



CCRDA-Water and Sanitation Forum

ANNUAL JOINT CSOs REPORT ON WATER, SANITATION and HYGIENE (WaSH)

Report for the 2009/10 Financial Year



Photo: Water point in Bashira Chefa, OSHO/Intermón Oxfam

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Foreword

On behalf of the Steering Committee of the Water and Sanitation Forum, it gives me great pleasure to introduce this report. This annual WASH CSOs performance report builds on previous efforts but is the first in its kind in terms of the innovative methodology followed, and the aim of providing an annual performance report of the joint efforts of civil society organisations contributing to the WASH sector. It is one concrete step for WASH CSOs to record their contributions to national plans and targets to provide universal access to water and sanitation for all Ethiopians. It is one concrete step in the partnership between government and civil society in the WASH sector to count and record the contributions of each in a single sector report.

The WSF has benefited from the spirit of partnership and collaboration from our government counterparts and other stakeholders in the sector, and we look forward to continuing and building on this foundation. For our civil society colleagues, we call on those who are not part of this report, to come forward and have your contributions counted and recorded in the next annual report. Sharing our achievements, learnings and challenges will only make us stronger. Those who have spent time and effort on contributing to and shaping this report: we thank you and look forward to our continued collaboration.

As you will note, this report is only a beginning. It records the achievements, lessons and challenges of 41 organisations. This is our start. We are proud to deliver this report and deliver on our promise made at the MSF 2009 in Hawassa to produce a joint CSO Annual WASH report.

Sarina Prabasi
Chair, WSF Steering Committee
and Country Representative WaterAid Ethiopia

Acronyms

AfDB	African Development Bank
ANEW	African Civil Society Network on Water and Sanitation
BoFED	Bureau of Finance and Economic Development
CCRDA	Consortium of Christian Relief Development Association
CHP	Community Health Promoter
CLTS	Community Led Total Sanitation
CSO	Civil Society Organisation
DAG	Donor Assistance Group
DW	Deep Well
EDA	Emmanuel Development Association
EEPC	Ethiopia Electric Power Corporation
EOC-DICAC	Ethiopian Orthodox Church and Inter Church Aid Commission
EFY	Ethiopian Financial Year
FLAWS	Forum for Learning on Water and Sanitation
GO	Governmental Organisation
GoE	Government of Ethiopia
GPS	Global Positioning System
HDW	Hand Dug Well
HH	House Hold
HIV/AIDS	Human Immunodeficiency Virus / Acquired Immunodeficiency Syndrome
HWF	Hand Washing Facility
IDA	International Development Association (World Bank)
IEC	Information Education Communication
IT	Information Technology
IWRM	Integrated Water Resources Management
JMP	Joint Monitoring Programme
JTR	Joint Technical Review
LVIA	Lay Volunteers International Association
MDG	Millennium Development Goal
M&E	Monitoring and Evaluation
MIS	Management Information System
MoE	Ministry of Education
MoFED	Ministry of Finance and Economic Development
MoH	Ministry of Health
MoU	Memorandum of Understanding
MoWR	Ministry of Water Resources
MSF	Multi-Stakeholder Forum
NGO	Non-Governmental Organisation
NWCO	National WaSH Coordination Office
NWRMPS	National Water Resources Management Policy and Strategy
ORDA	Organisation for Rehabilitation and Development in Amhara
O&M	Operation and Maintenance
PASDEP	Plan for Accelerated and Sustained Development to End Poverty
PIM	Program Implementation Manual
PLWHA	People Living With HIV/AIDS

PSNP	Productive Safety Net Program
PVC	Polyvinyl Chloride (Pipe)
RiPPLE	Research-inspired Policy and Practice Learning in Ethiopia
SNNPR	Southern Nations, Nationalities, and People's Region
SNV	Netherlands Development Organisation
SPSS	Statistical Package for Social Sciences
TVETC	Technical and Vocational Education and Training Centre
UAP	Universal Access Programme
UWASNET	Uganda Water and Sanitation Network of NGOs
UNICEF	United Nations Children's Fund
WAE	WaterAid Ethiopia
WASH	Water, Sanitation and Hygiene
WASHCO	Water, Sanitation and Hygiene Committee
WHO	World Health Organisation
WSHG	Women Self Help Group
WSF	Water and Sanitation Forum
WWG	Water Working Group

Acknowledgments

The organizations, individuals and institutions who contributed to the report development process to bring it to this stage are numerous. However special thanks and appreciation should be forwarded to those who committed their technical, financial and time resources from the start to the end of the report development process.

First and foremost, the Water and Sanitation Forum is grateful to the Steering Committee members who played an instrumental role in guiding the whole report preparation process by providing their time and expertise from the beginning to the end. Special thanks should go to WaterAid Ethiopia for its considerable financial contribution to the process. The encouragement and financial contribution of the CCRDA secretariat have eased and speeded up the report preparation. The DFID-funded GTF program also provided much needed financial support.

The data compilation and analysis process would have not been successful without the relentless Commitment of the Report Task Force members: Ato Ayele GebreAmlak (LVIA), Ato Woldesenbet Gebre (German Agro-Action), Ato Tamene Chaka (RiPPLE), Ato Ayichalim Goshu (WSF Secretariat), Ato Challa Tolosa (CRS) and Ato Girmay Haile (Water Action). The WSF Secretariat expresses its gratitude to these individuals and their respective organizations that facilitated the contribution of these individuals to the report analysis and compilation process.

CCRDA–WSF is proud to recognize the support and contributions of those organizations that provided their performance reports and contributed their inputs in the development of the report formats, guidelines and data collection methodologies and structures. A full list of participating organisations is included in Annex 2.

Finally CCRDA would like to extend its deep gratitude to Mr. Olivier Germain, the consultant, who took the led the task of report development of and provided, with exemplary commitment, his professional guidance in the whole process particularly in drafting the report formats and guidelines and proposing data collection structures, as well as in compiling and editing the report.

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Executive Summary

This report is the first of its kind in Ethiopia– it is an Annual Joint CSOs Report on WaSH which represents an annual record of the contributions of CSOs in the Water, Sanitation and Hygiene (WaSH) Sector¹. This Annual Joint CSOs Report on WaSH emanates from a commitment made at the Multi-Stakeholder Forum (MSF) 2009² that WaSH sector CSOs would within a year produce an annual consolidated performance report in a form that could be easily incorporated in the National WASH Report to be produced by the National WASH Coordination Office. The report captures investments and activities by WaSH CSOs related to service delivery (water supply, sanitation and hygiene education), capacity building, policy and advocacy activities. It also highlights their key challenges and lessons learnt over the past year. Based on the issues emerging from both the process and content of developing this report, and on WaSH CSOs understanding and analysis of the WASH sector, the report concludes with four calls to action that WaSH CSOs are putting forward for sector actors and stakeholders to take up in the coming year

The Water and Sanitation Forum (WSF) led and coordinated the development of this report through a number of consultative and participatory workshops. The report represents the contributions of the **41** CSO organisations who submitted data, out of an estimated 100 organisations currently working on WaSH in Ethiopia. This report therefore only represents the contributions of approximately 40% of WaSH CSOs operating in the country. However, as this is seen as an encouraging start on which the sector will build on in future years. Out of the 41 CSOs that submitted data, **23 are local** Ethiopian organisations and **18 are international** organisations. Furthermore, **30** of these agencies are current members of the Water and Sanitation Forum (WSF).

In terms of financial contributions to the sector over the past year, WaSH CSOs have invested a total of **ETB 147,312,509**. Out of this, **ETB 121,602,782** was spent on water supply activities, **ETB 17,990,835** on sanitation and hygiene, and **ETB 7,718,892** on capacity building and policy and advocacy related activities. This helped reach a total number of **2,218,153 people with access to water and sanitation services**, and many more benefiting from capacity building and training activities.

Water Supply

A total of **1,572 water supply schemes** were constructed and rehabilitated by CSOs providing safe clean water to **1,318,573 rural beneficiaries** and **346,234 urban beneficiaries**. The most common types of water scheme constructed were hand dug wells, protected springs and shallow wells. The majority of these schemes are found in Oromia, Amhara and SNNP Regions. In addition, CSOs have established numerous WaSH Committees to manage the schemes and carried out water quality tests on completed supply systems, although both these areas will require increased attention.

¹ The report builds on previous efforts to assess CSO contributions to the WASH sector, jointly commissioned by WaterAid, Intermón Oxfam and Ethiopian Kalehiwot Church.

² The Multi-Stakeholder Forum aims to improve coordination and integration in the WaSH sector, and each year comes up with jointly agreed sector undertakings to guide the focus and priority of sector actors.

Sanitation and Hygiene

CSOs contributions and involvement in sanitation and hygiene work, include both hardware and software aspects. Over **ETB 5,000,000** has been spent by CSOs on demonstrating and constructing latrines, serving a total number of beneficiaries of **535,629**. The most common type of latrine constructed, either directly or indirectly through community replications, is the traditional pit latrine. Hand washing facilities are also a major area of focus by CSOs, representing a key activity in improving the sanitation and hygiene situation in Ethiopia. In terms of software activities, CSOs have invested approximately **ETB 5,000,000** on hygiene and sanitation trainings, events and promotional materials. As with water supply activities, Oromia, Amhara and SNNP are the three regions where CSOs have been the most active.

Capacity Building and Policy & Advocacy

Enhancing the skills and supporting the capacity of a wide range of WaSH sector actors, has also been a key aim of CSOs over the past year. A total of **ETB 7,718,892** has been spent on capacity building and policy and advocacy activities according to the data submitted. A variety of trainings have been conducted, the majority focused on management, finance and WaSH technologies. Participants have ranged from community members to woreda sector office staff. In addition to trainings, CSOs have supported the establishment of **1,092 WaSH Committees** and assisted a number of them to prepare strategic plans to guide their management, operation and maintenance, and financial duties. However, only a limited number of CSOs have reported working on policy and advocacy in the WaSH sector, partly an indicator of service delivery representing the main focus of most organisations, and possibly a reaction to the recent law regulating Charities and Societies in Ethiopia. Finally, CSOs have also contributed to strengthening sector actors' capacity, through the provision of vehicles, motorbikes and computers, to support the logistical side of WaSH interventions.

CSO Contributions to the MSF III Undertakings

CSOs are important partners in the WaSH Sector in Ethiopia, and actively participate in sector-wide initiatives and agreements. The MSF undertakings represent some of the most important activities and aims agreed on by the government, donors, the private sector and CSOs, to jointly work on to improve the sector's performance. As such, CSOs have committed to these undertakings that cover harmonisation and alignment, monitoring and evaluation, coordination and integration, and capacity building for sustainable service delivery. CSOs' key contributions to these over the past year have ranged from providing inputs and reflections in the development of major WaSH policies such as the Growth and Transformation Plan, supporting and bringing their added value to the current roll-out of the National WaSH Inventory, designing and developing this first Annual Joint CSO WaSH Report, and actively contributing to woreda capacity mapping, the establishment of WaSHCO Legalisation processes and numerous other activities that strengthen the capacity and performance of the sector as a whole.

Key Challenges and Lessons Learnt

CSOs efforts and areas of operation are wide-ranging and aim to complement the initiatives of other sector actors such as the governmental institutions, donor agencies and the private sector, through their own strengths and comparative advantages. In the process, CSOs face numerous and considerable challenges, but always aim to document and learn from these in order to improve their overall performance. Over the past year, key challenges have included financial issues linked to inflation, key material price increases, the impact of the international financial crisis, the shortage and high turn

over of skilled manpower, the poor availability and local supply of key materials, limited transportation capacity to monitor projects, procedural constraints linked to poor coordination and delayed responses, facing unusually heavy and extended periods of rain, and lack of clarity in terms of key sector policies and standards to guide their operations. Despite these ongoing obstacles, CSOs have proved resourceful and flexible in dealing with these issues and continue to adapt to these situations. As a result, CSOs have focused on more careful planning, increased coordination with sector actors, improved and more regular communications amongst themselves and lobbying for key positive changes in procedures and policies.

WaSH CSOs: Four Calls to Action

Based on the workshop discussions during the development of this report and the data and information submitted by organisations, as well as CSOs understanding and analysis of the WaSH sector, this report calls for action around four key areas for sector stakeholders to adopt and jointly agree to take forward within the next MSF's key undertakings. These are:

1. WaSH CSOs call on sector actors to seize the opportunity of increased attention on sanitation to develop **a clear national plan, budget and financing mechanism for sanitation** that can be translated into action on the ground.
2. Following on commitments made at MSF 2009, CSOs call for a more **active and public campaign on WaSHCO legalisation** to increase momentum behind this initiative.
3. WaSH CSOs call for **a simple and effective water quality monitoring system** to be developed and implemented
4. WaSH CSOs call for one sector document outlining **clear and consistent WASH performance indicators linked to practical initiatives at the level where data is being collected** to improve frequency and quality of collection methods and moves towards electronic records that can be easily updated and shared.

CHAPTER 1: Introduction

A. WaSH Sector Overview

Access to water supply and sanitation in Ethiopia is one of the lowest in the world. While access has increased substantially with funding from different sources, there are still many challenges in providing high quality and sustainable WaSH services to the Ethiopian population.

One of the main challenges facing the sector is the lack of reliable data. There is also great variation between official Government of Ethiopia figures and internationally accepted Joint Monitoring Program (JMP) figures compiled by the WHO and UNICEF. Official government reports show access to water supply at 91.5% for urban and 65.8% for rural. Access to sanitation facilities is reported to be 60%. According to these figures, Ethiopia has already achieved its MDG targets. However, the lack of reliable figures results in uncertainty on the achievement of the MDG targets for improved water and sanitation access (70 percent and 56 percent respectively).

However, the JMP data shows that Ethiopia has among the lowest rates of safe water and sanitation coverage in the world, with 31% of rural populations and 96% of urban populations using an improved drinking water source and 27% urban and 8% of rural populations using an improved sanitation facility. It should nevertheless be noted, that the JMP figures do not take into consideration shared sanitation facilities within their calculation even if these are of an acceptable standard.

Despite differences in figures, Ethiopia has made positive and significant improvements in the WASH sector in recent years, including receiving increased attention and funding from key stakeholders. Furthermore, major changes in structural arrangements at all levels have taken place, from the federal through to the district structures, to help improve decision-making and implementation activities. The government structures at district and village level in the sector have evolved and specific responsibilities and assignments have been identified. The establishment of health extension workers at Kebele level by the government is one positive example of the political commitment to seriously address issues of water and sanitation at the lowest administrative levels.

Key WaSH Policies and Strategies in the WaSH Sector

Overall, WASH sector policies and strategies are well developed and comprehensive. There is a wide-range of governmental policies covering different WaSH aspects.

Until recently, the Ethiopian Federal Government was responsible for identification, planning, and implementation of Water and Sanitation improvements. Consistent with the government's policy on decentralization, many of these responsibilities shifted to the regional and local governments under the constitution of the country and followed by sector policies and strategies including the Health Policy and **National Water Resources Management Policy and Strategy** (NWRMPS). The implementation of

these policies and strategies now lies with local governments with support from regional offices of the Ministry of Water Resources and the Ministry of Health.

During the reporting period the **Universal Access Program (UAP)** and the Plan for Accelerated and Sustainable Development to End Poverty (PASDEP) are the two main documents that contain Ethiopia's plans for achievements in the WASH Sector. The UAP, sets out ambitious targets, originally for the period 2005-2012, and through this, clearly highlights the political commitment in the country towards achieving universal coverage, particularly for drinking water supply. In 2009, an initial assessment of the performance of the UAP for the last 3 years showed that achievements were lagging behind the targets set in the UAP plan. This indicated that it would be challenging for the sector to achieve the water supply targets of the PASDEP and UAP by the end of the program's period. As a result, a review of the rural UAP performance, the plan, and its implementation strategies was carried out. Among other recommendations, this suggested placing more emphasis on cost effective water supply schemes that can be implemented at household and community level through community mass mobilization. The revision aims at increasing annual implementation rate at 9% from the current 6%, which is good compared to historical progress of the sector.

In parallel, in 2005, the government developed a Plan for Accelerated and Sustained Development to End Poverty (PASDEP), representing the national plan for guiding all development activities of the country for 5 years from 2006 to 2010. PASDEP I contained a water and sanitation chapter which outlined an overall water target of increasing the national access to water coverage to 84.5%, but omitted to set out clear and measurable sanitation targets. . As for the UAP, despite significant improvements, progress has not been achieved as planned and the government is now revising targets and changing its approach to low-cost technologies as well as considering self-supply. Currently the water section of Growth and Transformation plan (GTP) (2011 to 2015) is being finalized. The draft GTP envisages the attainment of a number of specific objectives. This includes raising the national potable water coverage from the current 66.2% to 98% by 2015, and reducing the number of non-functional rural potable water schemes from the current 20% to 10%. Sanitation and hygiene targets emanating from the Health Sector Development Plan (HSDP IV) were not available in the draft GTP paper but were to be included in the final revisions.

Key events of the past year in the WaSH Sector

Many important events have taken place in the WASH sector over the past one year: **Multi-Stakeholder forum (MSF) III**, held in Hawassa in October 2009, **2nd Annual Sanitation and Hygiene Festival** was celebrated in November 2009 at CCRDA in Addis Ababa, **World Toilet Day**, March 22nd 2010 **World Water Day** was celebrated with the theme "clean Water for a Healthy world", **Forum for Learning (FLOWS)**, a learning forum organized by Ministry of Water Resources with the support of the RiPPLE³ program, held a meeting on November 5th 2009, Plan International, in collaboration with the Ministry of Health and UNICEF, also conducted a **Community-Led Total Sanitation (CLTS) workshop** in Hawassa in November 2009. Moreover,

³ Research-inspired Policy and Practice Learning in Ethiopia and the Nile region (RiPPLE) is a 5-year Research Programme Consortium funded by the UK's Department for International Development (DFID), aiming to advance evidence-based learning on water supply and sanitation (WSS).

UNICEF hosted the first annual High-Level Meeting of the Sanitation and Water for All global partnership in April 2010 in Washington in which representatives from Ethiopia has participated. For Detail information on these events see annex 4.

WASH CSOs and the Policy Environment

A new NGO legislation, entitled the ***Proclamation for the Registration and Regulation of Charities and Societies in Ethiopia***, was passed on 6th January 2009. The Government of Ethiopia (GoE) stated that the law was needed to create conducive environment for NGOs and CSOs and provide a separate legal framework for them.

The Proclamation includes the prohibition to engage in the promotion of human and democratic rights⁴ for all CSOs receiving more than 10% of their funding from foreign sources (i.e. for all foreign and Ethiopian Resident Charities). The law has now been in place for the past year and a half, although a grace period until February 2010 was granted, to allow organisations to register under the new law and make necessary changes.

CCRDA facilitated various discussions among CSOs and the Ministry of Justice to identify the implications of the new Charities and Societies Proclamation on sustainability, scope of work, forum and working groups' establishment, and the overall functioning of CSOs. A review of CCRDA members highlighted that 73% of its member organizations are local non-profit organizations that obtained the majority of their budget from external sources, so would have to be considered Ethiopian Resident Charities.

The law does not seem to have significantly altered the way WaSH CSOs operate in Ethiopia. There is however a distinction made in the legislation between rights-based and community/rooted advocacy on one hand, and developmental advocacy and collaborative policy dialogue on the other. The former two types are forbidden to all international and Ethiopian resident organisations, while the latter types are acceptable.

With in the available space to engage at higher level in policy dialogue and sector strategy, several noteworthy positive steps and initiatives, in terms of collaboration between WaSH CSOs, the Government of Ethiopia and Donors, have emerged in the sector in the past year. Moves towards setting-up One WaSH Program, as presented earlier, include the ongoing establishment of a new structural arrangement for WaSH (see Annex 1). This new structure is designed to build synergy among the three key sectors of Water, Health and Education, through coordinated and collaborative planning, implementation, monitoring, reporting and evaluation of program results. Within this, CSOs are seen as critical partners in the WaSH Program, playing both advisory and service delivery roles. This has been recognised through the inclusion of NGOs in WaSH Steering Committees and Technical Teams at both Federal and Regional Levels. The establishment of these new coordinating elements has evolved at different paces across the country and administrative levels. Nevertheless, this has provided CSOs with an increasingly conducive environment for joint discussions with key sector offices on planning, reporting, budgeting and monitoring and evaluation.

⁴ This includes: The advancement of human and democratic rights; The promotion of equality of nations; nationalities and peoples and that of gender and religion; The promotion of the rights of the disabled and children's rights; The promotion of conflict resolution and reconciliation; The promotion of the efficiency of the justice and law enforcement services.

Furthermore, across administrative levels, government and NGOs have established GO and NGO forums to jointly discuss and review efforts they have made. These forums are generally facilitated by the Finance and Economic Development Departments. Specifically, new ideas, approaches, tools, gaps and network updates, are the main topics discussed, with WASH high on the priority list of issues tackled. These forums are fostering increased collaboration between CSOs and the government, specifically at district level, where coordination of planning and implementation is crucial in order to improve the impact and outreach of WaSH interventions.

B. Background and Rationale for the Report

In recent years, there have been an increasing number of positive steps and initiatives emerging in the Water, Sanitation and Hygiene (WASH) sector in Ethiopia. In March 2006, a Memorandum of Understanding (MoU) was signed between the Ministry of Water Resources (MoWR), Ministry of Health (MoH) and the Ministry of Education (MoE), the foundation of a new WASH Program in Ethiopia. This was a significant step towards improving inter-ministry cooperation and a clear indication of the Government of Ethiopia's (GoE) commitment and decision to raise the profile of the WASH sector. It also highlighted the need for greater harmonization and integration of WASH interventions to achieve universal access to water and sanitation by 2012 as set out in the GoE's Universal Access Plan (2005-2012). This same year (2006), the first annual Multi-Stakeholder Forum (MSF), followed by the bi-annual Joint Technical Review (JTR) processes took place, bringing together all the major WASH Sector stakeholders including the GoE, donors and Civil Society Organisations (CSO), to jointly monitor and review the performance of the sector. In addition, the Development Assistance Group (DAG) Water Group (established in 2007) was also noteworthy for its focus on enhancing donor cooperation in the sector including in areas of policy dialogue and funding of WASH interventions.

With this backdrop, WASH CSOs also made significant strides and concerted efforts towards improving their coordination and collaboration, notably through the upgrading of the Consortium of Christian Relief Development Association (CCRDA) Water Working Group with the launch of the Water and Sanitation Forum (WSF) in February 2008. The WSF was set up to serve as the common platform for CSOs operating in the WASH sector. The forum currently has over 70 members and has structured itself into 4 thematic groups, focusing on key areas such as research, advocacy, learning, coordination, networking and capacity building.

However, despite these important and vital efforts, there is room for considerable improvements to be made. Numerous challenges still face the sector. These can be summarized as follows:

- 1) **Lack of quality, accurate and compatible WASH data** available in the sector, compounded by the **absence of a simple, reliable and accessible data management system.**
- 2) **CSO interventions are frequently sporadic and unilateral**, with numerous instances of **efforts being duplicated** or **conflicting approaches** being adopted in one woreda by different organisations
- 3) Relatively **weak documentation and dissemination of information** within the WASH sector, has resulted in **unsatisfactory reporting, missed opportunities**

in terms of learning and adopting best practices, and the duplication of research and studies.

- 4) Though there are CSOs' certain involvements in WASH Sector policy dialogue process, the efforts are not that concerted and backed by research evidence, therefore weakening the impact of the case being made.

This environment of both considerable efforts and dedication towards improving coordination and networking, and the ongoing challenges of data recording, information sharing and establishing a climate of mutual trust and collaboration, was clearly recognized by all WaSH Sector actors during the last Multi-Stakeholder Forum (MSF), in Hawassa, in October 2009. As a result, one of the key commitments agreed upon by all MSF stakeholders was to produce a consolidated WASH sector report in Ethiopia by MSF-4 (planned for around October 2010). This report would include the contributions of all stakeholders, with contributions of CSOs to be consolidated by themselves and then integrated into the consolidated report, in order to generate a full picture of progress made in the WASH sector.

This led the Water and Sanitation Forum taking on the assignment of facilitating and coordinating the establishment of this first Annual Joint WaSH CSO Report. The result of this initiative is the following document.

C. Purpose of the Report

The benefits of an Annual WASH CSO report are multiple and its value can be seen in many different ways, from programme design to service delivery, and from monitoring and evaluation to sector dialogues.

The purpose of this Annual Joint WaSH CSO Report is to provide:

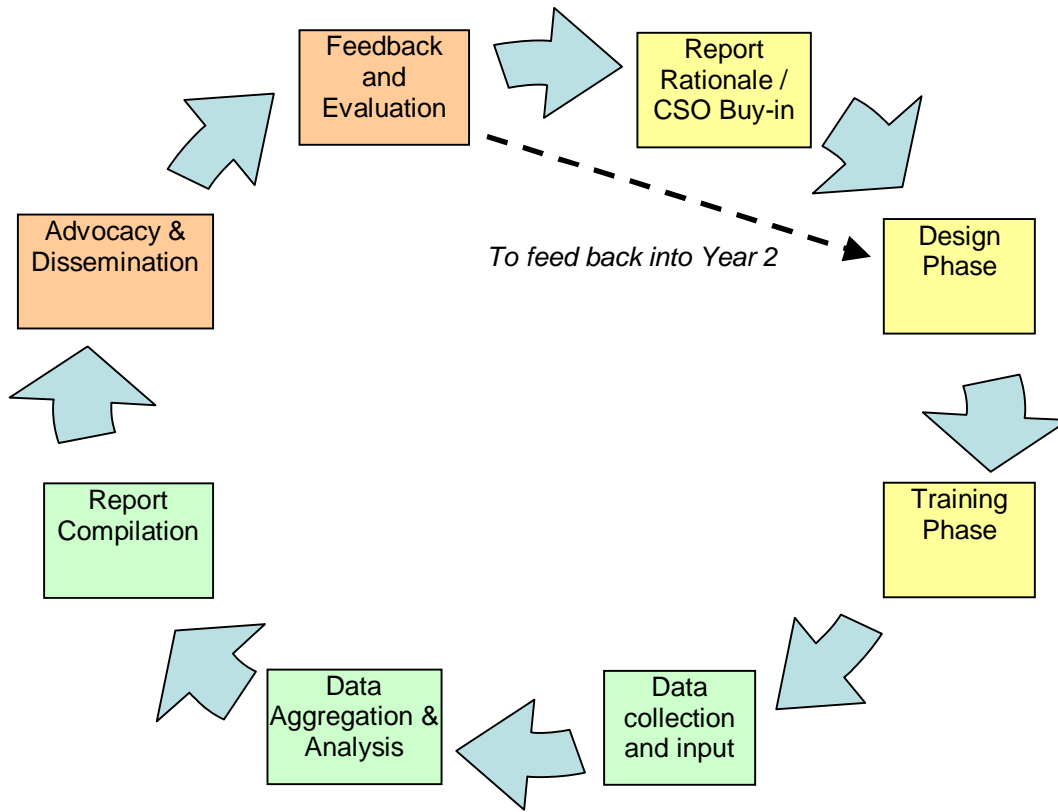
- 1) A joint monitoring and evaluation framework and regular assessment of the efficiency, effectiveness, impact and sustainability of WASH CSO interventions
- 2) A clear, concise and structured annual record of WASH CSO achievements improving documentation, transparency, accountability, recognition and stakeholder participation
- 3) An evidence-based document for WASH CSOs to use for sector dialogues in highlighting their contributions and best practices in a unified and coordinated voice
- 4) Data and information on CSO performance that can be used as a decision-making tool to better inform future planning, budgeting and targeting of interventions
- 5) An informative snapshot of CSOs' interventions that can indicate potential areas requiring more in-depth studies and research, and a learning platform to improve future performances
- 6) An example of successful coordination for other actors to follow and replicate, and a joint working opportunity that builds increased trust among CSOs and other sector actors

The aim is to gradually institutionalise this process in CSOs annual planning cycles. This is not intended to be a one-off initiative but a report that will be compiled on an annual basis from now on.

D. Methodology and Process of the Report compilation

In order to develop this report, the WSF Secretariat and members followed a rigorous and participatory process as highlighted in Figure 1.

Figure 1: Diagram of the Annual Joint WaSH CSO Report Process Cycle



Following the decision to develop the first Annual Joint WaSH CSO Report, which was agreed upon and made official in the Multi-Stakeholder Forum (MSF) III statement in January 2010, WSF (see Annex 6) *for more information on the forum*, as the most legitimate body representing WaSH CSOs in Ethiopia, took on the responsibility to coordinate and lead the development of this key document. Details of each step in the WASH CSO report development is given in Annex 5.

E. Number and profile of the participating CSOs

Currently, it is estimated that over 100 Civil Societies operate in the WaSH Sector in Ethiopia. Out of these 79 are currently members of the Water and Sanitation Forum. Following the campaign to promote the Annual Joint WaSH CSO Report, 70 CSOs signed-up to contribute information and data for the report compilation. Out of the signed-up CSOs, 41 organisations have submitted information that has been incorporated into this report.

From the organisations that submitted information, table 1 shows the geographical distribution of their operation areas over the past year:

Table 1: Geographical Distribution of CSO Operation Areas

Number of CSOs working in each of Ethiopia's Regions/City Administrations		
	Number	Percent
No. of CSOs working in Addis	4	9.8%
No. of CSOs working in Afar	2	4.9%
No. of CSOs working in Amhara	17	41.5%
No. of CSOs working in Benishangul	4	9.8%
No. of CSOs working in Dire Dawa	1	2.4%
No. of CSOs working in Gambela	1	2.4%
No. of CSOs working in Harari	1	2.4%
No. of CSOs working in Oromiya	23	56.1%
No. of CSOs working in SNNPR	17	41.5%
No. of CSOs working in Somali	5	12.2%
No. of CSOs working in Tigray	2	4.9%

Out of the 41 organisations having submitted data to be included in this report, 18 are international organisations and 23 are Ethiopian organisations. Furthermore, 30 of these are currently WSF members, whilst the remaining 11 have not yet signed-up to be part of the forum. Ongoing efforts by the WSF Secretariat are being made to ensure all CSOs operating in the WaSH Sector in Ethiopia eventually become part of the forum.

Responses

This report is the first of its kind in Ethiopia (though there were attempts to assess CSO contribution to WASH sector, jointly done by WSF with contributions from Water Aid, Intermón Oxfam and Ethiopian Kalehiwot Church) – it is an Annual Joint WaSH CSO Report which represents an annual record of the contributions of CSOs in the Water, Sanitation and Hygiene (WaSH) Sector. The concept, initiative, formats and process followed have all been introduced and designed for the first time. However, the intention is for this type of report to become institutionalised in the WaSH Sector, and become

integrated into WaSH CSOs annual planning cycles. It was clear from the start that such an initiative will take time to be embedded into each and every organisation, and that many lessons will be learnt from this initial attempt. As per stage H, described in the methodology (see Annex 5), a feedback workshop before the end of the year will be organised by WSF, inviting all WaSH CSOs to discuss the process followed in this first year, the key challenges they faced, what improvements they suggest, and ideas on how to gradually increase the participation and contribution of all CSOs in this Annual Report.

As such, this year's report represents the outputs and contributions of **41** organisations out of the estimated **100** CSOs operating in the WaSH sector in Ethiopia. Therefore, the information included in this document, only represents the contributions of approximately **40%** of CSOs in Ethiopia working on WaSH. For a first attempt this is considered a commendable effort, whilst recognising further work is required to significantly increase this number in future years. Uganda's latest NGO Performance Report on WaSH (2009), was the 5th of its kind and represented the inputs of 88 CSOs out of 165 UWASNET members (this is the WaSH CSO forum in Uganda equivalent to the WSF in Ethiopia), approximately 50% of the active WaSH CSOs in Uganda. This highlights that increasing participation in the report will take time and is an ongoing process. It is anticipated, that as all harmonisation and coordination efforts in the sector evolve and strengthen, that gradually, all active CSOs will be contributing data for this annual report.

Equally, it should be noted that submissions of formats took a great deal longer than anticipated, with numerous extensions needed to the originally set deadline in order to accommodate as many organisations' inputs as possible. Even then, the quality of the submissions revealed numerous gaps in the data and several inaccuracies. This is to be expected when introducing a new joint initiative of this kind, and all this will be carefully reviewed to ensure formats are simpler and more user friendly in future years, and that the schedule for the whole process is as realistic as possible to improve the timeliness of completion of each stage in the cycle. It also revealed the need to support CSOs to build their capacity in terms of accurate record keeping and reporting.

CHAPTER 2: WaSH CSOs Annual Performance and Contributions

A. WSF Achievements in the past one year

The Water and Sanitation Forum is a relatively new platform (established in February 2008). However, over the past year it has grown considerably (it had 50 members one year ago, and now counts 79 organisations) and has actively organised a number of important events and activities in the sector. Based around an annual plan, carefully agreed among its members, it has been focusing on thematic areas including sector dialogues, research documentation and learning, coordination and networking and capacity building.

This **Annual Joint WaSH CSO Report**, following the commitments made during the MSF III, is one of the major outputs initiated and coordinated by the forum, following a series of consultative and participatory workshops. In addition, the forum also engaged in coordinating the **participation of CSOs in the National WASH inventory**, through a workshop organised in March 2010 and has played an active role in supporting important sector events, both financially and technically, such as World Water Day 2010.

In terms of learning and documentation, the forum has organised and facilitated various **discussion platforms and panel discussions** on contemporary issues such as climate change, water security and the Ethiopian Water Policy. The achievements of the Forum in the areas of sector engagement were also encouraging and significant results were recorded. WSF collected **CSOs' good practices and experiences of CSOs** and presented them at the MSF III. An **NGO best practice day** organised at CCRDA, attended by H.E President Girma Woldegiorgis, also enabled the presentation and recognition of key contributions by CSOs. The forum also gathered CSO inputs and experiences to share with sector actors through the **production and circulation of leaflets**. Moreover, sector information and updates are disseminated to all sector actors through a detailed and informative **WSF Monthly e-update**, which was launched in August 2009. These e-updates can also be accessed through the **WSF website (www.crdaethiopia/wsf/)**, which contains a variety of useful documents and updates on key sector meetings and events.

Another of WSF's key strengths for which it is recognised and greatly appreciated is the number of **strategic and practical trainings** it has organised and facilitated over the past year. These trainings represent one of the key benefits for member organizations of WSF. This year has seen trainings on areas such as **Policy Engagement, Development and Maintaining effective WASH Networks, and the Development of Effective Communication Strategies**. Beyond the training, WSF has assisted in the monitoring and assessment of trainees in terms of how they have integrated and strategically used their acquired skills within their own program of work. In addition, WSF has recently represented its members in a **University Water Sector Partnership on Integrated River Basin Management** (WSF is on the Steering committee of the partnership). Through their representation NGOs have the opportunity to contribute and reflect their views in the design of curriculum and course outlines relating to integrated

water resource management, an area requiring increased attention with the global focus on climate change.

WSF is also involved on a Regional Level, through its representation of WSF members at the **African Civil Society Network on Water and Sanitation's** (ANEW) first Advisory Board Meeting. ANEW is the regional networking body of African CSOs actively involved in the field of sustainable water management, water supply and sanitation. As a result of the partnership established between WSF and ANEW, 3 WSF members participated in an advocacy training organized by ANEW. Moreover, ANEW technically supported other trainings organized by WSF for its members and has facilitated the participation of WSF member organizations in the 2nd Eastern Africa Sanitation Conference.

Finally, in order to strengthen the forum itself and ensure its sustainable growth, the Development of a **Sector Monitoring & Engagement Strategy** was conducted and a comprehensive **Directory of all CSOs working on WASH** in Ethiopia was set-up. Both of these initiatives will prove essential to continuously improving the strategic direction of the forum and how it liaises and communicates with its fast growing number of members.

B. Major CSOs' Achievements - Outputs

There is a strong belief in the sector, that to maximize the impact of interventions in the WaSH sector, it is crucial to focus on and integrate Water, Sanitation and hygiene components within each project. The reports collected from CSOs show that significant efforts were made over the past year to complement water supply projects with the provision of sanitation and hygiene facilities. Whereas the majority of CSOs currently mainly focus on service delivery activities in the sector, capacity building efforts to strengthen the skills and knowledge of sector actors is increasingly a strong focus of CSO interventions. However CSOs' Policy and Advocacy initiatives still appear relatively limited in scope and number. The following chapter, gives an overview and analysis of the activities carried out by CSOs in all these different areas.

Water Supply

Constructed Schemes, Type of Technology and Beneficiaries

Over the past year, CSOs have constructed and rehabilitated a wide range of water supply schemes for the purpose of livestock use, human consumption and irrigation. Some of the most important water schemes constructed by the CSOs in this reporting period include Hand dug wells, Spring developments, Shallow wells, Deep Wells, Irrigation Schemes, Ponds and Reservoirs.

The data collected from CSOs indicate that a total of 1,572 water schemes and water points have been constructed and rehabilitated in the past year. Out of this number 1,440 are newly constructed water schemes and water points. This highlights that, overwhelmingly, CSOs are currently focusing on constructing new schemes rather than rehabilitating old schemes that are no longer functional.

The data also indicated that a total of 1,318,573 rural and 346,234 urban people are benefiting from these water schemes. In providing this number of water supply facilities and other schemes under construction within the year, CSOs have invested a total of ETB 121,602,782.

Table 2: Distribution of water supply schemes and beneficiaries by region

Region	Rural beneficiaries from water schemes	Urban beneficiaries from water schemes	Total
AA	4,520	20,510	25,030
Afar	39,000	0	39,000
Amhara	473,624	266,897	740,521
Benishangul	72,905	11700	84,605
Dire Dawa	0	8,900	8,900
Gambella	1,155	0	1,155
Harari	0	5,473	5,473
Oromia	282,848	18,344	301,192
SNNPR	251,165	14,410	265,575
Somali	169,694	0	169,694
Tigray	23,662	0	23,662
Total	1,318,573	346,234	1,664,807

The table above highlights that CSOs are present and working on WaSH activities in all of Ethiopia's Regions and City Administrations. However, the majority of water supply schemes and beneficiaries can be found in Ethiopia's three largest regions in terms of population, namely, Oromia, Amhara and SNNPR.

Table 3: Type and number of water schemes, beneficiary numbers, expenditure and functionality rates in the reporting period

S.N	Type of water scheme	Number constructed and Rehabilitated	Total expenditure	Total number of people served	Functionality in %
1	Hand Dug Wells	351	13,262,786	371,166	94.5
2	Shallow Wells	280	14,460,922	252,956	96.7
3	Deep Wells	64	46,122,867	173,361	93.4
4	Protected Springs	308	19,365,448	361,919	88
5	Irrigation Schemes	10	12,152,071	909	67
6	Rain Water Harvesting	101	3,434,106	41,276	89
	Total	1114	108,798,200	1,201,587	

From the above table, we can see that although the largest amount is spent on deep wells (DW), this does not translate into the highest number of beneficiaries. Instead, hand dug wells (HDW) appear to be the most common water supply technology constructed and serve the highest number of beneficiaries at a significantly lower cost.

It also appears that HDWs present the best return on investment, serving each beneficiary with water at an average cost of ETB 36 per person, in comparison for example to ETB 266 per person for DWs. This said, choice of technology is often determined by the geology and accessibility of water in each project site, and issues of sustainability would have to be considered in any further analysis on comparing technology types.

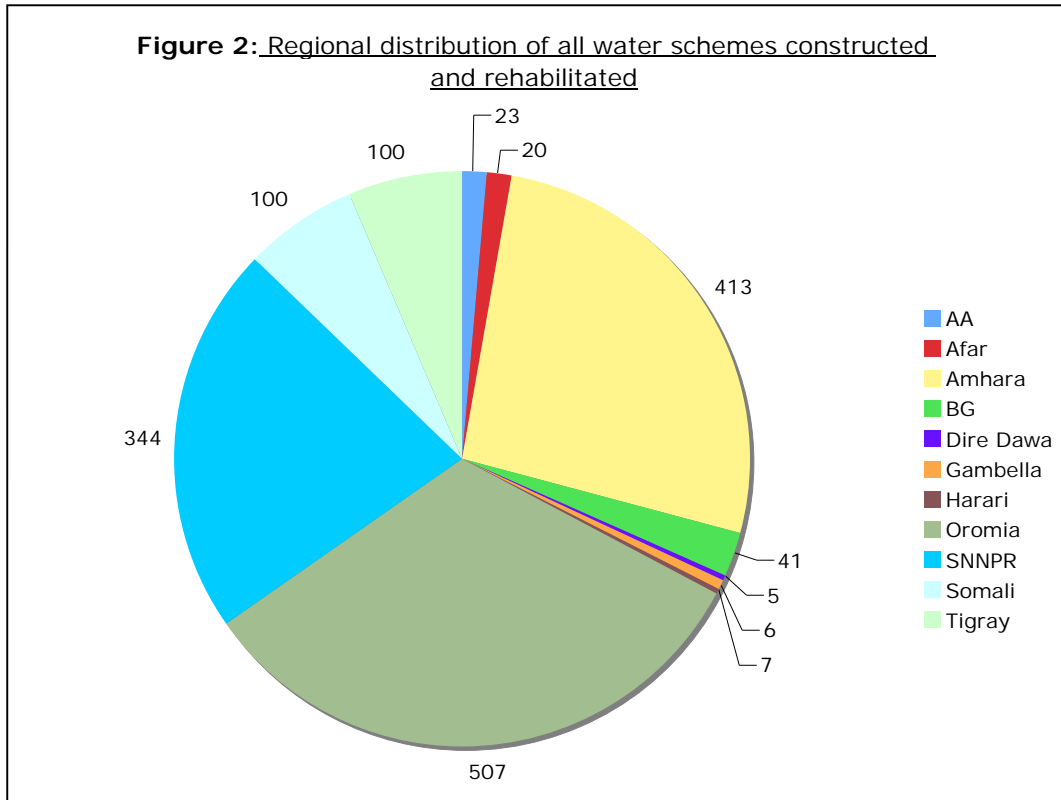
In addition to the above water supply schemes, some CSOs engage in various water supply accessories, including the installation of supply expansion pipes, cattle troughs, reservoirs and cisterns.

In order to align with the region by region WaSH reporting of the government (National Semi-Annual WaSH Report), below is a table highlighting the number of different types of water supply schemes per region. From this, it can be observed that Amhara, Oromia and SNNPR are the main regions where WaSH CSOs are active and carrying out service delivery work.

Table 4: Distribution of major water supply schemes constructed and rehabilitated per region

SN	Regions	Types of Water schemes				
		Hand dug wells	Shallow wells	Deep wells	Protected springs	Protected ponds
1	Addis Ababa	1	-	1	3	-
2	Afar	3	8	2	-	-
3	Amhara	135	31	12	138	1
4	Benishangul	21	2	-	9	
5	Dire-Dawa	-	-	-	-	5
6	Gambella	-	-	-	-	-
7	Harari	-	-	-	-	-
8	Oromia	77	11	24	78	-
9	SNNPR	49	132	16	62	-
10	Somali	40	10	9	-	11
11	Tigray	25	86	-	1	-
	Total	351	280	64	308	17

When we look at total number of schemes rehabilitated and constructed per region, the distribution is as follows.



Management of Schemes and Water Quality

In addition to constructing water schemes, CSOs have stated supporting 832 functioning WaSHCOs, over the past year, that are responsible for the overall management of the reported water schemes constructed and rehabilitated. Water quality tests have also been carried out for 841 of these water schemes. To ensure the sustainability of water supply schemes the establishment of WaSHCOs and ensuring their proper functioning is of crucial importance. From the data received it is clear that CSOs pay considerable attention to the operation and maintenance of schemes and the importance of community ownership and involvement in water supply schemes. The issue of water quality supplied to the community has also been given significant emphasis by CSOs. However, the data highlights that further work is required in both proper management of all schemes and to ensure that all water supplied to beneficiaries is safe and clean before consumption (only 47% of the major schemes below are reported to have been checked for water quality and 67% of them having a functioning WaSHCO – see table 5). Some allowance should be made for CSOs omitting to fill in the WaSHCO and Quality Check columns in the data collection formats and for one WaSHCO being responsible for more than one scheme. However, CSOs have noted the need to pay more attention to working in collaboration with relevant line offices to jointly ensure the quality of water supplied and the sustainability of the water schemes constructed.

Below shows the status of water quality checks and WaSHCOs for the most common water schemes reported by participating CSOs.

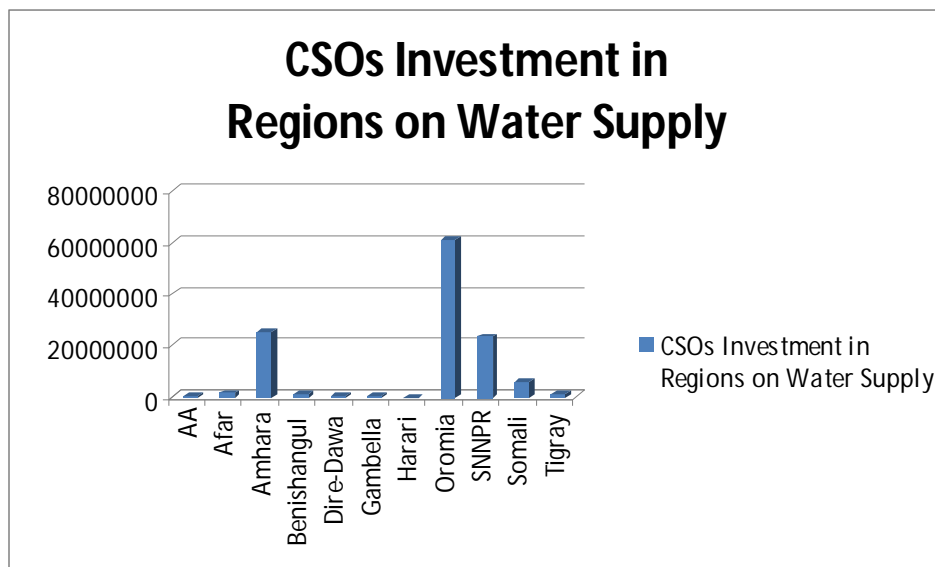
Table 5: Status of functioning WaSHCOs and Water Quality Checks per major water scheme type

S.N	Type of water schemes	Number constructed or rehabilitated	No. of Schemes with Water Quality Checks	With functioning WaSHCOs
1	Hand dug wells	351	187	287
2	Shallow wells	280	208	170
3	Deep wells	64	16	19
4	Protected springs	308	59	196
	Total	1,003	470	672

Investment in Water Supply

The amount invested and spent by CSOs on WaSH activities over the past year, varies significantly from region to region. There is a direct correlation between the regions in which CSOs are most active and the most significant amount of funds spent by them. As shown in Figure 3 below, Amhara, Oromia and SNNPR are currently the regions attracting most investment by CSOs.

Figure 3: Histogram of CSO investments on water supply per Region



Sanitation and Hygiene

Hardware components

In the reporting period CSOs have constructed various sanitation and hygiene facilities that include pit latrines (Communal, Traditional, Basic, and Improved), hygiene facilities (Hand washing facilities etc.) and waste disposal pits. The terminology used for describing sanitation facilities constructed by CSOs is based on the terms and definitions used within the National WaSH Inventory currently being rolled out. This was a conscious decision to demonstrate commitment to harmonisation and alignment with sector-wide documents.

Table 6: Major physical activities implemented by CSOs in the area of sanitation and hygiene

S. N	Type of sanitation facility	Number constructed	Number of beneficiaries	Expenditure in birr
1	Rural and urban traditional pit latrines	61,459	357,035	99,627
2	Rural and urban basic pit latrines	3,346	23,032	1,966,207
3	Rural and urban improved pit latrines	443	17,350	1, 808637
4	Rural and urban communal latrines	200	65,001	3,395,979
5	Rural and urban public latrines	191	73,211	2,181,252
	Total	65,639	535,629	5,577,231

From the table, it is clear that traditional pit latrines are the favoured type of latrine constructed directly or indirectly as a result of CSO operations in Ethiopia. It is a common practice among CSOs to only construct a few demonstration latrines of different types and quality in order to trigger a replication process from community members witnessing the demonstrations. As CSOs mainly focus on reaching out to the poorest communities, this may explain why traditional pit latrines represent the vast majority of latrine outputs and consequently the highest number of beneficiaries. However in terms of investment, it can be observed that the largest portion of funds is going towards Communal and Public latrines. Interestingly, based on the WHO/UNICEF JMP definition of access to water, these shared facilities would not be counted.

Table 7: Presence of hand washing facilities in major sanitation facilities constructed

S. N	Type of Sanitation facility	Number constructed	Number with hand washing facilities
1	Rural and urban traditional pit latrines	61,459	20,755
2	Rural and urban Basic pit latrines	3,346	1,092
3	Rural and Urban improved pit latrines	443	6
4	Rural and urban communal latrines	200	18
5	Rural and urban public latrines	191	9
	Total	65,639	21,880

The table above indicates that although hand washing facilities (HWF) are a key component of CSO interventions, out of the latrines constructed over the past year, only **33%** of them are reported to have an operational hand washing facility nearby. This can

partly be explained by CSOs failing to submit complete data on the status of HWF within their projects, but their frequent absence has also been noted during monitoring and evaluation visits. It is therefore highly recommended that further emphasis is placed on ensuring HWF are set-up close to sanitation facilities as the importance of hand washing is one of the key safe hygiene messages promoted in the sector.

Software components

In addition to hardware components, CSOs have provided various technical trainings on different topics for Health Extension Agents, Community Health Promoters (CHP), school clubs and other community groups. Furthermore, CSOs have been very active in organising sanitation and hygiene promotion events and producing and distributing IEC materials on sanitation.

The various trainings and sanitation and Hygiene events conducted by CSOs have focused on raising the awareness level of target communities in terms of safe hygiene practices, and on improving the capacity and skills of sector actors, including CSO staff, school students and community hygiene promoters, in disseminating and promoting key messages. Different IEC materials were also prepared and distributed by the CSOs for capacity development and advocacy purposes.

The majority of sanitation and hygiene trainings were given in rural areas where CSOs community-based approaches are known to be most effective. The trainings provided are aligned with and support government initiatives and efforts focusing on prevention.

Table 8: Table of major sanitation and hygiene trainings and events and corresponding expenditures

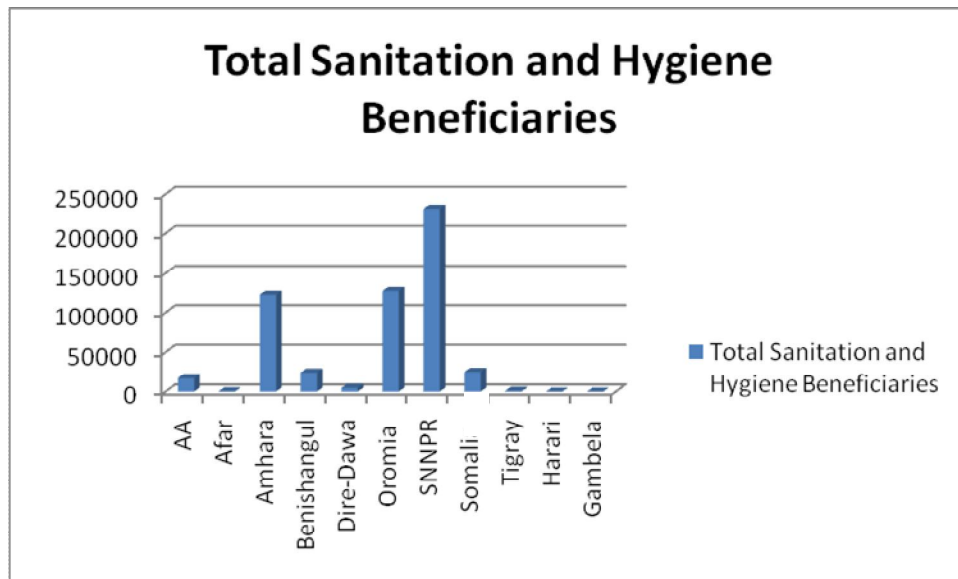
S. N	Type of activities	Quantity	Expenditure
1	No. of rural hygiene & sanitation education events conducted	2,690	865,712
2	No. of rural CLTS trainings conducted	1,920	1,600,740
3	No. of rural and urban hygiene & sanitation trainings for School Clubs	324	418,529
4	Number of hygiene promoters trained in rural and urban areas	9,457	1,303,450
5	No. of other groups trained	469	172,357
6	No. of rural and urban IEC materials/copies produced	255,425	603,360
	Total	270,285	4,964,148

Table 8 indicates that a significant number of trainings and investments in capacity building have been made by WaSH CSOs over the past year. These have mainly taken place at woreda and community levels which is in line with the government's focus on enhancing the capacity and skills at the local level. CSOs have also made use of the school clubs as a key entry point to promote messages and trigger behaviour change throughout the community. Another focus of CSOs has been on hygiene promoters and trying to link these up with the Government's Health Extension Program to ensure strong coordination of efforts at the community level.

Beneficiaries

The number of beneficiaries for all sanitation facilities reported by CSOs (pit latrines, basic pit latrines, communal pit latrines, improved pit latrines, public pit latrines, and other sanitation facilities) per region is indicated in the graph below. The total number of beneficiaries for all facilities is **553,346**. The regions in which CSOs are most present are naturally the ones with the highest beneficiary figures, with SNNPR standing out as the region with the highest number of people reached.

Figure 4: Histogram of sanitation and hygiene beneficiaries in regions

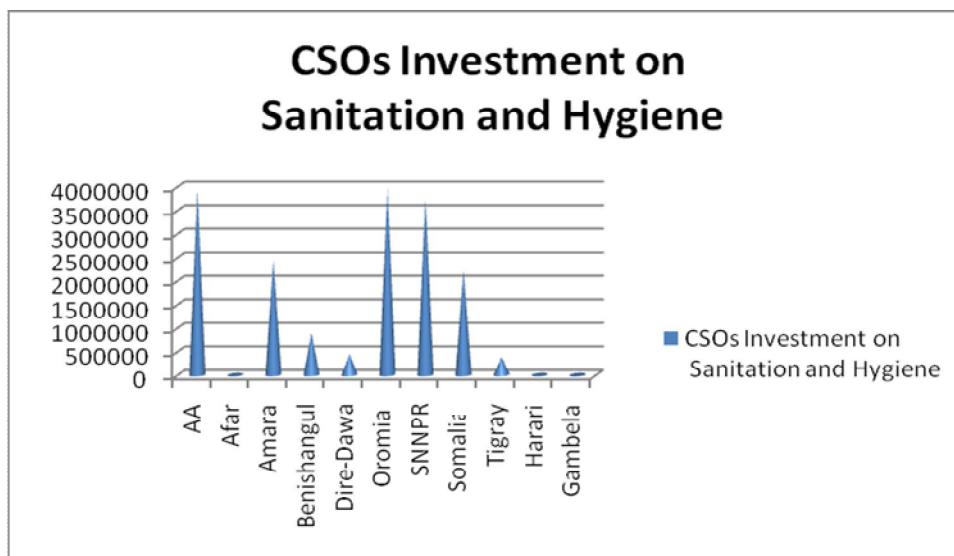


Investment

To implement all sanitation and hygiene activities reported by CSOs, a total of ETB **17,990,835** has been invested by CSOs across the different regions in Ethiopia.

Figure 4 compares the level of investment on sanitation and hygiene activities by CSOs across all regions intervened in. Of note is the absence of investment in these areas in Harari and Gambela. However, it should be noted that only one organisation in each of these regions have provided data this year.

Figure 5: CSO Investment on Sanitation and Hygiene activities per region



CSO investments on sanitation and hygiene interventions in Afar and Benishangul Regions in the reporting period are also very low, 19,256 and 878,622 respectively. On the other hand, considerable investments appear to be made in Addis Ababa, Oromia and SNNPR. Whereas, for the latter two this is in line with the fact the majority of CSOs operate in the larger regions of Ethiopia, for Addis Ababa this is more linked to the scale of the sanitation issues in the capital city.

Capacity Building and Policy & Advocacy

Training

Training represents CSOs most common type of capacity building activity in the WaSH Sector. Training over the past year have been given to a variety of sector actors, including implementing organisations, woreda office staff and community members. For example, 375 trainings were given by different CSOs on Management and Finance, for a total of 2,722 participants of which 1,112 were female trainees, at a cost of ETB 106,219. These trainings were given by organisations throughout the different regions including from ORDA, Action for Development, Azmer Yilmal Beg, Bole Bible Baptism Child Care and Community Development, CCF Canada, EOC DICAC, Gurmu Development Association, Hope 2020 and LVIA.

Other trainings provided by different CSOs over the past year included environmental topics, the mainstreaming of HIV AIDS, disability and gender, community mobilisations and WaSH Technology workshops.

As we can see from the summary table 9 below, the most common type of CSO capacity building efforts relate to WASH technology, Management and Finance. These areas are considered by CSOs as very important for the proper functioning of any WaSH intervention and especially to equip WASHCOs with the right skills and capacity to operate and manage their schemes. This is a critical aspect for the sustainability of service delivery projects. There are also encouraging efforts carried out in the provision

of trainings relating to the environment by WaSH CSOs, focusing on issues such as water resource management and ecological sanitation. With the current global attention on climate-related effects, an area of great relevance to WaSH issues, increasing focus will be needed in the sector in terms of careful management of resources. On the other hand trainings on mainstreaming gender and disability into WaSH projects appear to be addressed only by very few organisations. However, as one of the case studies in chapter 5 reveals, in order to reach out to all members within target communities, it is essential to consider the needs of the most vulnerable groups and incorporate them both within project processes and in terms of accessibility of facilities.

When it comes to ensuring a project is as sustainable as possible, CSOs recognise the vital need to involve community members right from the start of the project and throughout each of the subsequent stages. As such, CSOs invest a lot of time and effort in facilitating communities' participation through various community mobilization trainings. In the past year, the participating CSOs delivered 218 trainings of this type, making use of the 12,553 copies of training manuals reported to have been produced and disseminated during this period. These trainings were given to 7,815 participants of whom 4,190 (53%) were female participants at a total cost of ETB 106,832.

Table 9: Summary of different capacity building trainings provided

Type of Training	Number provided	Total Participants	Female participants	Expenditure
Management & Finance	375	2,722	1,112	106,219
Environmental	98	9,328	4,632	233,374
HIV/AIDS mainstreaming	103	12,902	7,834	55,045
Disability mainstreaming	1	70	12	3,600
Gender mainstreaming	18	279	81	5,350
Community mobilization	218	7,815	4,190	106,832
WASH technologies	435	1,374	525	549,303
IT	2	72	26	30,500
Other trainings	120	18,867	6,106	864,228
Total	1,370	53,429	24,518	1,954,451

As with other activities, the most trainings have been conducted in Oromia, Amhara and SNNP Regions.

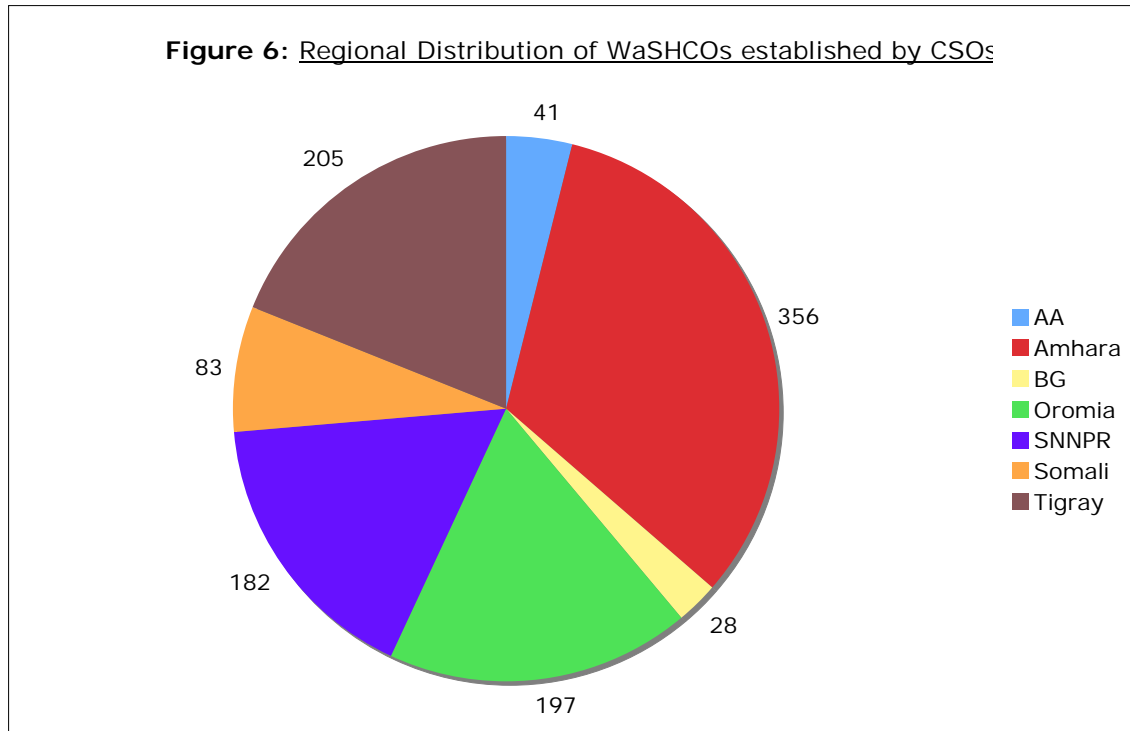
Table 10: Summary of trainings provided by region

Regions	WASH Technology	Management & Finance	Environmental	HIV AIDS	Disability	Gender	Community mobilisation	IT	Other training
Amhara	25	147	61	64	-	1	14		65
BG	-	15	-		-				2
Gambella	-	-	1		-				
Harari	-	-	1		-				
Oromiya	319	99	30	9	1	15	140		36
SNNP	62	107	2	25	-	1	63	2	17
Somali	1	7	-	5	-	1	1		
Tigray	-		-		-	-	-		
Addis Ababa	14	-	3		-	-	-		
Total	435	375	98	103	1	18	218	2	120

Systems and Planning

Capacity building activities provided by CSOs in the WaSH Sector involve more than just trainings. Another key aspect of CSOs contributions in this area is the support and guidance they provide in the establishment of WASHCOs. Over the past year, participating CSOs reported setting-up 1,092 WASHCOs in different parts of the country, for a total cost of ETB 52,102. In addition, CSOs assisted 419 WASHCOs in the preparation of plans to strategically carry out their management, operation and maintenance, and financial duties. A total of 5,574 community members were trained and formed part of WaSHCOs, of which women represented 1,940 members. The data formats also requested CSOs to report how many of the WaSHCOs established had been legalised, a key push in the sector, underlined in the capacity building key MSF III undertaking. CSOs reported that they had supported 175 WaSHCOs to be legalised. However, these were reported across all regions, whereas official legislation for legalising WaSHCOs has only so far been passed in Benishangul Gumuz. This therefore clearly highlights that further information and promotion of WaSHCO Legalisation needs to be done among CSOs, to increase their understanding of this process and get their support behind lobbying for this legislation to be passed in all regions (see chapter 4, MSF Undertaking for further information on WaSHCO Legalisation). Figure 5 below highlights the regional distribution of the established WaSHCOs.

Figure 6: Regional Distribution of WaSHCOs established by CSOs



In addition to the software components of capacity building, CSOs have also supported sector offices, implementing organisations and communities with some hardware materials such as IT and transport facilities, including vehicles and motorbikes. The total expenditure in the provision of different materials with their tools and spare parts reported is ETB 882,041.

The CSO's in collaboration with other sector actors under the WaSH Ethiopian Movement provided five day training on WaSH and Developmental journalism for 30 journalists.

Support has been provided by the WASH Ethiopian Movement and other CSOs to establish a plat form for WaSH sector offices in Benishangule and Tigray regions. The plat form has started to strengthen coordination and joint effort of sector actors in the Regions.

Policy and Advocacy

In relation to Policy and Advocacy activities only very few organisations appear to be involved. There were 36 different events reported to have been organized around policy engagement and sector dialogues. In addition, different policy research publications and materials were produced and disseminated by CSOs. A total of ETB 210,298 was spent on both policy engagement training and publications.

This low response rate and engagement in policy and advocacy areas could be due to several factors. One aspect, highlighted in the sector overview in this report, relates to the recent implementation of the Proclamation for the Registration and Regulation of Charities and Societies in Ethiopia. Although, several discussions have been organized by CCRDA during the formulation of this new law, it is clear from CSOs feedback that they currently lack a full and in-depth understanding of the key components and

restrictions stipulated within the new regulations. There appears to be a perception that all policy and advocacy work is forbidden under the new law, and as such many CSOs seem reluctant to engage in these areas or possibly fear reporting activities related to this. However, as mentioned in the sector overview, distinctions are made in the proclamation between different types of advocacy work. Developmental advocacy and collaborative policy dialogue are allowed under the new law. These types of misconceptions and fears are inevitable when a new legislation is introduced, as time is needed for all to adapt, but this has highlighted the need for greater dialogue on this proclamation between the Government and CSOs so that a better comprehension of the regulations is gained, and so constructive and collaborative policy and advocacy activities by CSOs can take place. It is also worth recognizing that traditionally the majority of WaSH CSOs have only focused on service delivery and that their capacity, skills and knowledge in relation to policy research, engagement and sector dialogues has been weak and limited. This has been identified by WaSH CSOs themselves and efforts, over the past year, in terms of trainings on policy engagement and communication skills, have been offered by WSF to try and strengthen CSOs in this area. It is therefore anticipated that increasing engagement in these areas will result from the increased skills and knowledge gained.

To raise the engagement of the journalist in the development of the WaSH sector the media forum has continued its effort through out the reporting period. CSO are closely working with the Media Forum and contributed both technically and financially. The one year media program broadcasted through radio Fana on the theme of “your health is in your hands” contributed a lot in disseminating WaSH related information to the community and also engaged in influencing decision makers in the same issue.

The WaSH Ethiopian Movement has received the 2009 AMCOW African San Award to recognise the sanitation and hygiene achievements in Africa. This shows that the contribution of CSOs in the network with alliances is very encouraging and contributing to the development of the country.

Investment

While providing different trainings on gender, HIV/AIDS, environment, management & finance, disability, community mobilization, advocacy and material provision, a total of ETB 7,718,892 has been spent by 23 different NGOs working on capacity building activities. The amount of activities and resources invested in capacity building activities, both in terms of software and hardware, by CSOs is encouraging and shows their commitment to strengthening sector players' key skills and knowledge to improve the performance of the sector as a whole. However, as emphasised in the MSF III and other forums, more needs to be done in the area of capacity building, especially at the local level where the responsibility for implementing projects lies.

Table 11: Summary of the expenditure for the capacity building trainings

Training	Expenditure (in Birr)	Number of Trainees
Management & Finance	106,219	2,722
Environment	233,374	9,328
HIV AIDS	55,045	12,902
Disability	3,600	70
Gender	5,350	279
Community mobilization	106,832	7,815
WASH technology training	549,303	1,374
IT	30,500	72
Others	864,228	18,867
Total	1,954,451	52,055

C. Financial Contributions

CSO Investments in the WaSH sector

Although only 41 CSOs have contributed data for this first Annual Joint WaSH CSO Report and in terms of investment, not all submissions contained full information, we can nevertheless get some idea of CSO financial contributions from the data received. This shows that a total of ETB 147,312,509 has been invested by CSOS in the implementation of various water supply, sanitation and hygiene, capacity building activities, and policy and advocacy activities. From this total, ETB 121,602,782 is invested on water supply, ETB 17,990,835 on sanitation and hygiene, and ETB 7,718,892 on capacity building and policy and advocacy activities. This highlights a trend that is common across different stakeholders within the WaSH Sector. Water tends to attract most attention from all parties, including government institutions, donor agencies, the private sector and CSOs. It is true that water supply technologies are more costly than sanitation facilities, and that in general hardware components are more expensive than software components. However it also indicates that together the sector needs to increase its commitments and financial contributions to sanitation and hygiene issues, as these are just as important as water, and it is only through effectively integrating all three that real progress can be made in the WaSH Sector. To bring about these changes, CSOs would like to see key policies and strategies in the WaSH Sector, such as the currently developed One WaSH Program and the PASDEP II, clearly identify targets for sanitation linked with specific financial requirements and mechanisms to fund the necessary changes and activities.

The financial contribution of CSOs varies significantly from region to region due to various factors that include but not limited to:

- The type of technology and number of activities implemented in the region
- The number of organizations operating in the region
- The population size and number of people requiring WaSH services
- The geographical location and accessibility of areas

The data collected from CSOs indicates that most funds are invested in the three largest regions of Ethiopia, namely, Oromia, Amhara, and SNNPR. Whereas, CSO investment in emerging regions such as Gambella, Afar and Benishangul is relatively low.

The following table shows CSOs investments on water supply, sanitation and hygiene per region. Except for Addis Ababa, where investment on sanitation and hygiene is the highest, the majority of investment in other regions is geared towards water supply activities.

Table 12: Regional Distribution of CSO Investment by type of activity

Region	Investment on Water Supply	Investment on Sanitation and hygiene	Investment on Capacity Building	Total
AA	386,902	3,926,617	111,198	4,424,717
Afar	1,632,000	19,256	0	1,651,256
Amhara	25,604,760	2,439,543	2,735,725	30,780,028
Benishangul	1,423,150	878,622	125,477	2,427,249
Dire Dawa	162,000	441,000	0	603,000
Oromia	61,244,025	3,948,063	2,357,798	67,549,886
SNNPR	23,336,370	3,736,654	1,512,760	28,585,784
Somalia	5,950,528	2,222,098	632,045	8,804,671
Tigray	1,399,658	378,982	109,398	1,888,038
Harari	25,000	0	105,162	130,162
Gambella	438,389	0	29,329	467,718
Total	121,602,782	17,990,835	7,718,892	147,312,509

CHAPTER 3: WaSH CSOs and MSF III

Key Undertakings

A. CSO contributions to the MSF Undertakings

The Third Annual Multi-Stakeholder Forum (MSF) was held in Hawassa in October 2009, bringing together all sector actors (government, donors, CSOs and the private sector) to review the performance of the sector and agree on joint actions for the coming year. Around 230 participants took part in discussions and technical sessions to reach consensus on key issues affecting the sector and the actions to be taken by all partners to improve the sector's performance in the year ahead. The MSF III concluded by recommending four priority undertakings to the National WaSH Steering Committee for their formal consideration and endorsement. All sector parties then committed themselves to the implementation of these undertakings.

The following four key undertakings were endorsed by all WASH Stakeholders, and the following section will highlight how WaSH CSOs have contributed to these over the past year.

Undertaking 1: Harmonisation and Alignment

Building on the achievements to date, we propose to endorse the transition towards a fully harmonized National WASH Program. Specific agreed action plans by next MSF include:

- *Immediately begin to implement the harmonization transition plan that was presented at the MSF*
- *Complete the preparation of a program framework and final PIM as a basis for joint appraisal of a harmonized WASH sector program by the start of Ethiopian year 2003*
- *For this process to be led by the NWCO in full consultation with all stakeholders, including field practitioners*

During the last Multi-Stakeholder Forum, a session was dedicated to presenting a proposed transition plan outlining the steps required before reaching a fully implemented One WaSH Program. This transition period is seen as a time during which all WaSH Stakeholders can make adjustments to become aligned with the new arrangements and procedures – and the systems, mechanisms and tools required in the field can be further developed and tested.

The development and design of the Program Framework requires a high level of consultation among all sector actors, in order to gather the necessary inputs and buy-in to the new Program. As a result, the NWCO will convene a meeting with representatives from the three implementing Ministries, MoFED, DAG-Water and the NGO sector in

which the provisions required for an acceptable Program Framework will be tabled, negotiated and agreed upon.

CSOs' work represents a considerable contribution to the sector and, going forward, all their activities, investments and outputs are expected to be included and identified in all WaSH plans, budgets and reports – as are those of other programs contributing to WaSH such as PSNP. Therefore, CSOs are committed to actively participate in the ongoing discussions and procedures taking place to fully implement the transition plan in order to reach the One WaSH Program stage in line with the agreed timetable.

Over the past year, this has included WaSH CSOs participating in discussions on the development of PASDEP II, which currently named Growth and Transformation, Water and Sanitation Chapter (2011-2015), reviewing the proposed drafts and providing comments and feedback on this. The most important feedback presented by the WaSH CSOs is the strategies absence of any specific information, targets or allocated budget for sanitation work. The document essentially focuses on water supply and irrigation, and sanitation is only referred to in relation to talking about a Water and Sanitation Sub-Sector. Though Sanitation is partly reflected under the fourth health sector development program, it is not well articulated under the Growth and Transformation plan of the country. WaSH CSOs strongly believe that unless a key Sector document such as GTP clearly outlines a strategy, plan and budget for sanitation, then this area will lack the profile and attention required to make genuine progress in access to sanitation in Ethiopia. WaSH CSOs are therefore committed to work alongside the key Ministries and Donors in the WaSH Sector to ensure more emphasis and clear aims and targets are drawn-up for sanitation in the same way this has been done for water supply and irrigation. This should also clearly be an integral part and focus during this transition period to ensure sanitation issues are adequately addressed in the new One WaSH Program.

Undertaking 2: Monitoring and Evaluation

Complete the establishment of the WASH sector M&E system, based on the already designed national WASH inventory and associated Management Information System (MIS), and the specific agreed action plans by next MSF will include:

- *Complete the basic WASH inventory in all Woredas during EFY 2002, with data to be documented in time to inform 2003 planning*
- *Complete the pilot of the WASH MIS and commence roll out towards implementation at scale*

The importance of good quality and accurate WaSH data, along with a well-structured M&E sector framework and WaSH data management system is by now well recognised by all stakeholders. These aspects are seen as essential to improve WaSH decision-making, budget allocations and the targeting of interventions. Improving sector monitoring has been defined as a key sector undertaking since 2007. The government has now planned a national inventory as a foundation of the sector M&E framework. The National WaSH Coordination Office has now developed comprehensive guidelines and formats for the roll-out of a National WaSH Inventory System, ToT trainings were

provided, regional task force and steering committees are established at first phase regions.

On 19th March 2010, the CCRDA Water and Sanitation Forum organized a familiarization workshop for NGOs to update them about the national WaSH inventory process and also to consult what role NGOs could play in this process based on their own added value. The participants of the workshop agreed to support the inventory process recognizing that NGOs represent a diverse number of organisations with different levels of capacity, so that different types of NGOs can play different roles and intervene at different levels of the inventory process.

NGOs added values identified included:

- 1) Their strong **presence and capacity at the local levels** (Woreda, Kebele, Community) in terms of contacts, links, structures and logistics.
- 2) Their extensive **experience and expertise in training, monitoring and evaluation**, and mobilising different stakeholders, and therefore their ability to play a role in the training and data collection phases of the inventory (training of trainers, facilitating/coordinating trainings, providing logistical support, supervising data collection etc...)
- 3) NGOs **access to a large amount of primary and secondary data** on WaSH collected by themselves in their program areas, which can be used for data verification and cross-checking with the data emerging from the inventory for quality assurance purposes
- 4) NGOs **access to M&E experts** hired by themselves which puts them in a strong position to support the data analysis phase, especially in terms of linking the Woreda WaSH Report Cards that will be produced with the planning and development of Woreda Master/WaSH Plans
- 5) In terms of NGOs strong **track record in documentation and learning** to support the recording and reviewing of this first attempt at a nationwide inventory system

Based on the above understanding, the CCRDA-Water and Sanitation forum coordinated a process of mapping potential roles and contributions of NGOs to the National WaSH inventory processes. NGOs then indicated the types of activities they could support and the specific geographic locations/ Woreda, Zone and Region/ where they could make a valuable contribution.

In addition, WaSH CSOs have provided feedback and comments on the Consultant's proposal for the development of a new WaSH Management Information System (MIS), shared with them by the NWCO. Based on their own experience and knowledge of tools and the sector, CSOs were able to provide constructive feedback on the MIS proposal. Furthermore some CSO members shared their experience to NWCO on the WaSH data base and management.

This clearly illustrates the commitment of WaSH CSOs to support sector-wide efforts and through their added value complement the work and capacity of governmental institutions. WaSH CSOs hope this coordinated approach between the Government and themselves on the National WaSH Inventory is an indication of increased future dialogue between all stakeholders on sector monitoring as a whole. Equally, the detailed guidelines and terminology used in the National WaSH Inventory is fully

welcomed by CSOs, as a reference point for their own monitoring and evaluation, and will aim to integrate this within their own systems.

Undertaking 3: Coordination and Integration

Continue the positive progress towards integrated WASH coordination structures at all levels, ensuring they are practical and aligned with existing institutional arrangements. Specific agreed action plans by next MSF will include:

- *Production of a consolidated WASH sector report by MSF-4. The report would be consolidated by coordination offices at regional level and would cover all implementing sectors (including financial reports of the respective BOFEDs)*
- *This report would include the contributions of all stakeholders, with contributions of CSOs to be consolidated by themselves and then integrated into the consolidated report, in order to generate a full picture of progress made in the WASH sector*

The development of this first Annual Joint WaSH CSO Report is in direct response to the MSF III Undertaking 3. The previous National WaSH Annual Progress Report (2008/2009) presented at the MSF III meeting, covered only updates on large donor programs (IDA, AfDB, UNICEF etc...) and reported only on progress on water activities. Sanitation and Hygiene progress was not included, and only one mention of WaSH NGOs was made in relation to their annual financial contribution to the sector. All stakeholders therefore recognised the need to establish a more comprehensive and all-encompassing consolidated report that would recognise and report on all sector stakeholders' contributions and activities in the sector within a given year.

As a result, WaSH CSOs, committed to first consolidate an annual report on their contributions, which would then be integrated by the National WaSH Coordination Office into a Consolidated WaSH Sector Report for FY 2009-10, to be finalised by MSF IV. This present Annual Joint WaSH CSO Report is the output of the process and methodologies described under section 1.4 of this document. Significant efforts were made by the WaSH CSOs to develop a report that would be aligned and harmonised with indicators, terminology and sector priorities as stated in key WaSH policies, strategies and manuals. The following are just a few clear examples of WaSH CSO's efforts in terms of alignment, harmonisation and coordination:

Timeframe: Within the WaSH Sector, CSOs follow a variety of different financial year timeframes, sometimes governed by their country of origin's financial year or guided by reporting timeframes imposed by their largest donors (for example some CSOs follow the Gregorian calendar year, others an April to March year as per the United Kingdom financial year). However, for this Annual CSO Report, WaSH CSOs decided to follow and adopt the GoE's Financial Year (8th July to 7th July) in order to both align with the Government's own progress reports and to set a standardised timeframe for all CSOs to report to; an essential condition for the data collected to be compatible and analysed correctly.

Reporting By Region: WaSH CSOs operate in every region in Ethiopia (see section 1.6). Usually CSOs tend to report their outputs and achievements project by project or as a total for all their activities within the country. However, in this report, in order to align with the region by region approach to reporting adopted by the GoE, WaSH CSOs were requested to report back on their aggregate efforts per region. This will ensure further compatibility at the time of integrating CSO contributions within the consolidated WaSH Report.

Definition of Terms: When it comes to WaSH terminology, whether referring to different water supply technologies or latrine types, different actors use different words and definitions. This makes comparing progress and aggregating information an extremely difficult task. Therefore with this report, a careful review of sector documents was made in order to harmonise the terminology used while providing clear definitions for each term in the report guidelines, with the source of information for reference purposes. As such, the GoE's Semi-Annual WaSH Report, the National WaSH Inventory Guidelines, and the UAP Access guidelines were all used as reference points in designing the CSO report data collection formats and indicators (see CSO report guidelines for information).

By jointly producing one annual report, WASH CSOs have come together and agreed on common formats, indicators and timeframes. This process has provided CSOs with the opportunity to work more closely together, diminish competition and reduce duplication and conflicting efforts. Together this will greatly contribute to improving coordination and unifying WASH CSOs and thereby build a stronger climate of mutual trust and respect.

Undertaking 4: Capacity Building for Sustainable Service Delivery

Jointly develop a clear and structured understanding of the capacity building needs of the WASH sector, including the measures and resources required to meet these needs. Specific agreed actions plans by next MSF will include:

- *Defining of the minimum capacity building “package” for woredas and regions, including funding requirements and identification of mechanisms to provide such support*
- *Undertake further study on the link between human resource demand and supply, and define the measures required to meet this demand, with a particular focus on TVETs (including capacity building and curriculum development)*
- *Complete the WASHCO Legalization process in all regions*

As highlighted in Chapter 2, the WaSH sector is not short on Policies and Strategies. Targets for increasing access to water and sanitation do not lack ambition. However the translation of these policies and targets into practice, the actual implementation of these plans, is greatly dependent on the skills, resources and capacity of those responsible for carrying them out. The GoE has now reviewed its UAP targets and places significant responsibility for implementing the Universal Access Plan on the ground in the hands of the Woredas and Kebeles. This has been recognised by sector stakeholders, and significant investment and effort is being put into building and strengthening the capacity of WaSH actors at all levels. However, this has so far tended to be sporadic in nature and has lacked coordination. Therefore, the move towards harmonising these initiatives

for woredas and regions through a minimum capacity building package is welcomed by CSOs.

Two key CSO contributions may be highlighted here. The first is the joint Hararghe Catholic Secretariat/ RiPPLE's capacity building support to Regional Government Bureaux. RiPPLE has been supporting professional staff from regional government bureaux to undertake Masters in Development Studies at the College of Developing Studies (CDS), in Addis Ababa University. This course aims to develop individual capacity to work more effectively, including stronger problem-solving skills. Students are provided with a scholarship to undertake the courses and they are also supported during their thesis research in the second year. In the first year students complete a module on WASH delivered by RiPPLE as part of the course. In the second year students complete their theses in one of the focus woredas in collaboration with the programme. In the course of their studies the students are invited to present their work at RiPPLE meetings, LPA meetings and are supported, where relevant, to attend other meetings in Ethiopia. After completing their studies the students go back to their regional government, providing additional skills to their bureau's work. Over the past year, 6 new students have joined and 11 students have graduated from Addis Ababa University coming from Oromiya, Benishangul Gumuz, SNNP Regions and AA administrative city. These graduates are now applying their acquired knowledge and skills back in their respective regions. This system ensures clear links between the capacity building efforts and the actual application of this within the Government institutions.

Secondly, UNICEF has teamed up this year with WaterAid and SNV, to carry a Woreda and TVETCs capacity mapping and Benchmarking initiative that is strategic and timely in supporting the development of an effective and comprehensive minimum capacity building package. It is contributing to identifying the capacity gaps of 18 Woredas and 12 WaSH focused TVETCs in Oromia, SNNPR, Gambella and Benishangul Gumuz regions. The methodology is developed with the full participation of the Woredas and TVETCs identified for this specific purpose. This will contribute and help to improve the capacity mapping and benchmarking of Woreda WASH teams and TVETCs Management, and also provide tested methodologies for strengthening the capacity of Woredas in the whole country and enable them to deliver their required outputs.

Many more activities undertaken by CSOs in collaboration with donors and regional and woreda WaSH offices are actively contributing to improving the effectiveness of capacity building activities and through this the sustainability and impact of these interventions. However, like the two examples above, the key focus is on tailoring activities to the actual needs and gaps on the ground and ensuring trainings and other capacity building activities are followed up and useful in practice.

WaSHCO legalisation is a cornerstone for improving the effectiveness and sustainability of community managed water supply schemes. Providing these community-based groups with a legal entity ensures they are clearly recognised by all actors, give them increasing legitimacy and corresponding accountability. It will enable WaSHCOs to improve their management and operational capacity. Despite the positive start on this by several CSOs and the Ministry of Water Resources, progress has been slow and information and awareness of this process across all sector actors remains low. Benishangul-Gumuz is the only regional state where the WaSHCO legislation has been promulgated and implementation has commenced.

CHAPTER 4: WaSH CSOs' Challenges, Lessons Learnt and Best Practices

Civil Society Organizations are major investors in WASH throughout Ethiopia. Furthermore, they have exceptional motivation, expertise and flexibility that enables them to effectively implement WASH in remote areas where governmental agencies may not have the required capacity. Not least, CSOs bring additional and alternative experience to WASH and can contribute substantially to lessons learned and the achievement of best practices. However, through their work and reaching out to some of the poorest people in Ethiopia, CSOs also face a number of challenges and obstacles.

This chapter is a summary of the key **challenges** encountered by WaSH CSOs over the past year while working in sector, some of the main **lessons learnt** in the process and **recommendations**. This is followed by a selection of CSO best practices and case studies to promote and share with all sector players.

A. Main Challenges and Gaps faced by CSOs and Key Lessons Learnt

In order to present an overview of the most common challenges and gaps faced by CSOs over the past year, these have been organised in six major categories namely: financial, human resources, material resources, process, environmental and policy related issues. For the sake of clarity, each of the subjects mentioned above have been given the following working definitions.

- **Financial:** This refers to any issues relating to budgeting, fundraising, financial implications (e.g.: flow of funds, exchange rates, inflation rates, cost fluctuation, etc...)
- **Human Resources:** This refers to any issues faced relating to staff, consultants, officials, contractors (e.g.: in terms of numbers, capacity, skill set, expertise, commitment, etc...)
- **Material Resources:** This refers to any matter related to spare parts, equipment (e.g.: in terms of availability, cost, competition, quality, adaptability etc...)
- **Processes:** This refers to any issues faced related to project phases including planning, monitoring & evaluation, reporting, implementation, completion, communication etc...
- **Environmental:** This refers to any issues faced relating to the environment (e.g.: water resource management, climate change, natural disasters, pollution etc...)
- **Policy-Related:** This refers to any issues related to policies, strategies (e.g.: in terms of relevance, flexibility, restrictions, level of understanding etc...)
- **Other:** This refers to any issues faced that cannot be recorded under the above categories. These may be cultural, social etc...

WaSH CSOs' qualitative reports, submitted as part of this annual report, revealed that substantial and diverse lessons have been drawn from the challenges and obstacles they have faced. Actions taken, suggestions and recommendations to mitigate these problems are also presented in the summary table below.

Table 13: CSOs Key challenges, lessons learnt and recommendations / actions

Category	Challenges / Issues	Lessons Learnt / Opportunities	Recommendations / Actions
FINANCIAL ISSUES	<ul style="list-style-type: none"> ➤ Increasing costs of drilling, casing, well development and other operation costs, (fuel, construction materials, labour, transport, etc.) 	<ul style="list-style-type: none"> • Price increases and inflation considerations are key to annual plans and budgets • Purchasing materials from Cements, steel and iron sheet factories • Maximizing duty free opportunities • Purchase construction materials from local markets is more sustainable • Floating and processing borehole drilling tenders with government budget closure times attracts more companies as they are idle in this period. 	<ul style="list-style-type: none"> ▪ Raise cost escalation issues with donors early and revise budgets accordingly ▪ Price escalations to be considered during planning and budgeting ▪ Prevent wastage and embezzlement of financial resources by establishing purchasing committees ▪ Be seasonal in undertaking construction activities as the cost of materials tend to be higher in some months of the year ▪ Use low-cost and user-friendly WaSH technologies to minimize costs <p>Purchase construction materials in advance of actual project implementation</p>
	<ul style="list-style-type: none"> ➤ Reduced availability of funds for WaSH activities due to international financial crisis 	<ul style="list-style-type: none"> • Being more creative in mobilising resources and from diverse sources is important • Community demand driven WaSH projects can ease pressure on funds 	<ul style="list-style-type: none"> ▪ Seek to mobilize resources through consortiums and networks ▪ Lobby the government to earmark matching funds for WaSH projects
	<ul style="list-style-type: none"> ➤ Short-term funding from humanitarian donors 	<ul style="list-style-type: none"> • Emergency WaSH situations require planning and funding beyond the immediate response stage 	<ul style="list-style-type: none"> ▪ Lobby and advocate humanitarian donors for long-term WaSH sector funding

Category	Challenges / Issues	Lessons Learnt / Opportunities	Recommendations / Actions
HUMAN RESOURCES ISSUES	<ul style="list-style-type: none"> ➤ Shortage and high turn over of skilled man power in NGOs WaSH sector 	<ul style="list-style-type: none"> • Importance of motivation, in-house training and capacity building for staff retention • Low interest of professionals to work in remote areas 	<ul style="list-style-type: none"> ▪ Work in collaboration with woreda, zonal and regional water sector offices ▪ Invest more in training and capacity building for existing staff members ▪ Carry out periodical assessments of staff salaries and benefits ▪ Plan for easy access and transport to nearby towns for staff in remote areas
	<ul style="list-style-type: none"> ➤ Limited capacity and skills for managing WaSH projects within target communities 	<ul style="list-style-type: none"> • Importance of identifying key people within community and equipping them with tools and appropriate trainings 	<ul style="list-style-type: none"> ▪ Carefully train selected local community members as water technicians, tap attendants and village hygiene promoters
	<ul style="list-style-type: none"> ➤ High staff turn over of government counterparts for WaSH interventions 	<ul style="list-style-type: none"> • Identify and build relationships with multiple staff within the key sector offices 	<ul style="list-style-type: none"> ▪ Document and develop technical notes to share with government offices (improves hand over and induction of new staff)
	<ul style="list-style-type: none"> ➤ Limited capacity of government counterparts for WaSH interventions 	<ul style="list-style-type: none"> • Knowledge of TVETC graduates is more of theoretical than practical 	<ul style="list-style-type: none"> ▪ Support with job refresher trainings ▪ Assign more practical sessions on pipes and fittings related operations at TVETCs and universities ▪ Assign more practical sessions on Water technology, sanitation and hygiene at the universities ▪ Lobby for stronger linkages between the Ministry of Water Resources and Water Technology Universities to boost WaSH sector man power

Category	Challenges / Issues	Lessons Learnt / Opportunities	Recommendations / Actions
MATERIAL RESOURCES ISSUES	<ul style="list-style-type: none"> ➤ Limited availability and poor quality of WaSH equipments and supplies in local markets (generators, fittings, standard PVC, solar equipments, hand pumps, etc) 	<ul style="list-style-type: none"> • Poor quality and limited availability of construction materials affects the sustainability of WaSH services 	<ul style="list-style-type: none"> ▪ Planning should include reviewing WaSH technology choices and assessing market opportunities (supply chain)
	<ul style="list-style-type: none"> ➤ Limited number of WaSH related resource materials (training documents, manuals, etc) 	<ul style="list-style-type: none"> • Lack of information and training resources limits capacity building efforts 	<ul style="list-style-type: none"> ▪ Establish WaSH resource centres at regional and national levels
	<ul style="list-style-type: none"> ➤ Lack of construction materials (gravel, stones etc) near project sites ➤ Inaccessibility of certain remote project sites 	<ul style="list-style-type: none"> • Poor access to project sites can severely delay project implementation and lead to increased project costs 	<ul style="list-style-type: none"> ▪ Carry out assessments of the availability and quality of materials in project area ▪ Explore diverse transportation methods such as pack animals (horses and donkeys)
	<ul style="list-style-type: none"> ➤ Lengthy donor procurement procedures to import project inputs/materials (car, generators, equipments, motorcycles, etc) 	<ul style="list-style-type: none"> • Understanding and being aware of donor procedures in advance helps with planning 	<ul style="list-style-type: none"> ▪ Assess procedures and start procurement processes as early as possible
	<ul style="list-style-type: none"> ➤ Limited logistics (vehicle, motor bikes, computers, GPS, surveying instruments) at woreda offices for WaSH activities follow-up 	<ul style="list-style-type: none"> • The ability to carry out monitoring and evaluation activities is highly dependent on logistical capacity 	<ul style="list-style-type: none"> ▪ NGOs to support woreda water offices logistically in common intervention areas ▪ Lobby the Government to earmark budget and logistics for woreda offices

Category	Challenges / Issues	Lessons Learnt / Opportunities	Recommendations / Actions
PROCESS ISSUES⁵	➤ Slow pace of hygiene and sanitation behavioural change	<ul style="list-style-type: none"> • Importance of linking up behavioural change efforts with grass root structures and community based events 	<ul style="list-style-type: none"> ▪ Establish strong linkages between hygiene promoters trained by the projects and kebele level government health extension agents for project sustainability
	➤ Delays in government approval and signature of new and amended WaSH projects	<ul style="list-style-type: none"> • Ongoing and frequent communications with sector government offices improves project implementation 	<ul style="list-style-type: none"> ▪ Make frequent reminders and updates (face to face discussions) about each project with relevant government offices
	➤ Difficulty of getting access to pipelines for extension work and land for construction	<ul style="list-style-type: none"> • Value of building trust and links with community and local government structures from the start of the project 	<ul style="list-style-type: none"> ▪ Aim to resolve conflicts using local government and community elders and traditional / religious leaders
	➤ Inter-sector (water, health, education) cooperation at regional, zonal and woreda level remains limited	<ul style="list-style-type: none"> • Joint planning, implementation and progress review improves woreda level integration and coordination • Setting-up WaSH coordination offices in all regions improves sector integration and coordination 	<ul style="list-style-type: none"> ▪ Support the Government in institutionalising joint planning, implementation, progress review and reporting in the WaSH sector at all levels
	➤ Beneficiaries limited commitment and poor follow up (maintenance and management) of water supply and sanitation facilities	<ul style="list-style-type: none"> • Importance of involving the community right from inception to build transparency and trust among all stakeholders 	<ul style="list-style-type: none"> ▪ Train village level water operators and support them with maintenance kits ▪ Facilitate technical support and follow up by woreda water offices ▪ Introduce cost sharing mechanisms for projects

⁵ Processes refer to aspects such as Planning, Monitoring & Evaluation, Implementation, Coordination etc...

Category	Challenges / Issues	Lessons Learnt / Opportunities	Recommendations / Actions
	<ul style="list-style-type: none"> ➤ Weak cooperation and response from EEPC to support projects with hydropower energy 	<ul style="list-style-type: none"> • Hydropower energy for pumping is sustainable, cheap and environmentally friendly compared to generators 	<ul style="list-style-type: none"> ▪ Build strong links with EEPC to access hydropower energy for WaSH projects
ENVIRONMENTAL ISSUES	<ul style="list-style-type: none"> ➤ Inaccessibility of project sites due to untimely, excessive and extended periods of rain 	<ul style="list-style-type: none"> • Rain can critically affect transportation of materials and overall project performance 	<ul style="list-style-type: none"> ▪ Need to adapt project cycles based on seasonal planning
	<ul style="list-style-type: none"> ➤ Hand dug wells and boreholes with no water 	<ul style="list-style-type: none"> • This can lead to incurring extra expenditure and delay of project implementation • The need for in-depth geological studies before excavation 	<ul style="list-style-type: none"> ▪ NGOs should actively support and participate in joint ground water potential mapping with the Ministry of Water Resources and Regional Water Bureaus
POLICY ISSUES	<ul style="list-style-type: none"> ➤ Lack of clear IWRM plan and Water Resources Policy not enforced in practice ➤ Ownership of the IWRM issue is hanging between the Ministry of Agriculture & Environment and the Ministry of Water Resources 	<ul style="list-style-type: none"> • Water supply schemes (springs, HDWs, etc) are drying up due to the minimal attention given to IWRM and environmental components in WaSH projects • IWRM practices are essential to limiting surface and ground water depletion and pollution 	<ul style="list-style-type: none"> ▪ Implementation of IWRM in small catchments should be started at woreda level with clear guidance provided ▪ Support and promote the integration of water supply activities with catchment area treatment (e.g.: plantation of trees and fruit seedlings)
	<ul style="list-style-type: none"> ➤ Absence of standards and guidelines for ➤ School WaSH facility constructions and management structures 	<ul style="list-style-type: none"> • National Education policy of Ethiopia does not cover School WaSH adequately 	<ul style="list-style-type: none"> ▪ Construction of schools need to consider WaSH facilities in the design and implementation phases

B. Selected WaSH CSOs Best Practices and Case Studies

WASH CSOs in Ethiopia are numerous and a significant amount of information is generated and presented in a wide-range of publications and reports. This Annual Report is a key opportunity to select and present some of WaSH CSOs major highlights, case studies and best practices in a clear and informative way that is accessible and can be disseminated widely. This way, the sharing of experiences is simplified and consequently increases learning and creates a more dynamic and innovative sector.

A best practice is a technique, method, process, approach or activity that is believed to be particularly useful and effective at delivering a specific outcome. Best practices can be valued based on how innovative or sustainable they are, how much of a difference they can make or how replicable and scaleable they are. They comprise lessons learnt, reflections and analysis on how and why they work.

Systematic documentation and dissemination of CSO key approaches, tools and mechanisms is increasing but remains an area requiring improvement. The best practices presented below revolve around sustainability, approaches and methodologies, implementation of water supply, sanitation and hygiene interventions.

Criteria for selecting best practices and case studies presented in this report include:

- Cross-section of practices with economic, environmental and social impacts
- Community involvement and level of participation
- Scalability and adoptability of the practice
- Knowledge sharing and interest worth

As a result the selected best practices and case studies covered the following themes:

- Functionality, Operation & Maintenance of water and sanitation facilities
- Hygiene and Sanitation promotion
- Action Research & Capacity Building on WASH
- Access to improved water supply and Sanitation and Hygiene promotion
- Equity and inclusion of WaSH Services
- Understanding the needs of vulnerable groups

Selected case studies have been included in the Annex and organizations interested in further information about any particular study or practice should contact each relevant organisation as per the contact details provided.

CHAPTER 5: Key Recommendations by CSOs for the WaSH Sector

A. WaSH CSOs' Key Calls to Action

The following are four calls to action emanating from this report and WASH CSOs combined sector knowledge and analysis. As contributors to the sector and partners in national development, WASH CSOs are committed to do their part in making these a reality

1. WASH CSOs call on sector actors to seize the opportunity of increased attention on sanitation to develop **a clear national plan, budget and financing mechanism for sanitation** that can be translated into action on the ground

The WaSH sector in Ethiopia has a wide-range of policies and strategies. Water supply plans and targets are extensively detailed and, as highlighted in this report, attract the majority of the funding that reaches the WaSH sector. However, despite sanitation recently receiving increased attention and its profile being raised, comprehensive plans, clear targets and earmarked funds for sanitation remain elusive. With the current development of the new GTP and ongoing work on establishing a One WaSH Program, this is an important time to ensure that going forward sanitation receives the right framework in terms of planning and investment required to improve the sector's performance in this area. CSOs would therefore like to call on all sector actors to seize this time of increased attention on sanitation to transform this into practical changes and lobby for clear plans, targets and financing mechanisms for sanitation to be identified and institutionalised within sector policies and strategies.

2. Following on commitments made at MSF 2009, CSOs call for a more **active and public campaign on WaSHCO legalisation** to increase momentum behind this initiative.

WaSHCO legalisation should become a cornerstone for improving the effectiveness and sustainability of community managed water supply schemes. Providing these community-based groups with a legal entity ensures they are clearly recognised by all actors, give them increasing legitimacy and corresponding accountability. It will enable WaSHCOs to improve their management and operational capacity. Despite the positive start on this by several CSOs and the Ministry of Water Resources, progress has been slow and information and awareness of this process across all sector actors remains low. Benishangul-Gumuz is the only regional state where the WaSHCO legislation has been promulgated and implementation has commenced. CSOs are therefore calling for a more active and public campaign on WaSHCO legalisation to raise awareness of and increase the momentum behind this initiative.

3. WASH CSOs call for **a simple and effective water quality monitoring system** to be developed and implemented

The impact and positive effects of providing access to water to rural and urban populations relies heavily on the safety and cleanliness of the water supplied. Only if the water is clean and safe to drink will schemes bring about the planned objectives in terms of health benefits. Although water quality checks are in theory compulsory before all water supply schemes are made operational and open for use, in practice this stage is sometimes overlooked. Or more commonly tests are made at the very

beginning but few water points are checked on a regular basis to monitor any changes in the status of the water and potential gradual contamination. WaSH CSOs are therefore calling for a sector-wide commitment to develop and implement a simple water quality monitoring system including increased information on water quality to be made available, further investment in developing simple and affordable water quality test kits, and increased cooperation between WaSHCOs, Implementing Agencies and Woreda Level Sector Offices to ensure ongoing and regular quality checks.

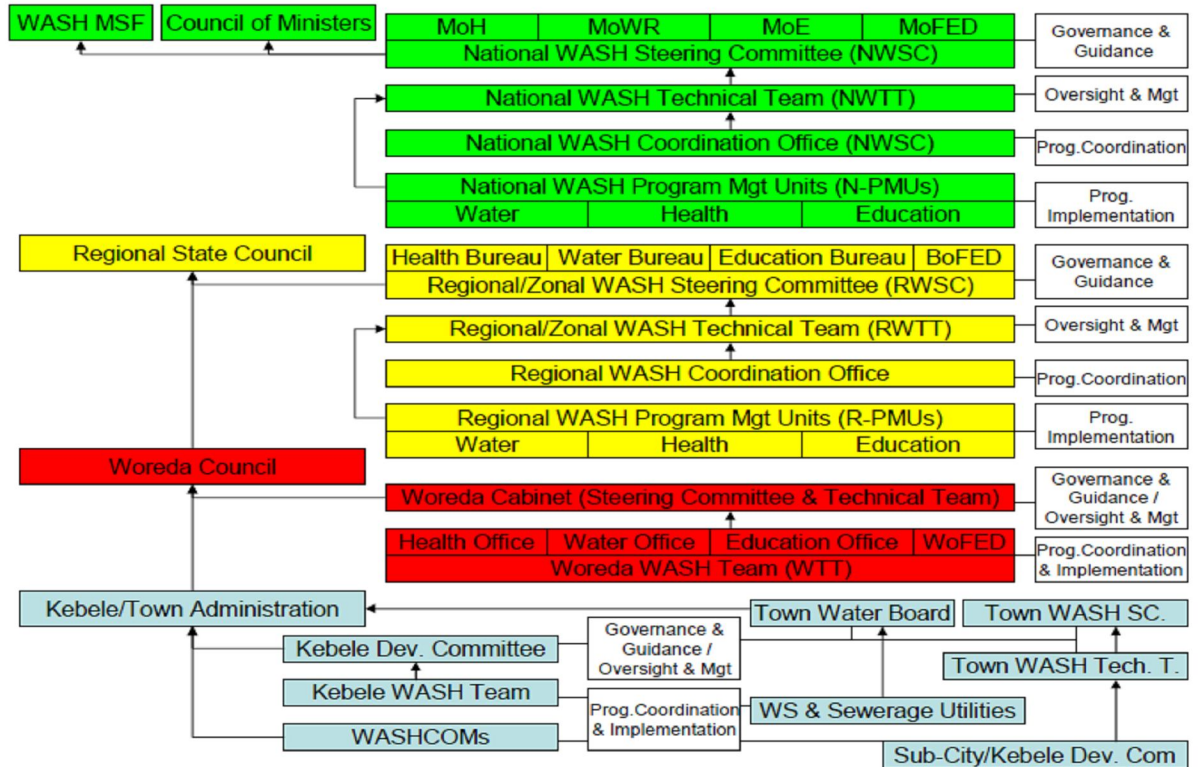
4. WASH CSOs call for **clear and consistent WASH performance indicators linked to practical initiatives at the level where data is being collected** to improve frequency and quality of collection methods and moves towards electronic records that can be easily updated and shared.

The MSF Undertakings provided the opportunity for CSOs to report on their contributions and activities towards achieving these jointly agreed initiatives to improve sector performance. However, what is currently lacking is a clear list of WaSH performance indicators that different WaSH sector actors can measure their annual performance against. A draft set of indicators was developed in the original version of the WaSH Programme Implementation Manual (PIM), a document to be reviewed and updated during the transition phase to the One WaSH Program. Other indicators are also found in various sector documents. CSOs would like to call for these indicators to be standardised and presented within one document, covering not only aspects of water quantity and coverage, but also indicators relating to water quality, equitable distribution and access to services, management of facilities and gender promotion. This should also include clear definitions of all key WaSH terminology as currently numerous inconsistencies and differences for the same information exist across sector documents.

Related to this, existing gaps and differences between sources of information in relation to water and sanitation statistics and data in Ethiopia remains a key challenge to improving sector-wide performance. This also has an impact on the quality and level of detail of reporting emerging from sector actors. The challenges faced in compiling this Annual Joint WaSH CSO Report also highlighted poor data collection and record-keeping practices. Key efforts such as the roll-out of the National WaSH Inventory and the WaSH Management Information System currently under development are clear steps taken to improve this situation. CSOs would like to recommend more practical initiatives to be taken at the level where data is being collected and recorded, to improve the frequency and quality of collection methods and support moves away from over-reliance on hardcopy records towards electronic records that can be easily shared and updated.

ANNEXES

Annex 1: WaSH Institutional Arrangement Diagram



Annex 2: List of all 41 CSOs which have submitted data for this report

A	B	C	D	E
1	List of Organizations who submitted the Annual WaSH Report			
2	S.N.	Name of Organization	Origin	
3	1	ACSO	Local	
4	2	ACTION FOR DEV.	Local	
5	3	AFAR PASTORALIST DEV.ASSOCIATION	Local	
6	4	AOC	Local	
7	5	ARAT KILO CHILD CARE&COMM.DEV.	Local	
8	6	AZMERA YELMATNA BEGO ADRA.	Local	
9	7	Bole Bible Child Care and Comm.Dev.	Local	
10	8	CCF CANADA	International	
11	9	CHILD FUND ETH,	International	
12	10	COOPi	international	
13	11	CPAR	International	
14	12	CVM	International	
15	13	EMMANUEL DEV.ASSOCIATION	Local	
16	14	EOC-DICAC	Local	
17	15	ERHA	Local	
18	16	FOOD FOR THE HUNGRY ETHIOPIA	International	
19	17	GREEN MESSAGE FOR <u>ETH.DEV.ORG.</u>	Local	
20	18	GURMUU DEV. ASSOCIATION	Local	
21	19	HOPE 2020	Local	
22	20	INTERMONOXFAM/	International	
23	21	IRC	International	
24	22	JERUSALEM CHILDREN& <u>COMM.DEV.ORG.</u>	Local	
25	23	LVIA	International	
26	24	ORDA	Local	
27	25	OSRA	Local	
28	26	OXFAM GB	International	
29	27	SAVE THE CHILDREN FINLAND	International	
30	28	SAVE THE CHILDREN UK	International	
31	29	SAVE THE CHILDREN USA	International	
32	30	SNV-NETHERLANDS DEV.OR.	International	
33	31	THE CHARTER CENTER ETH.	International	
34	32	TT&T	Local	
35	33	WAI AI DEV.ASSOCIATION	Local	

36	34	WATRE ACTION	Local		
37	35	WATER AID ETH.	International		
38	36	WOIAITA KALE HIYWOT CHRUCH- TER.DEV.ASS.	Local		
39	37	EWNRA	Local		
40	38	SAVE THE CHILDREN NORWAY	International		
41	39	EKHCDP	Local		
42	40	WORLD VISION ETHIOPIA	International		
43	41	AGRE-SERVICE ETHIOPIA	Local		

Annex 3: Definition of terms used in the Report

Term	Definition	Source / Reference
Hand Dug Well	Water points that tap water from shallow water tables, typically less than 20m deep	NWCO, WASH Sector Semi-Annual Report
Shallow Well	A well drilled by machine having a depth of less than 60m	NWCO, WASH Sector Semi-Annual Report
Deep Well with Distribution	A piped system for water distribution over a large area, either gravity-based or pump-powered, fed from a Deep Well	NWCO, WASH Sector Semi-Annual Report
Protected Spring	Springs located at the point of water extraction, without any distribution system	NWCO, WASH Sector Semi-Annual Report
Spring with Distribution	A piped system for water distribution over a large area, either gravity-based or pump-powered, fed from a spring	NWCO, WASH Sector Semi-Annual Report
Irrigation Schemes	Any scheme constructed with the aim of irrigating land	Annual Joint WaSH CSO Report
Protected Ponds	A small rectangular reservoir collecting rain and runoff water for the purpose of livestock watering and irrigation, even for human consumption if further treatment plant provided.	NWCO, WASH Sector Semi-Annual Report
Cisterns	A water container made of masonry in which transported water and runoff is collected	NWCO, WASH Sector Semi-Annual Report
Rain Water Harvesting Tanks	Collection and concentration of rain water and runoff and its productive use for domestic consumption, irrigation and livestock watering.	NWCO, WASH Sector Semi-Annual Report
Self-Supply	Traditional forms of household water supply (counted only if they produce safe drinking water)	NWCO, WASH Sector Semi-Annual Report
Urban Public Fountains	A tap facility with communal access, provided with two or more faucets	NWCO, WASH Sector Semi-Annual Report
Other	This could include sand dams, animal/cattle troughs, emergency response water supply (water tanks, etc...), biological sand filters etc...	Annual Joint WaSH CSO Report
Functioning WaSHCO	A functioning WaSH Committee can be defined as a group that regularly manages and maintains a water scheme, purchases spare parts when needed, keeps track of repairs and the number of users etc...	Annual Joint WaSH CSO Report

Annex 4: Key events of the past year in the WaSH Sector

Many important events have taken place in the WASH sector over the past year none more so than the **Multi-Stakeholder Forum (MSF) III**, held in Hawassa in October 2009, bringing together all sector actors (government, donors, CSOs and the private sector) to review the performance of the sector and agree on joint actions for the coming year. Important commitments were made during this meeting, focusing on four key undertakings: 1) Harmonization and Alignment 2) Monitoring and Evaluation 3) WASH Coordination, and 4) Capacity Building for Sustainable Service Delivery. A full review of CSO contributions to these undertakings is found under chapter 2 of this report.

In addition, a number of other events are worth mentioning in which WaSH CSOs actively participated and contributed towards. The **2nd Annual Sanitation and Hygiene Festival** was celebrated in November 2009 at CCRDA in Addis Ababa, during which time over 50 CSOs took part. The festival successfully enabled the sharing of experiences among regional groups on urban sanitation, acknowledged existing efforts and discussed the scaling up and strengthening of collaborations and coordination between GO & NGO actors. **World Toilet Day** was also celebrated on the same occasion. Then on March 22nd 2010 **World Water Day** was celebrated with the theme “clean Water for a Healthy world”. The celebration was aimed at triggering all sector actors to increase their commitment and effort towards the provision of clean water to user communities. The event involved more than 300 participants from CSOs, donor agencies the private sector, and government offices. This opportunity enabled the Water and Sanitation Forum to present their upcoming plans and to use the occasion to raise awareness of this Annual Joint WaSH CSO Report, through the dissemination of brochures and leaflets.

Furthermore, the **Forum for Learning (FLOWS)**, a learning forum organized by Ministry of Water Resources with the support of the RiPPLE⁶ program, held a meeting on November 5th 2009 focusing on sharing the experiences of different CSOs on WASH inventories. SNV, WaterAid Ethiopia, and the Hararghe Catholic Secretariat (HCS) all presented their experiences. This also provided the opportunity for the National WaSH Coordination Office to present an update on the National WaSH Inventory, one of the key undertakings of MSF III and explore potential collaborations with CSOs in rolling it out. Plan International, in collaboration with the Ministry of Health and UNICEF, also conducted a **Community-Led Total Sanitation (CLTS) workshop** in Hawassa in November 2009. CLTS is widely seen as an approach with the potential to both raise awareness and offer practical solutions to tackling sanitation and Hygiene issues within communities in Ethiopia. The objective of the workshop was to share experiences among different organizations currently using CLTS as a community behaviour change tool.

Finally, on a global level, UNICEF hosted the first annual High-Level Meeting of the Sanitation and Water for All global partnership in April 2010 in Washington. Finance and water sector ministers from 18 countries attended this meeting including representatives from Ethiopia. This meeting saw Ethiopia, along with other countries, commit to key actions such as increasing domestic spending on water and sanitation,

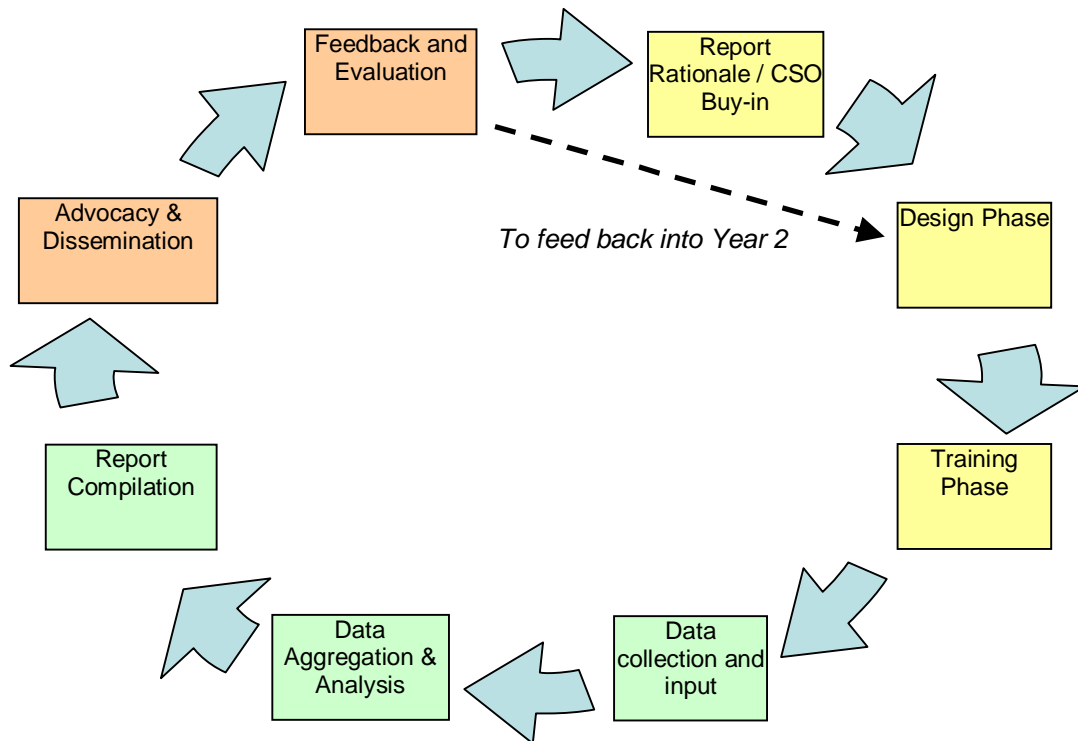
⁶ Research-inspired Policy and Practice Learning in Ethiopia and the Nile region (RiPPLE) is a 5-year Research Programme Consortium funded by the UK's Department for International Development (DFID), aiming to advance evidence-based learning on water supply and sanitation (WSS).

improved targeting of interventions to reach out to the poorest people, and put in place specific measures to improve coordination between different sectors of their governments.

Annex 5: Methodology and Process of the report compilation

In order to develop this report, the WSF Secretariat and members followed a rigorous and participatory process as highlighted in Figure 1.

Figure 1: Diagram of the Annual Joint WaSH CSO Report Process Cycle



Following the decision to develop the first Annual Joint WaSH CSO Report, which was agreed upon and made official in the Multi-Stakeholder Forum (MSF) III statement in January 2010, WSF (see section 1.5 for more information on the forum), as the most legitimate body representing WaSH CSOs in Ethiopia, took on the responsibility to coordinate and lead the development of this key document.

A. Report Rationale / CSO Buy-in

The first step was to raise awareness about this key MSF III undertaking among all WaSH CSOs. This was done through the development of a **concept note on the rationale** for the report followed by a workshop with WaSH CSOs to discuss the importance and benefits of establishing this report and look at lessons learnt from other countries with existing Annual WaSH CSO reports. This provided the basis for increased understanding of the value of this coordination effort, and to get the necessary **buy-in from WaSH CSOs** to commit to contributing to this initiative.

B. Design Phase

Once WaSH CSOs had agreed to develop this report came the need to design appropriate tools and processes to produce the necessary information. Another

workshop was held with a wide-range of professionals and organisations in the sector in order to discuss what type of information to collect, what sector terminology and indicators to align with, and how best to go about getting the data. A small task force was then assigned the responsibility to develop **simple data collection formats** that could be distributed to all participating WaSH CSOs to provide standardised information. These were first **field tested with a sample of organisations** to highlight any major challenges and evaluate how realistic the data required was. This whole process not only enabled all CSOs had a say in the data to include in the report, but also ensured harmonisation with sector-wide information and definitions.

In order to have as complete a picture as feasible of CSO contributions to the WaSH sector, a campaign was launched to actively promote the report through a **sign-up process** involving leaflets, stalls at key events such as World Water Day, and articles in a variety of newsletters. As a result over **70 organisations** signed-up to participate in the report and enabled the WSF Secretariat to plan the next phases and establish strong communication links with all relevant CSOs.

C. Training Phase

Having designed the data collection formats, **comprehensive guidelines** highlighting how to fill in the formats and a list of definitions of all the terms used and their source of reference was developed. Several different **training workshops** were then conducted with all the signed-up organisations in order to run through the information required, ensure guidelines and instructions were clear, and establish agreed submission deadlines for the information to be received. A **training pack** with all the necessary information including contact details, submission instructions and support mechanisms was distributed to all attendees. This was a crucial stage in ensuring all organisations were comfortable with the data required and interpreted the formats in the same way.

D. Data Collection and Inputs

Using the standard data collection formats, encompassing **quantitative and qualitative criteria**, all participating CSOs were asked to record the necessary and relevant information relating to their contributions and work in the WaSH Sector. The quantitative information included information on **water supply, sanitation & hygiene, capacity building and policy & advocacy** outputs and activities. The qualitative information related to organisation's **challenges, lessons learnt, recommendations and best practices**. The WSF Secretariat then proceeded to follow-up with organisations, to support them with any clarifications required and ensure forms were sent on time.

E. Data Aggregation and Analysis

Filled-out forms were sent back electronically to facilitate the work of the WSF Secretariat in filing and aggregating the data. A **quality check** of the data submitted to identify any data discrepancies was first conducted and comments were sent back to organisations needing to clarify gaps or provide previously omitted information. Once the data was clean, this was then entered into a **Statistical Package for Social Sciences (SPSS) database** in order to analyse and run statistical reports on the data collected in an efficient and comprehensive way. A **Report Task Force Team** of five people was established. Members were selected based on their expertise in the WaSH Sector and their attendance of WSF training workshops. The Task Force was responsible for analysing both the quantitative and qualitative data received from CSOs.

F. Report Compilation

Following the analysis of the information collected, the Report Task Force Team, developed an **outline and structure for the report**, and divided the write-up tasks amongst themselves. Once a first draft was completed a workshop was held with the WaSH CSOs who had contributed to the report, in order to share the findings and discuss any inputs to be incorporated in the final document. Based on these discussions the report was finalised and a **two-page leaflet with key recommendations** from WaSH CSOs to be taken-up at the next MSF was developed.

G. Advocacy and Dissemination

The current ongoing phase is one of dissemination of the report through a variety of means to share the report and its findings with as wide an audience as possible, including key ministries, donors and civil society organisations. A **specific dissemination and advocacy plan** has been developed to actively promote and share the report to ensure that emerging recommendations are discussed during sector meetings and dialogues.

The report was developed as the first attempt to highlight WaSH CSOs' contributions to the sector and to be shared with the National WaSH Coordination Office to incorporate into a consolidated WaSH Sector Report highlighting inputs from all stakeholders, including the government, donors and CSOs.

H. Feedback and Evaluation

Finally, following the upcoming Multi-Stakeholder Forum, and the full dissemination of the report, the WSF Secretariat will organise a **feedback workshop** with all participating CSOs to discuss the whole process of this first Annual Joint WaSH CSO Report. This will allow a full review of the successes and challenges met during the process, and incorporate lessons learnt and changes in the design phase of next year's Annual Joint WaSH CSO Report.

Annex 6: Best practices and Case Studies

Best practice / case study 1

Sections	Description
Category / Theme	Functionality, Operation & Maintenance of water and sanitation facilities
Background	Water is a natural resource that plays an important role in economic activities and it impacts on the health and sanitation condition of human beings. However, the sustainability of water services in rural Ethiopia is quite poor due to environmental issues, technical problems and others relating to social and management aspects. Hence, numerous water supply & sanitation facilities currently do not function properly. The sustainability of water supply and sanitation services relies on an effective community management approach. It is important that the provision of water and sanitation systems is not taken as a short-term project but instead adopt a longer-term vision to develop institutions and capacities through which the communities can manage the new system by themselves once the project support comes to an end.
Purpose	To assess factors affecting the sustainability of community-based WASH projects in Addis Ababa city council, Oromia, Southern Nations Nationalities and Peoples (SNNP) and Amhara Regional States
Major Findings / Lessons Learnt	Most of WaSH projects implemented in the study areas were not sustainable as a result of poor community participation and management, institutional, environmental, technological factors and tariff related issues. All these factors need to be considered by implementers as they all affect the sustainability of WaSH projects. To sustain WASH project schemes, it is vital to involve all segments of the community in terms of full participation and control over the schemes' operation and maintenance (O&M), overall management, strategic decision making, ownership and cost sharing for O&M and construction activities. Such community management has to be supported by external agents over a long period of time with regard to technical issues for O&M, training, monitoring, information collection, coordination and facilitation.
Recommendations	<ul style="list-style-type: none"> -Improve knowledge and practices of the community on adequate and safe water supply, sanitation and hygiene beyond awareness creation, using different behaviour change models -Improve community participation (including women, the disabled, poor, rich and the disadvantaged) in problem identification, planning, implementation and monitoring and evaluation -Provide spare parts & hand tools and introduce alternative technologies - Establish water tariff collection mechanisms, bylaws for water schemes and ensure the legal status for water committees for administration and management of water and sanitation facilities - Train and build the capacity of users, water committees, local artisans and Woreda Water Office staff both in technical and management skills -Establish appropriate coordination and networking mechanisms among different stakeholders for effective and efficient service delivery - Increase budgets for project implementation, O&M, M&E, logistical support and office use at Woreda Water Office level

For Further Information: Save the Children UK Telephone No. +251-116291918

Best practice / case study 2

Sections	Description
Category / Theme	Hygiene and Sanitation promotion
Background	Emmanuel Development Association (EDA) is an indigenous non-governmental organization working on integrated community development programmes. It is implementing a project entitled Action Research & Capacity Building in 2 kebeles of Akaki Kaliti Sub-City. The main components of the project are: solid waste management, biogas plant, public shower and public latrine constructions.
Purpose	Develop an effective capacity building and waste management package suitable for urban sanitation interventions.
Major Findings / Lessons Learnt	<p>The project created job opportunities for 20 destitute women and helped to promote hygiene and sanitation in the target area. Women were organized to manage public latrines, showers and a kitchen/cafeteria powered by biogas generated by the latrines.</p> <p>Results:</p> <ul style="list-style-type: none"> • Decreased Household (HH) fuel consumption and indoor pollution • Reduced HH fuel expenditure • Improved environmental sanitation • Provision of organic compost for gardening purposes • Promotion of waste recycling as a mean to generate income • Income generated for the women selling food in the cafeteria
Recommendations	This is a replicable model for the construction of public latrines in urban areas. Other service delivery agencies can adopt this model. This will help to reduce urban waste materials and improve sanitation, and reduce fuel consumption, while creating employment opportunities.

For Further Information: Emanuel Development Association (EDA), P.o.box 908, Tel: 0116460188 e-mail: eda@ethionet.et

Best practice / case study 3

Sections	Description
Category / Theme	Action Research & Capacity Building on WASH
Background	Woytto Community inhabits the area located in Tana Kebele of Bahir Dar town. Before the intervention, the community got water from a private pipeline at very high costs and from far away. The project aimed at increasing community access to water supply at an affordable price and improve household income through the sale of water.
Purpose	<p>Objective of the project: To improve the status of personal and environmental sanitation of two targeted kebeles through establishment of a proper waste disposal system within a three-year period.</p> <p>Specific Objectives</p> <ul style="list-style-type: none"> • To improve the personal hygiene of 1680 people in the target kebeles through adequate sanitation facilities. • To create job opportunities for 30 unemployed youths, 15 destitute mothers and additional income for 10 suburban farmers through waste management (Urban Trash To Rural Cash) • To enable 105 people in the target community to exercise action research and learn how to study WASH and other socio-economic problems, fetch solutions, and act against the problems systematically using local resources • Project main components: solid waste management, biogas plant, public shower and public latrine constructions
Major Findings / Lessons Learnt	The management of the water points constructed have been handed over to the women Self Help Groups (WSHGs) who are members of the Woytto community. The WSHGs now manage the water points and are generating income through the sale of water. Currently two WSHGs are managing and benefiting from the water points for a six-month period, until this is then transferred to another two WSHGs. In time, all eleven WSHGs within the community will benefit through this system of rotation. Self-management of the water points has also provided the opportunity for increased social interaction.
Recommendations	Increased focus and creativity is required by all implementers to ensure the sustainability of water supply schemes. Engaging community structures (e.g.: Women Self Help Groups) is a very effective way of ensuring sustainable facilities.

For Further Information: JeCCDO, Tel: 251-011-6611092, E-mail: jeccco@ethionet.et, JAD Alemu
Tel: 0116623359

Best practice / case study 4

Sections	Description
Category / Theme	Access to improved water supply and sanitation Hygiene and Sanitation promotion
Background	Access to safe water and sanitation are key development challenges in Southern Ethiopia. A baseline study, conducted in 2007 in Halaba, Misrak Badawacho, Kedida Gamela, Damboya, Boloso Sore and Shashego districts of SNNPR, revealed that only 42 & 49 percent of the population have access to safe water and latrines, respectively. The situation in public institutions like schools, and health centres and market places is extremely poor with only about 10 percent of these institutions accessing safe water. Markets are the most neglected with a complete lack of latrines and access to safe water supply. Inspired by experiences and successes from Plan Ethiopia implementing Community Led Total Sanitation (CLTS) in selected villages of SNNPR, SNV introduced CLTS to the 6 districts in September 2008. This case elaborates the processes followed and the key lessons learned by SNV Ethiopia in supporting the implementation of CLTS in the 6 districts.
Purpose	Improve access and the use of latrines and hygiene facilities in the selected kebeles without external subsidy.
Major Findings / Lessons Learnt	Training and triggering CLTS in a village is the easiest part of it. Sustaining the process and momentum is what is difficult. Frequent visits by outsiders after triggering the process appear to be critical in promoting and sustaining community progress. In the 6 districts where SNV works, villages that received frequent follow-ups from outsiders appeared to be doing better than those that were less visited. Communities are very eager to show the positive changes they make and take pride in this. In addition, it appears that communities exhibit and sustain shame at poor and unsafe practices, like open defecation, more when new people come to their villages rather than when amongst themselves. Shame has therefore been a powerful driver of change. These experiences shows that even in a community-led process such as CLTS, outsiders still play a very critical role in sustaining the shame factor and motivating the community to excel. CLTS practitioners should also always be ready and well equipped with know-how to handle extreme shame responses.
Recommendations	<ul style="list-style-type: none"> • Carry out frequent follow-up visits at regular intervals to monitor the sustainability of behaviour changes • Triggering CLTS effectively requires good facilitation skills. A facilitation skill course should always be included in the training of those implementing the CLTS approach.

For Further Information: SNV-Netherlands Development Organization, Kirkos Sub City, Keb 13/14 House No 108 P.O.Box 40675 Addis Ababa, E-mail: ethiopia@snvworld.org, Tel: +251(0)114654386/7/9

Best practice / case study 5

Sections	Description
Category / Theme	Innovation, motivation and sustainability in hygiene and sanitation work
Background	This case study is from the Achefer Woreda Water Supply, Hygiene and Sanitation programme, implemented by the Organisation for Rehabilitation and Development in Amhara (ORDA), and supported by WaterAid (WAE). This experience highlights issues such as the sustainability of promotion work, the sustainability of changed hygienic practice, and the way in which community and local governments can work together. Before the project almost 88% of the rural population of Achefer lacked safe water; observation at field level indicated that latrine coverage in the project area was almost nil (0.2%) and proper hygiene and sanitation practice and awareness extremely low.
Purpose	Use of coloured flags as a motivational tool for promoting household sanitation and hygiene practice.
Major Findings / Lessons Learnt	<p>Three flag system - red, green and white.</p> <p>A household is given a red flag to put up if it includes:</p> <ul style="list-style-type: none"> • A latrine (safely built & well maintained) • A hand washing facility beside the latrine (e.g.: jerry can and tap) • A dry waste disposal pit • Home and compound cleanliness • Family hygiene <p>For a green flag you need 3 of the above (at least a latrine and hand-washing) and for the white flag 2 components (at least a latrine). The promotion workers encourage and support households, assess their progress and then award flags at a community ceremony. Flags can be upgraded as people improve or downgraded if they neglect things. This approach triggers a spirit of competition that drives behavioural change. Also instils a sense of pride, which ensures the sustainability of the efforts done at household level.</p>
Recommendations	<ul style="list-style-type: none"> • Disseminate information on this approach to all WaSH Sector Actors • Adopt this three flag approach in parallel with other innovative sanitation and hygiene education tools

For Further Information: Organization for Rehabilitation and Development in Amhara(ORDA).
E-mail: orda-1@ethionet.et, Tel: 058 220 0985

Best Practice / Case Study 6

Sections	Description
Category	Equity and Inclusion – WaSH and HIV/AIDS
Background	This research investigates the needs of people living with HIV/AIDS (PLWHA) in water and sanitation, their constraints on meeting these needs, and ideas for addressing them through water and sanitation programming by NGOs and government in Ethiopia. The research was done by WaterAid, an international NGO, and Prognyst, a national NGO, in Addis Ababa. The research was prompted by the observation that the water and sanitation needs of PLWHA were not being addressed either by HIV/AIDS programming or by the water and sanitation sector, despite the high numbers of people affected by HIV and their particular needs for clean water and sanitation.
Purpose	To address the WaSH needs of PLWHA and those affected through improved water and sanitation and HIV/AIDS programming.
Major Findings / Lessons Learnt	Results confirmed that the needs of the majority of PLWHA for water and sanitation increase, but their access may be reduced due to discrimination or sickness, so that their needs are not always met. Increased needs for water and latrines occur mainly during the symptomatic phase of HIV, due to the types of opportunistic diseases experienced as well as the medication required. For example, fever increases the need for bathing and washing, and diarrhoea and fever require drinking more water. During the pre symptomatic phase some PLWHA use more water for washing to avoid infections. Increased latrine use was correlated with diarrhoea, which was experienced by two thirds of HIV positive respondents, compared with only one in ten control respondents.
Recommendations	<ul style="list-style-type: none"> • Disseminate the key messages and findings to all sector actors Work with media, especially radio, to disseminate key messages and findings, backed up by reliable medical information • Encourage all CSOs and other sector actors to involve PLWHA and their representatives in WaSH projects • Ensure all existing and new water and sanitation facilities include education on HIV/AIDS in order to tackle discrimination and achieve equity in access • Lobby to incorporate the findings into national policies on WaSH and into the National HIV/AIDS response • Push for funding allocated to HIV/AIDS to be reviewed to include water and sanitation related issues

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Best practice / case study 7

Sections	Description
Category	Equity and inclusion
Background	<p>Background research work carried out by WAE and its partner, ZemaSef, showed that water and sanitation issues barely feature in the extensive international literature on disability. Closer to home it highlighted the fact that the WASH sector in Ethiopia has not identified people with disabilities as a vulnerable group and has thereby severely neglected their particular needs: above all in terms of accessible services but also in addressing the ignorance and prejudice of the wider community in relation to disabled people and WASH. Key points that came out of the research were that people with physical disabilities:</p> <ul style="list-style-type: none"> • need more water than other people for washing (due to frequent falls, crawling on the ground etc...) • find collecting water themselves very difficult because water sources are far, can not carry water, taps may be too high to reach • often do not have enough water for their needs because they have to rely on care-givers collecting water for them • are greatly helped if they have a water tap installed at, or close to, their home by government or NGOs • particularly need latrines as open defecation is more tiring and dangerous for them • need latrines that are appropriately designed as most are impossible to use with wheelchairs or crutches • work hard to manage visiting the toilet alone despite their difficulties, as needing assistance is humiliating
Purpose	Provide a common understanding of equity and inclusion in relation to WASH (including common set of minimum standards and indicators)
Major Findings / Lessons Learnt	<p>Women, men and children with disabilities are among the poorest, most vulnerable and marginalized groups in society. As many as one in five of the poorest of the poor is likely to be disabled. Poverty both causes and is caused by disability. A lack of access to health services and inappropriate health care combined with hazardous living conditions result in more impairment. As people age in poverty they become more vulnerable to preventable disabilities. A lack of options for independent living and adaptive technologies, lack of access to education, and negative attitudes towards disabled people then limit their livelihood opportunities, causing greater poverty. There is great diversity in disability. People with different types of disability experience different challenges, discrimination and degrees of marginalization compounded by gender, HIV and other factors.</p>
Recommendations	<ul style="list-style-type: none"> • Improve and increase water and latrine facilities for all members of the public rather than specific facilities targeted at people living with HIV/AIDS • Tackle discrimination through community counseling and mass media – this is as important as the provision of physical facilities

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Annex 7: Water and Sanitation Forum (WSF) Overview

As the main coordinating body behind the compilation of this report, here is a brief overview of the current WSF. A Water Working Group (WWG) used to operate under the auspices of CRDA since the early 1990s. In 2005 the Working Group was reactivated and served as an important platform for NGOs operating in the sector. The Group organized various discussion forums and meetings for sharing relevant information, experiences and strengthening CSOs. It also acted as the Civil Society Organizations representative in various important sector dialogues. However, the dynamics and ever increasing challenges in the water and sanitation sub sector called for a more integrated and coordinated response from all stakeholders. This necessitated further strengthening of the Group. Consequently the former WWG was promoted to the present Water and Sanitation Forum (WSF).

The WSF of CRDA was therefore officially launched on February 5, 2008 to serve as a common platform for Civil Society Organizations operating in the Water, Sanitation and Hygiene Sub Sector in Ethiopia.

The Forum's major objectives are the following:

- To engage in shared learning and promotion of best experiences in the sector;
- To engage in joint advocacy and lobbying in the sector;
- To network and build partnership among members for better coordination and collective impact in WASH sector; and
- To show the role and contribution of CSOs/NGOs in WASH sector.

Currently WSF has 79 members made up of both local and international NGOs working in the Water, Sanitation and Hygiene Sub Sector. A WSF Steering Committee, comprised of seven member NGOs, is the decision-making body of the forum and meets monthly or twice a month depending on the need.

WSF has been working closely with a wide-range of sector actors, including the Ministry of Water Resources and the Donor Assistance Group - Water Group. As it evolves it aims to establish strong partnerships with other relevant Federal and Regional Government Offices, the private sector, and other like-minded actors such as Regional and International WaSH Networks.

As such, WSF took on the responsibility to coordinate and facilitate the development of this first Annual Joint WaSH CSO Report, liaising with both existing WSF members and non-WSF members to gather all the necessary inputs and data to compile the report.