Social Accountability for Water Security:

Uhakika wa Maji Regional Learning Workshop Report

15th – 16th February 2016, Morogoro Hotel, Morogoro, Tanzania

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Water Witness International is a charity registered in the UK which carries out research and advocacy, and takes action so that water resources are managed equitably and sustainably.

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Executive Summary

This report documents the Uhakika wa Maji Regional Learning Workshop co-hosted by Water Witness International, Shahidi wa Maji and Tanzania Water and Sanitation Network (TAWASANET) through the DFID funded Fair Water Futures/Uhakika wa Maji project. It was held at Morogoro Hotel, Morogoro, Tanzania on 15th – 16th February 2016. The workshop was attended by 31 participants (22M, 9F) from Zimbabwe, Zambia, Malawi, Uganda, Kenya, Sudan, Ghana, Togo, Canada, UK, Germany, and across Tanzania. Out of 31 participants, 2 were from government, 2 from academia, and 27 from civil society organisations. The overall aim of the workshop was to:

Share evidence, insights and approaches to strengthen social accountability for water security in Africa.

This was achieved through delivering on the following objectives:

a. Develop a shared understanding of social accountability and its roles in improving water security.
b. Reflect on the need for social accountability in the region and the status and results of existing work.
c. Provide working knowledge of the Uhakika wa Maji approach, methodology, outputs, results and lessons generated.
d. Explore replicability and constraints and opportunities of the approach in new contexts.
e. Review practitioner support needs and guidance material.
f. Develop recommendations for taking social accountability for water security forwards in Africa.

The workshop was fully participatory, with the team working on real-life examples and country case studies to deepen learning and develop realistic strategies. Participants were introduced to the concepts of social accountability and water security, and were provided with a platform to share their own regional experiences to build a shared understanding of social accountability monitoring for water security. Participants were given an overview of the Uhakika wa Maji process, principles, outputs, results and lessons, and collectively explored the strengths and constraints of the approach and opportunities to scale the approach to support better governance and use of water resources for growth and social justice.

Country level analysis of interpretations, experiences and the need for social accountability in the water sector revealed a strong demand to apply these approaches in the region. It was expressed that social accountability approaches provide opportunities to improve delivery and coordination between institutions, enhance collaboration and build good will between citizens and duty bearers, and to build the capacity and confidence of civil society organisations. The primary constraints of social accountability approaches were identified as non-responsiveness of government institutions, attributing change to initiatives, accessing information, and gaining donor support.

Participants also gave priority recommendations for strengthening the Uhakika wa Maji approach, and for scaling social accountability approaches for water security in the region. To strengthen the Uhakika wa Maji approach, it was recommended that: projects should be delivered over a longer time period to yield results; projects should utilise and build the capacity of existing institutions, training of community members involved in the projects should be improved, that a sustainability framework for the approach be developed.

In order to scale social accountability approaches for water security in the region, it was recommended that: a strong evidence base for the work needs to be built in order to demonstrate impact and gain support; regional

networks and platforms be established to spread awareness of these approaches and build capacity through seminars and workshops.

The Uhakika wa Maji Regional Learning Workshop was evaluated at several levels, and the headline results of this evaluation were:

- 100% of evaluation respondents (23 participants: 16M, 7F; 21 CSOs/NGOs, 1 government, 1 academia) reported the acquisition of new knowledge, awareness and skills.
- 96% of evaluation respondents (22 participants: 16M, 6F; 1 government, 21 CSOs/NGOs) indicated their intention to use the Uhakika methodology to improve water security.

Selected feedback testimony:

"I intend to use the Uhakika methodology to improve water security by working with the Water Resource Commission and some communities along Basins at risk of pollution in Ghana – subject to ability to raise funding"

"I intend to use this methodology with a bit of improvements in the areas where some weaknesses have been spotted; because it makes the beneficiaries part of the process in a sense that they feel ownership, hence ensure its sustainability"

"I intend to use the social accountability approach to integrate with multi-stakeholder partnership approaches that WWF are using to improve community engagement, and ownership to bring changes"

"Through the KEWASNET, we will [use social accountability approaches] to advocate for improved access to water in informal settlements of Nairobi"

"This approach will be useful particularly for demand creation"

"In our constructive advocacy strategies we will use constructive engagement particularly in promoting access to water"

1.0 Background

The Uhakika wa Maji project partners: Shahidi wa Maji, Water Witness International, TaWaSaNet, the Ministry of Water, NEMC and the African Civil Society Network on Water and Sanitation (ANEW) organized a two-day regional workshop to share learning and methodologies about how social accountability can be applied to improve water security, and support equitable and sustainable growth.

Social accountability for water security involves working with citizens to scrutinise the performance of all those responsible for managing water resources sustainably. Duty bearers for water security include government authorities, the private sector, development partners and citizens themselves. They are collectively responsible for controlling pollution and the negative impacts of development; ensuring equitable use within sustainable limits; resolving conflict and minimising the impacts of floods and droughts. Reviewing how well duty bearers deliver legal obligations, statutory duties and policy commitments on water, discussing challenges and opportunities in the public domain, and advocating for change aims to improve performance so that all users can access reliable and safe water, and face acceptable levels of risk. In particular, social accountability seeks to help vulnerable communities by shaping people's ability to realise their rights, improving their access to resources and services, and making institutions more responsive to their needs.

The Uhakika wa Maji Programme operates in Tanzania with funding from the UK government. It represents the first systematic application of social accountability in water resource management. Results suggest that the approach holds real promise for improving WRM and delivery across water related SDGs.

1.1 Workshop purpose and objectives

The event shared results of the Uhakika wa Maji (Fair Water Futures) Programme and the methodologies used including: community activation of water law, budget analysis and evidence based advocacy. It equipped participants with knowledge to apply social accountability approaches. The overall aim of the workshop was to:

Share evidence, insights and approaches to strengthen social accountability for water security in Africa.

This was achieved through delivering on the following objectives:

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e. Review practitioner support needs and guidance material.
f. Develop recommendations for taking social accountability for water security forwards in Africa.

Outputs of the workshop included: a strategic lessons and insights report, guidance materials and potentially the formation of a regional network for social accountability for water security.

1.2 Workshop approach and content

During the workshop, senior experts and practitioners from around 20 NGOs/CSOs in the region from Zimbabwe, Zambia, Malawi, Uganda, Kenya, Sudan, Ghana, Togo, Canada, UK and Germany, and across Tanzania shared experiences of social accountability monitoring in the water sector. Processes, strengths and challenges were explored. Reflection on how the approach can be scaled up in the region to support better governance and use of water resources for growth and social justice was done. Assessment of demand and interest in scaling up the approach among regional partners with a view to obtaining longer term funding was completed.

The workshop was fully participatory and participant led, with the team working on real-life examples and country case studies to deepen learning and develop realistic strategies. Participants spent time before the workshop to consider and collect information on:

1. Examples of use of social accountability approaches (on water or not) which have been particularly effective
2. Priority water security issues and locations in their country
3. Institutional frameworks responsible for water security in their country
4. Risks and challenges for social accountability approaches

2.0 Workshop proceedings

2.1 Introductions, workshop objectives and structure

2.1.1 Welcoming remarks

The workshop began with opening remarks from the TAWASANET Chairperson. She warmly welcomed all workshop participants, provided a brief description of TAWASANET and the innovative Uhakika wa Maji project, and introduced the aim and objectives of the workshop. She recognised extensive knowledge of the workshop participants and urged them to participate fully before officially opening the workshop.

2.1.2 Individual introductions and review of participant and workshop objectives

Participants were divided into pairs, and were given the task to introduce their partner, as well as their personal objectives for the workshop (list of participants and objectives is attached at Annex1). The individual objectives are summarised below:

- Share experience and learn from others;
- Find solutions to water challenges;
- Learn about applications of social accountability monitoring;
- Learn and tailor approach to social accountability monitoring;
- Learn of application in Tanzania and other countries;
- Learn about water security issues in other countries;
- Find out the role of ANEW, and how Uhakika methodology can be applied;
- Learn about success of the project, and network.

The Shahidi wa Maji Chair, Eng. Herbert Kashilila introduced by his colleague

The Director of Water Witness International, Dr. Nick Hepworth, led participants through the programme for two days, with more emphasis on how to improve the water security and share knowledge from other parts of Africa, and explore possibilities for scaling. The workshop programme is attached as Annex 2.

2.2 An introduction to social accountability for water security

The workshop covered a brief introduction to social accountability, with the aim of establishing a common language, and framing the issues. Social accountability for water security is important because effective water resource management is essential to growth and poverty reduction:

The definition of water security, by Grey and Sadoff (2008) was provided, and the missing element of equity justice in the definition was identified – particularly on issues around underground aquifer, water quality, managing flooding, and plan and mitigate droughts. It was explained how the state, through water resource management institutions, has the primary responsibility for ensuring water security through various means such as the monitoring or water use, allocation through permitting, and environmental safeguards such as Environmental Impact Assessments.

The session also covered explicit and tacit barriers facing water resource management institutions:
   o **Explicit** – Difficult context; Poverty (forced people to use water unwisely); Financial constraint; Limited data and information; and Low awareness / political profile.
   o **Tacit** – Weak cooperation and overlapping authority; Weak authority; Corruption and capture; Inappropriate external support; Low practitioner motivation / brain drain; Weak incentives / oversight

Social accountability coupled with evidence based advocacy has the potential to address many of these issues by increasing public awareness and demand for effective water resource management, providing an oversight mechanism for the sector, and highlighting issues and priorities for donor support.

The beneficiaries of the Fair Water Futures (FWF) programme were: communities, CSOs/local NGOs, business, government; and donors. The guiding principles of the FWF programme are: local ownership and sustainability, pro-poor and equity focus, collaboration, alignment and partnership, constructive advocacy, rigorous documentation and transparency, systemic impact and sector transformation.

2.3 Comparing regional interpretations, need and experiences of social accountability

Four groups were formed and reflected on the following questions: What counts as social accountability in relation to water security? Is it needed in your country and why? What social accountability activities on water already exist and how do they perform? The groups' feedback is attached as Annex 3, and summarised below:

Success factors / lessons: Strong evidence on the gaps; Coordination –good collaboration; Political good will; Creates space for policy dialogue; Citizen confidence and engagement attitude; Private sector role; Existing dialogue mechanism; Strong media partnerships (free); Social media; Constructive; Threat of legal action / direct action; Clear, perfect targets; Legitimacy; and External support role (financing/methods)

Challenges for social accountability on water: Non-responsiveness; Non alignment; Perception towards CSOs as trouble makers; Inactive communities; Politicization; Attribution; Limited collaboration; Financing for social accountability; Access to info; Long disengagement – getting an invite.

2.4 An overview of the Uhakika wa Maji principles and process; key challenges and lessons

The group was led through the systematic application of social accountability components of Uhakika wa Maji. The approach included: The project setup; Institutional mapping; Water security scan; Case study activation and tracking; Budget and resource analysis; Advocacy design and delivery; Monitoring, evaluation and learning; Outreach and communication.

2.5 Key challenges and lessons

Based on the implementation in Tanzania, the project experienced the following challenges:
- Community engagement (agreed actions were not always taken).
- Human resources (difficult, yet crucial to retain skilled staff).
- Government relationship (Difficult to obtain data from government institutions as there is often mistrust. There is a need to establish dialogue with government and build trust).
- Timescale and resources (2 ½ years might not be sufficient to bring tangible results).
- Translating action to change (action on behalf of government institutions does not always translate into tangible change).
- External constraints (politicization and constraints of general election, new cyber law, and lack of available data).

2.6 Opportunities and constraints for scaling and replicating the Uhakika approach

Participants were divided in working groups, and conducted a country by country analysis of the following questions: Is there an opportunity to apply some or all of the Uhakika approach? What risks or constraints might it face? How might these risks be mitigated? The country level feedback on opportunities and constraints facing the Uhakika approach was provided as follows:

SUDAN

Activities: Keep your promise campaign (Environmental issues; Water supply, sanitation and Hygiene; Recognition of EWP/SWA provisions and declarations; Report directly to Council of Ministers and parliament); Make use of media platform (TV/Radio/Press and Social media); Enhance the private sector in WASH issues (Employers Sudanese Union)/ CSR.
Challenges: Information records; Missing cooperation; Use of Scientific base dialogue; All means and platform (laws, legislations, declarations) and Environment Court.

UGANDA

Lessons learned: Community Driven towards IWRM (Provision Sanitation, livelihoods...) lack of practicing and capacity building; LVEMP on Lake Victoria; Guidelines to be followed; Lack of orientation with world Banks Projects and other projects; Provide the community with media and Brochures materials; CDP (Community Driven Project) is launched; Community Sustain Voice / Social media; Clean-up campaign for the lake; To interact with radio programs.
Visible change: Confidence / Accountability / Monitoring; UWASNET partnership / Environmental groups.
Challenges: Political will towards WRM (No responsibilities)

ZAMBIA

Lessons learned: Fair Water Future Project is applying (teaching and learning) WRM; Information sharing and rights (Demand Actions); Evidence base with other stakeholders; Responsible institutions is known (Raising awareness); Members Health Committees to know about laws and legislation (Constructive Advocacy with evidence based); Building relationship through communication with communities.
Challenges: No freedom of access to information

TANZANIA

Lessons learned: IWRM – Align with social accountability working with other CSOs partners; Financing the sector

GHANA

Activities: Community score card (WASH); Citizens report card (WASH); Budget tracking (WASH and WRM) – Advocacy.
Approaches: Members in Coalition of NGOs in WASH and citizens; Citizens; Grassroots Africa / WaterAid
Achievements: Increased funding to WASH and WRM; Dialogue between MoF and Service Providers; Improvement in WASH service delivery; Tax on bottled water.
Lessons: Constructive dialogue and advocacy on budget was helpful; Interface dialogue between service providers and communities improved service provision; Access to information is a challenge; Mobilization communities in urban centres is a challenge (Attitude)

SUDAN/ZAMBIA/UGANDA/TANZANIA (GROUP 3)

Lessons shared: Provision of EWP/SWA and other WASH network and alliances (keep your promise campaigns and declarations signed by the governments) – Advocacy and monitoring; Make use of media platform and social media (IWRM)**;** Enhance Community Driven Projects (learning, training) and communication resulted to

confidence and monitoring; Partnerships with CSOs (private sector – CSR and networks)**;** Consultation Dialogue (laws and legislations underpins with decision makers and public).

Challenges: Information sharing (restrictions)**;** Political will and commitment/lack of cooperation**;** Missing of social accountability**;** financial issues.

Evidence based: Parliament / Council of Ministers, Media, Public Well oriented (Rights), Progress on providing better services.

2.7 What does success look like for social accountability on water security?

This session was intended to establish a common understanding of what success looks like for social accountability on water security, in order to generate crucial feedback for future activities, and to establish criteria for a peer review panel for the evaluation of group work later in the workshop. Participants were divided into groups and asked to consider what success looks like, what criteria and factors are important when judging success, and how to measure impact. The feedback was grouped in three themes, and is provided below:

Rigor and Relevance: Number of technical Advisory Briefs (e.g. on based risk approaches to permit issuance) with positive response by government; Number of times WRM issues are discussed in parliament; Number of presentations held at BWB meetings and where received positive feedback on their presentation; Level of Media coverage on WRM issues; Number of newspaper issues; Number of TV news items; Number of BWB staff who participated in community visits together with Uhakika; Playing a key role in reviewing WRM policy (leading CSO's response to policy review in Tanzania); A Monitoring & Reform to be exist; Enhance Media role via messages/interventions; Reporting feedback from the community; WASH water index /statistics; General situation on the ground; Success looks inevitable and if we are determined to encounter and confront challenges, then we can overcome them become successful; Outcome mapping would be a plus in and judging the success; Impact can be made measured by progress made, challenges encountered and means of verification.

Ownership and sustainability: Great success emanates from team spirit, participatory and inclusive action; community inclusiveness; timely action; cost effectiveness; local ownership; demand driven; Member Mashahidi wa Maji who are still active at the end of programme; Community reaction in reporting and demanding their rights; All stakeholders to be exists in the system/structure (government, private sector, CSO's, community and Media); Number of issues raised by communities/Water Witnesses in development of sub catchment plans; More people (water witnesses) joining water user associations; increase public partnership of security; Community resilience; Awareness of Community concerned; Change of actions taken by the people with awareness.

Transformational Impact: Response for Water use permit (Community, Responsible institutions); Enacted regulations by government on water use; How can we measure impact? (By looking to changes exists in the areas where social accountability implemented; by looking on how duty bearers act responsibly on the issue raised); positive government response towards dealing with pollution e.g. Ngerengere river etc; creation of space for multi-stakeholders dialogue; Transformational change (institutional reform; policy reform; concrete voluntary actions at the grassroots level); scaling up for water sector laws & legislations enforcement; Budget increase for WRM; sustainable funding base for WRM; increase audit activities in water resources management; reduction in brain drain (loss of HR); Timely delivery of services and action taken; Reduces chaos/conflicts/complains in the area; Establishment of functional committees at catchment levels; Rules and regulations are being followed by Government institutions and the community in general; Number of cases addressed by Mashahidi wa Maji; Number of actions taken by duty bearers. Equitable access to clean water, supplies for domestic, agricultural purposes to all citizens; Improve quality of water bodies; Sustainability in water resources (available, affordable and sharing); Government actions against hazards/violations of WRM

rules + regulations; Reduces disease cases and conflicts; Increase water supply coverage in communities (rural & urban); Increase amount of clean water; increase no of people access to water services; change in water use & management.

2.8 Overview of Fair Water Futures process manual

Action learning: Developing a social accountability proposal for water security at country level
Each group selected a country (or countries) and developed a social accountability programme for water security, drawing on the Fair Water Futures Manual. The aims were as following: 1. Internalize learning by applying the process (learn by doing) 2. Test and review the FWF Handbook 3. Demonstrate demand / examples to leverage future funding. Groups considered and reported back on the following.

1. **Project set up and scoping: (a)** Who should be the project partners and who is in the Project Advisory Committee, and why? (b) Who should be in the core team and how will they be trained?
2. **Institutional landscape:** Who are the primary duty bearers for water security and what are the key pieces of legislation/legal duties?
3. **Water security scan**: Propose 1 case study in each country and rationale for selection
4. **Case study delivery** - describe and justify a step-wise delivery plan for case study activation
5. **Budget and resource analysis** - Plan for delivery including data needs
6. **Advocacy delivery –** Messages and channels for delivery
7. **M&E** - proposed indicators and means of verification
8. **Risk management -** what risks will the initiative face and how will these be managed?

A peer panel of three people was appointed, to ask questions, and review the proposals and explain/justify score based on the agreed criteria:
- **Ownership and sustainability:** Judging presentations and consider whether the plans encourage ownership and sustainability e.g. Is the work responsive to needs of stakeholders and communities; Have risks and constraints been thought through? Will the work endure beyond the project?
- **Impact appraisal / transformational impact:** Judging presentations to consider impact which the plans are likely to have: for institutions and poor communities; How big/transformational?; How will change be measured?
- **Rigour and relevance appraisal:** Consider the rigour and relevance of the team's plans, e.g. are the designs logical (reasonable, and lead to high quality evidence; Are they feasible; are they strategically relevant

The Countries proposals and panel feedback is attached as annex 5.

One of the peer panels at work

2.9 Review of Fair Water Futures manual and regional support needs

Guided review of support and guidance needs for practitioners: Next steps for a strategic approach to social accountability for water security

Group reflection on actions required and strategy to advance social accountability in Africa to include: Champions, practitioner competency, marketing and promoting the approach, networking and communications and co-ordination, funding and external support. The group completed a SWOC analysis – reviewing the strengths, weaknesses, opportunities, and constraints of the Uhakika approach. The feedback generated from the SWOC analysis is provided below:

STRENGTHS

- Ensures sustainability through engagement of Mashahidi.
- Importance of involving multi stakeholders on implementation.
- Stakeholders participation (context specific but for traction)
- Inclusive in nature (constructive engagement), duty bearers are part in the project processes.
- Beneficiaries have long term relationship with facilitation team.
- Demand driven; cross-cutting (it can be applied in other components like WASH).
- Strong partnership and Political will.
- Communication, lobbying and networking.
- New common/initiative approach; Addresses real issues on water use.
- Constructive engagement – builds a good relationship with government, sustainable and impact
- Community led programme in addressing issues of water which increases ownership and ensure sustainability.
- Community centred; Evidence based advocacy (testimonies from documentary films)
- Builds community confidence to act on their issues / right based.
- Involving different partners with clear roles.
- Deep and direct evidence collection – empowering communities with information.
- Replicability
- Cost effective (less HR investment and communities takes lead).
- Strong partnership (political will by partners)
- Contextual based; use of community in claiming their rights; deal with sensitive issue (water)

WEAKNESSES

- Donor driven (test community appetite to self fund).
- Sustainability strategy and they did not make effective use of already existing institutions (existing village structures).
- It lacks exit strategy and Follow up frequencies to Mashahidi is not clear.
- Attribution gaps in measuring success
- No backstopping support (projectisation and resources)
- Lack of evidence for success.
- Constructive engagement is challenging when the government does not act – the community wants to protest.
- The approach requires identifying other partners apart from the government to invest in infrastructure development.
- Level of effort required per community (working only in few locations), limited in the problems that can be addressed.
- Missed links with the oversight bodies i.e. Controller and Auditor General; and the Parliament
- It lacks an institutionalization approach e.g. aligning SAM into Government Planning implementation processes.
- CSO lack of autonomy due to partnership with the government; Having the government staffs in the core team
- Difficult if no good government set-up – Institutional arrangement
- Assumes reception by government and communities
- No enough time to train Witnesses
- Very dependent on having the right team member to the government (what if this person leaves? What if the government is changed?)
- In-depth institutional analysis (culture, behaviour)
- Missing link – of witnesses to existing framework (Integrate in WUAS? Advocate for recognition by local governments / in policy framework?)
- No control upon industrial actors and No full presence for all stakeholders at Board.
- Lack of tangible evidence on organization impact on the ground (effort)
- Government expects money for infrastructure from the programme – not advocacy (Managing expectation: In Africa access to WASH is so slow, the government wants help)

OPPORTUNITIES

- The approach can be employed in any community where the rights of water users are not respected; can be replicated
- To include private sector and media in the project steering committee and to share experience on regional level.
- Existence of guidelines and regulations enhance approach and implementation
- Backup of TAWASANET and Clear WRM framework and legislative and institutional
- Emerging conflicting uses of water in the world
- Availability of space for project implementation
- It is a felt need
- Existence of CSOs WASH networks and Existence of dialogues mechanisms that provide spaces for CSOs
- Momentum for social accountability (donors, Ghana-receptive government and institutions)
- Support existing legal and policy frameworks

- KENYA: approach fits very well into devolution and dynamics on strengthening local accountability
- Opportunity to teach people how to demand better services
- Opportunity through SDGs: there will be real competition between water for agriculture/Hydro/domestic – network like ANEW should speak up
- Project beneficiaries should be; Explore the use of social media in reaching out to more people (use accordingly –e.g. for campaigns country specific)

<div style="background-color:red; text-align:center; font-weight:bold;">CONSTRAINTS</div>

- Needs skilled people to implement
- Take too long to yield impact
- Limited resources and staffing in current project
- Resistances by ruling regimes and Financing for SAM
- Low political will in Tanzania, Political influence (political leaders can affect the implementation)
- Low budget which does not meet all the needs of the approach e.g. acquiring of full time skilled human resources
- Publication challenges (cyber and censorship)
- More simple explanation of the process needed so can teach others
- If there is no basin authority it is difficult to know whom to target for performance monitoring
- Africa is not used to social accountability approaches
- Replication is constrained for Francophone countries
- The miss of institutional arrangement and structure and training and capacity building (financial, logistic, administration)

2.10 Recommendations

Participants provided recommendations based on their experience on how the Uhakika approach can be strengthened; and how to scale up social accountability for water security in Africa. The recommendations are provided below:

Recommendations for scaling social accountability approaches for water security across the region
- Proof of concept in at least 4 countries before scaling up
- Situational mapping in piloted countries (Countries mapping exercise is required)
- Support & use ANEW to scale up in member countries
- Regional Platforms through ANEW etc
- Regional meetings, seminar and workshops
- Sharing lessons learnt with different partners across Africa Region
- Capacity building (spread trainings ToR - Module of social accountability & water security for water projects)
- Create a network on the Water Security Social Accountability
- Training - create ToT program, Capacity building for identified regional partners
- Assess options (Joint Resources Mobilization, Integrations into ongoing programs)
- Advocacy on approach in Regional fora (AWW, SADC, AfricaSan, WED etc)
- Need clearly write out the process of how to implement social accountability so other can replicate
- To encourage other partners to try this approach
- Need to show the beneficial impact it can have
- More resource mobilization to address water security in the rest of Africa region

- Need to change the attitude of the next generation so that they feel more responsible for taking care of their own water

**Recommendations for strengthening the Uhakika wa Maji approach**
- Design projects for longer duration to yield impact / cover steps effectively (at least 3 - 5yrs).
- Make use of the existing institutions.
- Incentives-not money, sustainability, training, recognition, prize, award etc
- Collective dialogues between projects team and existing institutions/stakeholders at the lower level.
- Need to strengthen LGA - village government - not districts so that they can continue the work themselves and can demand the change.
- Develop sustainability model/strategy/plan.
- Review the appraisal in different context, pre- test and refine the approach
- There should be a permanent person for making follow up of Mashahidi regular (WASH network.
- Means, rules, legislation, international declarations to be exist/enforced.
- Mashahidi need to be trained more in the specificities of the Water Policy.
- Inclusive stakeholders' participation on all the structure (communities, private sector representation).
- Training/Capacity building to Mashahidi is highly imperative
- Option: how to escalate if there is no reaction from the govt
- More emphasis on advocacy to raise the political profile of WRM - by providing evidence on the effect of WRM on other sectors/SDG's.
- Develop guidance on how to adapt the approach to your context.
- Need to clearly define and develop sustainability frame work for this approach.
- Address weakness identified.
- Repeal negative cyber laws
- Lobby for inclusion of Uhakika wa Maji components in service delivery projects in the region
- Optimize available opportunities
- Need to strengthen either Community Development Officers or WUA's and scale up through them.

2.11 Workshop Evaluation

At the end of the workshop, participants were asked to fill out an evaluation questionnaire. The detailed feedback is attached as Annex 5. A summary of the feedback from the questionnaire is provided below:

1. **Skills and knowledge**
What new knowledge, awareness and skills have you gained through your involvement with the project?
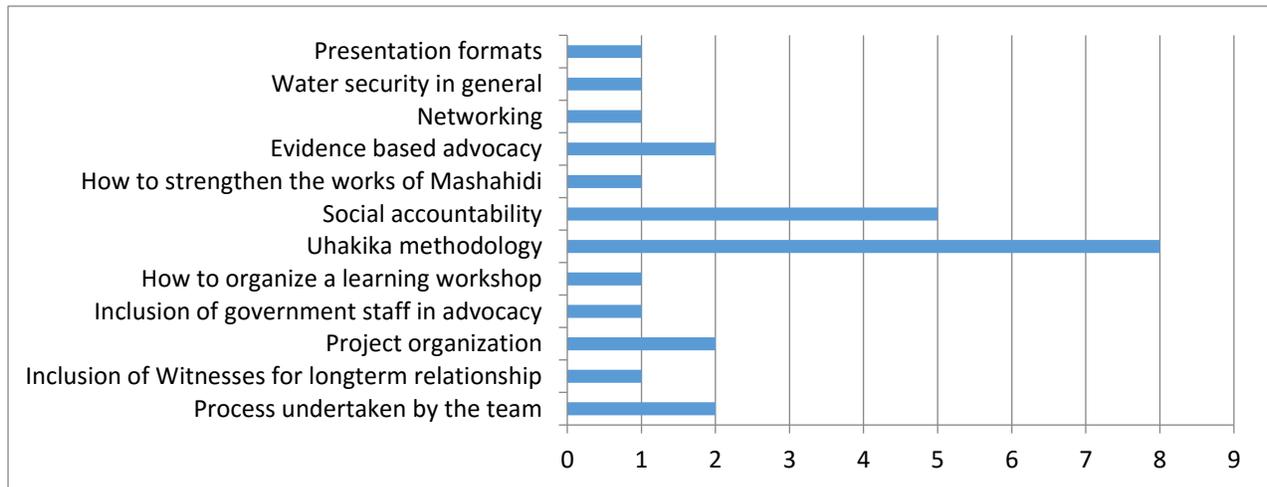

2. **Applied learning**
   a. **Do you intend to use the Uhakika methodology to improve water security? If so, how? If not, why not?**

b. What benefits will this bring to for water security of vulnerable people?

Chart: Benefits to water security of vulnerable people

Category	Value
Access to quality water for domestic, agriculture etc	5
Knowledge on identifying their key issues	2
Make the government and communities accountable	5
Voices of the vulnerable will be heard	6
Communities awareness on their rights and obligations	5

(Horizontal axis: 0 to 7)
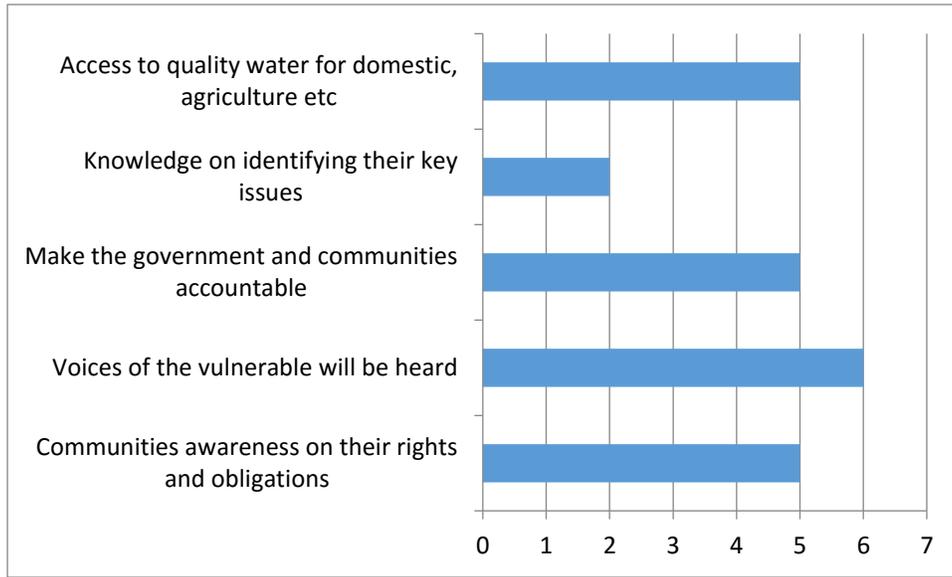
3. Future support

What additional information or guidance do you require from the project?

Chart: Additional information or guidance required from the project

Category	Value
No response	1
Project design	3
Direct exchange (site visits)	1
Developing an M&E framework to measure impact	1
Further guidance on graphical presentation of budget data	1
Possibilities of replicating the model in other parts	1
Open and simple sustainable mechanism	3
Mashahidi wa Maji Guideline	1
Documented outcome mapping report	2
Guidance on where and how to raise funds for WRM	3
Update on what is going on	1
Lecture on climate change impact on water	1
Translated documents	2
Partnering with CSOs representing special groups	1
More training on M & E	1

(Horizontal axis: 0 to 3.5)

4. Improving the impact of our work

a. What do you see as the strengths of the project's approach?

b. What do you see as the weaknesses of the project's approach?
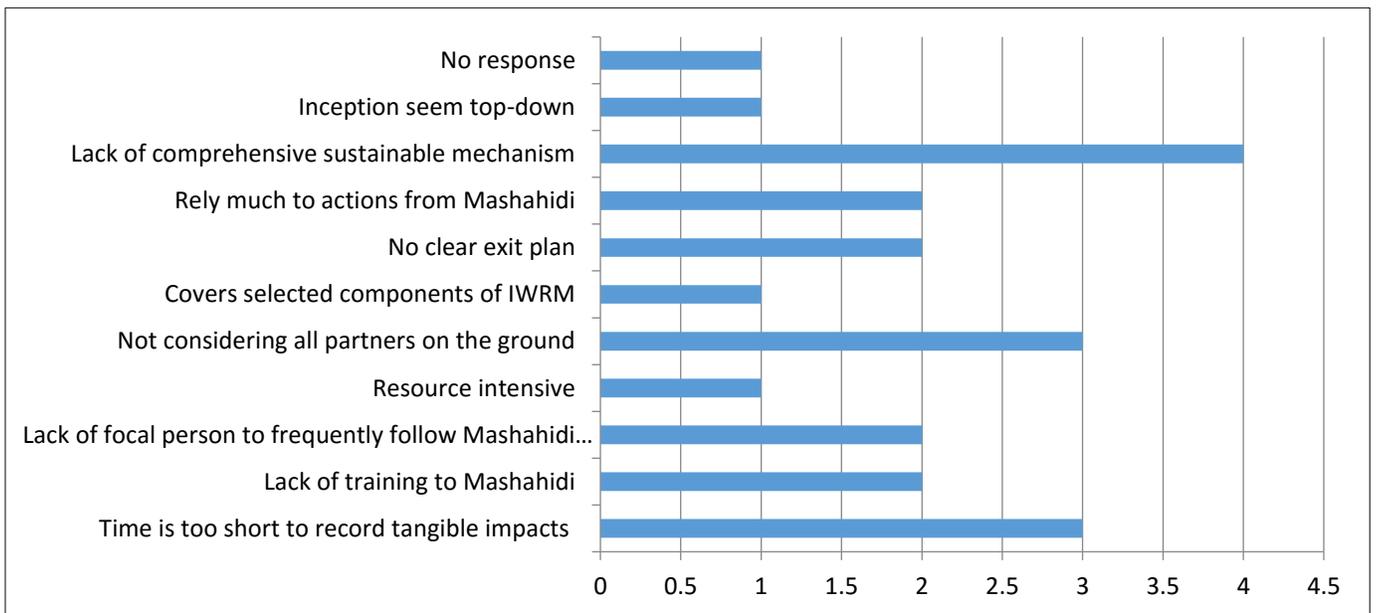
c. What are your recommendations for improving the impact and sustainability of the project?
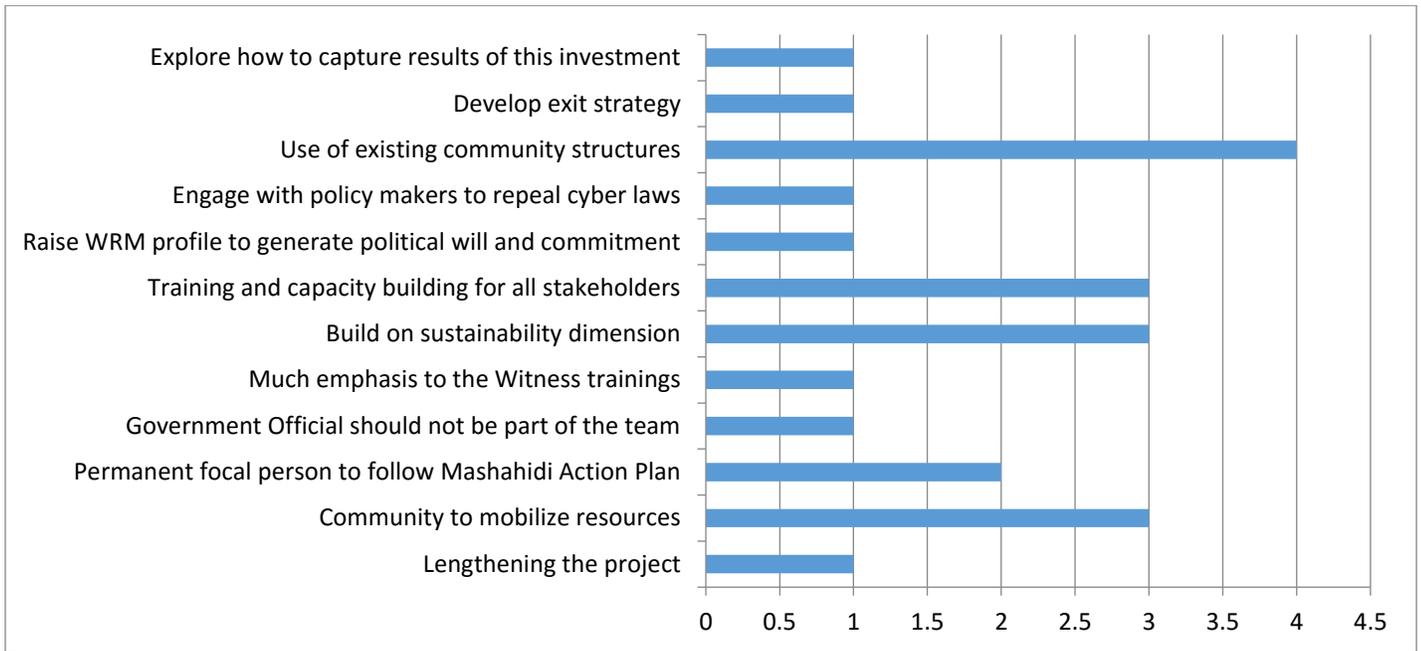
Annex 1: List of workshop participants

| S/N	NAME	GENDER	CONTACT INFORMATION	SECTOR	ORGANIZATION	OBJECTIVE
1.	Jane Joseph	F	janejoseph@waterwitness.org	CSO	Shahidi wa Maji	Share the objective and to learn as much as possible
2.	Nick Hepworth	M	nickhepworth@waterwitness.org	CSO	WWI UK	Share the objective
3.	Christina Mfanga	F		CSO	Young Volunteers for Environment , Tanzania	Interested to network
4.	Herbert Kashililah	M	hkhkashi@gmail.com	CSO	Shahidi wa Maji	To share and learn from others
5.	Nicholaus Lekule	M	accountability@policyforum.or.tz	CSO	Policy Forum	To learn more on social accountability
6.	Lucrezia Tincani	F	lucrezia.tincani@ompl.co.uk	Academia	OPM - UK	To learn lessons from other countries
7.	Tyler Farrow	M	tylerfarrow@waterwitness.org	CSO	WWI	Learn from others on SA issues in Africa
8.	Willie Maravunda	M		Government	Rufiji Basin	To learn from participants
9.	Joseph Makanza	M		CSO	ACRA Foundation	To learn, share, and engage ACRA in SA
10.	Lotte Feuerstein	F	LFeuerstein@win-s.org	CSO	Water Integrity Network	Learn Uhakika wa Maji methodology , where and who can work with
11.	Darius Mhawi	M		CSO	TAWASANET	Learn more on Social Accountability
12.	James Mturi	M	Mturi.james@wwftz.org	CSO	WWF	Understanding water security issues
13.	Emmanuel Jackson	M	ejackie8@hotmail.com	CSO	TAWASANET	Connecting SA on WRM issues
14.	Athuman Kayumba	M	akay2000@gmail.com	Government	Wami/Ruvu Basin	Learn and share
15.	George Chaima	M	gpwchaima@aim.com	CSO	New Restoration Plan - Malawi	Focus on advocacy
16.	Shamsi Mhina	M	mfusi2001@yahoo.com	CSO	TAWASANET member	To share and gain knowledge

17.	Geoffrey Kerosi	M	geoffrey@hakijamii.com	CSO	Hakijamii/KEWASNET	To learn how to carry out proper SA and successful on WASH
18.	Wilhelmina Malima	F	minamalima@yahoo.com	CSO	TAWASANET Chairperson	To network with other organizations and create friends for the network
19.	Pule Gershom	M	gershompule@gmail.com	CSO	Zambia Water Partnership	To lean, understand, appreciate
20.	Reuben Akili	M	akilireuben5@gmail.com	CSO	CHRA, Zimbabwe	To learn experiences on SAM
21.	Jeremiah Wandili	M	jeremiah.wandili@gmail.com	CSO	CIP Trust	Want to share
22.	Fidelis Paul	M	fidelispaul@wateraid.org	CSO	WaterAid	To learn from other countries, monitoring in water security
23.	Kimbowa Richard	M		CSO	Uganda Coalition Network	Learn more about SA
24.	HananEl-Amin	F	envisudan@gmail.com	CSO	Envl-Sudan	To get in-depth SA, generate more accountability to water issues
25.	Gordon Mumbo	M	gmumbo@waterforpeople.org	CSO	Water for People	Share experience and learn more on SA
26.	Alouka Sena	M	yvetogo@hotmail.com	CSO	Togo Env. Journalist	Find the role of ANEW in FWF project, and how the approach to replicate
27.	Hawa Nibi Amenga-Etego	F	hawasni@yahoo.com	CSO	African Women WASH Network	To learn how the FWF approach been successful in Tanzania and replicate
28.	Clare	F		CSO	WaterAid	To learn
29.	Prof. Japhet Kashaigili	M	jkashaigili@gmail.com	Academia	Sokoine University of Agriculture	Will share knowledge on water resources, sanitation, and env. aspects
30.	Debora Sigalla	F	deborasigalla@waterwitness.org	CSO	Shahidi wa Maji	
31.	Demetrius Malopola	M	dmalopola@gmail.com	CSO	TAWASANET / CEMDO	

Annex 2: Learning Workshop Agenda

Monday 15th February	Topic	Lead/facilitator
8.30	Introductions and workshop objectives and structure *Welcoming remarks, workshop objectives, individual introductions and review of participant objectives, approach and structure, ground rules and group roles*	TaWaSaNet WM JJ/TF/EJ
9.30	An introduction to social accountability for water security *Overview of need, definitions and framing of issues and conceptual approach*	NH - WWI

10.00	Comparing regional interpretations, need and experiences of social accountability
	4 mixed groups to reflect on following questions with participants drawing on their country/regional experience:
	   - *What social accountability activities on water security exist? (please give details)*
	   - *What approaches have they adopted?*
	   - *What have they achieved?*
	   - *Key country lessons/insights – what makes things go well, and what undermines impact?*
		Group work

11.00	*Coffee/Tea*	
11.20	Group feedback *Based on these discussions each group will feedback a synthesis / summary of regional evidence on social accountability on water in the region. 15 minutes feedback each group with Q and A.*	*Group feedback*
12.20	An overview of the Uhakika wa Maji principles, set up and process *Group led through the systematic application of SoAcc and components of Uhakika wa Maji*	JJ/TF/HK/NH/ Core team Q&A
12.45	*Lunch*	
13.30	Uhakika overview cont...Outputs, results and lessons emerging from Uhakika wa Maji *Group guided through process by Uhakika team panel – Q and A* *FWF Manuals distributed*	Cont.

14.30	Review1. Opportunities and constraints for replicating the Uhakika approach at a Country level
	Working in your teams, country by country analysis of the following questions:
	   - *Is there a need/opportunity to apply some or all of the Uhakika approach in your country?*
	   - *What risks, constraints or barriers might be faced?*
		Group work –
		TF/JJ
		facilitation

15.30	*Coffee*	
15.45	Group feedback on opportunities and constraints *Country level feedback on opportunities and constraints facing the Uhakika approach in the region (15 minutes each group including Q and A)*	Groups
16.45	Set up for day 2 What does success look like for social accountability on water security? *Plenary Group discussion on success criteria for social accountability approaches to feed into criteria for peer panel review for action learning task on day 2.* Introduction to action learning task for day 2	HK
17.30	Close – Group dinner on terrace at 1930	
Tuesday 16th February		
8.30	Recap of day 1	Participants
9.00	**Action learning: Developing a plan for social accountability for water security at country level.** Each group should select two countries from within their group (not Tanzania or Zambia) and for each develop a plan for applying the Uhakika approach for water security using 1 case study site in each country, drawing on the FWF manual (note	Teams

	teams may want to sub-divide this task).
	 For each country consider and report back on the following:
	    a. Project set up
	       a. Who should the project partners be and who is in the Project Advisory Committee, and why?
	       b. Who should be in the core team, why, and what training will they need?
	    b. Institutional landscape: Who are the primary duty bearers for water security and what are the key pieces of legislation/legal duties?
	    c. Water security scan: Proposed 1case study in each country (in the interests of time) and explain the rationale for their selection
	    d. Case study activation:
	       a. Describe what field work will be done at your selected case study?
	       b. Produce a theoretical Water Witness Action Plan for the case
	    e. Budget and resource analysis: Agree key questions to guide the analysis
	    f. Advocacy delivery: Suggest messages, targets and channels for delivery
	    g. M&E: Propose indicators and means of verification
	    h. Risk management: What risks will you face and how will these be managed?	

10.30	Tea/Coffee	
10.45	**Action learning: continued….**	Teams
12.00	**Action learning feedback, review and discussion** 20 minutes per group (i.e. 10 minutes each country) – 10 minutes review Pee Peer panel review based on agreed success criteria from Day 1. A special prize will be awarded to the team with the strongest plans	All – Group leads
13.00	Lunch	
13.45	Action learning feedback, review and discussion Feedback and discussion - continued	All – Group leads
14.45	Review 2. Strengths, weaknesses and recommendations on the Uhakika process and guidance material *Now that you have had chance to work through the Uhakika process, take time for some individual or pair reflection to consider strengths, weakness of the process, and make recommendations for how it can be improved. Write clear comments on post it notes, and stick on the brown wall sheets.*	
15.15	Tea/coffee	
15.30	Strengths, weaknesses and recommendations – continued *Group synthesis of feedback and consensus building*	TF
16.00	Next steps needed to strengthen and scale social accountability approaches for water security in the region *Discuss and brainstorming groups of three, and agree three priority steps for strengthening and scaling up social accountability for water security in Africa. Base these on the knowledge generated already and your own experience, but think 'out of the box' and be creative. Write your 3 steps using one piece of card for each, and select 1 person to present and feedback to the group. E.g. Champions, practitioner training/competency, marketing and promoting the approach, networking and communications and co-ordination, funding and external support, etc. Etc.*	Group/TF/HK
16.45	Closing remarks and workshop evaluation against objectives	WM/JJ /EJ
17.30	Close – Group barbecue and cultural entertainments	

Annex 3: Comparing regional interpretations, need and experiences of social accountability – Group detailed feedback

I: Group 1

Q1 Activities:

Tracking resources (score cards etc to improve water sector); Tracking international commitments; Sector review (Benin and tool for WASH and WRM); Developing a parallel report to be presented in Geneva; CSO sector report: Assessing Performance, developing standards (Tanzania).

Q2. What approaches?

Budget tracking (coalition of CSOs – social sector e.g. Mozambique); engagement with parliament (Kenya and Tanzania); Citizen reports; Recording community debates (in Sudan); Empowering and informing communities on their rights in relation to development finance (guide books, meetings, associations) BANGO human rights coalition; Strengthening of water users and consumers associations

Q3. What achieved:

Influencing budgetary allocation; Increased stakeholders participation; Legal action against corruption (jailed some of political figures); Increased transparency and accountability (part of the international processes).

Q4. What undermines impact:

Unresponsiveness of the governments; Non-alignment of existing sector laws to the constitution (the water act and the constitution – the act the constitution is decentralize, the law is not centralized); Negative perceptions as trouble makers (people against development); Politicization; Inactive communities.

Question from the floor: On the approaches, are more or less like processes than approaches

II: Group 2

Q1. Activities

In different terminologies (some engagement, MS, budget expenditure track, NSP/social learning); Policy forum and Water aid – Budget expenditure tracking; Multi-stakeholders partnership (MSP)/ Social learning (WWF)

Q2. Approach

Dialogue approach

Q3. Achievement

Policy influenced and changed to some extent; Increased budget allocation in the Sector – WASH and S&H (how much?); Transparency and accountability (to the duty bearer – things has changed); Established responsible institutional e.g. water supply and sanitation; Improved service provisions to the poor e.g. water supply (people have more access to service provided), more coverage of sanitation

Q4. Lessons

Good political goodwill; Good coordination among the actors (trying to coordinate each other); Improved evidence based (data gathered and presented); Gaps have been identified and filled (no clear gaps)

Questions from the floor: the extent to which the achievement has been brought to the changes?
Response: None can claim achievement 100%, there are factors beyond control, but claim contribution

Question on the gaps (identified between different actors), especially from the government, and how then have been filled (from Malawi, state on the ground in Malawi).

Response: The dialogue approach (three levels – engagement at the Minister, middle level (multiple stakeholders- PS/Directors, CSOs, focal forum for discussions), and at the district levels (communities) bring together different levels at communities (present them at the DEC) – which brings to the Ministry.

III: GROUP 3

Q1. Lessons shared

Provision of EWP/SWA and other wash network and alliance group – Sudan they made keep your promise programme – commitments every year (advocacy and monitoring as a tool); Media platform and social media (open discussion),make use of journalist; Sign MoU with radio for live programmes to enhance decision makers and public; Enhancing communities driven programme – train them and deal with communication issues and understanding their rights – confidence and monitoring; Resource share; Partnership with private sector (CSOs/private sector),make use of them, in Sudan they have MOU with employers and trade unions to have their inputs in WASH issues; Consultative dialogues – with decision makers (laws and legislation) orientation with decision makers, public, media – if there is a gap (A platform for all to make use of it)...Scientific dialogue.

Q. Challenges:

Information (sharing and restriction); Political will and commitment, lack of cooperation; Miss of social accountability (financial status is scattering); Financial issues – how to finance the sector.

Q. Evidence based

Make use of parliament and parliamentarians and speak on behalf, public hearing system (as a platform in Sudan), Council of Ministers, Media, public well oriented on rights; Progress some on providing better services.

IV: GROUP 4

Q1. Activities

Communities score –cards in WASH; Citizens report cards in wash; Budget tracking in WASH and WRM; Advocacy in WASH

Q2. Approaches

Members of coalition of NGOs in WASHand citizens; Grassroots African/WaterAid

Q3. Achievement

Increased funding to WASH and WRM; Dialogue between Ministry of Finance and service delivery; Tax on bottled water (a parliamentary discussion whether it should be taxed and they advocated for).

Q4. Lessons

Constructive dialogue and advocacy on budget was helpful; Interface dialogue between service providers and communities improved service provision; Access to information is a challenge; Mobilizing communities in urban centres is a challenge by attitude.

Questions from the floor: Do they increase the cost of water?

Response: The rationality was to go back from the water producers (instead of the bottled), to reduce the environmental impacts of wastes; Evidence was provided that some of the action used to produce, so they should advocate for....

Q1. What?

Budget analysis (water supply); Performance of water supply utility; Lobbying and use of media, convince social services charter

Q2. Who

CSOs; Citizen themselves

Q3. Impact

Local have understood, the budget revised, and Minister is aware; The charter is a tool to use (though is too early to measure)

Q4. Challenge

Very hard to get data, they threaten with legal action and released the data; Took long time for the utility to change, they was to do; Long time to be invited to the meetings (they are closed meetings, not open), solution was to build a long relationship with, invite them to their own meetings – that helped them to be invited in the meetings

Question from the floor: whether they received any support from outside? – on the methodology or finance support

 Response: they organized themselves; finance comes from GIZ; Citizen report card / community score cards – are using as the same.

VI: GROUP 6

Q1. Activities

In different terminologies; Government engagement / Multi-stakeholders engagement (Malawi & Kenya); Budget expenditure track – (Policy forum and WaterAid for Tanzania); MSP / Social learning (WWF-Tanzania)

Q2. Approach

Dialogue

Q3. Achievements

Policy influence; Increased budget allocation; Transparency and accountability; Established responsible institution; Improve service delivery

Q4. Key lessons

Political goodwill; Good coordination –actors; Improved evidence-based; Gap identified and filled

VII: GROUP 7 – Zimbabwe (Residence Organization)

WHAT	WHO	IMPACT	CHALLENGE	action
Budget analysis of local government (WASH and WRM)	CSO	-Reduced overheads -Minister more aware	-Getting data -Mistrust	-Threaten to take to court
Performance monitoring of urban water supply	Citizens	-more reliable supply -Fewer water cuts	-took long time for utility to act	Did sit in (Confrontational)
Launches Social	-CSO used Media to	(too early)		

Services Charter	raise awareness -local government			
Participate in catchment councils	CSOs	Now the government is asking for input by CSOs	Getting access to forum was challenging	Invite government to them (CSOs) so realize the legitimacy of the CSO; then got invited

Annex 4: Overview of Fair Water Futures process manual

Action learning: Developing a social accountability proposal for water security at country level

Team 1: Togo, Kenya, Germany, and Tanzania

Team Togo, Kenya, Germany and Tanzania

Bundling resources for Kenya in an Act of Solidarity

Project advisory committee Kenya

- MWI
- Water Resource Management Authority
- WASREB(?)
- NEMA
- Council of Governors Committee on Natural Resources & Water
- Ministry of Devolution
- Chair of DP working group
- KEWASNET
- KEPSA/KMA(?)
- WASPA

Project Partners

- KEWASNET & selected Members
- Friends of Lake Turkana
- WRUAs in the targeted region
- sapcon

Core Team Kenya

- Community Dev. Officers of WRMA regional offices
- KEWASNET WRM Officer
- KEWASNET Members
- Umbrella WRUA members
- Friends of Lake Turkana

Why and what training?
- Partners with combination of expertise and feet on the ground
- Training on HRBA to water, Uhakika methodology (esp. community activation, research techniques, water security scan)

Institutional Landscape

Duty Bearers
- MWI
- County Government (MWENR)
- WRMA
- (WSTF)

Other actors that need to be accountable
- Donors
- NGOs

Key Legislation
- Constitution 2010
- Water Act 2002 >Water Bill 2015
- Land Policy (Land laws amendment act 2015)
- Water Acts at County level
- Water Master Plan
- Vision 2030
- Catchment Development Plans
- Sub-Catchment Mgt. Plans

Hot spots in Kenya

Turkana
- Lake Turkana is in danger of drying out because of a hydro power dam at the contributor in Ethiopia
- Ongoing infrastructure developments: railway, road, pipeline
- River Turkwel endangered

Mombasa/Tudor
- Informal settlement without sewerage systems using wells which are at danger of contamination and fishing nearby

Naivasha
- Competition over water use by growing number of flower farms, population growth, pastoralist around, upstream farmers, geothermic power grids

Why Lake Turkana

Turkana Case Study

- Collate existing evidence (there is already a lot)

- Identify gaps and priority issues (urgency, room for change)

- Identify key partners and establish or engage with coordinating body at Turkana

- Collect additional data where necessary and engage with communities

Water Witness Action Plan for Lake Turkana Objectives

- Ensure communities access to water (for human consumption and livelihoods)
- Mitigate conflicts between pastoralists from 2 counties and between pastoralists and fishermen
- Mitigate the negative effects of infrastructure projects & economic development on communities
  - Ensure that EIAs are available and that recommendations are respected
  - Safeguard the rights of people who are evicted

Water Witness Action Plan for Lake Turkana Evidence

- Published reports and research, e.g. by Oxford university
- Films/documentaries,
- requests filed

Water Witness Action Plan for Lake Turkana concrete actions

- Get hold of EIAs, analyse them and pick put core issues that will affect communities
- Check oil exploration and infrastructure designs
  - Are they aligned with EIA findings?
  - Are community rights respected?
- Produce simplified analysis
- Explain issues to the affected communities
- Approach counties, WRMA and NEMA to take action

Budget and Resource Analysis

Company/infrastructure budget:

- Has adequate budget been allocated for compensating population for eviction and for mitigating negative social impacts?

National budget:

- Do NEMA and WRMA have adequate resources to carry out their work for that region? (budget & qualified human resources)

Resources needed

- Human Resources (project team)
- Financial Resources
- Political Capital
- Local legitimacy (work with Friends of Lake Turkana & Sapcon)

15

Advocacy

Community

- You have a constitutional right to access water
- This is how ongoing big infrastructure projects will affect you and these are possible benefits
- This is how you engage in the development and demand protection
- Public meetings, local radio

Government: NEMA, WRMA, MWI, MENR

- This is what is needed from you to fulfill your duties
- Allocate resources for mitigation actions
- Meetings and dialogue (possibly with involvement of donors)
- Media (social media, papers, radio, tv)

Companies

- You have to compensate people for eviction and other negative impacts – these are their rights
- You have to share profits with the communities/local governments
- Adequate CSR activities will hep you acceptance in the communities
- Meetings, consultation

Monitoring & Evaluation

- Availability of EIA to the public
- Number of actions taken by the witnesses and actions by the government and infrastructure developers.

Risks

- Major economic and geopolitical interests at stake in Turkana
- Scope on influence will be limited
- Risk to fuel conflict
- Frustration of communities – they want action, not another process

Hot Spots in Togo

Anie City
- Chinese company diverted a river into a reservoir for irrigation
- The river dried up and the company went away

Kpime
- Hydropower plant & water reservoir to supply city
- Communities along the contributor don't have water and started fighting over water

Port Adakpame
- People have been relocated to swamp area and

Team 2: Tanzania, Malawi, Kenya

TANZANIA, MALAWI AND KENYA
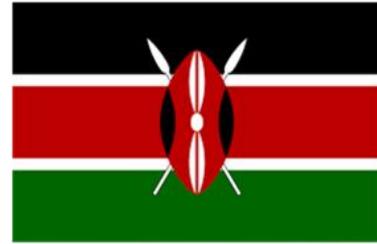
OPTIONS		
1	Rwanda	Not accepted, want infrastucture not activists
2	Malawi	Picked up

HOW TO SET UP THE PROJECT

- **KEY ISSUES**
  - poor access to wash
  - Mixture up of livelihood system
  - Highly dependence on rain-feed agriculture
  - Water for poor and vulnerable in rural and in peri-urban
  - Regular forums (monthly) on water security
  - Drinking from shallow well – rural
  - abundantly water resources (surface and ground water)
  - Policies and legal not well defined (regulations on use)
  - So challenges are: equity allocation, pollution, conflict in use, poor structure management, governance etc constitute to water insecurity

ISSUES/CASES

- **Pollution control enforcement:** Cities, irrigation farms etc
- **Equity:** Policy influence on access water and sanitation as a human right
- Establishment of water and sanitation policies through policies reviews to reflect current context
- **Institution framework**: Ministry of water irrigation and agriculture, district level (DWM committee), local authorities (WM-committee)
- Shire river basin management threaten by pollution, over-abstraction

FOCUS AREA AND KEY PARTNER: interest

- **FOCUS AREA**
  - Shire basin,
  - Mudi river (mostly polluted) from emanating Blantyre city
- PARTNERS
  - Advisors
    - Civil Liberate Committee (CILIC) ,
    - EVARD,
    - Blantyre city (environmental health department),
    - Ministry of forest and land resources,
    - Ministry of water, irrigation and agriculture
    - Ministry of health

  - Core implementing partners
    - CARD,
    - New Restoration Plan Malawi

CORE TEAM MEMBERS: professional competences

- Project coordinators
- Health surveillance assistance
- Policy city assembly
- District water officer
- CARD,
- New Restoration Plan Malawi
- TRAINING:
  - Needed for orientation and induction

Primary Duty Bearers

- Ministry of water, irrigation and agriculture
- Ministry of forestry and land resources
- Ministry of health

Water Security Scan

- What are the cases?
1. Blantyre – Mudi Pollution (400,000 people) river polluted by industry and residential waste.
2. shire basin it is about 200,000 people. Pollution and Equity – Harassment of people, people denied right to water etc

Case study activation

- Baseline study/secondary information
- Field data collection/scoping visits
- Activation meetings
- Water Witness (Mboni) action plan

S/N	What/issue	Who	when
1	Pollution	WW-Mboni, Leaders (Traditional, Village)	
2	Equity		
3	Policy		
4	Institutional		

Budget and Resources Analysis

- Government budget allocation and disbursement between sub-sectors
- Expenditure monitoring
- Sources of funding
- HR (No and qualification)

Advocacy and Delivery

- Kupeza madzi – water security
- Kuthetsa Fungo (pollution control)
- Tisamalile kupewakufa (stop pollution)

Monitoring and Evaluation

Indicators	Means of Verifications
Complain letter written by Mboni	Copy of the letter
responded to complain letter by authorities	no of response letter
Number of inspections	number of pollution inspected
Discharge permit	copy of certificate
Reported incidents for cholera	reduces cholera cases

Monitoring and Evaluations

| Risk	Mitigations
Power blockers	Clear transparency with rigorurs process
Conflict of interest	Have a clear MoU
Political Risks	Work with the right alliances
Advocacy risk	Constructive and supportive message

Team 3: Uganda and Sudan

TEAM UGANDA AND SUDAN

DEVELOPING A PLAN FOR SOCIAL ACCOUNTABILITY FOR WATER SECURITY AT COUNTRY LEVEL. COUNTRY: UGANDA
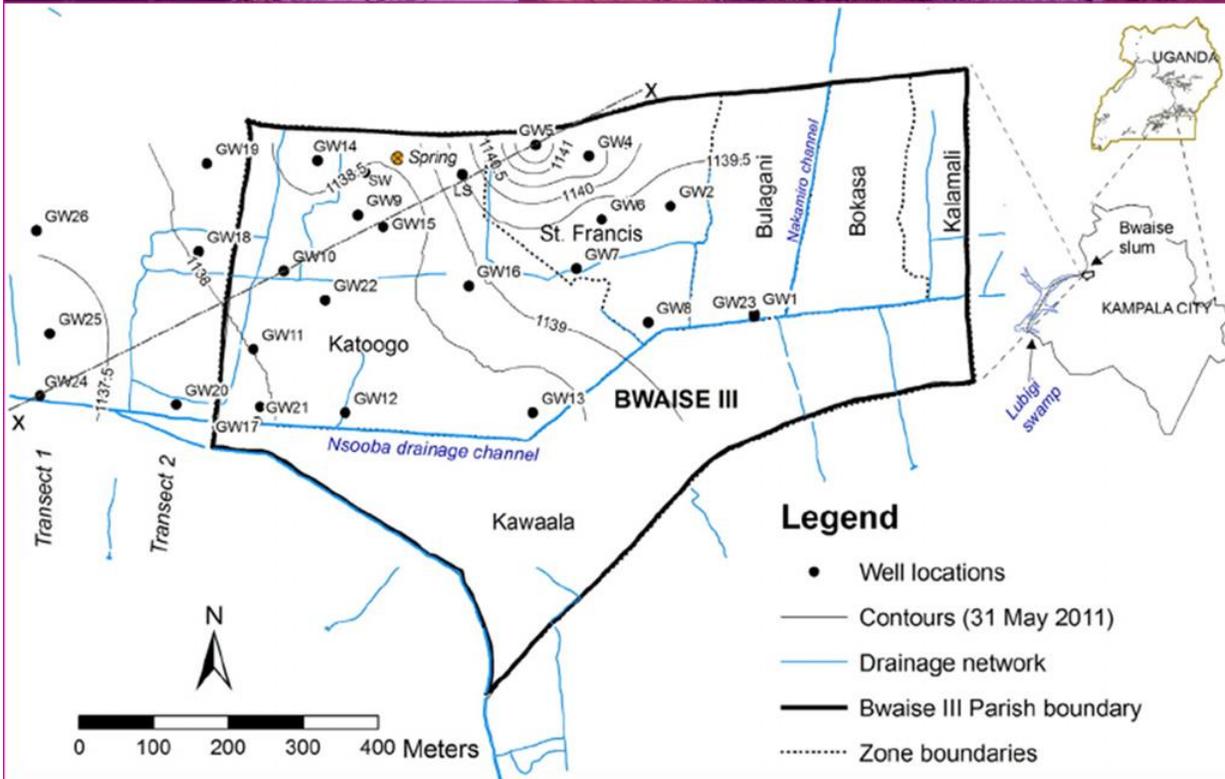
Project Setup

A. Project Partners:

☐ Water Witness International, Uganda Coalition for Sustainable Development, National CSO Network on Water Resources Management; Kampala City Council Authority (KCCA).

☐ Reason: Partners are already supporting water resource mgmt.; financing WRM in Uganda.

Policy Advisory Committee:

☐ Ministry of Agriculture (Dept. of irrigation), National Environmental Management Authority, Ministry of Water and Environment (Department of Water Resource Management, Directorate of Water Development), Ministry of Agriculture, Donor Group on Water and the Environment, Uganda National Farmers Federation, Interest groups representing Women, research institutions

☐ Reason: Oversight role, planning & regulatory role, representing diverse community interests, already supporting water resource mgmt. e.g. LVEMPII; financing WRM in Uganda, service providers

B. Core team:

☐ Project Director
☐ Project Manager
☐ Project Administrator
☐ National CSO Network on WRM
☐ District Water Officers
☐ District Env. Officers
☐ District Planning Officers
☐ Reason: Wide range of skills and experiences who have knowledge and easy access to the Project site.

Training needs of the core team

- M& E
- Orientation in action research
- Existing legislation and policies
- Case study identification
- Report writing skills
- Investigation procedures

2. Institutional Landscape

- Duty Bearers
- Ministry of Water and Environment (Dept of Water Resources Mgmt/ Directorate of Water Dept); - planning and oversight of water resource use in Uganda
- Ministry of Agric. - Planning water for agriculture /production
- National Environment Management Authority - Planning and oversight on environment
- National Forestry Authority – Planning and management of Uganda's forest estates including catchment forests
- Directorate of Wetlands – Management of Uganda's wetland cover as water reservoirs

<u>Key pieces of legislation</u>

- National Water Statute
- Public Health Act (?)
- National Environment Statute
- Guidelines on found water abstraction
- Wetlands policy
- Forest Act and policy
- Guidelines on catchment management

3 Water Security Scan

- Existing studies / status of water pollution in Jinja as a fast growing town
- Use and limits on use of water permits in Kampala, Jinja and Entebbe where there is growing water use by business and industry and reported unauthorised water use – pollution from commercial farming, industries located near key water reservoirs
- Status of ground water abstraction around Kampala where an increasing individuals due to water scarcity, are digging up wells without following established guidelines / policy
- Status of forest catchments – forest encroachment as catchments for key river basins resulting in low water levels, siltation (rivers feeding Lake Victoria)
- Status of wetland catchments – Lake Victoria wetlands (Kampala and Jinja) that have hitherto provided a natural filtering effect have reduced substantially due to human stress (settlements, agriculture etc.).
- Water supply and sanitation status – water and sanitation hotspots in Uganda where access is limited during dry spells (cattle corridor) and / or wet seasons (slums areas in Kampala and its environs)

4. Case Study Activation

- Shortage and contamination of water in Bwaise (Kampala)
- Kampala has a number of informal settlements whose social service delivery is not commensurate with the city's fast growing population. One of the key challenges is provision of water and sanitation to the informal settlements due to lack of planning for utilities, housing and sanitation. During the dry spells, there is acute shortage leaving the vulnerable and poor people with few options including use of unprotected shallow wells as their sole source of water. On the other side, during the wet season, water is equally polluted.

Field work to be done

- Background scan of the studies on the area
- Scoping visit (verification of issues identified, identification of key informants)
- Detailed study (sampling test, interviews with key informants i.e. Mashahidi / water witnesses)
- Developing as theoretical Action Plan with the water witnesses
- Follow up of water witness Action plan

4. Theoretical Action plan

Actions	Who?	When? *
Dissemination of issues raised to the relevant stakeholders	Water witnesses	Jan - Mar
Write letters to NEMA, Ministry of Water and Environment, Kampala City Council Authority	Water witnesses facilitated by Project team	Jan - Mar
Follow up of the letters sent	Water witnesses	
Communication to the Project management	Water witnesses / project management	
Logistical support	Project team	
Follow up	Project team	

5. Budget and Resource Analysis

- What are the budget estimates for the planned activities?
- What are the allocations?
- Are the activities adequately resourced?
- If no adequate resourcing, who to lobby to address this limitation?
- What is the source of funding to support the planned activities?

5. Advocacy Delivery

Suggested message	Target group	Channel for delivery
Xx% of residents in Bwaise short of safe and clean drinking water in Bwaise: Equitable WASH for ALL in Bwaise	• Kampala City Council Authority • National Water and Sewerage Corporation	• Formal letters of complaints • Media releases as next step to unresponsiveness) • Community meetings • Policy briefs
% of water sources polluted with human and industrial waste: Protect water sources	• National Environment Management Authority	• Formal letters of complaints • Media releases as next step to unresponsiveness) • Community meetings
Protect water sources, use latrines: Clean and Safe water counts	Communities	Community sensitization meetings

6. M&E

Indicators	MoV
Number of cases due to waterborne diseases reduced	Hospital reports
Increase in coverage of clean and safe water supply by 20%	

1. Risk Management

Risk	Mitigation
Safeguarding rights of the most vulnerable	Education on human rights provisions and enforcement of law that protects whistle-blowers
Lack of info about right procedures to demand accountability	Training and sensitization of CSOs and implementing partners abt processes and procedures to demand accountability

Clean and Safe water counts

Team 4: Ghana

1. **Project Set up**
   a. **Partners/Policy Level:** Water Resource Commission; Ministry of Water Resources Works and Housing (Water Directorate); Ministry of Local Government

Advisory Committees	Core Team
CONIWAS, WaterAid, Conservation International, Pra-Subin Basin Board, WRC, EPA, WRI-CSIR, WWI	Project Director Project Manager Field Officers Administrative and Finance Officer CONIWAS Basin Board Grassroots Africa EPA

Note: The Core team will need training on;
- WRM Management Policy, Water Policy
- Research and Documentation
- Communication and Advocacy
- SA Concepts and approaches

2. **Institutional Landscape**
   a. **Primary Duty Bearers:** WRC and the River Basin Boards; MWRWH (WD)**;** MLGRD (EHSD and LGs/LAs); EPA; Forestry Commission
   b. Key Legislations (Policy and Legal Frameworks): National Water Policy; National Sanitation Policy; Water Resource Commission Act; Water Use Regulations; Buffer Zones Policy; EPA Guidelines

3. **Water Security Scan**
   Hot Spots: Densu River Basin, Pra-Sub River Basin,
   Case Study: Pollution in the Pra River of the Pra-Sub Basin (41 administrations across 4 regions)

Pra and Sub-Basins
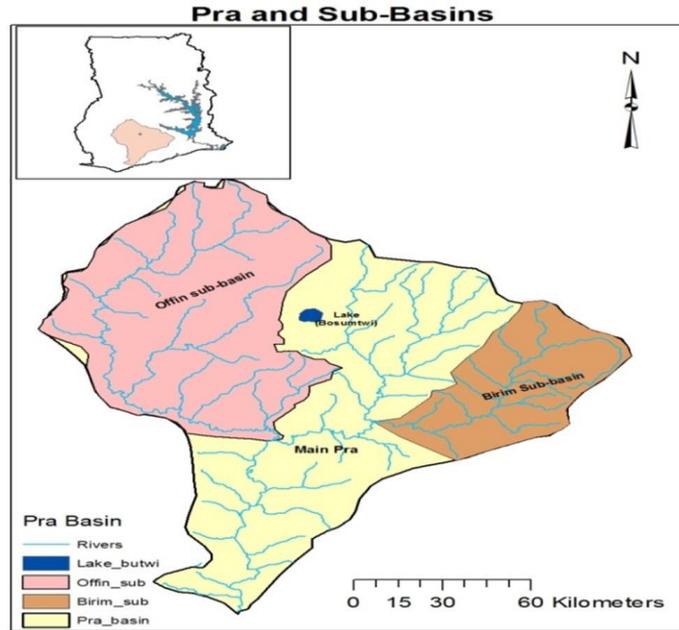
Rationale:

- Highest density settlements in Ghana (rural and Urban) with pollution from domestic waste and effluent
- Industrialized (Concentration of mining companies, artisanal and illegal mining)- polluting the river with mining chemicals like mercury, lead- high pH
- Farming Practices close to the river banks (use of chemicals)
- Health Risks- water borne diseases like cholera and the possibility of cancer due to high concentration of harmful chemicals in the water
- Though the WRC has earmarked the place for interventions there has been no effort to address the problem so it offers potential for us to work there

4. **Case Study Activation**
   a. Field work to be done: Community entry process- visit the LA, traditional authorities and other opinion leaders

   Community Public Meetings to;

   -Explore the challenges and problems of pollution and effects; Explore any support received from government or any other organization

   -Community awareness of organizations responsible for WRM, pollution management and where they are situated; Awareness of rights and responsibilities

   b. Selection of Water Witnesses from the community (could include water user's associations, those working on irrigation schemes etc)

   Criteria: Interest in WRM; Awareness of WRM policies and impacts

   c. Water Witness Action Plan
   - **Training of WW on**: Water policies; Pollution issues; Documentation and reporting
   - WW's will embark on awareness creation of WRM issues to activate the community
   - Writing of letters of complaints and testimonies from communities to responsible organizations to take action

- Collection of evidence by the WW's through photos, videos, interviews etc
- Follow up on responses and actions from duty bearers and document responses

5. **Budget and Resource Analysis**
   - How much allocations for the water sector (from Gov and Donors)
   - How much allocation for water resource management (from Gov and Donors)
   - How much allocation for the basins (from WRC)
   - How much was released to the water sector, WRM and Basins (From Gov, Donors and WRC); Are there problems with releases/disbursements

   Human Resource
   - Staffing: Numbers and Expertise/Right skills

6. **Advocacy Delivery**

Messages	Targets	Channels
Enforce by-laws on environmental health	LG/LA's	Dialogues, Radio, TV,
Ensure Pollution control by enforcing the guidelines, EIA/SIA	EPA	Same
Effective Issuing of discharge permits	WRC	Same
Increase budget allocation Ensure early releases of monies	MoFEP, Parliament, MWRWH, Donors	Lobbying, dialogue, press releases/statements, petitions etc
Impact of pollution on health Economic impact of pollution Rights of communities to demand quality equitable access to water resource	Communities	Public Meetings, Leaflets and posters, Radio, Drama etc.

7. **Monitoring and Evaluation**

Indicators	Means of Verification
Reduction in dumping in the river by the communities	Reports/evidences gathered by WW's
Reduction in pollution from mining industries	Reports from WW's, WRC and EPA's EIA
Commitment to increase budget allocations for WRM	Check allocations from Gov and donors
Increased awareness of communities	No. of community actions taken
Water witnesses' recommendations adopted and implemented by the government	Undertakings from dialogue meetings e.g. technical working groups meeting, Joint sector review meetings
Reduction of water borne diseases	Medical reports

8. **Risks Management**

Resistance from mining companies, artisanal and illegal miners	The involvement of WRC and EPA could mitigate resistance
Perceived as trouble makers	Dialogue with stakeholders at all levels

Team 5: Zimbabwe

ZIMBABWE
WATER SECURITY CAMPAIGN

TARGET AREA
HARARE URBAN-37 WARDS OF HARARE WITH AN ESTIMATED POPULATION OF 600 000 PEOPLE [Direct Beneficiaries]

Rationale Behind Selecting the Target Area
- These are High density Suburbs where poor people and low income earners reside.
- Series of waterborne diseases have been reported and recorded by the Government of Zimbabwe and the City Health Department

What is CHRA?
- The Combined Harare Residents Association (CHRA) is a membership based organisation with more than 25 000 individual and 200 corporate registered members; who are residents of Harare. CHRA has established 46 structures alongside the 46 administrative wards of Harare.
- The Association's programming hinges on lobbying for democratic, transparent local governance as well as the provision of quality and affordable municipal services on a non partisan basis

PROJECT SET UP
PROJECT PARTNERS
- Environmental Management Agency
- Ministry of Water
- Community Water Alliance
- Zimbabwe Environmental Law Association
- Zimbabwe Lawyers For Human Rights
- CHRA MEMBERS

PROJECT SET UP cntd

ADVISORY COMMITTEE

Zimbabwe Lawyers for Human Rights, Retired Government / Council Officials,Proffessors in Water Engineering ,Geology,Jounalist (Star FM),CHRA Chairperson, Community Water Alliance, Women Coalition, Zimbabwe Young Women for Peace

CORE TEAM

Project Manager, Project Officer,2xProject Assistants and 2x Project Interns(1xUniversity Law Students/Media Studies Student),Finance Officer

INSTITUTIONAL LANDSCAPE

INSTITUTIONS

- Ministry of Water
- Ministry of Local Government
- Harare City Council
- Local Councillors
- Portfolio Committee on Local Government and Portfolio Committee on Environment and Water

INSTITUTIONAL LANDSCAPE cntd

LAWS AND POLICIES

- Constitution of Zimbabwe Section 65-The Right to Access to Information for public accountability/Sect 77 – The Right to potable Clean Water
- Water Policy of 2013,Harare Municipal Water By-Law of 1913
- Urban Councils Act,Environmental Management Act,ZINWA Act,Water Act,Regional Town Planning Act

WATER SECURITY SCAN

ISSUES

- Poor Quality of Municipal Water caused by poor raw water quality at Lake Chivero
- **Water pollution**-Unattended Sewerage Bursts, discharge of raw sewer from Waste Water Treatment Plants into rivers by municipalities (Harare needs US$3million every month for water purification chemicals)
- **NON REVENUE WATER-Out of the 450-500 mega litres produced per day** 60% is lost from unattended water leakages and bursts –Harare needs 1200megalitres for all connected households to get water 24/7
- **Low Water Supply Coverage**-Connected Areas not receiving water at all

CASE STUDY ACTIVATION

Scoping

Gather and document information on the impact of non availability of water,poor water quality-Social Impacts e.g children not attending school fetching water, cases of rape etc-Economic Impacts eg-calculate the cost of time spent by women fetching water, costs of water from local water barons vis-à-vis municipal water Health Impacts-long term and long term effects of drinking dirty water e.g cholera and what are the costs associated to the treatment. Use other research documents produced by other reputable players-e.g Unicef

CASE STUDY ACTIVATION cntd

- SINCE WE ARE A COMMUNITY BASED ORGANISATION CHRA WARD COMMITTEE MEMBERS WILL BE OUR WATER WITNESSES(VAPUPURI) and will be responsible for gathering the evidence during the scoping stage
- Ward Chairpersons to nominate person(s) who will gather the information such as ISSUES to be dealt with ,others on the IMPACTS etc
- The gathering of the information will include using videos and photographs (pictures)
- Gathered information(Facts) will be presented at the CHRA General Council meeting for resolutions and taking possible actions. The GC is held quarterly

BUDGET & RESOURCE ANALYSIS

CHRA will conduct both local and national budgets to assert the percentage allocated to water

- Key Questions
- How much is spend on salaries as compared to water provision?
- How much is spend on salaries for the top executive?
- Is the water account ring fenced.
- Funding from Donors for water was it included on the budget?What is the percentage
- Was the previous Audited by independent reputable Audit firm?
- How much revenue came from water versus the estimates for the previous year?
- Fines from water pollution –how much was it and what was it used for?
- How much did the GVT gave Local Authorities for water provision?

BUDGET & RESOURCE ANALYSIS cntd

Budget Literacy Training

This will target :Councillors from the Finance Committee and The Environment Committee

The training will equip elected representatives with skills on participatory budgeting, budget analysis skills on resource allocation

Production of Simplified Budget and Resource Analysis FACTSHEET: This will be distributed in communities during public meetings-These will help in stimulating debate on WRM allocations

Resource Analysis Workshop

The analysis will be presented to the Mayor, Finance Committee ,media houses will be invited and other key stakeholders in WRM will be invited to attend

ADVOCACY DELIVERY

KEY MESSAGES

- Local Authorities must charge for water services rendered only...fixed water charges for ratepayers who have not got water for more than 4 years ,this is in line with the Ordinary Full Council Meeting Resolution of December 2014
- The polluter pays principle is very clear in the Environmental Mgt Act.. That all people who pollute must pay in order to clean the water body hence the money for the fines must be used to mitigate the effects of water pollution in our rivers and lakes residents cannot pay for the sins (pollution) of industries and local authorities
- When 60% of treated water at a higher is lost everyday is due to unattended water burst and leaks and Department of Water is still running.. No doubt residents are paying for these inefficiencies but what is worrying lives have been lost to typhoid ,women have been raped midnight at boreholes trying to access water

ADVOCACY DELIVERY Cntd

SLOGANS

- "NOT FOR US WITHOUT US"*(Hazvisi Zvedu Kana Tisipo)*
- Our Water, Our Right, Our Life"*(Mvura Yedu, Kodzero Yedu,Upenyu Hwedu)*
- *Clean Water to the Masses(Mvura yakachena Kuvanhu*
- *We demand Equitable Access to Clean Water*
- *Access to Clean Water is my right*

ADVOCACY DELIVERY cntd

	PROPOSED ACTIVITY	TARGET	KEY MESSAGES
WATER POLLUTION	Collecting Evidence	CHRA MEMBERS	
	Presenting Data to Council Environment Committee	Councillors	Fines for water pollution must be used to mitigate the effects of water pollution in our rivers and lakes.
	LETTERS/PETITION	Councilor and Minister of Water	
	RADIO PROGRAMME	Opinion Leaders and Residents	
	PUBLIC MEETINGS	Councilor and Residents	

ADVOCACY DELIVERY

ISSUE	PROPOSED ACTIVITY	TARGET	KEY MESSAGES
POLLUTION	Water Quality Monitoring (these will be done random at household level and again for raw water in rivers supplying the Lake Chivero	Identified hot spots for water pollution	
	Stakeholders Dialogue Forum	Stakeholders (GVt,CSOs in WRM,Journalists, Council	Fines for water pollution must be used to mitigate the effects of water pollution in our rivers and lakes.

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ISSUE	PROPOSED ACTIVITY	TARGET	KEY MESSAGES
WATER POLLUTION	ROADSHOWS & DRAMMA (drama will educate people on their right to water and presenting facts, local artist will perform to lure the youths)	YOUTHS	*Clean Water to the Masses(Mvura yakachena Kuvanhu)*
	LEGAL ACTION	INDUSTRY & LOCAL AUTHORITY	Polluter Pays Principle
CITIZENS PAYING BUT NO WATER	RADIO PROGRAMME (Presentation of Facts/affected person will testify on air of the injustices)	Gvt Official,Councilors and residents in general	*Clean Water to the Masses(Mvura yakachena Kuvanhu*
	LEGAL ACTION	LOCAL AUTHORITY	

ISSUE	PROPOSED ACTIVITY	TARGET	KEY MESSAGES
WATER LEAKAGES	Collect Evidence	CHRA Members	
	Dialogue Meeting (to present data & propose a mutually agreed way forward)	Local Authority	
	Opinion Letters/Online Press Releases (to stimulate public debate among citizens)	Public	Water is a Human Right/Water conservation
	Report Leakages to LA thru letters	City Officials	
	Petition	Mayor	Water is a Human Right

MONITORING & EVALUATION

INDICATORS

- **Inclusion of new water connections** for areas not connected on the **Council Budget**-Trenching, Purchase of Material
- Track Reply on Letters or Calls from Authorities
- **Compare** the previous **Water Quality Results** with the latest (Improved Water QUALITY)
- Timeous responses to water leaks and sewerage bursts
- Service Monitoring-Call Water Witness and on the Water Quality and Availability
- **Improved water supply coverage** –We use the Authority GIS Water Supply Map tracking results every month and compare with the previous months

MONITORING & EVALUATION cntd

LONG TERM INDICATORS

- **Positive Court Judgements** from Public Interests Litigation
- Discussion & Debates of water issues in the parliament
- Increase of Government & Local Authority Expenditure on water
- Revision of Water Laws and Policies

RISKS

RISKS	MITIGATION
Lack of Political will	-Introduce project to gvt at the beginning -We will Develop/Mentor Water Champions/Ambassadors(Vocal MPs) who will speak in Parliament and also Councillors at Council level-Provide recognition AWARDS for MPs who champion water issues -We will have retired Gvt Officials in the Project Advisory Committee
Low Participation of Community members at Public Meetings	-Roadshow&dramma,radio and fliers distribution door to door will be used(Youths
Political Situation	-We will plan ahead

> **SUSTAINABILITY**
> - CHRA WARD COMMITTEES WILL BECOME THE WATER WITNESSES (VAPUPURI) and these structures are permanent at community level and when they are capacitated they will continue with the project beyond project timelines
> - Alignment of Policies and Laws will assist in instutionalising social accountability
> - Positive Court Rulings on Public Interest Litigation will force authorities to comply and Gvt because residents will flood the courts with same cases as residents ride on the Judicial precedent set

PEER PANEL FEEDBACK

Panel 1:
1. GERSHOM - Rigour and relevance of the project
2. LUTI – Sustainability
3. JANE – Impact, transformational impact

Feedback:
- Rigor and relevance: the layout as given, the team decided not to follow! The team awarded 4 out of 10.
- Ownership and sustainability: There was no so much about sustainability (community work to continue, budget analysis). The team awarded 7 out of 10 (they included duty bearer, project advisory team).
- Impact: There was no Mashahidi action plan. The team awarded 5 out of 10 (wanted to see more in the plan).

Panel 2:
1. MUMBO – Rigour and relevance
2. TINA – Sustainability
3. CLARE - Transformational

Feedback:
- Rigor and relevance: Has articulate, more information was needed. The team awarded 8 out of 10.
- Sustainability: Have the government institutions on board. The team awarded 9 out of 10.
- Transformational: Clear and precise, one weakness what are they going to change community? The team awarded 9 out of 10.

Panel 3:
1. FIDELIS – Rigor and relevance
2. AKILI – Ownership/sustainability
3. MWALUVANDA – Transformational

Feedback:
- Rigor and relevance: It's relevant to address communities' needs, back up with statistics, defined key steps. Weakness on budget analysis. The team awarded 7 out of 10
- Ownership and sustainability: It's complex, deal with transboundary, and there is a missing link how are they going to address it. The team awarded 6 out of 10.
- Transformational: Its fine with the facts, but how to measure the impact and determine change, and action plan was not for the witness. The team awarded 5 out of 10.

Panel 4:
1. LOTTE – Rigor and relevance
2. RICHARD – Ownership/sustainability
3. GEORGE – Transformational

Feedback:
- Rigor and relevance: They managed to do well, particularly Ghana, however how will they collect evidence was not convinced. The team awarded 10 as average.
- Ownership and sustainability: Satisfied with issues identified, however they are so many, need to focus on one area. The team awarded 7.5 out of 10.
- Transformational: It defined clearly what impact the project would mean to community itself, well design. The team awarded 8 out of 10.

Annex 5: Uhakika wa Maji Participant Evaluation

Feedback from the form

Evaluation forms were provided given that learning and continual improvement are extremely important for the success of Uhakika wa Maji. The feedback generated from the questionnaires is provided below:

1. **Skills and knowledge**

What new knowledge, awareness and skills have you gained through your involvement with the project?

- Budget information acquisition; Development of plans for a case study; Social accountability monitoring; Importance of having high quality evidence.
- New skills on advocacy in WRM
- New process undertaken by this team to implement the project; Inclusion of Witnesses for long term relationship; Sometime the advocacy project may have government staffs and still succeed; Gained skills on project organization; Networking
- Learning the approach; Networking
- Training; New innovation and approach has been recognised
- The methodology behind Uhakika wa Maji Approach; Evaluating the activities under Uhakika wa Maji Approach
- New knowledge gained on water security in general; Awareness of the strong link between WRM and WSS, Agriculture, Health, Economy
- Project entry point approaches (structures)
- The use of evidence in supporting advocacy plans of strategies; Constructive advocacy engagement as a strategy of building relations with government and sustaining dialogues
- How to strengthen the works of Mashahidi; Scaling-up of the project Approach to African Region
- Social accountability methods/approaches; Social accountability program design; Importance of Social accountability in WS.
- The concept and social accountability approach in the WRM
- The Uhakika wa maji approach; the applicability of the approach in water security; project circle.
- Understand in-depth the approach in particular the case studies
- Use of videos in advocacy; How to draw/draft Uhakika Witness Action Plan
- Case study activation particularly on recruitment and action planning for Mashahidi wa Maji
- Cases identification; transparent and accountability initiatives (TAIs)
- Uhakika methodology and project achievements; Learned about amazing work of some colleagues and their organizations (e.g. Zimbabwe, Ghana...)
- Mapping and identification of water use issue
- The concept of social accountability, water security
- SAM
- Presentation format and skills
- The skills of how to organize a workshop in a way to allow participants to learn skills through group work

2. **Applied learning**
   a. **Do you intend to use the Uhakika methodology to improve water security? If so, how? If not, why not?**
      - In Zambia, there are case studies underway in 4 different locations; Much of the knowledge acquired will be employed to ensure successful completion of all the case studies planned.

- Intend to use the Uhakika methodology to improve water security by contacting Mashahidi wa Maji so as to be aware of water issues and advise my water officer for further implementation.
- Intend to use this methodology with a bit of improvements in the areas where some weakness have been spotted out; Because it makes the beneficiaries part of the process in a sense that they feel ownership, hence ensure its sustainability.
- Absolutely next Country is Togo; Taking the approach one step to SWA and AMCOW
- Base on that with some amendments according to the situation and institutional arrangement, and community structure exist in my Country
- Will use the methodology when implementing my daily activities on my working place.
- Intend to use the Uhakika methodology to improve water security by working with the Water Resource Commission and some communities along Basis at risk of pollution in Ghana – subject to ability to raise funding.
- Because the model looks sustainable due to multi-stakeholders' involvement
- In our constructive advocacy strategies, we will use constructive engagement particularly in promoting access to water
- Through community meetings; District Council Meetings; District Stakeholders Meeting; Shaping our organization approach in dealing with WRM issues at the lower level.
- Intend to use SA approach to integrate with multi-stakeholders partnership (MSP) approaches that WWF is using to improve community engagement, ownership to bring changes
- Sharing the learning, reports and relevant materials to other members in the network; Providing platform to Shahidi wa Maji in various sector meetings.
- Through addressing critical areas where water security is more severe
- Through the network we can expand Uhakika methodology
- Through the KEWASNET, we will advocate for improved access to water in informal settlements of Nairobi
- In the next/new CSP of the organization, water security is one of the 3 priority programmes. This approach will be useful particularly on demand creation.
- Working with local communities to raise awareness and demand for legal tenure (especially in bore holes drilling permit and water uses permit).
- Will try to take it up (with some amendments) in a project on Naivasha, Kenya, which is just starting
- Worth, trying in some of our programs
- Interested in use of this methodology in the Lake Victoria Basin hotspots (dry zones, polluted zoned) as part of on watchdog role on WASH; clear-up campaigns.
- The organization to use the method by first presenting the finding
- Train / teach some staff in my organization

b. **What benefits will this bring for the water security of vulnerable people?**
- Communities will become aware of their rights and obligations they have on water thereby demand action from responsible institutions which will be able to deliver on their responsibilities.
- The voices of the vulnerable people will be heard by the duty bearers and be taken into account.
- The Uhakika project will help to make the service provider (Government) as well as community more accountable and this will ensure water security; It will also help the vulnerable people to be in a position to demand after knowing their rights.
- Amplify voice; Supporting ground to pilot grass root democracy.
- Raising awareness and knowledge about the water security aspects.

- Knowledge on identifying their key issues
- Benefit of access to quality water for domestic use, for agriculture
- It will amplify the voice of poor and vulnerable people to demand their human right to water security; It will also improve their health and promote productivity
- Access to clean, potable water; The right to be heard; And building relations between citizens and local authorities.
- This will bring substantial benefit to community as they will have assurance of the service legally; own the process of managing water resource and have sound WRM
- Vulnerable and marginalized groups are denied their right to social service. SA brings about poor community empowerment demand water service. Duty bearers become more responsible and accountable to vulnerable people.
- Community awareness will help to make them understand their roles and able to demand from the service bearers.
- Will ensure sustainability and equitable access to the vulnerable
- The government will respond to needs and hence will address the needs of vulnerable people.
- The duty bearers will be forced to be more accountable through proper resource allocation and service delivery.
- It will strengthen their voice to demand for water security
- Access and control for ground water quality afford extension services from the duty bearers.
- Enabling them to voice their issues through WRUAs; Ensuring that WRUAs represent concerns and needs of vulnerable groups vis a vis government bodies
- Identification of factors affecting their rights to use of water bodies.
- Empowering them to demand for better service delivery from the mandated institutions; Better and predictable supply of water for domestic use – reduced cases of water stress conditions.
- Ensure government responsiveness in tackling people problem
- Community awareness on water rights

3. **Future support**
    a. **What additional information or guidance do you require from the project?**
    - More training on M & E so as to amplify my knowledge
    - Future in any plans of partnering with CSO's which represent special groups (youths, women, disabled) in projects of similar issues; Other areas / case studies that the projects have covered if any.
    - Translated documents; Visit Togo and see on Approach
    - To have lecture on climate change impact on water and catchment in the world, based on latest satellite images and GIS manipulation.
    - Update on what is going on, on Water Witness International
    - Guidance on where and how to raise funding for work on WRM
    - Documented outcome mapping report; Project oversight
    - Documented testimonies reports of Water Witness Ushahidi (DVDs) and community members
    - Mashahidi wa Maji Guideline (Their training package, their roles; Exit strategy)
    - Community-need program documents; How best has the community owned and sustain the project through SA approach
    - To see the open and simple sustainable mechanism of ensuring the project sustainability at the end of intervention

- Sustainability of the project after funding ends; Possibilities for replicating of the model in other parts of the region since cases of water secure are more or less the same
- Translocation of the guidelines in local language for easy use by CSOs
- Further guidance on graphical presentation of budget data. Was impressed by the use of info graphics.
- Developing an M & E framework to clearly measure the impacts; Developing sustainability framework
- Funding agency to scale up the innovation / approach in rural areas with Internal Drainage Basin when there is the need to have long term drought resistances plan
- If possible direct exchange (site visits) of Uhakika team and implementing team on Naivasha
- How it was generated; Data on use of water in areas it has operated.
- Potential sources of support for such a project; Tech review of project for verification
- Project design
- Better write-up of the step by step process of how to implement such as programme elsewhere

4. **Improving the impact of our work**
    a. **What do you see as the strengths of the project's approach?**
    - The project's approach is systematic, hence can be easily transferred or replicated in other areas of interest.
    - The use of Mashahidi in awareness creation; Involvement of duty bearers; Action research.
    - The matters dealt with is a real felt need; The community feels ownership through witnesses
    - Briefing new dimension the approach we are using particularly the water witness
    - New approach and methodology
    - Involvement of multi-partners in the sector globally
    - The use of Water Witnesses for community activation; The joint project steering committee; The generation of evidence for advocacy
    - Strong existence of project core team members and community participation.
    - Community involvement
    - Highly participatory; Involves beneficiaries in its implementation; Guarantee tangible results
    - Community empowerment and partners' engagement
    - Inclusiveness of different actors and their involvement in the project
    - Engaging and if wisely applied can guarantee impacts
    - The composition of the core team, involvement of duty bearers
    - Political will
    - Community driven/ centred
    - Cost effectiveness; Time efficiency; Community driven
    - Evidence – focus on real issues; Community ownership
    - Identification on the conflicts in the use of water
    - Community mobilization and empowerment; Multi-stakeholder's engagement
    - Evidence based approach / right; Community as centre of claiming their right; Multiple stakeholders participation
    - Involvement of stakeholders, and scaling up
    - It tries to build a constructive relationship with government

    b. **What do you see as the weaknesses of the project's approach?**
    - The time or project period is too short to record tangible impact.

- Lack of training to Mashahidi; Lack of focal person to make frequent follow up on Mashahidi Action Plan.
- Inclusion of Government officials in the staffs which limits the autonomy of the organization; Insufficient knowledge to the witnesses due to less trainings.
- Resource intensive
- Not considering all partners and stakeholders on the ground (Community, and private sector representatives)
- Limited evidence on improvements / impacts on communities; Limitation in the number of communities involved.
- It covers selected components of integrated water resource management within water security segment
- No clear exit plan / steps when the project ends
- It relies much to actions from Mashahidi who are not well trained to assume their roles
- Project sustainability and ownership by the beneficiaries
- Lack of comprehensive sustainable mechanism to ensure prolonged initiatives for the future
- Lacks exit strategy (as document) to ensure sustainability after funding
- Roles of partners in particular the Network, members' engagement throughout steps of the project could be made clear at the designing stage
- Lack of a well defined sustainability framework for the approach
- Time to implement (shortfall); Need to implement in areas with well arranged institutions
- Link of Witnesses to existing structures; What to do if government is not receptive; How to sustain monitoring beyond project duration; track long term impacts
- Inception seem top down
- Getting all actors to buy into this right the tune for some areas due to suspicious and outright refusal; Project based – sustaining the initiative
- Sustainability strategy
- No training to Mashahidi
- It is very reliant on key team members who have a good relationship with government – what is the team or government change?

c. **What are your recommendations for improving the impact and sustainability of the project?**
- Lengthening the project period to a minimum of 3 years; Be clear to community beneficiaries on how they can mobilize resources after funding from WWI is exhausted.
- There are should be a permanent focal person (from WASH/Basin) to conduct regular follow-up on Mashahidi Action Plan
- Try to get community contribution in the aspects which they can afford so as to reduce the donor dependency risk; To avoid conflict of interests the Government official should not be part of the team; Much emphasis to the Witness trainings.
- Build on the sustainability dimension; Include Youth, Children and women group; Improve educational aspect (for schools)
- The community (Government, Private sector) to be exist from the beginning in Consultation, plan, and implementation; Training and capacity building for all stakeholders towards (financial, logistic, and Administrative)
- Involving people from the grass root to understand the concept.
- Raise WRM profile to generate political will and commitment; Advocate for policy adopting or recognizing the water witnesses to work with WRM institutions

- Engage into constructive and persuasive dialogue with policy makers to repeal cyber laws; To continue use of inclusive platform for project planning and implementation
- Use of existing community structures and institutionalization of social accountability tools in government e.g. Social Service Charters, Institutional and Policy Reform on Government
- At the local level, members of TAWASANET should be involved at the start of the project so that they can work as permanent person to follow Mashahidi even after the project ceased to operate (end of the project)
- Extend and in-depth institutional mapping and analysis to include non-formal institutional
- Project should develop/add / think of the way on how new Witnesses will be generated from the community or relevant institution responsible.
- Develop the exit strategy (as an annex to the approach); Engage the government at the Advisory and core team
- We need to critically explore how to capture the results of this investment
- The project team should improve on the weaknesses already identified
- Define and develop the sustainability framework
- Extension for backstopping support; Using existing donor community in WASH to recommend to their implementing partner in WASH to add SA as component
- Work with WUAs (WRUAs on Kenya); track long term impacts through local partners / institutions; Gradual phasing out
- Should lead to formulation of regulations that would ensure that all is not lost after the project
- Advocacy for this to be part of local / national government laws, as long as tech. Assistance to reduce this is assured.
- Involve community for ownership; Government buy in
- Training on water issue to Mashahidi

5. Additional comments
- Let the project team provide clear guidance on resource mobilization after the project period has expired.
- Core team members should be provided with working tools like camera and laptops.
- Intervention of new technologies to treatment the waste water.
- The concept initiative needs to be strengthened and spread out to the rest of African Region.
- Recommend a good work by Shahidi wa Maji in supporting water security in Tanzania
- Continue sharing the approach regionally
- Thank you very much Shahidi
- Advocate for repeal of the offending cyber laws in Tanzania to promote openness and accountability
- Need for longer-term intervention for whoever who want to scale it (preferably 5 years)
- Very useful document and good workshop arrangement
- Congratulations, great job!
- Thank you for inviting.
- For future trainings: Better time management – have less ambitious agenda; Make sure each group has a team member with them full time during the group work to guide and teach them, allows more skill transfer.