



Agenda for Change

An introduction

Supporting water sanitation
and hygiene services for life

Outline

- What it is
- The challenge – delivering services that last
- The solution – building local systems .. to deliver the services
- Where we are now

Agenda for Change

Where does it come from?

- District Wide Approach (WaterAid)
- Everyone Forever (WfP)
- Service Delivery Approach (IRC)
- Aid Effectiveness (SWA)

A loose alliance, a partnership, a vision

- working together – aligning programmes
- strengthening country systems
- escaping aid and dependency

Aligned to

- collaborative behaviours of SWA
- the SDGs
- **country processes and systems (national and local)**

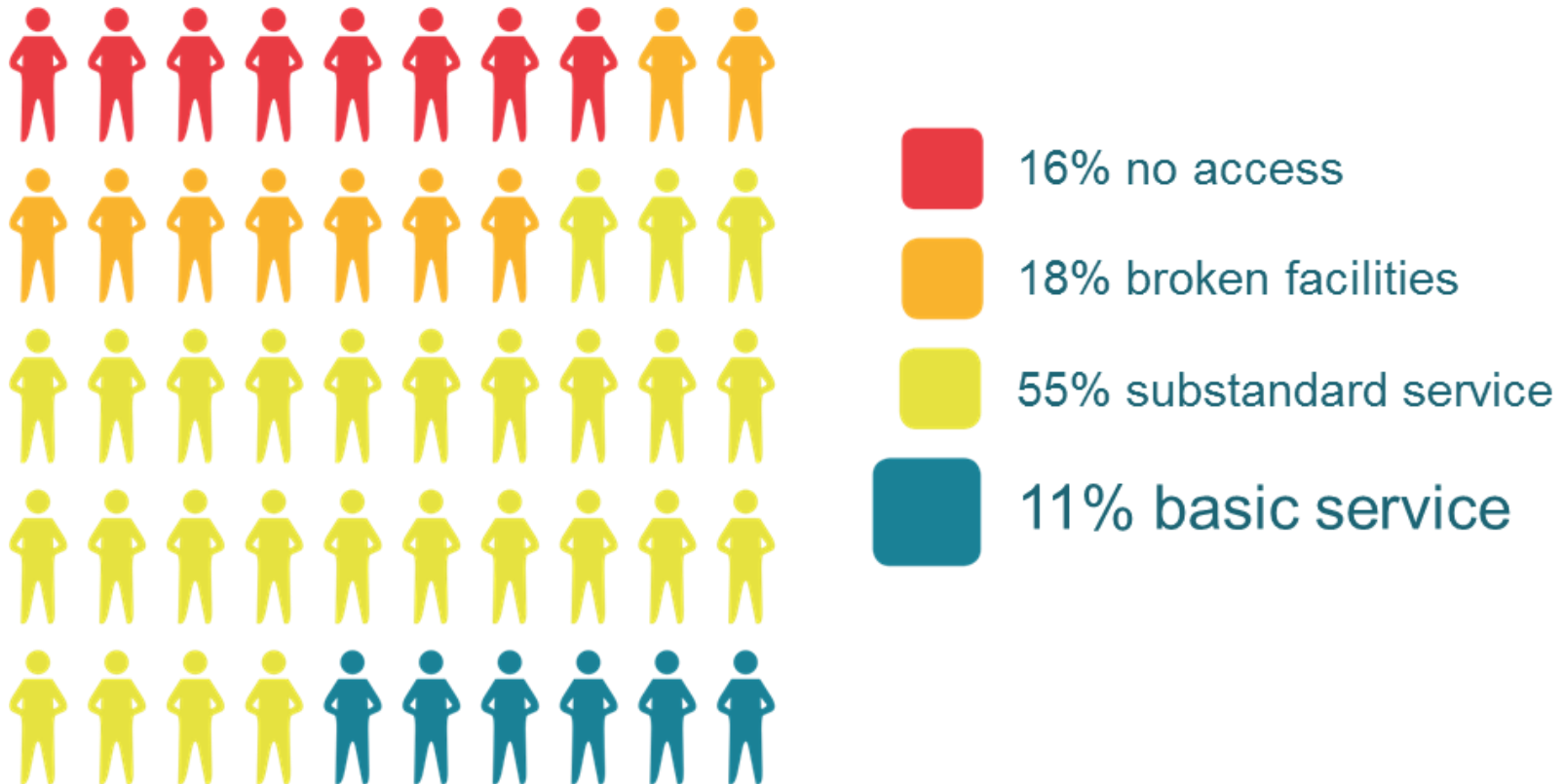
Enhance
government
leadership of
sector planning
processes

Strengthen and
use country
systems

Use one
information
and mutual
accountability
platform

Build
sustainable water
and sanitation
sector financing
strategies

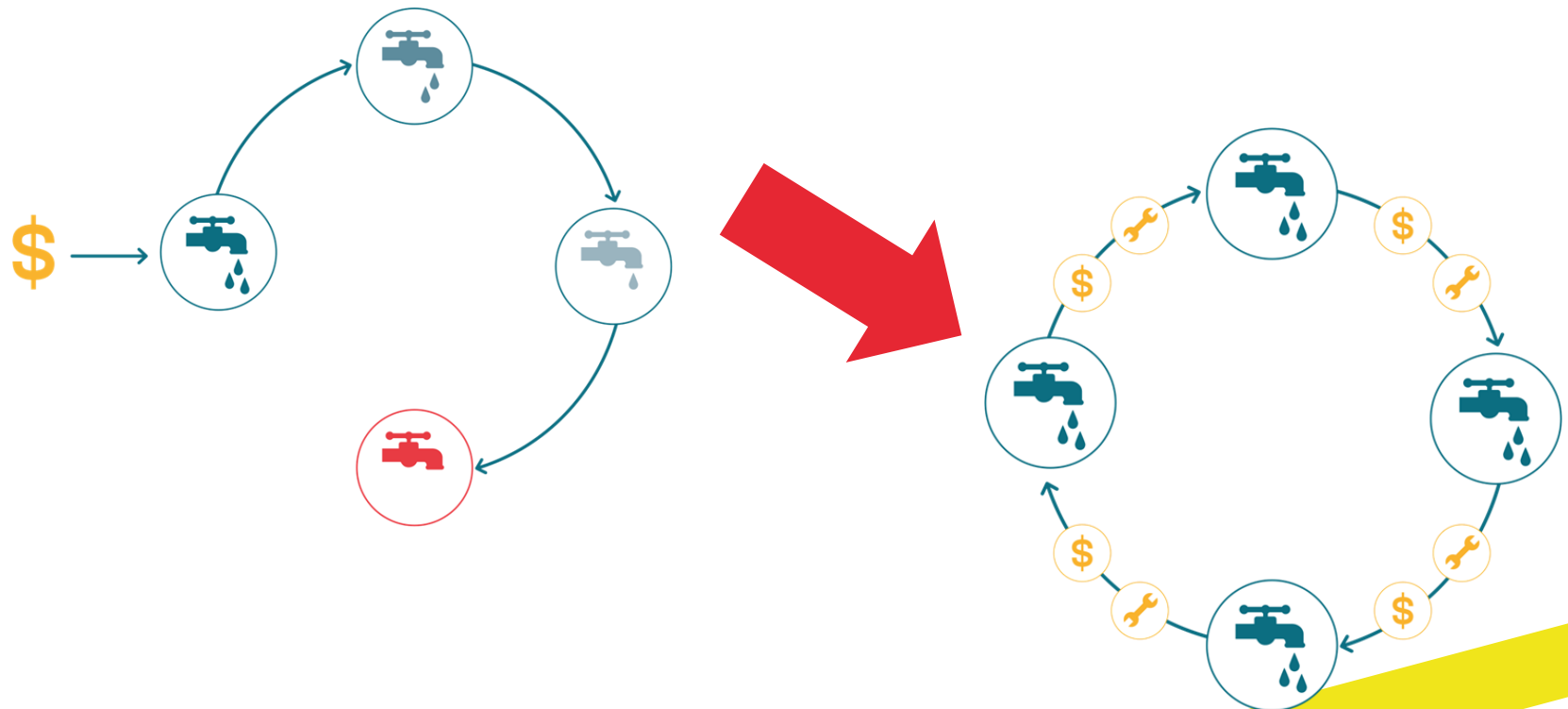
The Challenge? Unmet needs – poor services



Why do things differently?

- Because rural WASH services are universally poor
- Because delivering services that only last 1 or 2 years is fraudulent
- Because sustainability (of services) is the only “exit strategy”
- Because the SDGs commit us to it
- Because people have a right to expect it
- Because it’s the right thing to do – and is much more interesting than drilling holes or making latrine slabs!

- There is no-such thing as a sustainable hand-pump (or latrine or generator or car or aeroplane!)
- **It is the services that these provide that must be sustained**
- Hardware is just the means
 - It will ALWAYS need to be replaced
- The important question then is HOW to ensure this happens!



What we've learned - it takes a whole system to provide Water (or sanitation) services

 Government

 Community organisations

 Private suppliers

 Regulators

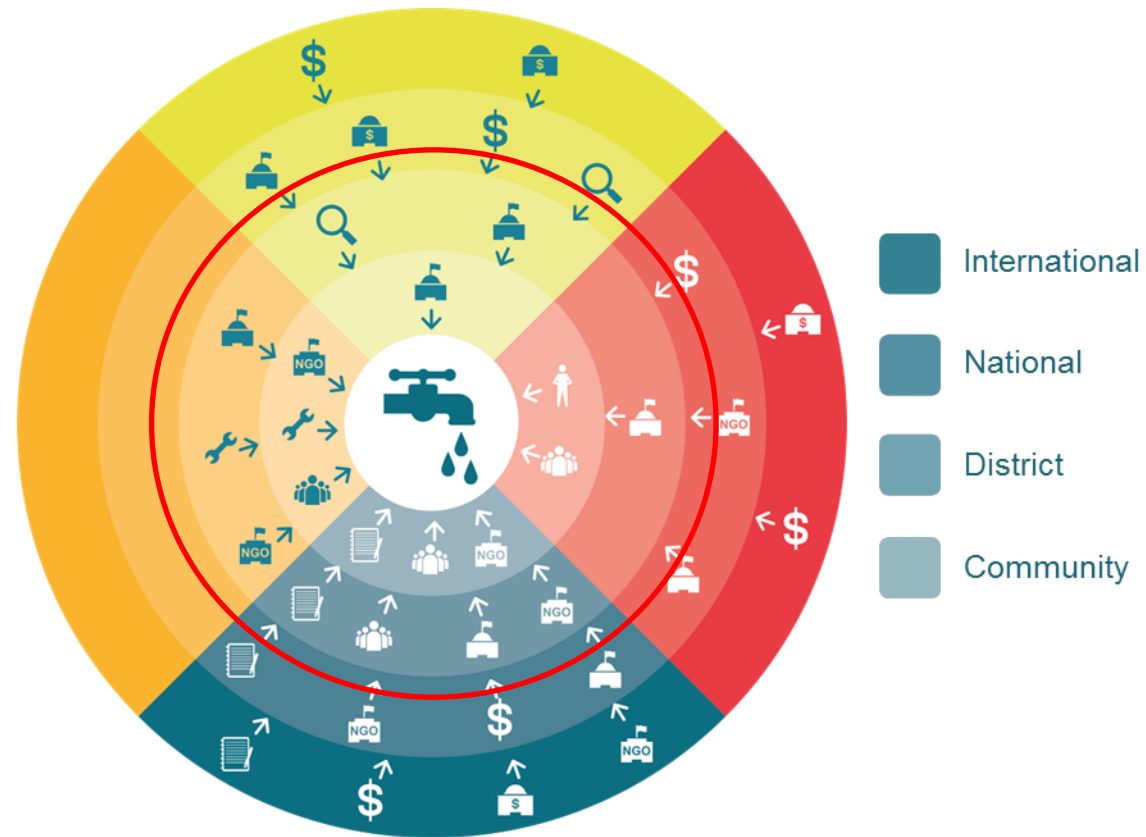
 Researchers

 Consumers

 Donors

 Development banks

 NGOs



What doesn't work?

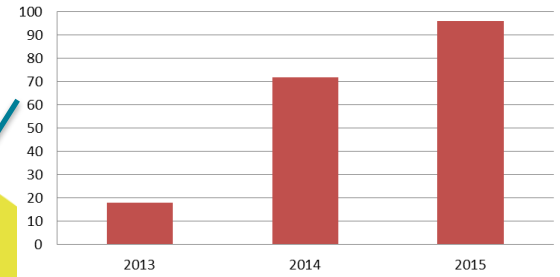
- Community management & empowerment
- Centralised state provision
- Private sector provision
- Capacity building
- Lobby and advocacy
- Innovation
- Knowledge management
- Behaviour change
- Projects

So what does? Or what might?

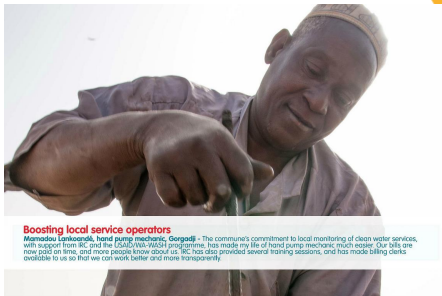
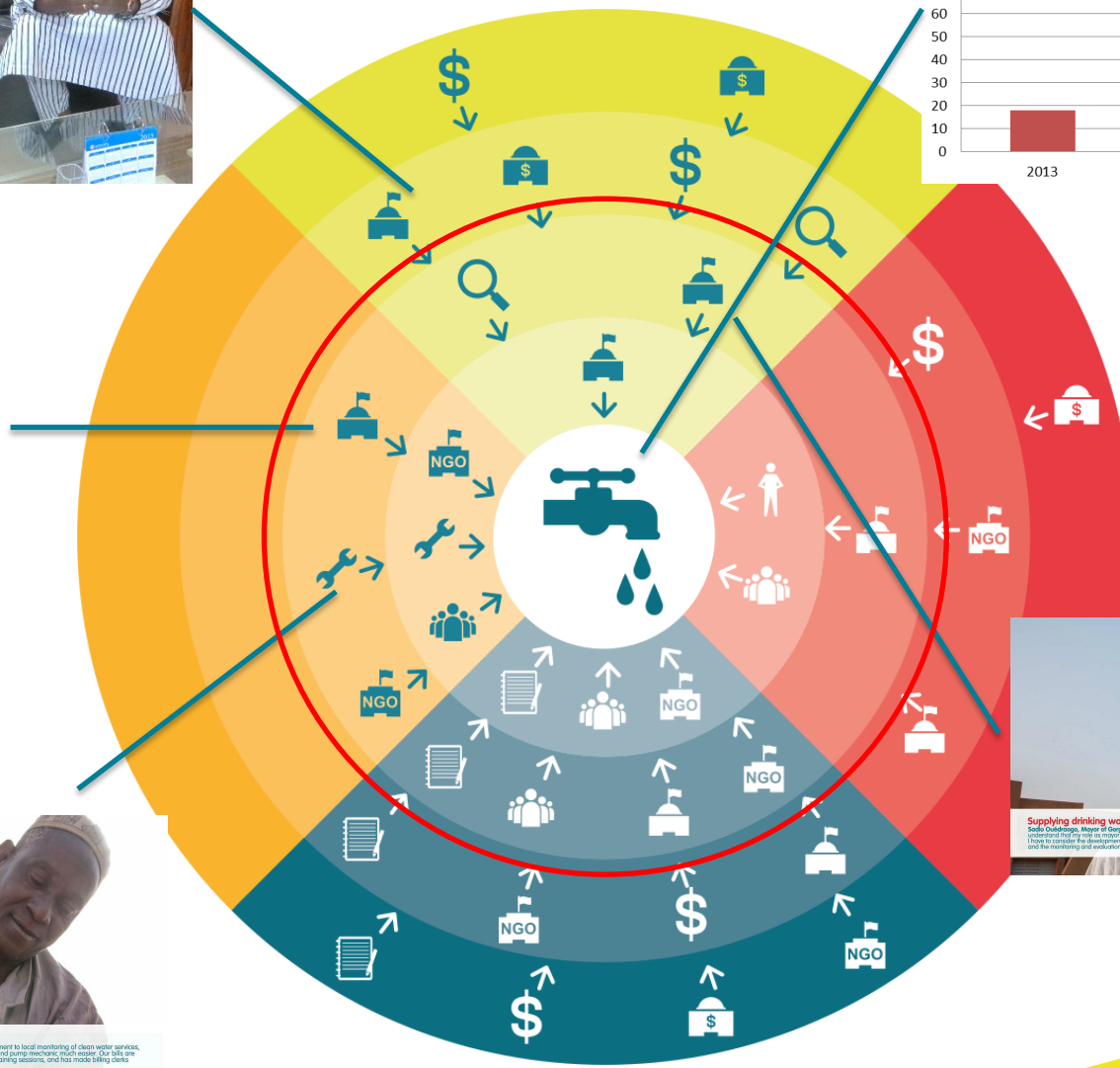
- **All of them – together – a system-wide approach**
- A systems **building** approach
- A systems **change** approach
- Focussed at the “district” – but linked to national level

- What experiences do we have of this?
 - IRC’s Triple-S approach
 - Water for People’s Everyone Forever approach
 - WaterAid’s District Wide Approach
 - And others ...
 -a growing body of experience of doing things differently

Gorgagdjji ...



Length of hand pumps breakdown reduced
 Sanku Singh, Lead Mechanic, Gorgagdjji committee, in a recent year, servicing of hand pumps has increased greatly. The reason given by the committee is that they are providing training to the mechanics to improve their skills. Also, the committee has started to use quality spare parts and regular tools. Because of our work, the average length of a hand pump breakdown for each village is 20 to 30 days.



Boosting local service operators
 Mamata Ghoshalkar, hand pump mechanic, Gorgagdjji. The committee's commitment to local monitoring of clean water services, with support from IRC and the (CARE-USA-NGO) programme, has made my life of hand pump mechanic much easier. Our bills are now paid on time, and more people know about us. IRC has also provided several training sessions, and has made billing details available to us so that we can work better and more transparently.



Supplying drinking water is more than just building facilities
 Sanku Singh, Mayor of Gorgagdjji committee (2013-2014). The service delivery approach that is supported by IRC has made me understand that the work is not just about building a facility, or providing water, but about building facilities that are sustainable. The government of the state, have to organize the people involved, how to manage the service, how to fund it and the monitoring and evaluation that is needed.

How to change.....

- Adopt a “collective impact” approach
- Collaborate in a meaningful geography (district, municipality, commune)
- Address all elements of “the system” at once (or sequentially)
- Develop tools for system-building (e.g costing/planning tools etc.)
- Adopt a problem solving approach
- Provide a hub/backbone to support the process
- Adopt common indicator frameworks
- Frame actions as experiments – dare to fail
- Identify partners unique value addition
- Work with, for and through local structures (government, community, private sector)

Sustainability is an outcome – a desired end state – it requires learning, experimentation, capacity building, costing, budgetting, planning

Agenda for change - what's involved?

Committing to 100% coverage in a district/province/region

- A clear shared vision

Committing to the long term

- Until the job's done

Shared monitoring (and feedback)

- Coverage, Satisfaction, Quality, Functionality / service-delivery
- Financial flows
- Capacity and behaviours of service authorities and providers

Supporting service authorities (local government)

- Strategic and financial plans
- Monitoring systems
- Learning platforms

Strengthening service providers

- Business models
- Capacity

Building partnerships

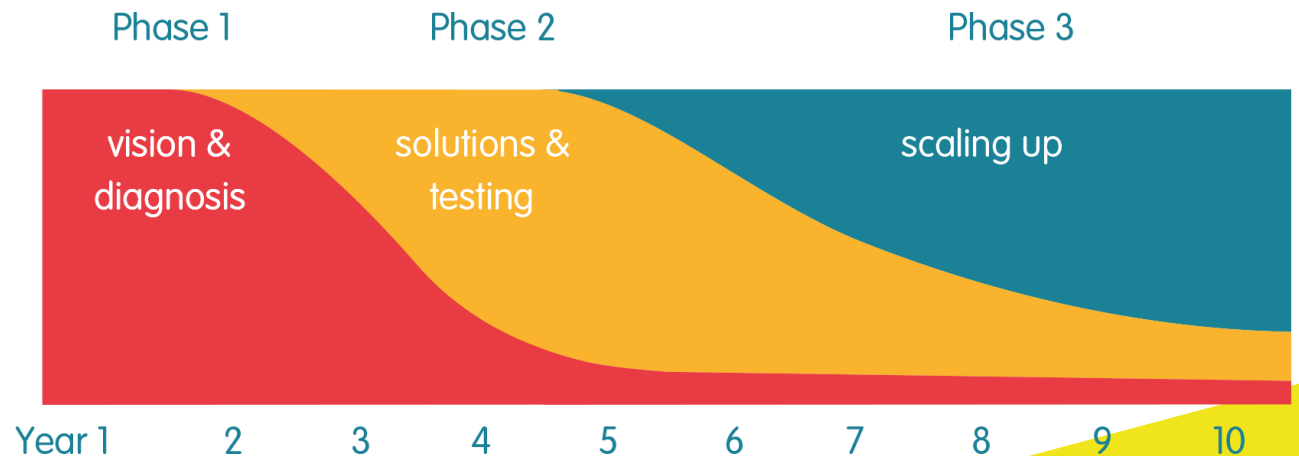
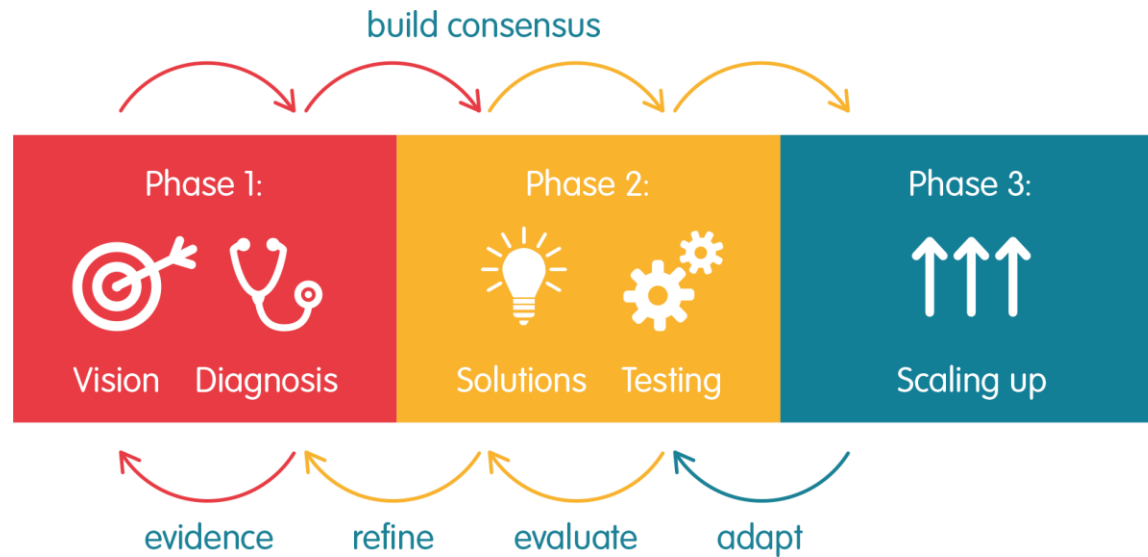
- Government – local and national
- Financiers
- Academics
- NGOs
- Local private sector

Innovating and learning what works ... together

Indicators of system strengthening?

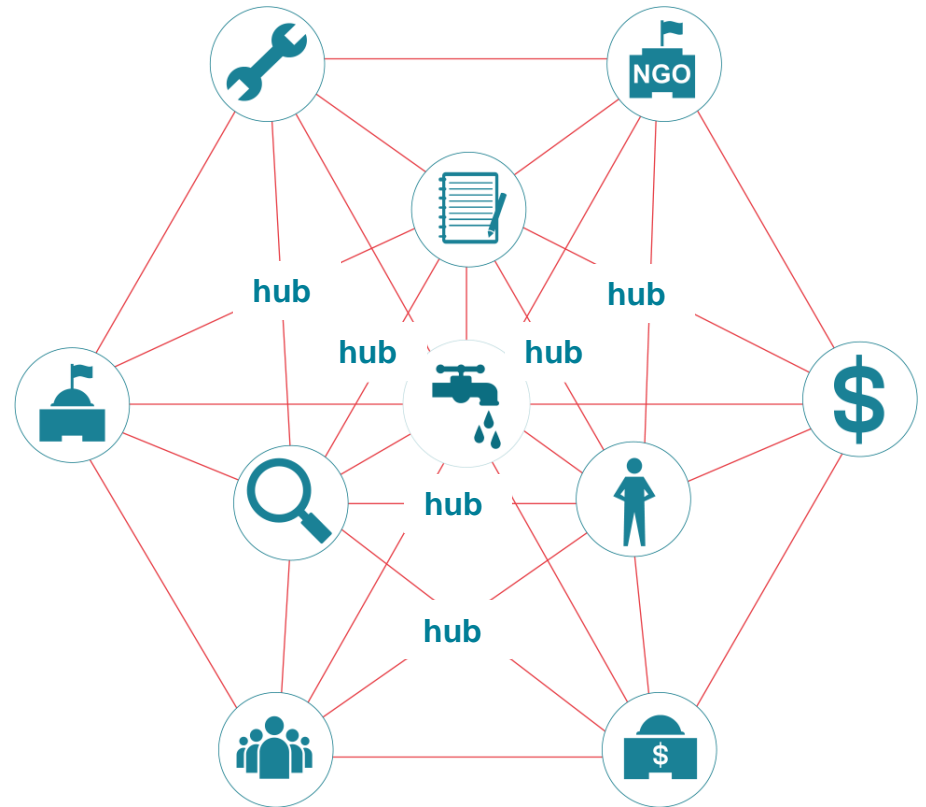
- **National government commitment and leadership**
 - **Credible strategies and concerted action**
 - National sector investment plan
 - **District investment and revenue plans**
 - Revenue from: user fees, private investment, ODA, government
 - % funding for long-term support to service delivery
 - **District capacity**
 - Service providers and authorities
- **Service provided**
 - Services received (and satisfaction) measured at household/individual level

Committing to doing, learning and scaling together



Supporting the process with a backbone/hub

- Driving the change process
- Supporting the movement
- Enabling collective action – and impact
- Advocacy, evidence, policy, documentation
.....



Where are we currently?

- WaterAid, IRC, WaterForPeople, Osprey, Aguaconsult working together
- Implementing a roadmap in Honduras, Rwanda & **Uganda**
-also exploring Malawi, Ghana, Burkina?!
- Identifying fellow travellers
- Broadening the movement

IRC

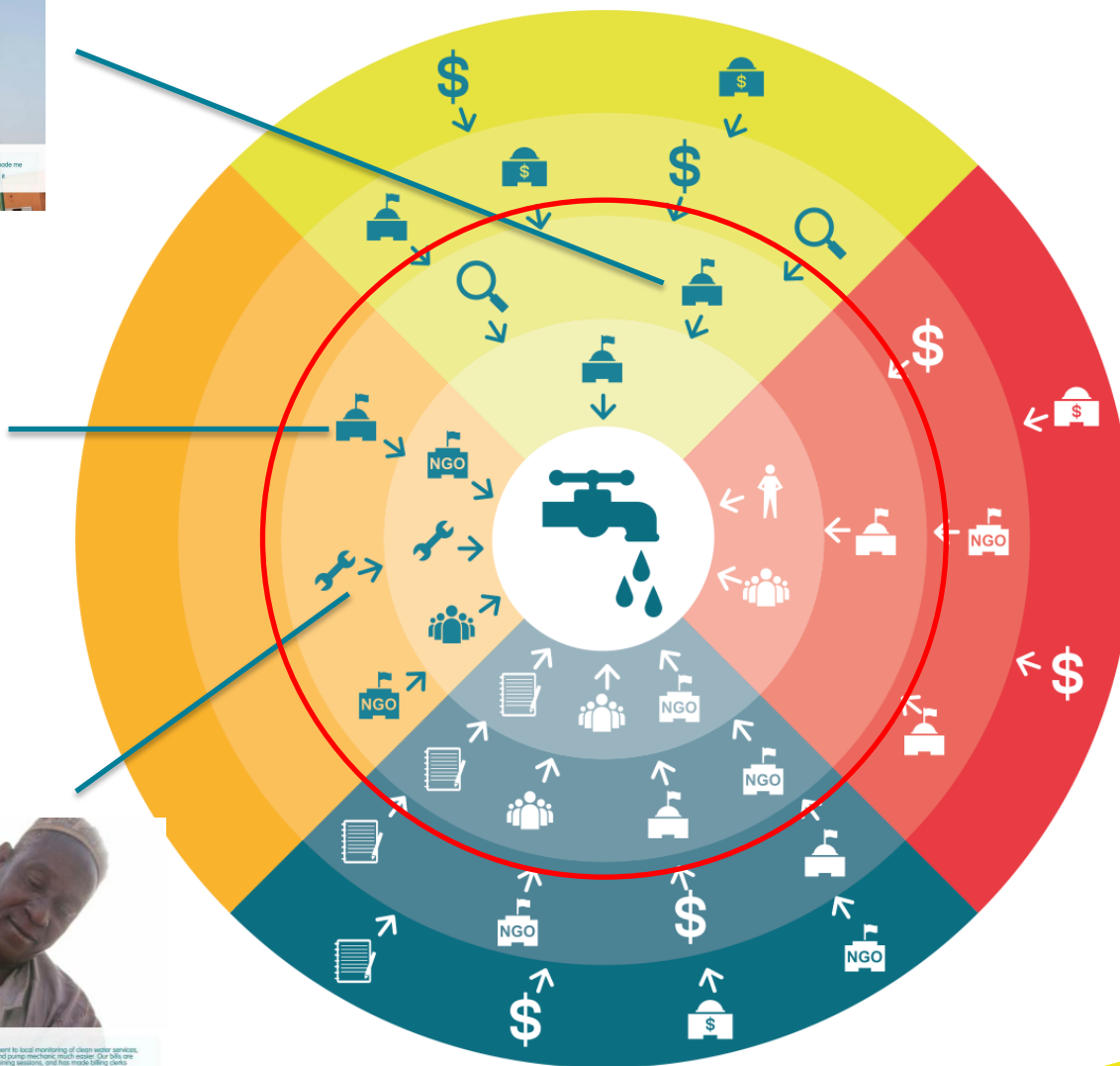
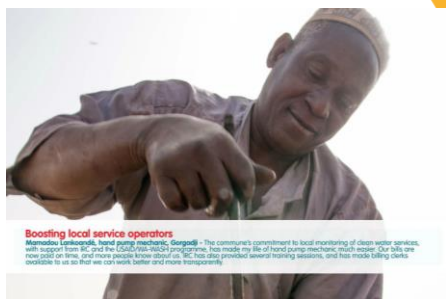
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Strengthening the system in Gorgadji - Burkina





Boosting local service operators

Mamadou Lankoandé, hand pump mechanic, Gorgadji - The commune's commitment to local monitoring of clean water services, with support from IRC and the USAID/WA-WASH programme, has made my life of hand pump mechanic much easier. Our bills are now paid on time, and more people know about us. IRC has also provided several training sessions, and has made billing clerks available to us so that we can work better and more transparently.



Length of hand pumps breakdown reduced

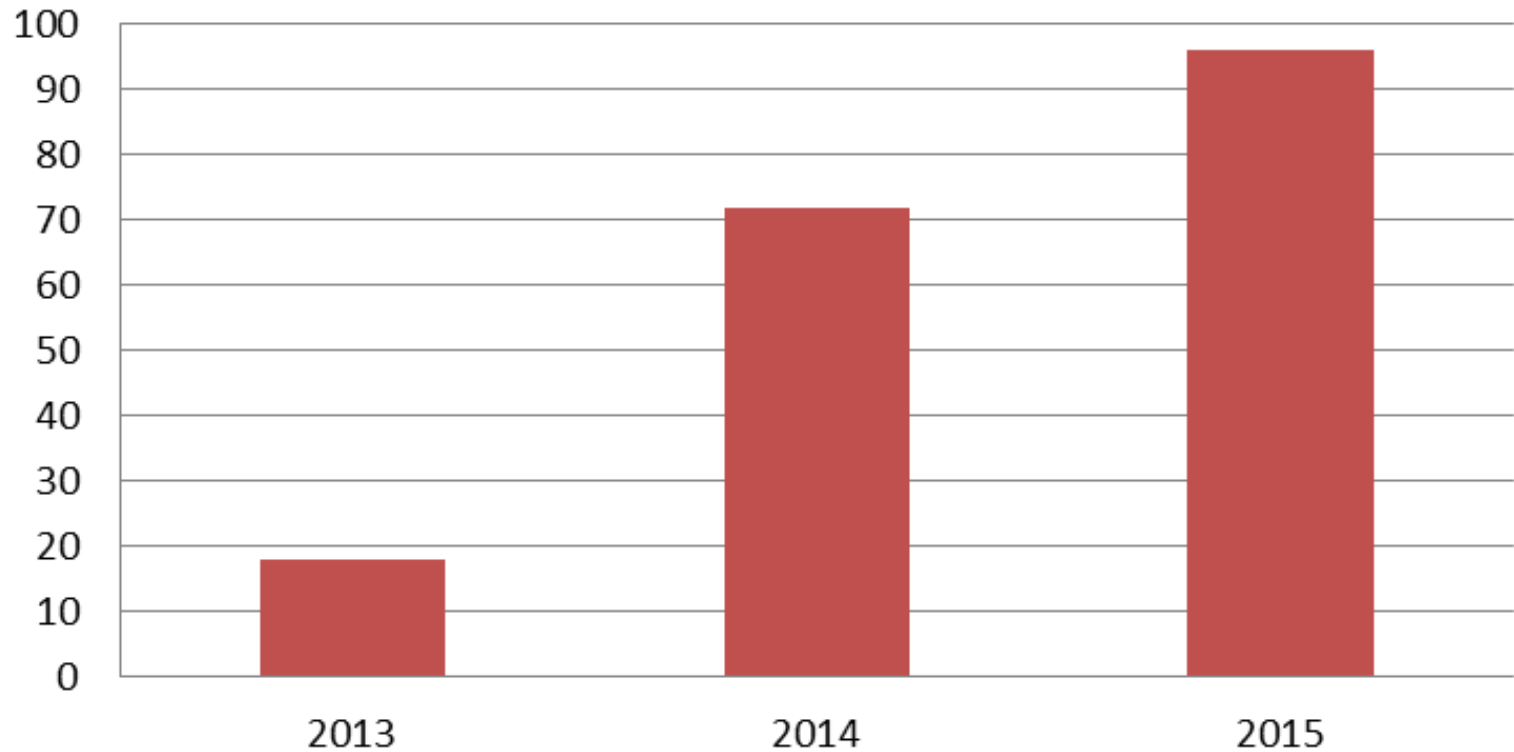
Sambo Sebgo, Local technician, Gorgadji commune - In recent years, servicing of hand pumps has improved greatly. The detailed systems for regular supervision of hand pump mechanics enable me to know what is happening each month: types of breakdowns, the pumps that are affected and repair costs. Because of our work, the average length of a borehole breakdown fell from six days in 2013 to two days in 2015.



Supplying drinking water is more than just building facilities

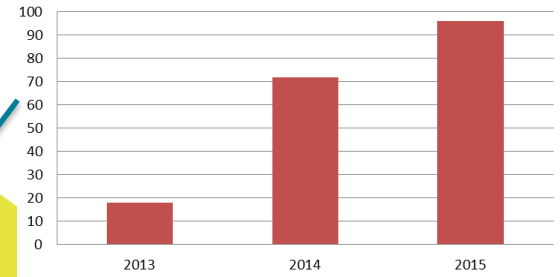
Sadio Ouédraogo, Mayor of Gorgadji commune (2012-2014) - The service delivery approach that is supported by IRC has made me understand that my role as mayor in ensuring a supply of drinking water is not limited to building facilities. I have to consider the development of services, how to organise the people involved, how to manage the service, how to fund it and the monitoring and evaluation that is needed.

% functionality (water)

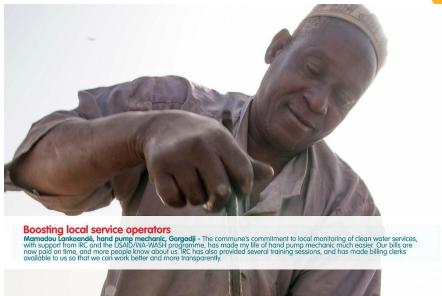
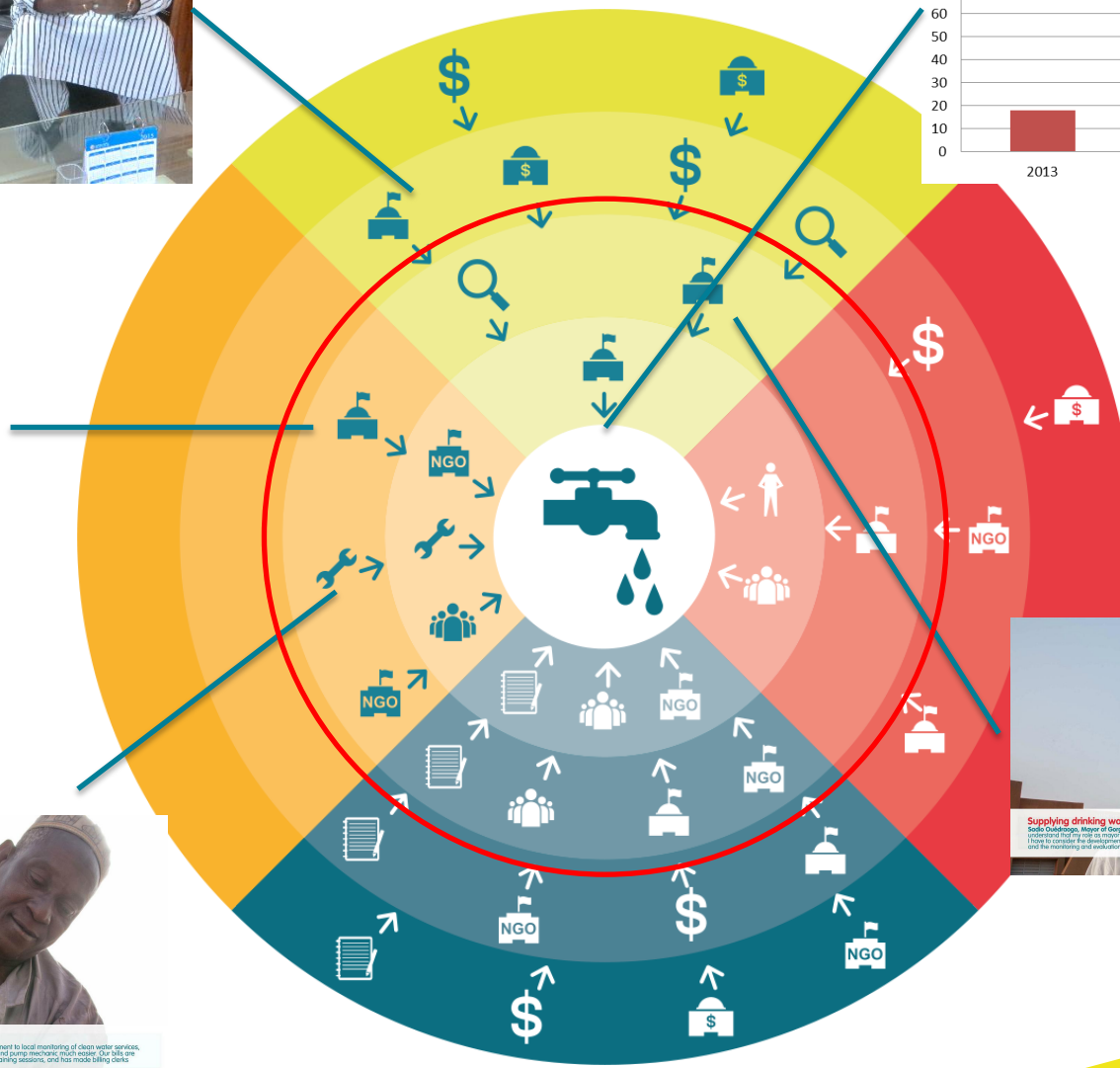


% of water systems complying with the standard (mean breakdown time less than 3 days) in Gorgadji

Gorgagdji ...



Length of hand pumps breakdown reduced
 Samba Singh, Lead Mechanic, Gorgagdji committee, is happy about the reduction in the length of hand pump breakdown. The reduced length of hand pump breakdown is due to the regular maintenance and the use of quality spare parts. The average length of hand pump breakdown for last six months is 20 days, which is a significant improvement over the previous year when it was 30 days.



Boosting local service operators
 Mamata Chakravarti, Hand Pump Mechanic, Gorgagdji. The community's commitment to local monitoring of clean water services, with support from IRC and the (CARE-USA/AFSA) programme, has made my life of hand pump mechanic much easier. Our bills are now paid on time, and more people know about us. IRC has also provided several training sessions, and has made billing details available to us so that we can work better and more transparently.



Supplying drinking water is more than just building facilities
 Samba Singh, Mayor of Gorgagdji commune (2013-2014). The service delivery approach that is supported by IRC has made me understand that the work is not just about building facilities, but also about ensuring that the water is not broken by building facilities. It is not just about the government of the work, but to organize the people involved, how to manage the service, how to fund it and the monitoring and evaluation that is needed.