

# WASH Sector Strengthening: Service delivery arrangements



**WASH**  
FUTURES

Water, Sanitation & Hygiene Conference 2018

Collaboration for Universal WASH

 #WASHFutures18

# Outline of session

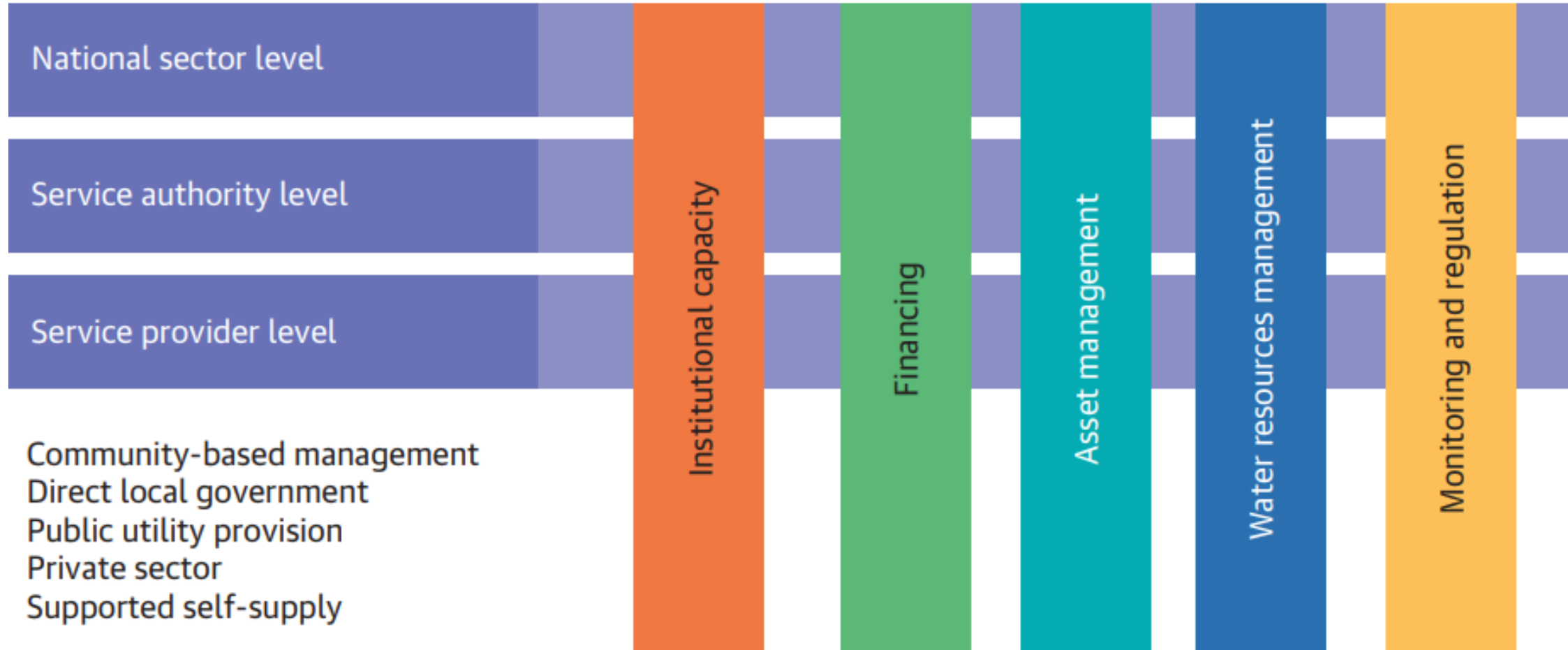
1. Overview of service delivery conceptual framework
2. Activity: how does your country rate?
3. Drawing on recent experience:
  - Roles and responsibilities in Cambodia and Indonesia
  - UNICEF sustainability framework
  - Post-implementation support in Timor-Leste
4. Small group discussions: challenges and opportunities for strengthening service delivery arrangements

# Objectives of session

Participants critically reflect on:

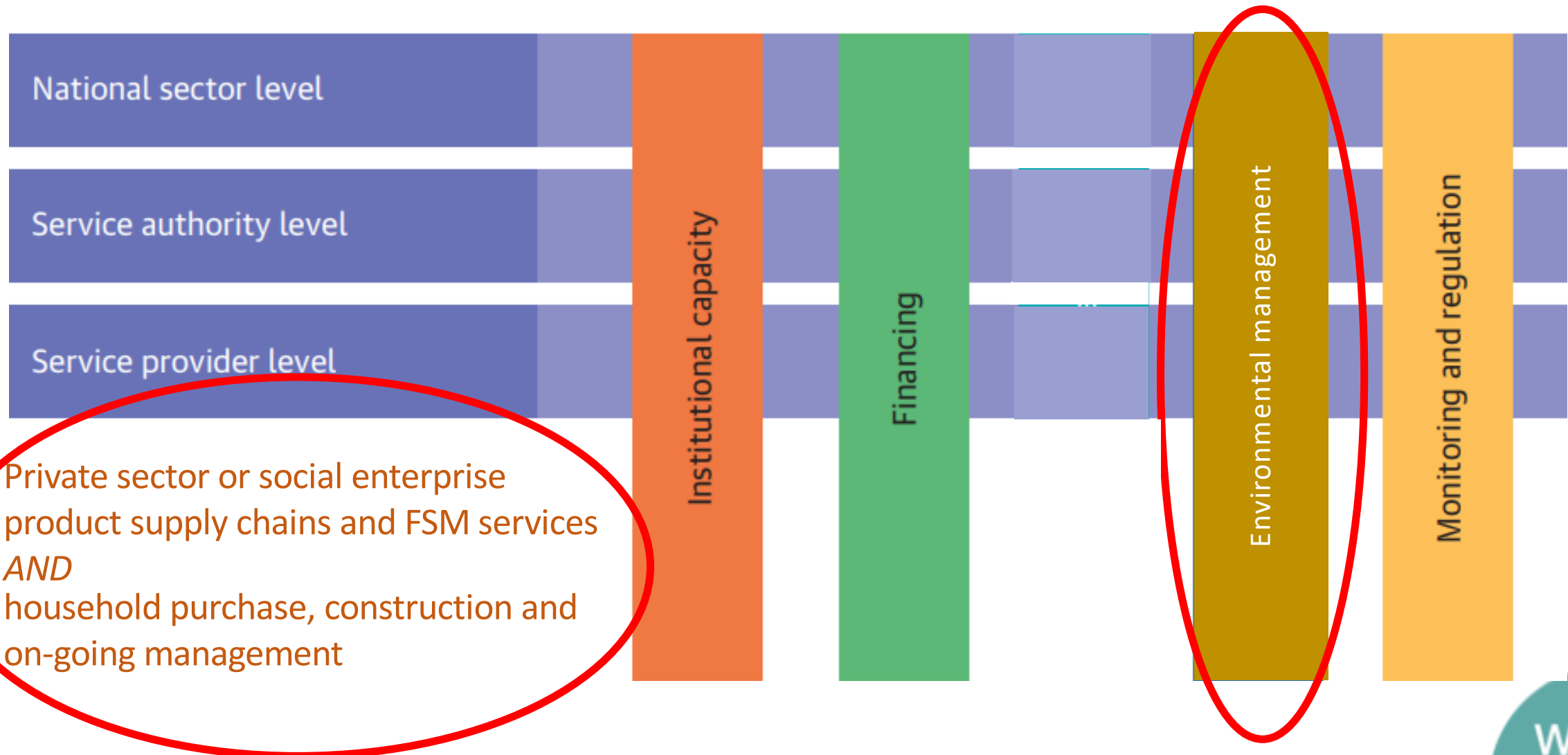
- current **status** of service delivery arrangements in their context
- a **common framework** for understanding dimensions of service delivery
- **pathways** toward stronger service delivery arrangements

# Five building blocks for service delivery cutting across three institutional tiers



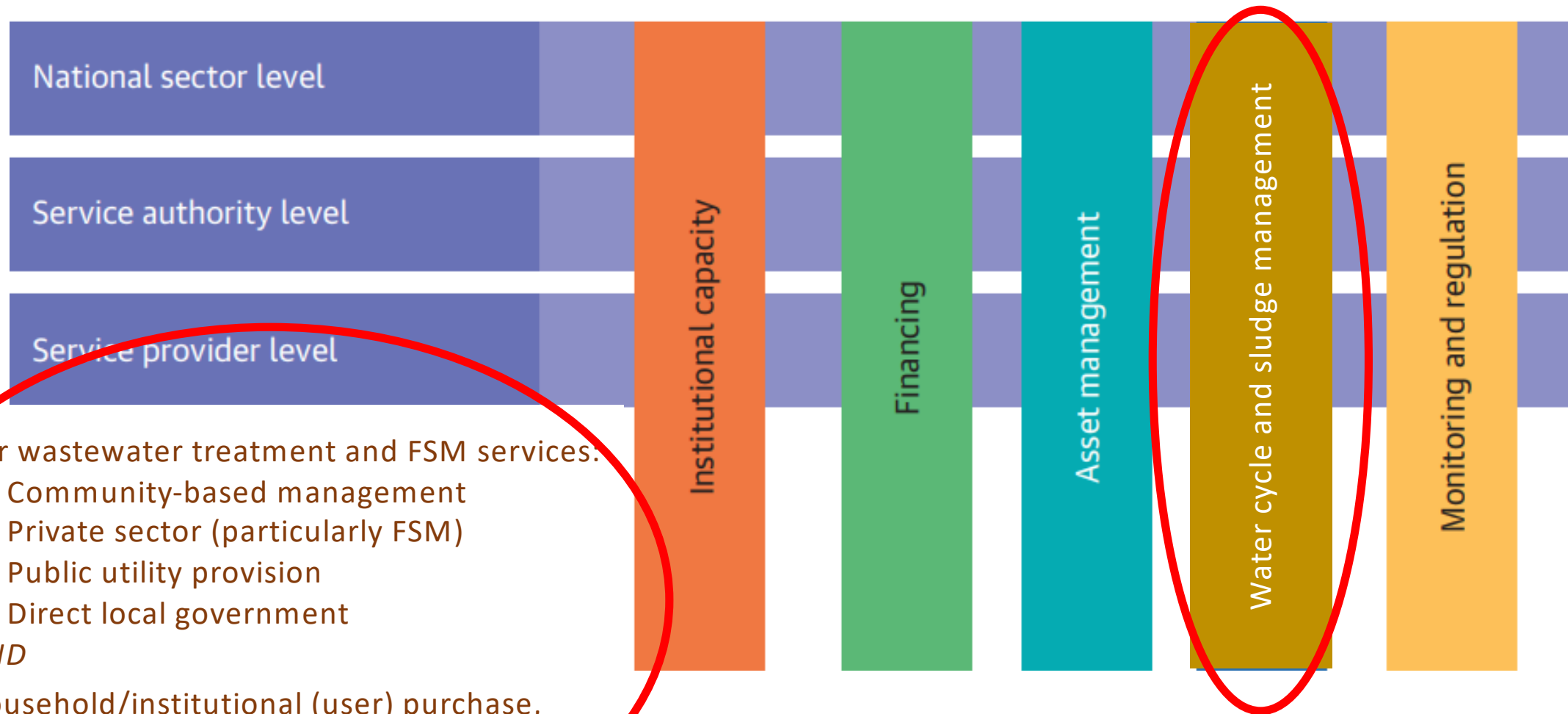
Source: World Bank (2017) Sustainability Assessment of Rural Water Service Delivery Models: Findings of a Multi-Country Review.

# Interpreted for rural sanitation service delivery...



Source: Adapted for rural sanitation. Drawing on World Bank (2017) Sustainability Assessment of Rural Water Service Delivery Models: Findings of a Multi-Country Review.

# Interpreted for urban sanitation service delivery...



For wastewater treatment and FSM services.

- Community-based management
- Private sector (particularly FSM)
- Public utility provision
- Direct local government

AND

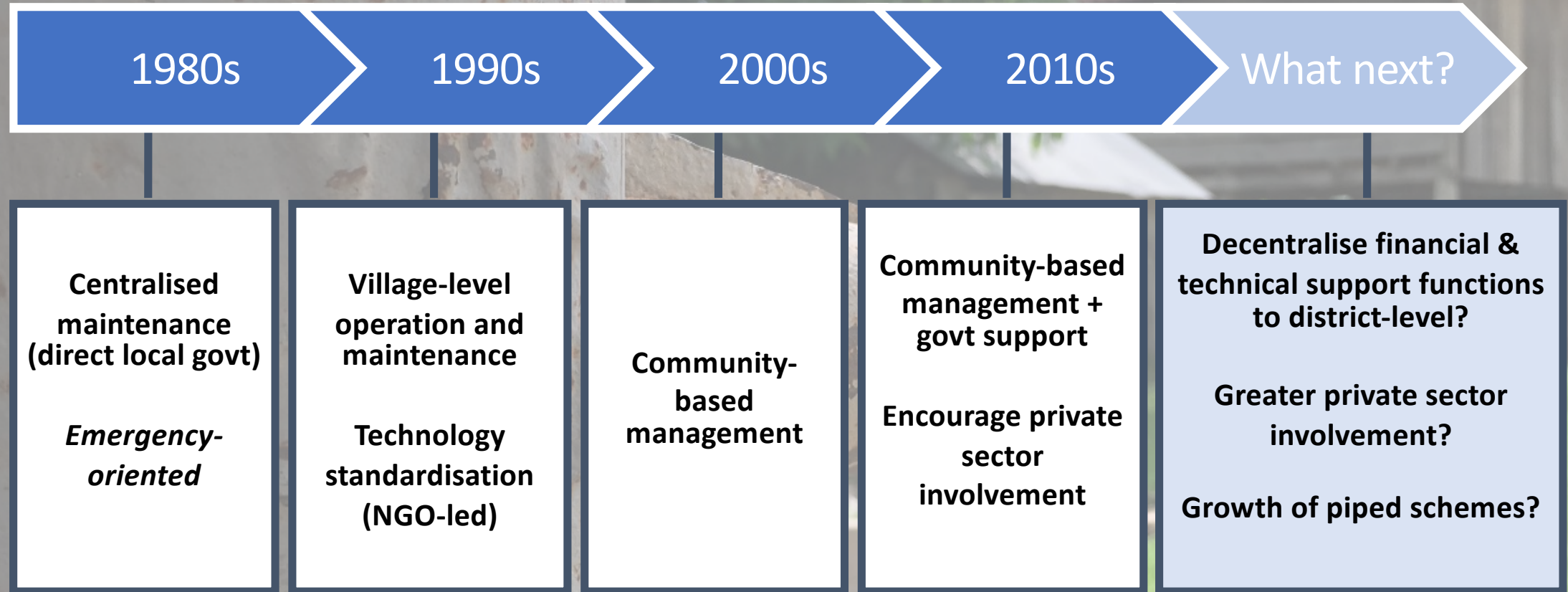
Household/institutional (user) purchase, management and use of toilet facility itself

Source: Adapted for urban sanitation. Drawing on World Bank (2017) Sustainability Assessment of Rural Water Service Delivery Models: Findings of a Multi-Country Review.

## How does your country rate across these dimensions?

1. Choose a sub-sector (urban/rural, water/sanitation) for country/context you are familiar with
2. In which areas are service delivery arrangements:
  - strongest?
  - weakest?
3. Is there a gap between policy “on paper” and actuality?

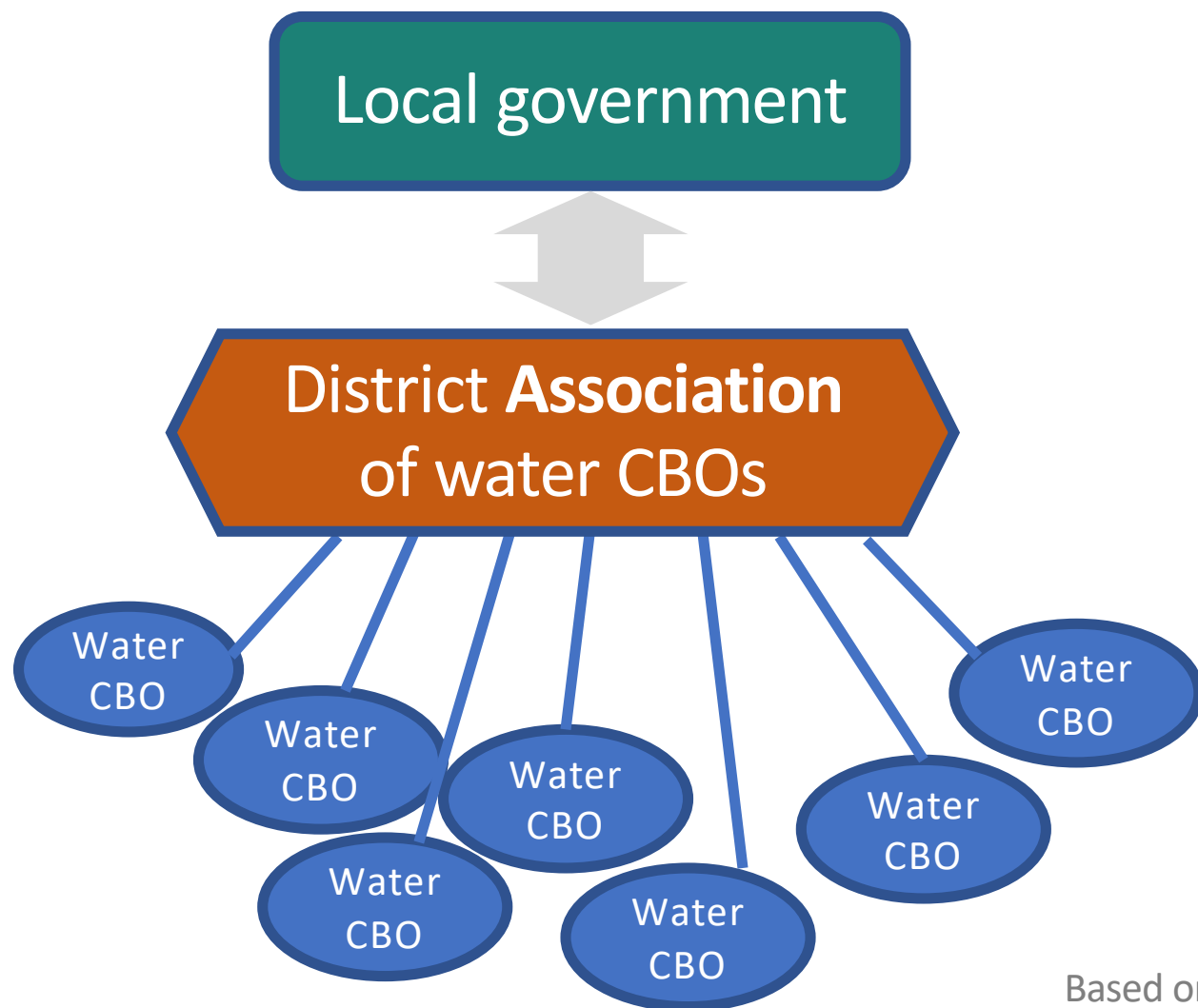
# Case study: evolution of roles and responsibilities for rural water service provision in Cambodia



Increasing importance of 'self-supply'  
(i.e. privately financed and owned tubewells)



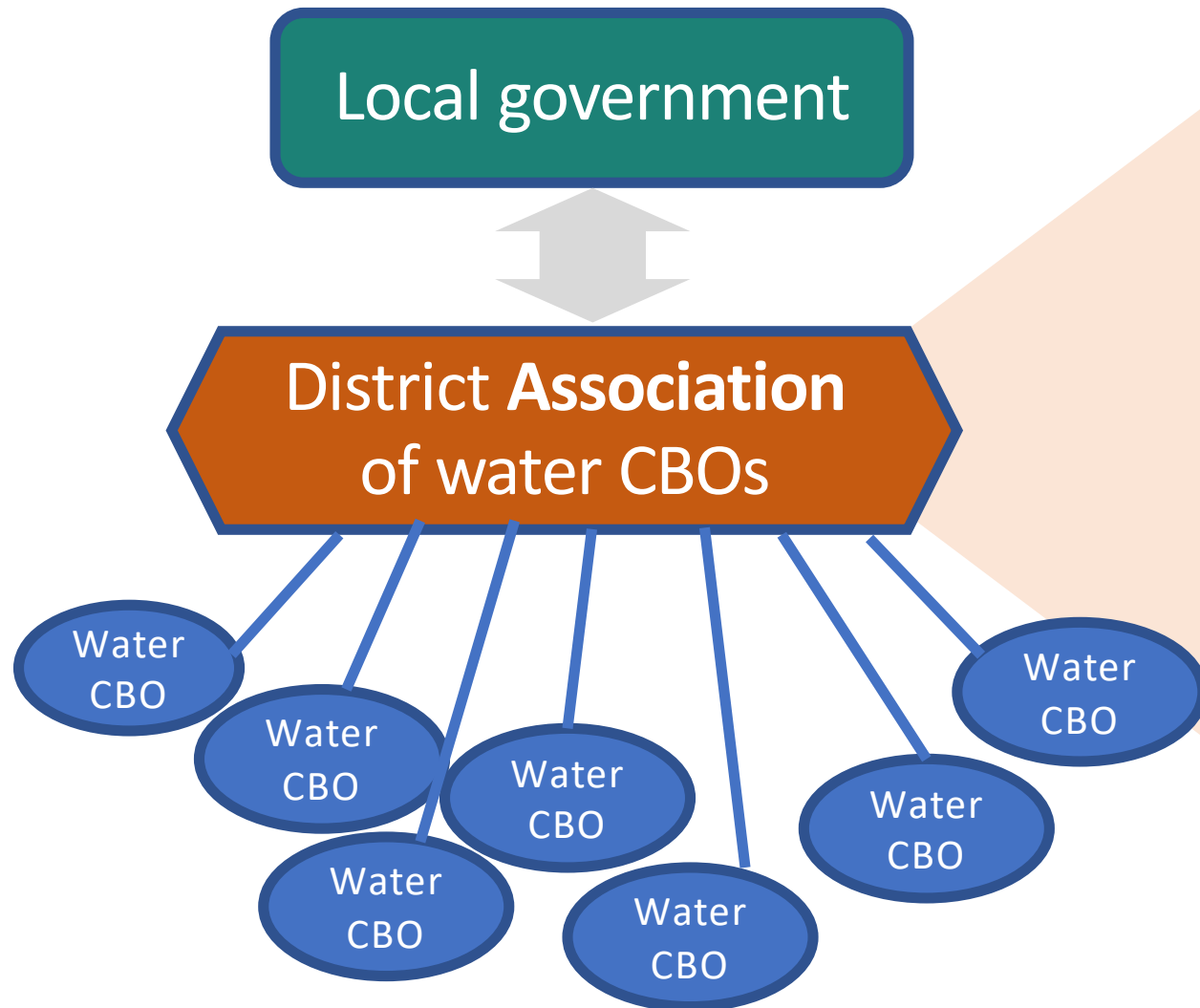
# Case study: rural water supply service delivery roles and responsibilities in Indonesia – District Associations of CBOs



Association leadership, Ogan Ilir District, South Sumatra, Indonesia.  
Photo credit: J Willetts ISF-UTS

Based on current DFAT-funded ISF-UTS/CPRG study on 10 associations across Indonesia, results forthcoming in 2018

# Case study: rural water supply service delivery roles and responsibilities in Indonesia – District Associations of CBOs



## Key functions:

- **Communication** 'bridge' between local government and CBOs
- **Monitoring** of services
- **Support** to CBOs (socialisation, financial, technical etc.)
- **Advocacy** on behalf of CBOs and communities

# Case study: rural water supply service delivery roles and responsibilities in Indonesia – District Associations of CBOs

Local government

Key functions:

A promising service delivery model, BUT many unresolved issues:

- **Voluntary:** Over-reliance on goodwill, voluntary work from people in the Associations
- **Shifts responsibility:** Excessive responsibility placed on Associations and reduced local government responsibility
- **On-going viability:** Lack of a viable business model for Associations
- **Alignment to institutional structures:** Bypasses the increasing role of village governments (with associated village funds)

Water  
CBO

Water  
CBO

CBO

# Timor-Leste: Sector Strengthening Workshop

## Service Delivery Arrangements

Justino da Silva

WaterAid Timor-Leste



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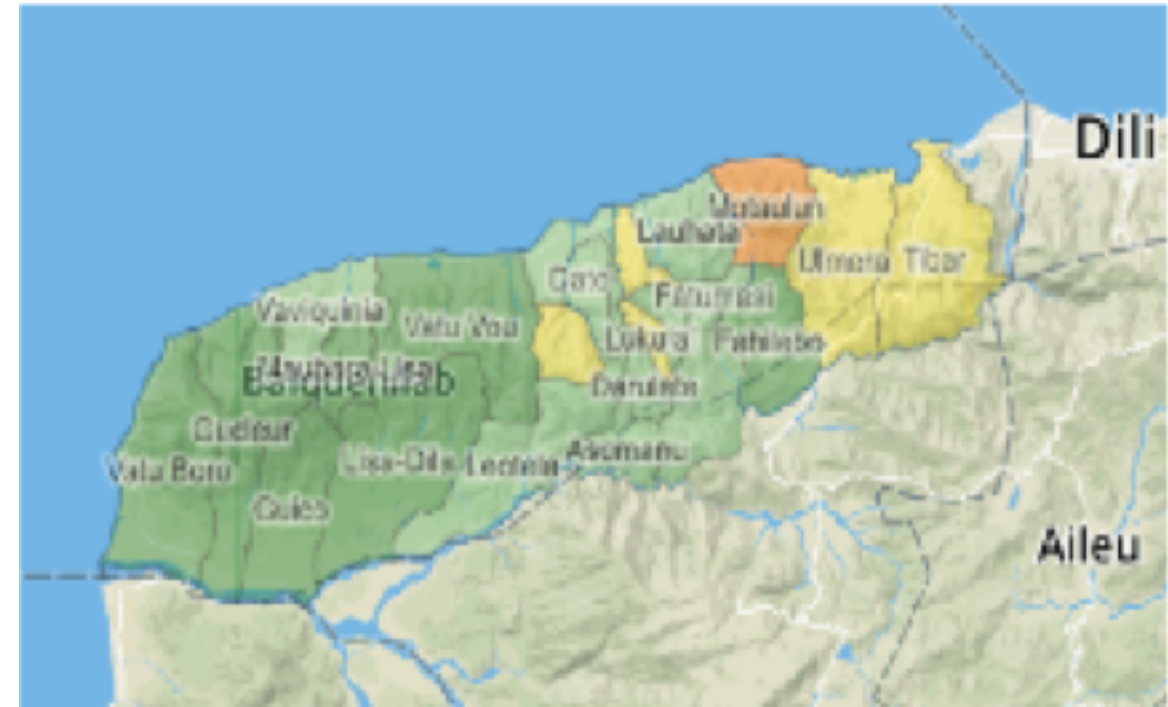
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# What have been the key achievements from your work

- Effective support to rural supply chains demonstrated
- Ongoing monitoring and verification of rural WASH services by local government with local association support



Liquiça Municipality Sanitation status dashboard – ongoing monitoring of coverage.



# What have been the key achievements from your work

- Association of Water User Groups (GMFs) established and active assessing GMFs service delivery and capacity

*“AGMF facilitation really helped our GMF to reform ..and has trained us on water supply maintenance, building toilets and hygiene promotion. We consider them as an important leadership organization that collects and presents data to the government and strengthen linkages between local government and communities.”*

-Mr. Joao dos Santos from the Nunuhou  
GMF

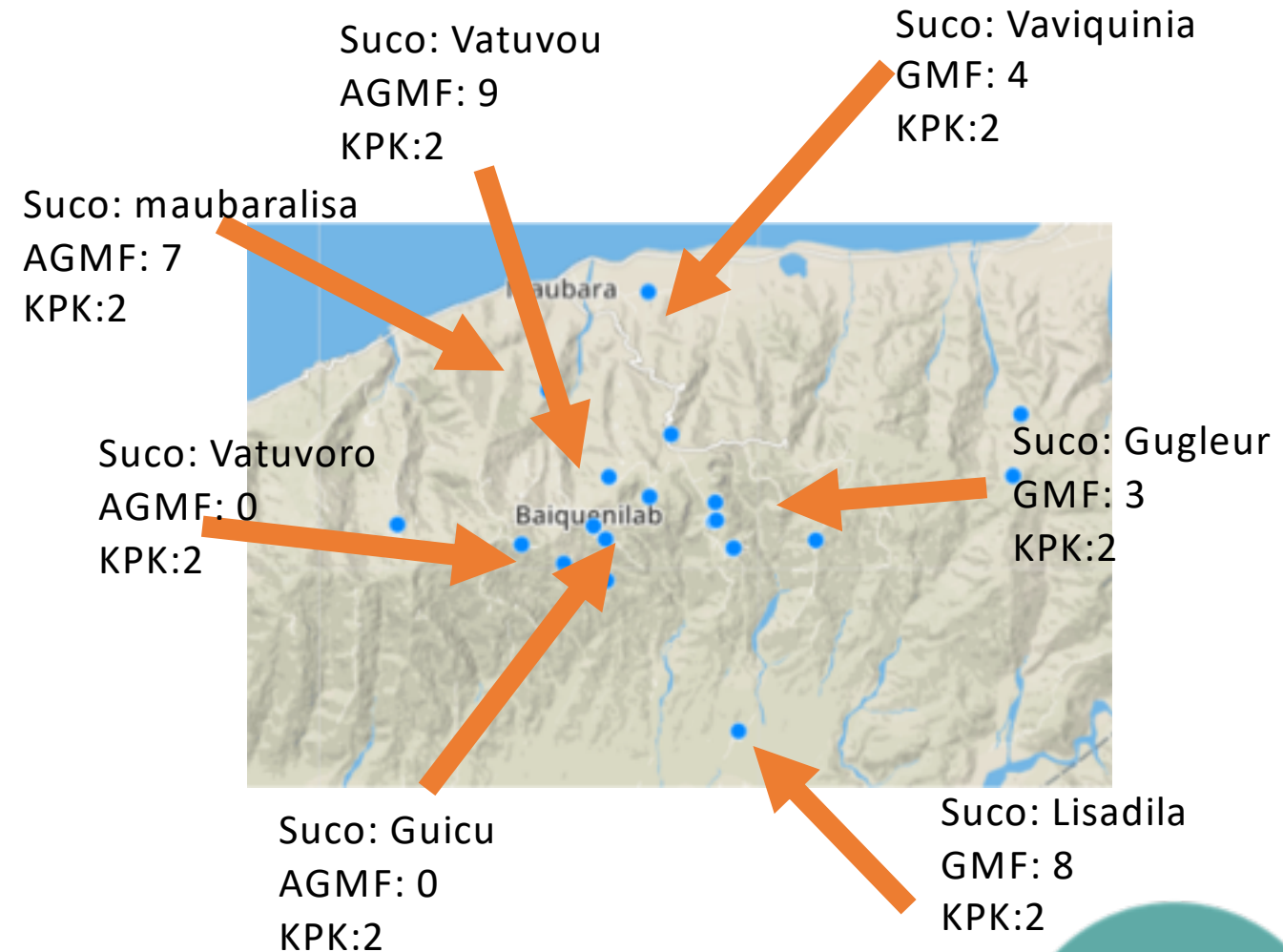


Image: WaterAid/Tom Greenwood

Water User Group member in  
Manufahi

# What approach(es) did you take to inform how you work

- Embed ongoing support mechanisms in local institutions and organizations.
- Supply chain support with local shops and importers to support demand creation.



Assessment map of service delivery  
across Maubrara Sub-district, Liquiça

# What have been the important lessons learned

Assessment of service provided by GMFs and their capacity in Suco Lissadila:

Komunidade	Suco	Naran sistema	6-1 Total uma kain mak asesu ba sistema bee ne'e	Sistema be'e hahu	Funsionamentu GMF - Average	Partisipasaun Komunidade - average	% uma kain mak kontribui	Balansu fundus manutensaun
Lebuhæe	Lissadila	Lebuae c	11	2009	2.5	3.3	100%	\$ 116
Glai	Lissadila	Lebukali	16	2008	3.7	4.0	100%	\$ 71
Mankibia	Lissadila	Eluli	15	2008	2.3	3.3	73%	\$ 65
Kafenaba	Lissadila	Raekoenanan	12	2009	3.3	3.3	92%	\$ 40
Laulara	Lissadila	Peredau & Etapa	30	2008	2.8	3.7	87%	\$ 35
mariano da silva sanses	Lissadila	manei,,manmoges	40	2010	3.3	3.7	70%	\$ 30
Bautalo A	Lissadila	Saerana	18	2008	3.5	2.8	61%	\$ 15
E ana	Lissadila	E ana	5	2012	2.3	2.0	0%	\$ -

- Groups can be facilitated to associate with government outreach workers engaged and develop plans to improve services.
- Rural inaccessible markets a challenge to support in contexts such as Timor-Leste, with cash poor HH and expensive transport.



## What's next

- Continue to invest in capacity building the Association of Water User Groups as a grass roots CBO focused on improving WASH services.
- Continue support to rural supply chains focused on demand creation, adding new products such as filters.



Shop owner with \$6 Sato Pan in Liquiça

Obrigadu!



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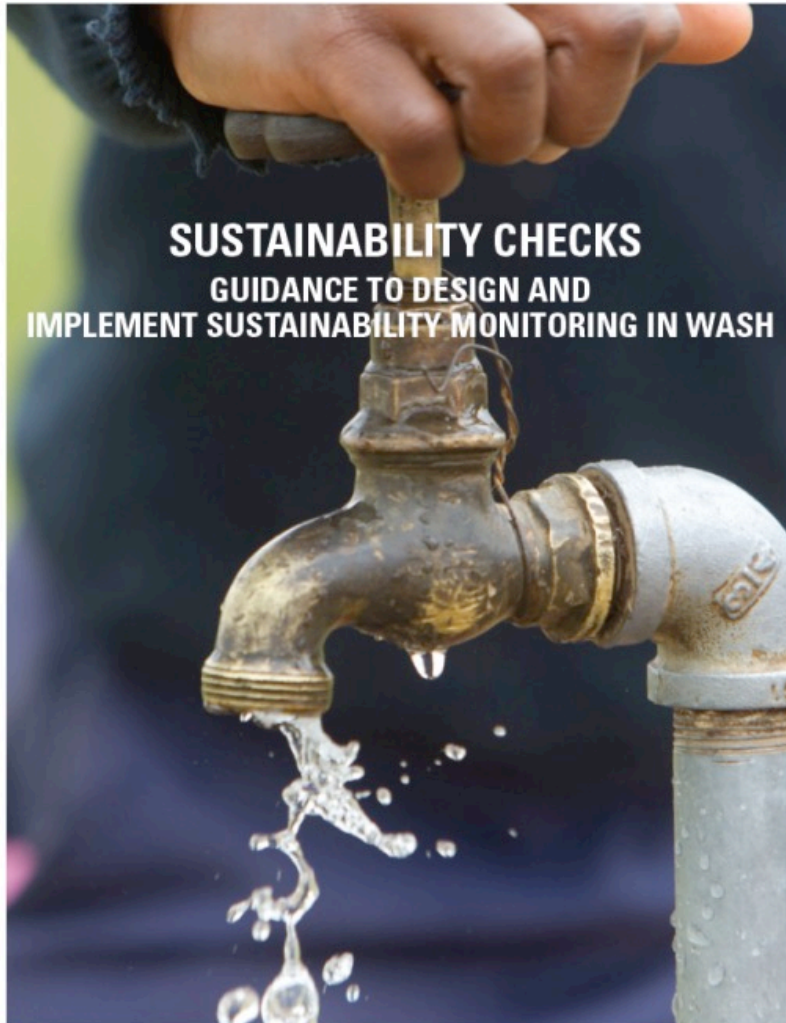


# Monitoring Sustainability

## Practical lessons from UNICEF Sustainability Checks



# Sustainability Checks - Definition



A Sustainability Check is:

- a study to assess the sustainability of WASH facilities, services, and behaviours
- with a national, subnational or programme based scope.
- It provides an assessment of the sustainability of services in the area of study,
- and looks at conditions for its future sustainability.

# Sustainability Checks - The Experience

Over 36 Sust. Checks since 2008

Mostly in sub-Saharan Africa and Asia

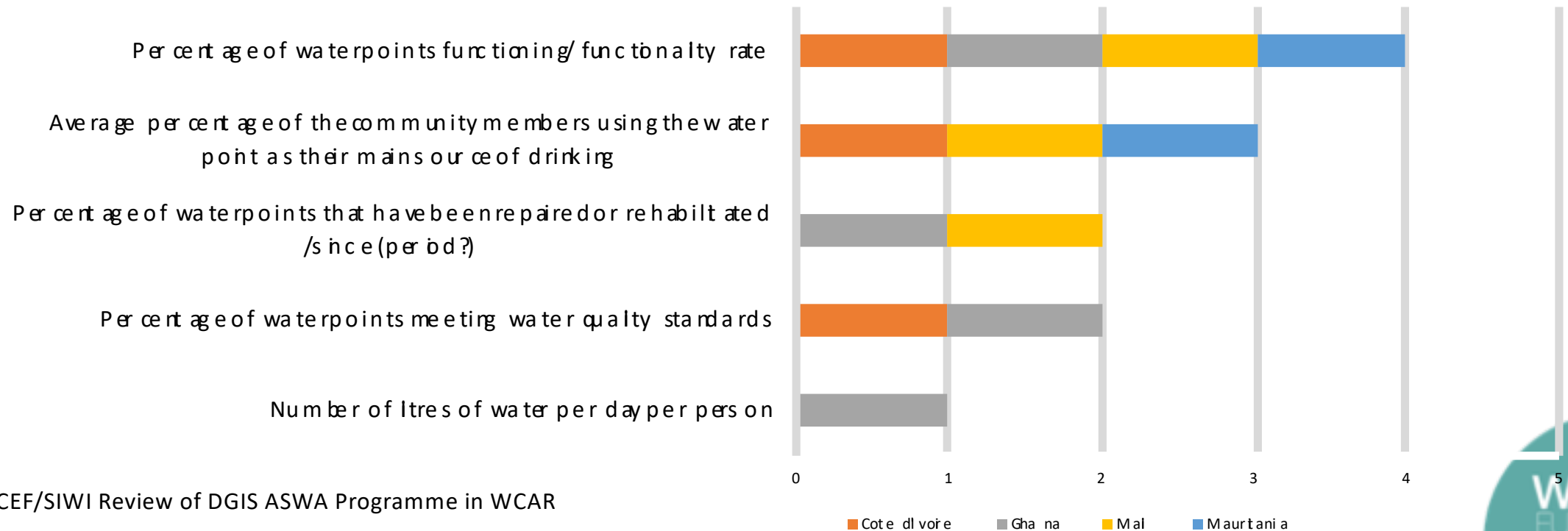
Done periodically (annually  
or every other year)



# Key question: How to measure sustainability

- Proportion of water points having been dysfunctional in the past
- "System breakdown in the past year"
- Number of functionality months of the system during the last twelve months
- Water points that have never broken down

Water point functionality indicators and their occurrence in country Sustainability Checks



Source: UNICEF/SIWI Review of DGIS ASWA Programme in WCAR



# What have we learned?

- Time Consuming
- Costly
- International Companies Vs National Capacity
- Not Standardised = Not Comparable
- Quality of methods and data
- Reports, Recommendations, Actions with clear Responsibilities!



# We can do better

- Third Party, adds value
- Richness of Information about sustainability
- Put Sustainability on the agenda
- Feedback loop has +ve impact on programming
- Dialogue between donors
- Global dialogue on indicators!





# Small group discussions: Challenges & opportunities in service delivery

1. Choose a sub-sector (urban/rural, water/sanitation)
2. Learning from successes:
  - What are reasons behind certain areas of strength?
3. Overcoming challenges:
  - What are the current obstacles?
  - What needs to be done differently and by whom?

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