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WASHepaper #3

July 2015

WASH – POST-IMPLEMENTATION MONITORING

The WASH e-paper is an online magazine published at regular intervals in German and English. Each edition takes a closer look at a current key issue in the water, sanitation and hygiene (WASH) sector and related areas. It also provides updates on forthcoming national and international events, highlights current publications and projects, and reports on news from the sector. The WASH e-paper is published by the German Toilet Organization in close cooperation with the WASH Network and the Sustainable Sanitation Alliance (SuSanA).

Issue #3

Issue 3 of the **WASH e-Paper** is devoted to the issue of **post-implementation monitoring (PIM)** and ways of ensuring that the access to water supply and sanitation provided by WASH projects is guaranteed even after a project comes to an end. Comprehensive and robust monitoring of implemented WASH services – including, and especially, beyond the project term –is essential if WASH systems are to be maintained, operated, repaired and, where appropriate, expanded in the long term. The approaches to post-project sustainability monitoring and safeguarding presented in this issue give an overview of the state of current international debate. In large part, they are based on an international PIM workshop organised by Welthungerhilfe and held in Addis Ababa in April 2015. We hope you enjoy reading this issue!

IN THIS ISSUE...

01

Why carry out post-implementation monitoring (PIM)?

For too many people living in developing countries, the provision of a suitable water supply and sanitation services is frequently unreliable and of an inadequate standard. A lack of local management capacities and infrastructure maintenance and inadequate financing mean that the access to water supply and sanitation guaranteed by WASH projects often cannot be safeguarded in the long run, especially in rural areas.

Alarmed by reports of frequently non-functioning infrastructure and by political debate in donor countries questioning the costs and benefits of aid, development partners are becoming more

and more critical of the value and sustainability of their investments. Public donors are increasingly calling for proof of sustainable service provision in return for the millions in tax revenues granted to multilateral organisations and NGOs. The introduction of a sustainability clause in contracts between donors and implementing organisations is viewed as one way of addressing this issue.

A discussion is currently under way within the WASH community about the extent to which there is a legal basis for sustainability clauses of this kind and how they might be enforced. Sustainability compacts are one option. These compacts detail the long-term roles and responsibilities of the implementing partners, the partner government and other stakeholders to create the required institutional framework for long-term WASH services and facilitate a better assessment of potential risks to sustainability.

This issue is also of great relevance to implementing organisations. Post-implementation monitoring (PIM) measures can help to build better understanding of the functionality and use of water supply and sanitation systems that have been installed and handed over, thereby providing an excellent opportunity for institutional learning. Understanding why certain WASH services work well in the long term can be helpful and can highlight the circumstances and factors involved in the failure of other measures. Data can be shared with local authorities and

ministries to facilitate remedial action and targeted post-construction support. As a general rule, project monitoring is typically limited to the duration of a project. It reflects the progress of planned WASH measures in line with the envisaged timetable and budget. The goal is to inform implementing organisations and external funding providers about the implementation of project measures and achievement of project goals during the term of the project.

By contrast, a strategy for sustainable WASH services is based on the assumption that the infrastructure and local structures work durably, including, and especially, beyond the end of the project. Ongoing monitoring is, therefore, essential if WASH systems are to be operated, maintained, repaired and, where appropriate, expanded in the long term. Comprehensive and robust monitoring, including any necessary follow-up interventions at both the operational and policy level, thus helps to improve WASH services for technology users.

02

‘Understanding Post-Implementation Monitoring in WASH Programming’ workshop held in Addis Ababa in April 2015

Welthungerhilfe invited implementing partners and a wide variety of sector stakeholders to a workshop in Addis Ababa (Ethiopia) in April 2015 to drive forward the issue of post-implementation monitoring. The following questions in particular were discussed during the three-day workshop:

- How can we better coordinate the long-term monitoring roles and responsibilities of different stakeholder groups?
- What do we need to do to plan, introduce and finance PIM activities and thus make WASH systems more sustainable?
- How can we stimulate a broader sectoral discussion to ensure that stakeholders fulfil their responsibilities, especially for financing PIM activities?

There was also controversy at the workshop about whether the term ‘post-implementation monitoring’ might be misleading and leave too much room for interpretation. First, the ‘post' prefix implies that this work involves solely activities conducted after project implementation. However, it became clear during the workshop that (monitoring) measures to ensure long-term WASH services are often relevant during planning and implementation. Second, some participants noted that PIM does not adequately reflect the aspect of optimising WASH projects and that remedial action that goes beyond simply monitoring must be an integral part of the strategy.

Therefore, all approaches contributing towards long-term and sustainable WASH services (‘WASH services that last’) were considered, with PIM viewed as just one important building

block to be taken into account in all approaches.

The next two chapters take a more in-depth look at the approaches to providing sustainable WASH services and different sustainability assessment tools and monitoring opportunities that were discussed at the workshop.

03

Examples of sustainable WASH service provision

Quality Management and Services in WASH Self-Supply in Sierra Leone I EMAS, Welthungerhilfe

The 'WASH self-supply strategy' is based on direct user investment and on strengthening householder ownership of approaches to WASH. It includes a range of simple, adapted, innovative and low-cost WASH technologies that allow for direct user participation throughout the project cycle (e.g. design, implementation, monitoring and evaluation or post-implementation activities). Relationships are forged between customers (users) and service providers, and long-term service provision is guaranteed by placing special emphasis on the high-quality construction sought by users. Users and suppliers are in direct contact with one another in order to guarantee ongoing quality assurance and service provision after the project has been implemented.

Presentation: WASH Self-Supply Sierra Leone
Contact:wash@welthungerhilfe.de

Experiences with Post-Construction Services in Zimbabwe I Welthungerhilfe

The establishment and provision of functioning post-construction support in Zimbabwe requires local governmental bodies to be actively involved in all aspects of project implementation. Local authorities are often the sole providers of water and sanitation supply services in Zimbabwe. In order to maintain the WASH services established during projects in the long term, Welthungerhilfe focuses most of its work on building the capacities of local authorities so that WASH services are provided on an ongoing basis and held to account. This approach includes putting in place appropriate operating and maintenance systems and ensuring that a portion of the income is set aside for further investment. Communication channels and structures between local authorities and the residents they serve are created for this purpose.

Presentation: Post-Construction Services in Zimbabwe
Contact: wash@welthungerhilfe.de

The O&M Approach of the Grundfos-Lifelink Model in Kenya I Welthungerhilfe

The ability to collect and manage water fees transparently is essential if water systems are to operate and be maintained sustainably, even long after the project has been handed over to the target groups. The Grundfos AQtap System uses a public-private partnership approach that brings together beneficiary communities, the implementing NGO and a private sector provider. Revenues are channelled directly into two

accounts created for this purpose (maintenance and community) via mobile cash transfers. The water pump system runs on solar power, thereby further reducing running costs. A private partner monitors the system remotely and is notified as soon as a problem arises and service or repair becomes necessary. AQtap shares this data with Welthungerhilfe/Grundfos for a range of programme and advocacy purposes. This data is used at **government level** to develop policy and provide funding. At **community level**, hygiene practices can be better addressed and support can be provided with managing and organising operation and maintenance. By evaluating data, **ministries, such as health and water ministries,** can better plan technical support measures and coordinate follow-up training.

Presentation: Grundfos/Lifelink Model
Contact: wash@welthungerhilfe.de

04

WASH sustainability assessment & monitoring approaches

Sustainability Assessment Tools for WASH I Aguaconsult

Despite significant improvements in water supply and sanitation around the globe since the MDGs were agreed, information gaps still exist, notably with regard to early detection of serious problems with provided infrastructure and WASH services and to global access to WASH services. At times of austerity and shrinking aid budgets, more and more donors want to make sure that their investments result in durable outcomes that guarantee the benefits and effectiveness of projects. A series of sustainability mapping tools and frameworks has, therefore,

been developed to help development partners and governments identify potential bottlenecks as well as catalysts for sustainability. Two mapping exercises were undertaken to assess such sustainability factors: 1) a metadata analysis of over 220 different sustainability indicators relating to a wide variety of factors (e.g. objectives, content, process, output and target audience); and 2) a detailed comparative analysis of five specific sustainability mapping tools using the criteria of applicability, complexity, scalability and cost. The presentation that can be accessed by clicking on the link below presents the findings, together with general conclusions and links to additional resources.

Website: Mapping Sustainability Assessment Tools I Aquaconsult
Presentation: Mapping Sustainability Assessment Tools
Contact: Ryan Schweitzer (Aguaconsult)

Experiences with the SMARTerWASH Project in Ghana I akvo, IRC

Public institutions and authorities successfully work together with charitable organisations and private sector stakeholders within the SMARTerWASH programme to monitor and manage water supply systems in rural areas throughout the country. Data is gathered using the Akvo FLOW system. Service providers use this data to make monthly checks on plants' functionality. At the same time, official bodies receive updated status reports in virtually real time. The presentation that can be accessed by clicking on the link below provides a more in-depth explanation of this approach and gives a few examples of data collection. It also details the challenges, outlines further actions and identifies potential factors influencing the success of this programme.

Presentation: SMARTerWASH Project Ghana

Contact: Marten Schoonman (akvo) and Marieke Adank (IRC)

Post-Implementation Monitoring Surveys (PIMS) in Uganda | WaterAid

WaterAid Uganda has undertaken three post-implementation monitoring surveys (PIMs) since 2013. These surveys investigate the existence, functionality and use of WASH services. Their findings provide information about potential improvements to project design. The PIMs have found that sustainable access to WASH services is largely dependent on the type and size of the technology used, the quality of construction and post-construction support from government bodies and other service providers, the existence of reliable financing mechanisms for plant management, and the involvement and capacities of administrative structures.

Presentation: PIMS Uganda
Contact: Stephen Oupal (WaterAid Uganda)

Implementation, Monitoring and Financing the Water SDGs in Rural Africa - The SMART Hand Pump Approach| Oxford University

This study and presentation describe a model tested at operational level in Kitui County (Kenya) that is based on a new monitoring system and has facilitated far-reaching improvements in rural water supply. The model aims to enhance the effectiveness of hand pumps that currently supply water to around 200 million people in rural Africa. In 2012, hand pumps in Kitui County were fitted with transmitters that communicated daily usage data. The following year, a

professional maintenance system was introduced that initiated maintenance work in a targeted way, using the data that had been collected. A mobile payment system adapted to user requests was designed to cover maintenance costs. New indicators were developed based on the data to make supply reliability, demand for water, costs of water extraction and revenues from user contributions transparent. The results of the study include: (a) a ten-fold reduction in the time that hand pumps are out of service, to less than three days; (b) a fairer and more flexible payment model adapted to services; and (c) new, objective indicators to underpin future water infrastructure investments and regulations. Institutional innovation can reduce operational and financial risks, while communities benefit from lower average repair costs and from avoiding unforeseeable and costly repairs.

Website: SSEE Water Programme I Oxford University
Presentation: SMART Hand Pump Project Kenya
Recent Publications: Pump-Priming Services for Sustainable Water Services in Rural Africa
Contact: Johanna Koehler (Oxford University)

05

Calendar of key WASH events in 2015 / 2016

19-21 August 2015 Tampere, Finland	DT2015: Dry Toilet Conference http://www.huussi.net/en/activities/dt-2015

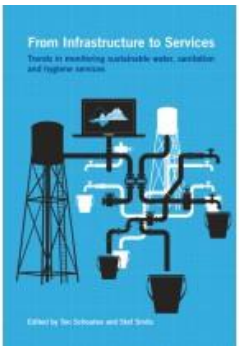
23-28 August 2015

Stockholm, Sweden	Stockholm World Water Week 2015 (Water for Development) www.worldwaterweek.org
22 August 2015 Stockholm, Sweden	20th SuSanA Meeting www.susana.org
25 and 27 August 2015 Stockholm, Sweden	SuSanA Working Group Meetings www.susana.org
15-18 September 2015 Johannesburg, South Africa	IFAT Forum Africa http://www.ifatforum-africa.com
15 October 2015	Global Handwashing Day
18-22 October 2015 Jordan	IWA Water and Development Congress http://www.iwa-network.org/WDCE2015
2-6 November 2015 Amsterdam, Netherlands	3rd Amsterdam International Water Week www.internationalwaterweek.com
11-12 November 2015 Bonn, Germany	WASH and Nutrition Conference www.washnet.de

19 November 2015	World Toilet Day (Theme: WASH & Nutrition)
November 2015	UNSGAB Closing Event
18-21 November 2015 Goa, India	International Conference on Terra Preta Sanitation www.terra-preta-sanitation.net
22 March 2016	World Water Day
April 2016 Washington, USA	Sanitation and Water for All (SWA) High Level Meeting (tbc) sanitationandwaterforall.org
May 2016 Istanbul, Turkey	World Humanitarian Summit www.worldhumanitariansummit.org
30 May-3 June 2016 Munich, Germany	IFAT www.ifat.de
9-13 October 2016 Brisbane, Australia	IWA World Water Congress & Exhibition www.iwa-network.org/event/world-water-congress-exhibition-2016

06

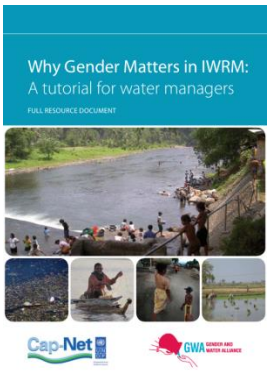
Recent WASH publications



From Infrastructure to Services

Authors: T. Schouten, S.Smits
Publisher: IRC
Year and place of publication: 2015, UK

This book provides an excellent overview of current trends and challenges in the area of WASH services monitoring. Appropriate monitoring mechanisms are essential when planning, financing and building sanitary facilities and for their long-term maintenance. Information and communication technologies open up effective and lower-cost ways of doing this. The authors use case studies to address the current state of development in monitoring, identify promising new technologies and analyse problems. The approaches presented in the book are based on contributions and discussions at the Monitoring Sustainable WASH Services symposium held in Addis Ababa, Ethiopia, in 2013.



Why Gender Matters in IWRM - A Tutorial for Water Managers

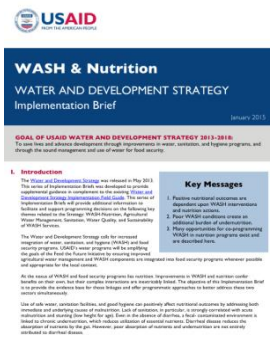
Publishers: Cap-Net & Gender and Water Alliance
Year and place of publication: 2014

This publication is a self-learning tool for managers and experts in the water sector and shows why gender mainstreaming is especially important in IWRM. This clearly structured handbook sets out the challenges but also the benefits and gains of taking a gender-based approach. The inclusion of gender issues not only helps to improve social equality but also promotes project sustainability and efficiency. The book helps experts to consider the different perspectives of diverse stakeholders and presents options for specific use in planning and implementation work.

Recognition of the Human Right to Water and Sanitation by UN Member States at the International Level

Authors: C. Gonzalez, A. Khalfan, L. van der Lande, H. Neumeyer and P. Scannella
Publishers: Amnesty International & WASH United
Year and place of publication: 2014

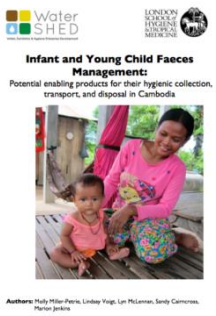
Created in a partnership between Amnesty International and WASH United, this book provides an overview of key decisions and declarations recognising the human right to water and sanitation. Originally drawn up to support the two organisations' advocacy work, this document provides an in-depth view of individual positions taken by 77 different nations on these decisions and declarations.



WASH & Nutrition - Water and Development Strategy

Publisher: USAID
Year and place of publication: 2015

The WASH & Nutrition Implementation Brief arose out of USAID's Water and Development Strategy. It shows how the issues of WASH and nutrition are inextricably linked and presents best-practice examples and approaches. It also addresses programme implications as part of integrated programme planning.



Infant and Young Child Faeces Management

Publisher: WaterShed & LSHTM
Year and place of publication: 2015

Child faeces are one of the most common but also frequently one of the most under-estimated reasons why diarrhoea spreads. Interventions in this area are, therefore, a crucial way of effectively combating diseases transmitted through the faecal-oral route. A household study in Cambodia identifies common practices when dealing with child faeces and maps factors promoting and inhibiting hygienic management of child faeces. The authors not only address the question of the technologies and materials available for hygienic waste management but also describe the products already used in other countries that might also be employed in the regional context in Cambodia.

Achieving Systematic Change in Faecal Sludge Management - Briefing Note

Publisher: IRC
Year and place of publication: 2015, The Hague (The Netherlands)

Published by IRC, this briefing note provides suggestions for a holistic approach to wastewater management that treats faecal sludge management not as a standalone problem but as an integral component of functioning sanitation. In particular, the role of the state as the entity with primary responsibility in this area should be strengthened, since governments often lack the required financial, infrastructural and human resources to cope with wastewater issues.

Feedback and comments

We value your feedback. Please contact us if you have any general comments, suggestions or contributions for future editions.

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