WaterAid's approach to support national and subnational WASH service monitoring processes: lessons learned to inform future work

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Abstract/Summary

Information relating to the status of water supply services is critical for planning and financing increases in coverage, improvements to existing service levels and post implementation service management. However, as many other authors have previously documented, major challenges still persist in establishing country-led monitoring processes, particularly around data harmonisation, data updating, institutionalisation of monitoring mechanisms and actual use of information collected to inform policy, planning and financing of services. In an effort to guide WaterAid's future work in support of national WASH service monitoring, a review of previous assistance programmes has been carried out, focusing on 5 countries (Liberia, Malawi, Swaziland, Mali and Kenya). This review has been combined with research on the use of ICT tools for national WASH monitoring and a WaterAid led country survey examining the extent to which WASH monitoring processes have been institutionalised in different countries.

Introduction and background

Key decisions in policy-making, planning, budgeting and managing rural water services are reliant on regular information about access, coverage, and service levels. Service users and civil society groups also need this information to hold service providers to account and to advocate for equity in service provision.

For this reason, effective processes for rural water service level data collection, data flow, analysis and information use at national and local level are required. However, data on WASH services is currently not regularly collected and therefore does not consistently inform decisions on service planning, financial allocation and service delivery prioritisation. This is due to a number of reasons, including governments' resource constraints, fragmented funding, unclear roles and responsibility, emphasis on data collection tools and innovations rather than processes. This couples with limited focus on development of sustainable mechanisms for regular data updating, on use of data to improve service levels and strong donor dominance and the lack of voice of rural dwellers[i] (Schouten et al, 2015).

To support addressing the above challenges, and strengthening sector monitoring to contribute to sustainable services provision, WaterAid has recently performed a review of past and current organisational approaches and has identified key challenges to inform and shape future work and projects methodology.

Country-led monitoring - Current trends
Recognising the need for consisted updated information on water (and on smaller scale on sanitation) services, national and sub-national WASH governments or agencies have recently demonstrated on-going efforts to develop systematic water services monitoring and performance measurement processes and systems (i.e. Uganda, Malawi, Timor Leste, Ethiopia). This includes activities for coordinating different country monitoring processes, developing management information systems - MIS (often including online databases, dashboards and maps), supporting data reconciliation and harmonising indicators

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(WaterAid, 2010 & WaterAid 2011). In some instances, by progressive testing and adapting different systems methodologies, national rural water monitoring processes have been developed and institutionalised, for example the SIBS system in Timor Leste. Some have evolved into regional monitoring initiatives such as the Rural Water and Sanitation Information System (SIASAR) including Central and South America countries. These systems include regular data collection (although with some gaps and challenges) to inform local and national planning and resource allocations. Several other countries have completed national rural water service inventories (i.e. Liberia), however these have often been one-off donor funded processes which have not evolved into long-term services monitoring systems and processes.

In addition, WASH sector NGOs such as WaterAid, Water for People have initiated regular monitoring initiatives to different extents; however these initiatives and the data collected is often limited to project objectives or is donor-led, and rarely aligns or integrates with broader national or sub-national monitoring processes or contributes to existing services inventories. The presence of multiple stakeholders' monitoring processes leads to fragmented monitoring, duplication of efforts and presence of parallel M&E processes in place. All this goes against the Paris Declaration on Aid Effectiveness, which articulates the need for ownership of development priorities by developing countries themselves, including monitoring processes.

Some efforts to overcome this situation are present:
• the development of country-wide NGO coordination forums accountable to report consolidated information to national government (i.e. UWASNET in Uganda)
• different NGOs sharing project monitoring data through the AKVO SRS platform for examples
• sector stakeholders developing initiatives to support data sharing and aggregation, for example the WPDx platform for harmonisation of indicators and consolidation of available data across several countries (although contributions to this have been limited by data accessibility and governments' willingness to share).

Additional drivers are further influencing sector monitoring activities and processes, in particular:

• Endorsement of human right to water and sanitation by UN and sector recognition of monitoring processes as key building blocks of sustainable services delivery provision and maintenance (Schouten et al, 2015 and Moriarty et al. 2013) also leading to a shift in indicators used for data collection from infrastructure coverage monitoring to inclusion of financial, management, technical information needed to ensure long-term maintenance of services.

• The global water and sanitation Joint Monitoring Programme (JMP), which has been a key instrument in providing comparable information from across the globe on the achievement of the global goals, and has played an important role in influencing the sector's monitoring initiatives. However it is also recognised that the survey-based JMP lacked data disaggregation, and had inconsistent indicator definition across countries which resulted in discrepancies with the national data. The JMP therefore has had limited use in informing country-level decision making and sector planning. The recent definition of the new SDG targets and related monitoring indicators aims at overcoming this limit by increasing data disaggregation analysis and including water quantity, quality, reliability, accessibility and affordability information. JMP has also underlined the need for strengthening countries' national government / regulatory-led sector monitoring processes to inform on quality of services and overall sector performance (JMP, 2015)

• Recent expansion of ICT offering (i.e. survey data collection and analysis tools), coupled with increased presence and investment of private sector in this area, have led to the developments and adoption of ICT-based WASH services monitoring by organisations and governments. Benefits of ICT-based include acceleration of information flow, increased possibility for citizens' participation in service monitoring (through crowdsourcing), a (relative) data collection cost reduction, improved data consistency and quality and also easier data elaboration, analysis and visualisation. However, too often these initiatives are not fully institutionalised within existing sector monitoring processes, are one-off

donor-led initiatives and develop into incongruent databases, accessible only by restricted stakeholders and not widely used by the sector to inform planning, therefore often leading to duplication of efforts.

Gaps and challenges

Despite the recent development in country-led national and sub-national WASH monitoring, sector performance monitoring is still characterised by:

- Duplication of efforts due to uncoordinated and non-institutionalised monitoring processes by different sector stakeholders (i.e. global monitoring initiatives, services provider monitoring and NGOs donor-led monitoring initiatives)
- Short-term monitoring initiatives (often programme–related) with no associated data updating processes
- Inconsistent and scarce use of data to inform corrective action, planning and policy making at all levels

Furthermore, until now data collection has focused on coverage of services, and major gaps exist in data collection, analysis of data on services quality, reliability, frequency, financing, management and other water service level information, weakening evidence-based decision making needed for services sustainability.

To address the above issues and develop informed decision-making, initiatives that strengthen and coordinate national and sub-national monitoring practices are imperative to achieve ultimately improvement and sustainability of WASH supply services.

Context, aims and activities undertaken

To further define the potential support role that WaterAid, like other NGOs, can play to institutionalised rural water services monitoring and to develop a suitable approach, a review identifying best practices, gaps and challenges of sector monitoring has been performed, particularly based on previous and current WaterAid experiences.

The review included the following activities:

i.   **Water Point Mapping experience review and identification of lessons learnt.** Review of past experiences and outcomes of water point mapping initiatives, with emphasis on an evaluation of the type of processes and conditions required for mapping initiatives to develop or feed into a broader regular services monitoring process. Learnings have been identified to inform future initiatives.

ii. **Research on role of ICT in support of rural water monitoring (MAVC).** Through a collaborative research with IRCWASH and IDS, the Making All Voices Count research aimed at understanding how ICTs can support rural water points' breakdowns reporting, and how this information can be used to make governments more accountable and responsive when supplies fail. Using in depth case-studies, the project reviewed existing innovations, investigated their success factors, and examined governance dynamics that affect both reporting and action on rural water service sustainability.

iii. **WaterAid perspective of state of play regarding sector monitoring in different countries:** Survey across WaterAid's country programme to identify current state of country-led sector monitoring, main gaps and challenges to inform future support projects.

Main results and lessons learnt

i.   Water Point Mapping experience: lessons learnt and challenges

Water point and sanitation infrastructure mapping is a process that aims to provide water service providers, policy makers and regulators evidence for decision-making and planning. It includes the

combination of geographical positions of water and sanitation infrastructures with information on its technical, management status and demographical data, and it analysis within political administrative areas. The geographical distribution of information on water and sanitation coverage can highlight issues of inequality and functionality levels across a region.

Water point mapping initiatives were introduced in different countries (Tanzania, Ethiopia, Malawi, Mali, Rwanda, Kenya, Nepal and others) to respond to:

- Lack of reliable and updated water services data availability to local governments and other service providers, limiting decision making and planning
- Uncoordinated sector: non–prioritised and uncoordinated planning and resources allocations by multiple stakeholders
- Observed lack of equitable provision
- Poor levels of sustainability of rural water supply

Services mapping initiatives have been entry points for supporting development of processes for service monitoring. Mapping has also been used as an advocacy tool, providing citizens and local governments with information and arguments to demand improved services and, on an operational level, as a tool to provide water service providers, policy makers and regulators with information to improve evidence-based decision making, sustainability and equity of service delivery.

In particular, water point mapping processes, when including more services level indicators, have provided evidence on:

- Service sustainability: identifying water sources or sanitation facilities that are no longer functional, WP with inadequate service or require maintenance, O&M costs
- Equity and inclusion: showing the distribution of improved water sources so that inequalities in services can be identified
- Accessibility: showing the distance communities must travel to find the nearest improved water source or sanitation facility
- Finance and planning needs: identifying areas where investments is needed

WaterAid has worked in several countries with local and national governments and local partners to demonstrate the benefits of water point mapping processes and use of data, starting from Malawi in 2002. WaterAid also developed and provided training on the use of Water Point Mapper, a specific tool to facilitate and simplify data analysis and mapping processes and responding to the observed technical capacity difficulties, particularly at local government. The organisation, through the work with local partners, has played therefore played an important triggering role in introducing and supporting water point mapping processes, which in some occasion have led to the development of broader country-led water services monitoring systems and processes.

Previous mapping initiatives have generated significant evidence for decision making (for NGOs, local and national government) and have also provided important learning on data collection and analysis processes. Most significantly, some mapping initiatives have led to development of country-wide service monitoring processes (i.e. Malawi) and also informed policy changes and resources re-allocation (i.e. Swaziland). Nevertheless, as seen in several services monitoring initiatives, many challenges have been identified throughout, particularly around process institutionalisation, development of data updating mechanism to ensure long-term data representability and ensuring data analysis capacity for information use.

A recent review of 5 different water point mapping case initiatives (Malawi, Swaziland, Liberia, Mali, Kenya*), which WaterAid had initiated or supported, has highlighted a number of **key common challenges** and important lessons which can inform future monitoring and mapping initiatives, in particular when attempting to develop these into broader and long-term services monitoring processes.

Some key common challenges or limitations encountered by WaterAid when developing and establishing water point mapping initiatives included:

1. **Incomplete decentralisation of service delivery responsibilities and capacity** leading to insufficient resources availability and capacity for decision making at local level including:

   o limited governmental staff human resources with allocated time and responsibility to sustain services monitoring and planning processes and frequent staff turnover
   o limited financial resources allocated to sustain a regularly updated monitoring process at local level
   o limited technical capacity and expertise for data analysis and processing within local government staff)

In Malawi, decentralisation of water services planning and implementation processes occurred slowly, particularly in the allocation of financial resources. This affected local government capacity to regularly monitor water services and respond to services delivery and maintenance needs. Unclear roles and responsibilities and low resource availability at the local level delayed the uptake of monitoring and mapping processes (i.e. data collection, analysis and use) to inform sector planning. Only with the achievement of institutionalised monitoring process (national led but built on local capacity), clear definition of roles and responsibilities and alignment with sector policies, was a substantial improvement to the availability of data both at district and national level observed, enabling better decision making and service delivery in the WASH sector (EWB, 2014).

- **Weak sector coordination and unclear roles and responsibilities:** the fragmented and unco-ordinated sector with multiple parallel stakeholders acting in service delivery and maintenance often yields non-harmonised and fragmented service monitoring and planning processes, and occasionally duplication of efforts. Unclear roles and responsibilities for services monitoring and data sharing within national, local government and other sector stakeholders reduce the effectiveness and ownership of country-led monitoring processes to inform sector planning.

In Swaziland, the presence of over 15 implementing partners in the rural water supply and sanitation sector, and the absence of a coordinated monitoring and evaluation process and clear roles and responsibilities for sector monitoring, led to many water supply schemes being constructed without the district staff having the means to influence scheme locations or to monitor their continuous service provision. Political, budget or time pressures strongly influenced service delivery, leading to a lack of equitable provision. Furthermore, lack of collaboration and coordinated planning between implementing partners caused duplication of efforts in service delivery and an observed poor level of sustainability of water supplies.

- **Weak technical capacity to maintain monitoring systems and processes and use data to inform decision making**, particularly at local level where technical capacity and skills are often limited and require regular capacity building for data collection, analysis, management and use, often lost also due to the high staff turnover observed. In addition, a number of technical limitations for data collection processes have been observed including limited mobile network in the most remote areas, limiting the automatic transfer of data collected with mobile phones (which need offline systems adaptations).

In Mali the mapping process was linked with the Localising Millennium Development Goal initiative (LMDG-I) programme aimed at supporting decentralisation processes and focusing on decentralised service delivery. WA initiated water point mapping initiatives at local level to support local capacity for monitoring and data analysis. The small size of the decentralised administrative units, given responsibility for services monitoring, limited the availability of technical capacity and resources, particularly when data analysis involved use of more complex GIS tools.

In Liberia, the selection of GIS based data analysis and the lack of capacity of sub-national staff to perform advanced data analysis and use GIS tools determined a loss of engagement in the data analysis process and limited the data use for service planning at local level. The use of Water Point Mapper tool was therefore introduced to facilitate local level data management, analysis and use.

- **Lack of prioritisation to continuous data use and updating and engagement focused on data collection processes and tools** rather than on development of overall long-term monitoring processes and systems, including data analysis for use to inform policy and planning and regular data updating.

  In Mali the lack of a clear objective and plan for data use at start of the mapping process reduced the impact and overall use of the mapping process generated data to inform local policies and planning.

  In Kenya data generated from mapping process use was limited and occurred mostly only where strong external technical and coordination support was provided.

  In Liberia the national inventory was performed with use of mobile phone application, AKVO FLOW and with strong technical and coordination support from external organisations, however with little attention to the long terms sustainability of the monitoring approach, updating mechanisms and use of data for planning.

From the above past experiences of WaterAid's supported water point mapping and services monitoring initiatives and the MAVC research outcome, **key lessons** have been identified which can inform future approaches and principles to support rural water point mapping and broader sector monitoring processes:

1. **Institutionalised monitoring process**
Rural water services monitoring and mapping initiatives should be institutionalised through continuous involvement, engagement and seeking where possible, leadership of government (at national and local level) in coordination with other sector stakeholders responsible for service delivery. Process institutionalisation allows for:
- Build on or contribute to existing information flows for planning (i.e. existing data collection, analysis process etc.) addressing gaps rather than introducing new processes
- Increase engagement, data acceptability and use of the information provided
- Increase long-term sustainability and ownership of the monitoring and mapping process, leading to definition and allocation of clear roles, resources and responsibilities

Through process institutionalisation, policies, clear roles and responsibilities definition for regular data updating mechanisms, data analysis and use could also be developed and defined, with clear financial, human and technical capacity allocation. This should be comprised also when monitoring processes are funded with support from external donors, NGOs or other actors.

In Malawi, the roll-out of country-wide rural water M&E process (although with some limits) has been achieved through strong national level government and stakeholders' engagement and buy-in which ensured definition of clear leadership and governance roles. EWB, who played an important role in supporting the development of this process and coordinating and harmonising the different emerging monitoring initiatives, has recognised from the outset the need for a coordinated leadership of the Ministries offices and an alignment of National governments requirements with local government's capacity.

In Swaziland, the scale up of a pilot mapping initiative to a country-wide mapping process was ensured by the strong institutional leadership and engagement of the Swaziland Rural Water Supply Section of the Ministry of Natural Resources and Energy. The recognition and ownership of the mapping process by national and local governmental office promoted process by-in and data use by different stakeholders

2. **Context –related process, adapted to local capacity**
Water points monitoring processes design, including data collection and analysis, should be context-

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specific to ensure local capacity to uptake, maintain and sustain the process. The process design should therefore:

- Build on existing information flow, responsibilities and accountability dynamics
- Align with local technical capability of stakeholders involved in data collection, analysis and use. Tools and systems should be acceptable and adequate to local capacity and willingness to use and process should be appropriate to the local political, social context
- Include indicators for data collection relevant to local context, understandable by local stakeholders involved in sector monitoring and providing information of use at different decision-makers levels

In Malawi an iterative process of reviewing and adapting the data collection, analysis and mapping procedures and tools, simplifying the original georeferenced data mapping to a simpler community-based information aggregation, allowed to identify and develop a regular monitoring process suited to local capacities (therefore with increased likelihoods to be used and maintained) and which also aligned with core information needed by district government for planning (therefore providing information of actual use).

In Mali the use of data analysis tools not suited to local capacity (particularly GIS for data analysis and maps generation and inclusion of complex hydrogeological indicators) led to dis-engagement of local governments from data analysis and mapping processes. A simplification of the indicators and tools used for data analysis led to increased ownership and use of the information derived by local government.

3. Participated & coordinated processes

When introducing or developing/improving monitoring or mapping processes, seek and ensure strong sector players' co-ordination and collaboration at all levels throughout the process, in combination with clearly defined roles and responsibilities. This includes national and local governments (WASH related but also associated agencies such as for health and agriculture), regulators, NGOs, other sector agencies, handpump mechanics associations (if existent), private sector etc. This is required to ensure:

- Definition and agreement on common and harmonised indicators, data collection, strategy and objectives responding to different information needs and allowing for increased data consistency across the sector
- Closed feedback-loop of information to local stakeholders to inform services planning
- Reduce indicators inconsistency and non –aligned duplication of monitoring processes by different actors

In Mali, the monitoring initiative was conceptualised at local level within small decentralised administrative units without involvement and buy-in from of national government and national hydraulic agencies. This reduced the capacity to institutionalise the local mapping process within the national water services monitoring initiatives (i.e. link with SIGMA database), reduced the buy-in of the information derived and did not profit of the technical support available from national agencies, overall reducing the long-term sustainability of the process.

In Liberia, the national water point mapping inventory, although funded by external agencies was led primarily by three government ministries and had defined clear roles and responsibilities at start. The strong stakeholder coordination and collaboration allowed to fasten the inventory completion process, however did not achieve development of a long-term data updating strategy.

4. Continuously adapting and improving processes

Monitoring and mapping processes need regular review of indicators, processes and systems used for continuous improvement and adaptations to observed challenges and requirements changes.

In Malawi the iterative critical review of monitoring and mapping indicators, processes and tools allowed identification of challenges and bottlenecks of the process and through iterative progressive changes and adaptation, evolved into a process which permits regular rural water services monitoring though use of local capacities and existing information flow and resources (therefore with increased likelihoods to be used and maintained).

ii.   ICT & innovative tools for monitoring are enablers and means to an end

The recent collaborative research Making All Voices Count (MAVC) with IRC and itad, analysed how ICT can support information flow on water supply and lead to increase duty bearers' response. ICT has been identified as a catalyst to encourage citizens' reporting on services faults, receive information on service quality and overall to increase accountability relations between citizens, service providers and policymakers. The MAVC research aimed to understand the factors and conditions which actually empower citizens' voice to consequently achieve improved service delivery through successful ICT-based reporting and processing data. A Qualitative Comparative Analysis (QCA) was performed on 8 different initiatives to evaluate the key factors for success or failure in achieving functionality of the ICT mechanism (successful ICT reporting), processing of ICT reports by governments or service providers and service improvements (i.e. water scheme repairs) as a result of the reports. From this analysis a number of important learnings were identified (Williams et al. 2015).

- To ensure functionality of the overall ICT-based reporting process the **social and technical process design needs to be adequate for the specific end-users** (i.e. selection of pre-ferred communication system: SMS/ phone calls, ensure users trust and willingness to en-gage etc.) and in alignment with available technical capacity (mobile phones availability, re-charging and internet connection).

- The main condition for successful information processing is the **responsiveness of the ser-vice provider** to any ICT-based communication: the urban-based ICT initiatives which had clear roles and responsibilities for service provision were more successful that crowd-sourcing initiatives reporting on rural water point's breakdown.

- Key factors for successful service improvement are dependent on the **service delivery model** and depend on availability of sufficient funds, spare parts, access to a mechanic and clarity about operation and maintenance procedures among all actors.

- A key differentiator between successful and unsuccessful initiatives was whether the **opera-tional costs for data collection and reporting were largely met** by the service provider, government agency or NGO supporting the initiative rather than relying on volunteer con-tributions of communities and end-users.

Overall it was concluded that successful ICT initiatives – Smart Handpumps, MajiVoice and Next Drop – were all characterised by a **leading role of the service provider**. This concludes that to en-sure successful use of rural water supply ICT-monitoring a demonstrated commitment to respon-siveness from the service provider to ensure maintenance services is required. On the contrary crowdsourcing reporting initiatives based on the social accountability model, where citizens hold the service provider or policymaker to account via reporting water point breakdowns, service interrup-tions or poor quality, do not autonomously lead to successful changes in services levels (Williams et al. 2016)

iii.   WaterAid's current view of sector monitoring status

A recent survey** was carried out across the countries where WaterAid is currently operating to understand the organisation understanding and view of the current trends and challenges of sector monitoring at country level. The received responses have confirmed that increasing number of countries are introducing or developing national water services databased or Management Information Systems to support sector decision making however it was identified that some important challenges of sector performance monitoring still persist and need addressing, particularly:

- **Presence of multiple and uncoordinated parallel water services monitoring systems** and processes, often run by different agencies and organisations, including INGOs and donors. Many non-governmental implementing agencies perform project monitoring for funders' reporting purpose and rarely contribute to broader national monitoring processes or ensure data sharing. This leads to fragmented datasets, duplication of efforts, and ineffective use of resources and finally causes inconsistent access and use of sector information to inform interventions.
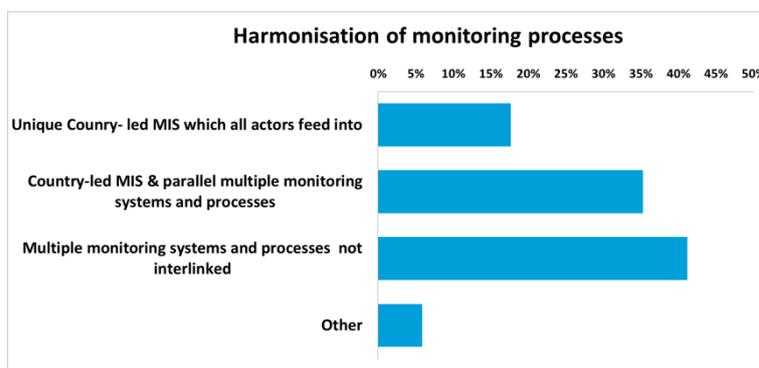
Figure 1. WaterAid Country Programmes' assessment of monitoring processes harmonisation

- **Low access to water services data by rural local governments** mostly due to poor connectivity as most developed rural water services databases are web-based or because they sit in central offices (**Error! Reference source not found.**) Indicating limited presence of data feedback loops and ownership of information from local governments. This **limits local government's use** of the information for local water services planning, management, maintenance and resources allocation (**Error! Reference source not found.**). This is often a result of incomplete decentralisation of responsibilities, capacity and financial allocation, repeatedly observed in the WASH sector.
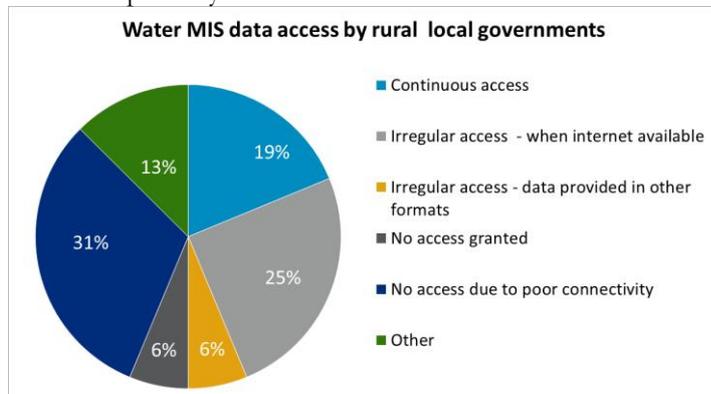

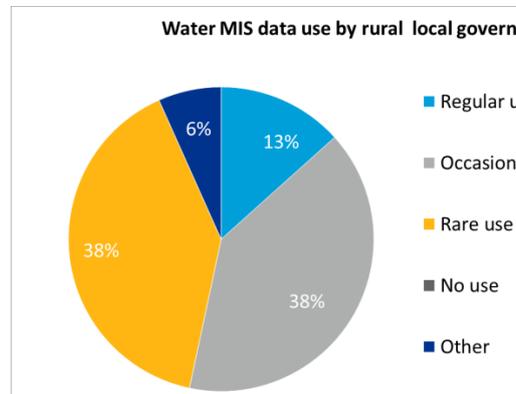*Figure 2. WaterAid CPs assessment of data access by rural local governments*

Figure 3. WaterAid CPs assessment of data access by rural local governments

- The current **main challenges and limitations for sustaining the national and sub-national monitoring** & MIS identified include insufficient harmonisation and coordination of the sector, resources constraints (both financial and human resources) for data collection and updating, insufficient capacity for data collection, updating and analysis and the impact of high staff turnover in local governments offices and the lack of incentives for reporting
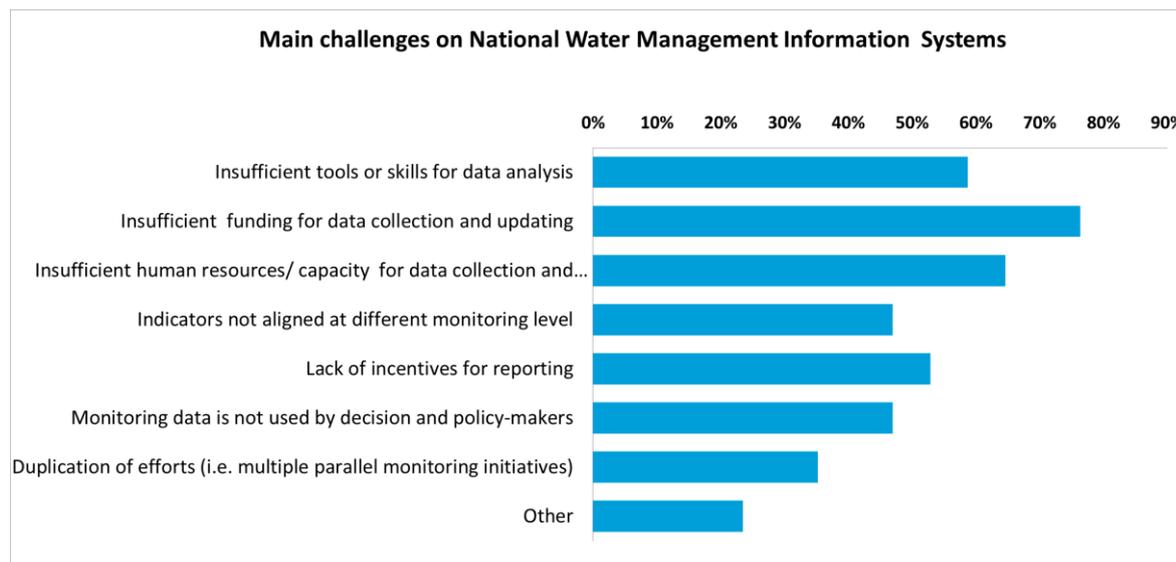
Figure 4. WaterAid CPs assessment of challenges of National / Country-led water monitoring

Conclusions and Recommendations

Proposed approach to support sector monitoring

In this paper we have reviewed lessons learned from a variety of experiences and contexts. Based on these the following approach to support sector monitoring through three phases is being recommended (also summarised in the building block diagram below)

Phase 1- Analysis of current sector performance monitoring status and gaps to identify:
a. Current status and gaps in staff capacity; monitoring practices; how data is collected and how information flows around the sector (and also in related sectors) and is being used at different levels (national and subnational);
b. Current national government framework and policy which regulates and controls services monitoring practices (resources, roles and responsibility)
c. Opportunities to strengthen the overall monitoring process from data collection to data use at local and national level.

Phase 2 - Develop and test context related and sustainable approaches and processes for regular monitoring that support addressing gaps identified in Phase 1

a. Identify and test institutionalised, context-related, scalable and sustainable (financially, capacity etc.) models based on and building on existing resources and data collection processes. These should aim to address key monitoring processes gaps particularly for data analysis and regular data updating. In alignment with district wide approach and decentralisation policies, efforts should focus on sub-national level processes (led by local governments), although in alignment with National M&E framework and policies.
Support development of monitoring building blocks:
- Presence of infrastructure inventories
- Selection of context related and meaningful indicators to inform service level status. These should be aligned with broad sector and national indicators
- Regular monitoring processes to be sustained with existing or minimal costs (based on enumerators, citizens' feedback or existing data collection processes)

- Context and local capacity–suited tools to support data collection and analysis processes
- Develop processes for data dissemination across the sector

b. Ensure processes above are institutionalized and uptaken by local governments and other service provider
c. Assess opportunity to use data sharing platforms to ensure data is being disseminated and used by all sector actors.

Phase 3 - Support the presentation, dissemination, interpretation and use of WASH service data so that more evidence-based decision-making is done.

1. Support processes for data use for informed decision making, particular at sub-national level and dissemination to sector stakeholders
2. Ensure data is accessible and understandable by those who needed it all levels. In particular at local level, support government with data storage, analysis and use.
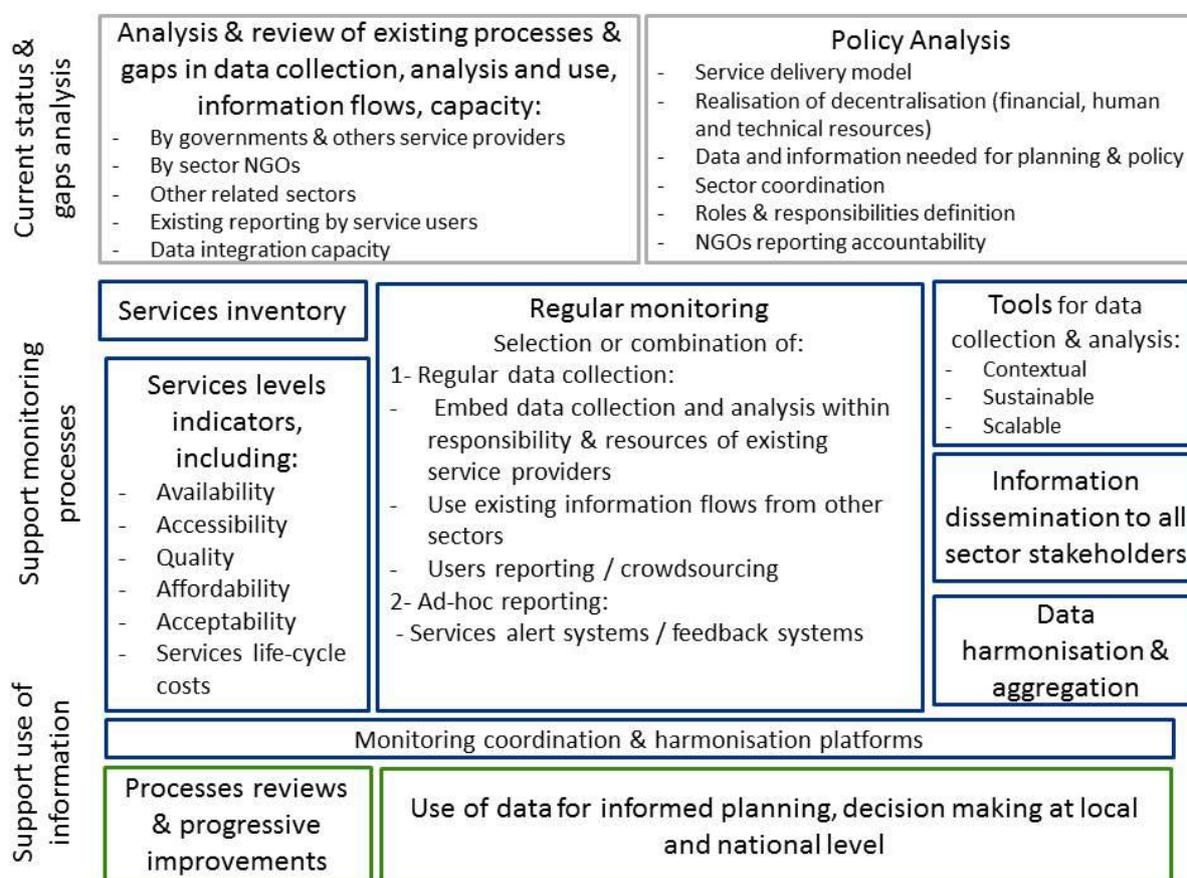
In addition, internal WaterAid organisational monitoring initiatives, as other NGOs, could support identifying good practices and approaches for monitoring processes, particularly at district level. In WaterAid some learning around service level monitoring could be derived from the findings of the organisational internal sustainability monitoring initiative, PIMS (Post Implementation Monitoring Survey). A number of water, sanitation and hygiene indicators and survey questions have been developed and tested to ensure significant data is being collected and can be analysed. Furthermore, WaterAid internal use of mobile based data collection though the mWater platform, has demonstrate the benefits of accelerating information flow, improving data quality and facilitating data analysis and reporting.

Moving forward – WaterAid support priorities for strengthening sector monitoring

While a number of WaterAid country teams are supporting national monitoring processes- Joint Sector Reviews, sector coordination, sharing monitoring data with national or district governments the main support functions performed by WaterAid's country programmes (based on the above described survey) have focused on:

- Data collection / survey tools training (65% of WaterAid Country Programmes)
- Funding data collection on WASH services in certain districts (53% of WaterAid Country Programmes)

To address the gaps in services monitoring informing the delivery and maintenance of sustainable services, WaterAid's country programmes have now highlighted the need to shift the support provided towards supporting gaps and challenges of country-led (at national and local level) services monitoring processes and particularly updating mechanisms and use of data to inform evidence-based planning.

These priority areas will be addressed by building on past experience and learnings and ensuring sustainable systems and processes are introduced.

Acknowledgements

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*The referred country case studies will be available as appendix to this paper.

** Further details and information on WaterAid survey can be provided if necessary

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