



Civil society organisations play a pivotal role in achieving SDG 6 by holding governments accountable.

Strengthening the capacity of civil society

“Watershed empowering citizens” is a strategic partnership of the Dutch Ministry of Foreign Affairs, IRC, Simavi, Wetlands International and Akvo. The programme aims to strengthen the capacity of civil society organisations to influence policy and achieve SDG 6 in Bangladesh, Ghana, India, Kenya, Mali, Uganda, International and The Netherlands.

Reaching the most marginalised

The long-term objective of Watershed is improved governance for water, sanitation and hygiene (WASH) and integrated water resource management (IWRM) so that all citizens can benefit from sustainable services.

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Content is based on the annual reports submitted by all work packages from Kenya, Uganda, Ghana, Mali, Bangladesh, India, International and The Netherlands.

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Cover picture: Chairlady of the Laikipia Women With Disability Amplified Voices, Valentine Mombafi Keraita of Watershed Kenya by Sander de Nooij, EyeOpenerWorks©. You can learn more about her story here <https://www.youtube.com/watch?v=5kpe-Zx8IHU>

Watershed Annual Report 2019

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Abbreviations

ABCG	African Biodiversity Collaborative Group	IOB	Policy and Operations Evaluation Department, Ministry of Foreign Affairs of the Netherlands
ADPs	Annual Development Plans	IWC	International Water Coalition
ADR	Regional Development Agency	IWRM	Integrated Water Resources Management
ANEW	African Civil Society Network on Water and Sanitation	JESE	Joint Effort to Save the Environment
AWMZ	The Albert Water Management Zone	KEWASNET	Kenya Water and Sanitation Civil Societies Network
CAEB	Conseils et Appui pour l'Éducation à la Base	KWAHO	Kenya water for health organization
CAPs	Capacity Action Plans	L&A	Lobby and Advocacy
CBGA	Centre for Budget and Governance Accountability	LGD	Local Government Division
CBO	Capacity-building Organisation	LNOB	Leave No One Behind
CESPAD	Centre for Social Planning and Administrative Development	LT	Learning Trajectory
CF	Conservation Foundation	LWF	Laikipia Wildlife Forum
CI	Conservation International	MACS	Multi Annual Country Strategies
CMC	Catchment Management Committee	MAMs	Mutual Accountability Mechanisms
CN-CIEPA	The Network of Journalists for Drinking Water and Sanitation	MEADD	Ministry of Environment, Sanitation and Sustainability
CONIWAS	Coalition of NGOs in Water and Sanitation	MFA	Ministry of Foreign Affairs of the Netherlands
CSAs	Capacity Self Assessments	MHM	Menstrual Hygiene Management
CSO	Civil Society Organisation	MI&W	Ministry of Infrastructure and Water of the Netherlands
CoK	Constitution of Kenya	MoLGRDC	Local Government Rural Development and Cooperatives of Government
DGB	National Directorate Budgets	MOU	Memorandum of Understanding
DGIS	Netherlands Directorate-General for International Cooperation	MP	Member of Parliament
DORP	Development Organisation for Rural Poor	MRR	Making Rights Real
DNPD	National Directorate for Planning and Development	MTEF	Medium Term Expenditure Framework
EKNs	Embassies of the Kingdom of the Netherlands	MWE	Ministry of Water and Environment
EWP	End Water Poverty	NFWSS	National Forum for Water Supply and Sanitation
FANSA	Freshwater Action Network South Asia	NGO	Non-Governmental Organisation
FY	Financial year	NIA	Neighbours Initiatives Alliance
DD	Dialogue and Dissent indicator	NIWA	Netherlands International Water Ambition
GESI	Gender and Social Inclusion	NLWP	The Netherlands Work Package
GWA	Gender and Water Alliance	NN	NGO Networks
GWJN	Ghana WASH Journalists Network	NWP	Netherlands Water Partnership
GWP	Global Water Partnership	ODA	Official Development Aid
HEWASA	Health through Water and Sanitation	OH	Outcome Harvesting
HFFG	Hope for Future Generations	PMEL	Planning, Monitoring, Evaluation and Learning
HR	Human Resources	PNA	National Sanitation Policy
HSA	Health Systems Advocacy Partnership	PRIs	Panchayati Raj Institutions
IATI	International Aid Transparency Initiative	PwD	People with disabilities
IGG	Inclusive Green Growth	PWG	Programme Working Group
INSO	International NGO Safety Organisation		

QIS	Quantitative Impact Study
RCN	Resource Center Network Ghana
R-JEPA	The Network of Journalists for Drinking Water and Sanitation
RWSN	Rural Water Supply Network
SCMP	Sub Catchment Management Plan
SDG	Sustainable Development Goal
SI	Social Inclusion
SP	Strategic Partnerships
SMM	Sector Ministers Meeting of SWA
SWA	Sanitation and Water for All
ToC	Theory of Change
UMWA	Uganda Media Women's Association
UN	United Nations
URTEL	Union of Free Radio and Television
UWASNET	Wash NGO network
UWOPA	Uganda Women Parliamentarian's Association
WAB	WaterAid Bangladesh
WASH	Water, Sanitation and Hygiene
WIN	Water Integrity Network
WISA	Wetlands International South Asia
WMCC	Water Management Citizen Committee
WP	Work Package
WRA	Water Resources Authority
WRC	Water Resources Commission
WRM	Water Resources Management
WRUA	Water Resource Users Association
WSP	Water Service Providers
WSSCC	Water Supply and Sanitation Collaborative Council

Executive Summary

Watershed reflections: what is working?

In 2019, Watershed partners in six countries and globally continued to: improve service delivery; improve government policies, strategies, planning and budgeting processes; and give voice to the marginalised.

The main activities revolved around strengthening the skills of Civil Society Organisations (CSOs) and governments to set up formal accountability mechanisms (creating the space) and strengthening the skills of CSOs to have an effective and concerted voice while at the table with a broad group of allies (having an effective voice).

Improving coordination, collaboration and networking, and understanding linkages is breaking silos in different ways. Government agencies are sharing information at both the interdepartmental level (Bangladesh, Uganda, Kenya, the Netherlands), and at national and local levels (India). CSOs are more frequently jointly voicing issues with both politicians (Ghana) and bureaucrats (Ghana, Mali), and are collaborating both nationally (Bangladesh, Ghana, Kenya, Mali) and regionally (Asia, West Africa). CSOs are also working with local governments to monitor WASH services and IWRM principles (Ghana, Mali, Kenya, India, Bangladesh) and are jointly organising multi-stakeholder platforms (India, Kenya, Mali, Uganda, Bangladesh). Similarly, this is also happening in planning and budgeting processes at national and local levels (Bangladesh, Ghana, Mali). In some cases, the role of CSOs as a sector stakeholder is formally acknowledged (Bangladesh, the Netherlands, Mali, Ghana).

Advocacy strategies are driving the focus of the teams and their activities. While data for evidence is still key in influencing, influencing is being boosted by strategic engagements with the media and by innovations in reaching a wider public.

Cross learning and dialogues between Work Packages (WPs) is valuable and are leading to replication of success stories from one country to another. Cross-team learning is highly appreciated and the joint mapping of what did and did not work at the annual partner meeting continues to be useful, inspiring and an eye-opener for many.

The process of tracking outcomes has been instrumental in making the changes taking place (motivating the

teams) visible as well as ensuring early adaptation of the programme. The number and quality of outcomes achieved this year are once again clear indicators of how the partners across all the teams are able to use credible evidence to influence policies and practice.

Changes in capacities of partner CSOs for lobby and advocacy

In 2019, several capacity strengthening sessions were held regionally and internationally with more than 4,000 people from more than 400 CSOs and Community Based Organisations (CBOs) across six countries. These have led to a total of 340 outcomes (see Annex 5).

The largest change in capacities in 2019 compared to 2018 are improved capacities of the Watershed partner organisations in:

- gaining a better understanding of the lobby and advocacy (L&A) strategies;
- obtaining legitimacy through constituency representation;
- raising the level of understanding of sustainability of Water, Sanitation and Hygiene (WASH) services;
- strengthening capacity on what it means to advocate for better integration of WASH and Integrated Water Resources Management (IWRM) policies, planning and the involvement of civil society;
- increasing collaboration with other CSOs for effective L&A; and
- improving the use of reliable evidence for L&A.

Key lessons from Watershed in 2019

As in previous years, empowering and strengthening the advocacy capacity of CSOs are going together with more diplomatic efforts to keep the civic space open. The overall engagement with governments in 2019 show that the dialogue approach is effective for L&A in the sector. This is particularly true in those countries where civic space and participation is backstopped by policies and legislation. Still, many CSO engagements in Watershed are with local governments and not at national scale. It is a challenge to scale-up the advocacy strategies and to open even wider spaces for CSO at this level. This is still being addressed in 2020. Since Watershed does not have CSO partners

which work through dissent, we cannot conclude whether a dialogue or a dissent approach is more effective. We do know though, that when the media publishes critical articles, the result is positive change (Ghana, Mali). That said, we only have two instances where this has happened.

We made assumptions in the Theory of Change (ToC) about the importance of the representativeness, legitimacy and accountability of CSOs themselves. However, we have found no evidence so far that governments do value CSOs that really represent citizens. Equally, we could find no evidence for our assumption that CSOs can only effectively expect accountability from governments if they themselves are accountable. Instead, we found that CSOs are effective in improving governments' accountability when they are seen as knowledgeable and are trusted sector stakeholders for partnering. There remains one unanswered question/ assumption: if L&A were to be done by CSOs that represent larger constituencies, would the impact of Watershed activities be larger in terms of scale?

Stakeholders that co-own the process of generating evidence are more easily convinced and engaged. Governments demonstrate a change in attitude by publicly speaking about Watershed issues but do not act only upon the new knowledge gained to take responsibility for sustainable WASH. Engagement with local governments in India, Kenya, Ghana and Bangladesh, where local governments took part in our surveys, convinced them

to collect data themselves and use it for planning and budgeting. In addition, our role as a convenor that brings diverse stakeholders together to discuss different perspectives, regularly proved effective.

Key challenges of Watershed in 2019

Some challenges still remain. CSOs and citizen groups still have limited capacities for engaging the private sector to take responsibility for WASH and Water Resources Management (WRM) issues effectively. CSO actors are not invited to crucial meetings such as with the mining sector in Ghana, Mali or India. Moving from influencing the government to influencing technocrats, and holding the private sector accountable for WASH and WRM, and greater social inclusion need further collaboration with different types of organisations and determined innovative actions.

With more understanding of the local context, who is being excluded and the reasons that prevent access to improved and sustainable services, the teams have started to come across constraints that go beyond their areas of influence. It has been challenging to move from lobby and advocacy to changes in how service providers are doing their business differently and empowering consumers directly. These are still a weakness in the theory of change yet, there are good examples from almost all the countries, even though they are at small scale.



Watershed team during the annual Partnership and Learning meeting at India, October 2019

Looking forward to 2020 and beyond

In 2020 there will be less focus on capacity development and more focus on consolidating the evidence-based advocacy processes and collecting/sharing what we have learned for sustainable replication and continuation.

Watershed partners are now using the last year of implementation to invest in ensuring that CSOs will be able to do effective evidence-based L&A after Watershed, thereby making the programme results sustainable. However, Watershed has a longer-term goal to upscale and replicate its successful approaches to positively impact more lives over a 10 year time frame.

MFA Dialogue and Dissent indicators

As Watershed closed its fourth year of implementation, it has seen an impressive number of results (Table 1). All the WPs saw at least one concrete change in the practices of their governments in the form of laws, policies and/or norms being implemented towards achieving sustainable WASH for all (Dialogue and Dissent indicator 1 (DD1)).

Watershed has also seen a rise in countries adopting public policies or norms which will contribute to sustainable WASH (DD2). This rise may be the result of the many instances that CSOs have succeeded in creating space to voice their demands (DD3).

During 2019, 120 documented advocacy initiatives were completed by CSOs under the Watershed programme (DD4) and 11 CSOs demonstrated increased ability in L&A during the reporting period (DD5).

Watershed outputs

The comparison of outputs between 2017 and 2019 suggests an increase in outreach or scale of the Programme (Table 2). However, there are significant differences between the WPs. For instance, the number of CSOs/CBOs whose capacity has been strengthened is lower in Uganda, Mali, India and International, and higher in Ghana and Bangladesh. The increase in L&A products, and in particular of the evidence documents, is more consistent across all WPs.

Table 1 Watershed dialogue and dissent indicators 2019

MFA Dialogue and Dissent indicator		Total 2019	Uganda	Kenya	Bangladesh	Ghana	Mali	India	International	NL
DD1	# of laws, policies and norms, implemented for sustainable and inclusive development	29	11	2	3	5	3	2	2	1
DD2	# of laws, policies and norms/attitudes, blocked, adopted, improved for sustainable and inclusive development	30	8	8	4	2	3	4	0	1
DD3	# of times that CSOs succeeded in creating space for CSO demands and positions through agenda setting, influencing the debate and/or creating space to engage.	180	83	7	68	7	3	8	4	0
DD4	# of advocacy initiatives carried out by CSOs, for, by or with their membership/constituency	120	51	11	20	25	6	7	0	0
DD5	# of CSOs with increased L&A capacities	14	3	4	1	3	1	2	0	0
DD6	# of CSOs included in SPs programmes	Impl: 21 Other: 100	Impl: 3 Other: 21	Impl: 5 Other: 28	Impl: 3 Other: 9	Impl: 5 Other: 5	Impl: 3 Other: 17	Impl: 2 Other: 17	Partner CSO networks: 2	Partner CSO networks: 1

Table 2 Watershed outputs 2019

OUTPUTS DELIVERED 2017-18-19		Year	Uganda	Kenya	Mali	Ghana	Bangladesh	India	International	Netherlands	Total	Variation+
Capacity Development	Total No. of Watershed partner* organisations whose capacity is built	2017	6	7	4	2	1	0	0	n.a	20	-
		2018	6	8	6	4	3	3	3	n.a	33	65%
		2019	6	11	6	4	12	2	4	n.a	45	125%
	Total No. of CSO/CBO organisations** whose capacity is built	2017	56	44	26	98	4	11	n.a.	n.a.	239	-
		2018	35	79	43	32	6	3	40	n.a	238	0%
		2019	4	95	20	93	230	13	11	n.a	466	95%
	No. of CSO/CBO people*** whose capacity is built	2017	52	558	158	202	185	53	n.a.	n.a.	1208	-
		2018	150	438	176	98	530	91	n.a.	n.a.	1483	23%
		2019	77	387	120	1177	1853	283	180	n.a	4077	238%
Lobby & Advocacy	Total No. of L&A communication products (news item, articles, RSR update, video, blog, etc..) developed ****	2017	26	2	7	5	12	5	4	2	63	-
		2018	19	41	17	19	73	12	7	21	209	232%
		2019	8	52	18	7	129	17	17	8	256	306%
Knowledge & Research	Total No. of Evidence documents (data report, case studies, research papers) produced	2017	5	2	1	7	4	7	2	1	29	-
		2018	9	22	6	2	7	12	2	2	64	121%
		2019	5	47	9	26	49	16	3	7	162	459%

* Watershed partner organisations are the Watershed consortium partners and the contracted partners

** CSO/CBOs are the organisations that benefit from Watershed activities but do not have a contract with Watershed. These are often CSOs supported by our Watershed in-country partners.

*** No. of people whose capacity is built, includes all persons that attended training, participated in a workshop or seminar with the result of increased understanding of/skills in the subject.

**** We count our L&A outputs on the basis of the number of publications that we produce that are related to the L&A events (meetings, campaigns, etc.) organised by Watershed. A publication can be a blog, an article, a video, the RSR update (only those that are related to a L&A activity)

+ % variation compared to 2017

1. Watershed highlights

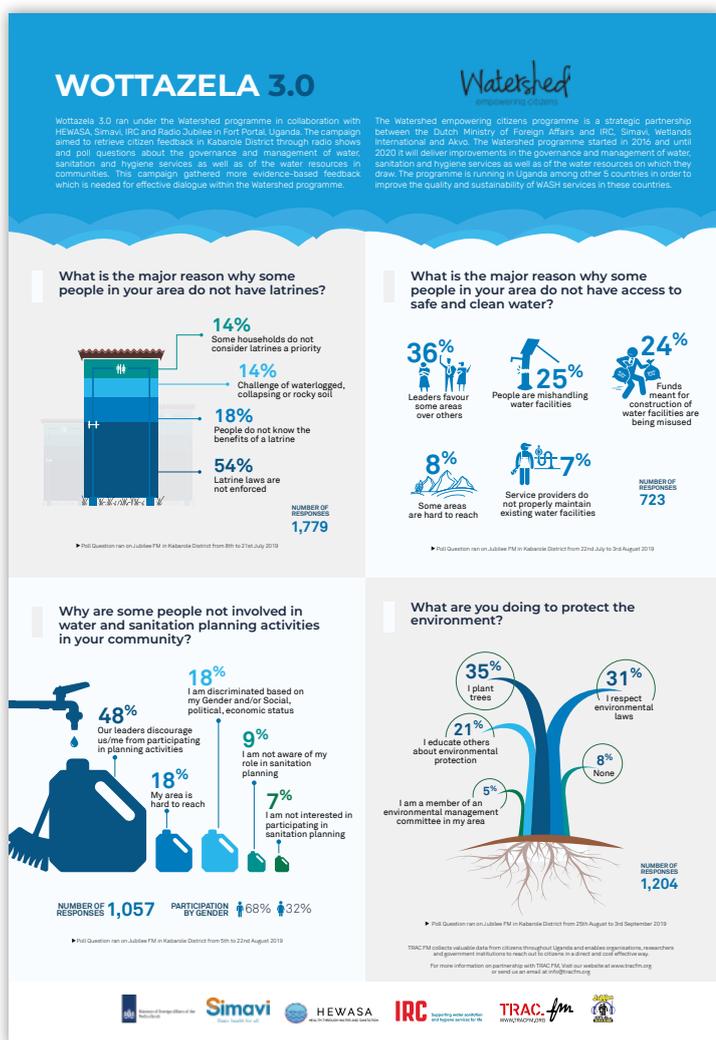
Uganda: Citizens engagement radio campaign

The Wottazela radio campaign was launched in Fort Portal in Uganda in collaboration with HEWASA, Simavi, IRC and Radio Jubilee. The campaign raises awareness and obtains citizen feedback in Kabarole District through radio shows and poll questions about the governance and management of water, sanitation and hygiene (WASH) services as well as of the water resources in communities.

The campaign engaged 1,057 citizens. Duty bearers were then invited to the radio programme to discuss the results of the poll and the improvements in water services that were going to take place. The infographic below shows the replies to the poll questions.

The Wottazella radio campaign has transformed citizens from passive listeners to active participants by facilitating an informed and interactive debate. It has provided a platform for everyone, including the marginalised, the vulnerable, those with limited opportunities to talk in public or those that are not gifted speakers in public, to have their opinions related to WASH/IWRM in their areas captured and debated.

The infographic developed from the data generated by the poll questions during the campaign was used at district platforms, sub-county dialogues and round table meetings to lobby for improved WASH/IWRM service delivery. These activities have resulted in intensified enforcement of the bye-laws on sanitation by the extension workers, thus leading to increased access to sanitation in Kabarole District.



Infographic Wottazela radio campaign, source: <https://watershed.nl/media/wottazela-3-0-campaign-in-fort-portal-uganda/>

Kenya: Increased public participation and public financing for WASH

In February 2019, Nalepo Water Resources Users Association (WRUA), a local CSO involved in mutual capacity strengthening of Watershed in Kajiado county, successfully mobilised resources from the Water Resources Authority (WRA) to work on conservation activities drawn from their water Sub Catchment Management Plans (SCMP). WRA is the national regulator for water resources in Kenya. Nalepo WRUA signed a Ksh 10 million (approx. EUR 85,000) contract with WRA to undertake catchment conservation to reduce surface run-off and water pollution, and recharge groundwater for sustainable WASH services.

From April 2019, the County Government of Kajiado started to make available some critical budget documents to the public through the County website as required by the law of Kenya. This helped Watershed partner CESPAD in collaboration with IRC to lobby the County Government for transparency and the County's critical budget information to be available to the public during the public finance management baseline study in Kajiado County.

Watershed has lobbied for an increment in the allocations for WASH projects budget and the public participation budget since it is vital in enhancing water service provision and effective public participation in the planning and budget process. Official Kajiado County Treasury office records collected on 8 July 2019, indicated that there was an over 100% increase in the number of citizens participating in the budget making process at the grassroots (administrative wards) level for the year 2019/20 financial year (FY) compared to the 2017/18 FY.

The Watershed case study conducted in Kajiado Country, however, showed that the participation of women had decreased due to the location and time of the meetings. The Watershed team is therefore placing greater emphasis in its advocacy work on increasing the participation of women and marginalised groups in these processes.



Seated, front left, is Mr. Emmanuel Memusi, Nalepo WRUA Secretary and Chairman of Kajiado County WRUA Council. He follows the discussions during the WRUA resource mobilization training facilitated by Watershed programme at Kilimanjaro Resort. On his left, is Mr. John Kinyua, WRA Surface Water Officer in Kajiado County. Photo credits: Jacob Baraza, CESPAD, Kenya.

Source: Case study of watershed partnership and the health systems advocacy partnership in Kajiado, Kenya. Fina Report, November 2019.

Ghana: Evidence of water quality as a basis for advocacy activities

As part of the ongoing Watershed programme to integrate IWRM and WASH, a water quality assessment was done in 28 communities in Ankobra Basin in the Western Region of Ghana.

The tests were carried out in collaboration with the Water Resources Commission (WRC), which sent a field officer to join the Conservation Foundation (CF) and Ghana Water Journalist Network (GWJN) team on a water quality monitoring exercise in the Ankobra Basin.

The results from the tests show that sources are highly contaminated by faecal matter due to open defecation and other human activities. The assessment has been turned into a journal article and will be published in a scientific journal.

On 25 June 2019, three media houses picked up the Watershed story published on <https://www.atinkaonline.com/fm/>

and shared the story on their channels (Daily Guide, Ghanaian Times and Radio 360) drawing attention to the issues of water quality within the Ankobra Basin.

As a result, on 25 June 2019 for the first time, the Western Regional Minister called for a meeting with CF to discuss the outcomes of the water quality reports by the journalists. In addition, the Minister of Sanitation and Water Resources called for further discussions with WRC on the issues raised in the article.

Tarkwa Nsuaem Municipal Assembly has since responded to the advocacy work by Hope for Future Generations and Conservation Foundation – the Watershed partners – and has repaired 53 of the 63 water supply facilities identified as broken down. These include Kofikrom which was mentioned in the article. The Assembly has constructed a mechanised borehole and is extending pipelines in the Kofikrom community.



Source: Outcome harvesting files and <https://www.atinkaonline.com/fm/>



Source: <https://watershed.akvoapp.org/en/project/6150/update/28271/>

Bangladesh: Confident CSOs influencing government to take action in favour of women and marginalised groups

In 2019, the CSOs at Bhola were more confident in influencing decision making thanks to their increased capacity on linking WASH and IWRM, tracking budget, and basing their L&A work on evidence. In lobbying with duty bearers, they are raising the demands of marginalised people more strongly, while service providers listen and respond by taking action (e.g. tube well for Jugi People, two ponds re-excavated). More attention to gender and social inclusion in advocacy was made possible with the development of a training module available in Bangla.

The Open Budget Dialogue was held at nine Union Parishads (three Unions organised it for first time in 2019) for the FY 2019-20. Almost 1,000 people attended, including women, people with disabilities (PwD), day labourers and fishermen. The WASH budget increased by 51% in six Unions in 2019-20 compared to 2018-19, and for the first time, nine Union Parishads kept a WASH budget (25% of total) for women and PwD.

As part of addressing gender and social inclusion through a human rights lens, the Development Organisation for Rural Poor (DORP) adopted the Making Rights Real (MRR) approach. In the context of Cyclone Bulbul, the Water Management Citizen Committee (local CSO), at Bhola Sadar Upazila and Ramgati Upazila organised an emergency meeting. They evaluated the water and sanitation facilities after the cyclone and recommended that Union Parishad and the Department of Public Health Engineering repair the damaged ones. DORP along with CSO members worked with Union and Upazila Parishad to raise their awareness on this and provided support to the affected people as well. The emphasis was on preparedness and, through liaising with the Upazila Education officer, using schools as shelters and calling on people to move to the cyclone shelters. The area was nevertheless affected at various levels, but CSO members shared and discussed issues with the authorities and asked for an immediate response for those most in need.

Mali: Amplifying the voice of Watershed and bringing Parliamentarians down to reality

The Watershed Mali team worked closely with WaterAid Mali to prepare a field visit with National Assembly parliamentarians. The purpose of the field visit was to lobby for sound faecal sludge management in Bamako District that affects both people and the Niger River.

Several capacity building exercises with parliamentarians and negotiations with the Vice President of the Energy-Water Commission and the President of the Water-Sanitation network (both part of the National Assembly) were held. These mobilised parliamentarian committees and culminated in two field visits to sludge dumping areas.

All these activities resulted in an action plan that included: a series of exchanges with the National Directorate for Sanitation and the National Directorate for Hydraulics; a

budget analysis; evidence of the situations on-site; and, a plea to fence off the site and to commit the budget to a much needed waste water treatment plant.

This work was possible because of the persistent lobbying and accompaniment of the Watershed Team and its partners in jointly preparing the site visits and the final budget analysis note to influence the 2020 country budget to favour investments in water and sanitation. The budget note was further shared with the parliamentarian network in December 2019.



Watershed Mali: Field visit with parliamentarians to faecal sludge open dump site in Bamako, October 2019.
Photo: Lamine Sanogo.

Source: <https://www.youtube.com/watch?v=sjRidbGstSA&feature=youtu.be>



Source: <https://www.wetlands.org/blog/transforming-womens-lives-inclusive-planning>

India: Social inclusion and access to clean water in Odisha and Bihar

Through the Watershed programme, local governments (Panchayati Raj Institutions) in Odisha and Bihar, India, have become more inclusive. They proactively created space for women in village level planning meetings and sensitising women on their roles and rights in Village Water and Sanitation Committees has made local engagement more participatory. The local governments are organising regular meetings ensuring the participation of women and the marginalised.

After engagement of the programme, the Village Water and Sanitation Committees have women representatives

as members to ensure gender equality and inclusion of gender concerns in WASH/WRM planning and decision making. Marginalised communities are more aware of their roles and rights, for example Gulnaaz Khatun who demanded and got a piped water connection. Previously women did not attend ward meetings, but now marginalised communities (women and Scheduled Castes) actively participate. Empowered with knowledge, they have successfully voiced their demands for necessitating action.

Gulnaaz got running water at her home in November 2019.



Source: Outcome harvesting files and weblinks above

International: Support to local and regional CSO networks reach beyond Watershed countries

In 2019, Watershed’s International team continued providing support with partner organisations such as the Water Supply and Sanitation Collaborative Council (WSSCC) and the CSO constituency of the Sanitation and Water for All (SWA) partnership, to global and regional CSO networks (End Water Poverty, Coalition Eau, FANSA and ANEW) in their participation and common messaging around Watershed priority themes such as national accountability for SDG 6, social inclusion and sector finance.

In 2019, the CSO networks participated with common messaging in the following main events: The Sanitation and Water for All (SWA) Sector Ministers Meeting (SMM) in April <https://www.sanitationandwaterforall.org/news/civil-society-messages-for-the-2019-sector-ministers-meeting>; the Stockholm Water Week in August <https://www.worldwaterweek.org/event/8470-cso-change-makers-and-allies-with-government-in-reaching-sdg6>; and regional events such as AfricaSan (February) and LatinoSan (March) that addressed leaving no one behind.

In addition, Watershed and partners supported Coalition Eau in the implementation of a regional event for CSOs from French Speaking countries. The meeting resulted in the participating CSOs establishing a new regional CSO alliance to influence the upcoming World Water Forum (2021) through a joint voice with common messages to be articulated around positioning accountability, social inclusion and the linkages WASH/IWRM in climate change. <http://www.coalition-eau.org/en/actualite/l-alliance-d-afrique-francophone-pour-l-eau-et-l-assainissement-se-reunit-a-dakar-pour-accelerer-l-atteinte-de-l-odd6/>

In December 2019, the Government of Bhutan and key Bhutanese CSOs agreed that the main topic of the next B-WASH Cluster in Bhutan is mutual accountability for SDG 6. This outcome is significant as it shows a change in Bhutanese Government practice relevant for CSO participation in SDG 6. Other similar decisions regarding and changes in practice were made by the governments of Afghanistan and Mexico.

The Netherlands: Multi-stakeholder collaboration for successful lobby and advocacy

Collaborating with different stakeholders is one of the key strategies which the Watershed team in the Netherlands (NLWP) has adopted to achieve its advocacy strategy. In line with this strategy, the NLWP team led the Netherlands Water Partnership NGO policy influencing group (NWP-NGO beleidsgroep) in finalising joint advocacy work and developing the Theory of Change (ToC).

This joint agenda unites the interests and advocacy efforts of 20 water NGOs in the sector to create a collective voice in lobbying for targeted Dutch development investment in sustainable and inclusive WASH services and improved WRM. This joint advocacy strategy already enabled the group to successfully influence the Dutch Government's overarching New International Water Ambition (NIWA).

Ahead of the European Parliamentary elections in May, the NLWP team also joined the [StandUp4Water campaign](#) which asked the candidates for the European Parliament to unite and take their political responsibility to achieve the SDG 6 target to 'Ensure availability and sustainable management of water and sanitation for all' within Europe and beyond by:

- making WASH a political priority on the EU agenda;
- supporting investments in the WASH sector;
- linking WASH to other SDGs.

The WPNL team organised an election debate on 30 April 2019 at the Simavi office. During the debate, the five Dutch European Parliament candidates were asked to sign the pledge and encourage their colleagues to do the same. The pledge was signed by 16 candidates.



Meeting during StandUp4Water campaign with candidates for European Parliament, Source: <https://nl.ircwash.org/node/85730>

2. Reflection on the Watershed Theory of Change

The harvested outcomes of the different WPs have been used to reflect on the progress of the Watershed Theory of Change. All harvested outcomes in the database are categorised according to one of the six 'ToC elements', which allows for focused analysis. This chapter describes the changes achieved in 2019.

Collaboration and coordination

Collaboration is improving in different ways. Government agencies are sharing information both at interdepartmental level (Bangladesh, Uganda, Kenya) and between national and local levels (Bangladesh, India). CSOs are jointly voicing their issues with both politicians (Ghana, Mali) and bureaucrats (Ghana, Mali) and are collaborating both nationally (Bangladesh, Ghana, Kenya, Mali) and regionally (Asia). CSOs are working with local governments to monitor WASH services and IWRM principles (Bangladesh, Ghana, Mali, Kenya) and are jointly organising multi-stakeholder platforms (India, Kenya, Mali, Uganda). New types of collaboration are emerging (governments, utilities and water boards in the Netherlands, non-WASH local CSOs in Uganda are committing to putting WASH issues on the agenda).

In terms of coordination, there is improvement CSO consultation as part of the planning and budgeting process at national and local levels (Bangladesh, Ghana, Mali). The role of CSOs as sector stakeholders is formally acknowledged (Bangladesh, Netherlands, Mali, Ghana).

Progress on the ToC: Many actors appreciate the collaboration to get buy-in for implementing policies and having issues discussed. But not many outcomes show formalised coordination.

Use of data for evidence

In Kenya, different types of quantitative and qualitative data are being used to influence policymakers in areas such as: peoples' needs for County Integrated Development Plans (CIDP); budget tracking; and election monitoring. Mapping is being done on water quality, and on water point and water resources. Data is being used by the Government for planning, resource allocation, monitoring and reporting. This is related to transparency and the accountability of county government, specifically on

WASH finance. Data on people's needs is being used in engagement/facilitation by Watershed in CIDP groups, and it is thus being used to support coordination, collaboration and social inclusion.

Both in Uganda and India, the generation of evidence from data helps CSOs to bring concrete, local issues to the attention of district government/duty bearers who, in turn, have responded by resolving the issues.

In Bangladesh findings from qualitative research (field visits, focus group discussions) and the results of community monitoring (i.e. social mapping data for local level advocacy) on top of local actors' existing understanding of the issues are supporting lobbying to local government.

In Ghana the evidence generated on water quality in water resources and on the functionality of WASH facilities has been used to convince duty bearers and raise awareness among citizens, who in turn advocate to duty bearers. In both Ghana and Mali, the media has helped spread evidence on the pollution of water resources to the wider public, which in turn has helped open doors to government.

The International and Netherlands Work Packages have generated evidence (working papers, studies, guidelines) which has been shared internationally and as such has had a scaling up effect.

Progress related to the ToC include some good examples where data and evidence have been used to make advocacy more effective. This shows progress has been made on the intended outcomes of the ToC. However, apart from election monitoring promises, the data collected to generate evidence, was not 'innovative'.

WASH and IWRM linkages

WASH and IWRM linkages are about **water quality**, landscape issues, and policy processes. In Mali and Ghana, there is a strong focus on water quality in water resources; in India the focus is on water quality in drinking water sources. In Mali the water quality issues are: pollution from agriculture; mining (dredging); dyeing activities in the Niger River; faecal sludge; and waste management. Authorities, rice farmers, and partners are carrying out much water quality testing. In Ghana the issue is the pollution of the

Ankobra basin. Communities and journalists are working together to bring this to the attention of the authorities, who are responding. In India the issue is contamination of water (including iron and fluoride) in handpumps and wells, and citizens are demanding water quality testing. In Bangladesh it is about the management of water bodies.

Landscape scale issues are addressed in all countries. In addition to the examples already mentioned (Niger river water quality in Mali, Ankobra basin water pollution in Ghana), landscape scale issues have been addressed through: canal excavation in Bhola, Bangladesh; pond renovation and water treatment plant in India; the declaration of Lake Ol Bolosst in Kenya as a protected area; commitment for forest gazettement in Kenya; and funding and actual activities on catchment conservation in Kenya. The landscape issue in Uganda is degradation of water resources and declining water levels.

Policy processes relevant to IWRM and WASH linkages are mostly in line with ongoing devolvement and decentralisation. In Kenya, at county level, the Water Resource User Association (WRUA) has gained acknowledgement and funding; the County Integrated Development Plan includes IWRM; and power is decentralised to WASH forums. In India, two Village Water Security Plans have been developed, and the integration of WASH/IWRM issues has been included in Gram Panchayat

Development Plans (GPDP). In Mali, the level at which policy has been influenced is higher, with the new National Plan for IWRM. In Bangladesh, local government authorities focus on activating IWRM Committees at Union, Upazila (sub-district) and district level of Bhola in line with the approved Bangladesh Water Rules 2018.

In terms of progress on the ToC, the WASH/IWRM integration has progressed quite impressively in all the WPs bar the International WP. At the start of the programme most partners were unclear about IWRM and WASH linkages, but there are now good examples of awareness about the importance of these linkages and actions towards achieving them.

Social Inclusion

Most Social Inclusion (SI) outcomes have been harvested in Bangladesh [16], Kenya [8], Netherlands [6], India [6], Ghana [3] and Mali [1]. Bangladesh's and India's outcomes are paving a pathway to change in SI. Kenyan outcomes focus heavily on the provision of services and the involvement of WRUAs rather than stating clearly who are socially excluded and what is being done to include them. SI is not only about access to services, but about involving the excluded in decision making and achieving substantial levels of equality. The participation ladder is helpful to reflect on levels of participation (Figure 1).



WP India discussing a water security plan, 10 October 2019. Photo by Mrutunjay.
Source: <https://watershed.akvoapp.org/en/project/6030/update/28241>

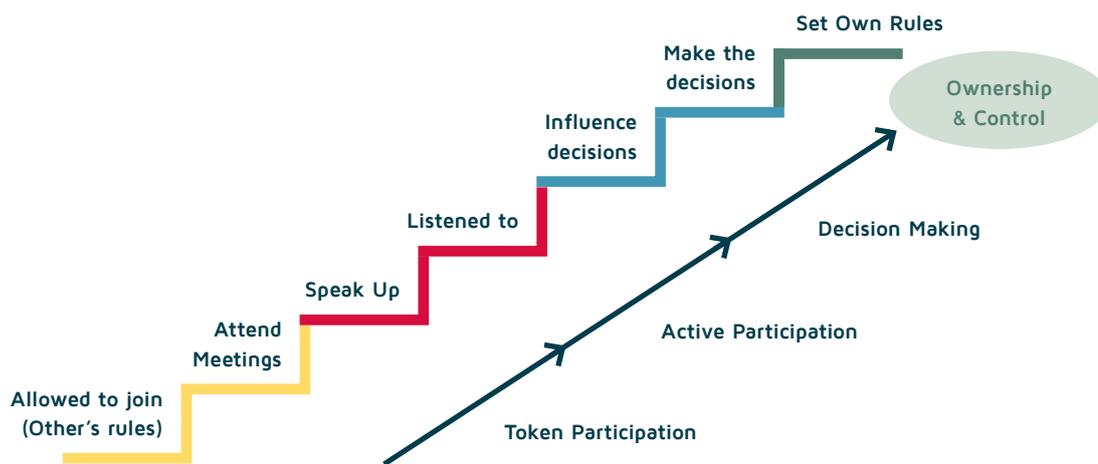


Figure 1 Participation ladder

The India WP focused on increasing the participation of women in decision-making processes. This is shown by the following outcomes which build on each other: increased participation of women in ward meetings [Token participation] led to ward meetings being held monthly [Token participation/space]. Women from marginalised groups voiced problems and raised demands at Gram Sabha meetings [Active participation]. Their demands were represented in Gram Panchayat [Recognition/representation]. A women's self-help group's written demand to the Ward member in the Gram Panchayat led to the repair of a handpump [Change]. The water and sanitation committee of Humur reconstituted to 50% female representation [Integration].

Bangladesh has a similar story which can be seen in the harvested outcomes. Marginalised men and women participate in an NGO platform and Water Management Citizen Committee (WMCC) facilitated by Gender and Water Alliance (GWA) [Facilitated/encouraged participation]. The local imam and WMCC member states he will advocate for marginalised groups' rights [Recognition/representation]. The Chairman of WMCC then commits to lobbying for 100% sanitation for marginalised groups [Commit to action]. Bhola Upazila allocates BDT 216,000 for sanitary towels for girls [Change] and ultimately nine Upazilas in Bhola allocate a separate budget for women, disabled and marginalised people [Change].

The Netherlands WP has helped to create a deeper understanding of the social inclusion process and as such has been able to create/influence resources that support the country WPs. Recognition by the MFA has led to SI being recognised as an important topic that needs to be addressed in the development sector. Guidelines on how

to address SI have been incorporated as part of the 2030 WASH strategy, which should ensure that future WASH programmes are more socially inclusive.

Regarding progress on the ToC: in the WPs where Simavi and/or its partners are leading, there are clear SI outcomes which have gone beyond gender. The experiences from Bangladesh in particular are useful for scaling up to other WPs. In WPs where Simavi has no partners, less attention was paid to identifying the excluded groups. The question 'there are people who have water, and those who don't, what is the reason some don't have it?' has not been answered in all WPs. Before being able to advocate for the removal of the barriers, the barriers must be identified and understood.



Women Self Help Groups gathering for a meeting at Chatrapur India, 23 December 2019. Photo by Sidheswar Nahak. Source: <https://watershed.akvoapp.org/en/project/6030/update/28516/>

Budget tracking

Transparent WASH budgeting is being done by local governments in Bangladesh, India and Mali. Allocations of budget in response to CSO request is happening in Bangladesh, Ghana, Kenya and Mali. In Uganda, communities are committing to a system that makes payment for services mandatory. Progress on budget tracking and budget influencing has been seen mainly at local level.

Accountability

Local government is responding to requests from CSOs in Bangladesh, India, Mali and Uganda. Local government is creating space for people to express demands in Bangladesh, Ghana, and India. Authorities are improving transparency through monitoring of and informing about WASH services in India, Kenya and Mali. In India, local service providers are now being held accountable for managing water services by de facto owning them now.

In Kenya, Mali and Uganda, communities and citizens are taking responsibility for their role in WASH and IWRM. Non-Watershed countries are seeking to strengthen accountability towards citizens (Asia). Dutch Ministers and Member of Parliaments (MPs) are held accountable for WASH SDG targets.

Progress related to the ToC: accountability is one of the only themes where we have examples at all levels in all countries (local, national, international), so we can say there has been good progress. Although it is unclear if a lot of the changes will be sustainable, in some countries, such as Kenya and Bangladesh where policies are in place,



Partner of WP Ghana, Ghana WASH Journalists Network using radio to raise concern about disposal of waste. Photo by Matthew Dadzie. Source: <https://watershed.akvoapp.org/en/project/4157/update/28649/>

the sustainability of accountability mechanisms (formal and informal) is expected to continue.

Critically looking at causal assumptions in the ToC

The overall Watershed Theory of Change was developed with 27 causal assumptions and intended outcome. We describe why we believe each intended outcome will lead to the next intended outcome and eventually to impact (if ... happens, then ... will happen, because...). The Programme Working Group examined these critically to see whether they hold true or if we need to adapt our strategies. We removed any overlaps and simplified the causal assumptions where possible, ending up with 10 key assumptions that describe how we initially believed that the interventions of Watershed and other actors would bring about change. We then checked whether the 300+ harvested outcomes confirmed or challenged these assumptions.

While this analysis is yet to be completed on the outcomes of the first half of 2020, there are some interesting trends.

- We assumed that representativeness, legitimacy and accountability of CSOs themselves were important. However, we found no evidence that governments value CSOs that represent citizens. Further, we found no evidence for the assumption that CSOs can only effectively demand accountability from government if they are accountable themselves. Instead, we found that CSOs are effective in improving governments' accountability when they are seen as a knowledgeable and trusted sector stakeholder for partnering.
- The harvested outcomes hardly relate to CSOs' improving their transparency or legitimacy, which we initially thought CSOs would be interested in once they knew how to do so. We did harvest outcomes that demonstrate that local governments act upon requests that come directly from citizens themselves, who in turn, had received some form of support from Watershed implementing partners or other CSOs.
- Watershed is strongly founded on the assumption that new knowledge and skills gained through attitude change would eventually lead to behavioural change. In many instances, CSOs and communities indeed implemented what they learned. However, this was often in combination with available budgets for activities such as organising meetings and with guidance from Watershed. It is yet to be seen whether CSOs and communities will be able to independently sustain this new behaviour.



WP India, outcome harvesting sense making workshop in progress on 19-22 August 2019, New Delhi

- Governments however demonstrate a change in attitude by publicly speaking about Watershed issues but do not act and take responsibility for sustainable WASH solely upon gaining new knowledge. This relates to the assumption that besides providing new knowledge and skills, implementing partners need to take governments along with us, engage them in our work and make them co-owners of our messages. This worked especially well in Kenya and Bangladesh where local governments took part in our surveys which convinced them to collect data themselves and use it for planning and budgeting. In addition, our role as a convenor bringing diverse stakeholders together to discuss different perspectives, regularly proved an effective strategy.
- 4. citizens need to participate in WASH governance in order to achieve sustainable WASH for all;
- 5. governments will ensure sustainable and inclusive WASH in all phases of the programme cycle if civil society holds them to account;
- 6. governments can be convinced of the value of sustainable and inclusive WASH ('doing the right thing');
- 7. governments are responsible and have the mandate to ensure sustainable WASH for all.

In the light of the reflections above, we revised our causal assumptions explained below. We believe that:

1. capacity development, new knowledge and skills lead to awareness and change in behaviour;
2. government 'listens' to influential and trusted people and citizens;
3. when CSOs involve stakeholders in the process of generating evidence, stakeholders feel co-ownership of the evidence, so will easily be convinced;

3. Progress with capacity building of CSOs

All Watershed implementing partner CSOs do annual Capacity Self Assessments (CSA) as part of their monitoring. Twelve capacity elements are scored and described, showing progress over time. The 12 capacity elements are listed below.

1. Internal organisation.
2. Lobby and advocacy strategy.
3. Understanding of the stakeholder context.
4. Legitimacy through representation of constituency.
5. Inclusion of marginalised groups.
6. Level of understanding of sustainability of WASH services.
7. Integration of WASH/IWRM.
8. Transparency on own activities and results.
9. Collaboration with other CSOs for effective L&A.
10. Collaboration with other non-governmental actors for effective L&A.
11. Level of use of reliable evidence for L&A.
12. Level of holding service providers to account.

The scoring of 2019 is shown in Figure 2, ranking from high (dark green at the left) to low (red at the right), and from high capacity at the top, to low at the bottom.

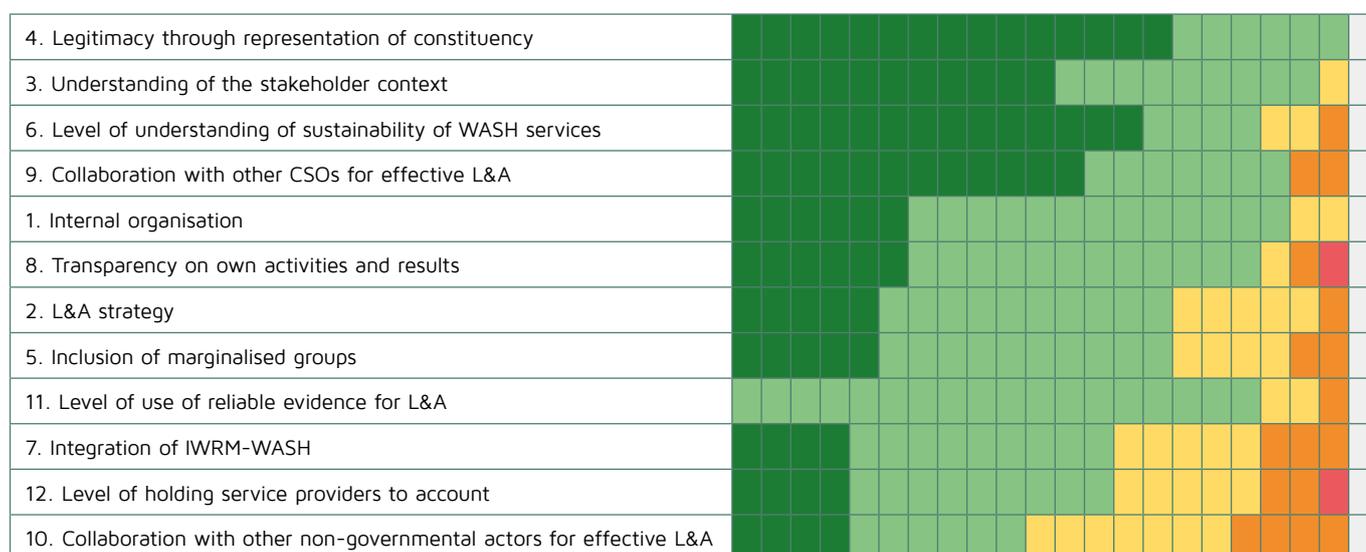
The scoring of the last three years shows the following picture (Figure 3), where the ranking is (contrary to the diagram above) consistently from the first to the twelfth capacity element for easy comparison between the years.

The largest changes in capacities in 2019 as compared to 2018, include the following improved capacities of the Watershed partner organisations.

- Better understanding of L&A strategies.
- Legitimacy through representation of constituency.
- Higher level of understanding of sustainability of WASH services.
- Capacity strengthening on what it means to advocate for better integration of and linkages between WASH and IWRM policies, planning and involvement of civil society.
- Collaboration with other CSOs for effective L&A.
- Improved use of reliable evidence for L&A.

On the other hand, the Watershed partner organisations scored themselves lower on collaboration with other non-governmental actors for effective L&A. There was also limited progress on capacities for holding service providers to account.

Figure 2 Watershed capacity self-assessment, 2019 scoring



A closer look at CSO legitimacy

The Watershed programme management team regularly facilitates sessions on reflecting on monitoring findings such as the Capacity Self Assessments (CSA) scores. This year, the 'CSO legitimacy through representation of constituency' capacity element was selected for in-depth analysis of the narratives written by the CSO partners over the years. The reason for zooming in on this element is that in 2019 all CSO partners scored themselves green on this element, and 15 out of 21 even dark green.

What lies behind the positive scores of the CSOs? The following insights emerged from this analysis.

The Watershed implementing partners are either CSOs/NGOs or networks. Different terms are used to describe the people who the CSOs and networks represent: members, constituents, partners, communities, vulnerable groups, beneficiaries. The CSOs' constituencies are communities, sometimes specific vulnerable groups. Constituencies of networks are the member CSOs, who in turn connect to and are expected to represent selected communities. The different types of CSO networks in Watershed are as follows.

- KEWASNET (Kenya), UWASNET (Uganda), CONIWAS (Ghana), CN-CIEPA (Mali): these are national level WASH CSO networks.
- LWF (Kenya): an IWRM forum with different types of members (private, public, CSOs, CBOs).
- RCN (Ghana): a knowledge network on WASH/IWRM (no CSA done after 2017).
- GWJN (Ghana) and RJEPA (Mali): WASH journalist networks – they stay objective and do not represent any specific communities or groups.
- ANEW and FANSA: international CSO networks.

CSO WASH networks mainly work through other CSOs, but some work directly with communities. The networks coordinate CSOs in the WASH sector to raise a unified voice and be stronger together. Unless mandates are clearly delineated, CSOs sometimes see other CSO networks as competitors.

Several of the CSOs are project-implementation NGOs that combine/match a community's or vulnerable groups' needs of to donor and government requests. Most CSOs have many years' experience doing community/social mobilisation, awareness raising, capacity development of citizens groups, and addressing the needs of communities. More recently they are also developing the capacity of marginalised groups to raise their voices and engage in dialogue with duty bearers to help make their voices heard.

The CSO partners are considered legitimate and representative, at different levels and by different social actors such as: the government, donors, other CSOs in the area, communities, and vulnerable groups in those communities. For CSOs, 'representing' and 'legitimacy' are strongly linked to first understanding and second addressing the needs of a community or group of people. Capacity development by Watershed has increased the credibility of some partner CSOs in the eyes of the local communities or local CSOs. For example, DORP in Bangladesh saw that with their increased capacities in gender and social inclusion, their credibility at grassroots level grew as well.

On the one hand, the CSOs understand the needs of their target group well as their role is to find and implement solutions for some of these needs. On the other hand, their connection with duty bearers or policy makers enables them to voice these needs. After all, the solution often requires more than just technical project implementation.

Several CSOs have processes in place to understand the needs of communities or even vulnerable groups, and to address these needs through a project or through advocacy to duty bearers. In that sense they represent the communities and vulnerable groups. Examples of processes that ensure they are representing the voice of their constituency include: having neighbourhood representatives on the management board; gathering beneficiaries' views in baseline surveys, focus group discussions, interviews; community needs assessments; capacity development so communities can voice their needs to the CSO and to other actors; involving representatives of communities in planning and decision making; joint planning, execution, monitoring activities with the communities; involving partners in preparation of topics to be discussed; and facilitating marginalised groups' participation in meetings that involve decision making. Trust in CSOs grows when they voice peoples' needs and contribute to the intended change.

The CSO networks represent their members, who in turn are expected to represent their own constituencies. The processes CSO networks have in place to ensure they represent their members include: working groups with CSO members; connect with user committees and local level WASH operators; facilitate communities voicing their needs and planning advocacy accordingly; and, consistently organising a democratic process of choosing representatives to participate in sector platforms.

Representation also entails transparency and accountability on results. Some CSOs and CSO networks monitor whether

the needs of the people were indeed understood and adequately addressed by service providers and present/discuss it at national level stakeholder forums. KEWASNET has monitored performance since 2019; UWASNET does annual WASH CSO performance reports; HEWASA is working on improving their accountability to communities; Hope for Future Generations (HFFG) does participatory programme monitoring and evaluation with communities; RCN has regular evaluation processes for feedback; DORP collects feedback systematically. But most partners do not ask for any feedback from the people they represent let alone on whether they are doing a good job representing them.

Some Watershed CSO partners scaled up from one area to more areas, or even to national level, in 2019. This has also increased the number of communities and population for whom they implement WASH or IWRM projects. Two CSOs were elected or invited to act as coordinating bodies and representatives at national level: HEWASA (regional WASH/IWRM representative) and DORP (member of the Upazila level IWRM committee and Disaster Management Committee).

A key lesson is that if the strategic direction of a CSO network is not clear, if the added value of the network is not clear, if communication with the members does not happen enough, or if members are not involved in developing the strategy, there will be no co-ownership or buy-in by the CSO members. As a result, the CSO network becomes less effective and the members will consider the network less representative and the CSO network will enter a downward spiral. An upward spiral is seen when the CSO or CSO network is: focused and clear about what it can do; engages openly with its constituency and understands its needs; has democratic processes in place; and is considered to add value. It will then receive the support of more people/communities/members which in turn will make it more effective and enable it to grow to raise the voices of those with no access to services. One example is FANSA's bottom-up process of engagement with more than 400 CSOs across eight South Asian countries (Afghanistan, Bangladesh, Bhutan, Maldives, Nepal, Pakistan, India and Sri Lanka) to develop the advocacy strategy which is co-owned by all and create a strong collective voice of the members and coherent messaging. This in turn encourage other actors, such as duty bearers, governments, or donors, to view the CSO network as more representative.

A closer look at holding service providers accountable

Watershed has used different tactics and tools to hold service providers accountable. There is no clear pattern in this, except for the areas already discussed in the ToC assumptions

analysis that suggests that by bringing local governments along in collecting and discussing evidence, change starts to happen. Not only the CSOs and NGOs are holding service providers accountable, the network organisations and journalist associations are also playing a role.

In Bangladesh, DORP coached local CSOs to hold service providers accountable at local level using citizen scorecards, submitting petitions and holding regular meetings with service providers.

In Ghana, HFFG is very strong in holding service providers accountable by using social accountability mechanisms and participatory learning and monitoring approaches in all interventions. The evidence is then discussed at town hall meetings, periodic discussions with stakeholders and community level reviews.

In India, Gram Utthan collected budget-related information from district and Gram Panchayat level but could only collect limited information on how these budgets were spent. With the budget exercise, they were able to develop a strong understanding of the process of tracking funds in relevant departments and of issues such as information gaps in getting details for WASH programmes, delays and so on.

Capacity strengthening of CSOs to use evidence and knowledge to demand improved services has led to an increase in demand driven provision of services and improved accountability of the service providers. Evidence gathered by Gram Utthan allowed Rural Water Supply and Sanitation to monitor the water quality in Odisha of the water points where previous water quality tests done by Watershed partners. In the case of Nidan, support to local CSOs led to the instalment of handpumps in areas where unsafe sources had been detected in surveys in 2018. The government departments have become more responsive and, given their constraints in terms of limited available resources and multiple demands, have engaged in discussions with the Panchayati Raj Institutions (PRIs) and CSOs to find common pathways to address issues.

In Kenya, most of the organisations involved in Watershed are holding service providers accountable. CESPAD's understanding of underserved communities in terms of water and sanitation provision is good and mechanisms have been put in place through the Kajiado County WASH/IWRM dialogue forum to influence the county government to enhance service provision to the underserved poor. Baseline surveys conducted by CESPAD have given reliable evidence to hold service providers accountable for providing affordable WASH services. CESPAD has significantly influenced government decision making by using data for evidence in

public planning processes. It has facilitated the community representatives to take part in the budget processes; it is doing L&A to the county and is submitting policy briefs to influence National and County decision making.

The ability of KWAHO to elicit action from key duty bearers including the Water Companies (NAWASCO and NYAHUWASCO), Water Resources Authority (WRA) and the County Departments of water and health indicates KWAHO's ability to hold service providers to account. Recent work with NAWASCO has revolved around addressing issues of the underserved and the unserved by engaging with the relevant authorities to improve access and follow-up on accountability issues in the pro poor areas. Engaging with the county departments of Water and Health, KEWASNET and Akvo has resulted in the forming of a WASH/IWRM forum and in digitising WASH/IWRM reporting.

LWF and other CSOs worked with their membership to promote and demand their public participation role in the enactment/formulation of the Laikipia County Water Bill 2019. LWF and other CSOs held Laikipia County water department to account by rejecting a non-inclusive water bill in 2019. An all-inclusive process to review the bill was finally agreed by the Water department.

NIA has used social analysis and community scorecards to identify the issues for accountability at community level (health and education). Task forces have been formed by service users and providers to implement the action plans. There are also complimentary efforts with the Water Integrity Network (WIN) on working with formal Water Service Providers to improve service provision. NIA used the Integrity Management tool box approach that promotes integrity in water service provision. It has used implemented in five counties and reached 25 small community WSPs. However, this is still a work in progress and needs time to show clear accountability improvement.

In Mali, the NGO CAEB does not have a system to hold service providers accountable. The marginalised have limited access to water services. A diagnostic study has been done on the management of large waste collectors in Bamako.

JESE in Uganda is encouraging approaches that promote transparency and accountability including open procurement processes and facilitating accountability forums that hold service providers accountable. HEWASA is holding public dialogues to address WASH/IWRM accountability issues at sub-county level.



WASH/IWRM actors working in Kajiado South Sub-county convened at Water Resources Authority (WRA) in Oloitokitok Kenya to deliberate water issues in the county, 26 March 2019. On photo: Abigael Sein, Kajiado South Sub-county Summit Representative by Jacob Baraza. Source: <https://watershed.akvoapp.org/en/project/6019/update/26395/>



WP Uganda convening a policy influencing meeting with Team Leader of the Albert Water Management to discuss the Mpanga River in Mwenzori region. Photo by Sander de Nooij, EyeOpenerWorks. Full story here <https://www.youtube.com/watch?v=Ik2IUQX7Aac&list=PLbK8slkI4E-k7feenUOTqDTfDT2Mik0pl>

National networks

CONIWAS in Ghana has mobilised user communities to engage service providers and local government based on a set of service level targets, specifically on functionality and equity. This has been done using budget tracking and expenditure tracking to gather evidence for advocacy. In addition, community scorecards and community platforms are used to facilitate accountability forums with duty bearers.

KEWASNET, in Kenya, has focused a lot on how responsive the duty bearers are to the expected standards of performance, as well as on the promises made to the public for service delivery. To this end, KEWASNET has primarily deployed the approach of monitoring WASH/ IWRM election related promises and tracking public expenditure. It has also facilitated citizen groups to participate in public planning and monitoring processes to ensure that the Government remains faithful to the standards of openness and inclusion as required by law.

CN-CIEPA in Mali is doing an analysis of the public policies for the sector and budget tracking. These are presented and discussed with the government in mutual accountability platforms.

UWASNET in Uganda says that “While we have all the knowledge and skills, we do not have the power and

mandate to hold service providers to account. We can’t tell them to put more money here or there when they don’t have the money.” There have not been any concerted efforts of CSOs’ voices to facilitate enforcement.

Journalist networks

GWJN in Ghana says that “holding duty-bearers accountable is one of our core activities. [...] Our members write stories which seek answers to issues of access, quality and breakdown of facilities.” The breakdown of facilities in Kofikrom has been reported and the assembly has promised to fix it.

Regional networks

FANSA is one step removed from service providers but many members have direct interaction with them. FANSA is consistently engaging to advocate robust and inclusive accountability mechanisms at the national level, but the results very much depend on the larger political and governance context at the country level. At the district level, members are actively and consistently engaged in holding local level service providers accountable. Progress is good at local level but national and regional level engagement requires further strengthening.

4. Reflections on government partners and space for CSO engagement

In 2019, all Watershed countries focused further on fully implementing L&A strategies which, in most cases, meant close work and engagement with local governments.

In 2019, great emphasis was given to strengthen data for evidence to influence governments and strengthen L&A strategies. Two key elements of success in 2019 seems to have been the strategic use of and partnering media and key experts.

Examples of the effective use of media to push government responses and accountability, and move policies into implementation and regulation are to be found in countries such as Mali, Ghana, Kenya, Bangladesh. We



see this in the increase in the number of times that CSOs have reported being successful in creating space for their demands and their improved position in agenda shifting and setting, influencing debates or simply creating and facilitating the actual space for dialogue to take place.

The Table 6 (in Annex 3) shows that in 2019 CSOs continued to successfully create space for their demands and positions. This happened at least 180 times, a value similar to 2018 (188). Interestingly, in 2019 CSOs tripled the number of advocacy initiatives driven by themselves or members of their constituency (120 advocacy initiatives in 2019 compared with 41 in 2018).

As reported in previous years, the overall engagement points with governments in 2019 also show that engagement, thus dialogue rather than dissent, seems to be a more effective L&A strategy in the sector. This is particularly true in those countries where civic space and participation is backstopped by policies and legislation. Still, much CSO engagement with governments is local in nature and not at national scale. It is challenging to scale-up the advocacy strategies and open wider spaces for CSOs at this level. This will continue to be addressed in 2020.

Some challenges still remain. CSOs and citizens groups still have limited capacity for engaging the private sector effectively. CSO actors are not invited to crucial meetings, for example with the mining sector in Ghana, Mali or India. Moving from influencing the government to influencing technocrats; holding the private sector accountable for WASH and water resources management; and, greater social inclusion need further collaboration and defined innovative action.

Through engagement with CSOs, problems of marginalised communities, such as fishermen, Bede (nomadic people) and transgender communities are addressed with local authorities by the WP in Bangladesh. See full story here <https://www.youtube.com/watch?v=bfxIXTIAzA&list=PLbK8slkI4E-k7feenUOTqDTfDT2MikOpl&index=6>. Photo by Sander de Nooij, EyeOpenerWorks

5. Progress with policy influencing and advocacy initiatives

In 2019, Watershed contributed directly to significant changes in policies, budgets and behaviours of key decision makers. This progress can be seen at the district and national levels.

In Bangladesh, DORP, WaterAid Bangladesh and other key Watershed partners organised a consultation workshop with Sanitation and Water for All on the revision of the 2005 'Pro-Poor Strategy for Water and Sanitation in Bangladesh'. The workshop was an opportunity for CSOs and networks throughout the country to share their opinions and recommendations for the revision. After ongoing advocacy and policy influencing by Watershed and WASH Alliance International partners, the Local Government Division of the Government of Bangladesh formally asked CSOs to participate in the revision process. At the end of the process, the National Forum on Water Supply and Sanitation (the entity responsible for the revision of the Strategy) approved the new Pro-Poor

Strategy. A similar process led to the approval of the new WASH Strategy as well (Source: <https://watershed.akvoapp.org/en/project/6183/update/28537/>).

In Mali, there was reluctance and a lack of interest from the Government to collaborate with civil society and the national network of CSOs. In November, the technical government department in charge of waste water for the whole country signed an MOU with the network of CSOs. This was the result of extensive advocacy approaches that included meetings with government officials. This important step occurred despite the Government's previous lack of interest in collaborating.

In Ghana, throughout the year Watershed partners including CONIWAS and its partners supported media and outreach to key decision makers specifically advocating for WASH and IWRM integration. At the annual MOLE conference in November, sessions on integration provided a space for the



Workshop on use of WASH Service Monitoring data for Advocacy organised by WP Bangladesh on 27 November 2019. Photo by Ranjan Kumar Ghose. Source: <https://watershed.akvoapp.org/en/project/6183/update/28580/>

Watershed partners (Conservation Foundation, CONIWAS, Hope for Future Generations, Ghana Water Journalists Network and IRC) to influence WASH sector actors to use their evidence and experience in WASH and IWRM integration. The preparation for the conference as well as ongoing engagement with key leadership in Ghana resulted in the attendance of the Honourable Cecilia Dapaah, Minister of Sanitation and Water Resources. In her remarks, she stressed the importance of key Watershed issues and specifically WASH and IWRM integration, elevating the importance of this issue.

In addition to policy influence and changing the behaviour of key decision makers, there were several successes in the area of finance.

In Kenya, increased funding to the WRUAs in Kajiado County for water conservation was essential to improve water security and show progress in WASH and IWRM integration. In February 2019, the Nalepo WRUA successfully mobilised resources from the Sub Catchment Management Plan (SCMP) of the WRA, the national government institution responsible for conservation activities. The Nalepo WRUA signed a contract worth Ksh 10 million (approx. EUR 85,000) with the WRA to undertake catchment conservation activities that help reduce run-off, water pollution and groundwater recharge for sustainable WASH services.

CESPED and Wetlands International provided technical assistance and capacity building support to the WRUAs focused on policy and planning review and effective ways to increase their budgets.

In India, water security planning was integrated into the Gram Panchayat Development Plan (GPDP) in four Panchayats in Bihar. In addition, the GPDPs included a greater proportion of water security activities than before with associated budget allocation.

In Bangladesh, after extensive advocacy by Watershed partners, the Government of Bangladesh approved new funding of BDT 8.5 million (about EUR 92,000) for a water supply project that targets the poor and marginalised.

In Mali, at the end of 2019, the National Assembly started the process for budget allocations in 2020. Watershed partners including CN-CIEPA and WaterAid held meetings with parliamentarians for water and sanitation and presented evidence from a WASH budget analysis across the country at all levels. The reaction from the parliamentarians was positive and this created a common understanding of the importance of WASH issues. Without proper budget allocation, Mali will not meet the Sustainable Development Goals for 2030.



In Laikipia County, Kenya, the WP advocates for marginalised (pastoral) communities that are often deprived from water and excluded from decision-making processes. Photo by Sander de Nooij, EyeOpenerWorks. Full story here <https://www.youtube.com/watch?v=Ik2IUQX7Aac&list=PLbK8sIkI4E-k7feenUOTqDTfDFT2Mik0pl>

6. Specific attention to social inclusion: gender and marginalised groups

The adoption by UN Water of 'Leave No One Behind' as the theme for 2019 drew increased attention to this theme on the agenda for Sustainable Development 2030. It also gave the Watershed teams from different countries the opportunity to exchange their learnings on social inclusion with wider audiences within and outside the WASH sector through different channels such as the Stockholm World Water Week.

In Bangladesh, at the local level, the mutual capacity strengthening of local CSOs by Watershed partners, DORP and Gender and Water Alliance Bangladesh on gender and inclusion issues, budget tracking and L&A continued. The objective of meeting the demands of excluded groups and increasing public investment in WASH for marginalised groups through L&A activities was met. In May 2019, nine Union Parishads in Bhola Sadar Upazila, the sub-district where the Watershed programme is implemented, have allocated separate WASH budgets for women, the disabled and marginalised people, groups which include some of the country's poorest people, as a component in their annual budget.

In July 2019, Bapta Union Parishad, responding to the demands of the local CSO, Water Management Citizen Committee (WMCC), installed a tube well for the 'Jugi' population, a marginalised group that was previously not allowed to access a nearby water supply. At national level, Watershed partner WaterAid Bangladesh engaged other WASH sector actors in intensive discussions and negotiations with key government stakeholders and the National Board of Revenue, and carried out sector-wide advocacy, including targeting the election manifesto-focused campaigns from 2018, to ensure that sanitary napkins are made more accessible to women and girls. As a result, on 30 June 2019, the National Board of Revenue of Bangladesh's Finance Ministry signed off the initiative to exempt value-added tax and supplementary duty on the raw materials required for manufacturing sanitary napkins.

In India, where previously women and marginalised groups were not invited to WASH/WRM decision-making platforms, Watershed's mutual capacity strengthening activities has led to their increased participation. They also have started to speak up during the meetings and are even being listened to by the duty bearers.

In Uganda, Watershed partners HEWASA, Simavi, IRC and Radio Jubilee conducted a radio campaign called Wottazela 3.0 in Fort Portal. The campaign was designed to gather citizen feedback in Kabarole District through radio shows and poll questions about the governance and management of water, sanitation and hygiene services as well as about the water resources in communities. The campaign gathered more evidence-based feedback from citizens on the root causes of exclusion from WASH services and water resource management as well as the decision making processes related to them. It also created openings for direct dialogue with duty bearers who participated in the radio talks as guests.

In the Netherlands, in close collaboration with the Inclusive Green Growth (IGG) department of the Ministry of Foreign Affairs, the Watershed team published guidelines on improving 'Social inclusion in the WASH strategy 2016-2030 of the Dutch Ministry of Foreign Affairs' (MFA). IGG shared the guidelines with its partners and Dutch Embassies working on water around the globe to be used at different stages of their programming.

At international level, Watershed partner IRC published a working paper with the World Bank and Water.org (an international NGO working on WASH) entitled 'Mobilising finance for WASH: getting the foundations right'. The working paper is intended to inspire and guide WASH sector funding in leaving no one behind. This is the first paper in the sector that takes a systems approach to mobilising funds for sustainable services with a strong focus on Leaving No One Behind (LNOB).

While all these activities gave the team more insights on what works in terms of removing barriers to access to and use of WASH services and WRM, and to related decision making processes, scaling up the achievements of the programme, for instance in the participation of people with disabilities in decision making processes, was found challenging.

Case Study: CSOs helping the local government make human rights real

In most countries, local governments bear primary responsibility for ensuring that everyone has access to water and sanitation services. If the human right to water and sanitation is to move from recognition to realisation, it needs to become part of the everyday practice of local authorities. Yet the potential for the human right to water and sanitation to translate into practical local efforts towards inclusive, sustainable service delivery has received limited attention to date. Human rights discourse more typically remains focused at national and international levels or on building the capacity of rights holders to claim their rights from government. There is considerable opportunity to consider how human rights can constructively inform local government efforts to expand and improve services.

Informed by design thinking, a consortium of WASH focused organisations, including Simavi, have developed the Making Rights Real (MRR) approach which combines user-centred materials showing how human rights can inform local action and a process of constructive engagement between civil society and local government professionals. It developed a set of 'personas' characterising four personality types for local government officials and defining one of these — named the 'would-be hero' — as the target audience for MRR. The would-be hero is described as someone committed to their professional role, who is motivated to work towards inclusive service delivery but is constrained in some ways, for example, by a lack of institutional or personal authority, knowledge or resources. This persona is identified as the type most likely to benefit from engagement on human rights, in contrast to either the 'super hero' persona who already has the capacity and resources required to act or less motivated or change-resistant personas¹.

In January 2019, as part of its capacity strengthening support on 'Human Rights to Water and Sanitation', Simavi introduced the MRR approach to selected national CSOs in Bangladesh, including DORP. DORP reports that previously they saw human rights as a legal obligation that needs to be safeguarded by government and as separate from basic rights. They understood that all people have the right to live in peace with minimum standard of living like food, clothing, shelter, education, medical support, and security for themselves and their family. The MRR approach enabled them to see how these rights could be operational

on the ground. The MRR has helped identify the barriers and how to overcome them as well as understand the process of invoking rights through engaging people who could influence decisions. DORP trained the local CSOs in Bhola district on the MRR approach and jointly identified four 'would be heroes' among the duty bearers, service providers and service authorities. These were:

1. Chairman, Vedurua Union Parishad, Bhola Sadar Upazila;
2. Upazila Secondary Education Officer, Department of Education, Bhola Sadar Upazila;
3. Executive Engineer, Bangladesh Water Development Board, Bhola District;
4. Town Social Service Officer, Department of Social Service, Bhola Municipality.

The MRR material was shared with these 'would be heroes' to sensitise them on how they could really make a difference for women and the socially excluded. The 'would be heroes' were inspired to do something good for the people who could then enjoy their rights, including those on water, sanitation and hygiene. The local CSOs also used the material to raise awareness among community members to demand their rights to the respective service authorities. The members of the CSOs were also inspired to learn more about human right to water, and this in turn influenced their L&A effort.

Local government officials engaged in the process have reported a shift in their personal sense of responsibility and empowerment regarding inclusive service delivery and the human right to water and sanitation. Vedurua Union Parishad for instance allocated a separate WASH budget for marginalised groups. The Department of Education established separate toilets for girls in schools where before there were none. Upazila Parishad also built tube wells for marginalised people. The Chairman of Vedurua Union Parishad, Md. Tajul Islam told DORP staff that "When I was a teacher I thought what is written in the books only works in an ideal world. Now I am learning a lot in reality and the MRR manual is helping me understand how to translate 'rights' into action. This is very interesting for me". In Bangladesh, where government officials are hesitant to use either the word 'rights' or the country's accountability mechanisms and are reluctant to share information with people or engage people in decision making processes, this change in behaviour is a great achievement.

¹ <https://www.mdpi.com/2073-4441/12/2/378>

7. The outputs

The objectives of collecting and tracking the WP outputs are:

- to monitor how realistic the planning has been;
- to track the level of effort in the thematic focus of the WPs and across the programme; and,
- to get an indication of the scale of the programme's outreach.

Meaningful monitoring of outputs in quantifiable units appears less straightforward than Watershed initially thought it would be. In particular, the WPs do not consistently use the same definitions of indicators and methods of counting. These vary both between years and among the WPs. In addition, quantifying the outputs also has the disadvantage that small and large outputs are valued equally, while both the level of effort and the significance or impact may differ considerably. Table 3 provides a summary of the output data for 2019.

Difference planned and realised

The relatively high numbers of CSO people trained in Bangladesh is directly related to the fact that the implementing partner DORP itself trains community people. In most other cases the partners train community leaders/CSO people. Overall, the outputs match the expected targets except in Ghana and India which reached considerably more CSO people than foreseen. Ghana produced far fewer L&A products than the target, but produced more evidence documents. Together, the number of products was not far off their target.

Level of effort compared to 2017 and 2018 (Annex 3)

Despite the above disclaimers, it can be concluded that the number of reported outputs by Watershed is increasing every year. However, there are significant differences between the WPs. In terms of the number of CSO/CBO

organisations whose capacity has been strengthened, Uganda, Mali, India and International report a decrease in 2019, whereas Ghana and Bangladesh report an increase. The increase in L&A products and in particular of the evidence documents is more consistent across all WPs.

Programme outreach

In general, the comparison of outputs over the years 2017-19 suggests an increase in outreach or scale of the programme in 2019.



Female member of Bede (nomadic people) community that is supported by WP in Bangladesh. See full story here <https://www.youtube.com/watch?v=bfmXIXTIAzA&list=PLbK8slkI4Ek7feenUOTqDTfDT2MikOpl&index=6>. Photo by Sander de Nooij, EyeOpenerWorks

Table 3 Watershed outputs for 2019 against targets

OUTPUT (TARGETS)/DELIVERED 2019		Uganda	Kenya	Mali	Ghana	Bangladesh	India	International	Netherlands
Capacity Development	Total No. of Watershed partner* organisations whose capacity is built	(7)/6	(8)/11	(6)/6	(5)/4	(12)/12	(4)/2	(4)/4	n.a.
	Total No. of CSO/CBO organisations ** whose capacity is built	(4)/4	(83)/95	(20)/20	(n.a.)/93	(186)/230	(2)/13	(12)/11	n.a.
Lobby & Advocacy	No. of CSO/CBO people *** whose capacity is built	(50)/77	(360)/387	(98)/120	(150)/1177	(1466)/1853	(100)/283	(120)/180	n.a.
	Total No. of L&A communication products (news item, articles, RSR update, video, blog, etc..) developed ****	(n.a.)/8	(64)/52	(10)/18	(38)/7	(77)/129	(n.a.)/17	(15)/17	(7)/8
Knowledge & Research	Total No. of Evidence documents (data report, case studies, research papers) produced	(4)/5	(32)/47	(5)/9	(6)/26	(36)/49	(n.a.)/16	(2)/3	(2)/7

* Watershed partner organisations are the Watershed consortium partners and the contracted partners

** CSO/CBOs are the organisations that benefit from Watershed activities but do not have a contract with Watershed. These are often CSOs supported by our Watershed in-country partners.

*** No. of people whose capacity is built, includes all persons that attended training, participated in a workshop or seminar with the result of increased understanding of/skills in the subject.

**** We count our L&A outputs on the basis of the number of publications that we produce that are related to the L&A events (meetings, campaigns, etc.) organised by Watershed. A publication can be a blog, an article, a video, the RSR update (only those that are related to a L&A activity)

8. Reflection on the countries' context

Table 4 provides a summary of the context of the different WPs. In general, WASH and WRM CSOs have the space to bring their issues to the political and technical agendas. In all countries and districts this is done through the dialogue mode where local governments in particular work closely with CSOs and NGOs. The nature of these organisations' work is to more often target technical change rather than political change. Apart from Mali, all Watershed teams work in relatively stable environments.

Table 4 Summary of countries' contexts

Context summary 2019	Security	Civic space	Other	Impact on Watershed
Uganda	Stable	Collaboration between CSOs and Government in the area of natural resources is positive	Ebola crisis and plagues of locusts towards the end of the year	Not directly
Kenya	Stable	Obstructed	Plagues of locusts towards the end of the year	Not directly
Mali	Fragile	Need for citizens' rights advocacy	Resources are diverted from water and natural resources sectors	Restricted movement, opportunities for new alliances
Ghana	Stable	Collaboration between CSOs and government on WASH and WRM is improving	Political priorities are shifting to economic sectors	Not directly
Bangladesh	Stable	Collaboration between CSOs and Government on WASH and WRM is positive		Not directly
India	Stable	Strong top-down policies in WASH limit space for citizen participation		Not directly
Netherlands	Stable	Political awareness on SDG goals increasing		WASH and WRM related civil society organisations engaging beyond sector silos
International	Stable	Climate change is increasing space for CSOs in the area of water and natural resources	'Leaving No One behind' has raised equity awareness	

9. Lessons learnt and best practices

As in previous years, the capacities of the partners has improved over the last year. This clearly emerges from the section on capacity development in this report. There is also some reference to an increase in collaboration and coordination with other non-governmental sectors and actors for effective L&A. This is likely to be related to the **focus and investment done in sharpening the specific country L&A strategies** and their implementation in 2019 that have led to a better understanding of the real changes and alliances needed. This was also the case in relation to the investment made on capacity development and strengthening on what it means to advocate for better understanding of the linkages between WASH and WRM policies, planning and the role of civil society in it.

Data for evidence is still key in influencing but is strengthened by strategic engagements with the media and new ways of reaching a wider public. In 2019, many examples in Watershed show that strategic engagement with the media underpinned by knowledge and evidence on the issue help bring about change. There

are many examples across the countries. In Uganda, Kenya, Ghana and Mali, radio programmes have opened doors to politicians and promoted dialogue. Investment in strategic media and citizen engagement underpinned by relevant concrete data are key for policy influencing or pushing for its implementation. In Bangladesh and India, focusing lobby strategies on solutions rather than on highlighting problems, seems to work better. Finally, expanding media outreach contributed to spread awareness of the issues to the wider public who in turn further pressure duty bearers.

Collaborating with others beyond Watershed for a stronger voice. New types of collaboration have taken place in 2019. In the Netherlands these involved utilities and water boards and in Uganda, non-WASH local CSOs. In both cases, WASH issues are now on their L&A agendas. This is not only positive but is a precondition for policy change. Many actors appreciate collaboration to get further buy-in for policy implementation and have issues discussed at relevant fora.



Women gathering for a capacity-building and planning workshop as organised by WP Bangladesh. Photo by Sander de Nooij, EyeOpenerWorks

Governments will address sustainable and inclusive WASH better if civil society holds them accountable.

Local governments adjusting budgets to be sustainable and socially inclusive in response to budget tracking activities led by CSOs is a good example. This is also true for advocacy efforts that lead to the inclusion of women and representatives of marginalised groups in decision making processes. However, these are steps in a process towards social inclusion for a more inclusive WASH and greater government response is needed for implementation at national level.

Capacity development, new knowledge and skills lead to awareness and change in CSO behaviour; but this is often a 'one-off'. We have noticed that in many cases, CSOs, government officials and communities indeed implemented what they learned or have been capacitated

to do. This has been accompanied by 'hand-holding' by Watershed and the provision of resources. Governments seldom act in light of new knowledge or new capacities alone. They must be 'convinced' to take responsibility and act.

Stakeholders who co-own the process of generating evidence to address issues are more easily convinced and engaged. In Kenya for example, CSO partners involved county governments in baseline surveys and negotiated to collect data on people's needs through public consultations (on water points, water resource mapping, water quality monitoring). The county government collected the data themselves and then used it for planning, resource allocation, monitoring and reporting. This was also the case in Bangladesh where in one case, the local government was involved in generating evidence from the start. It is easier to hold government accountable for budget allocation, but challenges emerge when government is asked for more transparent expenditures.

Cross-Learning and dialogues between WPs valuable. Cross-team learning is highly appreciated and the joint mapping of what worked and what did not work at annual partner meetings continue to be useful, inspiring and enlightening for many. Still, more attention could be given to improve the discussions and learning on governance issues as well as on improving the capacity of the teams in articulating their outcomes briefly and clearly and documenting them.

Making our work sustainable by scaling up remains challenging. Teams across the programmes still find it challenging how to continuously hold their governments accountable in areas such as expenditure tracking and social inclusion. It is equally challenging to hold difficult discussions with the local private sector (mining industry). To some extent, there has been a failure to arrange and build effective strategies to get private sector actors on board. The work at local level is very successful but upscaling successes to national level is a challenge for many CSOs. This is made more complex by the multiple governance levels for WASH and IWRM.



Woman fetching water at Mpanga River in Mwenzori region, Uganda. The WP advocates for sustainable water resource management and restoration of the river. Photo by Sander de Nooij, EyeOpenerWorks. Full story here <https://www.youtube.com/watch?v=Ik2IUQX7Aac&list=PLbK8slk14E-k7feenUOTqDTfDT2MikOpl>

Annex 1: Progress with the Learning Trajectories

The five Watershed Learning Trajectories are derived from the Programme Theory of Change (Figure 4). The diagram below shows how the five are interconnected. This chapter describes progress in the five Learning Trajectories and focuses on what has been done.



Figure 4 Watershed learning trajectories

Data for Evidence

From 2018 to 2019 to 2020
From understanding issues of WASH and IWRM and bringing evidence on the main challenges to the table ...	<p>... to monitoring progress in government targets and propose solutions for WASH and IWRM ...</p> <p>... to bringing other allies and stakeholders to discussion platforms ...</p>	<p>... to getting more disaggregated evidence (for those identified that have poor or no services).</p> <p>... to holding government and service providers accountable for improvements in services.</p> <p>... to bringing local solutions to national platforms.</p>

In 2019, the focus of the 'Data for Evidence' learning trajectory was to support the country WPs to generate, record and translate their data into credible evidence for advocacy issues. As capacities differed across WPs, a country specific approach was adopted to achieve this. Workshops on 'Evidence for Advocacy' were conducted in Uganda, Kenya, India and Bangladesh where country staff and partner organisations worked together with their own data sets to generate credible evidence and messages for their advocacy agendas.

Most of the data collection within projects was done in conjunction with the local government departments and

about issues that were jointly identified as being important and relevant to improve the level of WASH/WRM services in their region. In West Africa, the Watershed team in Mali collected data about water quality with the Offices in the Niger area, and in Ghana, Tarkwa Municipality updated its information about its WASH status with the Watershed colleagues. The importance of regularly updating water quality information was successfully established in East Africa and the Watershed team in both Kenya and Uganda worked with county governments to conduct waterpoint mapping surveys. The Watershed interventions in India witnessed a continuation of the data gathering processes by government departments and the use of the

information to ensure need-based planning and execution of government schemes.

In addition, the Akvo team developed a pilot initiative for a comprehensive 'data library' that will support data sharing on the Watershed website (Watershed.nl) as an online accessible repository for all types of data and information generated in the Programme. The data library will enable Watershed partners to: easily upload data sets generated or collected through the Programme; and search and share in-situ data sets including linked data sources/documents such as survey designs, visuals, meta-data etc., that will link raw data to the relevant context. The platform will allow quick and easy access to country programmes.

Through WP Uganda, citizens are advocating for sustainable water resource management and restoration of River Mpanga in Kabarole, Uganda. See full story here <https://www.youtube.com/watch?v=Ik2IUQX7Aac&list=PLbK8slkI4E-k7feenUOTqDTfDT2MikOpl>

Photo by Sander de Nooij, EyeOpenerWorks



From 2018 to 2019	... to 2020
From understanding and changing existing policies and regulations on WASH and IWRM ...	<p>... to actively participating in platforms to influence policy and regulations ...</p> <p>... to increasing responsiveness on WASH/IWRM for marginalised populations ...</p>	<p>... government and non government partners implementing concrete solutions to the identified problems.</p> <p>... bringing local successes to the national platforms.</p> <p>... involving and informing different types of stakeholders beyond the WASH sector.</p>

WASH and IWRM linkages

In 2019 we were able to define the scope of our WASH/IWRM work to a level that allows us to all collaborate in a concerted manner on this issue. Workshops took place in all the countries and we have been able to pin down what we mean when we talk about WASH/IWRM linkages (Figure 5).

These linkages manifest themselves at the point where we abstract the water for the WASH system (whether groundwater or surface water), and the point where we dispose of the water used in the WASH system (grey and black water). At these two points there is a link between WASH and the ambient water resource parameters (quality and quantity).

Two important questions are to be taken into account for strengthening the capacities of CSOs around this area.

- Where is WASH under threat due to problematic water resource management?
- Where and how is problematic WASH (sanitation) a threat to other water resources and ecosystems?

From this point onwards, and through webinars and additional meetings/communications, all partner countries and the CSO partners at all levels can adopt this conceptual clarification to facilitate their L&A work. A field level manual has also been prepared in English and French.

Example of Linkages

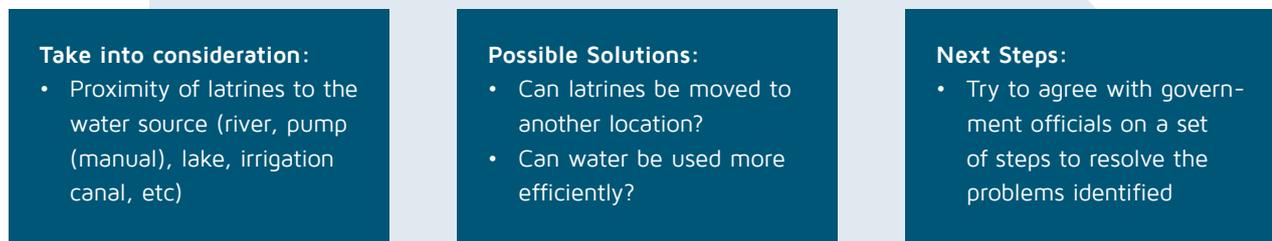


Figure 5 Example of linkages WASH and IWRM

Social Inclusion

From 2018 to 2019	... to 2020
From strengthening the voice of CSOs in key platforms to making the voice of CSOs more representative of marginalised groups and gender inclusive to enhancing agenda setting and joint decision making with marginalised groups and women based on evidence to remove barriers to inclusion. ... to trying out replication in other districts (and measuring the level of effort needed).

The Watershed learning trajectory focused on facilitating the sharing of the lessons learnt in different WPs in different platforms, in particular Stockholm World Water Week.

More attention was also paid to understanding the barriers women and marginalised people face in access to and use of sustainable WASH services and participation in decision making processes. The workshop held in Kenya, for instance, elaborated on how people with disabilities often pay more for water because of stigma and discrimination. When marginalised groups participate in decision making

processes, they can voice these type of challenges and demand necessary changes.

The challenge is that the participation of people with disabilities and marginalised groups has still not become the norm. This would require stronger collaboration with organisations representing women and marginalised groups.

The plan for 2020 is to finalise the training module on the mutual capacity strengthening of CSOs on LNOB in WASH and scale up the best practices from the WPs on social inclusion.

WASH finance and budget tracking

From 2018 to 2019	... to 2020
From understanding key decision moments in planning and budgeting to influencing budget allocation to pointing out the gaps in funding flows to holding government and service providers accountable for expenditure. ... to bringing local successes with budget influencing to national platforms.

WASH finance and budget tracking became a key topic for influence in all Watershed countries. The research documents for Kenya, India and Ghana on budget tracking are now published (watershed.nl). At international level, the background paper for the SWA Finance Ministers meeting – which was going to take place in April 2020 but has now been postponed – covers all the relevant Watershed key messages including an example on the role of civil society in support of fair budget allocations.

The challenges in this area concern the difficulties faced by the teams (except for Bangladesh) to move from budget tracking and influencing to budget execution. The teams need to make their advocacy strategies on how changes are made either at national or local level more specific, and they need to define the other partnerships they need to achieve their goals.

The other challenge is that no influencing is being done by the national or the regional level umbrella CSOs. It is not a priority area for them.

In 2020, the plan is to develop guidelines for countries to move from budget tracking to budget influencing.

Evidence-based policy influencing

Quarterly technical support calls provided a space for the learning trajectory to discuss issues and ways to address advocacy challenges at all levels. Ongoing technical assistance and the availability of advocacy experts to discuss challenges are important aspects of the learning trajectory. Going forward, it would be useful to have more peer to peer exchange but coordinating schedules, time zones and technology can make it difficult.

An online training module on advocacy is planned for 2020 so that more CSOs can benefit from the process of developing evidence-based advocacy strategies.

Annex 2: Planned and achieved outputs 2019 compared to 2017 and 2018

Meaningful monitoring of outputs in quantifiable units appears less straightforward as Watershed initially thought it to be. In particular, it is challenging to have the WPs use consistent definitions of indicators and methods of counting. These vary both between the years and among the WPs. In addition, quantifying the outputs also has the disadvantage that both small and large outputs are valued equally, while both the level of effort and the significance or impact may differ considerably. Table 5 summarises the output data for 2017-19.

Despite the above disclaimers, it can be concluded that the number of reported outputs by Watershed is increasing every year. However, there are significant differences between the WPs. In terms of the number of CSO/CBO organisations whose capacity has been strengthened,

Uganda, Mali, India and International report a decrease in 2019, whereas Ghana and Bangladesh report an increase. The increase in L&A products and, in particular, of the evidence documents is more consistent across all WPs.

In general the suggestion from the comparison of outputs over the years 2017-19, suggests an increase in outreach or scale of the programme.



WP Bangladesh: Representatives of Water Management Citizens Committee (WMCC) handing over petition to the Upazila Chairman, Bhola as part of policy influencing process.

Table 5 Outputs Watershed per year and work package

OUTPUTS DELIVERED 2017-18-19		Year	Uganda	Kenya	Mali	Ghana	Bangladesh	India	International	Netherlands	Total	Variation+
Capacity Development	Total No. of Watershed partner* organisations whose capacity is built	2017	6	7	4	2	1	0	0	n.a	20	-
		2018	6	8	6	4	3	3	3	n.a	33	65%
		2019	6	11	6	4	12	2	4	n.a	45	125%
	Total No. of CSO/CBO organisations** whose capacity is built	2017	56	44	26	98	4	11	n.a.	n.a.	239	-
		2018	35	79	43	32	6	3	40	n.a	238	0%
		2019	4	95	20	93	230	13	11	n.a	466	95%
	No. of CSO/CBO people*** whose capacity is built	2017	52	558	158	202	185	53	n.a.	n.a.	1208	-
		2018	150	438	176	98	530	91	n.a.	n.a.	1483	23%
		2019	77	387	120	1177	1853	283	180	n.a	4077	238%
Lobby & Advocacy	Total No. of L&A communication products (news item, articles, RSR update, video, blog, etc..) developed ****	2017	26	2	7	5	12	5	4	2	63	-
		2018	19	41	17	19	73	12	7	21	209	232%
		2019	8	52	18	7	129	17	17	8	256	306%
Knowledge & Research	Total No. of Evidence documents (data report, case studies, research papers) produced	2017	5	2	1	7	4	7	2	1	29	-
		2018	9	22	6	2	7	12	2	2	64	121%
		2019	5	47	9	26	49	16	3	7	162	459%

* Watershed partner organisations are the Watershed consortium partners and the contracted partners

** CSO/CBOs are the organisations that benefit from Watershed activities but do not have a contract with Watershed. These are often CSOs supported by our Watershed in-country partners.

*** No. of people whose capacity is built, includes all persons that attended training, participated in a workshop or seminar with the result of increased understanding of/skills in the subject.

**** We count our L&A outputs on the basis of the number of publications that we produce that are related to the L&A events (meetings, campaigns, etc.) organised by Watershed. A publication can be a blog, an article, a video, the RSR update (only those that are related to a L&A activity)

+ % variation compared to 2017

Annex 3: MFA Dialogue & Dissent quantitative outcome indicators

This Annex reports, in aggregated scores and in a reflective narrative, on the six Dialogue and Dissent harmonised outcome indicators. Table 6 shows the Watershed scores on the six indicators of the Dialogue and Dissent Programme for the period January-December 2019.

Table 6 Dialogue and dissent Watershed indicators

MFA Dialogue and Dissent indicator		Total 2019	Uganda	Kenya	Bang-ladesh	Ghana	Mali	India	Inter-national	NL
DD1	# of laws, policies and norms, implemented for sustainable and inclusive development	29	11	2	3	5	3	2	2	1
DD2	# of laws, policies and norms/attitudes, blocked, adopted, improved for sustainable and inclusive development	30	8	8	4	2	3	4	0	1
DD3	# of times that CSOs succeeded in creating space for CSO demands and positions through agenda setting, influencing the debate and/or creating space to engage.	180	83	7	68	7	3	8	4	0
DD4	# of advocacy initiatives carried out by CSOs, for, by or with their membership/constituency	120	51	11	20	25	6	7	0	0
DD5	# of CSOs with increased L&A capacities	14	3	4	1	3	1	2	0	0
DD6	# of CSOs included in SPs programmes	Impl: 21 Other: 100	Impl: 3 Other: 21	Impl: 5 Other: 28	Impl: 3 Other: 9	Impl: 5 Other: 5	Impl: 3 Other: 17	Impl: 2 Other: 17	Partner CSO networks: 2	Partner CSO networks: 1

DD1 - # of laws, policies and norms, implemented for sustainable and inclusive development

Results to date (2016-2019): 41

As Watershed closed its fourth year of implementation, it has seen an impressive number of results. All of the work packages saw at least one concrete change in the practices of their governments in the form of laws, policies and/or norms being implemented towards achieving sustainable WASH for all. A total of 29 instances were observed in 2019, up from 11 in 2018 and 1 in 2017, resulting in 41 in total since the programme began in 2016. This is an excellent achievement with Uganda observing the most changes in the year 2019 with 11 up from three in 2018. One example is the further support of the restoration of the River Mpanga with the implementation of a district byelaw on stopping stone quarrying as an economic activity, supporting the district byelaw implemented in 2018 which prohibited any sand or stone mining from the river.

In the previous reporting period, Mali did not have any results for this indicator and it was highlighted as a priority for the work package in 2019. Since, Mali has observed three changes taking place. In order to meet the SDG targets, the government along with financial support from the World Bank was able to revise the National Water Policy and the National Sanitation Policy which was validated by three Watershed implementation partners and is now inclusive of IWRM principles, rights of access, governance and accountability. The implementation of this policy in a major achievement for Watershed as it creates a space allowing CSOs the legitimacy to hold the government accountable in ensuring that these principles are met.

DD2 - # of laws, policies and norms/attitudes, blocked, adopted, improved for sustainable and inclusive development

Results to date (2016-2019): 49

Similar to DD1, Watershed has seen a rise in countries adopting public policies or norms which will contribute to sustainable WASH. All but the International work package have observed such adoptions in the year 2019. In 2018, neither Mali nor Ghana observed any examples for this indicator and as such this was labelled a priority and both achieved results, Ghana with two and Mali, three.

In Ghana, citizen involvement in WASH dialogue regarding inclusive and sustainable water delivery has been improved through increased citizen participation in dialogues with

government. The CSO front has been active in 2019, whereby CSO voices were amplified in their calls for institutional reforms in the rural and sanitation subsector. This in turn increased financing and releases for water quality monitoring in their dialogue with the Ministry and Parliamentary sub-committees and the NGO 30th annual MOLE Conference included WASH and IWRM as one of the sub-themes. In 2019, the government has committed to enhance its capacity to provide the basic goods and services including water and sanitation for its citizens. In response to this, Government is developing a national model to drive the agenda.

DD3 - # of times that CSOs succeed in creating space for CSO demands and positions through agenda setting, influencing the debate and/or creating space to engage

Results to date (2016-2019): 422

DD3 has seen the most change of all the D&D indicators in 2019, with the majority of instances of CSOs succeeding in creating space for demands and positions in Uganda (83) and Bangladesh (68). In Uganda, some of the occasions where CSOs succeeded in creating this space were: The Public Dialogue on River Mpanga, Sub County Dialogue Platforms, Catchment Management Committee Meetings, District Level Platform, Round Table meetings with stakeholders, Uganda Environmental Week Conference and The World Water Week in Stockholm.

The Bangladesh work package was able to create space and form Integrated Water Resource Management Committees at 13 Unions and Upazila Parishads where representatives from CSOs have become participatory members. In addition, the Water Security Plan (WSP) for the first time introduced in Veduria union of Bhola. This has been prepared and shared with Union Parishad and Upazila Parishad to implement in one Union followed by replication in other Unions. Wetlands International supported the preparation of the WSP and DORP had fed in the information from data collected through focus group discussions, key informant interviews and surveys. Other examples from the Bangladesh WP include an awareness workshop to recognize the importance of the water service providers, as well as the Open Budget Dialogue (OBD) held at Veduria Union Parishad. Almost 200 people including women, the disabled, labourers and fishermen were present at the OBD. Finally, pre-budget dialogues were held in nine of the Bhola Sadar Upazillas. At national level CSOs are able to provide comments in the revision process of 'Pro-poor Strategy for Water Supply and Sanitation Sector in Bangladesh.

DD4 - # of advocacy initiatives carried out by CSOs, for, by or with their membership/constituency

Results to date (2016-2019): 184

During 2019, a total of 120 documented advocacy initiatives were completed by CSOs under the Watershed programme, once again with Uganda taking a lead in the number of instances reported (51). This indicator was deemed as not relevant for the Netherlands work package and was not a priority for the International work package in 2019 and as such no instances were documented.

In Kenya, 11 advocacy initiatives were documented and were in line with the learning trajectories of the Watershed ToC. Using data for evidence as an advocacy tool has proven fruitful. A survey on pro poor water access tariffs in Nanyuki urban low-income settlements/slums was conducted and evidenced that many households would face exclusion of water access due to too high cost of tariffs if they were to be increased. This evidence was utilised during a public consultation forum on the review of the Nanyuki Water and Sewerage Water Tariffs on the 2nd July 2019. This initiative resulted in the water tariffs not being increased.

Two major advocacy initiatives were carried out by CSOs at the National and State level in India. The first was towards the integration of sustainable WASH within wetland management planning at national level. Recommendations on the need of a Life Cycle Cost Approach to sustainable services was shared and submitted as recommendations for the 15th Finance Commission pre-budget meeting of Ministry of Finance and the Jal Jeevan Mission (a new piped water supply programme of the central government) by IRC and Watershed partners. The second was the sharing of learnings from the Watershed pilot sites to promote sustainable WASH approach to the Public Health Engineering Department, Panchayati Raj Department, State Wetland Authority and Rural Water Supply and Sanitation.

Furthermore, at the block level in India, Panchayat members and CSOs successfully negotiated and influenced block-level budget allocation for greater access and improved execution of government WASH schemes through dialogue and meetings with service providers. Improved knowledge on the WRM-WASH issues gathered from participatory water security exercises supported by Wetlands International and partners and the pressing need for water conservation has motivated them to leverage funds from Minor Irrigation Departments, the Mahatma Gandhi National Rural Employment Guarantee Act and Corporate Social Responsibility funds from Indian Rare Earths Limited to go towards pond renovation.

DD5: # of CSOs with increased L&A capacities

This indicator enables the CSO implementing partners to critically reflect on whether they have increased their L&A capacities in 2019. In previous years, this indicator has been monitored strictly whereby only Watershed partner CSOs who increased one step on one or more of the QIS ladders have been counted.

At the end of 2019, the decision was made to drop reporting of the QIS ladders for three primary reasons: Firstly, other tools such as Outcome Harvesting were deemed better suited to collect more sensitive data on more outcomes. Secondly, the PMEL team aimed to reduce the workload and overlap of work of WPs to produce more meaningful quality information of WP results, such as harvested outcomes. And finally, the manner in which the QIS ladders are formulated provide an inaccurate simplification of the reality and suggest an upward linear movement following a fixed sequence of steps. However, it has become evident that outcomes do not always follow said logic. Outcomes may be harvested at a higher 'step' before the lower 'steps' have been achieved. Subsequently, the method in which this indicator has been assessed for the year 2019 has been adapted. Implementing partners were asked to reflect on whether they have demonstrated an increase in their L&A ability during the reporting period January to December 2019.

While there are 21 implementing partners across the six work packages, Watershed has not included WaterAid Bangladesh (WAB) or Gender Water Alliance (GWA) in this indicator, as they are not considered implementing partners whose capacities are to be strengthened. WAB manages the WP, and GWA provides capacity development on social inclusion. Despite all CSO implementing partners being involved in L&A activities in 2019, and as such are likely to have increased their capacity in in this, just 14 claimed that they had increased their L&A capacity in 2019, this has however increased from 11 in 2018.

DD6: # of CSOs included in SPs programmes

In 2019, there were 21 implementing partners (excluding IRC, Simavi, Wetlands and Akvo) and 100 other CSOs, CBOs and CSO and CBO networks involved in the Watershed Programme.

Annex 4: Consortium and partnership development

Collaboration, coordination, joint planning and cooperation within the partnership; ownership of the Programme by partners; and the synergy of activities, continued to improve in 2019. The trend in 2018 in which partners find and complement each other continued into 2019.

This maturing of the partnership at consortium and WP levels is best demonstrated by the trust the teams gained among stakeholders and countries outside the Watershed Programme.

Some examples of partnerships that developed in 2019 in terms of scale and quality are summarised below.

CSO collaboration

Kenya - Joint case study with Health Systems Advocacy and Watershed

Two strategic partnerships, Watershed and HSA have been working in Kajiado County to enhance change in the space for dialogue and dissent and governance and accountability towards CSOs and citizens in their respective sectors. The main drive for doing a joint case study in 2019 was to learn about commonalities and differences in change strategies and impact on governance and civic space to influence governance. Important lessons were drawn on improving CSO participation in holding local government accountable and the challenges of informing and engaging communities to the sector governance processes.

Uganda – CSOs leading partnership in catchment area

Watershed partners successfully led a public education campaign around conservation of the Mpanga catchment area during a regional version of the Uganda Water Week. They also engaged private sector actors, Members of Parliament and CSO partners outside the Watershed Programme.

India – CSOs integrating WASH and IWRM

CSOs gained better understanding of what required to ensure the sustainability of WASH systems apart from infrastructure building. There has been greater appreciation of water source sustainability considerations and service delivery. CSOs and the local government (panchayats) have learnt to use evidence about equity and finance for influencing planning and management decisions.

New partnerships

Mali – partnering to influence Parliament

Watershed Mali worked closely with WaterAid Mali to prepare a parliamentarian's field visit so that it could lobby for better faecal sludge management in Bamako district. The CN-CIEPA/WASH network, the CSO partner supported by WaterAid, prepared the budget analysis note to influence the 2020 national budget in favour of water and sanitation. The note was shared this at a dialogue meeting with parliamentarians in December 2019.

International – reaching other countries

The governments in Bhutan, Afghanistan, Benin and Mexico have been influenced to improve national accountability and CSO participation in WASH decision making.

India – transparency on public finance for WASH

Watershed and its partners have worked closely with WaterAid and its two partners – Purvanchal Gram Vikas Sansthan (PGVS) in Bihar and Regional Centre for Development Cooperation (RCDC) in Odisha – on understanding and creating evidence for the public finance of WASH.

Kenya – fighting corruption

In 2019, Watershed partners collaborated on corruption issues in the water sector with the Water Integrity Network (WIN) in Kajiado and selected counties. Watershed and WIN's joint objective is to improve governance in the sector. This work will continue into 2020.

Uganda – catchment stakeholder approach

The catchment stakeholder engagement promoted by Watershed has engaged the Hydro Power Company, which has committed EUR 200,000 to support Watershed partner interventions in the lower Mpanga sub-catchment. The collaboration with GIZ-International Water Stewardship Programme and implemented activities to restore the Rwizi River has led to two more similar partnerships to mobilise CSOs and technical and political leaders in the Greater Kampala Metropolitan Areas to contribute to the Water Security Action and Investment Plan.

Annex 5: Outcome harvesting data, highlights 2019

Work Package	Outcome	Contribution of Watershed to the Outcome
Kenya	In a meeting on 11 June 2019 in Laikipia, the County Executive Committee Member (CEC or 'Minister') for Water declared the County open to public scrutiny and criticism of the department's performance. The Minister further instructed his team to engage and directly make data available as part of their day-to-day work. This demonstrates both accountability on the part of the Government, while allowing increased latitude for the public to engage even outside of the existing formal public participation set-up.	Watershed partners proposed that the County integrate the county department's reporting template into the Akvo RSR and AkvoFlow platforms. This would facilitate public expenditure tracking and provide an additional layer of public accountability.
Kenya	In February 2019, Nalepo WRUA in Kajiado county successfully mobilised Ksh 10 million (approx. EUR 85,000) from the WRA, the national regulator for water resources in Kenya. The two entities signed a contract to work on conservation activities outlined in the water Sub Catchment Management Plan (SCMP) to help reduce surface run-off, water pollution and groundwater recharge.	In 2018, CESPAD and Wetlands International supported Nalepo WRUA in reviewing their WRUA SCMP. They also built the capacity of the WRUA members on resource mobilisation.
Kenya	In April 2019, the County government of Kajiado started to make critical budget documents available to the public on the County website as required by Kenyan law. The County government's transparency allows for meaningful citizen participation, informed lobby and improved public finance management.	Between January and March 2019, during the public finance management baseline study in Kajiado County, CESPAD and IRC held discussions with the County government on transparency and making critical budget information available to the public.
Uganda	On 2 August 2019, Members of Parliament on the Natural Resources Committee agreed to request the Ministry of Finance, Planning and Economic Development for increased funding for sustainable WRM and push for improved governance. This meeting was held in Kampala and attended by CSOs of the Environment and Natural Resources sub sector. The MPs specifically asked UWASNET to supply them with evidence and they later undertook a field visit in November 2019 to see first hand the appalling state of water resources in Rwenzori Region.	Watershed partners organised this meeting to inform the Committee on: i) key issues in WRM; ii) the importance of WASH/IWRM integration; iii) how the Watershed Programme is building the capacity of CSOs to do L&A on WASH/IWRM integration.
Uganda	In May 2019, the Omukama, the well-respected traditional leader of Tooro Kingdom, joined the Save River Mpanga campaign. He took part in clean-up activities and delivered messages on conserving the river and the environment. He also took part in the tour of the pollution hotspots, especially in those where the river buffer zones have been encroached. The river is a major source of drinking water for the whole Kingdom and has long been contaminated with waste. Its banks are also severely degraded. There is now a marked increase in awareness of the importance of the river, as evidenced by: increased tree planting along the banks; vacating of buffer zones; land zoning in the buffer zones; adoption of better agricultural practices; and an end of some economic activities like stone quarrying on the banks.	Over the last three years, Watershed partners working with other CSOs and government actors have intensified appeals to stop the pollution. In 2018, the Watershed Programme mobilised local councils, local CBOs, the national utility (NWSC), religious and cultural leaders and communities on improved WRM. Local leaders organised community engagement meetings on river hotspots. Short blogs and documentaries were produced and shared locally and nationally. Media engagement and training of journalists was done. This led to the 'Suheil Mugabi' series whose documentaries on River Mpanga challenges were aired on national television. In 2019, the Watershed Programme supported the Chairperson of the Mpanga Catchment Management Committee (Hon.) Richard Rwabuhinga, staff of Albert Water Management Zone, and the secretariat of the Mpanga River Catchment organisation, to engage with Tooro Kingdom and offer information on catchment management. The Programme also supported them to participate in various Tooro Kingdom fundraising activities for Mpanga river, including a fundraising dinner in Kampala on 1 September 2019.

Work Package	Outcome	Contribution of Watershed to the Outcome
Uganda	In July 2019, the Ministry of Water and Environment and the National Planning Authority organised consultations in Kampala with the Parliament of Uganda. These consultations resulted in the adoption of CSOs' recommendations outlined in their 'Water and environment non-state actors' Issue Paper on the Third National Development Plan (NDP III) 2021-2025 (July 2019)'. These recommendations were also included in the NDP III.	From January to March 2019, IRC and UWASNET worked on preparing ToR for a consultant to conduct interviews, and holding consultative meetings with different stakeholders. Their objective was to produce the WASH CSOs' 'Issues Paper' as a key input in the Third National Development Plan (NDP III). Watershed partners participated in the development and review of the ToR for the Consultant. During the inception meeting, Watershed partners contributed to the discussions on how to align the Issues Paper with SDG 6, taking into account the interests of vulnerable and marginalised persons.
Mali	On 15 May 2019, the Ministry of Environment, Sanitation and Sustainability (MEADD) issued a ministerial decree that banned dredging along the Niger River for one year. Dredging machines were seized under Prime Ministerial responsibility. The decree will reduce much of the pollution of the rivers and its side effects such as fish die off in Bamako.	In 2017, CN-CIEPA started several lobby campaigns during events such as World Water Day and the National Forum on the protection of Niger water sources. On 30 May 2019, CN-CIEPA and its members met with MEADD to discuss challenges of the WASH sector, such as river water pollution.
Mali	On 24 July 2019, the Vice President of the Energy-Water Commission and the President of the Water-Sanitation network, both representatives in the National Assembly, committed to submit a formal request to the Assembly at the budget session scheduled for October-December 2019. The request was for FCFA 4 billion (EUR 1.5 m) to start fencing off two waste water treatment and sewage sludge treatment plants in Bamako district (Tienfala and Sabalibougou Courani). This will prevent the sites being occupied by others and stop waste water and sewage dumping on fields and in the Niger river.	In 2019, CN-CIEPA collaborated with other organisations such as WaterAid and Helvetas to organise meetings with individual and groups of parliamentarians. They produced budget analysis documents and evidence on the current situation. On 13 June 2019, CN-CIEPA accompanied 30 actors in the WASH sector and 5 media representatives to the treatment plants in Tienfala and Sabalibougou Courani.
Mali	In December 2018, during the budget session on the Finance Act, the National Assembly of Mali voted to double the national water and sanitation budget from 1.23% in 2017 and 2018 to 2.6 % of the national budget in 2019.	Between 15 March and 12 June 2018, and even before that, CN-CIEPA strengthened its network to lobby for budget increase and provided parliamentary commissions with evidence on the current WASH situation.
Ghana	On 1 March 2019 in Accra, the Ministry of Sanitation and Water Resources re-activated the Water and Sanitation Sector Working Group meeting after two years.	CONIWAS advocated for the re-activation of the Technical Working group at a meeting with the Minister for the Sanitation and Water Ministry on 31 August 2018 and at the MOLE XXIX conference on 5 to 9 November 2018 and
Ghana	Between March and April 2019, the Tarkwa Nsuaem Municipal Assembly re-trained and revamped the Water and Sanitation Management Teams in all communities that had non-functional Teams in their municipality.	Hope For Future Generations conducted community level WASH mapping and shared the results with the Assembly stakeholders. It also conducted a community interface meeting in March 2019 with Municipal stakeholders. During the interface meeting, community members stated they were unaware of any maintenance of WASH facilities.
Ghana	After being reported on atinkaonline.com, the Western Regional Minister, head of the Regional Coordinating Council, called the Conservation Foundation (CF) on 25 June 2019, for a meeting to discuss the faecal contamination of the water bodies in the Ankobra Basin as.	In May 2019, Watershed began water quality monitoring along the Ankobra Basin. Between January and March 2019, the national level Watershed radio programmes brought to the fore issues of water quality in the face of illegal mining in the Ankobra basin. In addition, Atinkaonline published an article from Ghana WASH Journalists Network (GWJN) on the faecal contamination of the Ankobra basin.

Work Package	Outcome	Contribution of Watershed to the Outcome
India	In June 2019 the PRI[1] head Mukhiya Mr. Ramchandra Sah responded to demands of the marginalised communities. He issued a written request to the executive engineer of the Public Health and Engineering Department for the provision of two handpumps in wards 4 and 8 of Barbatta village, Samastipur district, Bihar. It is new that the Mukhiya knows who to address for such a request.	Watershed conducted a baseline survey of WASH services (2017) and made dug well inventories (2018) to generate data on excluded communities. This evidence was shared with the PRIs in regular meetings and with the communities.
India	In April 2019, Ms. Keshar Bano, Ward Member of Saidpur Jahid village in Samastipur District, Bihar, requested the list of beneficiaries/recipients of the Rs.12,000 subsidy under the Swachh Bharat ('Clean India') Mission in her ward from the Block Coordinator. She thus exercised her right to public information and transparency and checked for any duplication in subsidy payments.	Watershed conducted an orientation workshop on planning and budgets in July 2018 which provided information about institutions, relevant officials etc. Nidan held regular meetings during 2018-2019 on WASH schemes and budgets with ward members including Ms Keshar Bano.
India	On 14 April 2019, the PRI and Village Water and Sanitation Committee of Kanamana Gram Panchayat, Odisha, initiated the planning and implementation of the renovation of two ponds. They are now aware of the linkages between hydrological regimes and their impact on WASH services, and took the necessary action.	In May 2018, Watershed partners undertook training on water security planning. Subsequently, pre-monsoon and post monsoon surveys of dug wells were carried out throughout the Tampada basin to understand groundwater regimes and water quality. These surveys served as data gathering as well as capacity strengthening exercises for the ward members, PRIs and communities. On 20 December 2018 Wetlands International and ACT organised a Water security planning Workshop in Gopalpur Ganjam with the PRI representatives, Village Water and Sanitation Committee members, the Village Development Committee, Gram Uthan and other NGOs. The survey findings were shared; explanation was given on the importance of conserving freshwater reserves in these areas; and the collected data were analysed in a participatory manner. Participants presented their views for sustainable water security plan for their Gram Panchayat.
Bangladesh	On 13 November 2019, the National Forum for Water Supply and Sanitation (NFWSS) recommended to the Local Government Division (LGD) of the Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC) that it approves the revision of the Pro-Poor Strategy for the Water Supply and Sanitation Sector. The proposed revision would align the Pro-Poor Strategy with the LNOB pledge as stated in the SDGs. It would allow the provision of a 100% subsidy for the poorest and most marginalised (disabled, widow, female headed family) to access public water supply and sanitation services. Consequently, it would support the LNOB agenda.	Watershed partner WaterAid initiated the process by sending a formal letter to the Senior Secretary of the LGD requesting the revision of the Pro-Poor strategy to align with SDG 6. Discussions between LGD, WaterAid and other stakeholders were facilitated by WaterAid. A National Working Committee formed by LGD reviewed and commented on the revision. WaterAid and the Policy Support Branch of LDG initiated consultation on the strategy. The Policy Support Branch uploaded the draft strategy on their website to reach out to other stakeholders including CSOs and WASH networks. During a national level consultation, representatives from local government institutions provided their feedback for finalising the strategy. The comments were addressed at the fifth National Working Committee meeting and the strategy was submitted to the NFWSS.
Bangladesh	In May 2019, nine Union Parishads[2] in Bhola Sadar sub-district allocated a separate WASH budget for women, the disabled and marginalised people, including some of the poorest, for the first time as a component in their annual budget. These dedicated budgets can now be monitored by local CSOs who were trained to use specific budget monitoring tools. It is expected that their example will be followed by all unions in Bhola Sadar and beyond.	On 27 February 2019, DORP coached 37 member CSOs in Bhola Sadar to track the Union Parishad budgets. In April/May 2019, about 60 days before the new fiscal year starting in July, Union Parishads organised open budget dialogues in which the CSOs participated. They represented the voice of marginalised populations and influenced the annual budgets. The CSOs also influenced the Union Parishads as members of the Unions' WASH and IWRM standing committees.

Work Package	Outcome	Contribution of Watershed to the Outcome
Bangladesh	At several meetings between mid-2018 and March 2019, the Union WASH and IWRM committee of Vedurua Union in Bhola Sadar sub-district recommended that the Union Parishad have specific WASH infrastructure put in place. The Union Parishad sent these recommendations to the Department of Public Health Engineering and the Upazila Parishad for further action with the local government support programme fund. In April 2019, the Union Parishad eventually constructed a public toilet, a drainage system and a tube well at the Bankerhut local market in Vedurua Union in Bhola Sadar.	Between 2017 and 2018, DORP coached local member CSOs on: budget allocation; evidence-based L&A; the structure of the Union Parishad; WASH and IWRM services and the right to WASH; gender and inclusion; and identifying and responding to the needs of the community. The CSOs in turn discussed these issues with the WASH and IWRM standing committee at Standing Committee Meetings and open budget discussions at union, sub-district and district levels.
International	Between 2018 and 2019, networks of global (End Water Poverty) and regional (ANEW, Coalition Eau, and FANSA) CSOs and their partners, for the first time developed and implemented a joint advocacy and influencing strategy. The strategy was strongly underpinned by evidence on the effectiveness of the national accountability mechanism for SDG 6 in 26 countries. They jointly targeted global policy influencing platforms such as the 8th World Water Forum (Rio de Janeiro, March 2018), the UN High Level Political Forum (New York, July 2018), the South Asia Conference on Sanitation, the 7th Africa Water Week (Dakar, November 2018), the SWA Sector Ministers meeting (April 2019) and the Stockholm World Water Week (August 2019).	through IRC and Simavi, Watershed played a key coordination role in the design and implementation of the global study on national accountability mechanisms for SDG 6. Watershed also played an enabling role in bringing the different CSO networks and partners together in the design and implementation of the joint advocacy and policy influencing strategy. All parties contributed financial and human resources in the development of supporting material such as policy briefs on national accountability for SDG 6 in three languages, an animation, blogs and web articles, a newspaper, interviews and other communication activities.
International	In December 2019, the Government of Bhutan and key Bhutanese CSOs agreed that the topic of the next two-day Annual B-WASH Cluster Meeting scheduled for March/April 2020 in Bhutan, will be mutual accountability for SDG 6. This meeting will be attended by all relevant government and civil society WASH stakeholders in Bhutan. This shows that these government stakeholders are prioritising water security, financing, national accountability and CSO engagement in WASH decision making. A similar decision was made by the Afghanistan Government.	FANSA went to Bhutan in October 2019 to meet key government officials from the Ministry of Works and Human Settlements, including the Chief Engineer and other key sanitation officials. In addition, it met with civil society stakeholders from Tarayana, Mawongpa, RSPN and BTO to lay the foundation for an improved SDG 6 mutual accountability platform. IRC (on behalf of Watershed) supported FANSA and the preparation for the meetings and will support the process documentation efforts.
International	In November 2019, the SWA High Level Political Dialogue Group decided that a briefing note and a handbook on sector finance would be developed and used in the preparatory process for the Sanitation and Water for All (SWA) High Level Finance Ministers meeting to take place during the World Bank spring meetings (Washington, April 2020). The handbook will be based on the 'Mobilising finance for WASH: getting the foundation right' paper. What makes this remarkable is that after several years of adopting messages, SWA is moving into action.	IRC was co-author of the 'Mobilising finance for WASH: getting the foundation right' paper and is involved in writing the handbook. IRC country offices are instrumental in promoting and using the handbook among the sector stakeholders in the country preparatory processes to the High-Level Finance Ministers Meeting in April 2020.

Work Package	Outcome	Contribution of Watershed to the Outcome
Netherlands	On 11 July 2019, the Inclusive Green Growth (IGG) Department of the Dutch Ministry of Foreign Affairs (MFA) agreed to integrate the Social Inclusion Guideline in all Dutch centralised and decentralised funded WASH Programmes.	In August 2018, Simavi published a report of a mapping study on social inclusion in WASH programmes and at the beginning of 2019, IRC published a report of a mapping study on social inclusion in IWRM programmes. They had already both shared their knowledge on social inclusion at a workshop organised by MFA for new WASH programmes (Waterworx, Blue Deal) on 20 February 2019. The new Guideline on Social Inclusion is a follow-up.
Netherlands	By 10 May 2019, during the StandUp4Water campaign, 16 Dutch candidates for the European Parliament had signed an SDG 6 Pledge (StandUp4water). They promised to be SDG 6 Ambassadors and to support Simavi and other European WASH NGOs if elected to the European Parliament. On 23 May 2019, four of the Dutch Members of the European Parliament who signed the Pledge were elected.	On 30 April 2019, Simavi and other partners invited the candidate Members of the European Parliament for a breakfast meeting at the Simavi office in Amsterdam to present the StandUp4Water campaign. Five candidates participated and signed the Pledge. The others were reached through direct lobby. The StandUp4water campaign was organised by WaterAid (Brussels) and the European Pact for Water of which Simavi is one of the partners.
Netherlands	On 11 July 2019, during a quarterly 'kitchen table meeting' at the MFA with IRC and Simavi, the IGG department of MFA stated its commitment to publishing a report outlining how it aims to achieve the Dutch sanitation goals in 2030[3], as requested by the Dutch Parliamentary Resolution (Chris Stoffer, December 2018), in October/November 2019. By the end of 2019, a draft report was informally shared.	In 2018, Simavi and IRC prepared a resolution calling upon Minister Kaag to publish a credible and ambitious plan that includes budget indications for the period 2020 to 2030, to achieve the sanitation goals. Chris Stoffer, MP, presented the resolution to the Dutch Parliament on 4 December 2018, where it was adopted with large majority.

[1] PRI = Panchayat Ray Institute, lowest level elected governance body in India.

[2] Union Parishad is the lowest level elected governance body in Bangladesh. The nine Union Parishads in Bholā Sadar sub-district are Veduria, Dhania, Purbo Ilisha, Pashchim Ilisha, Alinagar, Kachia, Uttar Dighaldi, Velumia and Char Samaiya.

[3] These goals are to provide 30 million people with sustainable access to safe water, 50 million people with sustainable access to improved sanitation ('50/30 commitment') and to ensure sustainability of these services for a period of at least 15 years.

Annex 6: Work Package narrative reports 2019

The Work Package annual reports 2019 are not attached to this document and only available in the dropbox folder which is accessible via <https://www.dropbox.com/sh/8t1hdla97u584dy/AABr3kcmePdXzSn3JLyXRvj-a?dl=0>

