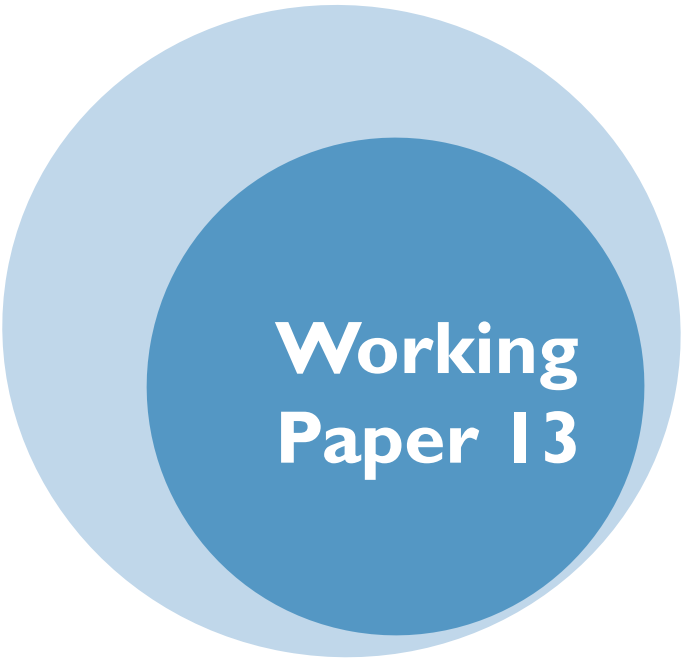
RiPPLE

Improving WASH information for better service delivery in Ethiopia

Scoping report of initiatives

John Butterworth, Bethel Terefe, Demissie Bubamo, Eyasu Mamo, Yeshumneh Terefe, Martine Jeths, Sobona Mtisi and Desta Dimtse

December 2009



Research-inspired Policy and Practice Learning in Ethiopia and the Nile region

Improving WASH information for better service delivery in Ethiopia: Scoping report of initiatives

A summary working paper under the long-term action research theme on access to WASH services

John Butterworth, Bethel Terefe, Demissie Bubamo, Eyasu Mamo, Yeshumneh Terefe, Martine Jeths, Sobona Mtisi and Desta Dimtse

September 2009

Research-inspired Policy and Practice Learning in Ethiopia and the Nile region (RiPPLE) is a 5-year Research Programme Consortium funded by the UK's Department for International Development (DFID) aiming to advance evidence-based learning on water supply and sanitation (WSS). The RiPPLE Consortium is led by the Overseas Development Institute (ODI), working with the College of Development Studies at Addis Ababa University; the Ethiopian Catholic Church Social and Development Coordination Office of Harar (ECC-SDCOH), International Water & Sanitation Centre (IRC) and WaterAid-Ethiopia.

RiPPLE Working Papers contain research questions, methods, preliminary analysis and discussion of research results (from case studies or desk research). They are intended to stimulate debate on policy implications of research findings as well as feed into Long-term Action Research.

RiPPLE Office, c/o WaterAid Ethiopia, Kirkos Sub-city, Kebele 04, House no 620, Debrezeit Road, PO Box 4812, Addis Ababa, Ethiopia.

Acknowledgements

This summary paper is an output of initial research on WASH information under the RiPPLE long-term action research studies (LARS) theme on access to WASH services. The authors would like to thank all interviewees at national, regional (in the Southern Nations, Nationalities and Peoples' Region SNNPR), and woreda level for responding to questions of the research team. Initial results were shared with some members of the SNNPR learning and practice alliance (LPA) supported by the RiPPLE project and many valuable comments made on the preliminary findings. RiPPLE Woreda facilitators Aschalew Sidelil and Tsegaw Hailu also made important contributions. The authors are also grateful for comments made on an earlier draft of the paper by Eva Ludi, Katharina Welle and Desta Dimtse.

Contents

Table of Boxes

Acronyms

AfDB	African Development Bank
BoFED	Bureau of Finance and Economic Development
CSA	Central Statistic Agency
CSO	Civil Society Organisation
DA	Development Agent
DfID	UK Department for International Development
EGRAP	Ethiopian Ground Water Assessment Program
ERA	Ethiopian Road Authority
ERTTP	Ethiopia Rural Travel and Transport Programme
EUWI	European Union Water Initiative
FAO	Food and Agriculture Organisation of the United Nations
GIRWI	Global Initiative for Rationalising Water Information
HEW	Health Extension Worker
JTR	Joint Technical Review
MDG	Millennium Development Goal
M&E	Monitoring and evaluation
MoFED	Ministry of Finance and Economic Development
MoWR	Ministry of Water Resources
MoU	Memorandum of Understanding
NGO	Non-governmental organisation
PASDEP	Plan for Accelerated and Sustained Development and Eradication of Poverty
PBS	Protection of Basic Services
PMU	Program Management Unit
PSNP	Productive Safety Net Program
UNDESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Program
UNICEF	United Nations Children's Fund
WAE	WaterAid Ethiopia
WaSH	Water Sanitation and Hygiene
WaSHCo	Water and Sanitation Committee
WATSAN	Water and Sanitation

WB	World Bank
WSDP	Water Sector Development Plan
WSG	Woreda Support Group
WSP	World Bank Water Supply and Sanitation Program
WSS	Water Supply and Sanitation

Executive Summary

Key decisions in policy-making, planning, budgeting, reporting, and evaluation in water, sanitation and hygiene (WaSH) are all reliant on information about access and the quality of service delivery. Accurate data on WASH services within woredas (the equivalent of districts in Ethiopia) are vital for making effective new investments and maintaining existing infrastructure. Decision-making after all can only be as good as the underlying information.

It is widely recognised that current WASH information is not adequate, and there are serious efforts at national and regional (for example in SNNPR) level to improve sector information systems. To support these efforts to improve the use of woreda inventory and information management systems, RiPPLE undertook a scoping study to assess the status of the many current initiatives and to understand and start to share an analysis of the key issues. Recommendations are made for improving WASH data management, putting data to use, and coordinating and sharing best practice. The study is intended to inform follow up research and learning activities.

1 Introduction

This report is an output of initial research on WaSH information under the RiPPLE Programme (Research-inspired Policy and Practice Learning in Ethiopia and the Nile Region, www.rippleethiopia.org) long-term action research studies (LARS) on access to WaSH services. It is based upon interviews held at national, regional (in the Southern Nations, Nationalities and Peoples' Region (SNNPR)), and woreda level with the objective of better understanding the many initiatives and efforts that are underway to improve WaSH information and to support better decision-making and planning. Follow-up action research will aim to help strengthen these efforts based upon the recommendations made in this paper.

1.1 The policy context for WaSH decision-making[1]

Key decisions in policy-making, planning, budgeting, reporting, and evaluation in water, sanitation and hygiene (WaSH) are all reliant on information about access and the quality of service delivery. Accurate data on WASH services within woredas (the equivalent of districts in Ethiopia) are vital for making effective new investments and maintaining existing infrastructure. Decision-making after all can only be as good as the underlying information, and unfortunately, the reliability of WaSH sector information in Ethiopia – like many other countries – is not yet optimal (Moriarty *et al.*, 2009). The numbers can be hard to collect, and are sometimes also contentious. RiPPLE sustainability case studies have provided evidence that actual figures on scheme and water point functionality are inconsistent (in this case far below) with the estimated figures used for regional and national level planning (see Box 1.1). There is sometimes pressure to report improvements in coverage towards ambitious goals like the Universal Action Plan (UAP) and the Millennium Development Goals (MDGs). At the same time, woredas showing improvements in coverage actually risk receiving reduced block grant funding and that can lead to under reporting.

Prominent features of the current water, sanitation and hygiene (WaSH) landscape in Ethiopia are efforts to operationalise a system of decentralised service delivery and attempts to move towards a coordinated sector-wide approach involving all donors. Amidst these reforms, government has set an ambitious target of reaching universal access in water supply and sanitation services by 2012: more ambitious than the MDG target of reducing by half the population without access by 2015.

The decentralisation process in Ethiopia involves democratic decentralisation, ethnic based federalism and administrative de-concentration to make service delivery equitable, efficient and effective. Regions now have full responsibility to plan and finance, implement and monitor their own development programmes. Likewise, *woredas* (districts) also prepare and manage their own budget and development programmes. In rural water, Regional Water Resources Bureaus are responsible for planning, managing and coordination of rural water supply programmes while Woreda Water Offices plan and manage their woreda water supply programme. Regional Water Resources Bureaux are linked to the federal ministry and have coordination meetings together, however, they actually have a stronger link and line of accountability to the regional councils that approve their funding. As we will see, these institutional coordination challenges emerge as an important issue in the improvement of WaSH information systems.

[1] Further information is included in a note included at Annex 3

More recently, progress towards a coordinated sector wide approach is beginning to gather speed. Efforts are underway to promote government leadership of sector development programmes, and donors are moving to further support government policy goals and strategies, channelling resources through government systems and harmonising financial and reporting systems and using national procedures and systems. In this context, agreed and shared information across the sector is vital. The national WaSH programme aims for the development of one planning, budgeting and reporting system for WaSH nationally and thus moving away from a project based planning. What started as a World Bank funded WaSH programme has now evolved into a sector wide multi-donor programme currently involving activities supported by African Development bank (AfDB), UK's Department for International Development (DFID), United Nations Children's Fund (UNICEF) and other programmes that address WaSH, such as the Productive Saferty Net Programme (PSNP), Protection of Basic Services (PBS), pastoralist community development programmes and WSS programmes that are government block grant-financed. The bottom up woreda-wide demand-driven participatory planning approach piloted by the World Bank funded programme is now embraced as a sector wide planning approach. The monitoring and evaluation framework applied in this programme is also evolving into a sector wide framework, as we will discuss later in this report.

1.2 Sector information: Key problems

Some of the key underlying issues affecting WASH sector information currently appear to be:

- A focus on project-based and input-output type monitoring
- Lack of an adequately agreed standard methodology
- Inadequate incentives to report accurately
- The challenge of institutionalising monitoring systems

1.2.1 Project-based and input-output type monitoring

Although new initiatives linked to the sector wide approach are starting to gather momentum, systematiic and regular monitoring and information systems are not yet in place. Monitoring WaSH remains largely project-based with reporting activities focused on the procurement of goods and services, construction etc, as per plans. The sector is generally familiar with project-based reports and general sector progress reports. Sector progress reports are produced on a quarterly basis by regions and sent to Ministry of Water Resources (MoWR) and through MoWR to Ministry of Finance and Economic Development (MoFED), the Cabinet and the Prime Minister's office. Bi-annually, these reports are presented to the federal parliament and federal council. Regions also conduct quarterly progress review meetings with the MoWR.

Project-based reports go up to the MoWR and MoFED and donors if external funding is involved. Sometimes reports are verified by MoWR or regional water bureaus through random monitoring visits, but gaps between monitoring visits to woredas from zones or regions can be as long as two years. The project-based monitoring system is ad-hoc, and generally limited to ongoing construction activities with insufficient attention and backstopping support given to those actually managing schemes. A service delivery approach with a focus on ongoing access to reliable water services is lacking.

The Water Sector Development Plan (WSDP 2001 – 2015) gives monitoring responsibility to the federal ministry and regional bureaus. The UAP however, the main policy document, only focuses on

monitoring outputs, not impact and does not provide an M&E framework or assign responsibility for monitoring. The Plan for Accelerated and Sustained Development and Eradication of Poverty (PASDEP) alone tries to embrace a sector wide monitoring approach that measures impact, by using a welfare monitoring system that draws on CSA and sector data to track progress towards achieving the MDGs, monitoring population with access to safe water, rate of functionality and populations affected by water borne diseases.

1.2.2 Methodological issues and data reliability

One key methodological issue affecting current WaSH data is that access is estimated by counting new schemes constructed and then estimating the size of the population expected to be served based on the type of the scheme based. The actual access to people within a 1.5 km radius (which would enable progress against the policy target for rural areas to be assessed) is not really measured at the moment. Assumptions and methodologies used when calculating access figures, provide scope for interpretation by regions, and, consequently, might sometimes be inflated, whereas woredas may report different figures. As a result, the MoWR can receive different access figures from woredas and regions and generally, data is not considered to be reliable enough, or at best fails to accurately reflect actual access. Boxes 1.1 and 1.2 illustrate some examples of the unreliability of data and the problems in collecting WaSH information.

Box 1.1: Some common problems identified in regional reporting

- Figures given by regions on access levels to the bi-annual review meeting are different from those reported by MoWR in UAP and PASDEP progress reports. And there is no explanation why this is the case from regions.
- Regional reports presented to the review do not show progress across woredas and towns but give overall regional figure
- None of the regional reports indicate information on school WaSH, showing integration still has a long way to go
- Finance reports are decoupled from physical progress reports, because they pass through different channels, finance and water line offices, respectively.
- Reports don't have enough information on details about approaches that work best or generate faster progress or challenges faced meaning reports have limited value for learning.

Source: National WaSH Program, Joint Technical Review, May 2007.

The inventory and data collection systems of regions have not yet been standardised, and different regions use different formats, methodology and coverage calculations. There is as yet no equivalent of the Health or Water Management Information System in Water. Although MoWR, in an attempt to standardise inventories and track progress against the UAP, has developed an M&E implementation manual in Amharic in 2005 and a WSS information gathering format in 2006, standardisation still remains a challenge (Etherington et al, 2008).

There are also cases where WaSH information causes disputes because it indicates coverage or functionality levels that do not match expectations. Hence, the data is sometimes adjusted to reflect perceptions, rather than the reality (e.g. Amhara region 2003/4). Sometimes, deliberately low figures are reported to influence resource allocation. All in all, these actions serve to reduce the reliability of data from regional inventories (Etherington et al, 2008).

1.2.3 Incentives

An important aspect of monitoring systems is internal incentives that encourage or discourage accurate reporting and informed decision making. In Uganda for example, ministers are reported to closely monitor results of their investments because showing results enables them to lobby for funds (de Renzio & Krafchik, 2007). In Ethiopia, a region or woreda that reports high progress, risks having budgets allocated to other sectors or regions with lower progress. There are actually relatively few incentives to strengthen monitoring systems and report progress accurately. Creating these financial or other forms of incentives for improved performance and accurate reporting is indentified as a key action point.

Box 1.2: Water Supply Mapping in Alaba and Mirab Abaya, SNNPR

A study by RiPPLE in 2008 in two SNNPR woredas, Alaba and Mirab Abaya, provides evidence about the generally poor information system available in the sector. The RiPPLE survey in the two woredas showed actual coverage is different from officially reported figures; because official figures have limited information on access.

UAP defines access in terms of quality and distance. The RiPPLE survey in the two woredas showed that communities access to water is on average 10-11 l/p/d, well below the UAP target of 15l/p/d. The survey also showed that people usually travel more than 1.5 km target of the UAP to get water. This aspect, however, is not monitored by Woreda water offices due to limited use of mapping or other suitable methiods, and hence restricts assessing the achievement of this target.

In the survey, all water schemes and points were mapped and higher non-functionality of water points and schemes was observed than indicated by officially figures. Some variation would be expected due to seasonal and annual variations of course. Scheme non-functionality rates in Alaba and Mirab Abaya were 42 and 32% respectively which is slightly higher than the reported figure of 37% and 26% respectively. Water point non-functionality, which is not yet considered by government, was also high at 60% for Alaba and 37% for Mirab Abaya.

Most schemes in both woredas are distributed along asphalt roads and there is no population density data from Kebeles to calculate access of the proportion of people within a 1.5 km radius. But using a 1.5 km radius shows that large areas are still not covered in Alaba.

Source: Moriarty et al. (2009)

1.2.4 Institutionalising monitoring systems

Regions have often undertaken inventories once, without subsequent follow up to collect data against that baseline. By the time of the next inventory, methodologies and definitions have often changed making it difficult to track sector performance over time. Although regions are becoming more and more aware of the importance of monitoring sector information, accuracy, timelines and use of data remain a problem.

Regional inventories may be initiated either by the region itself or by the MoWR, and occasionally funded by donors (e.g. UNDP) or from central funding. Some inventories cover the whole region, while others cover only a portion of a region. The data is sometimes collected using government staff at lower cost, or using hired consultants at greater cost. The data collected has not always been used by the regions though. In some instances, where the request for the inventory is made from outside the region, data collected is simply sent to MoWR for use, without being analysed and stored at the regional level. In some instances, data collected is stored in regions without being analysed and fully utilised to improve services.

Poor monitoring is exacerbated by lack of clarity on roles and responsibilities for monitoring and backstopping support between the different service delivery actors: water and sanitation committees (WaSHCos), non-governmental organisations (NGOs), kebele- and woreda-level administration. With so little information systematically monitored and reported, much decision making is done in the absence of actual data and, hence, planning is based on estimation rather than facts (Moriarty et al, 2009).

2 Scoping study of initiatives

To respond to these challenges, there are serious efforts at national and regional (for example in SNNPR) level to improve WASH sector information systems. To support these efforts to improve the use of woreda inventory and information management systems, RiPPLE's sub-LARS on woreda inventory, under its' access LARS, started with a scoping study to assess the status of the many current initiatives and to understand and start to share an analysis of the key issues.

2.1 Objectives

The starting point for this study was to support government (and agencies working with government) to collect reliable information on access to WASH and to use that information more effectively in planning and targeting new investments as well as to maintain existing services within woredas. The overall goal being, to help sector agencies to develop and use information management systems that lead to better planning, improved accountability and ultimately better service delivery. The main research questions that guide the overall study are included in Box 2.1.

Box 2.1: Main research questions for RiPPLE study on woreda inventory

1. What is the best method for woreda inventory to collect, record, validate, analyse and report data?
2. What are the resources needed (human, physical, skills, financial) and at what level?
3. How can the information gathered be used to improve interventions at local level and policy making?
4. What are the best mechanisms for coordination of WASH information systems, sharing knowledge and learning at different levels?
5. How can woreda inventory be used to increase accountability between sector agencies for more sustainable service delivery?

2.2 Methodology

The first phase of research (to May 2009) – of which this report is a product – aimed to better understand and link various efforts to develop information systems for WaSH (and other sectors) in Ethiopia and to share best practices from other countries. A series of interviews at national, regional and woreda level aimed to document the status of existing initiatives and to identify key issues and problems in woreda inventory. Special attention was given to the inventory work done in SNNPR. A total of 16+ interviews were held with key informants. Preliminary findings were presented at regional and national meetings between March and May 2009 and initial feedback is incorporated in this report.

At the national level, identified initiatives include the Global Initiative to Rationalize Water Information (GIRWI) and WaSH Monitoring and Evaluation (M&E) / Management Information Systems (MIS) implemented by the MoWR. Also identified were: an initiative to establish an Ethiopian water resource information system funded by AfDB and implemented by the MoWR; and efforts on water supply inventory under the Ethiopian Rural Travel and Transport Programme (ERTTP) under the Ethiopian Roads Authority were also identified. Apart from government initiatives, woreda inventory initiatives by NGOs like WaterAid Ethiopia, IRC and SNV were also examined. In SNNPR, the study specifically focused on a region-wide woreda inventory initiatives started by the regional government.

A second phase starting September 2009, aims to support sector agencies to improve their woreda inventory systems and use, building upon recommendations included in this paper.

3 Looking outside: Information management initiatives in other countries

A short literature review as part of this study examined examples of other initiatives to improve WASH information management in Malawi, Tanzania and Zimbabwe (see Annex 4).

In Malawi and Tanzania, WaterAid have been promoting improved WASH inventory using a mapping approach (Welle, 2005) and in Zimbabwe, WASH inventory has been systematised leading to the production of WaSH atlases. Some key lessons that are likely to be relevant to the Ethiopian context are:

- Mapping approaches make complex data accessible, and can open up useful policy discussions on issues like sustainability and equity. The value of mapping approaches has also been shown by MacDonald et al (2009).
- Finding capacity and funding to sustain monitoring is a huge challenge. Updating has not happened in Malawi, for example.
- NGO-initiated surveys and methodologies may not be easily or readily taken up by government. Government support and institutionalisation is essential to ensure maintenance and updating of data.
- Calculating coverage accurately is hampered by quality of population data and challenges faced when linking to water point information.

3.1 Ethiopia: Recent and current information management initiatives

Summaries of the interviews with key informants linked to various efforts to improve WaSH information in Ethiopia are included in Annex 5 and Table 3.1. The key issues identified through these interviews as well as a workshop held in Hawassa in March 2009 were considered here under three headings: data management, using data, and coordinating and sharing best practice.

3.1.1 Data management

Despite several initiatives, the water sector currently lags behind other sectors in maintaining a reliable, up-to-date and computerised information system. The WASH M&E manual developed by the national WASH programme fills this gap and its roll-out to regions is therefore critical. This study highlighted that consensus developed at national level behind the approach is yet to be replicated at regional level. In the interim, it is uncertain how the large volume of data collected through new woreda inventories (like in SNNPR for example) will be processed, stored, verified, and analysed. Recommendations call for:

- Better and continuous support to all sector actors to establish (and maintain) a computerised database that holds existing sector inventory data; and to facilitate updating and use of data by partners (both government and NGOs). This should be based upon the nationally agreed WASH M&E manual.
- Developing analytical skills needed to generate reports, based on an analysis of woreda inventory data, that meet user requirements. This should include developing operational GIS capabilities

for the sector at regional level to more easily produce WASH maps/atlases for zones/woredas/ kebeles and undertake spatial analysis.

- Agreements around standard procedures for data processing and analysis are needed. This is particularly relevant for areas where sources are located close together and people use multiple sources and, thus, determining access to specific points is more complicated. UNICEF has piloted simple approaches for making key data available in accessible report cards.
- Further refinement of standard and agreed indicators for use by all partners working in the sector. Examples of current difficulties are between national and regional level; dealing with sanitation and hygiene issues at the interface between the water and health sectors; dealing with institutional data (schools, health centres) from health or education sectors; and the 'software' issues that are critical in achieving impacts through WASH. Questions arise around how efforts can raise awareness, change behavior and how results can be tracked and included in information systems?
- Partaking in action research to verify woreda inventory results, and to test different ways of maintaining woreda inventory by drawing upon government and NGO capacities. Considerable capacities exist and a lot of data is being collected. How can more of this be better collected, held and shared within the emerging common framework?

Table 3.1: Summary of various information management initiatives and efforts in Ethiopia

Organisation/ initiative	**Level and key actors in Ethiopia**	**Emphasis/ focus**	**Current status and further information**
Global Initiative for Rationalising Water Information (GIRWI)	National (part of global effort) UNDESA MoWR CSA	Collating data on key indicators across the water sector for use at policy level. Aims to utilise data from other existing sources.	First diagnostic phase complete. Review of past and existing information and data collection systems is available (Alem & Canitano, 2008). Phase two on methodological development is underway.
National WaSH Programme	National (with primary data collection at kebele level passed up to woredas and regions) MoWR WSP Consultants	The nationally agreed approach – based upon a WASH M&E manual – to standardize WaSH monitoring.	A WASH M&E manual is available and broad sector support ensured at national level. Currently efforts are underway to roll out the programme – consultants have been recruited – including ensuring commitments to the approach at regional level.
Ethiopia Rural Travel and Transport Programme (ERTTP)	Pilot programme in one woreda in eight regions Ethiopia Road Authority	Roads help provide access to water points, and ERTTP also constructs water points in rural areas. Water data are collected to monitor project progress.	Pilot programme at implementation stage (started in 2004).

WaterAid Ethiopia (WAE)	woredas where WAE operate	Own database established for monitoring WAE activities and progress in areas where it works (covers all water points in these areas).	Currently developing and testing database
UNDP support to Monitoring and Evaluation in WaSH	All regions (data collected by zonal and regional staff)	All regions collected data and calculated coverage (around 2006).	Completed under programme between 2001/2 and 2006/7. Not really clear what subsequently happened to data and how used.
SNNPR Regional Woreda Inventory 2009	Covers all schemes throughout the region Regional water bureau Survey requested by regional government (cabinet) BoFED	A new survey of all water points requested so that coverage levels can be re-calculated (required for block grant allocation)	Data collected during 2009. Methodology was adapted locally. Establishing links with nationally promoted approaches is important (such a meeting was held in May 2009).
Health and Education Sector MIS systems	Nationwide	Health institutions, and schools	These existing systems do not yet include WaSH indicators (e.g. water supply in health institutions and WaSH in schools)
International Rescue Committee	National GIS unit supporting emergency response work in regions	Mapping infrastructure (have surveyed about 40-45 woredas) is part of a series of surveys in operational areas	On-going programme with established capacity for large scale surveys
SNV	Woreda level (with data collection at kebele level)	In three regions have supported woreda inventories as part of capacity strengthening support to improve WaSH sector planning and interventions.	Have been active in supporting a national approach.
JICA water sector capacity building	In SNNPR have undertaken a large number of woreda assessments (78) and kebele baseline surveys SNNPR Water Resources Development Bureau	Focus on capacity building and lack of reliable data identified as a key constraint.	Developing training courses e.g. focused on TVETs and woreda level. Survey results only available in Japanese at time of interview.
UNICEF (SNNPR)	Have piloted WaSH inventory and simple reporting methods in SNNPR (and other regions) Government at all levels	Supporting the sector to put woreda inventory systems in place (and that these should include schools and health centres).	Plan to complete inventory in all 23 woredas supported by the UNICEF programme in SNNPR.

3.2 Putting woreda inventory data into use

Rather than sending data straight up to zones and regional level, there is a major need to develop capacities and promote use of information that is now becoming available through woreda inventory surveys. Better management and constant use of this information at woreda and kebele level should lead to improved action plans and better local decision-making (e.g. on location of new sources, prioritising allocation of scarce resources for maintenance etc). Recommendations include:

- Building capacity of woreda-level staff in data management and analysis
- Action research to test different reporting formats for sharing processed woreda inventory data with potential users e.g. report cards, maps etc.
- Action research to test methods and build capacities to produce better woreda/kebele action plans
- Understanding, documenting and raising awareness to reduce capacity constraints that hinder work at the local level, as well as demonstrating these activities and their outcomes.
- Development of a distance learning module, combined with practical training (e.g. with TVETS), focused on WASH information and its use.

3.3 Coordinating and sharing best practice in information management

There are many efforts to monitor activities within the sector, however, these currently suffer from being poorly harmonised and coordinated. Recommendations include:

- Identify mechanisms for strengthening WASH coordination and collaboration at all levels on information management (e.g. tabled as topics for next RiPPLE LPA meetings, FLOWs and other platforms)
- Develop a linked information sharing system between sector partners, including government and NGOs, and linking water, education and health management information systems
- Build connections between national and regional inventory and information management initiatives. Undertaking an analysis of the differences between national and SNNPR woreda inventory systems is one starting point. Mechanisms need to be found to develop a good dialogue (workshops, technical visits, briefing notes) that lead towards the adoption of more harmonised approaches

General tentative policy recommendations are identified in Box 4.1.

Box 4.1 Key policy recommendations

The following recommendations are targeted specifically at government policy making and budget allocation.

- Invest in information: placing monitoring higher up the agenda and allocating funds and key staff to this function
- Help create the right incentives (and minimise disincentives) to report accurately
- Ensure attention to scheme (and service) sustainability as well coverage (this requires regular monitoring of breakdowns and repairs for example)
- Rapidly implement the planned M&E system with agreed baseline data and clearly identified roles for different actors and standard formats for recording and reporting

- Make monitoring effective by creating systems where users are able to hold service providers accountable and where institutions are judged on their ability to provide a satisfactory service to users. Poor service delivery should be recognised and addressed
- Strengthen the consultation and engagement of regions in the preparation of national guidelines and frameworks.
- Build platforms to facilitate learning and collaboration by actors in service delivery, discussion on challenges and agreement on approaches, planning and budgeting towards common sector goals (this includes strengthening national/ regional dialogue).

4 Next steps

The second research phase of RiPPLE work on this theme from September 2009 aims to support sector agencies to improve their woreda inventory systems and their use. This will focus on supporting efforts in SNNPR to maximize use of results from the 2009 woreda inventory survey and transitioning towards adoption of the national agreed WASH programme approach.

References

de Renzio, P. and Krafchik, W. (2007) Lessons from the Field: The Impact of Civil Society Budget Analysis and Advocacy in Six Countries – Practitioners Guide. International Budget Project, http://www.internationalbudget.org/PractitionersGuide.pdf

Etherington, Yemarshet and Tesfaye (2008) *Strengthening of National WaSH M&E in Ethiopia*, draft mission report, June 2008.

MacDonald, A., Ó Dochartaigh, B., and Welle, K. (2009) Mapping for Water Supply and Sanitation (WSS) in Ethiopia. RiPPLE working paper 11 [online] Available at www.rippleethiopia.org

Moriarty, P., Jeths, M., Abebe, H., Deneke, I. & Dickinson, N. (2009) *Reaching Universal Access: Ethiopia's Universal Access Plan in the Southern Nations, Nationalities, and People's Region (SNNPR)* RiPPLE GaP synthesis paper [online] Available at www.rippleethiopia.org

National WaSH Program (2007) *Joint Technical Review Aide Memoire, May 14-25, 2007.*

Welle, K. (2005) *WaterAid learning for advocacy and good practice: WaterAid water point mapping in Malawi and Tanzania*. WaterAid Report, London.

Annex A: A note on the policy context for WaSH decision-making[2]

Prominent features of the current water, sanitation and hygiene (WaSH) landscape in Ethiopia are efforts to operationalise a system of decentralised service delivery and attempts to move towards a coordinated sector-wide approach involving all donors. Amidst these reforms, government has set an ambitious target of reaching universal access in water supply and sanitation services by 2012: more ambitious than the MDG target of reducing by half the population without access by 2015.

The decentralisation process in Ethiopia involves democratic decentralisation, ethnic based federalism and administrative de-concentration to make service delivery equitable, efficient and effective. Regions now have full responsibility to plan and finance, implement and monitor their own development programmes. Likewise, *woredas* (districts) also prepare and manage their own budget and development programmes. In rural water, Regional Water Resources Bureaus are responsible for planning, managing and coordination of rural water supply programmes while Woreda Water Offices plan and manage their Woreda water supply programme. Regional Water Resources Bureau are linked to the federal ministry and have coordination meetings for example, however they actually have a stronger link and line of accountability to the regional councils that approve their funding. As we will see, these institutional coordination challenges emerge as an important issue in the improvement of WaSH information systems.

More recently, moves towards a coordinated sector wide approach are beginning to gather speed. Efforts are underway to promote government leadership of sector development programmes, and donors are moving to further support government policy goals and strategies, channelling resources through government systems and harmonising financial and reporting systems and using national procedures and systems.

Efforts to create a national WaSH programme

Over the last few years, there have been efforts to create a national WaSH programme, aiming at the development of one planning, budgeting and reporting system for WaSH nationally and thus moving away from a project based planning. A WaSH programme which started as a World Bank funded WaSH programme has now evolved into a sector wide multi-donor programme currently involving activities supported by AfDB, DFID, UNICEF and other programmes that address WaSH, such as the PSNP, PBS, Pastoralist community development programme and government block grant financed WSS programmes (National WaSH Program, 2007). The World Bank supported programme is being implemented in the country to increase access to water and sanitation services in rural and urban areas through improved capacity of stakeholders in the sector, integration of hygiene and sanitation into water supply projects and capacity building system with active participation of the private sector (WSS Mid-term review mission report, May 2007). The bottom up Woreda-wide demand-driven participatory planning approach piloted in the World Bank funded programme is now embraced as a sector wide planning approach (See Box 2.1). The Monitoring and evaluation framework applied in this programme is also evolving into a sector wide WaSH M&E framework as we will discuss later in this report.

[2] This note was prepared by Bethel Terefe

Box A1: Planning and M&E frameworks of the WaSH Programme

The WaSH Programme aims to develop a one Plan, budget and Report system for WaSH, encompassing, Government (water, health, and education), Donor and NGO activities at the national level.

The National one plan development has Strategic and Annual planning processes. The Strategic Plans are developed by WaSH coordination offices at National and Regional levels and reviewed by WaSH Technical Teams and approved by WaSH Steering committees at respectively levels. The National WaSH Coordination offices uses sector development programmes in Water, Health and Education sectors to determine targets that will become the National WaSH targets and receive funding from the WaSH programme. Consequent activities that will take place to formulate the strategic plan include; establishing reliable baseline by undertaking annual WaSH inventory in each Kebele and resource mapping of government programmes, grants and loans as well as investment by donors and CSOs on WaSH (although the later will not be reflected on official WaSH budget). The National WaSH coordination office consults the national WaSH technical team, the nation WaSH PMUs, National NGO forum, DAG and representatives of regional bureaus in preparing the National WaSH Strategic Plan. Regions/ Zones and woredas follow similar processes in preparation of strategic plans. The regional WaSH coordination offices prepare strategic plans that will be approved by regional councils. Woreda/ town WaSH team prepares strategic plans that will be approved by Woreda/ town councils.

Annual WaSH plans have core plan and detail annual plan preparation processes. Core annual plans are about setting achievable targets for the year. The Core plan development process follows a top-down approach where indicative targets and budgets are passed from the national level to regions/ zones and woredas. The National Steering committee decides on budget allocation to PMUs at the national level and the amount of budget allocated to regions. The National WaSH technical team proposes annual target ranges to regions passing these along with indicative core fund budget figures, which will be agreed with regional WaSH coordination offices. Regional WaSH steering committee decides on allocation of budget to regional PMUs and to woredas and towns. Regional WaSH technical teams propose target ranges for woredas and towns passing them down along with indicative core budget figures, which will be agreed with Woreda and town councils. The WaSH teams at Woreda level and town boards prepare core plans and budgets based on indicative annual targets and budget and send annual core plans to regions and regions to the National Level where the National WaSH coordination office prepares a consolidated National Annual Core Plan, which will be reviewed by the National Technical Team and approved by the National Steering Committee.

The detail annual plan preparation starts from the Kebele level. Woreda WaSH team draft plans and submit to region WaSH offices. The region WaSH coordination office, consolidate Woreda plans with region WaSH activities, submit the region's detailed plan to the region technical team, steering committee and BoFED and finally submit a compiled detailed annual WaSH Plan to National WaSH coordination office. The National WaSH coordination office consolidating regional WaSH Plans and including national WaSH activities will submit annual detailed WaSH plan to DAG, NWTT, NWSC and MoFED. The NWSC will finally approve the annual WaSH Plan and notify MoFED. The Nationally approved detailed annual plan will then be cascaded down from the national level to regions/ zones and woredas where negotiations will take place with councils at each level to have the WaSH plans included in regional, zonal, Woreda and Kebele development plans. The WaSH steering committees at each level are expected to be instrumental in lobbying councils to have the annual WaSH plans endorsed in development plans.

Source: WaSH PIM, 2008.

A WaSH programme implementation and harmonisation manual is prepared, outlining the steps needed to move from fragmented project WaSH to a unified programme through setting up structures, systems and procedures that bring together the efforts of all actors together in a coordinated and harmonised way to promote a single programme. Originally developed by the MoWR, the WaSH PIM, will involve consultation with the health and education bureaus and will be effective after being endorsed by national WaSH technical and steering committees (WaSH PIM, 2008).

A memorandum of understanding signed between water, health and education sectors outlines the roles and responsibilities and mechanisms for integrated implementation of WaSH and has provided the foundation for an *integrated* national WaSH programme. Based on that, a WaSH structure is developed to realize coordinated planning, implementation and monitoring. The structure involves setting up a national WaSH coordination office with staff seconded from the three ministries, and programme management units in WaSH sector offices with focal persons assigned. These are set up although problems persist in making the structures functional and in bringing sectors together for joint planning and monitoring (see Box 2.2).

Box A2: The WaSH Programme, Structure and WaSH Coordination office

The WaSH structure refers to a system of coordination created for integrated delivery of WaSH services by Ministries of Water, Health and Education. It follows a MoU signed by the three ministries on integration modality for water supply sanitation and hygiene education programmes in 2005. The system aims to develop one programme, M&E system and financial flow mechanisms for water, sanitation and hygiene education.

The WaSH structure at the federal level involves a coordination office supervised by a WaSH steering committee and supported by a technical committee leading a programme management unit within each of the three ministries. The same structure is replicated in regions and woredas. At the Woreda level the WaSH steering committee involves almost all the Woreda council members including town water utilities. At the moment, only the federal structures are functioning. Institutions in the WaSH Structure are:

National WaSH steering committee: The composition of the steering committee is not very clear. The heads of the three ministries encompassed by the WaSH programme are the core members. The State Ministers of Health and Education and the Minister of Water participate in the steering committee meetings. Donors (represented by AFDB and DFID) and NGOs (represented by WAE and Water Action) and sometimes a representative of the private sector are also named as members of the committee but their role appears to be attending meetings when invited. The steering committee is expected to meet every quarter, but they have met only twice since the committee is set up. Bringing the heads of the three ministries together has proved difficult.

The National WaSH technical committee: The technical team is composed of the head of the Rural water supply and sanitation Dept in MoWR (as chair), planning dept head in MoE, Environmental health dept head in MoH, Italian cooperation and UNICEF from donors, Intermon Oxfam & Kalehiwot church from NGOs and a private sector representative- Metaferia consulting. The committee proposes to meet on monthly basis.

WaSH coordination office: This is hosted by the MoWR. It consolidates budgets and action plans prepared by Programme Management Units (PMUs) from the three ministries and submits these to donor funding agencies and MoFED. The office is staffed by the WaSH coordinator and one representative from the PMU of MoWR. Representatives from Health and Education PMUs have not been permanently assigned to the coordination office. The coordination office indicates that the problem is related to the tied-up budget of the promised capacity pool-fund, which was expected to pay the salaries of the WaSH coordination office team.

The programme management Units (PMU): There are three PMUs from the three Ministries that come under the WaSH structures. In MoWR the PMU is led by the head of rural water supply and sanitation dept, in MoH by the head of Environmental health Dept and in Education by the head of Planning Dept. The PMUs role is to coordinate WaSH projects in each Ministry, to prepare budget and action plan on WaSH programmes and submit to WaSH coordination office. The PMUs are also expected to assign one staff to be based in the WaSH coordination office hosted by the MoWR.

The WaSH coordination PMUs of the health and education sectors are not well strengthened like the one in MoWR. At the region level the health sector has only one focal person assigned to WaSH coordination, while education and water sectors have both programme management units.

In the national structure, regions coordinate all WaSH interventions in the region through a WaSH coordination office and sector PMUs. The coordination offices are responsible for facilitating integrated formulation, implementation of WaSH plans, M&E and consolidating technical and financial reports and annual reviews (National WaSH program, 2007b). However the regional WaSH coordination offices are not yet well strengthened.

Efforts to develop harmonised systems and alignment structures

Efforts for harmonisation and alignment involve the creation of Joint Sector Review Platforms, initiatives to institutionalise a WaSH M&E system and initiatives for a consolidated WaSH fund, manual and procurement system.

A consolidated WaSH fund and financial manual has been approved and procurement systems aligned with government systems (WaSH PIM, 2008). A WaSH M&E system has also been designed with initial WaSH inventory surveys envisioned as we will discuss later in this report (National WaSH Program, 2007). Government and donor joint sector reviews with consultation at all levels, led by the rural Water Supply department, started in the WB supported WaSH programme and later become institutionalized as a Bi-annual JTR led by the WaSH coordination office (National WaSH Program, 2007).

A multi-sector forum that brings together donors, civil society organisations (CSOs), government and private sector, was borne out of the Ethiopian country dialogue set up under the EUWI. The forum that started in 2005 is used to improve better coordinated sector governance and to agree on sector priorities and undertakings. Problems persist in the institutionalisation of these alignment structures, such as delays and government undertaking parallel in-house reviews – for example on the revision of the Universal Access Plan (UAP) (National WaSH Program, 2007).

Following government's request for donors to streamline finance through its own financing institutions a number of donors have switched to on-budget finance, channelling money through Ministry of Finance to Ministry of Water and regional finance bureaus and woredas. Among these are UNICEF, AfDB and WB. WB has also set up multi-donor trust funding through which DFID channels its support to the sector. As part of the efforts towards alignment there is also an MoU between donors and government to coordinate support to WaSH capacity building needs through the setting up of a pool fund. However, disagreements over funding channels have led to cancellation of the agreement (National WaSH Program, 2007).

References

National WaSH Program (2007) Joint Technical Review Aide Memoire, May 14-25, 2007.

WaSH PIM (2008) Second Draft WaSH Program Implementation and Harmonization Manual, June, 2008.

National WaSH Program (2007b), Joint Technical Review, Aid Memoire, October 4 – 12, 2007.

Annex B: Information management initiatives in other countries

Malawi: Countrywide water-point mapping[3]

Starting in Malawi, WaterAid have effectively promoted improved WASH inventory using a mapping approach (Welle, 2005). Since 2002, almost all districts in the country have been surveyed. Maps turned out to be a 'credible and powerful tool for making apparent information on the distribution and functionality of water supply infrastructure across districts' and have, under certain conditions, in some cases had an impact on the location of new water points. The uses of the maps include: 1) monitoring the effectiveness of investments in service delivery i.e. changes in access over time, 2) verifying water supply and sanitation coverage, evaluating access, and equity in rural and urban contexts, and 3) strategic planning and advocacy at local government level and at times by government and donors at higher levels e.g. prioritizing areas for donor-supported projects.

All water points are located using a handheld GPS (Global Positioning System), a questionnaire completed with technical and management data, and the results mapped using a Geographical Information System. The cost of this type of inventory was estimated at between US$10-20,000 per district (US$10 per water point or US$500.000 for mapping all 50,000 water points in Malawi, at 2005 estimates). On average, data collection required a month and data analysis and feedback an additional two months. Four district staff with bicycles or on motorbikes collected data in pairs, with a person from WSSCC (Malawi chapter)/WaterAid or a donor ensuring quality control.

Extensive efforts were made to institutionalise mapping within the government. As well as involvement of the technical arm of local government in the surveys themselves, results were presented for verification, feedback sessions held to discuss analysis and the maps themselves and training held in the use of map viewing tools to promote use of the data.

Maps make complex information more accessible, provide an entry-point for discussions on key issues like sustainability (many water points were non-functional) and equity (many areas were less well covered than others which received repeat investments), and can open up policy debates. Potentially helping to create downward accountabilities between district officials and water users, mapping was found to play a useful role in supporting decentralisation processes. 'It can also serve as an instrument to countercheck the still largely ineffective district-level demand-responsive planning process comparing village applications for water points with the existence of water points in a given area.'

Key challenges that limited the application of mapping in Malawi and its impact on policy in the sector have been:

- building the capacity of district personnel to handle this type of data
- linking water point information to population data. A census data set was available at an appropriate scale but was of low reliability underestimating population levels and thus overestimating coverage rates.
- achieving incorporation into wider governmental planning and monitoring processes

[3] Based on Welle, K. (2005)

- involving users in process, which would help accountability but requires independent actors to support the exercise.
- the lack of a systematic mapping-updating system: maps become out of data rapidly as new water points increase by 10-15% each year and many others fall into disrepair. Updating is costly and has not happened since 2005
- obtaining governmental backing and ownership of mapping for an initiative that was NGO-led. Finding a home for the database, and high turnover of people with government agencies were key challenges.

Tanzania: water point mapping[4]

Initial discussions on water point mapping in Tanzania (Welle, 2005) emerged early 2004. It was presented as a tool to assist planning for service delivery at decentralised level. WaterAid Tanzania took a pioneering step in the 10 districts they worked in, which covered about 10% of Tanzania's mainland. The main objective of this WaterAid mapping exercise was for more efficient and effective investments in service delivery. Next to primary WaterAid objectives it was expected that the mapping would support the planning and monitoring process of the local government as well as to increase the availability of quality data.

Box B1: WaterAid pilot mapping initiative in Tanzania: key inputs

Key inputs for the surveys were:

- 7500US$/district (provided by WaterAid)
- Team of 2 persons per district: 1 private company (GeoData ltd), 1 technical staff from district with backstop support from WaterAid
- 15 days of data collection, 1 month for processing and analysis
- Total duration pilot phase 18 months

Source: Welle, K. (2005)

The methodology used was based on the WaterAid water point mapping in Malawi and adapted to the Tanzanian context, with the addition that a digital photograph was taken from the water point. Data collection was done by a private GIS (Geographical Information System) company (GeoData ltd) in collaboration with technical staff from local government line offices.

Box 3.2 Key features of process

- Data are collected by using a questionnaire; GPS (Global Positioning System) coordinates as well as a digital picture of water point are taken.
- All data fed into a database (developed by GeoData Consultants)
- Information collected is displayed in maps showing coverage and functionality
- Data used to generate simple graphs to compare status different sites/technologies etc.

Source: Welle, K. (2005)

[4] Based on Welle, K. (2005) and personal correspondence with Ruud Glotzbach, SNV Tanzania (January 2009)

The WaterAid mapping pilot was followed up as a joint initiative by a group of international NGO's (WaterAid, Concern, ISF, AMREF and SNV) in close collaboration with the Ministry of Water and Irrigation in order to scale up water point mapping to other districts. To date (January 2009) 45 out of the 125 Districts have been covered. Early implementers, GeoData and WaterAid, are key partners.

The information collected gives insight into the location of the water point, water quantity and quality. Both data on hardware components of the infrastructure like status and features as well data on software components like system management are collected. Efforts are made to have the data available and usable (understandable) at the local level in order to facilitate local planning and management. Data is validated to check the reasons for reported functionality status of the water schemes.

The different partners involved are using data for different purposes, for example WaterAid is using the data for advocacy activities on equity issues, AMREF and ISF are looking at the figures in relation with health conditions, while SNV is trying to make a linkage with governance issues. All agree though that the current high non-functionality rate (of 40%) should be addressed. The water point mapping has been used to highlight critical issues including the lack of a clear sense of ownership in community management and the weak linkages between districts and user communities. The coverage data gathered by the mapping process had been used at a national level to help balance resource distribution, and at district level to ensure realistic planning. Locally it had been instrumental in stimulating strengthened user demand and developing action plans.

Box 3.3 Mapping WaSH in primary schools

SNV Tanzania also has started a pilot to map WaSH in primary schools

- Involves 16 districts in a joint initiative with WaterAid and UNICEF
- Objective is to map status of WaSH in schools, and use the data to develop action plans together with District administration and school management committees
- Initial focus was on WaSH, but a decision was taken to broaden the scope and to look at the necessary conditions for a child friendly learning environment and in a later stage other education issues such as teacher absenteeism will be addressed

Source: personal communication Ruud Glotzbach, SNV Tanzania

Key challenges have been the updating of the database. The current initiative is focusing on mapping the whole country and creating a baseline of all districts. How the mapping will be institutionalised is not yet addressed. Questions to be answered are who will update the data, how often and who will be the owner of the process in the long term.

Zimbabwe: Rural WASH Atlases

The main aim of the WaSH inventory in Zimbabwe is to monitor progress towards water and sanitation coverage targets in the Millennium Development Goals. The information is also used to improve evidence-based programming and planning. WaSH inventory activities are mainly conducted involve the National Action Committee which is responsible for: coordinating funding and allocation of resources, coordinating NGOs and Donors, drawing up national WaSH plans and WaSH policy framework, coordinating water and sanitation sector activities and regulating implementation of water and sanitation activities in the country; and the Water and Environmental Sanitation (WES) working group which is composed of 55 members drawn from NGOs and government departments

working in the WaSH sector, and chaired by UNICEF. Organisations in the WES group are involved in different aspects and activities of WaSH promotion, which range from funding, fund-raising, implementation and coordination. Functions of the WES include to;

- Assist in both the establishment of a resource data bank on all available information on WATSAN interventions and the operation of a system to provide timely access to the data by all relevant stakeholders in the sector. Ensure that information on all humanitarian programmes being implemented by partners is recorded, collated and mapped.
- Ensure information on humanitarian WATSAN activities will be mapped (down to ward level) and made available on a timely basis to all members
- Following the country wide inventory of WATSAN facilities, ensure the provision of updated information based on further assessments, surveys and information provided by implementing partners.
- Ensure all relevant information and experience in water and sanitation issues is shared on a timely basis to partners.
- Facilitate improved and coherent monitoring and evaluation of WATSAN humanitarian programmes, their impact on the accessibility of safe drinking water and sanitation facilities, and the prevention of related disease outbreaks.

Rural WaSH inventory has implemented from 1998 onwards by the Government of Zimbabwe, with technical and financial support from UNICEF, as an important component of the Integrated Rural Water Supply and Sanitation Programme (IRWSSP). This has included nationwide collection of information on water supply and sanitation facilities such as water points and latrines, and their functional status. The surveys have included schools and health centres and involved data at the lowest (village) level, with analysis at the next (sub-district) ward level.

Combining information on both types of protected water points and functional status of water points, water coverage is calculated based upon assumptions made about the total number of water users that are likely to benefit from those facilities. In calculating the theoretical water coverage, policy makers make the following assumptions: a borehole serves 250 people, a deep well serves 150 people, a shallow well serves 50 people, a stand pipe serves 50 people, a family well serves 10 people, a spring serves 50 people and a rain water harvester serves 50 people.

This method of calculation does not take into account the actual use of water facilities which depends on factors like their distribution (and proximity to water users). In an attempt to overcome the limitations of the 'theoretical water coverage', a new index is increasingly being used. The water coverage index assumes that a water point in one specific village serves the whole village population and not people in other surrounding villages. This assumption is flawed given that even in one village social, economic and political factors can mediate access to water, and thus some villagers might gain access to water from the village water point, while others are denied.

With reference to sanitation, rural WaSH inventory collects information on the type of sanitation facilities in schools, health centres and the wider community. The information collected is used to calculate sanitation coverage, which is based on the ratio between the number of people with improved sanitation facilities and the total number of households. There are differences in results according to what is considered to be improved sanitation (one method takes into includes the

conventional pit latrine and any improved sanitation facility, while the other considers only the ventilated improved pit-latrine (the Blair Toilet) as an improved sanitation facility).

In 2004, a WaSH Inventory Atlas was developed which indicated water and sanitation coverage at ward, district, provincial and national levels. Currently, there is a process of improving the Zimbabwe WaSH Inventory Atlas to collect GPS coordinates of all water points which will improve the data collection, management and use. Data collection and analysis is managed and supervised by the National Action Committee for Rural Water Supply and Sanitation. The collected data is entered into a database, which is then used for different WASH analysis, such as producing WaSH Atlas, which is a complementary information system.

At the local level, information was collected by ward and processed by the District Water Supply and Sanitation team, based at the Rural District Council. A database of information was created and held in excel files and in paper form in a rack of filing cabinets. A survey was conducted to collect information, and the data showed each kraal (village) by name, where people were getting their water from, how many people were going to each source, how many people were living in each household and whether or not they had sanitation facilities. Technicians also visited all the water points to record the coordinates, assess their performance and chronicle their state of repair. The information collection process was itself noted to be a powerful planning tool, villages without access to safe perennial water supplies standing out clearly from the rest.

Although the collection and analysis of WaSH information and the establishment of institutions for data collection and analysis was widely hailed as a success, the WaSH sector has been severely affected by the post 2000 political and economic crisis in Zimbabwe. Within the WaSH sector, the political and economic crisis has resulted in the running down of existing infrastructure, limited revenue channelled to the sector, lack of maintenance and repair of water supply and sanitation services, and exodus of skilled staff.

References

Welle, K. (2005) *WaterAid learning for advocacy and good practice: WaterAid water point mapping in Malawi and Tanzania*. WaterAid Report, London.

Annex C: Information management initiatives and efforts in Ethiopia

The initiatives identified in this section include firstly mainly national efforts to improve information management in the sector, then regional government efforts in the case study region (SNNPR) and finally more project-based information management (national, regional and local initiatives).

Global Initiative for Rationalizing Water Information (GIRWI)

Partly as a result of the federal structure of Ethiopia's governance, information and data management systems are located in different institutions (i.e., government and non-governmental organistions) and different levels of government (i.e., kebele, woreda, regional and national level). Within this context, this initiative seeks to develop an effective and integrated network of information systems for data collection, management, and use within the water sector and across different levels of governance. Its aim is to collate relevant data at a high policy-focused level.

The Global Initiative for Rationalising Water Information (GIRWI) was launched in 2007 by the United Nations Department of Economic and Social Affairs (UNDESA) and Ethiopia's Ministry of Water Resources with the aim to develop, test and validate an approach for monitoring the whole water sector in relation to national water policy goals in different water sectors. GIRWI seeks the development of a comprehensive and integrated information system that gathers, manages and analyses various types of data within the water sector with the view to partly monitor and evaluate progress towards policy goals. As such, the GIRWI project seeks to coordinate and integrate different information systems being set up in the water sector, such as the WSP-supported WaSH M&E Manual; Knowledge Management and Information Systems database supported by the African Development Bank; groundwater project being implemented by EGRAP; irrigation sector project supported by FAO. GIRWI also includes projects that collect information on rainfall and hydropower development.

GIRWI entails not only the development of standard indicators on which data is collected within the water sector, but also the development of a set of methodologies for data collection. Such standardisation could provide a basis for more reliable and valid data which can be shared with different actors, both within and outside the water sector for different purposes. One of the key objectives for GIRWI project is to link data collection, analysis, management and storage with the national Central Statistical Agency (CSA). The CSA is expected to take up the key indicators developed by GIRWI across the water sector, and then collect information on them as part of national censuses and surveys. Once reliable data are collected, analysis is aimed, in part, at providing a basis for the allocation of resources (mainly, financial, technical and human resources), and policy development and assessment. Data collected are also aimed at verifying different types of data emanating at different levels of government, i.e., kebele, woreda and regional levels.

The GIRWI project has three different phases. The first phase is the Diagnostic Phase which involved the review of past and existing information and data collection systems in the water sector; assessment of roles and responsibilities of the key institutions that conducts information gathering and analysis within the water sector; analysis of different policies that impinge on the water sector; and review of strengths and weaknesses within the water sector. One of the outcomes of the Diagnostic Phase is the development of a set of indicators for monitoring developments in the water sector. A report has already been produced (Alem & Canitano, 2008).

Phase II is the Methodology Development Phase, which focuses on developing different methodologies for collecting different types of data in the water sector. As such the methodology development phase seeks to explicitly and comprehensively describe research methods for data collection on water supply, sanitation and hygiene; irrigation, rainfall, groundwater, surface water, and hydropower. In addition, the Methodology Phase seeks to come up with the key aspects and indicators on which data is collected as well as the institutions involved in data collection, and the ways in which data will be stored, managed and utilized.

Currently, different consultants are being hired to develop different methodologies for data collection, management and use in the water sector. The consultants will focus on different components of the water sector, such as finance, policy, institutions and management. In order to avoid duplication of roles and responsibilities in developing the methodological framework for data collection, management and use, some components within the water sector will be left to current initiatives that are aiming to develop M&E frameworks. For example, consultants will not be hired to develop the methodology framework related to Water Supply, Sanitation and Hygiene, as this component is being developed by WSP, UNICEF and MoWR. As such, the developed M&E framework for the WaSH sector, will be incorporated in the GIRWI methodological framework.

Secondly, the African Development Bank is supporting the Ministry of Water Resources to develop a knowledge and information management system in the water sector. As a result, GIRWI project will draw the methodological component developed under this project, and incorporate it within relevant water sectors. In short, the GIRWI project will not develop another methodological framework where one already exists from a different project.

Phase III – Piloting phase. This phase, involves piloting the different methods for data collection, management and use within different water sectors. This is still to be done, although the WaSH sector is already piloting its data collection methods and analysis.

Given the fact that GIRWI seeks to integrate information systems within the water sector which are managed by diverse institutions, the institutional arrangement and processes for data collection and management within GIRWI are designed to reflect this, albeit providing a coherent and overarching framework. With specific reference to the water supply, sanitation and hygiene sector, the institutional structure developed under the joint WSP, UNICEF and MoWR, national WaSH initiative, provides the framework for data collection, management, and analysis. Put differently, GIRWI considers the WaSH institutional structure as the principal structure through which information on water supply, sanitation and hygiene is gathered and managed. Similarly, GIRWI uses the institutional structures that are being jointly developed by government and other actors to gather information on irrigation, hydropower, rainfall and underground water resources.

GIRWI gives particular emphasis on data collection on indicators that will provide a basis for monitoring and evaluating progress on policy objectives within the WaSH sector. As one respondent puts it; '*GIRWI want information on indicators that support national policy making*.' To further illustrate this point, it was noted that '*…while the detailed programme data base for the rural sector is the responsibility of the rural water supply and sanitation department, the GIRWI project will take a few selected macro indicators which are useful to feed into policy*.'

Box C1: Outline of WaSH planning processes

The WaSH Programmee aims to develop a one plan, budget and reporting system for WaSH, encompassing government (water, health, and education), donor and NGO activities at the national level.

The National one plan development has Strategic and Annual planning processes. The Strategic Plans are developed by WaSH coordination offices at National and Regional levels and reviewed by WaSH Technical Teams and approved by WaSH Steering committees at respective levels. The National WaSH Coordination offices uses sector development programmes in Water, Health and Education sectors to determine targets that will become the National WaSH targets and receive funding from the WaSH programme. Activities to formulate the strategic plan include: establishing reliable baselines by undertaking annual WaSH inventory in each Kebele and resource mapping of government programmes, grants and loans as well as investments by donors and CSOs on WaSH (although the latter is not reflected in the official WaSH budget). The National WaSH coordination office consults the national WaSH technical team, the national WaSH PMUs, National NGO forum, DAG and representatives of regional bureaus in preparing the National WaSH Strategic Plan. Regions/ Zones and woredas follow similar processes in preparation of strategic plans. The regional WaSH coordination offices prepare strategic plans that will be approved by regional councils. Woreda/ town WaSH teams prepare strategic plans that will be approved by woreda/ town councils.

Annual WaSH plans have core plan and detailed annual plan preparation processes. Core annual plans are about setting achievable targets for the year. The Core plan development process follows a top-down approach where indicative targets and budgets are passed from the national level to regions/ zones and woredas. The National Steering committee decides on budget allocation to PMUs at the national level and the amount of budget allocated to regions. The National WaSH technical team proposes annual target ranges to regions passing these along with indicative core fund budget figures, which will be agreed with regional WaSH coordination offices. Regional WaSH steering committees decide on allocation of budget to regional PMUs and to woredas and towns. Regional WaSH technical teams propose target ranges for woredas and towns passing them down along with indicative core budget figures, which will be agreed with woreda and town councils. The WaSH teams at woreda level and town boards prepare core plans and budgets based on indicative annual targets and budget and send annual core plans to regions, and regions to the National Level where the National WaSH coordination office prepares a consolidated National Annual Core Plan that is reviewed by the National Technical Team and approved by the National Steering Committee.

Detailed annual plan preparation starts at the Kebele level. Woreda WaSH teams draft plans and submit these to region WaSH offices. The regional WaSH coordination office, consolidates woreda plans with regional WaSH activities, and submit the region's detailed plan to the regional technical team, steering committee and BoFED and finally submit a compiled detailed annual WaSH Plan to National WaSH coordination office. The National WaSH coordination office consolidating regional WaSH Plans and including national WaSH activities will submit an annual detailed WaSH plan to DAG, NWTT, NWSC and MoFED. The NWSC will finally approve the annual WaSH Plan and notify MoFED. The Nationally approved detailed annual plan will then be cascaded down from the national level to regions/ zones and woredas where negotiations will take place with councils at each level to have the WaSH plans included in regional, zonal, woreda and Kebele development plans. The WaSH steering committees at each level are expected to be instrumental in lobbying councils to have the annual WaSH plans endorsed in development plans (Draft WaSH PIM, 2008).

Monitoring in the National WaSH Programme[5]

The national Water, Sanitation and Hygiene (WaSH) Monitoring and Evaluation programme aims for coordinated gathering and management of information on access, coverage, functionality and use of water, sanitation and hygiene services. In addition, the WaSH programme seeks to improve the capacity of stakeholders within the WaSH sector through training. It aims to change the ways in which information on water supply, sanitation and hygiene are collected, analysed, and used in policy making process, including how WaSH projects are identified, appraised, prioritised, financed and

[5] linked to National WaSH M&E Manual

implemented. In other words, the programme seeks to improve integrated WaSH service delivery through building capacity of all actors (including the private sector) involved in service delivery.

The National WaSH programme is divided into two programme components, namely, the Rural WaSH programme and the Urban WaSH programme. The division is aimed at responding to the different levels and needs of rural and urban areas in relation to water supply, sanitation and hygiene. Not only are the approaches to water supply, sanitation and health in urban areas is different from those in rural areas, but so is the capacity to collect and analyse WaSH data, and to use the information in the planning process.

Initially, World Bank supported WaSH projects have evolved into a multi-donor WaSH programme supported by the African Development Bank, DfID and UNICEF. At the inception of the WaSH programme, donors, in collaboration with the Ministry of Water Resources, developed a monitoring and evaluation framework for the WaSH sector. However, this was criticised because the ministries of health and education were not involved in the development of the monitoring and evaluation framework, yet some of the key activities of the WaSH programme implementation fall under the mandate of those two ministries. Consequently, a new WaSH monitoring and evaluation framework is being jointly developed by donors (World Bank's WSP, DfID, AfDB, and UNICEF), government agencies (namely, Ministry of Water Resources, Ministry of Health, and Ministry of Education) and other stakeholders (including NGOs working in the WaSH sector). The new M&E manual for the WaSH sector seeks to include WaSH data in education (i.e. schools) and health centres. First data collection will start (probably) in October 2009.

It is intended that the information collected within the WaSH Programme will cover access, coverage, functionality and use of water, sanitation and hygiene services. Added to this, is information related to procurement of equipment such as generators, toolkits and pumps, and training requirements.

Woredas are expected to collect WaSH data at kebele level by using local people, such as Health Extension Workers, Developement Agents (Das), and members of the local Water Sanitation and Hygiene Committee (WASHCo). The plan is that collected information will then transmitted to the Water and Health Offices, at woreda level, who constitute the core of the Woreda WaSH Steering Committee. woredas are expected to develop 'woreda strategy plans'. .

At Regional level, the WaSH Coordination Office is the key institution through which information on WaSH should be presented and analysed. From the Regional level, information on WaSH will be channelled to the National WaSH Coordination Office, at national level, which, in turn, reports to the National Technical Committee, and the National Steering Committee which is composed of representatives from the three ministries (namely, MoWR, MoE, and MoH), representatives of donor agencies and other stakeholders (i.e., NGOs working in the WaSH sector). The Ministry of Water Resources has the responsibility of presenting different types of WaSH sector reports to donors.

Within this institutional structure, information will be collected on WaSH indicators, and WaSH sector more broadly, monitored, evaluated and validated at different levels. At the Woreda level, the Woreda Council, which consists of 7 offices, discusses consolidated WaSH report submitted from the kebeles, and either endorses or seeks verifications of the report. Endorsed WaSH reports should be submitted to the Regional WaSH Coordination Office, which consolidate them into a Regional WaSH report, which is then to be presented to the Regional government. The Regional

WaSH report is then submitted to the National Coordination office, which, in turn, submits the reports to National WaSH Technical and Steering Committees. The officials of the National WaSH Coordination office and/or the Ministry of Water officials can sometimes visit the Regions and woredas to verify the reports. These visits are complemented by Joint Technical Review Mission composed of representatives from donor agencies, NGOs and government departments from the WaSH technical team, which conducts monitoring visits to regions and woredas. Visits by the Joint Technical Review Mission are conducted bi-annually.

In addition, consolidated WaSH reports, at Regional and National level, are submitted to the Planning Department, within the Ministry of Water Resources and Ministry of Finance and Economic Development. The latter uses the information for budget allocation and to make decisions on financial support for WaSH -related projects in different regions and woredas. With reference to donors, national WaSH reports submitted by the Ministry of Water Resources contributes to decision making related to the funding of particular regions and WaSH -related programmes and projects. However, funding for identified projects and programmes at regional level is released to MoFED, and then to BoFED, which, in turn, channels the funds to the Regional Water Bureau. Not all donors are using government structures (Channel 1b) to fund WaSH projects, save for World Bank, African Development Bank, UNICEF and DfID.

Discussion

Although the WASH institutional structure outlined above suggests a neat arrangement from kebele to national level, it is important to state that there are some limitations that some respondents noted. First, some interviewees stated that WaSH institutions are still being established, and as such, they are not yet fully functional. The Ministry of Water Resources in collaboration with donors, recently (i.e., November 2008) embarked on the process of establishing WaSH Regional offices in Amhara, Oromia, SNNPR and Tigray. Second, and intricately linked to the federal structure of the Ethiopian state, the relationship between the ministries (i.e. ministries of water, health and education) and regional governments is lateral rather than vertical. Consequently, regional governments have, to a certain extent, an autonomous status that makes their administration 'loosely' tied to the central government. As one respondent puts it, '*regions do not see the benefits of the ministry of water, and thus regional governments reported less information to the MoWR. On the other hand, the MoWR appears not to be supporting Regions*.'

In explaining the 'loose links' between regions and Ministry of Water, another respondent pointed to the institutional history of water management in Ethiopia. The respondent noted that "*water management in Ethiopia was centralised, and the MoWR was a supervisor. Partly because of centralised water management, the MoWR didn't have local officials at woreda level, only a few at Regional level....The Ministry of Water just implemented programmes, such as construction of schemes, with little monitoring and evaluation of the schemes.*"

Consequently, the MoWR still lacks an effective institutional presence at regional, woreda and kebele levels and MoWR is effectively tied to regional level processes within the current national WaSH programme. This is still true despite approaches to decentralised water management. In fact, some respondents observed that the nature of decentralisation in Ethiopia has contributed to the 'loose link' between the Ministry of Water and Regional governments. To this end, there is limited information on water supply and sanitation at national level. This was illustrated by a ministry of water official who stated that "*when African Development Bank approached the Ministry of Water to get*

information on past funding to the water sector, the Ministry did not have all the information, partly because we did not know what was happening in our regions".

Information collected for WaSH reporting is undermined by the fact that not all regional governments submit their reports to the national level structures on time. Thus, the National Coordination Office and the Ministry of Water Resources may not have complete information on the WaSH sector. Several interviewees attributed this to the lack of capacity at regional level, partly as a result of high staff turn-over. Therefore, and in most cases, reports on the WASH sector are produced by national consultants.

Box C2: The WaSH programme in SNNPR

In SNNPR the WaSH programme unit is located in the Regional Water Resources Development Bureau (RWRDB) and is responsible for coordination of water supply projects implemented by World Bank, African Development Bank, DFID support. Currently, the World Bank/DFID supported programme is being implemented in 46 woredas and the AfDB supported programme in 23 woredas.

Baseline surveys are conducted in the woredas selected for the programme as one of the basic requirements to provide data for preparing strategic plans and a baseline for monitoring and evaluation of the projects. The baseline surveys are conducted by the Woreda Support Group (WSG) and consulting firms employed with programme support. The consultants collect data by deploying health extension workers, agricultural development agents, and teachers. Data on household sanitation and hygiene practices are collected from sample households selected from kebeles. Institutional WaSH data are collected by conducting inventory and using secondary data from woreda water, health and education offices. The accuracy of the survey results are sometimes questioned as the consultants sometimes collect a lot of their data from secondary sources without collecting adequate data from household levels.

The major problems and reason for discrepancies in WASH data from different sources are the lack of capacity (human resource, skills and facilities), reshuffling of staff, and absence of an established system for compiling data generated from different sources (governmental, NGO). The data base has not been updated since the 2001-2002 inventory except including reports of newly constructed schemes. Each year about 20% of the schemes become non-functional for various reasons while maintenance capacity is perhaps only at 5% of it. Another challenge is that woredas report onschemes that need only minor maintenance as 'out of function' for budgetary reasons.

The WaSH programme management unit faces similar problems in updating the database after baseline surveys. In order to solve this problem, the programme unit recently recruited full time M&E officer.

After the WaSH Joint Technical Review in May 2007, the three WaSH Ministries agreed to develop a Sector M&E framework to support a sector-wide approach. The framework consists of three elements: viz. A Monitoring and Evaluation system and computerised Management Information System, six-monthly joint technical review, and an annual Multi stakeholder Forum (MSF). The development of a Computerised Monitoring and Evaluation Management Information System (M&E-MIS) for Water Supply, Sanitation and Hygiene program has been outsourced to a consultant firm, and is to commence in May 2009.

The first version of the WaSH M&E manual was released in August 2008 and endorsed at joint sector meeting in October 2008. In May 2009 there was a meeting in Hawassa between MoWR, WSP, UNICEF, SNV, BoWRD and RIPPLE to discuss the different inventory initiatives, learn from the SNNPR Woreda Inventory experiences and further develop the M&E modules. The revised framework and manual will be put forward to JTR for final endorsement, after which roll out can start in October 2009. All data should feed into the MIS that will be simultaneously developed.

Box C3: Reflections on improving Monitoring and Information Systems in the Water Sector from the Ministry of Water Resources

The Ministry of Water Resources is currently giving serious attention to the setting up a coordinated MIS on water. Unreliability of data collected and communicated to the national level has always been a problem within the MoWR, which has hindered use for planning and programming purposes. The problem emanates from the lack of a system of quality assurance for data that is being collected. There is also a capacity problem to collect and manage the data. Once the monitoring framework is developed, we should assess the capacity needed to collect and manage the data.

The Federal Ministry's support of the regions is very low. It should have engaged more in building the region's capacity and raising finance. Similarly regions' support of the woreda water offices is very low. With little support from the regional level, woredas collect most of the data on water supply. Regions many not conduct monitoring visits in some woredas for an extended period like two years. The data collected by woredas is poor and unreliable due to problems in capacity. woredas are also expected to prepare annual plans, but in reality this doesn't happen.

Communication and the information flow between regional and the national water offices is also affected by frequent turnover of people. The national ministry complains about a lack of information communication from regions and also that the coverage data it receives from regions is not reliable. Currently, efforts to improve the monitoring system include regular quarterly meetings with regions. A monitoring and information system through which data will be collected based on agreed indicators and updated regularly is an urgent need.

One of the problems of a poor M&E system is the different coverage reports given by woredas, regions and the ministry. The regional bureaus' figures were mostly inflated. Most regions had woreda inventory data. However, once inventories are done there was no follow up about the functionality and use of schemes. Their coverage data is inflated because they don't consider the issue of functionality of schemes and don't take account that coverage can also decline.

The federal ministry of water is only recently starting to change its functions from that of a direct implementer to regulator. It used to be directly involved in construction of water supply systems as the woreda offices have only recently opened. At the region level the bureaus were also only departments in other bureaus until recently. Hence unlike the health and education ministries the water ministry hasn't yet really started supporting regions on strategic planning and policy issues. In addition, the Ministry's manpower has been badly drained.

Ethiopia Rural Travel and Transport Programme – Water Programme

The Ethiopia Rural Travel and Transport Programme (ERTTP) is led by the Ethiopia Road Authority (ERA) and financially supported by DfID and Development Cooperation Ireland (DCI).It was initiated in 2004. The programme is currently at pilot stage and is being implemented in 8 woredas in 8 different regions (one woreda per region). The principal aim is to improve the accessibility of social and economic centres in Ethiopia to contribute to national socio-economic development and poverty reduction. Social centres mainly refers to health centres and educational institutions (e.g., schools, colleges and vocational training centres), while economic centres are places of trade and commerce, such as markets, rural and urban business centres.

The ERTTP has a water component which focuses on integrating the development of road networks and water sources with a view to making water accessible to rural communities. As an ERA official says "*The problems of access to water can be resolved by developing a network of roads, feeder roads and tracks close to water sources. This serves to reduce the problems of transportation of water and the time used for fetching water.... This is the basic idea behind ERTTP.*" ERTTP also includes construction of water points in rural areas.

In view of the above, some of the key information collected by ERTTP includes: the geographical location and distribution of roads and water points; access to water points (i.e., distance of road

network and communities to water points), number of water points, design of water points, number of water points constructed under ERTTP, collection of water that meets household needs, and time spend fetching water. In addition, ERTTP collects data on access to education, health and market centres (i.e. distance of village to schools, health centres and market places) as well as information related to the financing of the sector. This information is collected to monitor and evaluate ERTTP progress towards its stated goals, track funding within the sector, and ultimately, to contribute to policy making processes. Within ERTTP's reporting format, there are indicators on water, education and health. Although data on water, health and education are collected through ERTTP, an official noted that data collection is mostly done by consultants since ERA lacks the necessary capacity.

Water Aid Ethiopia WASH Database

Water Aid Ethiopia (WAE) programme activities are aimed at improving people's livelihoods through the provision of safe domestic water, sanitation and hygiene education services. It is within this context that WAE is developing a data collection, management and analysis system on WASH indicators to monitor, learn from, and evaluate its programme and project activities. Central to WAE's activities is the construction of a computerised WASH database, where different types of WASH data are entered, stored and managed: *"if you do not have a data base, you cannot plan or monitor and evaluate a project, or track progress on sanitation and hygiene indicators."* Good data are hard to locate: "*if you go to government, and then go to UNICEF for water coverage figures, you will get different figures, and one does not know which figures are correct... So, we know that this needs to be resolved...it's a gap that needed to be filled".*

The different types of data collected by WAE relate to:

- Water supply coverage, which include indicators such as total number of water users per water point (WAE uses 250 water users per one hand dug well as a benchmark),
- Volume of water, such as total production/yield per day
- Geographical coordinates and elevation of water point
- Maintenance history of water points and water schemes
- Water quality (there are 27 indicators that WAE Ethiopia uses to characterise water quality)
- Water Technology, i.e the type of technology used to draw water and type of casing
- Sanitation and hygiene coverage (i.e. water handling and treatment techniques, hand washing etc)
- Community management

These indicators are then linked to population data within the zone of a specific water point. Data collection for some of WAE WASH indicators is done by community hygiene promoters (CHPs), who are contracted by WAE to do the data collection, and submit it to WaterAid project offices. The project office will, in turn, do the data entry. Data collection and preliminary analysis is also conducted by consultants. However, both CHPs and consultants do not have the capacity to collect technical data. In such cases, WAE hires a technical person to collect technical data such as volume of water discharge and water quality indicators.

Institutionally, the data collected on is used exclusively for WAE's activities which mainly relate to better provision of its WASH services. However, WAE presents its work and findings to government and non-governmental organisations. Links with other institutions exist for the sharing

of information. A WAE official pointed that, their approach to data collection on WASH indicators has been presented to RiPPLE and UNICEF organised workshops. Although WAE collects information on WASH indicators for its own use, the organisations long term plan is to ultimately share the information with government departments, at different levels of government, and other organisations: *'currently WaterAid is still developing and testing its database, and we plan to share the information with other organisations, both government and non-governmental organisations. However, there is need to agree with other organisations on the WASH indicators that we gather data on. This is because different organisations have different sets of indicators to measure and monitor".* It was further noted that "'*woreda officials, for instance, may not agree on our indicators and what they measure...Also, water, health and education bureau chiefs have different interests and want different indicators."*

It is important to note that data collection on WAE project areas is not limited to water points constructed by the organisation, but is extended to all water points located in its project area: "*In Menge, which is in Benishangul Gumuz, we cover 16 kebeles and we collect data on both government and NGOs water points*".

Some of the lessons learned by WAE include:

- Data on coverage was to be based on yield, but information on yield is difficult to gather. The majority of the water schemes are hand dug wells and shallow wells. As such, 'regular measuring of yield is difficult, tedious and costly.'
- Local people, in general, and CHPs, in particular, have little technical knowledge and thus do not have the capacity to collect technical data on WASH indicators.
- Some kebeles in project areas are remote, and therefore difficult to access. Political instability in Benishangul Gumuz made it difficult to continuously collect information on WASH indicators.
- Lack of standard WASH indicators and methods of measuring them makes it difficult to share our data with other actors in the WASH sector.
- Data collection and analysis requires a lot of financial and human resources as well as technical skills.

UNDP support to Monitoring and Evaluation in the WaSH sector[6]

There have been several initiatives in the past to help regions develop a database system for water supply and sanitation. One of these was with the support of UNDP in its Country Cooperation Agreement I from 2001/2 – 2006/7. UNDP tried to support regions to undertake water supply inventory, assisted by GIS. The GIS system did not materialize. But all regions collected data on existing schemes, functionality status, and types of schemes and they also calculated coverage. The data was collected by water office experts at zonal and regional levels. The inventory was initiated by regions in order to help them plan based on the information about existing schemes and functionality rates. The inventory was completed around 2006, before the UAP was implemented. But no report was submitted by regions to the federal level upon completion. And there is no clear information about what happened with the inventory data or how it is used by the regions. It is assumed that regions have used the data for planning and programming and there is evidence of this in SNNPR for example But even if they have used it at one time, it is considered that it may be

[6] Interview with Ato Getu Zegeye (UNDP programme coordinator in MoWR and currently Economic Advisor to the Minster)

obsolete now because there hasn't been continuous monitoring. Data might perhaps also have been lost when there was institutional restructuring of the regional water offices. The UNDP Country Cooperation Agreement II which extends from 2007-2011 mostly focuses on capacity building support to the Ministry, which is trying to revise its Sector Development Programme using the capacity building support from UNDP. The programme will support the government in information on water supply in urban and rural areas and some work is on-going in regions like Amhara.

SNNPR Regional Woreda Inventory: a regional initiative to reconcile information on water access[7]

Previous studies have reported very different Water Supply coverage figures in SNNPR. There are differences between the aggregated results at regional level as well variations in the underlying Woreda and Zonal level data. Disputes have arisen between some woredas and Zones on the level of Water Supply coverage, which has created difficulties in budget allocation since the figures are used as part of the block grant calculation in allocating money from the region to Zones and woredas. As a result, the regional Water Bureau has established a task force to improve the assessment of coverage figures.

Box C4 Access to water in SNNPR

In 2001-2002 (1995 E.C.) a regional Woreda Inventory was carried out in which more than 5700 water supply schemes (both urban and rural) were assessed. A key result was that 22% of systems appeared to be non-functional due to range of problems including non-functional taps to generator and pump problems. Water service coverage (the number of people with access to the target service level) was stated at 36%. Current coverage figures (64.4% is used currently for the region by BoWR) are largely projections based on the outcomes of this 2001/2002 inventory. In 2004 (1997 E.C.) there was also an inventory made of motorised (pumped) schemes.

An irrigation feasibility study of 85 irrigation projects has been conducted indicating that of the potential irrigation area of 8514 ha only 5039 ha was irrigated. The target irrigation beneficiaries number 20158 households is about 1% of households across the region. Of only 30 schemes the baseline survey and designs are available.

The current (2009) SNNPR Regional Woreda Inventory was commissioned by the Regional Cabinet with the Regional Water Bureau tasked to implement a new survey of access to water. The Regional Cabinet have asked for this new information since figures reported by Woreda, Zones and Region (bureaus/line offices) are currently inconsistent. Different indicators are used and over- as well as under-reporting has taken place. The aim is to collect relevant information on water supply, irrigation and potential water resources to be used for annual planning of 2009-2010 (2002 E.C.) by the regional cabinet. The pressure of that task and concern over existing figures have necessitated this survey being undertaken urgently with a deadline of April 1st 2009. A significant investment was made available from the treasury/block grant. It is important to stress that this is not a WASH inventory as only collects information of water supply, irrigation and potential water sources.

[7] This summary is based on interviews with Ato Mitiku Bedru Gochef (Bureau Head), Ato Agosa Abete (Deputy Bureau Head), Ato Eyasu Mamo (Water Resource Department Head), and Woreda Water office staff (Wonago and Alaba Woreda). It illustrates how the SNNPR regional government are grappling with the huge challenge of maintaining agreed and reliable information on access to water (WASH, irrigation and water resources)

Box C5: 2009 Regional Woreda Inventory: key aspects

- Total funding secured by the Regional Cabinet
- To be carried out in all 134 woredas in SNNPR between January 2009 and March 2009
- Objective is to get accurate data on water supply, irrigation and water resources potential
- Covers whole SNNPR region in order to inform the annual planning of 2009-2010 (2002 E.C.)
- To announce the updated coverage of each Woreda

The current survey, aims to make a number of improvements on the 2001 inventory. As well as needing to be updated to include newly constructed schemes, this survey had a number of weaknesses that will now be addressed. The 2001 inventory did not include the number of beneficiaries required to properly calculate access levels, and when cross-checking of (pilot) data took place it appeared that the coverage data used are not reliable. Woreda census data are important to get accurate figures on population and infrastructure.

New methods for the calculation of water service access levels were introduced with the Universal Access Plan (i.e. for rural areas 15 litres per capita per day within 1.5 km of the dwelling) requiring re-survey according to the UAP standards and so that the annual coverage and access calculations can be re-done at regional level based on the UAP parameters.

Box C6: Timeline indicating time pressures for the manual development, data collecting and analysis

Start January 2009: Preparation of training manuals by BoWR in consultation with SNV and IRC

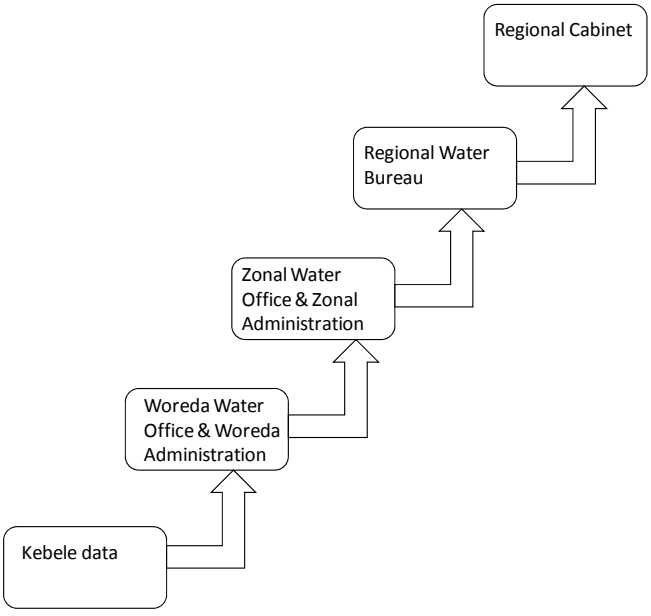
Last week January 2009: Training of zonal and Woreda staff. ToT training took place in 5 training centres. Woreda staff trained in 4 days

February 9: Start of data collection at Kebele level. In total 30 days per Woreda for data collection. 1 kebele/day. 2-3 days for sending data from Woreda to zone. 4 days for sending data from zone to region.

25th February: First data will reach regional level (30 days of data collection+ 10 days for data to reach Hawassa). Data analysis (max 30 days)

1 April: Deadline for analysis. This week the budgeting process will start.

Woreda Water Officers are currently collecting data for each Kebele on Water Supply (sanitation is not included), irrigation and potential water resources. These data are then approved by the Kebele chairman and send up to the Woreda Water Office. Here all Woreda data are compiled and approved and send via the Woreda Administration to the Zonal Water Office and Administration. An approving (by stamps) mechanism is in place to help prevent manipulation of the data along the reporting chain. The raw data will be analysed and used to calculate new coverage percentages by the Regional Water Bureau.



Data are not analysed or used before reaching the BoWRD since information is needed quickly: all should be handed in by the middle of March. Hard copies of the data will be kept available at Woreda, Zonal and Regional level. No computerised system is yet in place to store the data, but it is intended that this will be developed in future.

Box C7: Key roles

Monitoring and evaluation is supposed to take place via steering committees and technical committees that are established at the Region, Zones and Woreda. The *Steering committee* should provide support to Woreda, Zonal and regional level. The Regional steering committee is headed by the regional president, BoWR (Bureau head Ato Mitiku is secretary). Others members are BoH, BoE, BoA, Womens's affair, Pastoralist. The *Technical committee* is to provide support when implementing the Woreda Inventory. Regional technical committee chair is economy advisor of the president, secretary is Ato Agosa (Water Supply Sector Deputy Bureau Head). Others members are BoH, BoE, BoA, Womens's affair, Pastoralist.

Woreda staff are supported by zonal staff and five M&E teams from the region (the region is divided in 5 parts to be supervised by 5 teams). In particular the different planning departments will take part in the exercise. The inspection team of the zone will check how data is collected, GPS used and the different formats are filled out. On site checking of data collection should also take place. The 5 regional teams are established that will assist in solving problems and provide coaching. The focal person from the Kebele will report to the teams.

Data analysis and data entry will be undertaken by the Regional Water Bureau, and the Bureau will look for assistance where needed from partners like IRC, SNV and RiPPLE. Probably the bureau will hire a consultant to provide additional capacity. Data on over 7000 water schemes (of which about 30-40% are springs without distribution network) will need to be analysed. The consultant's task will be to develop a computerised database and procedures on how to maintain the database. Guidelines for analysis are currently begin prepared. Results of the analysis will be endorsed by the regional steering committee and then disseminated to all levels (down to kebele) for use e.g. in planning. In future, the Woreda Offices will also be trained on data analysis and calculating coverage and access so that these figures can be constantly kept up to date at local level and used for their activity planning.

"*At BoFED data is becoming Birrs*" (Yeshumneh Terefe ,BoFED): Validation of data and the results of analysis are key to maintaining integrity of the new survey. Representatives of the Zonal Water Offices (also to represent the woredas) are expected be present at the analysis stage in order to ensure ownership of the results. Real validation of the data does not take place at Kebele level: the chairman only approves that the data collection team was physically in the Kebele. The data collection sheets are in English, and therefore are not accessible for the Kebele chairman. Data manipulation may potentially take place as everybody is biased towards favouring his or her own territory.

The starting point was the previous Woreda Inventory Initiative of 2001 and these information sheets were used as a basis. The regional Woreda Inventory (of January-February 2009) is using these guidelines and formats as developed by the taskforce. The Hawassa branches of SNV, the IRC and RiPPLE were asked by the BoWR to assist in developing the data collection sheets and training manuals.

Zonal staff were called to Hawassa to attend a training of trainers (ToT) on the Woreda Inventory Activities. Woreda Water staff were trained on data collection, and in future they will be trained on how to analyse the data themselves and use for calculation coverage figures as well as planning.

Data collection formats were provided by BoWRD so that the all woredas collect the same type of data. Woreda water office staff mentioned that the formats are simple to fill out, however certain parameters cannot by be measured in the field like pump position or water quality (only turbidity and odour can be assessed). The approach of data collection differs per Woreda. Often key informants from the kebeles (e.g. Kebele chairman, WASHCO's) are used to get information e.g. on the number of beneficiaries. It appeared that not all data used is primary and data provided by other projects is used (i.e. secondary data). Woreda staff mentioned that filing out a form in the field would take only 10 minutes as most information is entered in the office. GPS coordinates of the infrastructure and sources are taken (when GPS is available).

The Ministry of Water is in the process developing a monitoring and information system (MIS). Although the links are not yet clear, it is intended that the lessons learned from the SNNPR case will be taken up to further develop the guidelines and data collection formats.

The final coverage figures will be forwarded to the Ministry of Water.

The Regional Woreda Inventory was initiated by the regional government and not by donors, and thus is embedded in the institutional framework (at least a regional level). This is an important factor for successful ownership of the data and information use for regional planning and budgeting. Still this case study revealed also major challenges when conducting such a major inventory. Zonal buy-in is crucial to prevent disputes over data, and therefore strategies were developed to ensure zonal cooperation, responsibility and agreement. Budget for the Woreda Inventory was immediately transferred to the zonal offices, and data collectors from the Woreda had to go to the zone to collect their per diem and other logistics. Another strategy was to have all the different levels agree on the data and stamp the data sheets so that all the original data will be reported to all levels.

Box C8 Resourcing at Woreda level

The level of resources available is one of the key factors for a reliable survey. The current initiative involves 5 persons per Woreda (1 irrigation officer, 1 drinking water supply engineer, 1 electro mechanic expert and others) with continuous backstopping support from the zones and interim M&E from region. For transport, one motorcycle was made available per Woreda (2 persons sharing).

Another challenge was the many parallel events taking place at the same time of which the BPR (Business Process Reengineering) was the major activity, which kept a lot of staff busy at all levels. This put some extra strain on the Woreda staff to deliver their outputs in time.

This inventory should be properly evaluated in order to document the lessons learned and improve the procedures for future use e.g. procedures on validating data. This inventory should not be a onetime event, but provide a baseline to be regularly updated. Major concerns in maintenance are the resource and capacity constraints at Woreda level. This time the regional cabinet made budget available, however further resources will be needed to maintain date accurately. Due to the pressure to deliver the data in time for the annual planning, the inventory was very much guided from the top. In the future the Woreda staff are expected to play an important role in data analysis.

Outcomes of the inventory might be difficult to accept at federal level if coverage appears to be lower than figures currently used, since this would have consequences for UAP coverage and targets. This will have negative impacts on national level figures as well. SNNPR tries to set an

example for the federal level. A similar inventory carried out in Oromiya in 2007-2008 that resulted in much lower coverage figures compared to previous reports was not accepted at national level.

Bureau of Education (BoE) and Bureau of Health (BoH)

Both in the Health and Education sector, Management Information Systems (MIS) are in place with the HMIS being the further developed. These MIS are targeted at collecting specific sector information and integrated WaSH indicators are not yet included Within the HMIS no data are collected on water supply in health institutions, within the EMIS no information is collected on WaSH in schools). HMIS is updated monthly at regional level.

Bureau of Finance and Economic Development (BoFED)

BoFED collects secondary data from the different sectors through their line offices in the woredas and Zonals as well as from the different regional bureaus (using a standard format which needs to be filled out by the offices). The different data are analysed and compared (often there are difference between data reported by zone and regional bureaus) and agreed upon by the different actors. The data are used for budget allocation. Based on this data a (yearly) statistical abstract is prepared which is available for all interested (NGO, government, researchers etc.). One of the challenges is that there is no networked database yet, however within the new Business Process Reengineering (BPR) programme this will be created. BoFED will be the process owner and the different sectors will contribute to this (as sub-process owners).

The International Rescue Committee[8]

The American-based International Rescue Committee (IRC) has a GIS Unit in Addis Ababa, which is one of the core competences of the IRC in Ethiopia. This three-person unit supports the different sectors that IRC works with in collecting primary spatial and non-spatial data for their projects, including WaSH projects which falls under environmental health. Given the focus on refugees and emergency relief to rural communities, these are usually short term e.g. one year emergency projects. NGOs like IRC provide information on drought, flood and food security emergencies in order to help make risk assessments (in the WaSH cluster led by UNICEF with key roles for OCHA and Ethiopian government). Water projects consist of the development of shallow boreholes with handpumps, rehabilitation of existing schemes and hand dug wells. Other activities are establishing institutional latrines (at health centres and schools) as well as latrines at household level and hygiene promotion.

The IRC holds a lot of information and knowledge on the three regions they work in based on needs assessments, surveys etc. Surveys are undertaken on request from the five regional offices (including SNNPR) acting in response to emergencies. Data collection is usually done by consultants under supervision of the Addis based GIS unit, and typically involves collection of secondary information (prior to funding), and baseline survey including a knowledge, attitude and practice survey, socio-economic data collection for villages, and mapping boundaries of villages and the location other infrastructure using GPS. Activities in SNNPR started in 2005 supporting AWD (Acute Watery Diarrhoea), drought and flood victims. Alaba Woreda for example was inventoried in December 2008 (this woreda was surveyed the provious year by RiPPLE). The map shows generator houses,

[8] Based upon interview with Peter Goodfellow and colleagues

taps stands, reservoirs, protected and unprotected springs. GIS surveys have been done in about 40-45 including IRC intervention woredas.

Part-time enumerators are employed to collect GPS data, most with grade 12+ education, such as teachers, and all received a training. Validation of data takes place by cross-checking the GPS data with the socio-economic data, which has to coincide, and in case of doubt cross-checks will take place on the ground. A vast team of experienced enumerators is used for data collection to guarantee good quality data. After finishing data collection and analysis the maps are submitted to the region, often in a workshop where BoWRD and Woreda offices participate. All information is archived at the server in the national office. The main challenge is that information is always needed at short notice, due to the emergency response character of the projects. Data are made available on request to different partners including government, but no other systematic data dissemination system is in place.

IRC was involved in the taskforce that developed guidelines for calculating WaSH coverage. Another relevant activity is capacity building of government on the use of GPS and provision of basic GIS training.

SNV[9]

The three different regional SNV portfolios in Ethiopia have all supported improving WaSH information management through undertaking woreda inventory surveys. It is reported that inflation of data takes place at all levels from Woreda to Zone to Region to National level. A key issue is to find out and understand the reasons for manipulating data and to see how to overcome this problem. SNNPR (six woredas) was the first in 2006, and now Oromiya (nine woredas) and North (five woredas) adapted the approach and data collection forms based on the lessons learned in SNNPR. Lessons learned were that it is much easier to collect data on water schemes, then on sanitation and hygiene at household level. Water and sanitation are obviously linked: "how can you think of a toilet with hand washing facilities if travel time for water collection is more than four hours". Definitions and indicators need to be agreed e.g. how is a toilet defined and how is the sanitation ladder taken into account?

In SNNPR, the objective was to conduct a WaSH baseline survey at Kebele level (total 90 Kebeles) in the six target woredas to generate data for WaSH strategic planning as a springboard for planning, budgeting and action, and to provide a benchmark for future monitoring and evaluation. Institutional WASH data (schools, health facilities, and market places) was collected by conducting inventory in all schools and health facilities found in the six woredas. Secondary information on the awareness of woreda staff about UAP, presence of UAP planning, allocation of budget for WASH, human resources, WASH actors operating in each Woreda and major challenges were collected from woreda offices. Data on water systems and s&h facilities were collected by deploying Health Extension Workers (HEW), teachers and kebele administrators supervised by consultants and SNV staff. At the later stage teachers, especially women teachers were considered to collect better quality and reliable data. Woreda WASH teams were involved in facilitating the process. Survey results were discussed at kebele levels in consensus building meetings organised by representatives selected from different groups of the community asked to validate whether the data reflects the real

[9] Based on interviews with Adane Kitaba, Daniel Truneh, Selamawit Tamiru, Gashaye Chekal

situation in their locality. In some cases, additional data were collected based on comments from the participants.

The findings of the survey have shown variations in what has been reported from the institutions about WASH services coverage/access and actually available. For example, "the water supply coverage for Alaba woreda from routine report was 75%, however the baseline survey has shown 32%." Even after establishing the baseline "there are still gaps at the woreda level in continuously updating the data due to the limited capacity and lack of systematic data collection instruments. SNV is trying to develop the system that can be used to fill such gaps". The survey was instrumental to produce the real picture of WASH status in respective woredas, leading to enthusiasm among woreda and kebele leaders in considering WASH programmes as priority areas in planning, allocation of budget and follow-up of its implementation. It has also helped to create sense of completion among kebeles to improve WASH services, which has been supported by SNV and other partners through introducing participatory approaches such CLTS (Community –Led Total Sanitation) and other capacity building activities. Currently, data generated is being used by respective kebele and woreda offices and other stakeholders for planning WASH programmes.

In addition to assisting woredas in the above mentioned areas, SNV staff have been involved in the development of manuals and data collection instruments for woreda water resources inventory being conducted in the SNNPR.

One of the key findings from the WaSH baseline was that in particular latrine coverage differs from the reported figures, partially caused by the different definitions used for latrines and the different latrine standards. There was a lack of agreed upon indicators such as definition of latrine standards, compound sanitation, sanitation coverage and standards for measuring behavioral aspects and hygiene practices such as hand washing. Enumerators also need to be well trained on how to do environmental sanitation observations, so this might also be a cause for dissimilarity in figures. Gaps in involving the zonal structure in the process, which is instrumental for providing technical support and monitoring, was also one of the major areas being worked out after the survey.

In Oromiya, the basis for the initiative has been the initial framework agreement (Joint Capacity Development agreement) signed between UNICEF, SNV, Oromiya BoWRD, Oromiya BoH, and pending agreement with Oromiya BoE. An SNV sponsored workshop in January 2009 in Adama (Nazreth), was held to discuss the approach and strategies including MoWR, MoFED, BoWR, BoH, BoE, BoFED, UNICEF and the WaterAid WASH Movement coordinator, and including zonal and woreda level staff as well as water, finance and agriculture sectors. One Woreda Administrator presented a paper with a case from the south and SNV North and South portfolios participated in the workshop as well. A plan was developed for further inventory surveys and three groupds of three groups of consultants will be formed. The strategic plans indicating what is required per Woreda, and possibly to be linked to requirements needed to achieve UAP by 2012, will be finished before May 2009. Survey work will consist of household surveys, focus group discussions, institutional assessment including health posts, stations and clinics, schools, and market place to identify toilets, and washing facilities etc., interviews with health extension workers and WASHCo's. The objective is that interventions should be demand driven. A quarter of the Woreda Kebeles will be addressed (so 5 to 10 Kebeles perWoreda) and 50 households will be interviewed per Kebele. The household survey will focus on representatives within the communities. HEW will not be used as they have proved to be the source of inflated coverage data and Development Agents (DA's) or agricultural extension workers will be used as enumerators. In order to help guarantee quality,

people will be recruited will not have reported data before. woredas will take the lead in data collection, with SNV providing technical support, but the woredas are always "in the driver's seat" to guarantee local government buy-in. It is hoped that after this exercise more realistic planning can be done on the basis of much better information.

JICA water sector capacity building

JICA have started implementation of a four year (2009-2012) water capacity building project as part of support to the government of Ethiopia for the UAP programme. The project team located in SNNPR State Water Resources Development Bureau (WRDB) has conducted assessments in 78 woreda water offices to identify the status of water supply services and institutional capacity. The team has also conducted detailed baseline surveys in 21 kebeles selected from six woredas (Angacha, Boloso Sore, Loma, Awassa zuria, Hulla and Silti). One focal person from the WRDB participated during the surveys to coordinate field activities which otherwise were conducted by hiring consultants.

The survey findings have shown a lack of reliable data on water supply coverage and functionality status of water supply schemes, limited budget allocated for water sector compared to UAP targets, and a shortage of appropriate professional staff at woreda levels. "The team couldn't get recently updated data on the status of water supply coverage at woredas and regional levels for comparison with the survey results as the previous inventory conducted more than five years ago has not been updated to includw newly constructed schemes". Currently, the survey results are available only in a Japanese version and are used only by JICA team.

Based on the assessment results, the team identified project management capacity at woreda water resources offices as a priority area that needs immediate intervention. Other areas identified include lack of basic engineering skills, management of water resources, ground water development, electromechanical skills, hand pump operation, spring development skills for artesans, and computer skills for data management. Currently, the project has prepared draft training course manuals in the above selected topics to give capacity building training for woreda water office staff.

Box C9 Linking to other capacity development initiatives in SNNPR

Some opportunities identified with potential synergies to support improving WaSH information management in SNNPR are:

- Business Process Re-engineering (BPR) foresees in setting up a single data management system, main owner BoFED; line Bureaus sub-owners
- The Capacity building bureau is implementing an ICT programme in the region. An exchange server has been installed which enables data transfer from Woreda, to zone, to region (Woreda.net). In future the ICT programme will link up to the BPR and create ICT capacity (both skills as well as infrastructure) at Woreda level.
- Community information centers (led by the Woreda Administration) at Woreda level, will be established by the Bureau of Capacity Building

The team assume their project would contribute towards improving the capacity of woreda water offices to continuously update data being collected in woreda inventory. The team have started preparing two training course manuals: one for computer training in collaboration with the TVET and the other for electromechanical training in collaboration with the TVET and RWRDB. They are

planning to organize basic computer training for TVET graduates that are assigned at woreda level to fill the existing gaps in planning and updating WaSH data.

Box C10: Experiences on inventory at woreda level[10]

Alaba special woreda is divided into 78 rural kebeles and one city administration. According to the recent national census the total population of the woreda is more than 250,000 persons.

An early water supply inventory was conducted in Alaba when the woreda was under Kembata Tembaro Alaba zone administration, Tewodros couldn't remember the actual time (it was probably the 2001-2002 inventory). Different organisations (IRC, SNV, People in Need, RiPPLE) have conducted WASH assessments in different kebeles for specific area based projects but data from these sources have not been used to update the coverage figures.

The current woreda water inventory (2009) has been conducted by a three member team of water engineers assigned from the woreda water office. The inventory team participated in a training organized by RWRDB in Wolayta Soddo town that provided orientation on the formats to be used for data collection and procedures for data collection etc. A technical committee chaired by the economic advisor to the woreda administration is reviewing progress and providing assistance to the team. Water committee members, pump operators and kebele leaders are all assisting the team by providing information such as location of schemes, number of beneficiaries and other relevant data.

The team started inventory 20 days ago and have finished data collection in 16 rural kebeles and Alaba town out of the planned 45 kebeles. The reason why they plan to cover only 45 kebeles is because of the absence of schemes and low water resources potential in the remaining kebeles. Rain water harvesting is the only potential water source in those kebeles, but is not included in the current inventory format. The average time required to collect all information on one scheme (excluding travel time) is about 1-2 hours depending up on the local availability of information. The regional monitoring team visited the woreda once since starting which is considered a little inadequate by the woreda team.

A key observations on the survey were that considering the people living within a 1.5km radius for the coverage calculation may lead to wrong understanding and decisiosn in the Alaba context since people travel very long distances for fetching water. Another experience has been that the inventory team couldn't get kebele managers to put their stamp on the data sheet when they are participating have been in a meeting at the woreda town. They need to go back to all kebeles already covered, which may affect the one month time-table and budget allocated for the inventory. Some information was also hard to collect, for example the electromechanical part of the data sheet requires technical skills to fill it.

UNICEF[11]

UNICEF works to closely aline its program with the Ethiopian Government and the rest of the sector. As a whole, the sector is moving towards a more coordinated way of working. At the Multi-Stakeholder Forum in December 2008 the government approved a road map to put in place a sector M&E framework. Within this context UNICEF has developed an approach and format for data collecting in line with and supportive of the government M&E. This approach have been piloted in two woredas per region and will be further improved.

UNICEF have initiated woreda WASH inventory in the region within two Dutch assisted woredas (Boloso Sore and Shashego) in SNNPR with the aim of narrowing discrepancies on WASH data from different sources. Once such a baseline is established, data can be updated on a continuous basis (institutional WASH data quarterly and household data yearly). In the pilot, data collected by health extension workers was verified at woreda level. Parameters included access and utilization of WASH facilities, hand washing practices at household and institutional levels (schools, health facilities). The pilot inventory indicated a lack of capacity at woreda level for compiling, analyzing and

[10] From interview with Mr. Tewodros, woreda water resources inventory team member, Alaba Special Woreda Water Resources Office and

[11] Interview with Mr. Amare, WASH project officer, Awassa branch office

using data for planning and decision making. There is a lack of computer facilities in most woredas and also a lack of basic computer skills in woredas where there is computer. Based on experiences learnt from the pilot inventory, UNICEF plans to assist the region to conduct complete inventory in all 23 woredas supported by UNICEF WASH programme.

The UNICEF WaSH in schools programme (5 year programme) is at initial stage, with aim to increase student enrolment rate and reduce dropout rates. Part of the WaSH in school programme is the collection of WaSH data.

Box C11: Reporting health sector data in SNNPR[12]

Health service reports are collected and compiled at different levels. Health Extension Workers (HEW) submit reports of the services delivered at kebele health posts and community/household based services to supervising Health Centres on monthly basis. Health centres compile these reports received from HEW and include data from health center based services and submit copies directly to woreda, zone and regional health bureau, where each level compiles reports from different health facilities independently. This system is designed to minimize the risk of data manipulation that may happen if data is compiled at different levels in the health systems. In this system, reports from 19 kebeles around Mito area where there is no supervising health centre are not updated regularly.

The woreda health office has been challenged due to the discrepancies in data from reports and surveys. For example, surveys conducted by SNV indicated 56.9%, which is lower than what has been reported from health facilities. In order to address such discrepancies in WASH data, the woreda health office has been conducting an inventory of household sanitation and hygiene data to update the baseline. Currently data is collected from all kebeles by HEWs using a checklist prepared by the woreda health office. Incomplete inventory formats are sent back to the health post to fill again. RiPPLE Alaba office is providing support to the inventory.

Major problems associated with the discrepancies in results are a lack technical skills to use computer programmes, and absences of responsible officer for analyzing and updating the data on regular basis. These problems were identified in Business Process Reengineering (BPR) process and they are on the way to recruit data clerk to help overcome them.

References

Alem, G & Canitano, G. (2008) *Strengthening Water Sector Monitoring and Information System in Ethiopia with GIRWI Project: Final Report of the Diagnostic Phase*. United Nations Department of Economic and Social Affairs (UN-DESA) and Ministry of Water Resources (MoWR) of the Federal Democratic Republic of Ethiopia, Addis Ababa.

[12] Report from interview conducted with Mr. Mohammed and Mr. Engidayehu, Alaba Special Woreda Health Office

RiPPLE

Research-inspired Policy and Practice Learning in Ethiopia and the Nile region

Research-inspired Policy and Practice Learning in Ethiopia and the Nile region (RiPPLE) is a DFID-funded Research Programme Consortium led by the Overseas Development Institute (ODI) in partnership with IRC, Addis Ababa University, WaterAid Ethiopia and Harerghe Catholic Secretariat

RiPPLE Working Papers contain research questions, methods, preliminary analysis and discussion of research results (from case studies or desk research). They are intended to stimulate debate on policy implications of research findings as well as feed into Long-term Action Research.

Contact

RiPPLE Office
c/o WaterAid Ethiopia,
Kirkos Sub-city,
Kebele 04, House no 620,
Debrezeit Road,
PO Box 4812,
Addis Ababa, Ethiopia

t: +251 11 416 0075
f: +251 11 416 0081

e: info@rippleethiopia.org

w: www.rippleethiopia.org

Working Paper