

## Back ground

The third annual multi-stakeholder Forum held in Hawassa, on 15 and 16 October, has highlighted that one of the main weaknesses of the sector is lack of a consolidated national report and has proposed the production of a consolidated WASH sector report by MSF-4 to be one of this year's undertakings. The sector report is expected to include the contributions of all stakeholders, including Civil Society Organizations, in order to generate a full picture of progress made in the WASH sector. Building on the MSF agreements, WSF is now taking the first step to initiate a consultation process, involving WSF members and other NGOs working in the sector. This will lead to the development of a consolidated WaSH CSO report, which will then be integrated into the national WaSH sector report.

Accordingly, the Forum has initiated a process to develop an annual joint WaSH CSO report that feeds into a national WaSH Sector report.

As part of the process, WSF conducted a half-day consultation workshop on November 13, 2009 and facilitated discussion and reflection on the rationale for this type of Annual WaSH CSO report and the process followed in other countries.

Finally the participants agreed on a joint way forward.

The water and sanitation forum has also a plan to organize a similar workshop on mid December to deliberate on the draft report format and the time frame.

This report comprises the summery of the presentations, the inputs of the participants and the agreed upon action points and way forward.

## 1. Presentations

### 1.1 Common CSO Challenges and Criticisms

Common Challenges/Criticisms faced by WASH CSOs	Linked Benefits / Value of an Annual Joint WASH CSO Report
Poor quality, unreliable, inaccurate and incompatible WASH sector data	Agreeing on common data collection formats and guidelines would improve consistency, accuracy and compatibility of data among CSOs
No system of recording CSO contributions to WASH sector plans and targets	A joint report produced on an annual basis would represent a clear, concise and structured record of WASH CSO contributions to sector targets and highlight the geographical distribution of their services
Absence of a simple, reliable and accessible joint WASH data management system	Report formats completed and submitted by participating CSOs would be recorded and aggregated in a simple database for analysis and review
Lack of understanding of each others work between CSOs, conflicting approaches and duplication of efforts	A joint report would provide the space for CSOs to work together towards common objectives, and in the process learn about each other, exchange information, and make CSOs aware of other CSOs working in the same area
Lack of trust between WASH CSOs and lack of openness to share information	Joint planning towards an annual report will build trust and confidence among CSOs and highlight their complementarity rather than their competition
Limited WASH CSO information leading to lack of trust between government and CSOs	Producing an annual report on WASH CSOs contributions, will improve relations with government by clearly showing CSOs worth and added value
Weak documentation practices and limited dissemination/sharing of information	The report and associated formats/guidelines can support the sector in improving documentation practices, highlight gaps/opportunities that require further research/attention, and the final document presented at the JTR/MSF processes will ensure wide dissemination

Limited transparency and weak upward (to government/donors) and downward (to project beneficiaries) CSO accountability	Producing and disseminating a report on CSOs performance in the WASH sector will represent a clear effort to be more transparent about successes and challenges and therefore increase CSOs accountability to all stakeholders
Uncoordinated and lack of clear evidence-based CSO advocacy messages	The report can become an evidence-based document for WASH CSOs to use as an advocacy tool in highlighting their contributions and best practices in a unified and coordinated voice and therefore maximise their impact
Limited alignment of CSO approaches and monitoring with Sector-wide / Governmental processes	The report provides the opportunity for WASH CSOs to show their willingness and commitment to harmonisation and sector processes by aligning the CSO format with national/government formats, indicators and standards
Insufficient funding flowing to the WASH sector for CSOs	The report can become a clear example of successful coordination and a track-record of the value of CSOs interventions and therefore help to raise the credibility and importance of CSOs in the eyes of donors
Lack of sustainability of constructed schemes and standardised processes and definitions to monitor progress and achievements in a consistent way	The clear formats and regularly collected data and analysis for the report will help future planning, improve decision-making and support CSOs to produce consistent high quality work
Imbalanced focus on hardware activities in comparison to software activities	An annual Joint Report can help to highlight imbalances in the sector, gaps that need to be addressed and advocate for changes in a coordinated way

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## 1.2 Presentation on a brief overview of sector performance review processes

In the Water Sector, multi-stakeholder sector reviews started only recently with EUWI supported country dialogue and the formation of the national WaSH structure in the move towards a national WaSH program. MoU signed between Water, health and education ministries, in 2006, for integrated WaSH service delivery, identifying responsibilities and areas of cooperation and coordination between the Ministries, lay the foundation for the National WaSH program, the National WaSH structure and linked multi-stakeholder sector review processes like the MSF and JTR explained below.

**The Multi-stakeholder forum (MSF)** - is an annual meeting of all stakeholders in the WaSH sector (involving national & regional govts, UN agencies, NGOs, private sector & donor community) to reflect on sector progress, to account to stakeholders and to open space for policy dialogue and agree on sector priority actions. So far three MSFs are organized. The absence of a comprehensive and consistent sector report is one of the challenges of the MSF.

The third MSF was organized in October 2009 in Hawassa by the National WaSH steering committee. It has identified the following four sector undertakings for the year:

**1- Harmonization and Alignment:** transition towards a harmonized National WASH program

**2- Monitoring and Evaluation:** establishment of the WASH sector M&E framework, Completing basic WASH inventory in all Woredas and piloting WaSH MIS

**3- WASH Coordination:** Production of a consolidated WASH sector report by MSF-4 with NGOs Report feeding to this

**4-Capacity Building for Sustainable Service Delivery:** Defining minimum capacity building “package”; matching human resource demand – WaSH TVET’s improvement, WASHCO Legalization

**Joint Technical Review missions (JTR)** – These are semi-annual review missions conducted by national WaSH technical team with the aim to agree on progress in the sector, to reach a consensus on priority and policy and program actions and to identify responsibilities for achievement. This forum is expected to provide the space for dialogue on operational issues as MSF does on policy. The findings are expected to feed to the annual MSF and four JTRs are conducted so far.

**National M&E framework** – Currently a national M&E framework is develop with the aim to develop up-to-date WaSH data base and to guide planning and future investments in the WaSH sector & to ensure equity in distribution of WaSH services. The national M&E framework aims to replace the multitude of formats & reporting systems in the sector with a unified WaSH M&E reporting framework. It will provide data for sector review processes like JTR & MSF. A National WaSH inventory is planned to be conducted from November 2009- Apr 2010. The planned inventory has simple formats for data collection on rural water supply, WaSH services in schools and health canters and household hygiene and sanitation condition.

## 1.3 Lessons and Recommendations from other Countries' Experiences of Annual Joint WASH CSO Reports

### PLANNING

- All participating CSOs should have a **clear understanding of Joint Sector Performance Monitoring processes & frameworks**
- Need to ensure the forum has a **complete and up-to-date membership database** for participating CSOs (CSO Directorate)
- **Planning for the Report** (Roles & Responsibilities, Methodologies, Timelines) should be **included in annual work plans** and done several months before data collection starts
- **Reporting** for the Annual CSO Report should be made **part of the CSO network membership requirements**

### COORDINATION

- Establish a **Core Group** (Technical Team / Steering Committee) to lead the whole process
- Assign a **Focal Person** for overall reporting and organisational management responsibilities
- Communications should be **tailored to CSOs IT and Human capacity** (Capacity Building Assessment)
- Coordination should make **use of existing decentralisation processes** to minimize duplication and maximize resources
- **Separate Administrative tasks from Coordination Duties**
- All participating CSOs should have a clear understanding of the **Forum Secretariat's role and mandate**
- Participating CSOs should be involved in **reporting, planning and evaluation** (for full ownership and involvement in the report)
- **Linking members** with higher capacity with those with lower capacity (as a support mechanism within regions where several CSOs operate)

### REPORTING

- The WASH CSO report should be **aligned with Governmental / Sector processes** to avoid duplication and improve sector harmonization
- The **Reporting Format** should be designed before the analysis database is developed to ensure consistency of formats and information
- **Regular reminders** about deadlines and key dates should be provided

### DATA COLLECTION AND ANALYSIS

- Clear **guidelines** for data collection processes and formats should be developed to ensure consistency in reporting by all CSOs

- A data **quality check process** should be established to ensure data accuracy and identify potential gaps in reporting

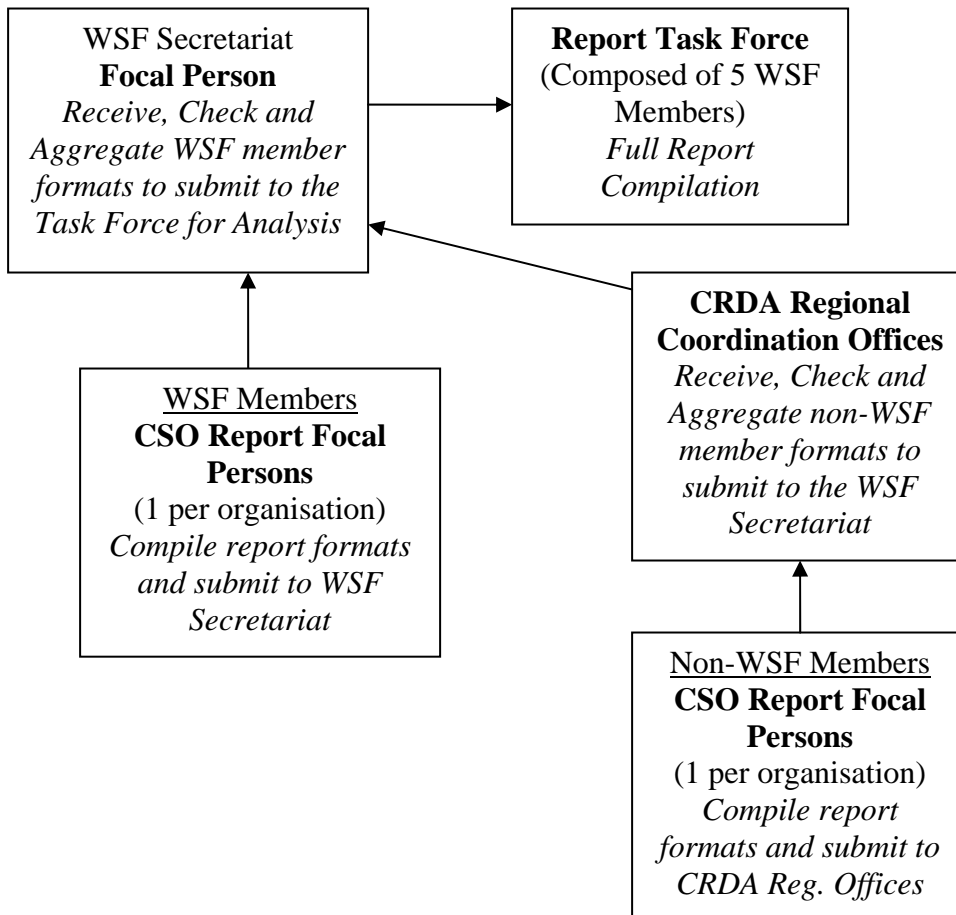
## 2. Summary of Participants' Inputs to the CSO report Process and Format

Following a brief presentation on the Lessons Learnt and Recommendations from other countries' experiences of Annual WASH CSO Reports, the participants were divided into 3 groups, each focusing on one of the three questions below. Here is a summary of participant's inputs and presentations which will feed into the development of the draft report format and road map proposed as next steps

### Report Coordination

What type of structure and communication methods for coordinating a report would work in Ethiopia? (Leading body, support mechanisms, regional/zonal coordination, communication tools and channels etc...)

#### Suggested Report Coordination Structure



#### Suggested Communication Tools for Coordination

- Preferred means of communication would be Email

- Soft copy of report formats and guidelines on a CD-Rom can also be posted
- Hard copy of Formats printed and sent out for those without access to internet

*Discussion points:*

We need to ensure that double reporting is not taking place both between an international NGO and its implementing partner, and more generally between what CSOs are reporting as their achievements and what Governmental offices may be reporting in jointly implemented projects. Suggestion that Project Agreements between CSOs and Regional Bureaus could be used to clearly identify who is implementing which part of the project and therefore who can report what as achievements.

**Report Alignment**

What existing formats should be taken into consideration and aligned with? (Report formats, indicators, accepted standards/criteria, etc...)

- Need to assess CSOs existing reporting requirements and formats
- Need to develop a reporting format that is aligned with current governmental sector-wide frameworks and formats (e.g. WASH M&E Framework, National Inventory formats)
- Ensure all participating organisations (WSF and non-WSF members) to the Annual WASH Report are fully aware of and have a good understanding of Governmental Sector Performance tools and processes
- The report format should consider the interests of all WASH stakeholders (CSOs, donors, Government, Communities)

*Discussion points:*

The need to adopt a realistic approach to the first Annual WASH CSO Report was emphasised by having a stepped approach. This would require starting with basic simple formats and gradually every year makes this more detailed and in-depth.

**Scope of Report,**

What should be the scope of the report in terms of data collected and analysed? (Areas and type of information rather than specific data)

- The report should cover more than Water Supply, Sanitation and Hygiene Data (i.e. should also include information on Water for production, Irrigation, etc...)
- Information on the approaches CSOs have used in delivering services or research should be included.
- The report should also capture information on networking experiences
- A mapping of WASH actors should be included to highlight in what area each CSO is working (geographically, thematically)
- Report needs to focus not only on quantitative outputs but also have indicators to capture the impact of CSO interventions
- A section on challenges faced, lessons learnt and policy recommendations should also be considered
- Report to cover both service delivery and policy & advocacy work of CSOs

#### *Discussion Points:*

Similar to the group discussion 2, all agreed that in an ideal world a very detailed set of data and information would be incorporated into the report format. However it was also recognised that due to capacity and time constraints, and the fact this report will be the first of its kind, it is crucial it remains realistic in its scope. The format can then be added to as this process becomes institutionalised within CSOs plans.

### **3. Current initiatives Led by WSF**

Currently there are 3 major activities initiated by WSF which require the utmost support of The CSOs working in the water and sanitation Sector. These activities include:

- WaSH CSO Directory development
- Advocacy and Communication capacity assessment
- Workshop on the WaSH Inventory

#### **WaSH CSO DIRECTORY DEVELOPMENT**

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Currently there is no directory for CSOs working on WaSH. However WSF has its own list of members' profile but this has the following gaps:

- CSOs details are not complete and it doesn't incorporate all WSF members
  - It does not include Non-WSF members working on WaSH
  - It does not incorporate all the required information and data
  - It is not well organized and has no system for regular updates
- **Challenges resulting from the absence of a well organized directory**
- Difficulty in communication and planning WaSH related activities
  - Difficulty in sharing roles and responsibilities
  - Difficulty in involving all the CSOs in common sectoral engagements
- **Objectives of the WaSH CSO Directory**
- To develop a database of all NGOs working in the WaSH sector in Ethiopia that can easily be updated and used for reference. The directory will include both Local and International CSOs.
- **Current development of the directory development activity**
- A ToR has been prepared and circulated electronically
  - The selected consultant will start the directory work in the coming two weeks

#### **ADVOCACY AND COMMUNICATION CAPACITY ASSESSMENT**

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A capacity assessment is part of the Governance and Transparency Fund (GTF) program under Output 1: “**Strong and well-functioning CSOs and CSO networks capable of influencing the design, implementation and evaluation of effective WASH policies at all levels**”. Previously, a quick capacity assessment on WSF member's policy engagement capacity was done for baseline purposes. Now there is a need for a more comprehensive assessment.

- **Advantages of the capacity assessment**
- Knowing the CSOs capacity helps:

1. To plan appropriate activities in the future planning
2. To identify appropriate means of communication for advocacy and other activities
3. To develop future capacity building plans on advocacy and communication

→ **The Capacity Assessment will be done by WSF secretariat**

### **WORKSHOP ON WASH INVENTORY**

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Aim of Workshop:

- To discuss how CSOs can support the National WaSH Inventory roll out
- To provide the opportunity for the National Water Coordination Office to present to CSOs the guidelines and their link to the WaSH M&E framework
- To agree on future areas of collaboration with government on WaSH M&E

→ What is expected from CSOs? 1) Ownership and alignment 2) Active engagement & support

#### 4. Proposed next steps

Activity	Purpose	responsibility	Time frame
Familiarisation Workshop Write-up and Dissemination	Capture the points discussed during the first half-day workshop and send to all participants for them to share with their colleagues and partners	WSF Consultant & WSF Secretariat	Nov 09
CSO Directory of all CSOs operating in the WASH Sector	Map all CSOs operating in the sector, to compile an up-to date WASH CSO database including contact details, areas and type of intervention, to ensure smooth coordination and communication during the report compilation	External Consultant	Nov 2009 - Jan 2010
Capacity Assessment of WASH CSOs IT and Communication	Assess the capacity and preferred means of communication of WASH CSOs to adequately tailor the communications / coordination of the report to these	WSF Secretariat	Nov 2009 - Jan 2010
Develop a Draft Report Format to be discussed among CSOs	Based on 1st workshop inputs, a small task force team to develop a first draft of the Annual WASH CSO Report format to be presented and reviewed by all WASH CSOs	Task Force led by WSF Consultant	Nov - Dec 2009
Road Map for the Annual WASH CSO Report roll-out and compilation	Develop guidelines on the proposed process to follow for the roll-out of the Annual WASH CSO Report (including timetable, coordination structures and methodologies)	Task Force led by WSF Consultant	Nov - Dec 2009
Report Format and associated Road Map Workshop	Hold a workshop to present the Draft Report Format and Road Map so that all WASH CSOs can review, give inputs and agree on the Annual Report Format and	Facilitated by WSF Consultant and WSF Secretariat Participants from both WSF and non-WSF members	Mid-Dec 2009

	processes to follow		
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