

WaterAid/Freshwater Action Network:
Developing Southern Civil Society advocacy in water and sanitation in sub-Saharan Africa,
South Asia and Central America

Governance and Transparency fund (GTF) programme: Most significant results



Cover photo: TAFABI rural civil society organisation members meeting in Ambolotarakely, Uganda

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Foreword

Our Governance and Transparency Fund (GTF) programme has been implemented successfully in 16 countries across Africa, Asia and Central America and 30 CSOs (including community-based organisations and networks) since 2008. The programme aimed to improve the accountability and responsiveness of duty bearers to ensure equitable and sustainable access to water, sanitation and hygiene (WASH) for the poorest and most marginalised people.

Over the past five years, our GTF programme has made some great achievements, including: increased CSO capacity to influence WASH policies and practices, increased CSO engagement in decision-making processes, and better informed and empowered citizens able to demand more accountability and responsiveness from duty bearers. Likewise there have also been successful examples of duty bearers being more accountable and responsive.

Under the initiative of the Department for International Development (DFID), and with their support, an in-depth analysis of some of the most significant results was carried out as part the learning exercise.

This document is a compilation of three of the most significant results submitted to DFID. These examples give a flavour of the programme's achievements and processes. This document is intended for use by all stakeholders working on demand-side governance. We hope that it will be of benefit to you and will contribute to increasing the accountability and responsiveness of duty-bearers globally.

Lastly, I would like to thank all the key stakeholders who have been involved in this programme and brought so much learning to WaterAid as an organisation. This will definitely contribute to the upcoming strategy development for 2015-20.

Papa Diouf
Programme Manager

Uganda: Conducting water point mapping to advocate service provision by duty bearers

1. Result statement

In Uganda, a mapping process at district and sub-county levels revealed incomplete wells depriving over 400 people of access to safe water. The Government resumed work on these wells as a result of pressure from the concerned communities.

2. Context and theory of change

Key context

Decentralised Local Government system in Uganda

Since 1994, the Government of Uganda has implemented a policy of decentralisation policy, which was enshrined in the 1995 Constitution of the Republic of Uganda, and in the 1997 Local Government Act. This act gives devolved powers to all levels of Local Government. The powers assigned to Local Governments include making local policies, regulating the delivery of services, formulation of development plans based on locally determined priorities, receiving, raising, managing and allocating revenue through the approval, and execution of own budgets, among others.

Local Government procurement process in Uganda

Under the Local Government Act, Cap 243, the construction of safe water supply facilities is tendered to the private sector by the District and sub-county Local Governments. However, there are a number of challenges which Local Governments encounter in the procurement process. Among these include:

- The vested interests of a wide range of stakeholders
- Inadequate transparency and fairness in the selection process

Operation of Civil Society Organisations (CSOs) in Uganda

The operation of non-governmental organisations (NGOs) in Uganda is regulated by the country's NGO Act, which requires organisations to register with the Government's NGO Board, which is managed by the Minister of Internal Affairs. A large number, perhaps thousands, of NGOs operate in Uganda. The Government allows some groups significant freedom, particularly those involved in direct service delivery.

Theory of change

Accountable and responsive Local Governments

We envisaged a situation where Local Governments at District and sub-county level were adequately fulfilling their decentralised functions by providing adequate, reliable and accessible safe water services to communities.

Accountable private sector

Our intent was to ensure that the construction or rehabilitation of new water facilities showed 'value for money'. The following criteria would be used to measure whether there was value for money in the construction of the new water facilities:

- Are the new water facilities constructed to completion?
- Are the new water facilities completed on time?
- Do they serve their intended purpose?
- Do they satisfy the needs of the beneficiary communities?

We wanted to see a transparent process where the private sector organisations were accountable to the beneficiary communities by adequately fulfilling their contractual obligations.

Developed civil society able to hold the Government and private sector to account

We wanted to establish a vibrant and capable civil society able to hold Local Government leaders and private sector players accountable for their omissions and commissions.

3. Approaches, methods and tools

Stage one: Preparatory activities

Developing the capacity of CSOs

In a bid to develop the capacity of the Civil Society Organisations, the following activities were carried out:

- Conducted training workshops for the staff from the targeted NGOs and CBOs
- Conducted exchange visits to other partner organisations involved in sector monitoring and advocacy programmes
- Provided relevant learning literature to participating NGOs on sector monitoring and advocacy

Development of the water point mapping tools

Using a participatory approach involving the staff from the Local NGOs, CBOs and Local Governments, water point mapping tools were developed. The data and information collected included the type of water facility, local name of the facility, GPS reading of the facility, village and parish where the facility is located, year of construction, functionality status of the facility, and water quality perception.

Identification and training of community-based field monitors

One or two community-based field monitor(s) were selected in each parish within the target sub-counties. These community-based field monitors were expected to collect data on safe water coverage and functionality of the existing protected water facilities. Furthermore, they were oriented on how to complete the water point mapping tool and on how to read the Global Positioning System (GPS).

Stage two: Data collection and complication of sub-county water point mapping reports

Gather water sector-specific performance data

Using the water point mapping tool, sector specific performance data was collected on a regular basis. The data gathering exercise was participatory and involved field monitors, parish chiefs and sub-county technical staff.

Analyse the data and compile sub-county performance reports

Using the data collected during the water point mapping process, the safe water coverage and functionality rates of the existing safe water sources in each parish and sub-county were calculated. Sub-county water sector performance monitoring reports were then analysed.

Stage three: Dialogue and engagement with the local government authorities

Conduct feedback and dialogue meetings with the sub-county and district authorities

The sub-county sector performance reports were shared with the local authorities at sub-county and district level. These meetings provided a platform for dialogue and

engagement between CSOs and the Local Government Authorities with a view to influencing them to act on the issues identified during the water point mapping process.

Community radio programmes

The community radio programme provided a platform through which the voices of the marginalised and underserved rural communities could be aired for the attention of the local leaders. Two approaches were employed under this community radio programme, namely:

- A.** Conducted live broadcast community radio programmes. During radio programmes, the following actions were taken:
 - Opportunities were created during which the recorded community voices were played for the attention of leaders. Live calls were taken from the listeners of the programme.
 - Responses were then sought from the hosted programme analysts and solutions and way forward agreed upon.

- B.** Recording and airing dramatised community voices/clips/drama.

At the end of each play, opportunities were created for the community members to make live calls and contributed their suggestions on how the highlighted situation could be improved and by whom.

By repeatedly playing a number of dramatised community voices/plays on radio which highlighted specific community WASH issues, the local leaders were reminded of their responsibilities to address the issues being highlighted.

Stage four: The experience of implementation

Improving accountability in the provision of safe water supply services in Kamwenge district: contracted construction works of water facilities in Kahunge sub-county, Kamwenge district

In 2004, a contractor was given works for constructing three shallow wells in Kahunge sub-county, Kamwenge district. The details of the location of these shallow wells are indicated:

No	Name of water facility	Parish location
1	Bulembo shallow well	Kyakarafa
2	Kabwesana shallow well	Rwenkuba
3	Bujongobe shallow well	Bujongobe

Construction works commenced but never completed

The community members provided the necessary in-kind contribution support in form of stones and sand as well as the required unskilled labour in excavating the shallow well. The contractor who was given works by the District provided the required sand, bricks and cement. The shallow wells were constructed up to the slab level. However, the pumps were never installed.

Strategies used in advocating for the completion of the water facilities

By the year 2009, five years after the contracts had been awarded, these shallow wells had not been completed. During the water point mapping process in Kahunge sub-county in 2009, our completed return forms identified these uncompleted shallow wells. The Health through Water and Sanitation (HEWASA) programme developed a strategy advocating the completion of these shallow wells. The following advocacy strategies were adopted:

- Identifying a local Implementing Partner Organisation (IPO)
- Formation of Community Advocacy Groups
- Organising advocacy meetings between the district, the IPO and the community
- Writing letters to the district authorities
- Use of the elected representatives to the District Council
- Use of the community radio programme

Obstacles encountered

One of the main obstacles encountered during our interventions was overcoming the hidden interests by some local leaders themselves within the companies which were contracted to carry out the construction works. Some members of the Local Government Authorities had hidden stakes and interests within the local companies which were contracted to carry out the constructions. Therefore, they could not easily side with the civil society or communities in demanding that the companies fulfil their contractual obligations.

Water facilities finally completed

Following constant pressure from communities and their elected representatives, the water facilities were finally completed in August 2011. This was seven years after the engagement of a private contractor to construct the water facilities and after close to two years of intervention by the GTF programme.

4. Long-term impact on people's lives

- At least 400 people have realised the health benefits related to accessing safe water, like reduced incidence of water-related diseases like diarrhoea and typhoid.
- The beneficiary communities now have the potentially improved livelihoods as a result of having to spend less on treating water-related diseases.
- Furthermore, the savings made can also be used by the communities to invest in the more productive income generating activities.
- The communities also now appreciate their rights to safe water supply and their obligations to demand accountability from the duty bearers. Therefore, even after the end of the GTF programme, local communities now appreciate their responsibility to demand accountability from duty-bearers.
- Therefore, this will have a long-term positive effect on the delivery of social services by duty-bearers.

5. Strength of evidence that result was achieved

Principle	Criteria	1	2	3	4	N/A	Comments / evidence	Score
1) Voice and Inclusion We present beneficiaries' views on the effects of the intervention, and identify who has been affected and how.	1a. Are the perspectives of the most excluded and marginalised groups included in the evidence?		X				The underserved communities are targeted to access water using a mapping process.	2/4
	1b. Are findings disaggregated according to sex, disability and other relevant social differences?	X					Data generated is mainly about mapping water points not beneficiaries.	1/4
	Total score for voice and inclusion:							3/8
2) Appropriateness We use methods that are justifiable given the nature of the intervention and purpose of the assessment.	2a. Are the data collection methods relevant to the purpose of the enquiry and do they generate reliable data?			X			Water point mapping is used	3/4
	2b. Is the data analysed in a systematic way that leads to convincing conclusions?			X			Water point mapping data is analysed using GIS	3/4
	Total score for appropriateness:							6/8
3) Triangulation We make conclusions about the intervention's effects by using a mix of methods, data sources, and perspectives	3a. Are different data collection methodologies used and different types of data collected?			X			User perspectives, water point data, and service providers responses are collected	3/4
	3b. Are the perspectives of different stakeholders compared and analysed in establishing if and how change has occurred?		X				Beneficiary and service provider views are collected and analysed though not systematically	2/4
	Total score for triangulation:							5/8

4) Contribution We can show how change happened and explain how we contributed to it.	4a. Is a point of comparison used to show that change has happened (eg A baseline, a counterfactual, comparison with a similar group)?				X	Information from the start of the project is compared with the current status in terms of improvement on community livelihoods, structural and policy changes.	4/4
	4b. Is the explanation of how the intervention contributes to change explored?				X	The transformational change is clearly spelt out and interpreted from inputs, output, out comes to Impact realisation.	4/4
	Total score for contribution:						
5) Transparency We are open about the data sources and methods used, the results achieved, and the strengths and limitations of the evidence.	5a. Is it clear who has who collected and analysed the data, and is any potential bias they may have explained and justified?				X	The data collected is validated to avoid bias and the sources are clearly known.	4/4
	5b. Is there a clear logical link between the conclusions presented and the data collected?				X	There exists a clear link on the findings and what actions need to be taken forward	4/4
	Total score for transparency:						
Total score for result :							30/40

6. Value for money

Economy

Through the GTF interventions, the three shallow wells in the sub-county were repaired and are now assisting at least 400 people to access safe water services.

Each shallow well cost £1,139 to construct. The GTF programme activities in Kahunge sub-county totalled £1,266 which included £987 for dedicated project staff and project activities, and £278, the indirect cost of Programme Management and overheads. Therefore, the overall total for the three shallow wells is £4,683. GTF funding covered 100% of the total cost of this project.

Efficiency

There are estimated to be 400 beneficiaries of the changes the programme has helped achieve principally as a consequence of government responsiveness. The estimated cost per beneficiary is £12.

Effectiveness

The current safe water coverage for Kahunge sub-county has increased from 48% (in 2010) to a current coverage of 67% in 2013 which is above the national average of 64% (SPR 2012).

The mapping undertaken in Kamwenge District has demonstrated great success in creating changes in planning and resource allocation based on evidence using limited resources. For example, HEWASA utilised about £1,250 which is a lot less than the average cost of over £5,000 that the Ministry of Water and Environment (MWE) used per district.

India: Improved funding for water and sanitation services for excluded communities through Right to Information training

1. Result statement

India – Improved funding for water and sanitation services for excluded communities through Right to Information training. These communities secured water and sanitation infrastructure and services, together with other programmes and services.

2. Context and theory of change

Key context

The Water and Sanitation Programme of the World Bank estimates that inadequate sanitation costs India 6.4% of GDP. In 2011, about one third of the rural households did not have toilets. According to a UNICEF report, the combined effects of improper sanitation, unsafe water supply and poor hygiene are estimated to cause almost 2,000 child deaths per day.

The national Government had been moving towards policies and programmes for improving water, sanitation and hygiene (WASH). There has been considerable improvement in allocations for the WASH sector. For instance, in the next five years the Government has promised an allocation of INR 380,000 million (£3.6 million) for sanitation under the Nirmal Bharat Abhiyaan programme (NBA). However, implementation at the local level was hampered due to a lack of coordination among different agencies as well as a lack of transparency and accountability in governance. This led to considerable inequity in access to water and sanitation. Therefore, the need for advocacy to improve governance and ensure equity in the WASH sector at the local level was strongly felt.

Thus, the key issues that needed to be addressed were not so much additional resources for the WASH sector but the capability of the local government systems and their inadequate responsiveness to the needs of communities. The funds provided by the national Government for the WASH sector could not be effectively and efficiently targeted to address the WASH needs of the poor and most marginalised communities, which are due to the gaps in capacity and sensitivity at the local bureaucratic level. This, coupled with the low capacity among the marginalised communities to demand accountability from the governmental system, led to poor service delivery and exclusion of the weak and the voiceless, in particular tribal and dalit people. The tribal people are indigenous and largely inhabitants of forest villages which are very remote and basic services are difficult to reach. Poverty, poor education and economic opportunities as well as lack of voice are some of the characteristics.

The programme seeks to improve the WASH services of the marginalised and excluded communities in three states of India: Andhra Pradesh, Orissa and Jharkhand. The GTF programme is implemented in partnership with four NGOs: the Centre for Rural Study and Development (CRSD) with a focus on Dalit community in Anantapur district of Andhra Pradesh; Gram Vikas with a focus on Jatapu, Savara and other tribal communities in Odisha state; Modern Architects for Rural India (MARI) with a focus on Koya and Lambada tribal communities in Warangal district of Andhra Pradesh; and the Society for Advancement in Tribes, Health, Education, Environment (SATHEE) with focus on Santhals and Paharia tribal groups in Jharkhand state.

The GTF programme sought to address improved effectiveness of service delivery and efficiency of the service provider in the context of the rights and entitlements of the community. The programme provided an opportunity to address some of the key issues of responsiveness and accountability.

Theory of change

The objective of the programme was to empower the targeted excluded communities to demand their rights and entitlements and access WASH services with their increased participation.

The GTF programme has used a range of advocacy tools, such as petitioning, phone calls, a postcard campaign, access centres, interface meetings, using government spaces for advocacy, social audit and the Right to information (RTI) Act.

The RTI Act (2005) was a landmark piece of legislation that brought about a remarkable change in the transparency of Government functioning. Although not exclusive to WASH advocacy, the Act helped to significantly to improve the quality of WASH governance by empowering communities to demand information on their services.

The important change expected from using the RTI Act was improved access to information to demand accountability and responsiveness from the Government regarding the allocation of resources to the poor, implementation of programmes, and ensuring rights and entitlements of the poor and marginalised.

Although the RTI act was introduced in 2005, rural communities were not aware of the tool. GTF partners believed that by sensitising community members to the provisions of this particular Act, and explaining how the tool could be used by Village and Water Sanitation Committees (VWSCs) and other community members, the Government would be held accountable. The GTF programme has pioneered this approach and demonstrated for the first time that this could be used as a tool by grassroots organisations in the WASH sector.

3. Approaches, methods and tools

Since the enactment of the RTI legislation, citizens have used the Act to seek information on a range of issues, including governance issues. However, the GTF programme has pioneered an approach of training the excluded communities in using the RTI Act for WASH-related information and action. For the first time, this could be used as a tool by excluded communities for WASH.

In the GTF programme, the RTI has been used by programme beneficiaries for the following purposes:

- To address lapses in implementation and verify the quality of the services.
- To include excluded households in WASH programmes.
- To address issues regarding corruption and malfeasance.

Approach and method of RTI applications filed in GTF programme

The approaches and methods used included: training programmes for VWSCs on RTI (awareness raising and how to use it as a powerful tool to hold local government institutions to account); regular support meetings for the VWSCs in the filing of applications and follow up; social audits; organisation of interface meetings; setting up an

informal federation of VWSCs; use of access centres; exchange visits; use of existing platforms such as grievance days, pressure groups etc.

GTF communities have successfully filed RTI applications and ensured that Local Government Authorities (LGAs) are held accountable. In the majority of the cases, the information was received within 30 days. The nature and type of information sought includes: subsidies for sanitation programmes, non-payment of wages under the rural livelihood scheme (NREGA), allocation of funds for water supply facilities and improving WASH facilities in schools.

4. The experience of implementation

With the Government of India's move towards five year plans and increased budgetary allocations, the formulation of the GTF India programme by WaterAid and the Freshwater Action Network (FAN) to address the governance and accountability issues at the local level assumed increased relevance.

In the case of the RTI, the Government is bound to respond and provide information and, if there are lapses, to immediately take corrective action. As the GTF programme has followed up information with social audit in which communities were trained, it helped identify gaps and misinformation. This helped communities to challenge the information and share variation between official data and field realities. In other words, combining the RTI with social audit led to effective feedback from communities to Government and made them more accountable. It is also used as an effective mechanism for intervening on WASH issues and raising people's voices.

VWSCs have successfully filed 283 RTI applications across 487 GTF villages and ensured that LGAs are made accountable. In the majority of the cases, the information was received within 30 days. The nature and type of information sought includes: subsidies for sanitation programmes, non-payment of wages under the rural livelihood scheme (NREGA), allocation of funds for water supply facilities and improving WASH facilities in schools.

The experience indicates that information was received in 58% of cases. Information is pending in many of the remaining applications as these were filed very recently. Interestingly, in 35% of cases the information received was used for conducting social audits, which has contributed to resolving issues and bringing accountability among officials and ensuring equity aspects.

5. Long-term impact on people's lives

In India the RTI Act has proved to be a strong weapon for ensuring transparency in Government departments and containing corruption. We can certainly claim that post-GTF intervention most programme villages are now familiar with the use of RTI.

The GTF programme has improved the WASH situation for poor and excluded communities in 487 villages, covering a population of 749,602 that makes up 183,287 households in three states. During the past five years of GTF project implementation, GTF partners have trained and empowered communities on the effective use of RTI in all those villages. Though the communities were initially dependent on programme staff for filing RTI applications, over a period of time they gained skills and are now able to not only file RTI applications but also follow up on them.

As GTF communities gained confidence and experience, RTI applications were also filed to address wide ranging issues such as electricity connections, supply of subsidised seeds, payment issues in the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), allocation of funds in the tribal areas, health facilities and so on. People in project areas are aware of the RTI Act and have the skills to use it as needed. On their own, they have already used and resolved a number of issues across sectors.

Given the experience so far, people will continue to use RTI for resolving issues in WASH, agriculture, NREGS and other sectors. From GTF experience it may be concluded that people would continue to use RTI for accessing other entitlements and improve governance and that it could be replicated with excluded communities in other areas. Sharing this learning will help excluded communities to raise their voices, demand their rights and entitlements, and improve access to basic services. FANSA has actively derived ways and means to share this learning using various platforms like development partner meetings, water and sanitation programme meetings etc.

6. Strength of evidence that result was achieved

Principle	Criteria	1	2	3	4	N/A	Comments/ evidence	Score
1) Voice and Inclusion We present beneficiaries' views on the effects of the intervention, and identify who has been affected and how.	1a. Are the perspectives of the most excluded and marginalised groups included in the evidence?				X		The GTF programme in India has worked only with excluded and marginalised groups. Involvement of people in analysing the information and validating through social audit has contributed inclusion of their perspectives.	4/4
	1b. Are findings disaggregated according to sex, disability and other relevant social differences?		X				Focussed on social exclusion. But limited emphasis on gender and disability aspects.	2/4
	Total score for voice and inclusion:							
2) Appropriateness We use methods that are justifiable	2a. Are the data collection methods relevant to the purpose of the			X			VWSC meetings examine issues and concerns	3/4

given the nature of the intervention and purpose of the assessment.	enquiry and do they generate reliable data?			X		related to activities listed out in their plans.	
	2b. Is the data analysed in a systematic way that leads to convincing conclusions?			X		Information received from RTI is analysed, validated and acted upon.	3/4
	Total score for appropriateness:						
3) Triangulation We make conclusions about the intervention's effects by using a mix of methods, data sources, and perspectives.	3a. Are different data collection methodologies used and different types of data collected?			X		Focused and need-based data collection is done during problem analysis and social audit stage.	4/4
	3b. Are the perspectives of different stakeholders compared and analysed in establishing if and how change has occurred?			X		Participation of people, elected representatives, women and other CBOs including VWSCs.	4/4
	Total score for triangulation:						
4) Contribution We can show how change happened and explain how we contributed to it.	4a. Is a point of comparison used to show that change has happened (eg a baseline, a counterfactual, comparison with a similar group)?			X		Baseline and community monitoring system are in place.	4/4
	4b. Is the explanation of how the intervention contributes to change explored?			X		Documentation, VWSC meetings and annual action plans are used to this end.	4/4
	Total score for contribution:						
5) Transparency We are open about the data sources and methods used,	5a. Is it clear who has who collected and analysed the data, and is any potential bias they			X		Mostly communities represented by VWSC members are	3/4

the results achieved, and the strengths and limitations of the evidence.	may have explained and justified?					involved.	
	5b. Is there a clear logical link between the conclusions presented and the data collected?				X	Yes as we have an effective documentation system in place and community trained to handle it.	4/4
	Total score for transparency:						
						Total score for result :	35

7. Value for money

The total cost of our interventions has been **£915,187**. This includes **£432,947** which has been the direct cost of dedicated project staff and project activities and **£482,240** which has been the indirect cost of programme management and overheads that are shared with other projects.

This means that taking into account the numbers of people (749,602) who are already benefitting directly through accessing better services the cost per beneficiary has been £1.22. Costs per beneficiary will fall significantly if in due course the programme has an impact on increasing levels of resources for key services more widely, although impact in this context will be more difficult to clearly attribute. As mentioned above, the GTF programme in India covers mainly tribal and dalit communities who are the most marginalised and excluded.

The programme has helped 21 villages initiate action against corruption, of which eight villages have recovered corruption payments amounting to INR 293,709 (£2,997) and the remaining 13 villages have prevented corruption amounting to INR 2,332,266 (£23,798).

Uganda: Using radio to improve the accountability of duty bearers for the provision of water and sanitation services

1. Result statement

More than 11,850 people have directly benefited and are accessing clean and safe water as a result of improved commitment and accountability from the district local government authorities in the south western region of Uganda.

ACORD, the GTF implementing partner, has used the media (Radio West) to air the concerns of communities concerning access to safe water and sanitation, giving an opportunity for the duty bearers to respond. This has been critical to 1) build trust between service end users and duty bearers as well as 2) improve accountability of the duty bearers to the commitments they make.

2. Context and theory of change

Key elements of context

- Existence of media freedom, viable media houses with competent journalists, broadcasting in local languages and a wider rural community audience. All these factors informed the choice of the media plus the availability of financial resources to engage with more than one. In the case of Western Uganda, Radio West is the media house with the highest and furthest reach.
- Strong social cohesion in largely rural communities.
- Decentralisation of service delivery is a reality and most of the lower local governments (Sub counties which are the next level before district), are taking charge of water development making them key in identifying water, sanitation and hygiene (WASH) gaps in their localities.

Duty bearers had fair degree of control over resources but allocation was increasingly subject to influence by political tendencies whereby strong politicians usually took the biggest share of resources to their areas which would result in unfair distribution.

Theory of change

Although Uganda is endowed with many fresh water sources, many people in the country have limited access to safe water and sanitation yet this is a fundamental human right and one of the first steps to poverty alleviation.

Community Radio Broadcasting as a communications channel was increasingly being used by ACORD under the project as a robust tool for promoting water and sanitation governance. It provided an opportunity for the marginalised rural population to voice their WASH concerns, demand and discuss their rights with duty bearers.

It was anticipated that putting up a tripartite platform of engagement comprising local communities, service providers and media/CSOs would facilitate open discussions on water and sanitation issues would be undertaken. Local communities would get the opportunity of calling in to inquire about anything of interest without any fear and would thereby get real time feedback from the panellists.

By choosing the right media houses and training their journalists on WASH issues (lobbying communities for information, investigative journalism and sequencing WASH

events during the talk shows), this would enable the radio broadcasting platform to function professionally.

We also anticipated that if high level district leaders (like Local Council chair persons) were invited to participate in the radio programmes, they would make commitments on key WASH issues, and when those commitments were fulfilled, then other community members would be encouraged to participate in the programmes.

If the lessons and experiences gained proved positive, the intention was to disseminate them so that they could be used for scaling up similar interventions in other areas with problems.

3. Approaches, methods and tools

- Emphasis on a bottom up approach whereby issues are generated from the grassroots and passed to the top.
- Identification of key WASH issues of concern by the advocacy committees.
- Community meetings to prioritise issues, and gather background/details of the issues.
- Facilitate journalists to record community voices on the selected issues of concern and inform the community of the date and time of the show, encouraging them to call in during the show.
- Conducting power mapping analysis in relation to the issues identified. The results enable them to identify which people to engage.
- Meet and engage local leaders and technical staff in relation to the issues raised. Officially invite the service providers, local leaders and communities to the radio talk show for an on air discussion of the issues.
- Return to the affected community to give feedback and lay strategies for follow-up of commitments and future engagements.
- Work with and through implementing partners is emphasised.

4. The experience of implementation

The success of the radio broadcasting has been attributed to the following:

- This has been a largely bottom up approach whereby issues come from the community level to advocacy committees.
- Conducting an effective power mapping analysis which necessitated working with the right people at the right time.
- The issues were evidence-based since the community voices provided a basis of evidence.
- The positive response from the community, the media and the government extension staff.

One of the key drivers of success is that the service providers usually make commitments on public radio, with many people listening. This helps to keep them accountable because they fear disciplinary action if they fail to do so.

The key to success here has been getting the district officials and service providers to be more responsive to community demands. Thus both people demanding their rights and the commitments of duty bearers are essential for these results to be achieved.

5. Long-term impact on people's lives

The total number who directly benefited from improved service delivery was estimated at 11,850 people. This was as a result of the radio broadcasting programmes which brought about the rehabilitation of:

- Two boreholes (2 x 300 = 600 people)
- Two dams (2 x 300 = 600 people)
- One gravity flow scheme with 71 tap stands (71 x 150 = 10,650 people).

Another 36,780 people, comprising the entire listenership of the two radio stations, benefited from the intervention from more information on transparency and accountability, as well as being able to call in and get direct answers to their questions about WASH.

The programme is scalable to other areas in the country because of the existence of numerous radio stations that have community development programmes. WaterAid Uganda intends to support other partners outside GTF to replicate these lessons. However, the challenge of scaling up lies in the cost of radio stations broadcasting these governance messages.

6. Strength of evidence that result was achieved

Principle	Criteria	1	2	3	4	N/A	Comments/ evidence	Score
1) Voice and Inclusion We present beneficiaries' views on the effects of the intervention, and identify who has been affected and how.	1a. Are the perspectives of the most excluded and marginalised groups included in the evidence?				X		Rural women, disabled people and older people have always been given opportunities to air their concerns through the radio programmes and have been empowered to actively participate in the decision-making processes of the advocacy committees.	4/4
	1b. Are findings disaggregated according to sex, disability and other relevant social differences?	X					The data available shows the total number of beneficiaries without breaking down in terms of sex, disability or social differences.	1/4
	Total score for voice and inclusion:							
2) Appropriateness	2a. Are the data collection methods			X			Citizens' report cards are used to	3/4

<p>We use methods that are justifiable given the nature of the intervention and purpose of the assessment.</p>	<p>relevant to the purpose of the enquiry and do they generate reliable data?</p>				<p>get users' perceptions on the services rendered. The choice using radio is based on the national radio listenership survey conducted every year. We work with the most popular radio stations in any given locality.</p>	
	<p>2b. Is the data analysed in a systematic way that leads to convincing conclusions?</p>		X		<p>The service user data is analysed and photographs of facilities are taken to produce a citizens' report card that shows satisfaction levels of the community members.</p>	3/4
	<p>Total score for appropriateness:</p>					<p>6/8</p>
<p>3) Triangulation We make conclusions about the intervention's effects using a mix of methods, data sources, and perspectives.</p>	<p>3a. Are different data collection methodologies used and different types of data collected?</p>		X		<p>Throughout the programme, there was uniform methodology and data collection.</p>	2/4
	<p>3b. Are the perspectives of different stakeholders compared and analysed in establishing if and how change has occurred?</p>		X		<p>The perspectives of different stakeholders were analysed on how change occurred and comparisons were made.</p>	2/4
	<p>Total score for triangulation:</p>					<p>4/8</p>
<p>4) Contribution We can show how change happened and explain how we contributed to it</p>	<p>4a. Is a point of comparison used to show that change has happened (eg a baseline, a counterfactual, comparison with a similar group)?</p>		X		<p>The midterm review was used as a baseline to inform the second half of the project.</p>	3/4

	4b. Is the explanation of how the intervention contributes to change explored?		X		The explanation of how interventions are attributed to the change was really well articulated.	4/4
	Total score for contribution:					7/8
5) Transparency We are open about the data sources and methods used, the results achieved, and the strengths and limitations of the evidence.	5a. Is it clear who has collected and analysed the data, and is any potential bias they may have explained and justified?		X		It is clear who has collected and analysed data but the degree of bias is not quite certain.	2/4
	5b. Is there a clear logical link between the conclusions presented and the data collected?		X		There is a clear link between the conclusions presented and the data collected because sufficient evidence exists. However the score had to leave some room for any unseen bias.	3/4
	Total score for transparency:					5/8
Total score for result :						27/40

7. Value for money

Economy

The community broadcasting intervention has been an integral part of the governance and transparency programme, along with various other interventions. The total cost of GTF funding to ACORD was £70,299. This was made up of £15,676 – the direct cost of dedicated project staff salary – and £54,623 – for project activities and the indirect cost of programme management and overheads (that were shared with other activities). £14,871 of these costs (apart from salaries) was attributable to the community radio broadcasting intervention alone. GTF funding covered 100% of all programme costs. In addition, Radio West gave ACORD £203 of airtime free to broadcast radio messages on good governance.

Costs were controlled by WaterAid in the first half of the implementation and UWASNET controlled the second half of GTF programme implementation.

Efficiency

The programme is estimated to have benefitted 11,850 people, principally as a consequence of the radio broadcasting programmes. A crude estimate of the cost per beneficiary is £1.26. This is lower than the Government water supply cost per beneficiary and it is anticipated that costs per beneficiary will fall significantly if, in due course, more communities take up the initiatives of tasking their service providers to improve levels of service provision.

Effectiveness

One of the concerns, highlighted in the context and theory of change, was the influence exercised by strong politicians in siphoning off resources to their own areas which resulted in unfair distribution and corruption. As a result of this intervention, this 'leakage' of public expenditure has been tackled and the funding redirected to those communities that were truly in need of access to clean and safe water.

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WaterAid's mission is to transform lives by improving access to safe water, hygiene and sanitation in the world's poorest communities. We work with partners and influence decision-makers to maximise our impact.

