

Governance and Transparency Fund

Developing southern civil society advocacy in water and sanitation in sub-Saharan Africa, South Asia and Central America (CN-010)

Annual report 2011/12



1 Programme identification details

GTF number	CN-010
Short title of programme	Developing southern civil society advocacy for water and sanitation in sub-Saharan Africa, South Asia, and Central America.
WaterAid	WaterAid
Start date	01/10/2008
End date	30/09/2013
Brief summary of the programme	<p>The WaterAid/GTF programme aims to increase the capacity and resources of civil society 'policy communities' in 15 target countries (across Africa, Asia and Central America) to participate in effective evidence-based dialogue with decision-makers in the water and sanitation arena and build pressure to secure pro-poor services.</p> <p>The programme also aims to improve the allocation of resources for the water and sanitation sector. A series of activities will enable civil society to develop understanding of local budgeting and increase advocacy actions to improve sector financing. Our focus on inclusion of marginalised groups in research, advocacy and decision-making will also contribute to the 'poorest' benefiting from changes.</p> <p>To increase the impact of the voice of civil society, the programme also aims to support national governments and service providers to respond appropriately and to actively engage in dialogue with actors such as local governments and service providers in the sector.</p>
List all countries where activities have taken or will take place	<p>Ghana, Nigeria, Burkina Faso, Mali, Uganda, Ethiopia, Kenya*, Malawi, Madagascar, India, Bangladesh, Costa Rica, Nicaragua, Honduras and Guatemala.</p> <p>As part of the Sanitation and Water for All (SWA) initiative, our GTF programme has carried out some actions in Sierra Leone and Liberia building on the success from Ghana.</p>
Target groups and wider beneficiaries	<ul style="list-style-type: none"> • Local partners (CSOs and CSO networks – national and regional) • Duty bearers (Governments and/or service providers) • Communities
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2 Acronyms

ACORD	Agency for Cooperation and Research in Development
AMBF	Association of Municipalities of Burkina Faso
AHJASA	Asociación Hondureña de Juntas Administradoras de Sistemas de Agua
AWSDB	Association of Water and Sanitation Development Boards
CAEPHA	Coalition for Access to Water, Sanitation and Hygiene
CCEPA	Concerted Action in Water supply and Sanitation
CEDARENA	Centre for Environmental Law and Natural Resources
CNA	Capacity Need Assessment
CN-IEPA	National Steering Committee for the International Campaign for Water, Sanitation and Hygiene
CONIWAS	Ghana Coalition of NGOs in the Water and Sanitation Sector
CRDW	Regional committee Diorano-WASH
CRSD	Centre for Rural Studies and Development
CSO	Civil Society Organisation
DfID	Department for International Development
E&I	Equity and Inclusion
FAN	Freshwater Action Network
FANCA	Freshwater Action Network – Central America
FANSA	Freshwater Action Network – South Asia
FIVEA	Women Association of Ambohimiadana
FUPNAPIB	Pico Bonito National Park Foundation
GGWG	Good Governance Group
GLASS	Global Annual Assessment of Sanitation and Drinking-Water
GNECC	Ghana Network for Education Campaign Coalition
GPAE	Economical Agriculture Promotion Group
GWP	Global Water partnership
HRWS	Human Right to Water and Sanitation
IBP	International Budget Partnership
IHHL	Individual Household Latrines
JSR	Joint Sector Review
KEWASNET	Kenya Water and Sanitation CSO Network
LDP	Local Development Plan
LEAD	Leadership, empowerment, advocacy and development – USAID project
LGA	Local Government Authority
MARI	Modern Architects for Rural India
M&E	Monitoring and Evaluation
NEWSAN	National Network on Water and Sanitation
NREGA	National Rural Employment Guarantee
MTR	Mid-term review
PETS	Public Expenditure Tracking System
PEU	Programme Effectiveness Unit
PMLG	Programme Management and Learning Group
PN-AEPA	National Water Supply and Sanitation Program
PPRG	Programme Performance Review Group
RBA	Rights Based Approach
RICHE	Information and Communication Network on Water, Hygiene and Sanitation
RTE	Right to Education
RTI	Right to Information
RWSN	Rural Water Supply Network

SACOSAN	South Asia Conference on Sanitation
SATHEE	Society for Advancement in Tribe, Health, Education and Environment
SWA	Sanitation and Water for All
SPONG	Permanent NGOs Secretariat
UP	Upazila
USAID	United States Agency for International Development
UWASNET	Uganda Water and Sanitation Network
VFM	Value for Money
VWSC	Village Water Sanitation Committee
WASH	Water, Sanitation and Hygiene
WEIN	Women Empowerment in Nigeria
WES NET	Water, Environment and Sanitation Network
WIN	Water Integrity Network
WSF	Water and Sanitation Forum
WWF	World Water Forum

3 Executive summary

Throughout the reporting period, our GTF programme built on previous successes and worked towards achieving our set objectives. The Mid Term Review completed at the first quarter of the year raised some critical findings and recommendations that were taken into account. The recommendations will contribute to maximising the impact and effectiveness of our programme (GTF) within and beyond its lifespan.

Activities and achievements during the reporting period

A wide range of activities were carried out by our local partners at various levels. Below is a summary of the main activities against the programme's outputs:

Output 1: Strong and well-functioning CSOs and CSO networks capable of influencing the design, implementation and evaluation of effective water, sanitation and hygiene (WASH) policies at all levels.

Local partners increased their capacity, including the review of strategies and frameworks, and increasing staff and member levels to provide increased influencing ability in the WASH sector. In **Malawi**, our new partner the Water, Environment and Sanitation Network (WESNET), established a secretariat, published manuals for dissemination across the sector, and developed a five year strategic plan to define their added value and niches in the sector. In **Uganda**, Health through Water and Sanitation (HEWASA) developed an advocacy strategy using a participatory approach, and defined a WASH advocacy agenda for the local Civil Society in the region. These activities have contributed significantly to the sustainability of our partner organisations, which is crucial for the success of our programme.

Building on last year's achievements, an effective capacity needs assessment tool has been developed in a participatory manner and piloted across four regions by CSO, CSO networks and local governments. This tool aims to provide a framework for assessing organisational capacity in order to influence WASH policies and ensure the sustainability of organisations beyond the GTF programme. The tool will be rolled out by all partners as well as other sector stakeholders.

Output 2: CSOs, including those representing marginalised groups, are effectively engaging in the decision-making processes affecting the WASH sector.

Our partners have been increasingly engaging in decision-making processes at all levels, using various approaches and tools. For instance, in **Ethiopia**, an agreement of mechanisms for improving the partnerships between NGOs and the Ministry of Water Resources and Energy has enabled our partner the Water and Sanitation Forum (WSF) to raise a number of WASH related issues at regular meetings with the WASH coordination office.

Other approaches such as social audit in **India**, community score cards in **Ghana** and budget tracking in **Uganda** have provided opportunities for our CSO partners and networks to be able to engage more effectively in decision-making processes. For example, public expenditure tracking initiatives in **Ghana** have brought about significant achievements for the Sanitation and Water for All (SWA) partnership in terms of governments meeting commitments to increase the national budget allocation to the WASH sector. Similarly, in several villages in **India**, information collected on budget allocation has enabled communities to demand repairs of WASH utilities and access to government schemes. These tools have not only generated media coverage, but contributed to mitigating corruption at all levels.

In addition, CSOs and their networks have increased their ability to influence policy-making using the recent recognition of the human rights to water and sanitation. In **Nicaragua** for instance, an alternative report developed by CSOs, which evaluates the implementation of the human rights to water and sanitation, is now being used as a reference by the government. In **Costa Rica**, Congress

was urged to submit a bill on integrated water resources management within a two year period by the 'people's initiative' mechanism.

Output 3: People are informed and empowered people to be better able to demand accountability and responsiveness from governments and service providers in the WASH sector.

A number of partnerships were established to increase media engagement with WASH governance issues. Using key outcomes to raise awareness and put pressure on duty bearers to take action, the media have undertaken several activities, such as Information and Communication Network on Water, Hygiene and Sanitation (RICHE) in Burkina Faso's press caravan with leaders in poor areas.

Training communities on budget tracking, social audit, and using the right to information as advocacy tools has proved effective in making duty bearers more responsive and transparent. In **India**, the Centre for Rural Studies and Development (CRSD) has been working with social activists and political parties to promote a pro-poor approach for budget analysis activities. In the Rwenzori region, **Uganda**, community radio programmes provided an opportunity for the community members to call in and contribute their solutions on how the duty bearers could address the WASH situation. This led to resolution of issues by the government through construction of water points and toilets. This is one powerful example of how powerful community radio programmes can be for marginalised communities.

Output 4: Governments and service providers are more accountable to citizens and end users in the WASH sector.

Clear evidence has emerged this fiscal year of duty bearers' willingness to respond to citizens' demands by providing appropriate, good quality WASH services. There has been some clear evidence of the duty bearers' willingness to interact with citizens and government being also institutionalised. For example, "the space of accountability" introduced by the Association of the Municipalities in **Burkina Faso** and the setting up of a Government phone-in programme in **India** are other initiatives which encourage citizens to voice their concerns to government departments.

The MTR has been an important reflection exercise that made some useful recommendations in how our programme could maximise its effectiveness and impact despite being already on track towards achieving the set objectives. As a result of the MTR and in order to enhance communication and promote learning from experiences, working groups¹ were set up across the programme.

Moreover, the programme has strengthened its collaboration with key stakeholders in order to maximise its impact in the WASH sector including the International Budget Partnership (IBP) on budget transparency, another GTF grantee, and the Water Integrity Network on pursuing our work on Water Integrity mainly in Mali and Central America.

Partners have also used regional and global events as opportunities to share successes from the GTF programme, such as the World Water Forum and Sanitation Conference in South Asia (SACOSAN) which provided an opportunity for partners to showcase their experiences and provide recommendations on WASH sector issues.

4 Programme management

Over the past year, there has not been any significant change that has had some bearing on our programme. As mentioned in previous reports, the GTF programme's systems and processes have been fully integrated into WaterAid strategies and plans. In other words, the WaterAid country programmes involved in the programme play a key role in the management and providing indirect support to the Programme Manager. These arrangements have been the foundations for the

¹ Focusing on learning, sustainability, equity and inclusion, monitoring, value for money and capacity needs assessment.

achievements of our GTF programme and demonstrate the added value of the GTF to the global organisational strategy and country strategies. A programme officer was also recruited at the beginning of the year to support the GTF Manager in the coordination of the programme across 15 countries.

The MTR highlighted the need to use the Programme Management and Learning Group (PMLG) and Programme Performance Review Group (PPRG) more effectively. The groups were created to support the overall programme management and this year, the groups were revitalised and Terms of Reference reviewed. While the PMLG has been supporting the programme strategic orientations after the MTR recommendations, the PPRG has faced some challenges due to the agreement on their remit.

The Regional and Annual meetings constitute a key platform to set standards for the programme and define new strategic priorities. The meetings provide an opportunity for the countries to be involved indirectly in the management structure of the programme.

SPONG includes the largest number of WASH NGOs and has increasing credibility among the duty bearers and the donor community. SPONG specialises in capacity-building and national, regional and international advocacy work. As a result, it has the capacity to implement the programme's objectives and maximise the impact of GTF in Burkina Faso's WASH sector.

5 Risk assessment

The global risk assessment, developed with all stakeholders, is still relevant to our programme. Taking into consideration some of the events of the last fiscal year, and in accordance with the mid-term review recommendations, some of the risks have been refined and re-evaluated. The risks around the institutional partnership between WaterAid and FAN have been removed as it was agreed that it doesn't present a risk anymore and a clear transition plan has been developed to mitigate implications of FAN's independence to the GTF programme. An updated version of our full risk assessment is found in Annex 10.

6 Monitoring and evaluation arrangements

As part of our monitoring and evaluation plan, a global MTR was conducted to provide an independent assessment on the progress and performance of the programme, and identify the adjustments that need to be made to ensure the overall success of the programme.

Some critical findings and recommendations led to slight changes to strengthen our monitoring and evaluation by **regularly monitoring the efficiency of management and reporting arrangements** (including conducting in depth independent MTRs in countries that are not on track, and systematic annual programme reviews); **ensuring that lessons and successes from the programme are documented and share; building equity and inclusion into the programme's monitoring and evaluation from the beginning.**

These are not significant changes to our original Monitoring and Evaluation but it provide an opportunity to make the process more robust and fit for purpose.

7 Logframe changes

As a result of the MTR, our overall logframe was slightly revised during the interpretive workshop and approved by KPMG. As noted in our management response, it was acknowledged by the review team that our theory of change was still relevant. The objectives have therefore not changed. However, because some of the indicators have targets for the MTR, we have updated some of them, whilst keeping their essence.

Moreover, following the revision and approval of our global logframe, countries and regions re-aligned successfully their own logframes following the country level in depth MTR. A specific working group focusing on monitoring and evaluation was set up to provide support and guidance for the re-alignment of country and regional level logframes with the overall one. The most recent logframe is in Annex 2.

8 Emerging impact on governance and transparency

Annex 9 shows two case studies that illustrate the emerging impacts brought about by our programme in Ghana and India.

9 Cross-cutting issues

Equity and inclusion

Our organisational objectives incorporate equity and inclusion as a fundamental principle. However, the global MTR found that the focus on equity and inclusion in programme design, monitoring and evaluation needed to be enhanced through greater support from the WaterAid Programme Equity and Inclusion Advisor. We took into consideration the recommendations formed a working group of partners, focal points and key WaterAid staff, led by the Equity and Inclusion Advisor. The main objective of this group included developing clear guidelines on what equity and inclusion mean for our programme, and developing a clear monitoring and evaluation methodology for this work.

This year, the working group has ensured its principles are fully integrated into country programme design. All partners have designed both advocacy and service delivery support activities in a way that addresses equity and inclusion. Capacity has been built in partner organisations for equity and inclusion to ensure the needs of those who are excluded and marginalised are addressed.

A tool to understand the importance and role of mainstreaming equity and inclusion has also been developed to enable partners to articulate the aspects dealing with barriers between marginalised groups and WASH. Our partners in **Mali, Burkina Faso, India and Madagascar** have systematically tested and applied the barrier analysis tool and shared the results in email discussions and webinars. In **Madagascar**, partners used the tool to design an inclusive strategy ensuring that disabled and older people's needs are taken into account. The Women's Association of Ambohimadana (FIVEA) conducted multiple awareness and advocacy campaigns, as well as actions in support of the most deprived or disabled members of the communities.

A number of awareness-raising initiatives with key actors have taken place and contributed to diverse outcomes in relation to the programme objectives:

- The **Ghana** Coalition of NGOs in the Water and Sanitation Sector (CONIWAS) worked with Kanda cluster schools to raise awareness about how sanitation facilities can exclude girls from education or affect their performance, particularly for girls with disabilities.
- In **Ethiopia** the Water and Sanitation Forum (WSF) organised a learning symposium on equity and inclusion to analyse challenges and share inclusive designs in the WASH interventions.

The symposium helped raise awareness, strengthen the commitment of key sector players and enhance links between different initiatives. As a result, nationwide recommendations were made, such as the need to promote the issue among policy formulators, decisions-makers and other key stakeholders.

- In **Bangladesh**, the NGO Forum and its partners advocated for initiatives to ensure that 20% of Upazila funds for WASH services are focused on people who are hard to reach.
- In **Nigeria**, our partners held citizens' engagement activities, providing a platform for communities, including marginalised people, to present their issues to representatives. The process raises awareness in the community of their rights and how they can effectively engage with the authorities. In Barkin-Ladi, disabled people complained about being dependent on others to fetch water for them, resulting in a hand-pump and bore hole being provided by the Japanese embassy.
- In **India**, our partners have empowered excluded communities, such as the Dalit caste, to engage with government by raising community awareness of existing policies, programmes and their implementation so that interventions can be sought. In the area where Modern Architects for Rural India operates, Rs. 7.56 million^[2] of resources for WASH infrastructure was gained by the excluded communities.
- In **Costa Rica**, the Centre for Environmental Law and Natural Resources has carried out a number of activities to engage communities whose access to clean water is threatened by large scale pineapple farming, by providing advice on water pollution by agrochemicals and support to negotiate with government for a solution to the pollution of the river basin.

In order to ensure that the equity and inclusion work from the GTF programme does not stand alone, partners have contributed to the Rural Water Supply Network's theme of equity and inclusion and joining the discussion group (equity@dgroups.org) to encourage sharing and learning. The discussion group discussed the practical application of the human right to water and what difference this can make on the ground. GTF experiences have also been included in the rights based approach best practice book, 'On the right track', by the Special Rapporteur. All of the issues and examples raised in various discussion platforms have fed into the development of potential goals, targets and indicators for WASH specific to equity and non-discrimination for the post MDG development agenda. Our Equity and Inclusion Advisor is also on the equity and non-discrimination working group chaired by the Special Rapporteur, which is an opportunity for our programme to influence the discussions using the critical analysis of the GTF global experiences.

These linkages have helped to ensure that GTF partners are engaged in wider debates on equity, inclusion and rights, both in terms of learning from others and disseminating their learning more widely in the sector to support the placement of equity and inclusion in the GTF.

10 Progress towards sustainability

Partners' capacity

Sustainability is a core principle for the GTF programme. This year, significant progress was made in strengthening the capacity of community organisations and local NGOs to build strategic alliances and partnerships to ensure sustainability of partnerships and the programme.

^[2] Approximately £88,000.00

Sustainability of services

As reported last year, last year's capacity needs assessment was not comprehensive or detailed enough to use as a reference. One of the key recommendations from the MTR was to support partners in developing sustainable and exit strategies. During the reporting, a working group focusing on capacity needs assessment under the leadership of a consultant from Building Partnership in Development (BPD) was set up to lead on the development of a tested and proven framework which was successful. This tool that was developed on a participatory manner aims to assess an organisation as a whole, based on the gaps identified through the adapted version of the 7S framework. The next step after the identification of the gaps is the development of an organisational capacity development plan. The rationale is that increased capacity should result in organisations being able to participate more effectively in evidence-based dialogues with decision-makers and build pressure for securing access to WASH services.

Feedback received from the pilot testing in **India**, **Nigeria**, **Madagascar** and **Nicaragua** suggested that the tool is flexible and increased ownership, as well as raising issues around the sustainability of organisations. Three tailored tools for CSO, CSO networks and local government partners have been produced and will be rolled out to all GTF partners in the coming year. The CNA tool has been shared across WaterAid and with other organisations in the sector, as well as being used as a reference across the organisation. Please find CNA tool in Annex 10.

Other capacity building activities, such as budget tracking, advocacy or strategy work, were carried out during the reporting period. In **Malawi**, our partner WESNET undertook a number of fundraising initiatives, including meeting with key sector development partners to encourage discussion of funding possibilities. As a result, funding is likely to be secured from the European Union, the African Development Bank (AfdB) and UNICEF.

Sustainability of the actions

After four years of implementation, some initiatives have become institutionalised, contributing to the sustainability of the programme. For example, In **Burkina Faso**, the RICHE has ensured that accountability platforms are long-lasting by signing an agreement with the Association of Municipalities of Burkina Faso (AMBF). This is a significant achievement as mayors committed to regularly organising public hearings on citizens' WASH-related questions. This undeniably increases governments' accountability and responsiveness to meet the needs of the citizens through these institutionalised accountability platforms.

Our partner, Women Empowerment in **Nigeria** has been supporting local government authorities with the development of local plans and collating an inventory of existing social amenities compared to the infrastructure needed under the GTF programme. The process culminates with the development of an investment plan to achieve equitable delivery of services and its continuity is assured by newly formed partnership with USAID.

In **Nicaragua**, our partner conducted training and raising awareness activities to ensure that community water boards know new laws and register to represent the voices of the marginalised.

In **Uganda**, our partner UWASNET contributed to the Good Governance Group of the Ministry of Water and Environment, an effective platform for sharing the results of the GTF programme and influencing issues around good governance at the national level. As a result, replication is expected country-wide as capacity building of other partners not under the GTF funding is already happening.

In **India** and **Bangladesh**, the institutionalisation of community-based monitoring systems, such as the joint monitoring committees, supported by the Society for Advancement in Tribe, Health, Education and Environment at the block level, is a key strategy to ensure the sustainability of our work. In India, the Centre for Rural Studies and Development's use of the rights-based framework is enabling communities to become independent and plan their own advocacy strategies and events. For this, our partner is providing the committees with contact details of all the concerned government officials and has establishing strong links.

Impact of external events on the programme

Positive impacts

During the reporting period, there have been a few events that have contributed to the achievement of our set objectives at different levels. These events played a key role in the sustainability of our programme. A number of legal reforms at country level have helped maximise our impact in a sustainable manner.

One key event that occurred during the reporting period is the passing of the Freedom of Information law which is instrumental in the fight against corruption in **Nigeria**. As a result, the National Network on Water and Sanitation organised a forum for members of media networks and some NGOs to discuss how the law can be used as a tool to promote accountability and transparency in the WASH sector.

Several developments within governmental institutions have enabled our partners to influence decision-making processes. During this fiscal year, the Ministry of Water and Energy in **Ethiopia** has signed an agreement with the NGO sector on the mechanisms to improve the partnership. The Forum has taken responsibility for continuing to organise meetings in consultation with the WASH coordination office constituted at the Ministry.

In **Madagascar**, the appointment of the former executive board member of the Regional Committee Diorano- WASH to the post of Secretary General of the Ministry of Water is a strategic opportunity to advocate for the institutional ownership of the approaches developed by GTF. In **Malawi**, the Water, Environment and Sanitation Network has been part of the country's preparatory team for the SWA High Level Meeting. This gave the secretariat an opportunity to engage in depth with sector stakeholders and ministries including Health, Education and Finance. In particular, the Water, Environment and Sanitation Network was part of the development of the GLASS report and the process enabled them to advocate for issues around the rights to water and sanitation.

In the context of the SACOSAN conference, GTF partners have demonstrated how people could demand governance and transparency in their access to WASH eg through the Right to Information (RTI), Right to Education (RTE), National Rural Employment Guarantee (NREGA) and use the opportunity to further the campaign to declare Human Right to WASH in **South Asia**. Our partners in Africa also played crucial role in AfricaSan 3 by advocating for a better follow up of the commitments made by the African leaders.

At the global level, our partners have played a key role in sharing their experiences of the programme. During Stockholm World Water Week, our Indian partner CRSD led a presentation on rights based approaches. The World Water Forum VI "Time for Solutions" provided also a unique opportunity for GTF partners across Central America and Asia to present a compendium of solutions at national, regional and international levels, based on their experiences from the GTF programme.

WaterAid also contributed actively to design the content of the GTF public meeting series called "Demanding accountability from the bottom up", which seeks to build on experiences and reflect on why some initiatives and innovations have worked. As part of the series, WaterAid will lead a session

on ensuring sustainability of demand-side governance programmes which will be an opportunity to share the achievements of our programme with partners, development practitioners and other GTF grantees.

Negative impacts

External negative events affecting our programme include political instability, changes within government bodies and draughts. In **Mali**, the reporting period ended with a military coup on 22 March, ending the democratic process initiated twenty years ago. The insurgency and attacks have forced NGOs and other development bodies to abandon the intervention sites, leaving poor people without assistance. As a result of the unrest, our activities have been delayed though not affecting the reporting period but instead the coming year. Our team in Mali is currently monitoring the situation and adjusting plans accordingly.

Other countries, including Madagascar, Burkina Faso and India, have gone through grave social and political crises. In **Madagascar**, widespread strikes, a sense of insecurity and political scandal has dominated the reporting period. In **Burkina Faso**, tensions arose mainly due to the military demanding better living conditions though the security has now been restored. The **Indian** State of Andhra Pradesh is also going through complex changes as the Telangana region struggles to become a separate state. This has paralysed state bureaucracy, leading to poor spending on WASH and a lack of accountability from duty bearers.

In **Ethiopia**, the impact of drought in the horn of Africa has been felt as CSOs participate less in policy dialogue with the Water and Sanitation Forum while many organisations were forced to focus on service delivery activities.

Collaboration and networking

Our GTF programme has developed strategic alliances and collaborations with a number of organisations to impact the sustainability of the programme's objectives. In **Nigeria**, our partners supported urban utilities to unite under the "Nigeria Water Supply Association" so that they can engage with the state government more effectively.

Malawi has seen the strengthening of the WESNET, resulting in active involvement in the Joint Sector Review with key sector stakeholders. In **Nigeria**, the newly appointed Minister for Water Resources' favourable disposition to working with civil society organisations and interest in increasing institutional capacity, has meant that NEWSAN was requested to support third party monitoring of federal government projects in partnership with other stakeholders. To this end, NEWSAN is a member of a tripartite steering committee. In **Burkina Faso**, the journalist network RICHE has worked closely with stakeholders, such as the Niger Basin Authority and the Pan African Inter-governmental Agency for Water and Sanitation, to promote water and sanitation. The success of RICHE at the national level has contributed to raising the profile of the GTF programme.

FANCA has worked globally with the Global Water Partnership on themes including water governance for the 6th World Water Forum. The network has worked with FAN in Mexico and South America to develop a communications campaign. FANCA is working with the End Water Poverty global coalition campaign to support the implementation of the Human Right to Water and Sanitation.

Our GTF programme has contributed to for the second High level Meeting, which gathers Ministers for WASH and Finance. This preparation has included engagement with the media, calling for WASH commitments from governments and renewal of the mandate of the Goodwill Ambassador President of Liberia, Sirleaf Johnson. Likewise, discussions took place with another GTF grantee, the International

Budget Partnership, to try to link our programmes under the umbrella of budget analysis for WASH. This strategic partnership will be confirmed in the coming year, outlining clear deliverables.

11 Innovation

This year, a number of innovative processes, tools, technologies and finance systems have been implemented. These build on our experiences and operations across the programme, and have proved to be effective in tackling and addressing WASH governance issues.

An innovative way to raise awareness and influence national authorities to prioritise water and sanitation policy agendas has been developed in **Burkina Faso**. The Total Sanitation Approach collects sanitation data from the areas of origin of key public figures, such as traders, politicians, journalists and civil society actors) to ensure that all are engaged in the process. Although it is still a new approach, an operational plan and a communication strategy are being developed as a result to ensure actions are followed through. The approach will be officially launched soon by the Prime Minister.

Our **Indian** partner, MARI, has used the government “Phone in Programme” to encourage citizens to voice their WASH concerns directly to Rural Water Department and other line departments. During the reporting period, 419 calls were made and approximately 70% of the problems presented were resolved.

12 Learning from the GTF

Following on the MTR recommendations, another working group was created to find mechanisms to promote learning and enhance communication across the programme. This has created an opportunity to streamline learning throughout the programme

Access to human rights

Our programme contributed to increasing understanding of the human right to water and sanitation. The World Water Forum offered an international opportunity to increase knowledge of the global indicators for adopting human rights based national action plans on WASH. Different pathways for implementing rights to water and sanitation, including the use of political channels, were debated. FANCA’s analysis and recommendations fed into ministerial recognition that the human rights to water and sanitation are needed to strengthen local stakeholders’ ability to participate in water management.

Our partners in **Ghana, Nigeria, Bangladesh** and **Madagascar** have conducted local inclusive citizen engagement exercises raising awareness of people’s right to WASH services and their roles and responsibilities to ensure that these services are provided by the duty bearers. Numerous CSOs were trained to advocate on sector policy design and implementation eg WSF’s capacity building work on policy influencing for its members.

National legislation has been used to further realise the human rights to water and sanitation and negotiate with authorities and service providers. In **India**, our partners have worked for the integration of the right to WASH with the Mahatma Gandhi National Rural Employment Guarantee Act and Scheme. This has resulted in promoting drinking water availability at worksites under the National Rural Employment Guarantee, a fund which could also be used for supporting the labour component of toilet construction

Environmental governance

Our partners have been working closely with local communities to increase their influence over the management of natural resources impacting positively on livelihoods. In **Uganda**, partners in rural

areas have worked with the district and sub counties on information management for efficient planning and resource allocation through the mapping process.

Supporting water board committees in **Honduras, Costa Rica** and **Nicaragua** through their legalisation process, FANCA have contributed to improvement of local water governance. In the Nicoya region in **Costa Rica** our partner, the Centre for Environmental Law and Natural Resources, is supporting the Potrero-Caimital river basin committee which aims to implement an integrated water management approach by working with different Ministries, communal water boards and the local government. The committee not only ensures access to water for over 30,000 people but guarantees the protection of the environment.

Addressing corruption

In many countries, corruption is a critical impediment to governance and to the delivery of services to the poorest and most marginalised communities. Against this backdrop, a wide range of approaches were used to try to reduce existing corruption and the likelihood of further corruption occurring.

Studies on the status of corruption in the WASH sector in **Mali** and **Central America** were commissioned with the support of the Water Integrity Network and will be conducted next year. In **India**, FANSA is exploring a partnership with Arghyam to initiate piloting of WIN's tool to diagnose corruption in selected GTF areas.

Most tools used for the WASH sector evaluation (eg social audit, scorecard) and budget tracking exercise have the potential to contribute considerably to mitigating corruption attempts at community and local government levels. In **Uganda**, there have been incidences of fighting corruption through radio programmes eg in the Mbarara District where poor management of gravity flow schemes was brought to public attention, including the misuse of funds and inability to account for funds by the committee. In **India**, the GTF programme also demonstrated the strength of mobilizing people to make and organised fight against corruption. In Godda district, our partner Society for Advancement in Tribe, Health, Education and Environment reports how community based monitoring initiatives exposed local government officials who had diverted Government subsidies for the construction of individual household latrines. The federation of committees at Gram Panchayath level used the right to information to engage with Government officials and eventually have their money returned to construct these latrines.

Public expenditure monitoring

Citizen engagement in public expenditure monitoring is essential to encourage governments to use planning and budgeting procedures properly. Our partners, the Association of Water and Sanitation Development Boards in **Ghana** and the Economical Agriculture Promotion Group (GPAE) in **Nicaragua**, have conducted respective budget tracking exercises at district and national levels showing discrepancies. The Agency for Cooperation and Research in Development and its partners in **Uganda** have developed a Public Expenditure Tracking tool in the parishes in the south western region, integrating accountability mechanisms and focusing on budget allocations for the management and delivery of services, transparency and accountability of the local government, formation of water management committees and coverage in terms of WASH.

Results gathered from social monitoring are systematically used to demand accountability from governments and to advocate for higher budget allocation to the WASH sector.

The Centre for Rural Studies and Development in **India** has been involved in sensitising social activist groups, networks and political parties on the importance of Budget Analysis from a pro-poor perspective. Advocacy is taken up not only on the allocations as per the Scheduled Castes and Tribal Sub Plans but expenditure is also being monitored to re-appropriate non utilised funds to departments carrying schemes with marginalised communities like the Dalit and Tribal communities. The information collected on budget allocation through the right to information is discussed collectively at

village, mandal and district level meetings and cases have been reported where villagers demanded government officials to repair the tanks and drainage from the budget allocated.

Access to public services

Our CSOs partners have used a broad range of tools to involve WASH users in the evaluation of quality and availability of WASH services. Community score cards in **Ghana**, RTI tools in **India**, and community radio broadcasting in **Uganda** and **Guatemala** are some of the approaches that contribute to take community demands to leverage fundings for public services and improved access to WASH.

In **Ethiopia** and **Nigeria**, our partners have begun activities to improving the collaboration between WASH service providers and users. For instance, our GTF partners in **Nigeria** supported state urban utilities to come together under a unified body as the “Nigeria Water Supply Association”, in order to be considered as a stronger, collective voice to engage with the Government. The association offers a way for CSOs and NGOS to engage with the utilities to find ways to work on affordable access to safe water and improved sanitation.

The approaches and tools implemented by our partners have very positive impacts on communities' confidence to hold duty bearer accountable to higher levels of services and transparency. In **India**, village-level meetings are often organised for people to interact directly with government officials. Partners' accompaniment for submission of petitions has considerably reduced showing that people in the targeted communities are now well trained to use the right to information and Social Auditing to put pressure on the government. In the Centre for Rural Studies and Development and MARI areas, more than 55% of the water and sanitation issues taken up by village water and sanitation committees through petitions are solved by Government and the remaining cases are awaiting budget clearance.

Decentralisation

The call on governments to decentralise water services is gradually being heard. Our partners have been able to help empower local governments in countries undergoing decentralisation.

To strengthen local governments' ability to deliver adequate and inclusive WASH services, they are encouraged to develop local plans of action in consultation with community leaders. The Local Development Plan developed in **Nigeria**, and supported by Women Empowerment in Nigeria, is a successful process for targeting resources, as well as the micro action plans developed during Village Water and Sanitation committees meetings in **India**.

Media and governance

Media partners have proven to be strong allies of CSOs partners lobbying governments for higher level of Governance and Transparency in the WASH sector. An increasing number of partnerships were established between GTF partners and National Media agencies as in **Ethiopia, Burkina Faso, Nigeria, Uganda and Guatemala**.

Our Nigerian Partner, National Network on Water and Sanitation National, has signed a memorandum of understanding with the National WASH Media Network in **Nigeria** in order to raise the profile of the GTF programme and deepen media engagement in WASH governance issues. Both our Nigerian and Ethiopian partners brought together WASH media network members in forums to discuss opportunities for promoting transparency and accountability such as the recently ratified Freedom of Information Bill in Nigeria as an advocacy tool.

While our partners from **Uganda** and **Guatemala** use community radio programmes to raise the voice of the most marginalised communities, our partners in **Burkina Faso** Information and Communication Network on Water, Hygiene and Sanitation (RICHE), organised a press caravan bringing

representatives visiting the village of Polesgo. The people have been enabled to voice their needs and the Mayor has committed 50 million CFA² funding for service improvement.

In **Central America**, FANCA has developed a communication strategy involving: bulletins sent to decision-makers and stakeholders, use of social networking sites, TV and radio programmes to support the networking of water boards, encouraging debates and hold decision-makers to account.

² About £60,000

Annex A1 – Achievement rating scale

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
<p>Purpose</p> <p>To increase the capacity of civil society in 15 countries in Asia, Africa and Central America to engage in effective evidence-based dialogue with decision-makers in water and sanitation.</p>	2	Evidence that policies and practices have changed in terms of improved accountability and responsiveness of duty bearers as a result of increased capacity from the CSOs and CSO in at least two regions.	More than 50% of CSOs and CSO networks involved in the programme have little capacity to engage or influence decision-making processes at higher level across the programme.	As a result of capacity building for advocacy and influencing, at least 60% of our partners have increased their capacity to engage and made significant achievements in influencing policy-making and practices towards higher levels of accountability and responsiveness of governments and service providers at different levels.	<p>Following the training on budget tracking received by CONIWAS in Ghana from IBP, CSOs saw shortfalls of 45% in the completion of the SWA compact commitments made by the government. By engaging media in advocacy, they managed to get authorities to renew the commitment to further increase funding for the WASH sector.</p> <p>In Ethiopia, the WSF, through continuous lobbying of government and mobilization of NGOs, has facilitated an increase from five to 36 members of WSF to participate in the Joint Term Review and Multi Stakeholder Forum. Sector actors and</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
					<p>government have prepared and approved together the most important sector documents including the UAP (Universal Access Plan), the WASH implementation framework and the national strategic action plan for sanitation and hygiene. WSF has contributed for the improvement of the documents particularly in addressing issue of WASCOM legalisation.</p> <p>In Malawi, the WES Network tracked WASH sector budgets and fed their assessment into the national budget consultation process. For the first time, following the calls made by CSO and other development partners under the leadership of WESNET, the 2011/12 national budget for WASH has had a separate budget line for water, sanitation and hygiene. This provides a unique opportunity for budget transparency.</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
					<p>At international level, at WWF 6, our partners from Central America influenced the Ministerial Declaration of the WWF to agree on the recognition of the human right to water and sanitation and the needs to strengthen WASH stakeholders locally.</p> <p>In India, our partners have influenced national policy dialogue on the recognition of the human right to water and sanitation. Our partners worked for the integration of the right to WASH with the Mahathma Gandhi National Rural Employment Guarantee Act and Scheme. This has resulted in promoting drinking water availability at worksites under the Scheme and that a fund could also be used for supporting labour component of toilet construction. Moreover, Gram Vikas in preparation of Approach Papers for 12th Five-Year Plan has successfully advocated</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
					<p>equity and higher subsidy under the new Total Sanitation Scheme <i>Nirmal Bharat Abhiyan</i>. The major change in this scheme will be the removal of the distinction between those below and above the poverty line, and an increase in government subsidies to individuals to construct toilets. An increase in government funding of 40 to 60 % is thus promised for sanitation purposes across the country.</p> <p>In Nigeria, NEWSAN contributed to the organisational effectiveness of GTF partners and other CSOs in advocacy. In particular, they supported the water utilities to come together as a unified body that will come as a stronger voice in National and International debates. For example, the association attended the Africa Water Association (AFWA) conference in Marrakech for the first time. Here</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
					<p>members enlisted support from international and national agencies.</p> <p>In Bangladesh, awareness and advocacy efforts are increasing to ensure that the 20% of budgetary provision for WASH is used for hard to reach communities.</p>
		<p>Evidence that CSOs and networks are recognised, valued and included in national and sub-national level decision-making processes affecting the WASH sector in at least 60% of participating countries by 2013.</p>	<p>Less than 30% countries involved in the programme have evidence of CSOs and networks participating and adding value to sub-national and national level.</p>	<p>More than 60% of CSOs and CSO networks are better recognised and included in decision-making processes affecting the WASH sector at all levels and in all regions.</p>	<p>Nationally, in Mali and Malawi, our partners have raised their profile in the WASH sector by being the voice of the CSOs. As a result, they have been invited to sector level meetings, including the joint sector review, and their recommendations have fed into the design of a sector wide approach.</p> <p>In Madagascar, CRDW Anamalanga has been invited to present its work on Good Governance under the GTF in front of the National Committee with a view to discuss potential replications at national scale.</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
					<p>In Uganda, UWASNET was given a Quality Assurance Certification Mechanism by the Minister of State for Internal Affairs which rewards transparency and accountability of the organisation, as well as its adherence to high ethical standards and operational norms. UWASNET has the control of the newly introduced CSO fund for good governance.</p> <p>Moreover, WaterAid, UWASNET and CIDI have been invited to participate in the Good Governance working group of the Ministry of Water and Environment and on the drawing up of plans for the Sector Good Governance Action plan.</p>

Objective statement	Achievement rating for year being assessed	Logframe indicators	Baseline for indicators	Progress against the indicators	Comments on changes over the last year, including unintended impacts
<p>Outputs</p> <p>1.Strong and well-functioning CSOs and networks capable of influencing the design, implementation and evaluation of effective WASH policies at all levels.</p>	<p>3</p>	<p>Increase to at least 50% the number of CSOs and networks that have organisational structures and systems in place by 2011 (advocacy strategies, plans, capacity needs assessments etc).</p>	<p>Less than 25% of CSOs and networks are relatively weak in terms of organisational structure, strategy, staff, skills, systems etc. Not all members of the networks are active.</p>	<p>Partially achieved</p> <p>This year, significant improvement was made in ensuring the increase in CSOs' capacity to influence WASH policies and practices.</p> <p>More than 75% of the CSOs /CSO networks involved in the programme have increased their capacities in different ways.</p>	<p>There has been an increase in CSO capacity through training, strategy development and increased membership.</p> <p>However, it was necessary to develop a capacity needs assessment tool to help streamline capacity building consistently across the programme. The tool is a framework to carry out an individual assessment of organisational capacity in order to effectively influence WASH policies and practice</p> <p>Though this year's priority has been to refine the CNA tool, a number of capacity building activities for CSOs and NGOs were carried out across the programme to enhance capacities:</p>

					<p>- The number of staff has increased (eg. in Malawi WESNET established a secretariat for the network).</p> <p>- Training on advocacy, engaging with duty bearers and influencing policy including WSF in Ethiopia, WaterAid in Madagascar or in Mali, the Forum in Bangladesh and Costa Rica.</p> <p>- Training on finance and fundraising. Several CSOs received training on finance and reporting, joint planning and organisation.</p> <p>In Burkina Faso, where RICHE improved its fundraising capacities by building up partnerships with other organisations, for instance the Association of Municipalities of Burkina Faso or the NGO Eaux Vives, which will finance advocacy activities.</p> <p>- Dissemination of materials among network members eg In Mali, our partners disseminated within the WASH sector manuals on communication strategies and advocacy, an analysis produced by CN-CIEPA/WASH on the state of sanitation in</p>
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					<p>Mali, and a documentary on the participation of civil society and national authorities in the WASH sector. The aim is to harmonise the actions of the CSOs partners.</p> <p>-Developing advocacy strategies e.g. in Guatemala, FUNDEMABV conducted community development councils and water committees on training on community water management and transparency and accountability.</p>
		<p>At least 50% of the local partners involved in the programme have a comprehensive capacity development plan that they will act upon by 2013.</p>	<p>Less than 10% of the CSOs and networks involved in the programme have developed a capacity development plan to act upon, based on the capacity needs assessment</p>	<p>Partially Achieved</p> <p>A CNA framework has been developed in a participatory manner but the roll-out across the programme will be carried out next financial year. As a result of the roll out, it is expected that all partners will have a comprehensive capacity development to act upon by March 13.</p>	<p>A CNA tool has been refined and piloted in India, Nicaragua, Nigeria and Madagascar with CSO, CSO networks and local governments. The tool will now be rolled out by all partners but also with other sector stakeholders before devising capacity development plans. So far, 10 partners have developed strategic plans of action.</p> <p>Following the MTR recommendations, several partners including RICHE in Burkina Faso, WES in Malawi, CONIWAS and AWSDB in Ghana, CRDW in Madagascar, WEIN in Nigeria developed strategic plans of</p>

					<p>actions to strengthen their organizational capacities in the coming years.</p> <p>In Uganda, HEWASA defined a WASH advocacy agenda to be pursued by the local civil society organisation in the Region in a participatory approach.</p>
		<p>Significant improvement (to at least 50%) in the involvement of the CSOs and CSO networks in influencing WASH policies and practices at all levels by 2013.</p>		<p>At least 60% of our partners have been increasingly involved in several platforms at all levels towards influencing WASH policies and practices as a result of the increased capacity</p>	<p>During the reporting period, our partners have attended high profile events at different levels to represent the voice of civil society and influence WASH debates.</p> <p>At national level partners influenced policies through participation to key processes including Joint Technical reviews, Sector Reviews and thematic working groups eg Mali and Malawi</p> <p>In Ethiopia, as a result of CSO engagement in advocacy, government and sector actors have designed collectively major WASH documents such as the National Strategic Action Plan for Sanitation and Hygiene.</p> <p>In India, during the 12th five year plan inputs with the Ministry of rural development,</p>

					<p>the GTF partners contributed to the drafting of the water and sanitation plans, based on their analysis of the budget allocations of the previous year.</p> <p>At regional level, in April 2011, the South Asian countries at the SACOSAN conference accepted the principle sanitation is declared a “human right”. In this context, the GTF programme in South Asia has thrived with the opportunity of existing rights framework and has demonstrated how people could demand Governance and Transparency in their access to safe drinking water and sanitation facilities.</p> <p>In Burkina Faso, RICHE published a magazine on innovative practices in the WASH sector to be presented in the African conference on hygiene and sanitation (AfricaSan3) in Kigali, and the WWF in Marseille.</p> <p>On a global level Partners from India, Africa and Central America shared experience from the GTF programme on the implementation of at the WWF 5.</p>
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					The WES Network played a critical role in the Malawi SWA national preparatory process at the centre of the lobbying for the participation of the Minister of Finance at the High Level Meeting and the promise to increase resources in the next budget.
<p>Outputs</p> <p>2. CSOs, including those representing marginalised groups, are effectively engaging in decision-making processes affecting the WASH sector.</p>	2	Increase to at least 30% the number of CSOs that are participating consistently and adding value to dialogue and decision-making platforms and processes at all levels by 2013.	Few dialogue platforms exist and only a small number of citizen groups consistently participate in the consultation processes. Organisations representing marginalised groups are not part of the dialogues at all levels	Achieved	<p>More than 60% have been participating in decision-making platforms and spaces at local, national and international levels (eg joint sector reviews in Malawi, Integration of the human right to water and sanitation into the National Rural Employment Guarantee in India).</p> <p>As described above, our partners across the programme have participated and added value to decision-making platforms at different levels:</p> <p>In Malawi and in Ethiopia, the partners fed into the sector level meetings, including joint sector reviews. In Malawi, WESNET has ensured the participation of NGOs in the joint sector review as well as holding the government accountable in delivering on the undertakings. In Ethiopia, the WSF has facilitated an increase in the number of members participating in the JTR and Annual Multi Stakeholder Forum.</p> <p>In Uganda, UWASNET was invited to play an active role in the Good Governance working</p>

					<p>group of the Ministry of Water and Environment. UWASNET has made a commitment to monitor activities under the good governance action plan that relate to CSOs' effective engagement and monitoring of the WASH sector.</p> <p>Moreover, a wide range of materials has been produced and disseminated at strategic platforms for sector influencing purposes.</p> <p>Our partners have also played a pivotal role in pushing for an equity and inclusion approach to policy and practice using different tools:</p> <ul style="list-style-type: none"> -Implementing the power and barriers analysis tool: In Madagascar, CSOs such as FIVEA used the tool to ensure that disabled and older people's needs are taken into account. The women of the association conducted multiple awareness and advocacy campaigns, and actions in support of the most deprived or disabled members of the communities. - Surveys: In Burkina Faso, the survey on users'
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					<p>satisfaction conducted by SPONG will contribute to informing duty bearers on the status of WASH infrastructure, quality of services, and accessibility and will be used to influence the design of the National Programme (PN-AEPA).</p> <p>-Community score card: CONIWAS organised citizen engagement exercises using the community scorecard approach in order to provide a conducive environment for the stakeholders.</p> <p>-Media: In Bukina Faso RICHE organised a press caravan on water and sanitation delivery in the city of Ouagadougou, involving local representatives, MPs and members of International agencies. This event gave people from peri-urban areas opportunities to expose their needs and request concrete actions.</p> <p>-Events:</p> <p>In Ethiopia, WSF organised a national learning symposium on equity and inclusion in WASH services to strengthen links between different initiatives. It focused on equity and inclusion by enhancing awareness and triggering the</p>
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					<p>commitment and efforts of service providers to mainstream equity and inclusion in development endeavors.</p> <p>This initiative has also supported NGOs to collect evidence and advocate and ensure more attention and action from the Government and the donors.</p>
		<p>Evidence of policies and practices reflecting pro-poor changes and recommendations due to CSO advocacy actions (disaggregated into marginalised groups and pressure groups).</p>	<p>Limited opportunities, knowledge and mechanisms for CSOs and CBOs to influence decision-making processes.</p> <p>There is a lack of pro-poor water and sanitation targets, policies and inclusive designs in all four regions. Baseline value = 0.</p> <p>Weak links between pro-poor policies and actual evidence of these put in practice at all</p>	<p>Good progress made</p> <p>There is evidence that policies and practices are incorporating pro-poor recommendations from our GTF Governance advocacy work which shows the added value of GTF.</p>	<p>In Nigeria, WEIN also supported Darazo local Local Government in the development of an inclusive local development plan and WEIN has signed a partner agreement with RTI- lead to replicate the local development plan in Ningi.</p> <p>In Gram Vikas, India, preparation of for 12th Five-Year Plan has included advocacy for equity and higher subsidy under the new Total Sanitation Scheme. The major change will be the removal of the distinction between below the poverty line and above the poverty line and an increase in government subsidies to individuals to construct toilets. An increase in government</p>

			levels.		<p>funding of 40 to 60% is thus promised for sanitation purposes across the country.</p> <p>In Central America our partners have influenced the Ministerial Declaration of the WWF on the recognition of the human right to water and sanitation and the need to strengthen WASH stakeholders locally. Moreover, the support of our partners in the process of legalising water boards means that these bodies can have more control over natural resources.</p> <p>CEDARENA in Costa Rica has managed to position pro poor agenda on water law legal reforms.</p> <p>In Bangladesh, the NGO Forum pushed so that 20 % of the Upazila funds for WASH services are targeted to the hard to reach.</p>
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<p>Outputs</p> <p>3. Informed and empowered people are better able to demand accountability and responsiveness from governments and service providers in the WASH sector.</p>	<p>2</p>	<p>Evidence of people especially the poor and marginalised, being informed and made aware of their rights and responsibilities regarding WASH in at least 50% of the targeted countries by 2013.</p>	<p>In more than 75% of the targeted countries, citizens have limited knowledge of relevant WASH policies, rights and mechanisms/tools available for their participation</p>	<p>Achieved</p> <p>All but one of the country programmes are working on Output 3 and there is good evidence of achievement in this area in more than 60% of the countries involved.</p> <p>There are more people being informed on their rights and responsibilities to hold duty bearers accountable for good governance and accessible services. This is reflected in evidence of people demanding higher levels of accountability and responsiveness by duty bearers.</p>	<p>Locally, GTF partners have regularly conducted structured training and awareness raising sessions on WASH. In India, our partners supported organisation of village and Gram Panchayat meetings to enhance the ability to influence.</p> <p>An increasing number of partnerships were established between GTF partners and National Media agencies (eg in Ethiopia, Burkina Faso, Nigeria, Uganda and Guatemala) to involve media in raising the voice of CSOs. For example, in Burkina Faso, RICHE organised a press caravan called “24 hours on water and sanitation delivery in the city of Ouagadougou” involving local representatives, deputies and members of International agencies. This event gave people from peri-urban areas opportunities to expose their needs and request concrete actions in the WASH sector.</p>

					<p>At the local level, our partners in Ghana, Nigeria, Bangladesh and Madagascar have conducted inclusive citizen engagement exercises contributing to raising awareness among people of their right to WASH services and their roles and responsibilities to ensure that these services are provided by the duty bearers.</p> <p>In Central America, our partners are informing community water boards on their registration process through trainings and radio programmes so that they can operate legally.</p> <p>In Nigeria, a media forum for journalists and NGO partners was organised to discuss WASH governance issues and opportunities; in particular to discuss the opportunities to use the recent freedom of information bill.</p>
		<p>Evidence of citizens (pressure groups/platforms etc) being able to demand accountability and responsiveness from government and service</p>	<p>People and their platforms have few opportunities to demand accountability and responsiveness</p>	<p>Achieved</p> <p>In the four regions, there is significant evidence of people being increasingly empowered and putting pressure on</p>	<p>A number of mechanisms and tools were used across the programme:</p> <p>In Costa Rica, citizens through the 'people's initiative' mechanism urged Congress</p>

		<p>providers in at least 70% of GTF participant countries by 2013.</p>	<p>from governments and service providers. There is a lack of awareness of accountability, mechanisms and tools provided by our countries' legislations.</p>	<p>government and services providers for good governance and better services. Our partners displayed a wide range of approaches (including score cards, PETs, RTI) and monitoring tools to enable people to assess services and hold decision-makers to account.</p>	<p>to submit a bill on integrated water resources management within a two year period.</p> <p>In India, partners' accompaniment for submission of petitions has considerably reduced showing that people in the targeted communities are now well trained to use RTI and Social Audit to bring pressure on the government. In CRSD area and in MARI areas, more than 55% of the water and sanitation issues taken up by village water and sanitation committees through petitions are solved by Government and the remaining are awaiting budget clearance. There are also several cases of people gaining confidence through the GTF and demanding the implementation of other services (such as electricity) and/or fighting corruption through the use of RTI.</p> <p>In Uganda, partners in rural areas have used the mapping process at district and sub counties level. The exercise revealed incomplete wells depriving over 400 people of access to safe water. Works on these wells have been resumed by the government bowing to pressure from the concerned communities.</p>
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					<p>In Ghana, Uganda and Nicaragua our partners have conducted public tracking exercises and the results have fed into advocacy campaigns for increased transparency and financing. At National level. CONIWAS in Ghana has been able to advocate for the completion of the SWA compact. WES in Malawi obtained a separate budget line for water, sanitation and hygiene in the National programme.</p> <p>Working with media is a very effective way to pressure government:</p> <ul style="list-style-type: none"> - Our partners in Central America are using radio, TV and social media to voice the concerns of citizens. - Community radio broadcasting in Uganda is an effective means to leverage funding for public services, improved access to WASH and fight corruption. - In Burkina Faso RICHE established a radio programme so that decision makers can listen to citizens demands. <p>The partnership between</p>
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					<p>RICHE and the AMBF has also opened opportunities for citizens to voice their needs directly to duty bearers. For instance, the press caravan organised this year has lead the Mayor of Ouagadougou committing to 50 million CFA³ funding for service improvement in a village.</p>
<p>4. Duty bearers are willing and able to be more accountable to citizens and end users in the WASH sector.</p>	<p>4</p>	<p>Evidence of increased availability and access to sector information at appropriate levels in at least two out of four targeted regions by 2013.</p>	<p>Limited water-related information available and, if available, they are not user-friendly in more than 80% of the targeted countries. Difficulty in accessing WASH budgetary provisions at local government level.</p>	<p>Achieved</p> <p>Governments across the programme are increasingly making information on the sector more accessible and transparent.</p>	<p>In Malawi the national government for WASH has had a separate budget line following calls from CSOs.</p> <p>In Ghana, the Government has renewed its commitment to the SWA Compact following pressures from CONIWAS.</p> <p>In India, the government is striving to introduce mechanisms to enhance responsiveness and transparency. The phone- in programme by RWS is an opportunity for citizens to call government officials. Over 70% of the problems were solved within a short period. Moreover, the government is acting on communities petition. In MARI area: 377 petitions on</p>

³ About £60,000

					<p>WASH issues were submitted during the year of which 294 were addressed by the government with resources worth Rs. 7.559 million. In CRSD area, 675 water and sanitation issues were taken up by village water and sanitation committees, of which 59% cases were solved by Government and the remaining are awaiting budget clearance.</p> <p>Moreover, the new Sanitation Scheme meant that the end to the distinction between below the poverty line and above the poverty line and an increase in government subsidies to individuals to construct toilets.</p>
		<p>Duty bearers systematically involve all citizens in constructive decision-making processes resulting in legal regulatory frameworks in accountability and responsiveness in at least five countries by 2013.</p>	<p>Limited number of mechanisms (platforms) enabling the interaction of water and sanitation service providers with citizens/end users.</p> <p>There is a lack of clear mechanisms for interface with governments and service providers.</p>	<p>Progress made</p> <p>There is evidence of government involving citizens in decision-making processes but there is some evidence that this participation has resulted in changed legal regulatory frameworks.</p>	<p>Governments across the four regions are increasingly including CSOs and networks at key sector meetings including the JTR and multi-stakeholder Forums (eg Ethiopia, Mali and Malawi, our partners have been invited and their recommendation have fed into sector wide decisions).</p> <p>In Uganda, the government has given UWASNET the overall coordination of the newly introduced CSO fund for Good Governance. Also, WaterAid, UWASNET and CIDI</p>

					<p>have been invited to participate in the Good Governance working group of the Ministry of Water and Environment and on the drawing up of plans for the Sector Good Governance Action plan.</p> <p>In Madagascar, CRDW Anamalanga has been invited to present its work on Good Governance under the GTF in front of the National Committee with a view to discuss potential replications at national scale.</p> <p>CSOs' participation in sector policy-making is increasingly being institutionalised (eg in Uganda the Good Governance, Burkina Faso space of accountability). In India and Bangladesh, the institutionalisation of community-based monitoring systems such as the joint monitoring committees supported by SATHEE.</p> <p>In Burkina Faso following their partnership agreement with RICHE, AMBF leaders pledged to create spaces of accountability and organise direct debates with the communities on the AEPHA issues.</p>
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Activities Output 1 <ul style="list-style-type: none"> • Staff recruitment, • Increased membership • Training (advocacy, policy influencing, documentation, budget tracking, fundraising etc) • Capacity needs assessment piloting and testing • Development of strategic plans of action, frameworks, engagement strategies etc 					
Output 2 <ul style="list-style-type: none"> • Participation to key decision-making processes platforms at all levels (Joint Sector Reviews, multi-stakeholder platforms, working groups etc), SACOSAN and AfricaSan at regional level, Stockholm Water Week and World Water Forum etc. • Sector monitoring through the assessment and independent reporting on the implementation of the human right to water and sanitation. • Conduct budget tracking, public expenditure monitoring exercises. • Involvement in decision-making processes at national, regional and international fora. 					
Output 3 <ul style="list-style-type: none"> • Media engagement (including radio and TV programmes) as platform to inform citizens about their rights and to hold governments and service providers to account. • Training communities on advocacy using monitoring tools (mapping, public expenditure tracking exercises, RTI) to assess service provision. • Citizens' engagement activities (social audit, community score cards, etc). Use of evidence-based advocacy to put pressure on decision-makers. • Public hearings and citizen platforms • Dissemination of key sectoral documents 					
Output 4					

- Governments and service providers are responding to citizens' demands for information on WASH (transparency on budget allocation).
- Platforms for engagement between citizens, governments and service providers are institutionalised.
- Involvement of citizens in decision-making processes.
- Governments and service providers are financing the sector.

Annexe A2 – Most up to date approved programme Logframe

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
<p>To improve the accountability and responsiveness of governments and service providers in the water sector in Asia, Africa and Central America</p>	<p>Evidence that governments and service providers are more accountable to citizens and/service users and responsive to the WASH issues in the targeted countries</p>		<p><i>Evidence of regional government mechanisms and systems to address WASH issues and prioritize WASH at local level (Madagascar)</i></p> <p><i>Evidence of Government mechanisms to address WASH issues and improved services (India)</i></p> <p><i>Increased budgetary provisions and financial performance for WASH (Bangladesh)</i></p> <p><i>Evidence of tools used by water boards to hold governments and service providers to account (Central America)</i></p>	<p>Global sector monitoring reports</p> <p>Governments policies and programme documents</p> <p>Joint sector reviews</p> <p>National Water and Sanitation reports</p> <p>Citizen reports or community scorecards</p> <p>Press releases/reports</p>	<p>Conducive political and policy environment that supports public participation</p> <p>Increased capacity of CSO and CSOs networks</p>

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>Evidence of improved government policies and practices reflecting pro poor change in response to the number of issues raised by civil society on water and sanitation by 2013</i></p> <p><i>Number of stakeholders structures GTF partners/identified CSO partners are a member of (Malawi)</i></p>		
<p>To increase the capacity of the civil society in 15 countries in Asia, Africa and Central America to engage in effective evidence</p>	<p>Evidence that policies and practices have changed in terms of improved accountability and responsiveness of duty bearers as a result of increased capacity from the CSOs and CSO in</p>	<p>More than 50 % of CSOs and CSOs networks involved in the programme have weak capacity to engage or influence decision making processes at higher level across the programme</p>	<p><i>Evidence of government policies and practices reflecting pro-poor change in response to the number of issues raised by Civil Society on water and sanitation increased by 50% by 2013</i></p>	<p>Regular platforms and communiqués or decision points</p> <p>Government policies and programme documents</p> <p>Reports of CSO networks events</p>	<p>Governments ensure environment conducive to civil society activity</p> <p>Civil society organizations committed to working in networks</p> <p>Governments and service providers open to dialogue with civil society</p>

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
based dialogue with decision makers in water and sanitation	at least two regions			Poverty Reduction Monitoring reports of national governments	Adequate and continuous political support from local and national government agencies and other stakeholders
	Evidence that CSOs and networks are recognised , valued and included in national and subnational level decision making processes affecting the WASH sector in at least 60% of participating countries by 2013	No more than 30% countries involved in the programme have evidence of CSOs and networks participating and adding values to sub national and national level.	<p><i>Continuous civil society representation in national WASH fora (Ghana)</i></p> <p><i>Increased CSO representation in multi donor budget support platforms and other budget fora</i></p> <p><i>Increased CSO representation at regional and continental fora such as AMCOW meetings and other PAN Africa platforms (Africa)</i></p> <p><i>Increase from 1 to 6 the number of CSOs involved in decision making processes (Madagascar)</i></p>	<p>Citizen representatives involved in WASH regional setcor review and planning</p> <p>CSO sector reports that show clear examples of influencing CSO</p> <p>CSO space created allowing participation in decision making forums i.e. invitation letters/ reserved seats for CSOs etc</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
<p>1 Strong and well functioning CSOs and networks capable of influencing the design, implementation and evaluation of effective WASH policies at all levels</p>	<p>Increase to at least 50% the number of CSOs and networks that have organisational structures and systems in place by 2011 (advocacy strategies, plans, capacity needs assessment, etc.)</p>	<p>Less than 25 %</p> <p>Most of the CSOs and networks are currently relatively weak in terms of organisational structure, strategy, staff, skills, systems etc. Moreover, not all members of the networks are active.</p>	<p><i>An increase from 1 to 16 WSF members will have a policy engagement strategy in place by 2013 (Ethiopia)</i></p> <p><i>All CSO GTF partners have improved accountability mechanisms towards marginalised communities and end users they are representing (Madagascar)</i></p> <p><i>Increase from 1 to 6 CSO leading WASH lobbying and advocacy in Anamalanga region by 2013 (Madagascar)</i></p> <p><i>At least 4 community water boards platforms have been strengthened in</i></p>	<p>Survey on WSF Members structures, strategies etc... Institutional member profiles</p> <p>Capacity Needs Assessment of WSF</p> <p>WSF database, questionnaire WSF reports / publications</p> <p>Records, reports and minutes of meetings</p> <p>Capacity needs assessment reports</p> <p>Advocacy strategy fully implemented</p> <p>Official documents</p> <p>Records and case studies</p> <p>Trainings held in Advocacy and Influencing</p>	<p>Political dynamics of CSOs and networks;</p> <p>Proliferation and non-adherence of local NGOs to national water policy and implementation guidelines</p> <p>Enabling political environment for CSO engagement</p>

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>Guatemala, Honduras, Nicaragua and Costa Rica by 2013</i></p> <p><i>At least 50% of the implementing partner organisations and targeted communities have their capacity built in the use of effective advocacy tools with a focus on good governance and ensuring accountability by 2013 (Uganda)</i></p>	<p>Community advocacy groups formed and trained to influence effectively</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
	<p>At least 50% of the local partners involved in the programme have a comprehensive capacity development plan that they are acting upon by 2013</p> <p>Significant improvement (to at least 50%) in the involvement of the CSOs and CSO networks in influencing WASH policies and practices at all levels by 2013</p>	<p>Less than 10% of the CSOs and networks involved in the programme have developed a capacity development plan to act upon based on the capacity needs assessment</p>	<p><i>At least 75% of UWASNET implementing partners have organisational structures and systems in place including an advocacy strategy by 2013 (Uganda)</i></p> <p><i>182 CSOs and CSO networks across 4 districts have demonstrated increased capacities to influence policies of WASH at District and state level by 2013 (India)</i></p>	<p>Capacity needs assessment reports;</p> <p>Advocacy strategy fully implemented</p> <p>Capacity and system development</p> <p>Village Water and Sanitation Committee register and reports;</p> <p>CBOs alliance meeting reports,</p> <p>Records and proceedings;</p> <p>Meetings register and Copy of resolutions. State and district level plans and policies related to capacity development</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
<p>2. CSOs including those representing the marginalised groups are effectively engaging in decision making processes affecting the WASH sector</p>	<p>2.1. Evidence of policies and practices reflecting pro-poor changes and recommendations due to CSO advocacy actions (disaggregated into marginalised groups and pressure groups)</p>	<p>There is a lack of pro-poor water and sanitation targets, policies and inclusive designs in all four regions – Baseline value = 0.</p> <p>Weak links between pro-poor policies and actual evidence of these put in practice at all levels.</p> <p>Limited opportunities, knowledge and mechanisms for CSOs and CBOs to influence decision-making processes.</p>	<p><i>Increase from 3 to 20 WSF members in the Annual Multi Stakeholder Forum and Bi Annual Joint Technical Review processes by 2013 (Ethiopia)</i></p> <p><i>Increase to at least 50% the number of issues adopted in the design of WASH services by providers arising from community consultative meetings by 2013 in Mukono and Kampala (Uganda)</i></p> <p><i>Increase to 50% of number of mechanisms in place for the community to influence policy and demand accountability by 2013 (Uganda)</i></p>	<p>Joint Monitoring Review report; Multi-Stakeholder Forum minutes and proceedings</p> <p>Records, reports and minutes of meetings;</p> <p>Plans, budgets and reports of local governments and service providers;</p> <p>Official documents (Budget papers, plans, reports and minutes of meetings of local governments and other service providers).</p> <p>Records indicating local community involvement in the planning and implementation of water and sanitation projects;</p> <p>Reports and submissions by CSOs meetings records sector monitoring reports</p>	<p>Communities support the inclusion of marginalised groups in decision-making</p> <p>Free Media</p> <p>United Nations Declaration on Human Rights of access to water and sanitation has begun the process of awareness (civil society and decision makers) on the implications of the right and the need to implement it.</p> <p>Central Water Agreement, Central American Strategy for IWRM and IWRM in Central American Plan approval process by the Ministries and Departments of Environment.</p> <p>General water law in Honduras and Nicaragua, CAPS special law in Nicaragua, water bills in Costa Rica, a bill to strengthen community aqueducts in Costa Rica, the process of building national water policy in El Salvador.</p>

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>At least 3 recommendations from the WASH CSOs are proposed and incorporated in Analamanga Region document by 2013 (Madagascar)</i></p> <p><i>National and regional instruments for water management (including project of laws or policies) incorporate mechanisms of accountability, citizen participation, definition of the responsibilities and transparency at the duty bearers level (Central America)</i></p> <p><i>At least four recommendations from UWASNET member organisation on good governance issues are submitted</i></p>	<p>National, regional and international for a (involving decision-makers) in which the following themes are discussed (accountability, transparency, citizen participation and safe drinking water quality and sanitation for poor or extremely poor) e.g. the Water Forum of the Americas, Inter-American Dialogue on Water Management, World Water Forum, among others).</p> <p>Representation of marginalized groups in various forums e.g. membership status; quota allocation; affirmative actions</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>and incorporated in the undertakings for the joint sector review by 2013 (Uganda)</i> <i>Evidence of partnerships formed by implementing partners with other stakeholders (Nigeria)</i></p>		
	<p>2.2. Increase to at least 30% the number of CSOs that are participating consistently and adding value to dialogue and decision making platforms/processes at all levels by 2013</p>	<p>Less than 20% Few dialogue platforms exist and only a small number of citizen groups consistently participate in the consultation processes. Organisations representing marginalised groups are not part of the dialogues at all levels.</p>	<p><i>At least 3 recommendations from the WASH CSO are proposed and incorporated in the review of the poverty reduction strategy papers by 2013 (Burkina Faso)</i> <i>Evidence of village level plans on WASH in 4 districts of ORISSA (India)</i> <i>Evidence of water bills and laws passed incorporating mechanisms of Accountability, citizen participation</i></p>	<p>Reports of the PRSP review workshops; Multi-stakeholder meeting records; sector monitoring reports</p> <p>Database on WASH Forums for dialogues and decision making in the FANCA national networks of community water systems involved incorporating their proposals</p> <p>Alliance or joint development work with institutions and organizations to implement existing legal</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<i>and transparency due to the advocacy led by FANCA</i>	instruments or impact on improving drinking water and sanitation	
3. Informed and empowered citizens are better able to demand accountability and responsiveness from governments and service providers in WASH sector	3.1. Evidence of people especially the poor and marginalised, being informed and made aware of their rights and responsibilities regarding WASH in at least 50% of the targeted countries by 2013	In more than 75% of the targeted countries, citizens have limited knowledge of relevant WASH policies, rights and mechanisms/tools available for their participation.	<p><i>Increase of at least 50% the cadres that are aware of the local issue and CSO prepared a people's chartered of demand for government (India)</i></p> <p><i>Evidence of at least one case (a year) of citizens and platforms demanding accountability from governments and service providers by 2013 (Central America and Madagascar)</i></p> <p><i>Evidence of citizens Engagement platform with government at the LG level (Nigeria)</i></p>	Status report; Demand submitted by the village cadres; VWSC and alliance resolutions; Demand submission receipt; Media clippings; Proceedings of the meetings; Media report/clipping; Plan document; State water policy; Training report; Media clippings	Government documentation and budgets are freely available; Enabling environment for advocacy; Community involvement in decision making; Water and Sanitation continues to be prioritized by communities; Free Media Local and national governments make available budget and financial data

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
	<p>3.2. Evidence of citizens (pressure groups/platforms etc) been able to demand accountability and responsiveness from government and service providers in at least 70% of GTF participating counties by 2013</p>	<p>People and their platforms have little opportunities to demand accountability and responsiveness from governments and service providers. There is a lack of awareness of accountability, mechanisms and tools provided by our countries' legislations.</p>	<p><i>Increased to at least 50% the citizen engagement platforms organised for community-service provider – government dialogues in the intervention areas by 2012 (Ghana)</i></p> <p><i>Evidence of marginalized and vulnerable groups better organised to demand for effective WASH services (Nigeria)</i></p> <p><i>Evidence of increased citizen engagement for community –service provider-government in the intervention areas by 2013 (Madagascar)</i></p> <p><i>Increase to at least 50% the specific cases showing citizens or platforms</i></p>	<p>Budget monitoring and analysis reports;</p> <p>reports submitted at LG level working and lobbying for their WASH rights by 2012</p> <p>analysis reports</p> <p>reports submitted at LG level for WASH access by 2013</p> <p>Recordings of radio talk shows;</p> <p>Training reports;</p> <p>Messages on IEC materials.</p> <p>Water boards card reports</p> <p>Recording talk shows</p> <p>Project reports</p> <p>Publications</p> <p>Community recordings</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>holding governments and service providers accountable by 2013 (Uganda)</i></p> <p><i>At least 100 tribal and women community based organisations are organised and capacitated with the agenda of collectively demanding government's accountability and transparency to allocate more funds and performance for WASH (India)</i></p> <p><i>Evidence of increased citizen engagement for improved WASH service delivery through public platforms in target districts by 2013 (Uganda)</i></p> <p><i>Each year, at least 20 radio programme broadcasts have</i></p>	<p>Position papers</p> <p>Press releases</p>	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<i>evidence of community holding successfully leaders to account and responsiveness from Government by 2013</i>		
4. Duty bearers are willing and able to be more accountable to citizens and end users in WASH sector	4.1. Evidence of increased availability and access to sector information at appropriate levels in at least two out of four targeted region by 2013	Limited amount of water related information available and, if available, they are not user-friendly in more than 80% of the targeted countries. Difficulty in accessing WASH budgetary provisions at local government level.	<p><i>At least 5 platforms facilitated by WSF members between service providers and End users by 2013 (Ethiopia)</i></p> <p><i>Evidence of at least one case (a year) of LG more accountable facilitating citizen access to sector information by 2013 (Madagascar)</i></p> <p><i>At least 10 political and administrative authorities and service providers at LG level report to their communities on the implementation of water and sanitation</i></p>	Regional information center functional Newsletter dissemination Reports Meeting records Monitoring reports Analysis reports Regional database including pro-poor and vulnerable targeting criteria Case studies	

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
			<p><i>development plans (planning, budgeting etc) by 2013 (Burkina faso)</i></p> <p><i>Evidence of LG more accountable with adequate prioritization mechanisms and tools for better pro poor and vulnerable targeting by 2013 (Madagascar)</i></p>		
	<p>4.2. Duty bearers systematically involve citizens in constructive decision making processes resulting in legal regulatory frameworks in accountability and responsiveness in at least 5 countries by 2013</p>	<p>Limited number of mechanisms (platforms) enabling the interaction of water and sanitation service providers with citizens/end users. There is a lack of clear mechanisms for interface with governments and service providers.</p>	<p><i>At least 13 water boards in each targeted country that have built in accountability mechanisms and have involved their users in decision making (Central America)</i></p>	<p>Assessment of WSF members' engagement with service providers and end users;</p> <p>Feedback documentation;</p> <p>Sector/Platform Meeting minutes / reports;</p> <p>Mayor's report;</p> <p>Media Surveys, Independent reviews etc</p>	<p>Governments and service providers are willing to meet and work with civil society and are responsive to capacity building;</p> <p>Governments and service providers staff do not leave or change posts in the short-term;</p> <p>Political stability</p>

Narrative Summary	Verifiable indicator	Baseline Information	Example of regional/ country level indicators	Means of Verification	Assumption
				Interface Meetings between citizens and duty bearers	

Annex A3 – Annual financial report

A3.1 Programme identification

1 GTF reference no.	GTF-010
2 Organisation name	WaterAid

A3.2 Reporting period

1 Start of period	01April 2011
2 End of period	31 March 2012

A3.3 Funds received from DfID during reporting period

Payment no.	Date received	Amount
Payment 1	20/07/2011	627,318.51
Payment 2	14/12/2011	360,678.21
Total received during period		987,996.72

A3.4 Expenditure during period from 01 April 2010 to 31 March 2011

	Agreed budget for period	Actual expenditure for period	Variance	Variance %
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.	153,141.63	109,793.04	43,348.59	28%
Output 2: CSOs (including those representing marginalised groups) are effectively engaging in decision-making processes affecting the WASH sector.	90,525.20	98,970.44	(8,445.24)	(9)%
Output 3: Informed and empowered people are better able to demand accountability and responsiveness from governments and service providers in the WASH sector.	100,929.56	63,114.84	37,814.72	37%
Output 4: Governments and service providers are more accountable to (willing and able) citizens and end users in the WASH sector.	53,848.35	52,977.66	870.69	2%
Salaries	272,795.66	286,283.79	(13,488.13)	(5)%
Running costs	98,361.64	86,138.54	12,223.10	12%
Publications/conferences	42,447.28	19,753.94	22,693.34	53%
Regional coordination / dissemination and learning	36,166.25	21,672.40	14,493.85	40%
Monitoring and evaluation	60,919.99	64,181.24	(3,261.25)	(5)%
Sub-total partners' total	909,135.56	802,885.88	106,249.68	12%
Personnel	91,500.00	115,819.32	(24,319.32)	(27)%

Programme costs				
WaterAid travel costs	12,000.00	11,551.06	448.94	4%
Video/teleconference/reference and steering group meetings	500.00	402.41	97.59	20%
International learning meetings	20,000.00	22,189.93	(2,189.93)	(11)%
Regional meetings	10,000.00	17,405.50	(7,405.50)	(74)%
Translation	7,500.00	6,253.63	1,246.37	17%
Publications	15,000.00	20,109.08	(5,109.08)	(34)%
Evaluation costs	25,000.00	42,626.40	(17,626.40)	(71)%
Sub-total UK	181,500.00	236,357.33	(54,857.33)	(30)%
TOTAL (incl. non eligible amount)	1,090,636	1,039,243	51,392	5%
Estimated non eligible amount				
TOTAL YEAR	1,090,636	1,039,243	51,392	5%

Explanatory notes

Over the past year, our total expenditure has been the highest since the beginning of the programme and this can be explained by the fact that our partners have been increasingly engaged in the decision making processes using budget tracking exercises, organisation of Multistakeholders fora, etc. However, we underspent by only 5% which is mostly due to several reasons including partnership issues (Burkina Faso and Kenya), political instability (Madagascar, Mali and Nigeria) and programme reshift as a result of the MTR.

The overall UK expenditure variance has exceeded by 30% compared to what was originally planned. Please the reasons for the variance for each budget line:

- 1 **'Evaluation costs'** – the 71% overspending is due to the fact that we had underestimated the cost of such exercise. We did inform the Fund Manager that the cost of the MTR would be much higher than originally planned before signing the agreement with the consultants. However the quality of the MTR we commissioned (which we extremely happy with) does compensate the cost that is comparable to what other grantees spent for the same exercises.
- 2 **'Publications'** – this budget line was overspent by 34%. This overspending is mainly due to the fact that there has been an increase in the production and dissemination of reports or publications (see in annex). This aim for these publications is to enhance learning across the programme but also outside the programme. It is worth mentioning that most of the translations (french and english)of these documents have been included in this budget line
- 3 **'International and regional meetings'** – These two budget lines have been overspent respectively by 11% and 74% because of unrealistic planning.
- 4 **'Personnel'** – the overspending in this budget line is due to the fact that the annual increment as per our organisational people management strategy was under estimated in our original budget.

A.3.5 Expenditure to date (31 March 2011) since start of programme

Agreed budget lines	Total agreed programme budget to date	Actual expenditure for period	Variance	Variance %
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.	629,624.09	360,778.08	268,846.00	43%
Output 2: CSOs (including those representing marginalised groups) are effectively engaging in decision-making processes affecting the WASH sector.	389,075.94	248,264.56	140,811.38	36%
Output 3: Informed and empowered people are better able to demand accountability and responsiveness from governments and service providers in the WASH sector.	380,162.46	200,907.68	179,254.78	47%
Output 4: Governments and service providers are more accountable to (willing and able) citizens and end users in the WASH sector.	219,876.68	128,775.36	91,101.32	41%
Salaries	1,265,353.08	821,739.96	443,613.12	35%
Running costs	539,368.92	310,167.86	229,201.07	42%
Publications/conferences	207,802.47	91,517.35	116,285.12	56%
Regional coordination/dissemination and learning	257,383.21	115,998.50	141,384.71	55%
Monitoring and evaluation	261,353.01	143,784.57	117,568.45	45%
Sub-total partners' total	4,150,000.00	2,421,933.92	1,728,065.95	42%

Personnel	455,380.00	323,730.94	131,649.06	29%
Programme costs				
WaterAid travel costs	53,276.70	30,827.76	22,448.94	42%
Video/teleconference/reference and steering group meetings	6,531.09	1,433.50	5,097.59	78%
International learning meetings	95,655.90	82,845.83	12,810.07	13%
Regional meetings	77,630.41	75,035.91	2,594.50	3%
Translation	37,458.14	28,711.77	8,746.37	23%
Publications	48,992.43	36,601.51	12,390.92	25%
Evaluation costs	75,074.85	57,201.25	17,873.60	24%
Sub-total UK	850,000.00	630,148.59	219,850.93	26%
TOTAL (including non-eligible amount)	5,000,000.00	3,058,322.39	1,941,677.00	39%
Estimated non eligible amount	0.00	(6,239.88)	6,239.88	
TOTAL	5,000,000.00	3,052,082.51	1,947,916.88	39%

A.3.6 Value for money

Following our MTR findings and recommendations, it was concluded that our programme had a good value for money under the Economy, Effectiveness and Efficiency framework (please refer to our MTR report submitted). At global and as referred in our DFID PPA Annual report, we do not systematically track our efficiency savings, however WaterAid has a solid framework of measures in place that help us achieve good value for money. These are embedded within our plans and budgets for which we have strong monitoring processes. Country strategies, plans and budgets are subject to peer, director and trustees reviews before approval.

Assurances over WaterAid's Value for Money can be derived from a number of sources, for example; Chief Executive and Directors reports, supporters feedback, Donor requirements (e.g.

DFID's due diligence), Country Programme evaluations, Internal Audit reviews and benchmarking exercises.

Improvements in our Monitoring and Evaluation (M&E) Framework, including the introduction of Global Strategic Performance Indicators has allowed us to monitor the number of people we reach with safe Water and Sanitation and the number of indirect beneficiaries, compared to what we planned. In 2012/13 we are developing a Global Management Information System which will ensure information derived from our M&E framework is accessible, accurate and timely.

The embedding of WaterAid's Global Accounting System which was rolled out in 2009/10 has made measureable improvements to effectiveness as information is now much more accessible and timely and support is provided globally (rather than to individual countries operating on a number of systems).

We are currently embarking on a joint project with Oxfam on Value for Money focusing on effectiveness and efficiency. This will benchmark costs within similar contexts and situations.

Our country evaluations review effectiveness and relevance of our work to understand whether the money has achieved what was planned. This also gives credibility to our influencing work as we use our experience to advocate national governments for better accountability and responsiveness,

It is also worth mentioning that through our GTF programme, our partners have been able to levered large amount of money from the government towards increased access to WASH (detailed information can be submitted on demand).

Annex A4 – Materials produced during the reporting period

Please find below the materials produced over the past year by our partners across the programme.

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
1	Sep 2011	Magazine de partage des pratiques innovantes	Magazine TV (French)	RICHE (Burkina faso)	Not applicable
2	Oct 2011	Rapport de la caravane de presse	Il s'agit du rapport écrit de la caravane de presse « 24h Chrono » (French)	RICHE (Burkina faso)	Not applicable
3	Feb 2012	Production et diffusion du document « Tenko sans sachet »	Document sur l'opération « Tenko sans sachet » initiée par l'église de la ville de Tenkodogo (French)	RICHE (Burkina faso)	Not applicable
4	Apr 2011	Mapping of Wash Platforms and Processes	It is a guiding document for WSF engagement. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/
5	May 2011	WSF Capacity Building Guideline	It is a guiding document for WSF capacity building interventions. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/
6	Feb 2012	WSF WaSH Advocacy guidelines	A guiding document helping WSF and member organizations in their WASH advocacy activities. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/
7	Feb 2012	Proceeding of the learning symposium on Equity and Inclusion	A document containing the processes and out puts of the learning symposium organized on Equity and Inclusion. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
8	Feb 2012	Summary report of the learning symposium on Equity and Inclusion	A quick summary of the outputs of the symposium. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/
9	Feb 2012	Leaflet for advocacy work on the issue of Equity and Inclusion	An advocacy material produced for dissemination at different sector platforms. (English)	CCRDA-WSF (Ethiopia)	http://www.ccrdaethiopia.org/
10	Feb 2012	Ethiopian Water Resources Management policy	This is a national document duplicated for dissemination to NGOs. (English)	CCRDA-WSF in collaboration with Federal Ministry of Water and Energy (FMoWE) (Ethiopia)	http://www.ccrdaethiopia.org/
11	Jan 2012	Ethiopian Water sector strategy	This is a national document duplicated for dissemination to NGOs. (English)	CCRDA-WSF in collaboration with Federal Ministry of Water and Energy (FMoWE) (Ethiopia)	http://www.ccrdaethiopia.org/
12	Jan 2012	National protocol for hygiene and “on-site” sanitation	This is a national document duplicated for dissemination to NGOs.(English)	CCRDA-WSF in collaboration with Federal Ministry of Health (FMoH) (Ethiopia)	http://www.ccrdaethiopia.org/
13	Jan 2012	National Hygiene and sanitation strategy	This is a national document duplicated for dissemination to NGOs. (English)	CCRDA-WSF in collaboration with Federal Ministry of Health (FMoH) (Ethiopia)	http://www.ccrdaethiopia.org/

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
14	Sep 2011	The Right to Water and Sanitation in Ghana: A National Action Plan for Implementation	Stakeholder Forum. (English)	Daily Graphic, Ghanaian Times, Public Agenda (Ghana)	www.washghana.net www.moleconference.org
15	Dec 2011	Mole XX11 Conference Report	Conference. (English)	CONIWAS (Ghana)	www.moleconference.org
16	Sep 2011	Calcomanía	El agua es asunto de todos. Ley de Aguas por iniciativa popular. (Spanish)	CEDARENA ANDA FANCA (Costa-Rica)	Not applicable
17	Mar 2012	A wealth of activities and achievements.	Documentos sobre los logros de FANCA 2003-2011. Español-Ingles Impreso y electrónico. (Spanish)	FANCA/ARCA, (Costa-Rica)	www.fanca.co.cr
18	Mar 2012	Derecho Humano al Agua y al Saneamiento en Latinoamerica.	Documento sobre el estado del reconocimiento a nivel legal del derecho humano al agua y al saneamiento y soluciones para su implementación. Versión electrónica. (Spanish - English)	FANCA/ARCA, (Costa-Rica)	www.fanca.co.cr
19	Mar 2012	Manual de Administracion	Impresión de un instrumento que contiene metodologías y técnicas que han sido diseñadas para ser utilizadas especialmente por las Juntas administradoras de Sistemas de Agua. (Spanish).	AHJASA (Honduras)	Not applicable
20	Mar 2012	Que es AHJASA	Impresión de trífolios sobre la Asociación. (Spanish-English)	AHJASA, (Honduras)	Not applicable

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
21	Mar 2012	Asamblea Nacional FANCA y Encuentro AHJASA	Bifolio sobre la asamblea, objetivos, temas. (Spanish)	AHJASA FUPNAPIB (Honduras)	Not applicable
22	Mar 2012	Afiches, stickers para carpetas, diplomas, gafetes	Impresión de material para ser distribuido en Asamblea Nacional. (Spanish)	AHJASA FUPNAPIB (Honduras)	Not applicable
23	Mar 2012	Calendarios de bolsillo	Impresión de calendarios de bolsillo para juntas de agua. (Spanish)	AHJASA FUPNAPIB (Honduras)	Not applicable
24	Mar 2012	Versión popular de la Ley Especial de CAPS	Documento para las sesiones de capacitación sobre a ley de CAPS. 2062 ejemplares en español. (Spanish)	GPAE (Nicaragua)	Not applicable
25	Dec 2011	Pani o Sanitation Adhikaar – Chai Sarbojanin Basto bayon (Right to Watsan – get it for all)	Flyer on Rights and Policy issues. (Bangla)	NGO Forum, BD (India)	Not applicable
26	Dec 2011	Watsan Information Diary	Information on Water & sanitation schemes. (English)	NGO Forum, BD (India)	Not applicable
27	May 2011	Protected drinking water	Steps in collecting water – Pictorials. (Telugu)	MARI (India)	Not applicable
28	May 2011	How bacteria gets into one's body	Pictorials. (Telugu captions)	MARI (India)	Not applicable
29	May 2011	Right To information Act	Brief summary of the RTI (Telugu)	MARI (India)	Not applicable

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
30	May 2011	World Water for Water and Sanitation	Picket size card on WWWS with a message on WASH. (Telugu)	MARI (India)	Not applicable
31	Nov 2011	Pamphlet on World Toilet Day – 19 th November 2011	Pamphlet. (Telugu)	CRSD (India)	Not applicable
32	Nov 2011	Pamphlet on WATSAN demands	Pamphlet. (Telugu)	CRSD (India)	Not applicable
33	Jan 2012	Neeru Paarishuddya Hakkula Chattam Dishaga	About Right to water & sanitation. (Telugu)	CRSD (India)	Not applicable
34	Jan 2012	GTF-Gram Vikas School sanitation Survey – 2011	A study on 'The Sanitation and Hygiene Conditions in Schools in Ganjam and Keonjhar districts of Odisha'. (English)	Gram Vikas (with support of internees from XLM, Bhubaneswar) (India)	Not applicable
35	Mar 2012	RTI Posters	Training materials on RTI that can be used to create awareness. (Odiya)	Gram Vikas (India)	Not applicable
36	Mar 2012	WES Network Strategic Plan 2011- 2015	Strategic Plan to guide implementation for 5 years (English)	WES Network (Malawi)	Not applicable
37	Mar 2012	2011/2012 Budget Scan Report	A Rapid analysis of the Malawi Water Sector National Budget (English)	WES Network (Malawi)	Not applicable
38	Mar 2012	Baseline Report	An assessment report on the baseline capacity of WES Network. (English)	WES Network (Malawi)	Not applicable

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
39	Mar 2012	News Paper article	News article on the work of WES Network in Malawi. (English)	WES Network (Malawi)	Not applicable
40	Mar 2012	WES Network Profile	A brief description of the WES Network in Malawi. (English)	WES Network (Malawi)	Not applicable
41	Jan 2011	Etude sur le budget de l'Etat	Informer l'opinion nationale sur l'insuffisance du budget de l'Etat alloué au secteur eau et assainissement et dégager des axes de plaidoyer pour mieux influencer les décideurs pour une augmentation de ce budget. (French)	CAEPHA (Mali)	Not applicable
42	Mar 2011	Production d'un document positionnement sur le transfert de ressources aux collectivités décentralisées	Doter la CAEPHA d'un document déclinant sa position sur les questions de transfert des ressources aux collectivités décentralisées. (French)	CAEPHA (Mali)	Not applicable
43	Mar 2012	Enugu WASH policy implementation guidelines	A document guiding the implementation of the WASH policy of Enugu state. (English)	NEWSAN National (Nigeria)	Not applicable
44	Mar 2012	Darazo LGA Local Development Plan	The LDP is an inventory of existing social amenities compared to the required infrastructure needed to provided adequate WASH services at the LGA, a gap analysis is then done to determine the development need of the LGA. Using this, an investment plan is developed to feed into effective and equitable planning at the LGA level. (English)	WEIN (Nigeria)	Not applicable

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
45	Mar 2012	Campaign Materials	Printed T-shirts to celebrate world water day and world toilet day, Stickers, and Folders (English)	NEWSAN, DBOLDA AND WEIN (Nigeria)	Not applicable
46	Oct 2011	GTF Newsletter	Publication. (English)	UWASNET (Uganda)	Not applicable
47	Oct 2012	The roles and responsibilities of communities in improving WASH	CD. (Local language)	ACORD (Uganda)	Not applicable
48	Nov 2011	Communities roles in improving latrine coverage	CD. (Local language)	ACORD (Uganda)	Not applicable
49	Nov 2011	The role of Government in improving WASH	CD. (Local language)	ACORD (Uganda)	Not applicable
50	Dec 2011	Strategies in improving sanitation in Ibanda town council (case study)	CD. (Local language)	ACORD (Uganda)	Not applicable
51	Mar 2012	Advocacy strategy	Publication. (English)	HEWASA (Uganda)	Not applicable
52	Mar 2012	GTF Newsletter	Publication. (English)	UWASNET (Uganda)	Not applicable
53	Aug 2011	Water, Sanitation and Waste Disposal in Uganda	The position paper highlights changing trends in Uganda and consequences of those actions in relation to water and sanitation. (English)	NAPE (Uganda)	www.nape.or.ug

Item	Date/s	Title	Description/ language/s	Published by	Access web site (if any)
54	Mar 2012	Campaign Materials	Printed T-shirts to celebrate world water day and world toilet day, Stickers, and Folders (English)	NEWSAN, DBOLDA AND WEIN (Nigeria)	Not applicable

Annex A5 – Web update for our programme

The WaterAid and Freshwater Action Network (FAN) GTF programme aims to increase the capacity and resources of civil society in 15 targeted countries (across Africa, Asia and Central America) and 30 civil society organisations. This will allow them to participate in effective evidence-based dialogue with decision-makers in the water and sanitation sector and build pressure for securing pro-poor service delivery.

Over the last year there have been significant improvements in the capacities of our local partners in terms of strengthening organisational capacity to engage effectively with duty bearers in decision-making processes at all levels. Recent activities build on past achievements, including fundraising, policy influencing and documentation training, organisational and strategic development and increasing membership. In order to improve ownership and sustainability of the organisations beyond the GTF programme's lifespan, a proven capacity needs assessment tool for CSOs, CSO networks and local governments was piloted successfully in four countries.

There has been significant improvements and tangible evidence of WASH policies and practices being influenced following our governance advocacy work through participation in the Joint Sector Reviews (JSR) at national level, the South Asia Conference for Sanitation or AfricaSan at regional level, and the Sanitation and Water for All (SWA) and World Water Forums (WWF) on a global level. This has led to duty bearers being more accountable and responsive to the needs of the citizens in terms of access to WASH, through the institutionalisation of Accountability spaces or creation of multistakeholders fora, renewal of government commitments and access to budget or systematic involvement of CSOs in decision making processes. A growing role has also been played by the media in ensuring improved accountability and responsiveness from the duty bearers through informed and empowered citizens using different approaches, eg community broadcasting radio programmes in Uganda and Central America or organizing a press caravan with key leaders.

The Mid Term Review of our programme was a great opportunity to reflect back on our programme. The review concluded that our programme was on track to achieve its set objectives and evidence of changes are most apparent at local level. As a result, there has been a shift in our programme, taking local level changes to the national level. This explains the increasing presence and influence at national, regional and global decision-making platforms.

Going forward, our GTF programme will work towards strengthening and sustaining these initial results which will directly impact on our programme's objectives and thereby WaterAid's global aims. As described above, one of the key activities for the coming year is the roll-out of the capacity needs assessment tool across the programme as well as in WaterAid and externally. This will result in a comprehensive capacity development plan for the partners' organisations. Moreover, whilst achieving our set objectives, our programme will contribute to critically analyse global experiences from the GTF programme to support the WASH sector. The suggested solutions will cover 1) sustainability of demand side governance programme, 2) maximising impact through effective engagement strategies and power analysis, and 3) building success in WASH through strong networking and alliances. Our Annual Reports for Years 1, 2 and 3 can be found on the WaterAid website [here](#).

Annex A5.2 – Photographs to accompany the web update

Photographs to illustrate the two short articles (in annex A9) will be sent in a separate attachment.

Annex A5.3 – Documents uploaded to our website

All our previous annual reports and the MTR report are uploaded in our website.

WaterAid homepage: <http://www.wateraid.org/uk/>

First Annual Report, second Annual Report, third Annual Report, and Mid-Term Review are accessible at this address:

http://www.wateraid.org/uk/what_we_do/documents_and_publications/4935.asp?Keywords=&Subject=&Author=255&DocName=&Display=results&Country=0&Language=0&Sort=Date&Page=1

The date of our fourth Annual Report will be uploaded to our website (no later than 31st July 2012)

Annex A6 – Annual work plan

GTF 2012-13 work plan

<p>Goal: Improve the accountability and responsiveness of duty bearers for equitable and sustainable WASH services for the poorest and most marginalised people.</p>	
<p>Purpose: Increase water and sanitation effectiveness by improving governance, performance and accountability in Africa, Asia and Central America.</p>	
Output	Key Activities
<p>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</p>	<ul style="list-style-type: none"> • Mentoring process through engagement workshops • Advocacy training of CSOs e.g.: <i>use of water point mapping, Development of manuals/guides, Design & Dissemination of Communication Strategies, Exchange visit</i> • Cascade training of the capacity needs assessment tool • Capacity needs assessment roll out and development of comprehensive capacity plans. • Development of exit strategies
<p>Output 2: CSOs, including those representing marginalised groups, are effectively engaging in decision-making processes affecting the WASH sector</p>	<ul style="list-style-type: none"> • Awareness raising campaigns on HRWS and training of CSOs representatives of marginalized groups to demand for their rights at open forums. • Supporting CSOs and representatives of marginalised groups to engage effectively in WASH decision making processes: e.g..<i>Engagement meeting with stakeholders, media campaigns, dissemination of policy briefs on HRWS</i> • Monitoring of national and local levels WASH processes: e.g.: <i>Public expenditure monitoring and corruption studies, participation in joint sector review processes, participation in district and national WASH coordination meetings.</i>

<p>Output 3: Informed and empowered people are better able to demand accountability and responsiveness from governments and service providers in the WASH sector</p>	<ul style="list-style-type: none"> • Use of media to better inform people on their rights and develop ways to hold governments and service providers to account e.g.: <i>Community radio broadcasting, setting partnership between CSO and media networks, setting media platforms,</i> • Citizen engagement and budget tracking e.g.: <i>Citizen engagement exercise, use of PETs, community score card assessment of services, training of water boards and water user groups on tariff setting mechanisms, village Advocacy training.</i> • Learning and exchange visits
<p>Output 4 Governments and service providers are more accountable to (willing and able) citizens and end users in the WASH sector</p>	<ul style="list-style-type: none"> • Promoting approaches to increase governments and service providers' accountability e.g. <i>organising discussion on governance audit findings, citizens platforms, budget analysis and advocacy workshops</i>
<p>Global level</p>	<ul style="list-style-type: none"> • Promoting learning and sharing across the programme through the annual meeting, regional meetings, support visits, in country support, in country annual reviews, working groups, follow up of the MTR recommendations and tailored webinars and learning forums • Conduct in depth analysis on key themes as part of a global learning plan that will be developed. It is expected that key learning resources will emerge with cross-regional evidence of the contribution of the GTF programme to the sector including <i>Engagement strategies and processes, Power analysis, Alliances and networking, Continuity and sustainability</i> • <i>Strengthen collaboration and alliances with other key stakeholders</i> including IBP or other GTF grantees through the GTF public series meetings • <i>Share programme experiences in national, regional and internal for a</i>

Annex A7 – Local partner list

Please find attached updated partner list in the attached Excel spreadsheet.

Annex A8 – Contacts list

Please find attached updated contacts list in the attached Excel spreadsheet.

Annex A9 – Short articles about the emerging impact of our programme

Article 1. The Community Score Card approach: a conducive environment for assessing WASH services

Issah Abukari, a 52 year old peasant farmer, who hails from Gushiegu District in the Northern Region of Ghana. He is a member of Gushiegu water user group. Being a member of this group, and the community, Issah participated in the community score card (CSC) follow up process organised by the Association of Water and Sanitation Development Board in February 2012. Through this process the whole community had the opportunity to assess the water services provided by the Gushiegu Water Board.

“I still remember clearly when AWSDB, a partner of WaterAid in Ghana, organised series of meetings between our community and key officials of the local government authority as well as the Water and Sanitation Development Board at the market square. Initially I was extremely skeptical about whether the community had the confidence to speak out on the challenges of the community on the management of the water system in the district. Surprisingly the community interacted closely with government officials whom we revere but thought that we did not have the confidence to ask critical questions for fear of being intimidated.”

Issah Abukari's story is one of numerous success stories documented in the GTF programme in its quest to generate dialogue between citizens and government for mutual accountability and responsiveness: *“Hitherto, there was the fear of being intimidated and your concerns not responded to especially when you are a peasant farmer. Who am I? But the community score card provided a friendly atmosphere that I can simply describe as a non-threatening one. Many peasant farmers including women can confidently demand and collectively plan for better services.”* (Abu Suleimana, Gushiegu District).

The programme uses the community score card as one of the approaches to generate a mutual assessment among WASH stakeholders. The approach provided the opportunity for GTF target communities to reflect on the performance of WASH service delivery, identified gaps and collectively develop a plan of action which has culminated in improved management and effective delivery of WASH governance in their communities.

Where the community score card approach has been implemented, the communities have seen unprecedented communal awareness to demand accountability and stewardship from WASH service providers and government without any fear of intimidation. The Gushiegu Local Government Authority's quick response in providing funds to rehabilitate the main water system was one of the most significant outcomes of the community score card exercise. This has resulted in an uninterrupted supply of quality water services to as many as five million people in the Gushiegu District.

In Ghana, the GTF programme has contributed to achieve significant impacts in the country's WASH governance with over 10 million Ghanaians benefitting directly, as well as a substantial number of organizations. At the regional level, the GTF programme, working with the WaterAid

Regional Learning Centre on Citizen Engagement has built strong alliances with other stakeholders at all levels to increase cross learning and collaboration.

Article 2. Taking the lessons beyond WASH services: empowered communities fighting for electricity.

“I call for a meeting and the whole village gathers, including the women. We sit and discuss the issue that needs to be resolved for the development of our village. Before Gram Vikas came along, we never knew what to do. But now our approach is a lot more organised, through constant efforts and meetings, now my village has safe drinking water, proper sanitation facilities and power supply.” Pandav Mallick - President of the Village Committee of Salaptaila India.

Salaptaila village is one of the tribal villages in the district of Ganjam. 21 of the 28 families of the villages live below the poverty line. In 2008-2009, WaterAid Indian’s partner Gram Vikas, started working in the village undertaking water and sanitation activities and simultaneously undertook community empowerment and leadership development trainings. These trainings served as a platform to inform, educate and empower the communities on village development, government schemes and entitlements that the communities could benefit from. The skills developed through the WASH programme allowed the community to demand for the provision of other services such as electricity.

In 2009, the village was selected under RGGVY (Rajiv Gandhi Grameen Vidyutikaran Yojana) scheme launched by the Government of India for rural electricity connections. The initial work started by the contractor came to a standstill. For months, villagers had no idea about how to deal with the contractor and non-responsive government officials. Thanks to the various empowerment trainings and training on rights provided by Gram Vikas, the community was able to campaign as a group to get the electricity connected. During this process several rights to information applications were filed, meetings with officials were organised and a road was blocked in protest, to push the government officials to resume the work. By June 2011 the whole village had access to electricity.

Building on previous achievements, the women from the village formed a self-help group to support their initiatives, became actively involved in the improvement of the school, and they started many small enterprises which add on to their marginal income. The president of the group, Jayanti Behera, gives some indication of the empowerment felt by women in the group: *“Initially, I used to be afraid of everything, I could not even talk in front of five people but now I can organise and co-ordinate a huge meeting.”*

The GTF programme was implemented in India in October 2008 and Bangladesh in 2010 by the Freshwater Action Network South Asia (FANSA) and five NGO partners (MARI, CRS, SATHEE, GRAM VIKAS and NGO Forum).

Whereas, in three States of India (Andhra Pradesh, Odisha and Jharkhand) and one district in Bangladesh (Moulvibazaar), the project activities and results are expected to impact National and Regional level policies and Governance. In India, the use of the Right to Information Act and other rights by the community has provided strong evidence that a rights-based approach

can lead to sustainable development and sustained access to WASH services for excluded communities. Furthermore this approach empowers individuals and communities to be agents of change. The capacities of the community continues to be strengthened and as a results, is playing a crucial role in addressing corruption and promoting integrity.

Annex A10 – Risk assessment

The consolidated risk register below is an updated version of the one created in collaboration with GTF partners and the support of our internal audit team for the Annual Report 2010/11.

Internal risks

Risk	Potential impact	Probability	Mitigation measures	Further actions
Limited organisational capacity of the partners e.g. Lack of advocacy strategy, weak internal governance, weak skills in advocacy, financial management, risk management etc.	High (<£250 K)	Medium	Gaps in the partners' organisational structures are identified and addressed (e.g. through support visits, webinars etc) Strategies (organisational and advocacy) are reviewed	Implementation of the capacity needs assessment roll-out covering all GTF implementing partners and design of capacity development plans Who? Local points/regional coordination bodies When? Q2/Q3
Staff turnover at partner level	Medium (<£50K)	Medium	Support provided to partners to develop HR policy and in recruitment of staff Support to staff development including induction	Create a favourable/enabling working environment and that a succession plan is in place Who? Head of partner organisation When? Ongoing
Compliance with contractual requirements e.g. Timely report submission	High (>£1 million)	Low	Clear reporting processes in place Regular monitoring and capacity building/training; accompaniment to partners when necessary	Regular review of contract compliance by partners with the support of programme funding Who? GTF manager/Programme Funding Officer When? Six monthly basis

Risk	Potential impact	Probability	Mitigation measures	Further actions
Lack of adequate support and resource for overall management & control of the grant	High (>£1 million)	Low	GTF management function in place with supporting posts, Programme Funding and Finance Department clear support arrangements	Regular review of the programme plan Who? GTF manager/ When? Six monthly basis
Difficult programme coordination mainly due to geographical spread of the programme in some countries	Medium (< £50k)	Medium	Close links built with the WaterAid regional offices (where they exist) in the different targeted areas to get support for the programme coordination	Support the collaboration between partners and WaterAid for a more streamlined approach Who? Regional coordination body and WaterAid country programmes When? Ongoing
Lack of engagement by CSOs' network members	Medium (< £50k)	Medium	Active promotion of the network strategy for better ownership Training and information benefits for members	Review of the organisational capacity needs assessment should provide guidance on the values shared by all members within the network Who? Partner organisations' boards When? Ongoing
Limited resources for programme implementation and ongoing monitoring of effective and controlled delivery	Medium	Medium	GTF is fully integrated into countries' plans and strategies to show contribution rather than taking it as a separate programme	Identify funding opportunities that can contribute to maximise and sustain the impact of the GTF programme Who? Focal Points and WaterAid in the UK When? Ongoing

Risk	Potential impact	Probability	Mitigation measures	Further actions
Political crisis within CSOs and networks e.g. leadership crisis	High (> £ 250k)	Low	Regular meetings to enable dialogue and consultation between strategic and executive bodies	Review of the organisational capacity needs assessment Who? Focal points and regional coordination bodies When? Six monthly
Financial sustainability after the GTF programme	High (> £1 million)	Medium	Strategy development to anticipate any scenarios Regular discussions with the Fund Manager on possible post GTF funding	Support the development of organisational fundraising strategy in line with their organisational strategy Who? Regional coordination bodies When? Ongoing
Fraud and misuse of funds	Low (< £50k)	High	Regular partner monitoring visits Use of the organisational fraud policy	Support from internal audit to conduct partner reviews in line with collaboration agreement Who? GTF Manager and Internal Audit When? Annually

External risks

Risk	Potential impact	Probability	Mitigation measures	Further actions
<p>Lack of political will e.g.</p> <ul style="list-style-type: none"> Weak prioritisation of WASH issues (Central America) Legal framework not conducive (e.g. Ethiopia with CSO legislation) 	High (>£1 million)	Medium	<p>Interactions/consultation and dialogues with the duty bearers</p> <p>Organisation of awareness creation forums/experience sharing/joint monitoring visits</p>	<p>Continue with interactions and dialogues with duty bearers</p> <p>Who? Focal points/regional coordination bodies and partners</p> <p>When? Ongoing</p>
<p>Political instability at all levels e.g.</p> <ul style="list-style-type: none"> Upcoming presidential elections Impacts of the political unrests (e.g. Mali) to the work being done by civil society 	High (>£1 million)	Medium	<p>Close monitoring of the situation and regularly taking stock of the prevailing situation</p> <p>Regular communication with partners on the situation and potential impacts</p>	<p>Ongoing monitoring of the situation</p> <p>Who? GTF manager</p> <p>When? Six monthly</p>
<p>Change in UK political scene – and impact on UK Aid and the GTF programme</p>	High (> £1 million)	High	Regular communications with the GTF Fund Manager on the potential impact on or changes to the programme	Support to KPMG/triple line relationship with UK Aid
<p>Inadequate water legislation impacting communities' awareness on the right to water</p>	High (>£500k)	High	Programme focused on communities to inform and empower them on their entitlements and rights	Ongoing awareness raising activities to support national processes aiming to pass water legislation

Risk map

The following risk map highlights risks we will be focusing on throughout programme implementation (those in the red boxes in particular). With the support of WaterAid's UK internal audit we intend to carry out close monitoring of this risk register.

Likelihood	High	- Fraud and misuse of funds		<ul style="list-style-type: none"> • Inadequate water legislation • Change in UK political scene 	
	Medium		<ul style="list-style-type: none"> • Staff turnover at partner level • Difficult programme coordination mainly due to wide geographical spread of the programme in some countries • Limited resources for programme implementation • Lack of engagement by CSOs' network members 	<ul style="list-style-type: none"> • Financial sustainability after the GTF programme • Lack of political will • Political instability at all levels • Limited organisational capacity of the partners 	
	Low			<ul style="list-style-type: none"> • Compliance with contractual donor requirements • Political crisis within CSOs and networks • Lack of adequate support and resource for overall management & control of the grant. 	
		Low	Medium	High	
					Impact

Annex B1 – Detailed budget for all project years (see attachment)

Annex B2 – Sensitive Information

It would be much appreciated if the information in Section 5 is not disclosed to general public since it might affect the profile and credibility of some of the organisations cited.