

Department for International Development Programme Partnership Agreement

2009 Self Assessment Report



WaterAid's mission is to overcome poverty by enabling the world's poorest people to gain access to safe water, sanitation and hygiene education

WaterAid, 47–49 Durham Street, London SE11 5JD | ☐ Tel 020 77934500 | ☐
Fax 020 77934545 Email: wateraid@wateraid.org | ☐ www.wateraid.org

Charity registration number: 288701

Reporting Year	2008-2009
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Part A – Basic Information

PPA partner	WaterAid
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Niche statement	WaterAid enables the world's poorest people to gain access to safe water, sanitation and hygiene education. These basic human rights underpin health, education and livelihoods and form the first, essential step in overcoming poverty. We work with local partners, who understand local issues and provide them with the skills and support to help communicate set up and manage practical and sustainable projects that meet their real needs. We also campaign locally and internationally to change policy and practice and ensure water and sanitation's vital role in reducing poverty is recognised.
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	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
PPA funding (£)	750,000	1,460,000	1,250,000	1,250,000	1,288,000	1,330,000	1,370,000
As % of total organisational income	3.5%	5.4%	4.0%	3.0%	3.3%	4%	4%

	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
Other DFID funding (£)	1,265	1,044	2,043	3,457	3,419	1,791	1,804

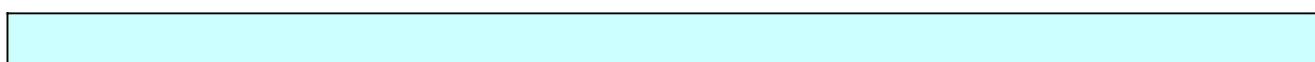
Summary of partnership with DFID and other DFID funding	
<p>WaterAid has enjoyed a strong partnership with DFID which has gone far beyond the financial relationship.</p> <p>A full listing of this is attached in Appendix 1.</p>	

Approximate % of total organisational expenditure allocated by sector or theme ¹	
Rural water, sanitation and hygiene promotion	35%
Urban water, sanitation and hygiene promotion	14%
WaterAid Programme Support	19%
Advocacy	5%
Capacity Building	4%
Research	3%
WaterAid Core Overheads	11%

Part B - Progress against PPA Strategic Objectives

Progress to date against PPA purpose statement
<p>To enable the world's poorest people to gain access to safe water, sanitation and hygiene education.</p> <p>There has been considerable activity for WaterAid over the past year as we strive towards our vision of a world where everyone has access to safe water and sanitation. We have also been fully engaged in our new strategy development which will ensure we respond to changing global contexts and equip us to work towards our PPA purpose statement.</p> <ul style="list-style-type: none"> • WaterAid and partners have been at the forefront of influencing change at the sectoral and national level. Together with our NGO partners and networks in Africa and Asia (working through the Freshwater Action Network), engaged in campaigning for improving sector performance very actively with their governments and working closely with the media. • Significant developments: <ul style="list-style-type: none"> ○ setting up of a Ministry for Water in Madagascar, ○ a 40% increase in the sector budget in Nepal this year, ○ sector-wide approaches being adopted in Malawi ○ development of a national monitoring and evaluation framework in Ethiopia, • Regional Strategies provided a framework to develop alliances and partnerships at the regional level with key regional institutions. For example our work at SACOSAN in India; culminating in sanitation included as a right within the formal declaration. • Our Pan-Africa work is developing strongly with an initial scoping study of mapping institutions for policy influencing and a successful workshop in Nairobi that brought together a number of continental players including inter-government forums, multilaterals and civil society.

- WaterAid has furthered its plans for extending its reach to new countries through scoping studies and pilot initiatives in **Kenya, Rwanda, Angola, Lesotho, Swaziland, Niger, Sierra Leone and Liberia.**
- **Challenges:**
 - The global financial crisis together with exchange rate volatility;
 - The security situation in South Asia;
 - Political strife in Nepal and Bangladesh –and major concerns in Madagascar and Nigeria.
 - Developments in Ethiopia with the new NGOs legislation is also being closely monitored in terms of implications for work going forward.



Strategic Objective 1:
Raising the profile and priority accorded to water and sanitation as an essential service
We have responded to all indicators, although some in more detail than others. It would be helpful to discuss which are most helpful to DFID to ensure we give the more appropriate focus for future reports.

Indicator 1:
At least 4 WaterAid core Country Programme locations to have explicit water and sanitation indicators/policies in their PRSPs
Progress achieved and challenges faced
<p>The extent to which water and sanitation are included in poverty diagnostics and PRSPs varies considerably by country. Political will, accountability and transparency are key to the successful inclusion of WSS. WaterAid is increasing its lobbying at local and national level to raise the profile of the sector.</p> <p>In Tanzania, MKUKUTA will be reviewed this financial year. The next PRSP will be implemented as of 1st July 2010. The national level review process is coordinated by the Ministry of Finance, and the sector level review process by the sector lead ministry at sector level (for our case, the Ministry of Water and Irrigation). WaterAid is a member of the Water Sector Performance Monitoring Working Group and is leading one of the preparatory studies on performance monitoring. We will be working with our civil society partners to make inputs to the planned stakeholder meetings.</p> <p>In Zambia, the Sixth National Development Plan (SNDP) is currently being formulated and the Medium Term Expenditure Framework for 2010-12 has been finalised and will be presented to Parliament in October. WaterAid in Zambia has been inputting into consultations on the SNDP, to ensure that water and sanitation is a priority.</p> <p>WaterAid in Ethiopia is a member of the Poverty Action Network Ethiopia (PANE) which coordinates civil society engagement in the PRSP/SDPRP/PASDEP. We contribute to</p>

performance monitoring through direct participation in two core groups in the network – budget advocacy and PASDEP monitoring. PANE organises annual civil society consultations on the PRSP/PASDEP revisions. We are actively engaging in the process through PANE, providing financial and technical inputs for the use of the citizen report card with communities and by presenting research outputs.

WaterAid in **Nigeria** is supporting the implementation of SEEDS & LEEDS which are the state and local government development plans in focal states and Local Government Authorities.

At the national level we are yet to feed into the national development plan process, however, we did have the opportunity of participating in the development of the Medium Term Expenditure Framework (M-EF) for Nigeria over the next three years.

List any documentary evidence of achievements

Annual reports

http://www.wateraid.org/international/what_we_do/policy_and_research/governance_and_accountability/default.asp

Indicator 2:

Improved coordination across Health, Education and Water Ministries illustrated by a coordinated joined up approach of at least 4 Country Programme locations by 2010.

Progress achieved and challenges faced

In 2009, WaterAid published its report [Fatal Neglect](#) which called among other things, for a mechanism for inter-ministry coordination to reduce child mortality, with a joint agenda to deliver relevant strategies. The report was part of a strategy to reach out to the Health sector at global and national levels. We are also working closely with the education sector. In **Tanzania**, we have worked this year with DFID to develop a school sanitation programme.

We are engaged in a number of cross-sectoral coordination mechanisms. In **Madagascar**, for example, we continue to house the Diorano WASH group bringing together the Ministry of Health, the Ministry of Education, UNICEF and NGOs. In **Ethiopia** and **Uganda**, there are Memoranda between ministries, the challenge lies in making this operational at lower levels of government.

List any documentary evidence of achievements

Annual Reports

http://www.wateraid.org/international/about_us/newsroom/7656.asp

Indicator 3:	
Progress made in governments allocating 1% of GDP for water and sanitation as per UNHDR report in a minimum of 4 Country Programme locations by 2010.	
Progress achieved and challenges faced	
<p>WaterAid has developed a set of Traffic light reports to monitor policy and financial commitments made by governments in Africa and South Asia. The first of these papers, <i>Giving Sanitation the Green Light</i>, was released at the African Ministerial Conference on Sanitation (AfricaSan) that was held in South Africa in February 2008. With others, WaterAid lobbied to ensure that a commitment to 0.5% of GDP for sanitation be included in the eThekweni declaration made by African leaders. We have produced similar reports for the South Asia Conference on Sanitation (SACOSAN) in December 2008 and for the AU summit in July 2009, which specifically tracked government investment. Generally, expenditure continues to be less than 1% of GDP. We hope that our campaigns work in the framework of the Global framework of Action will lead to a more concrete commitment for sector spending.</p> <p>WaterAid is scaling up its budget advocacy work to ensure that public expenditure on water supply and sanitation is adequate and effective. Four regional workshops have been held for WaterAid staff and partners and workplans are under development.</p>	
List any documentary evidence of achievements	
http://www.wateraid.org/international/what_we_do/policy_and_research/governance_and_accountability/7669.asp	
What is the likelihood that Strategic Objective 1 will be achieved? Rate 1 to 5	3
<i>See footnote 10.</i>	
Strategic Objective 2:	
Building capacity to deliver effective and sustainable water and sanitation services	
Indicator 1:	
Key advocacy partners and networks are active members in national networks and forums (visibility and profile) at least 1 in each core Country Programme location.	
Progress achieved and challenges faced	
<p>During 2008-09, WaterAid had 330 direct funded partnerships with local organisations, and non-funded partnerships with 802 organisations. Supporting and participating in networks with civil society organisations and other sector stakeholders is important to increase the impact of our work through experience sharing, capacity building and strengthening.</p>	

WaterAid increased the number of key advocacy partners and networks who are active members in national networks. It includes CSOs (Tanzania) but also directly citizens (Uganda and Mozambique), different stakeholders (Burkina Faso) and governmental structures (Mali). The challenges faced were in terms of citizenship, democratic and policy changes that we have to make. WaterAid addressed two key blockages in the sector—governance and accountability. Country Programmes have adopted different methods to address blockages in the sector. From credible evidence gathered through research to playing a supportive and informative role in Joint Sector Reviews. Country Programmes have engaged in policy work at a range of levels from national to state to address gaps in the sector and raise the profile of water and sanitation.

TAWASNET, a Tanzanian Network which WaterAid helped set up in 2008 has had a major impact in its first year with many of its proposals adopted by sector stakeholders, thus giving the CSOs a strong and effective presence and establishing TAWASNET as a recognised sector player. WaterAid in **Uganda** produced and distributed **sanitation information packs** and IEC materials to sensitise the public on the need and importance of improved sanitation. CIDI (partner organisation working on Citizen's Action) has launched a newsletter called "Community Voices" which provides an opportunity and platform for sharing policy-related information, as well as approaches and achievements of rooted advocacy. The profile of ESTAMOS, a partner of WaterAid **Mozambique**, was greatly enhanced during the last six months following the awarding of the Goldman Environmental Prize for Africa to the organisation's founder and director, Feliciano dos Santos, in April. The prize recognised his commitment to campaigning for better public health through safe water and sanitation in Mozambique. WaterAid **Burkina Faso** organised **the country's first national sanitation forum**, which provided a space for all sector stakeholders to meet and discuss issues around sanitation. It was such a success that the Government has decided to make this an annual event. The Cabinet in **Mali** has approved a **National Sanitation Policy**. WaterAid and its partners played an important role in the development of this policy.

List any documentary evidence of achievements

A full list of progress with evidence is provided in Appendix 3.

Indicator 2:	
Increase in capacity at local government level within 4 Country Programme locations working within the Local Millennium Development Goal Initiative	
Progress achieved and challenges faced	
<p>WaterAid increased capacity building at local government level by organising exchange visits between different CPs as well as participating in the development of national action plans for water resources, developing partnerships with local government as well as implementing capacity building programmes for local governments. Progress has been made in learning and sharing experiences of localising MDGs in West Africa. WaterAid in Mali received visitors from WaterAid Ghana and Burkina Faso with their respective local authorities to learn and share on the process of Financing Local MDG Initiative. WaterAid Mali. WaterAid Ghana built the capacity of 13 Local Government Authorities (LGAs) in six regions of the country in Planning, Monitoring and Evaluation capacities of local government institutions utilising the Global Positioning Systems (GPS), a satellite based technology, to collect and manage WASH data.</p> <p>In Southern Africa, as the challenges faced were in terms of technical knowledge and implementation the progress achieved was in terms of numbers of persons trained (see below Mozambique) and recruited(see below Zambia). Developing local government partnerships has also been a key feature of a study on partnership carried out in 2008 - 2009 aiming to improve sector coordination and planning. For example, WaterAid's partnership with district and provincial government in Mozambique was further strengthened by the training of district partners in statistical management and analysis. WaterAid Zambia has also focused initiatives with local government bodies responsible for water and sanitation services. Sector capacity within Zambia is relatively low and in an effort to combat this, WaterAid has directly supported recruitment of staff within the Rural Water Supply and Sanitation Units of local governments. In Asia, WaterAid Nepal completed the design of its local capacity building programme that will provide training and support on 15 areas related to WASH service delivery, organisational development, and advocacy. These examples highlight the different ways in which Country Programmes have built the capacity of local governments this year.</p>	
List any documentary evidence of achievements	
A full list of progress with evidence is provided in Appendix 3.	
What is the likelihood that Strategic Objective 2 will be achieved? Rate 1 to 5. <i>See footnote 10.</i>	3

Strategic Objective 3:	
Deliver effective and sustainable water and sanitation services through working with local partners	
Indicator 1:	
One million people gain access to water and one million people gain access to sanitation every year by 2010.	
Progress achieved and challenges faced	
<ul style="list-style-type: none"> • Over 1 million people directly supported with access to water, a 6% increase on our plan for the year • 2.01 million people supported with access to sanitation, 8% over the original plan 	
List any documentary evidence of achievements	
Annual reports (formally launched at Annual Supporters Meeting in October 2009; will be filed at http://www.wateraid.org/international/about_us/annual_report/default.asp and hard copies sent to East Kilbride)	
Indicator 2:	
At least 75% of water points supplied by WaterAid are functioning satisfactorily and managed efficiently 3 years after installation, based on sample reports.	
Progress achieved and challenges faced	
<p>Specific monitoring of water point functionality rates has been carried out in Uganda and Mozambique. Functionality rates were 80% and 78.6% respectively.</p> <p>WaterAid recognizes that rural water point sustainability is still a major challenge facing the sector and we plan to step up our monitoring in this area over the next year.</p> <p>A fuller response to WaterAid's work in ensuring sustainability of water points and other hardware, with recent findings from an evaluation in Zambia can be found in Appendix 4.</p>	
List any documentary evidence of achievements	
Annual reports	
What is the likelihood that Strategic Objective 3 will be achieved? Rate 1 to 5. See footnote 10.	3

Strategic Objective 4:
Building awareness of – and support for – development with the UK public

Sub-objective: increase access and use of WaterAid portals of information to wide range of groups by 2010

Indicator 1:
Maintain number of unique hits on www.wateraid.org
Progress achieved and challenges faced
<p>The baseline for 2007/08 was 55,000 unique visitors per month. To date we are now experiencing over 60,000 unique visitors per month.</p> <p>We have also invested in the development of micro-sites which highlight the work of the following Country Programmes: Bangladesh, Burkina Faso (French and English) Ethiopia, Ghana, India, Mali (French and English), Nigeria, and Uganda. Further country programme micro-sites are planned for the coming year.</p> <p>WaterAid recognises that this is a constantly evolving area of work and, as part of the new corporate strategy, is looking to consider the role of digital platforms to ensure both the organisation, its supporters and its wide variety of partners are able to keep up to date with the most relevant information.</p> <ul style="list-style-type: none"> • In 2006 we were ranked 4th best Charity Website in the annual Charity Website Benchmarks report by E-consultancy.com. In 2007 we were ranked 2nd (the Benchmarking has since been discontinued). • 2007: online virtual gift shop, Shop for Life, launched - exceeding income expectations. • 2008: Launch of newly designed Learn Zone, resulting in large growth in traffic and positive feedback from teachers • 2008: Roll-out of new multi-media content: audio podcast series (available on iTunes), audio-slideshow format, social bookmarking and a news blog. • We were among the first UK charities to use the Google Earth 'Awareness Layer' • We were also among the first UK charities to be included in the YouTube Not-for-Profit section, and to have a presence on iGoogle.
List any documentary evidence of achievements
<p>http://www.wateraid.org/uk/donate/6251.asp</p> <p>http://www.wateraid.org/uk/learn_zone/default.asp</p> <p>http://www.wateraid.org/international/about_us/media_centre/multimedia/default.asp</p> <p>http://www.wateraid.org/international/about_us/media_centre/multimedia/video_selection/default.asp</p>

Indicator 2:
Increase of 15,000 per mailing in distribution to individual supporters of Oasis (WaterAid magazine)
Progress achieved and challenges faced
<p>From a baseline figure of distribution of 159,000 we sent the Autumn/Winter 2009 edition to 195,000 individual supporters. In addition to this we sent out 10,000 to water companies and 5,000 to WA regional offices and for general distribution from here. This led to a total print run of 210,000.</p> <p>Following market research carried out in late 2008, we redesigned the magazine. The articles are now shorter by about 20%, font is larger for accessibility, and we introduced features such as a supporters' letters page, a focus on technology, clearer and more varied ways to get involved, and more emphasis on advocacy and campaigning. This edition also featured the first in a new series of interviews with key figures by Chief Executive Barbara Frost which features an interview with Douglas Alexander in the latest edition.</p>
List any documentary evidence of achievements
<p>http://www.wateraid.org/uk/about_us/oasis/default.asp http://www.wateraid.org/uk/about_us/oasis/autumnwinter_09/7843.asp</p>

Indicator 3:
10% increase in distribution to schools of youth activity and awareness packs
Progress achieved and challenges faced
<p>In May 2008, we re-launched our online education area called the Learn zone. This is a free teaching resource for primary and secondary schools about water around the world.</p> <p>Cross-curricular themes explore global issues around access to clean, safe water, sanitation and hygiene education. The 'ready-to-use' activities engage classes with thought-provoking questions, role play, activity sheets and much more. Through this children can interact with a range of media resources – from slideshows, films and games to real people's stories and images.</p> <p>The Learn zone resources link in with the curriculum and can also be used for ICT sessions or teacher-led interactive whiteboard use. Primary modules to date include:</p> <ul style="list-style-type: none"> • Water around the world; • Healthy living; • Splish, Splash, Flush (all about the importance of toilets)

Secondary modules include:

- The work of WaterAid;
- Mapping water;
- Water rights.

To respond to topical requests, we are about to launch a Climate change module for both age groups.

This work will be further developed in 2009-10 with the recruitment of the first ever Education Officer to ensure that this works receives the necessary support to respond to requests and to initiate work in this field.

List any documentary evidence of achievements

http://www.wateraid.org/uk/learn_zone/

Indicator 4:

Increase and maintain number of water bills including WaterAid information

Progress achieved and challenges faced

This campaign (of inserting information into the water bills) still remains one of primary 'faces' of WaterAid in terms of the size of audience it engages with and is only second to our TV ad campaign. To speak to most households in the UK at such low costs is an unparalleled opportunity in the charity sector and one we work hard to keep through our relationship with the Water Companies.

Our best performing leaflet 'Give water, give life, give £2 a month' communicates the need for more investment in water and sanitation services and the difference even the smallest gifts will make. It builds vital awareness of these international development issues even amongst those that do not directly respond with a gift. In fact we often find that many of our supporters initially heard about our work in their water bill.

In 2007/8 25.8 million inserts went into UK water bills. We were able to increase volume primarily thanks to Thames Water who offered additional space for 3 million inserts.

However, there continues to be considerable challenges to the inserts in water bills due to the Water companies' wish to move to electronic billing. In addition to this, some water companies are re-considering their support of this activity due to internal challenges they face with non-bill payers and the perceived low response rate we achieve through this activity. In future years we would predict total volume of mailings will remain in the region of 25 million.

List any documentary evidence of achievements

The 2007/8 campaign recruited 7,826 new regular Direct Debit supporters with a first year annual value of £361,000. This activity still brings an excellent return on investment for WaterAid, due to the low costs incurred, however the response continues to fall on year. 2007/8 produced a 20% lower regular giving response rate than the previous year. We are currently developing a new engagement strategy to combat this decline, due to launch next year (February 2010).

Sub-objective: Increased interest of water and sanitation issues with general public

Indicator 1:
15% increase in people attending WaterAid talks by 2010.
Progress achieved and challenges faced
From a baseline of 27,186 in 2007, we have now experienced over 40,000 people attending WaterAid talks. There has been a huge demand for WaterAid speakers and the challenge has been to be able to respond to this request. Our action now is to strengthen the number of WaterAid Speakers. We have noted particular requests from the doubling of local groups and requests from Rotary clubs.
List any documentary evidence of achievements
Annual reports

Indicator 2:
10% increase in new relationships with corporate organisations
Progress achieved and challenges faced
In 2008/9 and into 2009/10 our existing corporate partnerships have continued to grow and we have continued to develop high profile new partnerships, while maintaining return on investment ratios. All corporate relationships present the clear opportunity of awareness raising as well as financial support.
Examples of key progress include: <ul style="list-style-type: none"> • doubling the value of our partnership with H&M to £400,000; • signing a three year partnership contract worth £270,000 with Ecover; • securing a new two year partnership with Whitbread Hotels and Restaurants worth up to £1,000,000; • developing a new partnership with Japanese Media company Chuo Senko, worth over £100,000.
The main challenges faced are related to the general economic situation. For

example, when WaterAid was picked as the beneficiary of the 2008 Financial Times Christmas Appeal, we forecast an income of £500,000 and a wave of new corporate partnership approaches. Due to the timing of the appeal, it was not as successful as anticipated, although it has been influential in raising WaterAid's profile among the business community.

The instability of the economy remains a challenge to predicting corporate funding opportunities, but to date we have not experienced a downturn in overall activity.

List any documentary evidence of achievements

http://www.wateraid.org/uk/get_involved/corporate_partnerships/default.asp
<http://www.ft.com/indepth/appeal2008>
http://www.hm.com/us/corporateresponsibility/hmsupports/projectsandcooperation/hmandwateraid_projectsarticle9.nhtml
<http://www.ecoverwateraid.com/en/>
http://www.whitbread.co.uk/corporate_responsibility.cfm?id=hospitality_action
<http://joinup.jp/live-for-love.com>

Sub-objective: Increased supporter network engaging with development issues

Indicator 1:

50% increase in number of WaterAid supporters engaged in End Water Poverty campaign year on year to 2010.

Progress achieved and challenges faced

There has been a steady increase in WaterAid supporters engaging with End Water Poverty (baseline of 20,000 active campaigners rising to 24,800 to date).

Key highlights include:

- Marking the end of the International Year of Sanitation by teaming up with other UK End Water Poverty members to organise a 'flash squat' to which about 100 people attended.
- Promoting the DFID regional consultations to WaterAid supporters, giving them the opportunity to attend.
- Glastonbury: face to face contact with new potential supporters, giving us an opportunity to ask people to support a campaign action and become part of our e-communication cycle.
- Analysing WaterAid's database of supporters. We have created a 'scoring system' based on supporter activeness and are now able to segment audiences and send more appropriate/targeted communications.
- Integrated campaign and fundraising work. This has increased the number of people we are able to reach and therefore we are able to engage with different audiences.
- Over 60,000 petitions collected to go towards the End Water Poverty campaign

targeted at Gordon Brown to talk toilets at the G8 summit in July 09. WaterAid supporters also attended the march to hand these to number 10 ahead of the meeting.

- Three (and counting) WaterAid supporters raising awareness for our campaigns by using their time on the 4th plinth (part of the one and other project) to promote WaterAid.

The challenges we have faced over the past year have ranged from ensuring data collected is all correct (deciphering illegible writing) and in keeping with the legal requirements through to working effectively with external agencies to ensure we maximise the impact of our work.

List any documentary evidence of achievements

Flash squat:

http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7233.asp

http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7665.asp

DFID consultation:

http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7523.asp

G8 hand in event: http://www.wateraid.org/uk/about_us/newsroom/7758.asp

Glastonbury:

http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7760.asp

Plinth: http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7781.asp

G8: http://www.wateraid.org/uk/get_involved/campaigns/campaigns_news/7797.asp

What is the likelihood that Strategic Objective 4 will be achieved? Rate 1 to 5.
See footnote 10.

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Part C – Lessons Learned²

What lessons are being learned from this PPA?

It is difficult to highlight the lessons which can be specifically attributed to the PPA given the unrestricted nature of this partnership. However, the flexibility of this partnership has certainly enabled WaterAid to maximise its learning over the past year.

This is particularly pertinent given the work we have invested in our new strategy and planning, monitoring and evaluation (PME) processes which have had cross-cutting impacts across the organisation, as well as beyond WaterAid to inform discussions with our sector colleagues. During the PME roll-out, our Programme Effectiveness Unit trained over a total of over 350 WaterAid staff globally which is supporting improved organisational effectiveness.

This unrestricted funding has enabled WaterAid to scope out new areas of work – for example scoping studies have been carried out and approval received from the Board of Trustees for WaterAid to expand into eight new countries and also the establishment of the New Initiatives Unit. Had we had to secure projectised restricted income for this, it would have been more difficult and could have constrained any innovative approaches.

As we have been in discussions with other government funders, it has been helpful to reference the PPA partnership as a very helpful mode of funding which enables the donor and grantee to develop the relationship far beyond pure financial terms.

WaterAid is, and strives to maintain its status as a Learning Organisation – always learning is one of our core values. We carried out the first global employee engagement survey over the past year and received a response rate of 86% across the whole organisation.

We have recently launched a 'Knowledge Net' as a global research and learning centre which will improve dissemination within WaterAid.

The past year has seen a significant increase in the way which WaterAid engages with the public and this can be clearly seen through the indicators under the final strategic objective.

Part D – Partnership with DFID³

Partnership with DFID

WaterAid has a good partnership with DFID which reaches far beyond the nature of the PPA partnership. WaterAid considers DFID to be a key partner in all aspects of its work; from the local relationships between WA Country Programme staff and DFID delegation staff through to contact in London with the WET team and meetings between WaterAid's CEO and Douglas Alexander.

Over the past year, the partnership has been highlighted through the following activities:

- During the consultation on the new WaterAid global strategy we were pleased to receive useful detailed feedback on early strategy drafts;
- WaterAid worked with DFID colleagues at the regional consultations for the White Paper earlier this year and encouraged WaterAid supporters to engage in these important meetings;
- Barbara Frost interviewed Douglas Alexander for a recent edition of the WaterAid magazine, Oasis.
- Margaret Batty, WaterAid's Director of Policy, spoke alongside the Secretary of State at the DFID Policy launch on water and sanitation in October 2008.
- Key London-based DFID colleagues have visited WaterAid projects over the past year (Mike Foster in Bangladesh, Minouche Shafik in Malawi) and Barbara Frost has met with the Permanent Secretary to discuss the Global Framework for Action on Water and Sanitation.
- WaterAid and DFID colleagues meet regularly through interaction as part of the UK Water Network, a BOND supported group, as well as UKAN and BOAG.

The meetings held earlier in March 2009 provided a useful guide to how DFID and PPA partners can work together more effectively with regards ensuring appropriate contacts are established and maintained across both organisations. This was a constructive step forward which needs to be followed up on more during the next year. The meetings scheduled for later this year will provide more information on this.

WaterAid is also a grantee through the Governance and Transparency Fund which began over the past year. While we have an excellent relationship with the managing agents of this grant (KPMG) it would be useful to discuss how best we can engage DFID staff in the content of this project.

WaterAid continues to work with many sector partners on all aspects of its work, both formally through partnership agreements on specific pieces of work (for example with its work with Oxfam, Sightsavers, Save the Children, IRC, through End Water Poverty, Building Partnerships for Development, Plan) and more informally through multistakeholder discussions at the local, national, regional and international level.

Part E – Corporate Governance and Organisational Change⁴

Provide evidence of how your organisation demonstrates good corporate governance, whether this has changed as a result of the PPA, and if so how.

WaterAid takes its responsibility for good corporate governance very seriously, as reflected in our new corporate strategy in which governance, diversity and sustainability all feature.

We have a UK Diversity and Equality of Opportunity policy, which includes both gender and disability, and comply with all UK equality legislation including areas such as flexible working, and anti discrimination and harassment. Compliance with local legislation and standards in the countries in which we work is also paramount and in addition we are working on global principles and standards for application across WaterAid. Diversity in the Workplace forms an integral part of our Equity and Inclusion agenda and we are currently working on developing a global framework. In the UK we have recently gained JobCentrePlus ‘Positive about Disability’ status and have provided seminars open to all staff on areas such as disability and age.

We have a global child protection policy and framework which is being implemented across WaterAid – the policy was developed in line with guidance provided by the Keeping Children Safe Coalition (a group of child focused international NGOs and the NSPCC) and supported by advice from experts from organisations such as Plan International. A lead person has been appointed in each country, including the UK, to champion this work.

To support our global vision WaterAid seeks to minimise the environmental impact of all our activities within the UK and are committed to working on a number of key ethical, environmental and sustainability principles which include: to be compliant with all environmental legislation, to continuously review, improve and challenge our wider environmental performance, to effectively manage our use of natural resources, to effectively manage all waste and to actively promote a wider understanding of environmental issues throughout all areas of the organization. We have an active Environment Working Group which is tasked to champion these goals and implement sustainable change.

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Appendix 1:

Mapping of WaterAid – DFID relationships

From 10th March 2009 meeting

DFID UK contacts

WaterAid staff have contact with a wide range of DFID staff in the UK; both at DFID offices and during UN and other international meetings.

The following contacts have been made in the past 18 months with DFID in the UK.

- **Douglas Alexander – Secretary of State** – WaterAid CEO & senior Policy staff met Douglas Alexander soon after he was appointed Secretary of State. WaterAid's Director of Policy spoke alongside the Secretary of State at the DFID policy launch on Water and Sanitation in October 2008. PCD also has had contact with Anthony Vigor, Special Advisor to Secretary of State. The Secretary of State has been interviewed for WaterAid's magazine "Oasis" which goes out to all of WaterAid's supporters and is appended to this document
- **Gareth Thomas – Minister of State.** Senior WaterAid staff have met him – but only at larger meetings and not 1 to 1.
- **Mike Foster, Parliamentary under Secretary of State** – WaterAid CEO and Directors have been in contact with Mike Foster's office to help organise a visit to WA Bangladesh projects during his forthcoming visit to Bangladesh in March 09, and WaterAid's Director of Policy met Mike Foster to discuss End Water Poverty Campaign in December 2008.
- **Minouche Shafik, Permanent Secretary** - In February 2009 WaterAid's CEO and directors met Minouche Shafik to discuss the Global Framework for Action on Water and Sanitation and Minoche, along with Gwen Hines has recently held discussions with WaterAid staff in Malawi
- **WET (i.e. WASH) team** - PCD also has regular contact with WET which is headed by Sanjay Wijesekera. WaterAid has regular dealings with **Peregrine Swann (former Senior Water Advisor)**, in particular during the preparation and duration of various UN events. **Guy Howard (aid effectiveness)**, **Beth Scott (health)** who is working on a one year secondment as crossover person between WET and the Health team, **Sue Cavill (capacity building)** and **Helen Richards (Governance)**
- In addition, the Fresh Water Action Network (FAN) whose secretariat is housed and financially supported by WaterAid had a meeting in December 2008 to discuss possible financial support from the **WET team** for its network development in South Asia, as well as its influencing and communications work. The WET team is currently considering a £1million for 3 years proposal for this work presented by FAN.
- **Infrastructure advisors** - WaterAid also has good relationships with the Infrastructure advisors including **Alistair Wray, Ian Curtis, Brian Baxendale & Clare Barrington**
- **CLEAR team (aid effectiveness)**, mostly **Romilly Greenhill**, but this is through the steering group of the UK aid network (UKAN) and not direct WA contact. Face to face once a month with rest of UKAN steering group.
- **Policy and Research Division** – Natalie Henshall, Communications Advisor. Contact made through PPED when discussing the DFID Policy launch.

- **Beverley Warmington – Director, West and Southern Africa Division.** WaterAid PCD & IPD met to discuss WASH in Nigeria
- **Marcus Manuel – Director, Pan Africa Strategy and Programmes** – met senior WA policy staff in 2007.
- **Sally Taylor, Director, International Finance and Development Effectiveness Division** – DFID have agreed to engage on a project reference group for a WA study on World Bank effectiveness.
- **Peter Kerby – Acting Head of Civil Society Dept - DFID** is planning a series of approx 12 regional seminars throughout the UK (English Regions, Scotland, Wales, NI) between March and May 09, to try to get people involved in a debate about International Development and the future direction of DFID policy (ie the White Paper). The idea is to organize these events in partnership with major INGOs including WaterAid – this would be badged as ‘consulting on the future of international development’, with DFID and the INGOs encouraging public debate. The Campaigns team within PCD is liaising with Peter Kerby on these events.
- **Roy Trivedy – Civil Society Department** – within the Policy and Research Division. Barbara Frost had a 1 to 1 meeting with Roy Trivedy in 2008 and she and Margaret Batty have been invited by him to attend and contribute to the DFID White Paper conference ‘Securing our Common Future’ on 9/10 March.
- DFID’s Communications Advisor, **Natalie Henshal**, who is based in the Policy & Research Division, is keen to start working with WaterAid on joint DFID/WaterAid promotional work, and has had contact with both WaterAid’s campaign and Communications teams.

Appendix 2: 2008-09 Highlights and achievements

Partnerships

- During 2008-09, WaterAid had a total of 1132 partnerships, comprising 330 direct funded partnerships with local organisations, and non-funded partnerships with 802 organisations
- WaterAid Ghana built the capacity of 13 Local Government Authorities in Planning, Monitoring and Evaluation by utilising GPS to collect and manage WASH data
- TAWASNET, a Tanzanian network WaterAid helped establish has had a major impact in its first year with many of its proposals adopted by sector stakeholders

Equity and Inclusion

- 7 Country Programmes have increased access to WASH for marginalised people using inclusive approaches and by developing accessible technology
- A study on Menstrual Hygiene Management in Nepal concluded that resolving this issue for adolescent girls requires greater attention to toilet cleanliness and water supply in schools
- An internal mapping survey has formed the basis for the development of an equity and inclusion policy and framework for WaterAid
- The link between HIV/AIDs and water and sanitation has been studied in Ethiopia and Tanzania. Both studies recommended that WASH programmes develop strategies for such vulnerable households

Sanitation

- 2.01 million people supported with access to sanitation, 8% over the original plan
- CLTS use in country programmes has continued with capacity-building for 106 people from 24 countries in Africa carried out in Nigeria
- The Mali Cabinet has approved a National Sanitation Policy. WaterAid and its partners played an important role in the development of this policy
- WaterAid Burkina Faso successfully organised the country's first national sanitation forum, which provided a space for all sector stakeholders to meet and discuss sanitation issues. The Government has decided to make this an annual event
- WaterAid Tanzania has worked with DfID and the government to prioritise school sanitation. DfID have now committed and indicated their intention to set £10 million aside for school sanitation in Tanzania

Advocacy and Policy Influence

- WaterAid Malawi's support for the Sector Wide Approach (SWAp) process has been rewarded as a staff member has been attached to the Planning Department of the Ministry of Water Development; WaterAid's advocacy played a part in the approval of a national sanitation policy by the Cabinet
- Innovative capturing of audio-visual evidence by WaterAid Madagascar has triggered important dialogues and debates
- Lobbying and advocacy work by WaterAid in Asia for the South Asian Conference on Sanitation (SACOSAN) achieved results with the Delhi Declaration acknowledging sanitation as a right by the governments in the region
- WaterAid is granted observer status with the African Commission for Human and Peoples' Rights
- The new "Pan-Africa" programme completed its first scoping study
- The President of Liberia, Ellen Johnson Sirleaf has accepted WaterAid's invitation to act as the Goodwill Ambassador for Water and Sanitation in Africa

Urban

- WaterAid is developing an urban strategy following a successful urban workshop in Malawi
- WSUP is now working in 8 cities in 5 African and 2 Asian countries, enabling us to work with more poor people in urban situations. As a result 25,000 more people have gained access to water and 73,000 to sanitation

Water Supply

- Over 1 million people directly supported with access to water, a 6% increase on our plan for the year
- The Water Sector Working Group of the Tanzanian government is to adopt Water Point Mapping into a National Rural Water Supply Infrastructure Monitoring System
- The Madagascar government has recognised the Hydraulic Ram Pump; a significant step in scaling up and application of this technology

Hygiene

- The results of the ASEH impact study in Bangladesh showed that improved hygiene knowledge and practice was reported by 97.4 percent of rural households, with 92% of urban households noting an improvement.
- WaterAid India (in partnership with Plan and Unilever) used Global Handwashing Day to focus on school children, taking the campaign to the next level by reaching out to more than 200,000 children
- In Ethiopia a pilot programme using community monitoring tools in 6 villages resulted in 41% of households in one village changing their practices in a month, great success in an area which has very low access to water and sanitation

Sustainability

- WaterAid Bangladesh has developed a sustainability plan for the ASEH programme so that the achievements of ASEH will be retained and continue to benefit the poor communities served by the programme
- WaterAid Mali's capacity building work with local government organisations for effective service provision is bearing fruit. More sector stakeholders have adopted the approach, making this a standard for the sector
- The long term sustainability monitoring system developed by WaterAid Nepal has been adopted by its partners, NEWAH and Lumanti
- The introduction of the 'Pump Parts Banking' concept by WaterAid partner, Afram Plains Development Organisation enables remote communities to fix their water facilities when they break, with assistance to buy and store pump parts

Organisational Effectiveness

- Development and roll-out of a new global Planning, Monitoring, and Evaluation system with over 350 WaterAid staff trained
- The foundations for establishing WaterAid India as an Indian entity, *Jal Seva Charitable Foundation*, have been laid with the registration of the organisation, recruitment of a CEO and Board of Directors
- WaterAid's first Global Employee Engagement Survey has a response rate of 86% across the organisation
- Scoping studies carried out and approval received for WaterAid to expand into 8 new countries

Water Resource Management

- WaterAid Bangladesh recognised as the lead organisation in promoting and mainstreaming Water Safety Plans at significant scale in Bangladesh with 15,730 community-based organisations and 227 NGO staff trained
- WaterAid Tanzania piloted a method to reduce fluoride levels in water by filtering water through animal bone char, reducing fluoride levels from 4mg/l to 0.7mg/l
- WaterAid Mali played a key role in the development of the national WRM action plan which outlines the, objectives, management and implementation framework for water resources

Learning

- Learning from the evaluation of ASEH programme in Bangladesh has been shared key sector and government stakeholders. Water-borne diseases as a percentage of total disease incidence have reduced from 28% in 2004 to 15% in rural areas, and from 25% to 20% in urban areas, resulting in a corresponding reduction in medical costs for households.
- Two Regional Learning Centres have been set up in West Africa, with the sanitation centre in Nigeria holding a training on total sanitation for participants from 16 African countries
- The launch of Knowledge Net as a global research and learning centre will improve dissemination within WaterAid

Appendix 3: Supporting information to Strategic Objective 2

1. Key advocacy partners and networks are active members in national networks

During 2008-09, WaterAid had 330 direct funded partnerships with local organisations, and non-funded partnerships with 802 organisations. The majority of funded partnerships are with **local non-government organisations** (NGOs) for service delivery, policy advocacy, research, and capacity building. Supporting and participating in **networks** with civil society organisations and other sector stakeholders is important to increase the impact of our work through experience sharing, capacity building and strengthening civil society voices in the sector. **Knowledge partnerships** have also been established with specialist organisations focusing on research and capacity building initiatives. WaterAid Country Programmes also engage with **local government** institutions to influence government programmes and delivery of WASH services.

- **Bangladesh:** Establishing linkages between community-based organisations (CBOs) and local government institutions has been a key element of the sustainability plan in the final year of WaterAid *Bangladesh's ASEH programme*. WaterAid Bangladesh has been implementing the pilot phase of Environmental Hygiene Promotion Leading to Behavioural Change project of WSUP in partnership with local NGOs Arban, CARE-Bangladesh and Halcrow.

www.youtube.com/watch?v=rHldoEEkqR8 –
www.lboro.ac.uk/well/.../BN23%20DFID%20Bdesh.htm
http://www.wateraid.org/bangladesh/about_us/7666.asp -
[http://thesource.wateraid.org/Sitesandworkspaces/UK/Commsandfundraising/ProgrammeFunding/Team documents/Final Report of ASEH Impact Study-WaterAid Bangladesh doc.pdf](http://thesource.wateraid.org/Sitesandworkspaces/UK/Commsandfundraising/ProgrammeFunding/Team%20documents/Final%20Report%20of%20ASEH%20Impact%20Study-WaterAid%20Bangladesh.doc.pdf)

- **India:** Knowledge partnerships were established in **India** with SOPPECOM, a national NGO for water resources management, Centre for Environment Education on water resource management and water quality, State Health Resource centre on health issues and Key Resource Centre on capacity building.

www.genderandwater.org/.../Gender%20Water%20Equity%20Training%20-%20TISS%20SaciWATERS%20SOPPECOM%20%20GWA%20200...
www.soppecom.org/focus.htm

- **Nepal:** WaterAid **Nepal** and NEWAH are now better placed to identify mitigation measures, including development of **water safety plans** with community level monitoring systems and appropriate technological options. **Water user plans** were also developed for two hill village development committees in **Nepal** after having completed the field work: WaterAid Nepal has joined the newly formed National Water User Master Plan (WUMP) taskforce to share experiences and plan for future WUMP development and implementation. Training on water quality standards, assessment, testing, contamination issues and possible mitigation options (particularly point of use

treatment options) were provided to develop local cadres within communities for sustained water quality assessment and testing.

http://thesource.wateraid.org/Informationandresources/KnowledgeNet/KnowledgeNetdocuments/WAI_Programme_Cycle_PartnershipsReview_Jan_08.pdf
www.everestmarathon.org.uk/wateraid.html
www.nepal.watsan.net/page/389
www.irc.nl/.../Lessons%20from%20Resource%20Centre%20Network%20Nepal.doc
www.newah.org.np/whoiswho/krishna.php

- Pakistan: WaterAid Pakistan established new partnerships with two local NGOs -Society for Human Development (SHD) which will focus mainly on hygiene promotion activities through working with local media and Local Health Workers from the health department. The second new partner - Indus Resource Centre (IRC) is working to empower marginalised communities through focussing on school sanitation.

<http://thesource.wateraid.org/Newsandevents/LatestWaterAidnews/Pages/ThirtywomenjoinactiongroupinPakistanfollowingWaterAidpartnerevent.aspx>

- Ethiopia: New partnerships in Ethiopia with Handicap International and in Pakistan with two local NGOs demonstrate WaterAid's focus on the poor and marginalised
- Tanzania: TAWASNET, a Tanzanian Network which WaterAid helped set up in 2008 has had a major impact in its first year with many of its proposals adopted by sector stakeholders, thus giving the CSOs a strong and effective presence and establishing TAWASNET as a recognised sector player / The new sector network in **Tanzania**, TAWASNET (which WaterAid helped set up), was officially launched in Maji Week (World Water Week) in March 2008. The constitution was signed in May, and TAWASNET was formally registered in October 2008. The network's activities this year included preparation of four key position papers for the Joint Water Sector Review, one on Sector Performance Monitoring, and a report on equity monitoring, which were all supported by WaterAid. These enabled TAWASNET to get many of its proposals adopted by various sector stakeholders, thus giving the CSOs a strong and effective presence and establishing TAWASNET as a recognised sector player.

http://www.wateraid.org/uk/what_we_do/where_we_work/tanzania/
<http://d.yimg.com/kq/groups/22477246/43806283/name/job+advert.doc>

- Uganda: WaterAid in **Uganda** produced and distributed **sanitation information packs** and IEC materials to sensitise the public on the need and importance of improved sanitation. CIDI (partner organisation working on Citizen's Action) has launched a newsletter called "Community Voices" which provides an opportunity and platform for sharing policy-related information, as well as approaches and achievements of rooted advocacy.

www.wateraid.org/documents/.../wateraid_uganda_annual_report.pdf

- Madagascar: At the national level other significant **knowledge partnerships** include a new research partnership between WaterAid **Madagascar** and Economic Commission for Africa to develop and strengthen its work on water point and sanitation mapping with special application of Google Earth.
- Malawi: WaterAid **Malawi** has been playing a crucial role in **supporting the Sector Wide Approach (SWAp) process** through attachment of one staff member to the Planning Department of the Ministry of Water Development, which will lead to a more harmonised and co-ordinated approach in the sector. This person was responsible for supporting the coordination of the various SWAp processes whilst the Ministry awaits recruitment of a dedicated SWAp Co-ordinator. WaterAid Malawi has been applauded for this strategic support. In July, three WaterAid Malawi staff participated in the development of SWAp pillars on Institutional Capacity and Development – focusing on Policy and Reforms, Urban Water Supply and the Water Resources Management pillars. The degree of success of WaterAid Malawi's work in addressing such blockages can be seen in how they were appointed as a member of the **steering committee** of the National Sanitation Policy and by October 2008 the cabinet approved a National Sanitation Policy in Malawi for the first time ever.

www.lboro.ac.uk/well/resources/well-studies/full-reports.../task2765ii.pdf
www.wsp.org/UserFiles/file/272007100544_access36.pdf

- Mozambique: The profile of ESTAMOS, a partner of WaterAid **Mozambique**, was greatly enhanced during the last six months following the awarding of the Goldman Environmental Prize for Africa to the organisation's founder and director, Feliciano dos Santos, in April. The prize recognised his commitment to campaigning for better public health through safe water and sanitation in Mozambique using songs and music to convey public health messages and initiate social change focussing on health, water and HIV/AIDS. Related to ESTAMOS' increasing capacity and ability to attract funding, WaterAid Mozambique has reviewed its own relationship with the organisation and is formulating a three-year exit strategy, including supporting an organisational review and the implementation of the recommendations

www.wateraid.org/international/.../mozambique/2596.asp
www.goldmanprize.org/2008/africa

- Burkina Faso: WaterAid **Burkina Faso** organised **the country's first national sanitation forum**, which provided a space for all sector stakeholders to meet and discuss issues around sanitation. It was such a success that the Government has decided to make this an annual event

www.susana.org/lang-en/news/past-events

- Ghana Related to planning and coordination, WaterAid **Ghana** formalised its

existing relationships with 11 Local Government Authorities (LGAs) across Ghana, to begin marketing their water and sanitation plans for financing in order to support the delivery of water, sanitation and hygiene services.

<http://thesource.wateraid.org/Informationandresources/KnowledgeNet/KnowledgeNetdocuments/WAGhana6monthly0809.pdf>

<http://thesource.wateraid.org/Informationandresources/KnowledgeNet/KnowledgeNetdocuments/LMDGI II Report Final.pdf>

- Mali: The Cabinet in **Mali** has approved a **National Sanitation Policy**. WaterAid and its partners played an important role in the development of this policy. *Following a long reflection period between WaterAid **Mali** and its partners on how to **reinforce the WATSAN sector**, a National Task-Force on WATSAN, was launched in September. The task-force will be a platform for active advocacy activities for the access of poor people to Watsan services, fund raising and learning. The Cabinet in **Mali** has approved a National Sanitation Policy. WaterAid and its partners played an important role in the development of this policy.*

<http://thesource.wateraid.org/Sitesandworkspaces/UK/internationalprogrammes/ANNUAL REPORTS/Microsoft Word - WAMRapportAnnuel version 19-06-09 Prog trslatedPR - FINAL.pdf>

- Nigeria: WaterAid Country Programmes in **Pakistan, Ethiopia** and **Nigeria** have piloted **Rainwater Harvesting** projects this year./ Water quality **monitoring committees** have been established in Ekiti, Enugu, Benue, Bauchi, Plateau and Jigawa States in **Nigeria** and have developed water quality monitoring plans. The training conducted for states has led to the establishment of water quality laboratories in these states. Water quality equipment was supported by WaterAid Nigeria and UNICEF in some of these states. The Local Government Authorities (LGA) and State Water Agencies have developed checklists for monitoring water quality in communities. The State Rural Water Supply and Sanitation Agencies have step down training received to LGAs and Communities.
- There is continued growth in the number of strategic partnerships at national, regional and international levels for example the **West Africa** Region has entered into a number of strategic partnerships with UNICEF and CREPA (a regional NGO resource centre) for wider regional impact

http://www.wateraid.org/documents/mai_ruwa_sept_2007february_2008.pdf
<http://thesource.wateraid.org/Sitesandworkspaces/UK/internationalprogrammes/ANNUAL REPORTS/Microsoft Word - West Africa Team Annual Report Final.pdf>
http://www.worldwaterweek.org/documents/WWW_PDF/Resources/2009_20th/CREPA_Overview.pdf
http://www.unicef.org/wash/files/UNICEF_WASH_2008_Annual_Report_Final_27_05_2009.pdf

- WaterAid in **Mali** received visitors from WaterAid **Ghana** and **Burkina Faso** with their respective local authorities to learn and share on the process of **Localising MDG Initiative**. The visitors were impressed with the level of Local

Development Plan marketing exposure and practical skills they acquired by participating in the training programmes.

<http://www.wateraid.org/mali/news/7311.asp>

- WaterAid **Ghana** built the capacity of 13 Local Government Authorities (LGAs) in six Regions of the country in Planning, Monitoring and Evaluation capacities of local government institutions utilising the Global Positioning Systems (GPS), a satellite based technology, to collect and manage WASH data

www.wateraid.org/documents/dawuro_21.pdf

- The **Malian** government held a donor round table to finance the National Action plan for WRM. The round table was organised by the Ministry of Energy, Water and Mines and was attended by key ministries and technical and finance organisations such as the World Bank, DANIDA, KFW, other INGOs, and WaterAid Mali. The national action plan, adopted in late 2008 outlines the objectives, activities, management and implementation framework for water resources, and was later elaborated upon—a process in which WaterAid Mali played a key role.

www.wrc.org.za/ihp/files/IHP_meeting_transcripts.pdf

- Developing **local government partnerships** has also been a key feature of work on partnership this year especially in the context of better sector coordination and planning. WaterAid's partnership with district and provincial government in **Mozambique** was further strengthened by the training of district partners in **statistical management and analysis**.

www.wateraid.org/documents/plugin.../advocacy_sourcebook_2.pdf

- WaterAid **Zambia** also has focused initiatives with local government bodies responsible for water and sanitation services. Sector capacity within Zambia is relatively low and in an effort to combat this, WaterAid have directly supported recruitment of staff within the Rural Water Supply and Sanitation Units of local governments.

www.wateraid.org/.../empowering_local_governments_for_wash_service_delivery.pdf

- WaterAid **Pakistan** identified areas where the partners required support for capacity building, such as hygiene promotion, developed a training module and manual on the subject and held a training of trainers for partner organisations involved in hygiene promotion.

www.washcalendar.wordpress.com/category/region/south-asia

www.odi.org.uk/resources/download/2952.pdf

- WaterAid **Nepal** has completed the design of its local **capacity building programme** that will provide training and support on 15 areas related to WASH

service delivery, organisational development, and advocacy. These examples highlight the different ways in which Country Programmes have built the capacity of both local NGOs and local governments this year.

www.hydro-fundraising.com/partnership.php

http://www.wateraid.org/documents/plugin_documents/wateraid_nepals_experiences_in_communitybased_water_resource_management.pdf

Appendix 4: Sustainability

For WaterAid, the term “sustainability” comprises the sustainability of WASH services and behaviour changes, as well as sustainability in relation the outcomes of capacity building initiatives and community development processes.

Approaches towards ensuring the sustainability of outputs and outcomes include:

- supporting appropriate and affordable technologies, which are acceptable to communities and can be managed by them
- building institutional linkages between communities, service providers and local governments
- building the capacity of community based organisations and service providers to enhance the quality and effectiveness of project interventions
- enhancing the sustainability of partner organisations beyond the funding agreements with WaterAid

Although good practices and processes towards ensuring sustainability are being implemented there is lack of a comprehensive understanding and there is a need for sustainability to be more systematically addressed. The International Programmes Department is developing a clearer organisational understanding of sustainability as a principle, to enable WaterAid Country Programmes to strengthen their planning, improve capacities and enable improved monitoring and evaluation practices. This will also be reflected in the evolving Planning, Monitoring and Evaluation framework.

Major Achievements

- WaterAid **Bangladesh** has developed a **sustainability plan** for the ASEH programme so that the achievements of ASEH will be retained and continue to benefit the poor communities served by the programme
- WaterAid **Mali's** work with local government organisations in **building their capacity for effective service provision** is bearing fruit. A range of sector stakeholders have now adopted the approach, making this no longer a WaterAid Mali initiative but a standard for the sector
- The **long term sustainability monitoring (LTSM)** system developed by WaterAid **Nepal** has been adopted by its partners, NEWAH and Lumanti into their M&E systems
- The introduction of the '**Pump Parts Banking**' concept by WaterAid partner, Afram Plains Development Organisation (APDO), enables remote communities to fix their water facility promptly when they break. Through assisting communities to buy pump parts and store them at community level for use in the event of a break down of their water facility

WaterAid **Bangladesh** developed a **sustainability plan** for the five-year ASEH programme which concluded in March, so that the achievements of ASEH will be retained and continue to benefit the poor communities with a special focus on women, children and other marginalized groups beyond the project. The key areas of the plan are hygiene knowledge and behaviour, functionality of water and sanitation facilities, functional community based organisations, strengthening community voice for enhanced accountability of service providers and policy makers and continuing to influence sector reform processes. The sustainability plan is being continued under WaterAid Bangladesh's Enhancing Environmental Health through Community Organisations sub-programme which commenced in April 2009.

Across all WaterAid regions, it is recognised that governments hold the mandate for the delivery of water and sanitation services. The majority of WaterAid Country Programmes have established relationships with state and local governments to support and advocate for the effective and sustained achievement of this goal. In **Mali**, the decentralisation process has been underway for some time, but is yet to be fully applied in practice. WaterAid Mali has worked closely with local government organisations to develop their capacity, assisting the advancement of feasible models for WASH and applying learning from experiences in **Nigeria**. Initially these were tested and applied at the local level, but have subsequently been taken up on a national scale. A range of sector stakeholders have now adopted the approach, making this no longer a WaterAid Mali initiative but **a standard for the sector**. WaterAid **Zambia** also has focused initiatives with local government bodies responsible for water and sanitation services. Sector capacity within Zambia is relatively low and in an effort to combat this, WaterAid have directly supported recruitment of staff within the Rural Water Supply and Sanitation Units of local governments.

The **long term sustainability monitoring** system developed by WaterAid **Nepal** has been adopted by its partners NEWAH and Lumanti. NEWAH has carried out a sustainability monitoring exercise covering 10 projects using the system and WaterAid Nepal has monitored a further 26 projects using the system. In the results so far, poor institutional mechanisms have been shown to be the most dominant cause impeding the sustainability of WASH projects. Although more data is needed to confirm the initial findings, the results highlight the need for WaterAid Nepal and its partners to address some core elements of their programme approach to improve the sustainability of their projects.

Sustainability of water supplies schemes in rural communities has been a key issue for WaterAid **Ghana** and its partners. An innovative scheme by the Afram Plains Development Organisation has seen the “**Pump Parts Banking Concept**” introduced to communities, enabling them to fix their water facility promptly when they break. The Pump Parts Banking concept assists communities to buy pump parts and store at community level for use in event of a break down of their water facility. Remote communities who have bought and stored pump parts in their community for the past two years now have easy access to parts, enabling them now to promptly fix water facilities when they break down.

WaterAid **Mozambique** has been working with communities, learning from their knowledge to develop and protect springs in Namarroi (Zambezia Province). The springs represent a traditional water source, reliable even in the driest months. However, they are prone to becoming unhygienic and a breeding ground for waterborne diseases such as malaria and dysentery if not well maintained. Geological conditions in the district render drilling of boreholes extremely expensive but WaterAid has supported protection measures to enhance sustainable and safe use of the spring water.

WaterAid Country Programme Evaluation Zambia May 2009

Notes from the Evaluation Summary

(Findings: Sustainability)

Discussions in communities provide evidence of enthusiasm for the perceived benefits of water and sanitation services and facilities, ranging from dish-racks, toilets and handwashing facilities to water points. Handwashing facilities are evidently used (the

plants which thrive on the used water are testament to this). However, this does not generally translate into adequate financial contributions for the maintenance and repair of water supplies, nor into evidence that households will take appropriate actions when pit toilets fill up, although householders indicated that they will relocate toilet slabs when their pits are full. There is some limited evidence of new householders receiving help from communities in the construction of their own facilities, although it is not clear who pays for materials in this case.

Local institutional arrangements and spare parts supply chains are often not fit for the purpose of permanent service delivery, although minor pump breakdowns are dealt with well through user committees and area pump minders. However, none of this evidence constitutes a guarantee that services and behaviour changes will prove to be truly sustainable. Continual follow-up and support by local government and the country programme will be necessary to ensure that changes brought about by the programme are sustained.

Recurrent funding

The main barrier to long-term sustainability is a lack of recurrent funding. Households either do not have the cash, or are unwilling to spend it on water supply maintenance and new toilets. WaterAid is not alone in providing services which will have a service life of only 5-10 years, nevertheless such a prospect is not acceptable and solutions need to be found. More could be done to explore options for recurrent funding of developments needed by rural communities. Initiatives such as savings and revolving loans schemes, animal banks, and communal farming plots could all contribute to sustainable solutions at a community level.

Sustained change among partners

As a consequence of its interventions WaterAid Zambia should be leaving behind stronger partners and more effective collaborators. The evaluation showed evidence of the strengthening of partner capacity including the development of individual skills, knowledge, and experience, and the organisational effectiveness of partners. Although some partners spoke of the time taken to forge an effective relationship with WaterAid Zambia, partnerships have generally proved to be effective once the relationship is established.

While it is potentially easier to make progress in developing the capacity of NGOs, there are many issues which make this more difficult with local Government authorities. It reflects well on the country programme that the District Councils which participated in the evaluation all spoke eloquently of their commitment to their partnerships with WaterAid.

The evaluation did not reveal evidence that WaterAid Zambia's partners have been able to attract funding and operate independently after the cessation of formal partnerships with WaterAid. However the increased organisational capacity of partners suggests that their potential to attract funding may have partially improved.