SuSanA WG10
Operation, Maintenance and Sustainable Services
Stockholm World Water Week 2016

The Sustainable Services Initiative
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Who we are...

- 15 countries
- Total WASH sector volume 30 Mio €
- Main donors: DFID, BMZ, EC, ECHO, USAID
What inspired us to engage in the sustainability discussion ...

The naked Truth
2012: Ex-post Sustainability assessments
Results Water Supply

3-5 years after implementation …

- 5-16% are not functioning (no water)
  up to 50% are only partly functioning (provide water but minor techn. Issues)

- 11% of the water supply systems are not in use although they are functioning!

- 4 years after construction 25% of the water supply systems are not used any longer (→ no impact)
4-5 years after implementation…

Huge drop back in latrine coverage and hygiene behaviors; back fall in moving up the sanitation ladder:

- **availability of latrines** dropped by 20-40 %; **toilet standard** declined: only 5% are rated to be improved
- Only 18 % are really clean (fair condition 69 %)
- No **handwashing facility** available at toilets in 85%
- **Signs of Handwashing** after being at the toilet: 0%
- Water **container cleansing practise**: not adequate in 63%
Factors impacting on WASH sustainability

Summary

- Highly critical importance
  - Cost recovery
  - Post construction support

- Critical importance
  - Management capacity/overburdening of water user groups
  - User satisfaction
  - Ownership, motivation and capacity of local water authority or WUC
  - Spare parts availability
  - Continued training of local water authorities / WUC
  - Seasonality
  - Technical design (not appropriate)
  - Location, land and water rights
2013: Revision of Strategic Approach

**Today**

- Contributing towards food and nutrition security
- Putting the user first: consumer satisfaction
- Addressing sustainability
- Basing project design on demand

**Yesterday**

- Traditionally rooted in water supply
- Limited experiences in sanitation
- Core strength in the timely delivery of project outputs
- Project oriented thinking with a focus on the duration of the project
- Needs-based project design

Focus on Hygiene & Sanitation

Service Delivery Approach

Post Construction Support

Demand creation
Still we were lacking systematic post implementation monitoring data to have evidence on outcomes and impact ....
2015: Workshop „Understanding post implementation monitoring in NGOs WASH programming“
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37 persons from 11 countries and 22 different organisations including National Government, Local and International NGO, private and public Donor as well as the Private Sector
Objectives

- To complement and support other initiatives to trigger a broader discussion on the requirements for sustainable services.
- To conceptualize and introduce tools to enhance long term service provision within Welthungerhilfe (including systematic post implementation monitoring).
We started the Sustainable Services Initiative ....

Results on Country level

- Standardising monitoring data around a set of core service indicators linked to national monitoring systems.
- The realistic costing and budgeting of (post implementation)-monitoring activities.
- Discussion with donors in-country about corrective actions based on PIM.
- Development of projects that are responsive to past failures.
- Support decision-making and capacity development of local government and reduce the barriers to entry into WASH service delivery by the private sector.
- Support innovation and approaches e.g. SMART handpump and the Technology Applicability Framework (TAF).
the Sustainable Services Initiative ….

Results on HQ level

- Cost-benefit analysis: analysing returns of investment
- Supporting country offices with appropriate tools and methodologies for determining the appropriate technological solutions, management and financing models
- Setting up a global WHH WASH inventory
- Developing policy on the sharing of PIM-data internally and with external stakeholders (WASH network, RWSN, IRC, SUSANA and other global forums like the Water Point Data Exchange)
- Sourcing for funding to carry out PIM, based on cost estimates published by IRC (US$ 0.10 to US$ 0.20 per person/beneficiary per round of monitoring)
- Advocating for and setting up clear internal institutional arrangements
Results on global level

- Support the sector efforts on advocacy on financial support by donors for PIM
- Contribute towards making investments in the WASH the sector more accountable and transparent