

All systems go Africa

Rural Water Systems Strengthening in Marginalized and Shock-Prone Contexts

A Southern Malawi Case Study

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Presented by: Boyce Nyirenda, WASH Programme Manager, WaterAid, Titukulane Project
Kyla Gregoire, CARE USA Water+ Advisor



Titukulane: a *Resilience Food Security Activity* in Southern Malawi



Food Security & Poverty at the Center



Nutrition & MCH



WASH



Agricultural Livelihoods



VSLAs



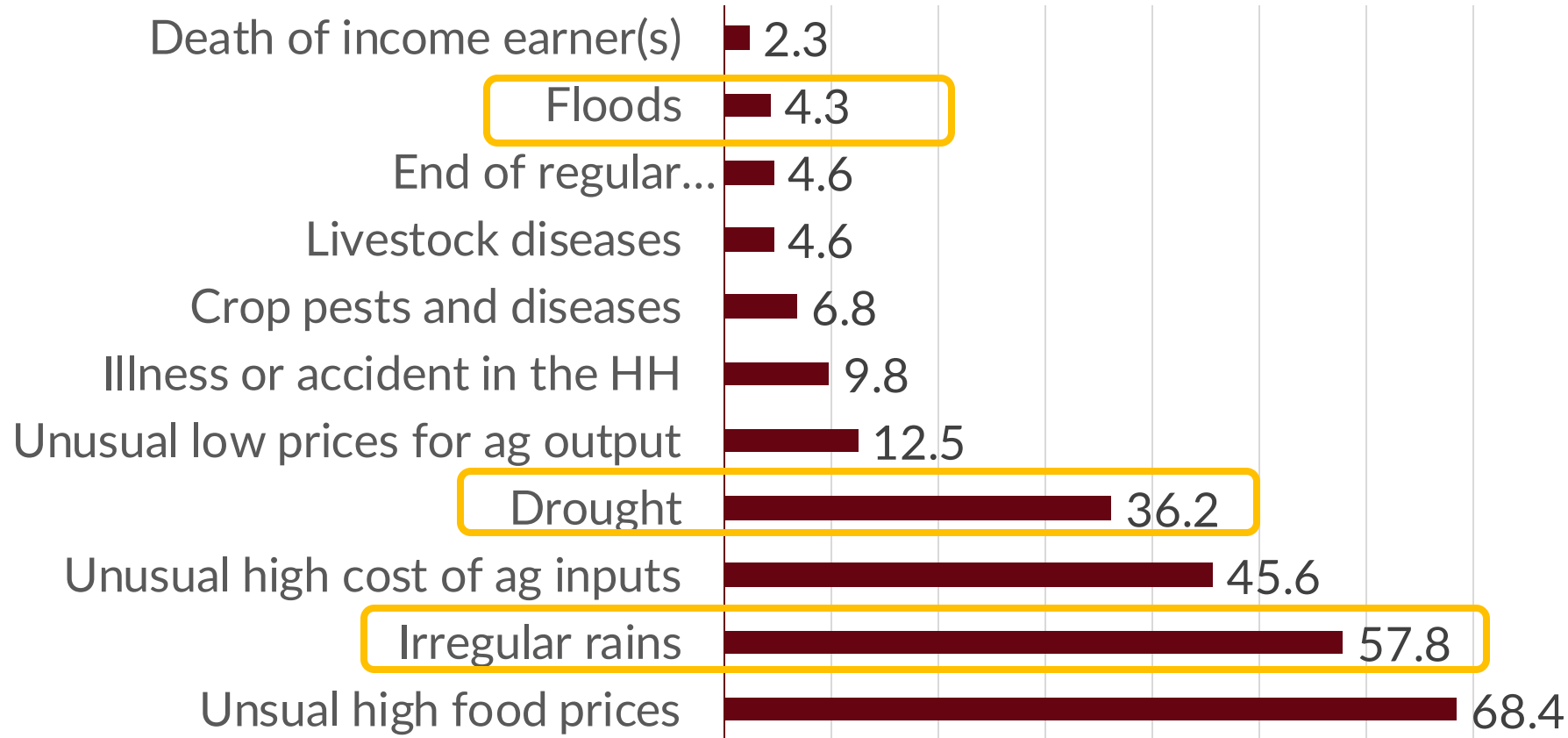
Gender and Youth Empowerment



Water Security often Reigns in RFSA Contexts

Droughts and Floods are often significant shocks:

(% HHs affected in last 12 months, 2016/17)



RURAL WATER GOVERNANCE IN RFSAS:

Where are we and where are we trying to go?

Most RFSAs

Box 4: Professionalisation of water service

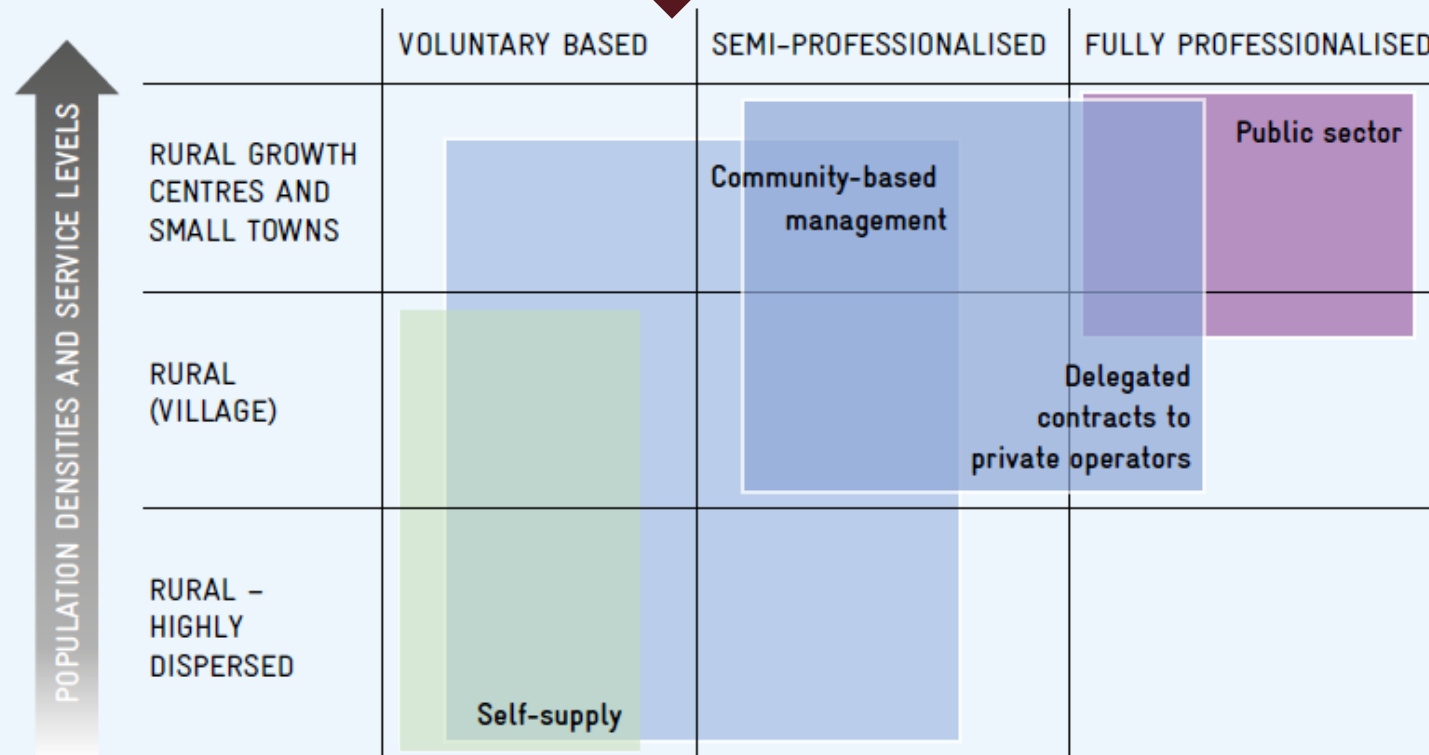


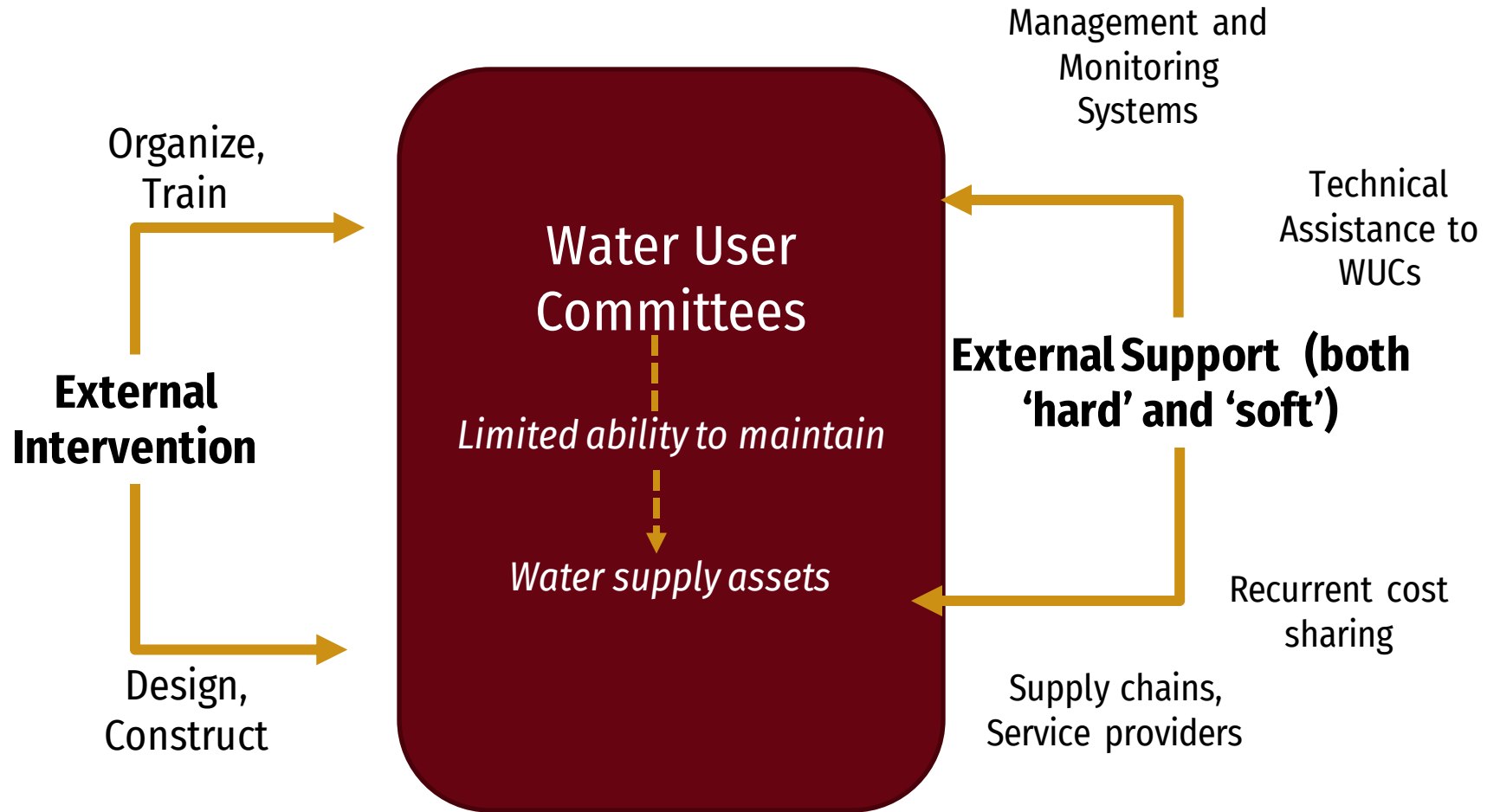
Figure 3: Types of 'rural' settlement and typical modes of service delivery

(Source: Lockwood and Smits, 2011)



A RURAL WATER GOAL FOR RFSAS:

Supported Community-Based Management



Titukulane seeks to improve women's, men's, girls' and boys' use safe water and sanitation at home through:

Concerted Systems and Governance Learning:

'Refine & Implement' Year focused on concurrent systems and infrastructure needs assessments

Community-to-District level Systems Strengthening

- Strengthening District and Community **capacity** to plan, budget, maintain, operate and **sustain water infrastructure and service delivery.**
- Operationalize DWDO/DHO National Governance Standards (O&M capacity strengthening; service reliability;

Infrastructure Investments

- Design and construction works of **reticulated systems**
- **Construction QA/QC and contract management;** Water Safety planning



An initial learning year that focused on developing a systems approach to rural water:



Findings (i.e. Drivers of non-functional water services):

Non-functionality of boreholes immediate linked to: poor siting (including groundwater yields); poor construction quality; poor water quality (fluoride, E.coli)

Water Point Committees (i.e. CBM model) is primary management model, with limited efficacy: (i) **community mistrust, low transparency**; (ii) **high stress/attrition**; (iii) **non-compliance and overlap with service agreements and private mechanics**; (iv) **fragmented relationship with local government**; (v) poverty, seasonal incomes - low tariff rates; (vi) dependency beliefs; (vii)

Application of Findings in TTK:

- Additional **feasibility parameters integrated into standard contracting procedures** and docs (e.g. yields, WQ, GW depth)
- Development and dissemination of **construction standards and Accountability Framework** to contractors and GoM to enforce standards.
- Expand scope for **reticulated DW investments** in high yield zones
- **Ministry-level engagement on water point construction and water quality standards**
- Prioritized **official review of CBM model and policies**—tariffs, term limits, training structures and curriculum, incentive structures, mobile money, role definitions.
- Influenced **National call for CBM review**
- **MoWatSan leading review process**
- Borehole banking (through VSLA) to incentive tariff payments.
- ProWASH Life Cycle Costing approach

What actors & factors contributed to creating **systems-focused learning** in year 1?



| What often doesn't work? | What TTK did to be more effective? |
|--|--|
| WASH leads without systems strengthening capacity or focus and/or lack STTA to support this. | A RFSA WASH team with strong governance and systems <u>capacity</u> (bolstered by HQ STTA with this focus) |
| Under-resourced assessments. Assessments repeating what's already known or available in literature. | An appropriately <u>resourced</u> ToR that was grounded in systems- and governance-focused questions and methods. |
| Consultants without sufficient and relevant capacity to conduct meaningful FR. | A consultant with background and <u>capacity</u> to execute the ToR |
| 'Outsourcing' the learning to a consultant. | RFSA team ensures consultant oversight, support, and co-learning (i.e. <u>motivation</u>). |

Titukulane Intermediate Results so far:

Facilitated participatory development of the Accountability Framework (AF) & informed with the Year 1 WASH Learnings

- ✓ AF redefines accountabilities of MoW&S, District Councils, and National Construction Industry Council of Malawi (NCIC), NGOs, and others.

Influenced review of Malawi's CBM model and sparked a national conversation on professionalization of management

- ✓ MoW&S commissioning assessment of **professionalization of management arrangements** with support from A4C.

Developed a TTK Water Governance strategy, aligned with the GoM National Water policy (2005), and A4C WASH Systems Building Blocks.

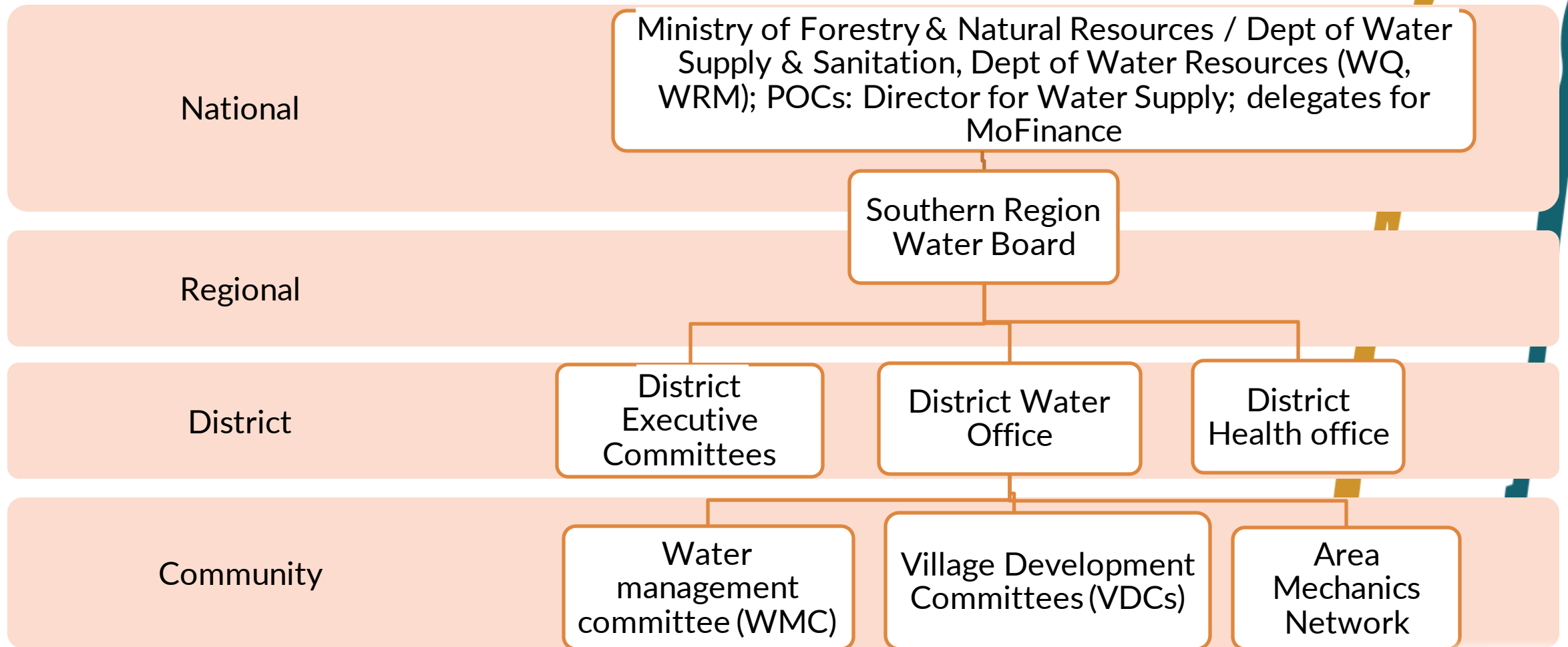
- ✓ Clearly defined approaches & building blocks within the goals, scope, and manageable interests of Titukulane.

Influenced WatSan Directorate to institutionalize district-level WASH Master plan

- ✓ Will help to scale to all 28 Districts by the end of 2023.

What else has been critical to success?

Titukulane builds on existing systems, policy, and people:





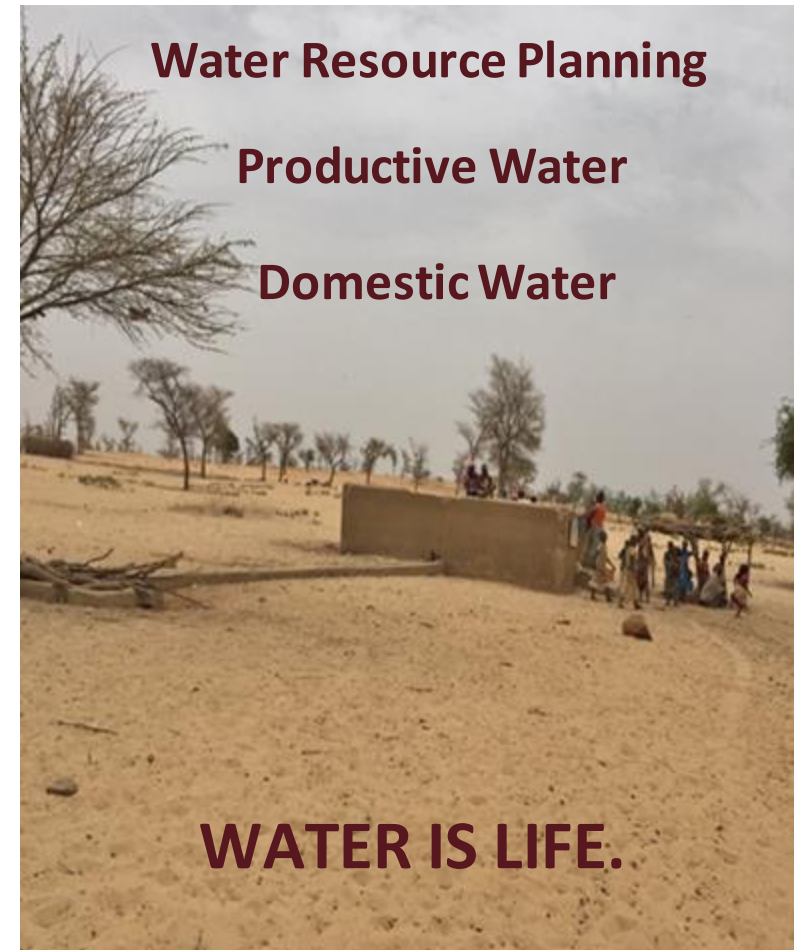
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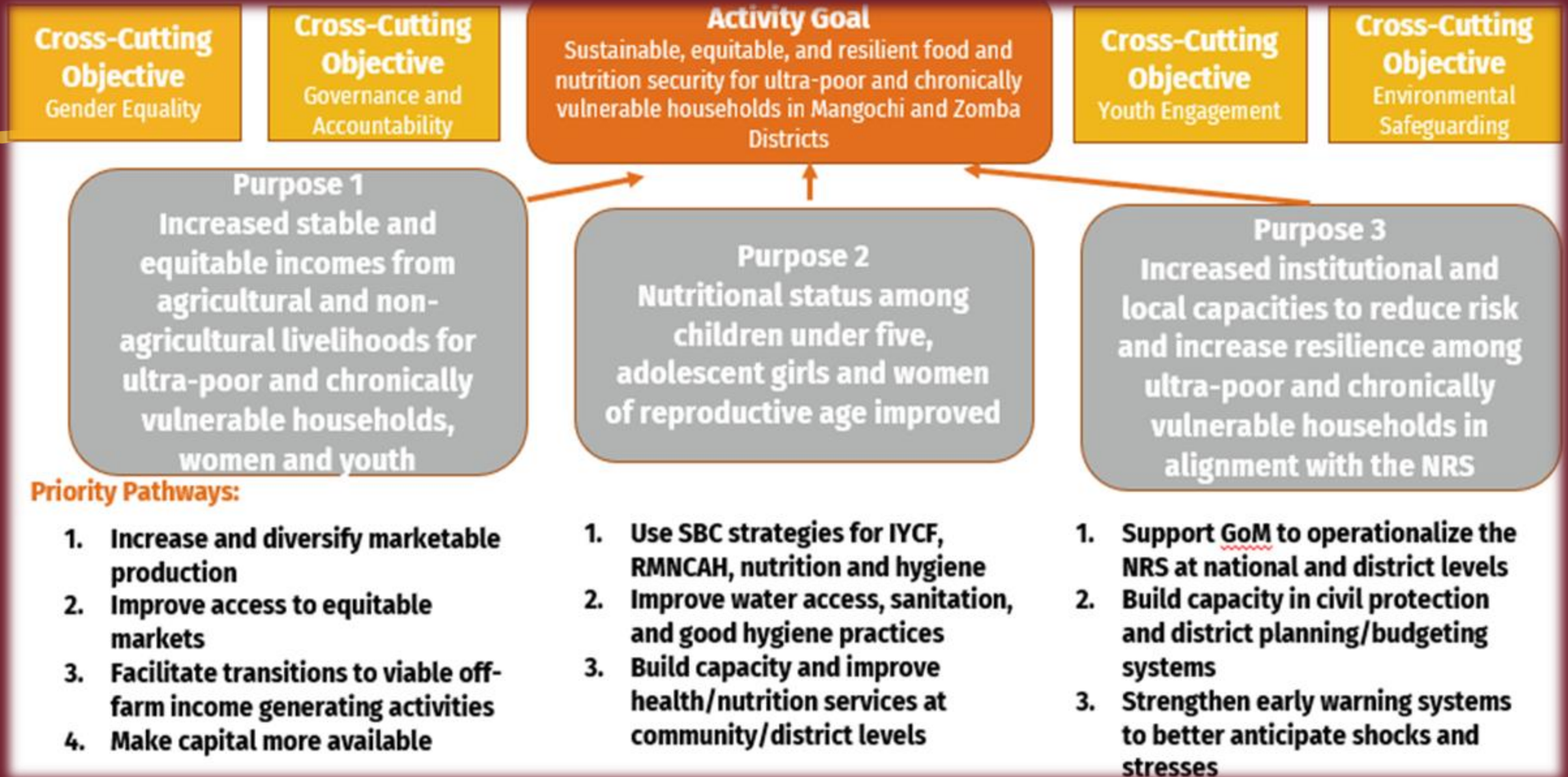
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WATER, FOOD SECURITY, AND RESILIENCE



DFSA Theory of Change & Priority pathways



Titukulane WASH goals and targets

| SP2.2: Safe water and sanitation | LoA Targets |
|--|--|
| <p>2.2.1: Access to drinking water</p> <ul style="list-style-type: none"> • R&I Water ‘Feasibility’ Assessment informed infrastructure investments (pre-design work) and governance strategy • Infrastructure investments: community water service rehabilitation and construction • Governance: Operationalize DWDO/DHO National Governance Standards (O&M capacity strengthening; service reliability; construction QA/QC and contract management; Water Safety planning) <p>2.2.2: Access to sanitation</p> <ul style="list-style-type: none"> • R&I Sanitation ‘Supply Side’ Assessment informed MBS and SBC strategies • Layered SBC through CARE groups, market-based sanitation, VSLAs; integrated with WaliWali hygiene campaign • Supply-side investments to meet demand for sanitation and hygiene <p>Hygiene: R&I Hygiene formative research informed SBC strategy to increase access and utilization of handwashing services; WaliWali hygiene campaign rolled out (linked to SP2.3)</p> | <p>Basic DW (BL + 20%)</p> <p>Basic San (BL + 20%)</p> <p>Basic hygiene/handwashing (BL + 25%)</p> <p>No. Villages with water services that meet quality standards and meet needs of users</p> <p>No. Water Committees with management plans implemented</p> <p>Percentage households practicing OD (BL – 20%)</p> |

What did the Learning Year tell us?

Findings (Drivers of non-function water services):

Non-functionality of boreholes immediate linked to: poor siting (including groundwater yields); poor construction quality; poor water quality (fluoride, E.coli)

Water Point Committees (i.e. CBM model) is primary management model, with limited efficacy: (i) community mistrust, low transparency; (ii) high stress/attrition; (iii) non-compliance and overlap with service agreements and private mechanics; (iv) fragmented relationship with local government; (v) poverty, seasonal incomes -> low tariff rates; (vi) dependency beliefs; (vii) political interference from chiefs; and (viii) low capacity for routine maintenance.

Uptake and Application of Findings (what did we do about it):

- Additional feasibility parameters integrated into standard contracting procedures and docs (e.g. yields, WQ, GW depth)
- Development and dissemination of construction standards and **Accountability Framework** to contractors and GoM to enforce standards.
- Expand scope for reticulated DW investments in high yield zones
- Ministry-level engagement on water point construction and water quality standards
- Prioritized official *review* of CBM model and policies– tariffs, term limits, training structures and curriculum, incentive structures, mobile money, role definitions
- Influenced National call for CBM review
- MoWatSan leading participatory review process towards professionalizing Management Arrangements of rural water supply in Malawi (Agua Consult).
- Borehole banking (through VSLA) to incentive tariff payments.
- Pro-WASH Life Cycle Costing approach

The intermediate results – cont'd



- Titukulane has also **supported the development of the Governance strategy**. This strategy is aligned with the GoM National Water policy (2005), the sector WASH Systems Building Blocks. In this vein, we have identified approaches that aim **to address critical building blocks** that are within the goals, scope, and manageable interests of Titukulane.
- Through the Agenda for Change Platform, **influenced the decision by the Directorate of Water Supply & Sanitation to institutionalize district-level WASH Master plan & help to scale to all 28 Districts by the end of 2023.**



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Our programmatic approach to Systems Strengthening

