

LESSONS LEARNED

- Capacity development of the local governments is a continuous process that should be implemented collaboratively in a coordinated manner by District Local Governments and development partners.
- Data and information on refugees and host communities need to be clearly segregated to portray a true picture of access to basic services by each group in order not to distort the gap analysis in the host communities.
- New local government administration units should first have basic infrastructure and staff available in place before capacity development measures can be successfully undertaken.
- Proper succession planning is needed to preserve institutional memory and provide for staff movements and change of leadership.

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IMPROVING WATER AND SANITATION SERVICE DELIVERY // DISTRICT LEVEL

BACKGROUND

The GIZ Programme Water Supply and Sanitation for Refugee Settlements and Host Communities in Northern Uganda (WatSSUP) operates on the nexus of humanitarian and development work and focuses on both refugee and host communities. The programme is implemented under the special initiative on forced displacement of the German Federal Ministry for Economic Cooperation and Development (BMZ). This is in line with Germany's commitment to international burden and responsibility sharing under the United Nations Global Compact on Refugees. The overall goal of WatSSUP is to ensure sustainable water and sanitation services in refugee settlements and host communities of Yumbe, Terego and Madi Okollo District Local Governments (DLGs) in the West Nile Region in Northern Uganda. The programme is implemented in cooperation with the Ministry of Water and Environment (MWE).

The transition from a mainly humanitarian approach to a development approach in Uganda is driven by sectoral action plans under the Comprehensive Refugee Response Framework (CRRF). MWE through its Water and Environment Sector Refugee Response Plan (WESRRP) of 2019 promotes the inclusion of refugees to ensure effective management of water and environmental resources for socio-economic development.



RATIONALE

The integration of refugees into development plans and service delivery requires the Districts to conduct planning following the national planning guidelines in refugee and host communities. However, the Districts are low staffed, with limited resources and thus very often do not have the capacity to take on the additional tasks required to also serve the refugee community. As per the Local Government Management of Service Delivery (LGMSD) Performance Assessment Report 2020, service provision for water supply and sanitation remained low. Based on the report, the lowest performing indicators were:

- Timely submission of quarterly and annual performance reports to the District Planning Officer (40%)
- Targeting sub-counties with safe water coverage that are below the district average in the budget (47%)
- Follow up of environmental concerns (50%).

The WatSSUP programme conducted a Capacity Needs Assessment for the districts of Yumbe, Terego, Madi Okollo and Arua that also confirmed some of the findings in the LGMSD Performance Assessment Report, in particular in the following:

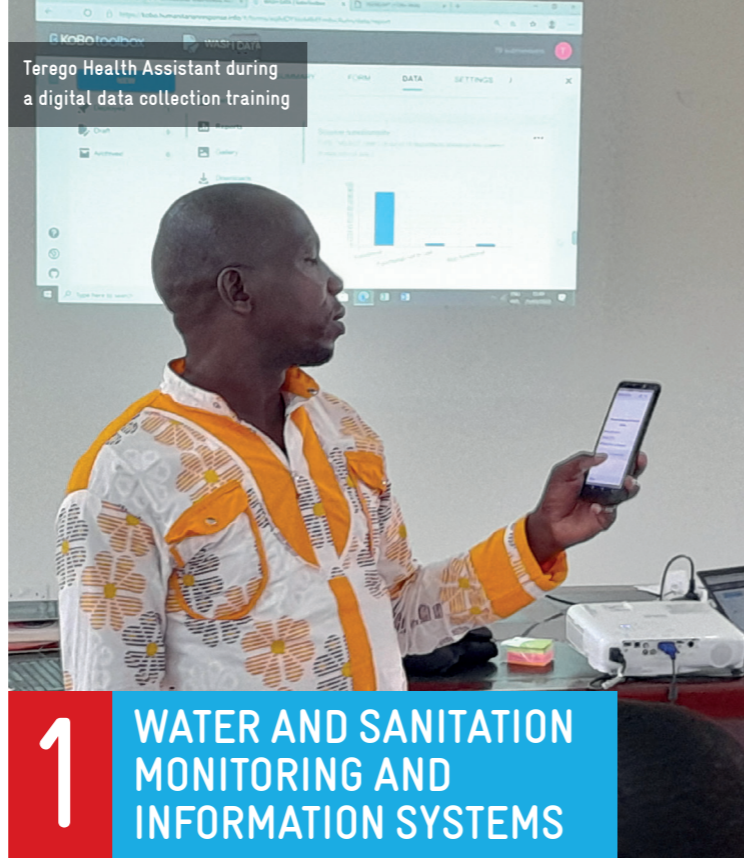
- The absence of Monitoring and Information Systems (MIS) at sub-county level to inform integrated planning on both refugees and host communities
- Low capacity in water quality testing, in terms of technical skills and equipment
- Poor working conditions, including transport of District Water Officers (DWOs), Community Development Officers (CDOs) and Health Assistants (HAs) at sub-counties for data collection, supervision, and response to water infrastructure breakdowns.



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TO STRENGTHEN THE SERVICE DELIVERY OF DISTRICTS WITHIN WATER SUPPLY AND SANITATION, WatSSUP IS FOCUSING ON THE FOLLOWING AREAS OF SUPPORT.



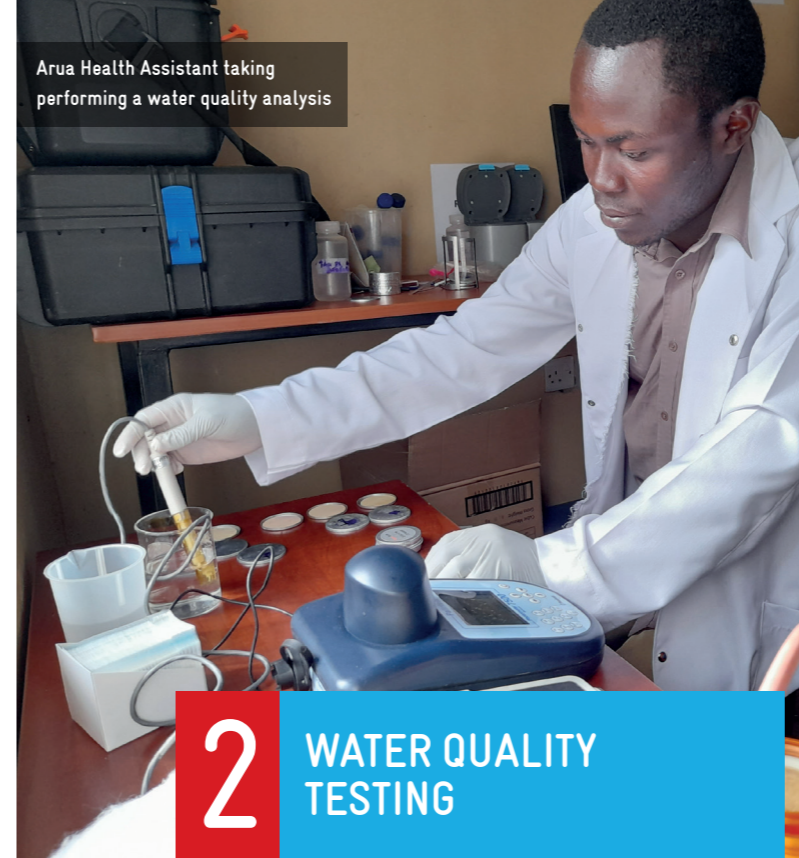
Terego Health Assistant during a digital data collection training

1 WATER AND SANITATION MONITORING AND INFORMATION SYSTEMS

WatSSUP, in collaboration with the GIZ Programme Support to the Implementation of the CRRF in Uganda (SUN CRRF), assists the Districts in creating online access to water supply and sanitation data, as planned by MWE through the Uganda Government Intergovernmental Fiscal Transfers (UGIFT) project, through:

- › Support to the Districts in using KoBoToolBox, an open-source data management tool for water supply and sanitation online data collection. Training of 98 extension workers on the digital data collection using phones (out of which 32 are women):
 - 49 Health Assistants
 - 32 Community Development Officers
 - 7 Hand Pump Mechanics
 - 9 District Water Officers
 - 1 Information and Communication and Technology Officer
- › Support of District Water Offices to establish water supply and sanitation datasets containing the needs of both refugees and host communities to inform the District Development Plans.
- › Support of the review of the national stock-take templates for core asset analysis for hand pump and piped water sources.

Based on the given support, an improvement in the accuracy and timeliness of data submitted to the District Water Offices is already being observed.



Arua Health Assistant taking performing a water quality analysis

2 WATER QUALITY TESTING

WatSSUP supports the districts of Yumbe, Terego, Madi Okollo and Arua in improving water quality monitoring and reporting through:

- › Training of 9 Health Assistants and 2 District Water Officers in water quality testing, data collection, and reporting.
- › Provision of 11 water quality testing kits to Districts, including sub-counties.

The Districts Water Officers are able to assume their function in water quality testing and conduct basic water quality analyses in line with government policies, give feedback to the community and ensure that appropriate remedial measures are taken where necessary.



District Water Office Arua under rehabilitation



Rehabilitated District Water Office Arua

3 IMPROVED WORKING CONDITIONS

WatSSUP supported the Districts with improved working conditions to support the work of the District Water Officers. The refurbished office space has also had a positive impact on other departments in the districts.

- › Rehabilitation of Arua and Yumbe District Water Offices. So far WatSSUP has rehabilitated the office in Arua and is in the process to rehabilitate the office in Yumbe. The Yumbe rehabilitations are expected to be finalized by the end of September 2022.
- › At the sub-county levels, 8 solar systems have been installed to provide electricity for the computers and water quality kits. This has led to the increase in working hours and assumption of roles.
- › Improved mobility of extension workers through the distribution of 4 cars and 42 motorbikes. The extension workers are more effective in service delivery in both refugee and host communities.
- › Provision of 12 sets of computers and furniture to support staff in their work and to improve electronic data recording and management.