

**AN EVALUATION/ASSESSMENT OF THE PROGRESS TOWARDS CSO
COMMITMENT TO SANITATION WATER ALL IN ZAMBIA**

DRAFT REPORT

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October 2020

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LIST OF ACRONYMS

| | |
|-------------------|--|
| SWA | SANITATION AND WATER FOR ALL |
| CSO | CIVIL SOCIETY ORGANIZATION |
| MWDSEP | MINISTRY OF WATER DEVELOPMENT, SANITATION AND ENVIRONMENTAL PROTECTION |
| WASH | WATER SANITATION AND HEALTH |
| BORDA ASSOCIATION | BREMEN OVERSEAS RESEARCH AND DEVELOPMENT |
| GWMT | GENDER-WASH MONITORING TOOL |
| UNICEF | UNITED NATIONS CHILDRENS' EMERGENCY FUND |
| NGO | NON-GOVERNMENTAL ORGANIZATION |
| MAM | MUTUAL ACCOUNTABILITY MECHANISM |
| SC | STEERING COMMITTEE |
| HLM | HIGH LEVEL MEETING |
| SDG | SUSTAINABLE DEVELOPMENT GOAL |
| KIIs | KEY INFORMANT INTERVIEWS |

EXECUTIVE SUMMARY

The Sanitation Water for All (SWA) Commitments were conceptualised in 2019. At the core of these Commitments were three targets focused on providing technical assistance and documenting WASH innovations by 2020 as well as promoting universal coverage to the hard to reach by 2025. The purpose of this evaluation was to assess and document the indicators of progress of fulfilment of the Zambia Civil Society Organisations Commitments under the SWA country focal point, the Zambia NGO WASH Forum and the Government.

As part of strengthening accountability, SWA launched the Mutual Accountability Mechanism (MAM), a tool to hold SWA partners to account for progress in achieving what the SWA framework espouses. In 2019, Zambia was one of the many countries that signed up to be a pioneer country for the MAM, which is linked to national planning and review processes.

This evaluation was targeted at covering the 30 members of the NGO-WASH Forum, and therefore relied on their responses as a basis of highlighting the performance of the three SWA commitments. The evaluation used the recall method through in-depth interviews in its methodology since there has been no baseline study that has been undertaken this far to determine how far the CSOs are interpreting and reporting their WASH activities related to the three SWA commitments.

This study therefore finds that although these targets are still in their early months of being documented as successful, all NGO-WASH Forum members agree that activities such commitments by members and the government alike represents an important opportunity to effectively partner and collaborate on joint water activities. Notable activities towards the three SWA commitments include an analysis of gender equality consideration in WASH sector, budget analyses covered Annually, Quarterly, Monthly), number of Wash Technical Meetings/Resource Mobilization meetings attended, WASH reminders sent to the Ministry of Water Development, Sanitation and Environmental Protection as a tracking mechanism, number of NGO-WASH Forum meetings convened and attended, number of International Programs localized and number of applied WASH Research Projects conducted by the NGO-WASH Forum members. These indicators and targets are utilised to track various targets and their respective programs.

The SWA Commitments thus allows for accountability and learning across stakeholders and this is particularly helpful for effective collaboration and partnership. This level of joint accountability is important since monitoring and reporting of activities was previously only a pre-requisite of government, yet commitments made by the forum members equally gives government an opportunity to provide the checks and balances on what activities have been conducted in the WASH sector. Further, this has enhanced the collaboration between government and CSOs to work in a partnership that allows for mutual accountability and tracking.

The evaluation uncovered a number of hindrances to progress towards the SWA Commitments, key among them is the knowledge gaps surrounding the commitments among the Forum members. Issues of time frame and duplication of WASH activities across stakeholders with

limitation on alignment has also hindered effective communication on monitoring and reporting of the strategies

Finally a number of lessons were drawn identified for the government, the Forum and the CSOs, mainly focussed on enhancing the knowledge gap and synergies across partners in WASH activities.

1.0 INTRODUCTION

The premise of this study was aimed at assessing CSO commitments towards the three SWA targets/goals to which Zambia committed to in 2019 and to highlight from the WASH forum the level of progress in the fulfilment of the Commitments under the SWA country focal point, the Zambia NGO WASH forum and the associated government agency mandated to undertake WASH activities. Foregrounding this aim was to establish and highlight the importance of collaboration, partnerships and accountability in addressing WASH sector programs. The starting point therefore, was to assess the performance of the commitments made towards the three SWA commitments and the results thereof across the WASH forum members.

1.1 Background

Achieving sanitation, hygiene and water for all, always and everywhere, requires coordinated collaborative action at global, national and sub-national levels. This action should happen within and outside the sector. Moreover, none of the SDGs can be achieved without universal access to water, sanitation and hygiene, captured in SDG Goal 6. To answer this call for joint action, the Sanitation and Water for All global partnership was created in 2010. Occupying a unique place in the WASH landscape, the SWA provides a platform for multi-stakeholder dialogue, accountability and engagement between different actors, allowing the partnership to reach goals that individual partners would not achieve alone¹.

SWA is led by a Steering Committee (SC); it is composed of members from government, donors, civil society organisations (CSOs), multilateral organisations and other sector partners, who jointly discuss and make decisions to guide the direction of the Partnership.²

Zambia signed up in 2012 to join the Sanitation and Water for All partnership, which was officially launched in 2010 and was based on the premise that a global partnership was needed to overcome critical barriers in the sector (e.g. lack of political prioritisation of WASH, inadequate planning, poor sector coordination, inadequate and poorly targeted finance etc.) and accelerate progress towards universal access to safe water and sanitation³.

One of the key components of SWA was the High-Level Commitments (HLM) formulated between 2010 and 2016 in which a process of fostering these commitments was seen as an ongoing political dialogue on WASH at both Global and National levels. This was used as a platform for accountability for all CSOs engaged in WASH programmes, and consequently allowed countries and participating stakeholders to prepare concrete commitments, present them on the global stage at the HLM and agree to report regularly, ensuring transparency and strengthening accountability.

As part of strengthening accountability, SWA launched the Mutual Accountability Mechanism (MAM), a tool to hold SWA partners to account for progress in achieving what the SWA framework espouses. In 2019, Zambia was one of many countries that signed up to be a pioneer country for the MAM, which is linked to national planning and review processes. Under the MAM, all SWA Partners are expected to make commitments, which must be drawn from

¹ Sanitation and Water for All. About the SWA Mutual Accountability Mechanism.

²Sanitation and Water for All. A CSO Guide to the Sanitation and Water for All (SWA) Partnership. 2016

³Ibid. 2016.

national targets and milestones⁴. Partners of the SWA made commitments in order to make meaningful contributions to the overall goal. These commitments were made at National level, External Support Agency level and civil Society level. Specifically, Zambia made a total of six commitments of which two were done by the Zambian government under the Ministry of Water Development, Sanitation and Environment Protection, and one commitment was forwarded by UNICEF (external agency) and three other commitments were made by the Civil Society Organizations under the Zambia NGO Water Sanitation and Hygiene Forum⁵. The Zambian Government Commitments (in progress, yet to add more literature)

The government through the Ministry of Water Development Sanitation and Environmental Protection made two Commitments which are meant to help government effectively monitor the progress and performance of WASH activities in the sector across various stakeholder. The two targets are as follows;

1. To establish by 2020, a Monitoring and Evaluation Framework, and;
2. To establish by 2020, a Government-led WASH sector coordination mechanism

The Zambia External Sector Commitments

The external sector was represented by the United Nations Children Emergency Fund (UNICEF). UNICEF committed to support the Government of Zambia in reviewing and tracking progress on the Follow-up Matrix of the Joint Water, Sanitation and Environment Sector Review 2018 by the end of 2021.

Civil Society Organizations Commitments

Civil Society organisations bring out the voices of the most marginalised people to the policy circles and their role in the WASH sector cannot be overemphasized. They can play this role by; identifying the groups that are being left behind or negatively impacted by irresponsible water management Advocating for the need to explicitly address the needs and particular situation in national policies and strategy development and planning and budgeting processes and using evidence in keeping the government to account for sector investments and progress for the most disadvantaged groups⁶. Hence, an evaluation of this nature is intended to show case how the different CSOs are working towards the stated SWA goals and the lessons drawn from this assessment will help to provide a baseline for which improvements can be drawn to fulfil these targets.

In 2019, 30 CSOs under the Zambia NGO Water Sanitation and Hygiene Forum combined their efforts towards SWA and made the 3 unified Commitments.

SWA as a multi-stakeholder partnership is an excellent platform to advocate for a larger role of CSO's engagement in achieving the water and sanitation related SDGs, in representation of the needs of the most marginalized groups. The group of Global and regional CSO networks

⁴NGO Wash Forum. Terms of Reference. 2020

⁵Author's extraction from the SWA commitments database. Available at:

⁶SIWI. 2018. CSO: Change makers and allies with government in reaching SDG6. Available at: <https://www.worldwaterweek.org/event/8470-cso-change-makers-and-allies-with-government-in-reaching-sdg6>

and their supporting partners has continued to using this space to advocate for meaningful involvement of CSO organizations in national sector WASH processes, led by the national governments⁷.

All CSOs belong to one of the six constituencies of the SWA Partnership. The CSO constituency of SWA is a major stakeholder group within the Partnership. It is responsible for representing the views of citizens and communities in the various forums to ensure the outcomes of SWA reach the intended beneficiaries in terms of access to clean water and adequate sanitation. CSOs also have a key role in both supporting government to implement the commitments made at the High Level Meetings and to monitor and publicise progress made to ensure promises are kept⁸. It is therefore very important that CSOs are well coordinated and a clear participatory and consultative process is in place to fulfil these roles.




While the implicit role of the CSOs in the SWA is to monitor the progress of their respective governments, for the first time since the formation of the SWA, CSOs were advised to adopt their commitments. About 30 CSOs in Zambia through their SWA umbrella body, the Zambia NGO Water Sanitation and Hygiene Forum committed to the three Commitments, these included;

1. We commit to provide, by 2020, Technical Assistance to the Secretariat of the Govt Led Sector coordination mechanism to organise, prepare, convene and report on sector initiatives/interventions.
2. We commit by 2020, to document CSO sector innovations that inform the Government-Led WASH Monitoring Evaluation and Planning Framework
3. As Civil Society Organisations we commit to achieving Universal Coverage by pioneering WASH interventions that are targeted and customized at the hard to reach and vulnerable groups by 2025.

1.2 General Objective of the evaluation/assessment



Based on the stated commitments, the objective of the evaluation/assessment was aimed at assessing CSO commitments towards the three SWA targets and to highlight from the WASH forum the level of progress in the fulfilment of the Commitments under the SWA country focal point, the Zambia NGO WASH forum and the associated government agency.

This evaluation encapsulates the main objective into the following five strands of specific objectives:

-  To unpack how the three SWA commitments were formulated and for whom
-  Identify the key indicators of progress for each of the three commitments by CSOs.
-  Establish the progress made in fulfilling the commitments in line with indicators by CSOs

⁷Ibid

⁸Sanitation and Water for All. 2019.A CSO Guide To The Sanitation And Water For All (SWA) Partnership

-  To determine the major Strengths, Weaknesses, Opportunities and Threats encountered in fulfilling the commitments by CSOs.
-  Recommend the measures to enhance progress in meeting the SWA commitments by CSOs

1.2.1 Evaluation/assessment Questions

In an attempt to meet the above specific objectives, the evaluation will respond to the following questions:

- I. What do the CSO SWA Commitments entail? To whom? And for how long?
- II. What are the key indicators of the CSO SWA Commitments?
- III. What progress has been achieved by CSOs in implementing the SWA Commitments?
- IV. What are the Strengths, Weaknesses, Opportunities and Threats faced by CSOs in implementing the SWA Commitments?
- V. What actions are needed to enhance the achievement of progress on the Commitments by CSOs?

Justification of the Study

This study served two purposes, one was to document the extent to which the three commitments that CSOs signed to have been implemented by highlighting the opportunities and challenges in the process of fulfilling these objectives if any. Secondly, the study also served to demonstrate the level of accountability and collaborative nature of the partnerships towards the SWA CSO commitment, activities pursued and performance of these activities. In so doing, the results of the study thus presents an opportunity for the WASH forum members to determine the opportunities and challenges that arise from implementing these commitments as well as the different measures of redress to track and hold each member accountable for the SWA commitments

2.0 METHODOLOGY AND APPROACH

The main purpose of the evaluation was to measure and document the indicators of progress of fulfilment of the Zambia CSO Commitments for SWA. Implicitly, this evaluation intended not only to assess the progress of the commitments but was also to broaden and deepen the understanding of the processes through which outcomes and impacts are achieved, and how these are affected by the context within which the achievement of the commitments is pursued. The evaluation mainly employed mainly qualitative methods for data collection and analysis as explained below.

Cognizant of the fact that the Commitments were made in 2019, the evaluation begun by reviewing any grey literature and program documents available thus far to provide the context as well as a guide for subsequent evaluation processes.

2.1 Qualitative Methods

The methods used to collect all qualitative information included diverse secondary data to understand the Commitments' main objectives and guidelines. Hence, the literature review will included programme documents available from the SWA website, NGO Wash Forum, CSOs and Government-led sector mechanisms in Zambia available since the commitments were made in 2019. The understanding of this literature helped provide a partial and secondary understanding of the Commitments as well as helped inform not only what is expected within these commitments as well as informed formulation of the in-depth-interview questions.

2.2 In-depth Interviews and Key Informant Interviews

The In-depth interviews played a key role in the evaluation pertaining to understanding the level of progress and awareness of the three commitments from the various stakeholders. The major sources of information in these interviews were selected from the NGO-Wash Forum Network of 30 CSOs. In an attempt to identify the major indicators of the commitments' performance, the in-depth begun by unwrapping what the commitments are all about, for whom they are for what and the timeframe for fulfilment

By responding to the leading questions of what programs/activities have been conducted so far and yet to be conducted that respond to the achievements of commitments, the interviewees helped to identify the key inhibitors and enhancers to the achievement of the commitments.

To better understand the context of the commitments and give a fair view of the overall performance of the 3 commitments by CSOs, KIIs were conducted with participants drawn from the ministry of Water Development, Sanitation and Environmental Protection, the NGO-Wash Forum secretariat and other line-stakeholders (beneficiaries and contributors). These also helped in identifying the possible sources of challenges (threats and weaknesses) as well as recommend the best ways of improvement in the achievement of the Commitments.

2.4 Sampling and Data Collection

The main sampling techniques that were employed were non-probabilistic in nature namely; convenient and purposive sampling. Participants in the in-depth and key informant interviews

were selected by way of purposive sampling; due to time constraint, other proxy or alternate participants were included by way of convenient sampling.

Cognizant of the current risk in physical contact due to the COVID-19, the evaluation was biased towards conducting interviews online via Zoom, Google Meets, etc and through recorded phone calls.

2.5 Data Management and Analysis

In maintaining highest levels of data quality during data collection, data was automatically uploaded to the online server/depository on the drive. At the end of the data collection exercise, data was downloaded and transferred to the Statistical Package for Social Sciences (SPSS) software for cleaning and analysis.

2.6 Coverage of the evaluation

The evaluation targeted to cover a total of 30 CSOs umbrella under the NGO-WASH Forum Network, participants from the NGO-WASH Forum Secretariat, Ministry of Water Development, Sanitation and Environmental Protection as well as other beneficiaries and contributing stakeholders. The specifics and profiles of the participants are provided in the table in the Annex.

2.8 Limitations

The study had a number of limitations which included the following:

The SWA commitments were finalised in 2019 and hence there has been no opportunity to learn lessons for the way in which the commitments have been pursued by the different WASH membership. Hence, the lack of a baseline data relating to the commitments and the progress thereof did not make it easier for the evaluation and development of indicators. Specifically, this lack of data meant that the study mainly used recall methods to get information on CSO' Commitments performance because most of the respondents had not fully documented activities undertaken. Recall method introduces a recall bias in that respondents may have forgotten some of the events making it possible for them to provide inaccurate information. However, despite this challenges, attempts were made to ensure that quality aspects and data validity was followed though.

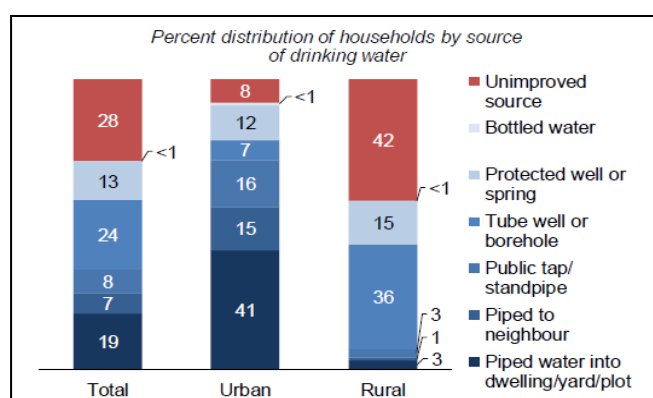
Further, out of the 30 targeted WASH forum members, we interviewed 11 forum members due to poor response time as well as some partners reporting absence and loss of staff and funding. However, we endeavoured to give a full narrative of the opportunities and challenges presented by the members in their attempt to meet the three SWA commitments.

3.0 WASH SECTOR PERFORMANCE: NATIONAL PERSPECTIVE

3.1. Alarming water and sanitation challenges in Zambia

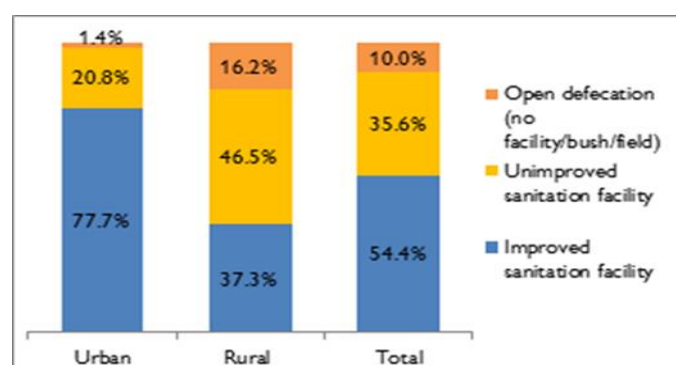
According to ZDHS (2018), in 2018, 72% of households in Zambia had access to an improved water source, and 54% of households had access to improved sanitation (see also, Figure 1). These were notable improvements compared to 2014-2015 when only 65% of households had access to an improved source of drinking water and 25% of households have an improved toilet facility that was not shared with other households (ZDHS, 2015). However, the 2018 numbers are quite low for a lower middle-income country that aspires to become a prosperous (upper) middle-income country by 2030. Moreover, as seen in Figure 1, inequalities between rural and urban areas remain strikingly large: access to an improved water source was 92% among urban households compared to 58% rural households (ZDHS, 2018).

Figure 1: Sources of Drinking Water



Similarly, 16% of rural households have no toilet facility and a further 47% only have access to an unimproved sanitary facility compared to 1% and 21%, respectively, among urban households (Figure 2). Glaring gaps remain where the equitable provision of sanitation services to rural areas is concerned. In 2018, only 66% of urban households and a meagre 46% of rural households in Zambia had fixed or mobile place for hand washing; the rest did not. That COVID-19 has not devastated Zambia as it has done other countries and regions of the world in terms of widespread severe illnesses and deaths is nothing short of a miracle.

Figure 2: Distribution of households by toilet facilities type and by residence



3.1.2 Government's WASH Policy Response or Intentions

In 2018, the Ministry of Water Development, Sanitation and Environmental Protection (MWDSEP) embarked on the 2018-2021 Strategy to improve access to water and sanitation services and improve good hygiene practices among all segments of the population. This aimed to strengthen the implementation of the National Urban and Rural Water Supply and Sanitation Programmes, which would involve water supply and sanitation infrastructure development, water quality monitoring, and sanitation and hygiene promotion. Among others, a key target of the Strategy was to provide access to basic sanitation to 70% of the urban population [at 78%, already achieved as at 2018; ZDHS] and 55% of the rural population by December 2021 (MWDSEP 2018).

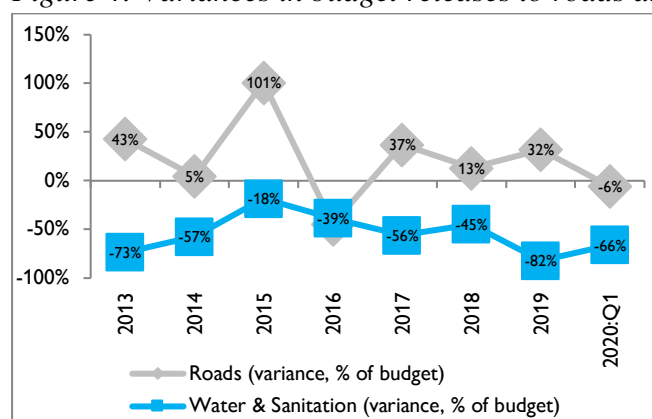
3.1.3 National Budget Performance in WASH Sector

Since, we do not have another Demographic and Health Survey since the 2018 ZDHS, we can only glean scanty insights on the Government's progress by looking at its levels of budgetary commitments to WASH programmes, including water supply and sanitation infrastructure development, water quality monitoring, and sanitation and hygiene promotion.

The WASH sector is doubly disadvantaged in that even with small and declining, budget allocations since the 2018 peak, the expenditure releases to the sector have been dismal. In 2018, 45% of the WASH budget allocation was not funded and in 2019, this proportion increased to 82% of the budget as underfunding. Similarly, in the first quarter of 2020, the WASH budget was 66% underfunded.

In striking contrast, the sizable roads budgets were generally very well-funded over the years with notable underfunding of 44% only in 2016 and marginal underfunding (of 6%) in the first quarter of 2020. Clearly, roads are a much higher spending priority for the Government than WASH programmes. Switching these priorities will require strong evidence-based lobbying.

Figure 4: Variances in budget releases to roads and water and sanitation



Source: Authors' construction from MOF Fiscal Tables

Another important policy concern is that the incidence of the meagre public spending in WASH is not well-known or well-documented. The likelihood is high that most of the expenditure is targeted to urban areas, particularly around Lusaka much to the marginalization of WASH public spending in other parts of the country, particularly rural areas. This puts the MWDSEP 2018-2021 Strategy's aim to provide access to basic sanitation to 55% of the rural population by end-2021 from 37% in 2018, among others, in serious jeopardy and needs to be reprogrammed.

3.2 The Sanitation and Water for All Commitments

The latest Sector Ministers' Meeting held in April 2019 in San José, Costa Rica provided the first chance for SWA's partners to table commitments.⁹Global and regional partners made commitments at global, regional and national levels. Each constituency or partner contributed commitments relevant to the government commitment. Multi-national partners then joined in making a national commitment. Multi-national external partners can also make a global commitment¹⁰.

In any case the SWA partnership expects all partners to collaborate in making commitments for the Mutual Accountability Mechanism; these are to be presented, discussed and reported on at regional and global High-level Meetings. It is important that the commitments are jointly selected from existing national plans and monitored through existing planning and review process (e.g. Joint Sector Reviews). Together, partners identify the support each can provide to achieving the governments' commitments, thus strengthening multi-stakeholder national and sub national processes¹¹.

3.2.1 The Global Level Commitments

At the global level, a total of 291 commitments were made by the SWA partners that are aimed at achieving SDG 6.1 and 6.2, and universal access to water and sanitation. At national levels,

⁹Sanitation and Water for All. The Mutual Accountability Mechanism: An Overview of the First and Next Few Steps. 2019.

¹⁰Authors' extraction from the SWA database. 2020. Available at:

¹¹Sanitation and Water for All. 2018. SWA 2018 Annual Report. Available at: sanitationandwaterforall.org

a total of 143 commitments were made by 52 different Government ministries and departments responsible for water and sanitation collaborate with other development partners that were drawn from their national plans. And finally 62 commitments were made by SWA's non-government partners from all constituencies in support of governments' efforts¹².

Overall, 41 of all country commitments (26%) were on outputs, for example, increasing access to water and sanitation, or elimination of open defecation, and 118 were related to sector strengthening (74%), such as strengthening strategies and collaboration and creating new financing mechanisms. Many, of these commitments can be linked to different aspects of the SWA Framework of guiding principles, building blocks and collaborative behaviours.¹³

As one would expect in an SWA-led process, many countries mentioned increasing financing (11) and 14 committed to creating or strengthening financing mechanisms for WASH. Two countries specifically made commitments to increase financing for the elimination of inequalities or to end open defecation. Collaboration and cooperation was the subject of commitments for 17 countries.¹⁴

The issue that was identified as important by most countries was the creation or improvement of policies, strategies and plans (30 countries). Strengthening monitoring (22) and capacity building (9) were also identified by many countries as subjects for commitments¹⁵.

Consequently, the findings of this assessment is intended to highlight how these commitments are interpreted and implemented through the various activities undertaken across the WASH forum members.

¹²Author's extraction from the SWA database. 2020. Available at: <https://sanitationandwaterforall.org/?download=949>

¹³Sanitation and Water for All. The Mutual Accountability Mechanism: An Overview of the First and Next Few Steps. 2019.

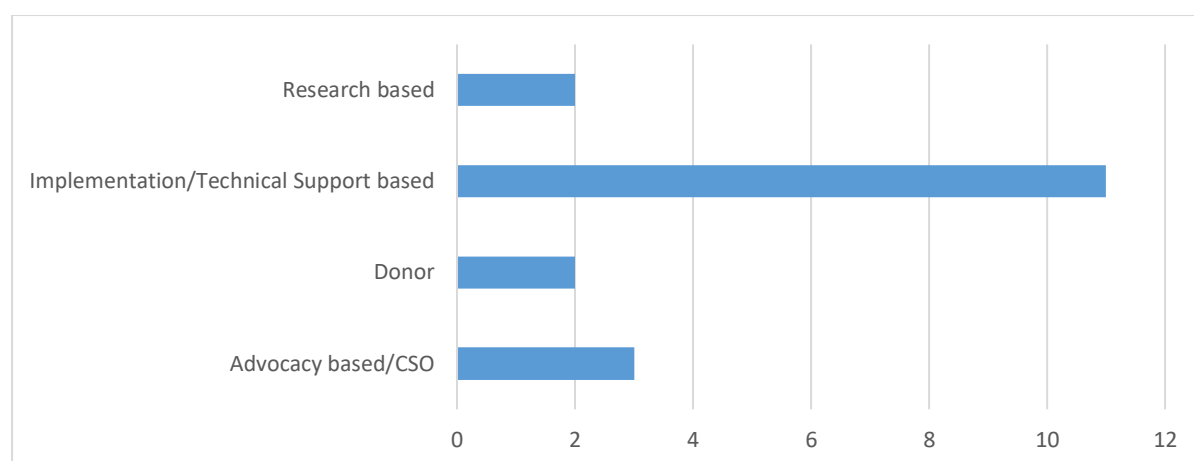
¹⁴Ibid

¹⁵

4.0 EVALUATING THE PERFORMANCE OF THE CSO COMMITMENTS TOWARDS SWA COMMITMENTS

4.1 Descriptive assessment of commitments

The sample from the NGO-WASH Forum chosen for this evaluation had organizations that are based in the following areas;



4.3 Snapshot of the Performance SWA CSO Commitments

The evaluation uncovered that there is a general knowledge gap about the Commitments, this has led to the lack of consistent and unified targets towards the Commitments. Nonetheless, the members are implementing a myriad of programs that are essential to the fulfilment of the Commitments.

All the respondents stated that the Commitments align with their respective overall goals, implying that the Commitments are generally a good fit for their organisational commitments and goals. However, the actual interpretation and integration of the Commitments are dependent on the type of organization, whether research based, donor, implementer etc.

The general view of the Forum members is that the first two commitments are critical as they focus on supporting government-led processes by providing technical assistance. The CSOs are supporting government to improve access to water and sanitation, capacity development and technical assistance. In line with the second Commitment, a lot of good work is not well documented to feed into the reporting at national level. CSOs can also re-evaluate their activities towards these commitment and devise a more efficient method of evidence based reporting of progress and performance.

Regarding the third commitment, the WASH forum members state that although it is an important goal, its general statement of universality is highly ambitious and difficult to measure. It could be reviewed so as to develop a SMART commitment in which target groups are specified and coverage is not termed as general.

About 20% of the Forum members have made some significant progress on achieving the three Commitments while the majority felt the Commitments require a longer timeframe citing funding as the major hindrance, the incidence of COVID 19 was further reported as a key hindrance in maintaining some of the programmes previously pursued.

4.4 Measuring the Progress: Developing Indicators, Targets and Programs

The CSO and NGO sector is generally a fast paced one, and as such, a number of programs have been conducted by Forum members. It should be stated explicitly here that most organizations did not necessarily target their activities specifically in line with their commitment to fulfilling the Commitments directly, but rather, these activities were envisioned as the different Forum members were setting their action plans as most of them are driven by targets set by their donors and external partners. Interestingly, most of the WASH programs ran by the organizations have led to the fulfilment of some of the Commitments.

Therefore, in identifying the required indicators to measure the progress in fulfilling the Commitments, closer focus was given to only those programs that directly and positively impact WASH, particularly the SWA CSO Commitments under the NGO-WASH Forum.

The table below summarizes the indicators and their respective activities and assumptions.

| CSO COMMITMENTS LOGICAL FRAMEWORK | | | | |
|--|---------------------------------------|--------------------------|---|---|
| OBJECTIVES (What you want to achieve) | INDICATORS (How to measure change) | PROGRAMS (Activities) | ASSUMPTIONS (What else to be aware of) | MEANS OF VERIFICATION (Where & how to get information) |

CSO COMMITMENTS LOGICAL FRAMEWORK

| | | | | |
|---|--|-----------------------------------|--|--|
| <p>Goal 1 (Commitment 1): To provide, by 2020, Technical Assistance to the Secretariat of the Govt Led Sector coordination mechanism to organise, prepare, convene and report on sector initiatives/interventions.</p> | <p>Number of budget analyses on the Wash Sector (Annually, Quarterly, Monthly)</p> <p>Number of Wash Technical Meetings/Resource Mobilization meetings attended</p> <p>Number of WASH reminders sent to the Ministry of Water Development, Sanitation and Environmental Protection</p> <p>Number of NGO-WASH Forum meetings convened and attended.</p> <p>Number of International Programs localized</p> <p>Number of applied WASH Research Projects conducted</p> | | | |
| <p>Outcome: Increased efficiency in the implementation of WASH initiatives/Interventions</p> | | | | |
| <p>Goal 2 (Commitment 2): Document CSO sector innovations that inform</p> | <p>Number of participants in physical trainings, downloads of</p> | <p>Write and publish manuals.</p> | | |

CSO COMMITMENTS LOGICAL FRAMEWORK

| | | | | |
|--|---|---|--|---|
| the Government-Led WASH Monitoring Evaluation and Planning Framework | <p>manuals, views of tutorials</p> <p>Number WASH Programs Progress reports submitted to the NGO-WASH Forum</p> <p>Number of Wash testing models developed</p> <p>Number of M and E activities conducted on the WASH programs</p> | <p>Make video tutorials and publish them</p> <p>Facilitate training and guide entrepreneurs</p> | | |
| Goal 3 (Commitment 3): Achieving Universal Coverage by pioneering WASH interventions that are targeted and customized at the hard to reach and vulnerable groups by 2025. | <p>G1 % (percentage) reduction in water and sanitation related diseases among target population</p> <p>G2 % of children under 36 months with diarrhoea in the last two weeks</p> <p>G3 % of women in leadership position</p> <p>G4 % of marginalized groups in leadership and decision making positions</p> | Public health promotions with different broadcasting partners | | <p>Ministry of Water Development Sanitation and Environmental Protection / WHO statistics</p> <p>Records from village clinics</p> <p>Through databases available at every health centre catchment</p> |
| Outcome 1 Increased Inclusiveness In WASH Programming as well as | 1a % of people in the target communities using | | | <p>1a,b,d Household survey</p> <p>1c Key informant interviews</p> |

CSO COMMITMENTS LOGICAL FRAMEWORK

| | | | | |
|--|--|--|---|--|
| Improved access to and use of sustainable sources of safe water in target communities | minimum 25L of safe water per day 1b % of targeted households with access to an functional water source 1c % of water points managed by locals 1d # hours spent by women in fetching water daily 1e Number of females with access menstrual Wash Hygiene | | | |
| Outputs 1.1 Community water points constructed or rehabilitated | 1.1a # (number) of water points constructed to national standard (140) 1.1b % of water hand pumps rehabilitated to national standard | | Low rainfall does not limit overall water supply. | “Community Facility Inspection” field report |
| 1.2 Community management of water points is improved | 1.2a # of technicians trained to perform basic maintenance on water points | | No major disputes or conflicts within the community | 1.2a Household survey Key informant interviews |
| Outcome 2 Improved access to and use of sustainable sanitation facilities among targeted communities | 2a % of people in the target communities using latrines on a daily basis 2b % of targeted households with access to functional latrines meeting national standard | | | 2a,b Household survey 2c Key informant interviews |

CSO COMMITMENTS LOGICAL FRAMEWORK

| | | | | |
|---|---|--|---|--|
| Outputs 2.1 Sanitation facilities constructed | 2.1a # of fully functioning household latrines constructed | | Flooding or other environmental problems do not affect sanitation facilities | “Community Facility Inspection” field report |
| 2.2 Sanitation facility use is promoted | 2.2a # of demonstration toilets constructed 2.2b # of awareness session on use of latrines 2.2 c # of people reached by sanitation promotion activities | | | “Community Facility Inspection” field report |
| 2.3 Community management of sanitation facilities is improved | See also indicator 1.2a 2.3a # of community trained to perform basic maintenance sanitation facilities | | No major disputes or conflicts within the community | Key informant interviews |
| Outcome 3 Enhanced practice of safe hygiene and sanitation in the household | 3a % of households storing drinking water in separate, covered containers. 3b % of households storing food in sanitary, covered containers | | | Household survey |
| Outputs 3.1 Household knowledge increased on safe hygiene & sanitation | 3.1 % of people (men/women) who can correctly identify at least 3 critical times when to wash hands. | | Cultural practices (unknown to project team) do not go against practices promoted | Household survey |
| 3.2 Household training on safe hygiene and | 3.2a % of households trained in safe hygiene and | | People continue to have sufficient | Training report. |

CSO COMMITMENTS LOGICAL FRAMEWORK

| | | | | |
|---------------------|--|--|-------------------------|--|
| sanitation provided | sanitation practices including at least one female member. 3.2b # of trainings on safe hygiene and sanitation practices given | | time to attend training | |
|---------------------|--|--|-------------------------|--|

4.2 Interpreting the SWA CSO Commitments

As can be observed from the table above, there is a significant variance in the interpretation of the Commitments by the CSO that belong to the NGO WASH Forum. This variance stems from the fact that, while all members joined the forum with one goal, they have different individual overall goals that influence their work plans and their approach to the WASH sector in general and the three SWA Commitments in Particular. For instance, some highlighted that their main goal is to generate knowledge and evidence while others to implement programs and activities that are centred at eliminating inequalities. Having established this, the following short discussion offers a summary of interpretation of the CSO Commitments gathered.

4.2.1 The First Commitment

This Commitment speaks to Providing Technical Assistance to the Secretariat of the Government- Led Sector coordination mechanism to organise, prepare, convene and report on sector initiatives/interventions.

What the Commitment entails

This Commitment entails carefully looking at how various interventions and innovations are measured with regards to hygiene. The Commitment also entails influencing government in the communities to adopt gender transformative programming aimed at achieving gender equality. The Forum members also interpret it as an interface with government on the gender-wash monitoring tools with the aim of making sure that the operations of the sector are active.

This is a particularly lagging commitment for most CSOs because government needs to be in the frontline of setting up a mechanism through which CSOs can follow and report towards. Due to the Government's inability to effectively set up mechanism structures, the commitment from CSOs towards this commitment has been dreary. However, there are some notable activities that have been undertaken by forum members.

Box 1: From National Standards to Local Implementation; The BORDA Zambia Project

In line with the First Commitment, BORDA assisted Zambian government bodies, commercial utilities and UK-based non-profit WSUP in developing a national code of practice for on-site sanitation (OSS) and faecal sludge management (FSM).

To strengthen local enforcement of these standards, BORDA supported the Lusaka City Council in the formulation of OSS/FSM by-laws. To build high-quality, nationally certified capacity in OSS/FSM, BORDA in partnership with Germany-based GFA Consulting under the GIZ Climate Friendly Sanitation Program has developed curriculum for training faecal sludge treatment plant (FSTM) operators and managers. This curriculum has been validated by the Technical Education, Vocational and Entrepreneurship (TEVETA), who took up the challenge rolling out the training in all in its national centres, beginning the first half of 2019.

Targets

In line with the Commitment, Plan Int'l Zambia targeted to Influence the community by adopting gender transformative programming aimed at achieving gender equality through Gender WASH Monitoring. Particularly, it targeted to reach Clinics from at least 10 wards and orient them on Ecological Sanitation as well as the Gender-WASH Monitoring Tools, this was successfully achieved. Plan Int'l also set to monitor WASH activities every six months, by conducting WASH data collection on all households. Lastly, it also set to Increase Joint meetings to Monitor Gender Equality. In the same vein, BORDA Zambia set to conduct three applied research projects about the WASH programs between 2019 and 2021, and exceeded this target. They also targeted on enhancing knowledge exchange within and outside the Forum as well as to preparing related community tales of sanitation for sanitation workers.

Activities/Programs

A number programs by the members have been conducted to support the targets under this Commitment, for example BORDA developed the strategic plan and advocacy strategy, joined the ministerial committee within the sector and also belongs to the cluster of the 7NDP under the NGO-WASH Forum. BORDA also assists in advising and revising the set sanitation standards as well as provide reminders to the MWDSEP. Finally BORDA has been working around localizing international sanitation programs.

Under the same Commitment, Oxfam has conducted budget analyses on the WASH sector. It has also partnered with other organizations by offering technical assistance and advice. Further Oxfam also chairs the resource mobilization committee at LUSWI to advocate for WASH funds. Correspondingly, SNV has been conducting a number of programs aligned to the commitment but the most significant ones are its inputs to the NGO-WASH Forum, including provision of venues for meetings.

Indicators

Following the above, a set of various indicators are being used by the Forum members to monitor progress. For instance, Plan Int'l uses the level of gender equality in WASH, WASH workload between male and female, Time spent on community participation in WASH activities and Household decision making in WASH to measure progress. This is important for understanding how varying roles of men and women should require separate interventions to address the gender disparities arising from water access. Both BORDA and Oxfam use the number of budget analyses on the Wash Sector (Annually, Quarterly and monthly) to inform some of their activities. Oxfam also uses the number of Wash Technical Meetings/Resource Mobilization meetings attended as a tracking mechanism for WASH activities. BORDA also uses the number of WASH reminders sent to the Ministry of Water Development, Sanitation and Environmental Protection as well as the number of International Programs localized.

CIDRZ and BORDA being research-based institutions both use the number of applied WASH Research Projects conducted to measure progress dependant that are time bound in budgeting and implementation. Finally, SNV uses the number of NGO-WASH Forum meetings convened and attended to measure the progress of WASH activities.

Other CSOs interpreted the first commitment from an angle of creating gender-wash monitoring tools with the aim of making sure that the operations of the sector are active. Such WASH forum members have created a platform for heightening awareness of communities about gender equality. Their aim is to influence the government line ministry from focusing on gender mainstreaming programming to gender transformative programming. These members have also identified the need for increased technical and practical support on gender equality from the government side if this Commitment is to be fully realized.

So far, the targets and indicators show some notable improvements regarding activities undertaken to track WASH activities. While some of the CSOs lean more on the administrative side of supporting the forum in organizing the meetings and supporting WASH activities that ensure the marginalized are included such as the secretariat, others like BORDA Zambia project are more on the part of developing strategic plans and advocacy strategies. This demonstrates the importance of collaborative behaviour as a key factor in realising sector contributions and different ways of achieving the goals.

4.2.2 The Second Commitment:

This Commitment states that; by 2020, Document CSO sector innovations that inform the Government-Led WASH Monitoring Evaluation and Planning Framework.

What the Commitment entails

This Commitment speaks to innovations and how they have informed the Government monitoring and evaluation Framework. The NGO-WASH Forum members view Innovation as key for any organization to meet the target persons. And therefore tracking of WASH innovations activities in order to draw lessons remains imperative. According to the membership, the accountability platform created as a result of these commitments shows how the members are willing to take stock of the various WASH activities and the problems surrounding joint water processes that do not happen previously did not happen periodically.

These joint commitments are also likely to contribute the strategies aimed at meeting the SDGs goals. Notable activities undertaken by Forum members constitute the following:

Box 2: Innovations and Trainings to support entrepreneurs in the WASH sector; JACAN Zambia Project

In line with the second Commitment, Jacana Zambia is implementing a training whose goal is to support small-scale entrepreneurs. The training is focused on equipping small-scale entrepreneurs with skills in affordable water solutions and help setting up their supply chain which helps other small-scale entrepreneurs like farmers to access water throughout the year and increase their productivity.

All the training materials of innovations are published at www.jacana.help/resources/water and in monthly newsletters (still accessible at www.jacana.help/news) and made several video tutorials which are viewed more than 70,000 times for example: <https://youtu.be/UvKsmuwSi9o>. 1553 manuals have since been downloaded. Newsletters have more than 1000 subscribers. video tutorials which are viewed more than 70,000 times.

The major challenges faced with the program is little or no support by government and bigger donors for creating Self-supply (meaning: setting up a system that allows people to solve their own water problem in an affordable way. In other words, supporting markets for affordable water solutions.) If government and donors would support this, the impact will be high and more important, it will be sustainable since people will maintain the pumps that they paid for and own by them self. Also it allows owners (like rural small scale framers in hard to reach places) to use their own water for income generating activities and increase food security.

Targets

The Jacana Foundation for example, is preoccupied with creating a healthy supply chain of affordable water solutions. To meet this overall target it, the Foundation specifically targeted to train eight drillers and four welders per project area through an intensive selection process. Plan Int'l similarly targeted Improvement of knowledge MHM as well as Improvement in the logistical supplies.

Programs and activities

Activities aimed at promoting the success of the Commitment include Mounted drums to provide water in the WASH Forum, orientation facilities and provision of girl-friendly toilets by plan Int'l. It has also supported 1230 females with re-usable pads and continued with sensitization sessions and provided three schools in Chembe district with standard WASH rooms. Additionally, technical briefs have been produced during COVID with the aim of bringing knowledge exchange with other stakeholders within and outside the Forum by SNV to help meet the set targets. Other equally important activities include providing quarterly reports to the MWDSEP and the NGO-WASH Forum as a means of monitoring and sharing of activities undertaken in the WASH sector.

Additionally, manuals have been published together including video tutorials by Jacana Foundation. The Foundation has also been facilitating trainings and guiding entrepreneurs in the WASH sector. Oxfam in its activities has been developing and testing models using solar-

energy considered cost effective for cholera tracking during outbreak times. Similarly, BORDA conducts Monitoring and Evaluations on all programs.

Indicators

A number of indicators being used to measure the progress by Plan Int'l include reduction in absence of girls and dropout rates in the schools chosen, provision of WASH facilities with a consideration of gender equality and climate resilience, girls' retention in schools among others. Likewise, Jacana Foundation uses the number of participants in physical trainings, downloads of manuals and views of tutorials to measure progress while Oxfam uses the number of WASH testing models developed.

Finally, SNV monitors progress using number of Progress reports delivered to the Forum and the Government, number of technical meetings attended and number of reports published (Quarterly reports by the forum) while BORDA looks at the number of monitoring and evaluation activities conducted on the WASH programs as an indicator of progress.

Despite some of these activities being undertaken by several WASH members, there was a particular concern that innovative strategies to enhance the WASH activities in general should be cognisant that new technologies must be expanded that go beyond the borehole technology and instead should begin to focus on other alternative forms of activities that will aid in providing sustainable water services. Hence, this commitment has potential to document and encourage peer to peer learning, prevention of duplicative activities in the WASH sector at the expense of others but key to this commitment is the issue of timeframe due to the financial commitments that comes with new technology. The observation from the members was that this commitment required a longer timeframe and that limited currently faced in the WASH sector might affect the overall performance of the Commitment.

4.2.3 The Third Commitment:

Achieving Universal Coverage by pioneering WASH interventions that are targeted and customized at the hard to reach and vulnerable groups by 2025.

This commitment is centred on inclusiveness in wash programming and implementation. It entails benchmarking solutions and customizing them to geographical locations and demographics, for example, making sure that the basic service level of water supply in which access to water is within 30 minutes by women and other groups of people. This commitment is important as it identifies WASH as being an important to indicator to a just and improved society.

Targets

The targets set towards meeting this Commitment include increased inclusiveness In WASH programming as well as improved access to and use of sustainable sources of safe water in target communities by Plan Int'l, and lastly, more regular participations in Joint annual planning meetings.

Similarly, SNV also targeted to reach 210,000 people with adequate sanitation and reach 260,000 people with hygiene behaviour and wash related messages, while Oxfam followed the SPHERE Standards in setting the targets but also focused on increased investments in Wash

by the government and donors, Increased WASH coverage, improved WASH behaviours and Increased affordability of WASH services.

Indicators

To measure and monitor the progress, Plan Int'l, focuses on percentages of women in leadership position as well as marginalized groups in leadership and decision making positions. This is particularly important due to the positionality that women occupy in household chores coupled with their care burden. Hence, focussing on these elements of leadership and marginalization can help build programs in the WASH sector that will have an effect on how the triple roles of women (production, reproduction and community roles) may be less burdensome.

Programs and activities

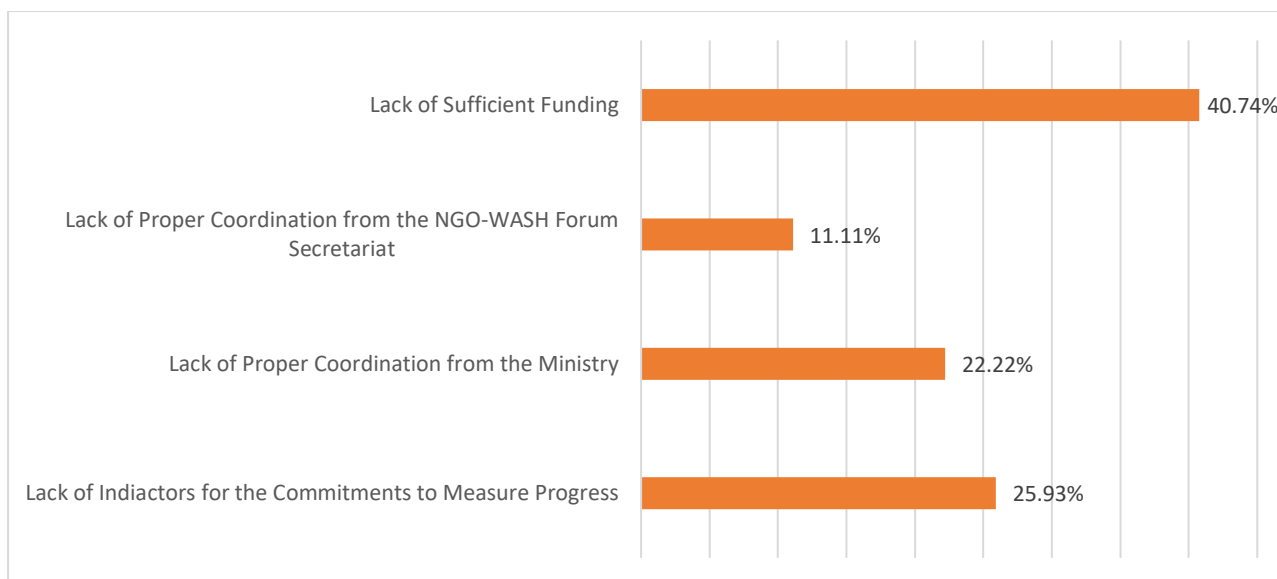
A number programs are being implemented by the forum members that are all aimed at making the realization of the Commitment possible. For instance, Oxfam has been conducting public health promotions, engagements with different health radio stations, paintings walls with WASH messaging and initiated the no-open defecation to prevent diseases. While Jacana Foundation, SNV and Plan Int'l focused on enhancing awareness activities around WASH for the local communities.

Therefore this Commitment requires total community cohesion – Community led, where volunteers and different players support community schools and places where WASH Activities are implemented. That inclusiveness is assured and sustained. Like the previous commitments, there is need for a longer timeframe for this goal to be implemented.

However, it was observed that this commitment needs to be more diverse in its approach by documenting the needs of vulnerable girls for example, refugees, inclusive technology that caters for the disabled. Categorising the different groups will help to streamline the intentionality of which group this target is aimed at and reporting and issues of redress will also be easily identifiable once target groups are named and specified rather than generalise

5.0 CHALLENGES AND OPPORTUNITIES

In implementing the above mentioned programs and activities, a number of challenges and opportunities were identified. The challenges can mainly be grouped into four categories:



Lack of Funding

It has been identified that funding is a major hindrance to progress in achieving the Commitments. Most NGOs and CSOs interviewed highlighted that there has been an underestimation of the Commitments in terms of the funding required, both by the government and the donors.

From the Governments perspective, one major challenge highlighted is the general lack of WASH sector prioritization in terms of funding. For instance, the government of Zambia has target to allocate 0.3% of the National Budget towards the WASH, unfortunately only 50% of this is disbursed. Unfortunately, the financing gap by government between the WASH sector and other sector astronomically huge making it difficult for sustainability of most WASH programs.

Similarly, there has been an over-dependence on donor funding by the WASH sector. Donor funds are also not without demerits. The most significant ones being that they lead to high prioritization of donor funded programmes at the mercy of some of national priorities thereby inhibiting achievements of Commitments. Secondly, in some instances, there are huge lapse in times between the Request for Proposals and when the funds are actually disbursed. This causes a distortion in the programming and implementation of WASH activities.

Lack of Indicators to Use for Measuring Progress

There has been a lack of consistent and available indicators. This challenge has been described by Forum members as being two-fold; first the lack of indicators to measure progress of SWA commitments within the NGO-WASH Forum and secondly the lack of WASH performance standardized indicators for the WASH sectors. Being able to identify the indicators to use for measuring and monitoring progress both Forum and country level was identified as key by most CSOs and NGOs.

Lack of proper of Coordination from the NGO-WASH Forum

This difficulty emanates from the fact that there is generally limited awareness of the SWA Commitments amongst members. This makes the development of indicators for the Commitments a rather challenging undertaking.

Opportunities

The Commitments have also come with a number of numerous opportunities, such as:

Opportunity for the government to hold the CSOs Accountable

Of particular importance for the NGO-WASH Forum members regarding activities and plans that were previously scanty is that the commitment to the three SWA goals allows for accountability and tracking of activities. The SWA Commitments thus allow accountability across stakeholders and this is particularly helpful for effective collaboration and partnership especially since monitoring and reporting of activities was previously only a pre-requisite of government but commitments made by the Forum members gives government an opportunity to provide the checks and balances on what activities have been conducted in the WASH sector.

Further, this has enhanced the collaboration between government and CSOs to work in a partnership that allows for mutual accountability. A good example is the Open Defecation Status (ODS) in which government sought the help of CSOs to fully implement ODS among rural communities

The table below summarizes all the opportunities and challenges for the CSO commitments

| Challenges | Opportunities |
|---|--|
| <ul style="list-style-type: none">➤ Wash Sector Funding is very low across the WASH activities➤ Government commitment in terms of resource allocation has been very poor➤ Wash sector is not prioritized in the budget➤ There has been an under-estimation of the commitments where finances are concerned➤ Financing gap largely from the government t line ministries➤ No or very limited support from government or bigger donors is a challenge.➤ The sector is highly dependent on donor➤ Most NGO's are working in peri-urban➤ Poor and unplanned settlements poses a challenge on infrastructure planning➤ Population has been on increase while investment in wash has been reducing➤ Lack of indicators➤ Need a strategy with indicators within the sector➤ Uptake not monitored➤ Concentration to other sectors, WASH is political | <ul style="list-style-type: none">➤ Wash is a topic of discussion and hence such commitments cannot be overemphasized➤ Government has given an open ear and platform to interface with it➤ Wash-SDG framework and 7NDP has allowed for multi-sectoral approach in meeting donor commitments➤ Realization of the importance of WASH mitigation at all levels➤ Creation of the ministry of Water Development, Sanitation and Environmental Protection has made prioritization of the WASH sector➤ Sector coordination has been enhanced |

| | |
|--|--|
| <ul style="list-style-type: none"> ➤ Government can do better from praises to action ➤ Government has not been pushy enough to motivate other sectors ➤ Poor government support ➤ Misplaced priorities by the government ➤ Timeframe between RFP and implementation is sometimes too long. ➤ There is a huge untapped resources using highly motivated small-scale local entrepreneurs. ➤ High attrition levels amongst the government colleagues | <ul style="list-style-type: none"> ➤ The 7NDP brings in integration and corporation among government ministries ➤ Goodwill and commitment among various stakeholders ➤ High pump functionality rates and cost efficiency is a strength. ➤ Sustainability after project end, direct sales will continue is a strength. ➤ Being able to reach and serve very small communities is a strength. |
|--|--|

7.0 Conclusion

This study has demonstrated that the SWA commitments are far from being fulfilled due to the nature of targets set and varying approaches and understanding of the commitments among forum members. So far, the importance of collaboration and accountability in meeting the three SWA commitments have been outlined and due consideration has been given to the effectiveness of having effective tracking mechanisms for mutual accountability for the WASH activities in general and SWA commitments in particular. Increased knowledge sharing and creating more platforms for learning and exchange will enhance the commitments of the SWA goals. Other issues of funding and awareness will require the WASH forum members to proactively engage in intentional activities of mobilization of local resources, training and sharing of best practice lessons if innovative ideas are to be exchanged between WASH sector members.

7.0 LESSONS AND RECOMMENDATIONS

The evaluation suggests lessons for the Government of Zambia, NGO-WASH Forum and civil society.

(a) The Government of Zambia

1. *Need to take a multi-sectoral approach to enhance knowledge sharing and avoid duplication of efforts.* By engaging multiple sectors, partners can leverage knowledge, expertise, reach, and resources, benefiting from their combined and varied strengths as they work toward the shared goal of meeting the Commitments. A multi-sectoral approach can help in addressing the above identified challenges in focused way as it helps in pooling the resources and formulating the common objectives. One of the major advantages is optimization of usage of resources by avoiding duplication of inputs and activities which tremendously improve program effectiveness and efficiency. Willingness at the leadership and mandate at the policy level are necessary to plan and execute the successful multi-sectoral coordination. All the major stakeholders i.e the Ministry of Water Development, Sanitation and Environmental Protection, NGO-WASH Forum, etc, require to share the

common vision and perspective of the Commitments. Developing institutional mechanism is utmost requirement as it will standardize the processes of inter-sectoral coordination (ISC).

2. *Need to increase financial allocations and disbursements towards the WASH Sector to ensure suitability and sustainability of programs.* Key to this is the need to reduce the dependence donor funding for most of the project and instead begin to locally find ways of innovative finances for WASH activities. Some of this local mobilisations of funds can be derived from taxes on boreholes and bottled water.
3. *Need to develop strategies with implementation matrices.* A policy implementation matrix (also called an action plan matrix) shows how each item in a policy will be implemented in practice. This type of matrix can be used for the implementation of national or organisational policies. This matrix is highly relevant for the Commitments and the WASH Sector in general due to the number of stakeholders involved. Additionally, the implementation matrix will also give a description of what input is expected from each member of the Forum and any other Stakeholder.
4. *Need for accountability mechanism for a citizen-led participation.* This will allow citizens to hold these different stakeholders for activities being undertaken in the WASH sector.
5. *Need for sector coordination, land allocation, town planning.* These present some of the challenges to poor water provision and access, hence, combining these key issues to already mentioned issues to be redressed will reduce some of the difficulties that the WASH sector is faced with. Different ministries need to synergise and begin to align the water issues to their various programming

(b) NGO-WASH Forum

1. Need for evaluations to show the uptake and indicators as well as tracking of progress.
2. Need for taking a proactive approach in the reporting of the progress by partners/players.
3. Need for more knowledge sharing about the Commitments with the members

(c) Civil Society

1. Quality control is essential.
2. Need more trainings
3. Document the innovations better and use the resources as available
4. Need for efficiency in the implementation of the Commitments. Efficiency was cited as one of the much needed ingredient in the programs being implemented supporting the Commitments. Key to efficiency is the Judgement on the value of the Commitments with reference to criteria and explicit standards (e.g. its relevance, its efficiency). The judgement primarily concerns the needs that have to be met by the Commitments and the effects produced by them.

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Annex 1: In-depth Interview's Guide

(For the NGO-WASH Forum Network of CSOs and NGOs)

Section A: Commitments Description

(Aligned to the first research objectives and questions)

The First commitment:

To provide technical assistance to the secretariat of the Govt-Led Sector coordination mechanism to organise, prepare, convene and report on sector initiatives / interventions.

- What aspects of sector organising, preparing, convening and reporting has your organization undertaken? In short, how have you translated this commitment for your organisation?
- Which aspects have you prioritized for your organisation?
- How effective have been your strategies for meeting this commitment?
- What does this commitment mean to your organization?
- What do you think will affect the full commitment to this particular goal for organisation and for the sector in general
- How does it align with (fit into) the overall goal of your organization?

The second commitment

By 2020, to document CSO sector innovations that inform the Government-Led WASH Monitoring Evaluation and Planning Framework.

- What does this Commitment entail?
- What aspects of this commitment have you prioritized for your organisation?
- How effective have been your strategies for meeting this commitment?
- What timeframe is required to fully realize it?
- What do you think will affect the full commitment to this particular goal for organisation and for the sector in general
- How does it align with (fit into) the overall goal of your organization?

The Third Commitment:

Achieving Universal Coverage by pioneering WASH interventions that are targeted and customized at the hard to reach and vulnerable groups by 2025.

- What does this Commitment entail?
- What aspects of this commitment have you prioritized for your organisation?
- How effective have been your strategies for meeting this commitment?
- What timeframe is required to fully realize it?
- What do you think will affect the full commitment to this particular goal for organisation and for the sector in general
- How does it align with (fit into) the overall goal of your organization?

Section B: Indicators, Targets and Programs (Responds to the first and second evaluation objectives and questions)

(i) First Commitment

- What some of the targets that have been set in line with this Commitment?
- What activities/programs have been/are being implemented in line with this goal by your organization?
- How much progress has been achieved?
- What are the key indicators of this progress?
- How is this progress monitored?

(ii) Second Commitment

- What some of the targets that have been set in line with this Commitment?
- What activities/programs have been/are being implemented in line with this goal by your organization?
- How much progress has been achieved?
- What are the key indicators of this progress?
- How is this progress monitored?

(iii) Third Commitment

- What some of the targets that have been set in line with this Commitment?
- What activities/programs have been/are being implemented in line with this goal by your organization?
- How much progress has been achieved?
- What are the key indicators of this progress?
- How is this progress monitored?

Section C: Strengths, Weaknesses, Opportunities and Challenges (Responds to the fourth evaluation question and objective).

- What have been the major inhibitors of progress towards the achievement of Commitments?
- What have been the major enhancers of progress to towards the achievement of progress?

Section D: Lessons and Recommendations (Responds to the fifth evaluation question and objective)

- What important lessons can be drawn from the implementation of programs aimed at achieving the Commitments?
- What necessary actions need to be undertaken enhance progress in the achievement of the Commitments?

Annex 2: Key Informant Interviews Questions Guide

(For the Govt-Led Sector mechanism, Ministry of Water Development Sanitation and Environmental Protection, NGO-WASH Forum Secretariat and other stakeholders)

- „ What is your assessment of the CSO WASH commitments?
- „ What do you think are the specific hindrances to the achievement of the commitments?
- „ How do we identify the causes of the hindrances?
- „ How do we address the root causes barriers for CSOs' achievements of commitments?
- „ What are some of the opportunities that have come about due to these commitments?
- „ How can these opportunities be harnessed?
- „ What are some of the lessons learnt
- „ Do the lessons learned inform and result in adaption of improved policies and approaches for CSO WASH Advocacy?

Annex 3: List of organizations interviewed

| Name of Organisation | Status |
|---|---|
| NGO WASH FORUM NETWORK CSOs/NGOs (For In-depth Interviews) | |
| (i) CIDRZ | Done |
| (ii) Action for Water | Waiting for response |
| (iii) BORDA | Done |
| (iv) CARE | Done |
| (v) CHILD FUND | Waiting for response |
| (vi) DAPP | Waiting for response, in the field |
| (vii) Keepers Zambia Foundation | No Activities done this year due to lack of funding |
| (viii) JACANA Foundation Zambia | Done |
| (ix) OXFAM GB | Done |
| (x) Living Water International | No response |
| (xi) PLAN INTERNATIONAL | Done |
| (xii) SNV | Done |
| (xiii) People Process on Poverty and Housing In Zambia | Waiting for response |
| (xiv) VAREN | WASH Expert left |
| (xv) VILLAGE WATER ZAMBIA | No response |
| (xvi) SightSavers Zambia | Waiting for response |
| (xvii) WaterAid ZAMBIA | Done |
| (xviii) Zambia WASH Advocacy Network | Done |
| For Key Informant Interviews | |
| Ministry of Water Development Sanitation and Environmental Protection | Done |
| NGO-WASH Forum Secretariat | Done |
| USAID | Waiting for response |

