, Zambia, Nigeria, Ghana, Burkina Faso, Mali, Bangladesh, India and Nepal have the demonstrated capacity to advocate for the implementation of effective policies and practices in the sector nationally and globally.*

2.5 WASH (Water Sanitation and Hygiene) campaign of the WSSCC

WaterAid plays an important role in national WASH campaigns and several WaterAid staff are national WASH coordinators. As a result of pressure from the WASH campaign the World Bank has now agreed to Poverty Reduction Support Credit for Madagascar - with the effective functioning of the WASH coalition as being one of the 'triggers' or conditionalities of this support to the national government. Deputy Director of WaterAid, Mr Stephen Turner, was elected on the Steering Committee of WSSCC in 2004.

WaterAid and the Freshwater Action Network held a workshop for participants from West Africa civil society organisations planning to attend the World Water Forum in order to maximise their capacity to participate in this and other national / regional lobbying activities.

2.6 Private Sector Participation (PSP) capacity building and learning training module

WaterAid held the third of the 'PSP capacity building and learning training module' in Burkina Faso to demystify and explain the technical and complex processes of regulation, financing and contracting that are part of PSP negotiations. WaterAid believes that with a deeper understanding of PSP stakeholders will be well placed to engage in policy dialogue at the local, national and international level, and move toward providing practical solutions and long-term sustainable partnerships. WaterAid's [position on private sector participation](#) outlines the need for a balanced approach.

2.7 World Bank PSP dialogues

WaterAid has coordinated a series of 'dialogues' between the World Bank water team and active civil society organisations. The first on the role of the public sector was held in London in [August 2004](#).

2.8 Citizen's Action Project

WaterAid initiated a decade-long project on mobilising citizen's monitoring of service providers, under the title of '[Citizen's Action](#)'. An inception seminar was held in Nairobi in March 2005 co-hosted with the Water & Sanitation Programme.

2.9 World Water Day, 22 March 2005

After successful lobbying from WaterAid the Secretary of State for International Development announced on World Water Day that DFID would take immediate action and double funding for improvements in water and sanitation in Africa over the next three years.

Outcome 3: Building a popular base for development

Outcome: Increased understanding of the water and sanitation problems facing the world's poor will be developed amongst the general public in the UK.

2.10 Make Poverty History campaign

WaterAid supports the Make Poverty History campaign, is an active member of several diffident working groups and includes Make Poverty History information within [campaigning materials](#). WaterAid is focusing on aspects of aid and how more and better aid is essential for water and sanitation.

2.11 Flush out poverty campaign

WaterAid's own public awareness campaigns have focussed on '[Flush out poverty](#)', arguing for the increase in prioritisation of water and sanitation with development budgets.

2.12 World Toilet Day

WaterAid sponsored articles in the Telegraph for [World Toilet Day](#), 17 November 2004.

2.13 Regional campaigning groups

In 2004 the campaigns team focused on building up its campaigners across the UK. Three workshops were held in London, Bath and York to bring together individual campaigners and try to form regional groupings. Four regional groups are now up and running in York, Bath, Edinburgh and Glasgow.

2.14 'Toilet roll' postcard

WaterAid produced a 'toilet roll' postcard sent to the Prime Minister demanding more aid to water and sanitation and for governments to coordinate aid spending. As well as the physical postcard a web based game was devised to attract people to the WaterAid website. By March 2005 3000 people had sent in postcards and over 1500 emails supporting the campaign.

2.15 World Water Day, 22 March 2005

WaterAid sponsored a special [Times Supplement](#) for World Water Day, 22 March 2005, which was distributed in over 600,000 papers.

2.16 Network of volunteer speakers across the UK

WaterAid has 519 volunteer speakers and 249 talks were given in 2004/05.

2.17 Dissemination of information

WaterAid's supporters' magazine, Oasis, is sent to 100,000 people twice a year. Each issue includes information on programmes, policy and campaigns. Oasis was released in the [Autumn of 2004](#) and the [Spring of 2005](#).

2.18 Support to the Water Industry's own educational programmes

WaterAid continued to support the water industry's education programmes through WaterAid's Education Consultant acting as secretary to their water education forum. RWE Thames, Wessex Water and United Utilities all promote the relationship with WaterAid on their websites and use information from WaterAid in their educational materials.

2.19 Web based material to support the UK national curriculum.

WaterAid continued to produce materials for [schools](#).

Section 3: Main challenges and lessons learnt

WaterAid welcomed the announcement by the Secretary of State on World Water Day to double funding for water and sanitation over the next three years from £47.5m to £95m. DFID has also agreed to support work in countries where the need is greatest, which includes 8 countries where WaterAid works; Ghana, Malawi, Mozambique, Tanzania, Uganda, Zambia, Ethiopia, and Nigeria. The reinstatement of the water and energy group in 2004/05 has alleviated some of the problems caused by the restructuring that took place in 2003/2004. Engagement with other policy teams has helped to give water and sanitation a higher place on the DFID agenda. The Service Delivery Team's work on non-state providers has included issues around water and sanitation and the work of the DFID team on conditionality also received some attention from WaterAid, especially around issues of privatisation conditionality. WaterAid also worked with the Human Rights team around the right to water.

WaterAid was encouraged by the renegotiation of the PPA which will increase funding to £1.25 million a year from 2005/06. However WaterAid was discouraged by the lack of technical dialogue with ICSD in 2004/05, especially around the submission of the second PPA report in December 2004, for which we have received no comments. It is hoped that the restructuring and the new PPA would help improve this situation. WaterAid played an active role in both the Robinson/Hearne and PARC review processes in 2003/04 and look forward to any further debate or implementation of suggested outcomes.

Updated risks and assumption analysis

There are no significant changes to the risks and assumptions outlined in the original PPA. WaterAid continues to have a strong reputation amongst development professionals and the general public. Collaboration with the water industry also continues and there is an increasing professionalism amongst volunteers.

Major future challenges for WaterAid:

Maintaining Focus: With WaterAid's continued growth and record of delivery on the ground there could be calls from other organisations, including governments, to help deliver their commitment to water and sanitation MDGs. WaterAid will have to make choices and stay with programmes where we have established competence to deliver, but where we can rapidly build our capacity to scale up. This may mean a focus on certain types of projects where we can match need with the ability of our partners to deliver.

Managing Diversity: There are huge differences in financing patterns, local capacity and general levels of development between countries in Africa and Asia (and between countries within the same continent). Some countries are, and will, continue to forge ahead of others in terms of large scale water and sanitation delivery services. Management structures and systems, implementation methods and advocacy positions will have to understand and prepare for these changes. These may include changes and differentiated responses to programmes designs, variations in technologies, contract and partner management approaches, advocacy messages and methods and regional management and support structures at some point in the future.

Balancing Risks: WaterAid has recently taken steps to tighten systems and procedures and begin building our staff capacities to lessen risk. The main challenge however lies in building the capacity of our partners and encouraging them to take the lead rather than for us to set the development agenda and take programme decisions. This will mean balancing the risks between ensuring short term compliance of our policies standards and procedures and the longer term aim of building self reliant and competent local organisations, which are fundamental to sustainable development. Ideally there should be no conflict in reconciling these priorities, but there is a tension between our partner monitoring and partner support roles and we will need to display flexibility as we go forward.

Accountability: In common with many NGOs, local and international, WaterAid's accountability mechanisms go upwards from projects to donors. However, lasting change is often determined by the ability of local communities and organisations to demand accountability and transparency, from those who decide policy and implement programmes. That will mean a broader understanding of the meaning and practise of partnerships and a willingness to share financial information and discuss policy stipulations and standards with our partners and communities.

Appendix 1: Hyperlinks

Hyperlinks to WaterAid documents mentioned in the text

5 year strategy (2005-2010):

http://www.wateraid.org/about_us/strategy/default.asp

Annual Review:

http://www.wateraid.org/about_us/annual_review/annual_review_and_accounts_2004/default.asp

Global WASH Forum:

http://www.wateraid.org/documents/Dakar_Statement_Final_041108.doc

“Getting to the Boiling Point” Report:

http://www.wateraid.org/in_depth/in_depth_publications/getting_to_boiling_point/default.asp

Rope pump pilot programme

http://www.wateraid.org/documents/RP_Corel.pdf

CWSA endorses rope pump promotion:

http://www.wateraid.org/in_depth/country_programmes/ghana/current_news/default.asp

No toilet, no school (Nepal case study):

http://www.wateraid.org/what_we_do/case_studies/6064.asp

Practical Guide to Triggering Community Led Total Sanitation (CLTS):

http://www.wateraid.net/penweb/docs/KamalKar_Guide_Triggering_CLTS_Nov_04_Draft.pdf

Multi-Stakeholder Review of Private Sector Participation:

http://www.wateraid.org/in_depth/news_and_events/5413.asp

Position on private sector participation:

http://www.wateraid.org/in_depth/policy_and_research/private_sector_participation/1428.asp

World Bank PSP dialogues August 2004:

http://www.wateraid.org/documents/WBWA_report.pdf

'Getting to Boiling Point':

http://www.wateraid.org/in_depth/in_depth_publications/getting_to_boiling_point/default.asp

'Citizen's Action':

http://www.wateraid.org/about_us/press_office/wateraid_news/6276.asp

Freshwater Action Network:

<http://www.freshwateraction.net/>

WaterAid / ODI's report:

<http://www.wateraid.org/documents/PRSP%20-%20WA%20and%20ODI%20report.pdf>

'Water and Sanitation for Disabled People and Other Vulnerable Groups':

http://wedc.lboro.ac.uk/projects/new_projects3.php?id=60#introduction

'Practical Guide to Triggering Community Led Total Sanitation':

http://www.wateraid.net/penweb/docs/KamalKar_Guide_Triggering_CLTS_Nov_04_Draft.pdf

MPH campaigning materials:

http://www.wateraid.org/in_depth/campaigns/6085.asp

'Flush out poverty':

http://www.wateraid.org/in_depth/campaigns/6088.asp

World Toilet Day:

http://www.wateraid.org/about_us/press_office/wateraid_in_the_news/6069.asp

Times Supplement:

http://www.wateraid.org/about_us/press_office/wateraid_news/6231.asp

Oasis:

Autumn of 2004: http://www.wateraid.org/about_us/oasis/autumnwinter_2004/default.asp

Spring of 2005: http://www.wateraid.org/about_us/oasis/springsummer_2005/default.asp

Teaching Materials:

http://www.wateraid.org/learn_zone/teachers/default.asp