

# WAVEplus «GOOD PRACTICES» CONFERENCE

**Dar Es Salaam, 22 - 24 October 2013**

**Strengthening Water Sector Institutions through Human Capacity Building for Better Service Delivery**

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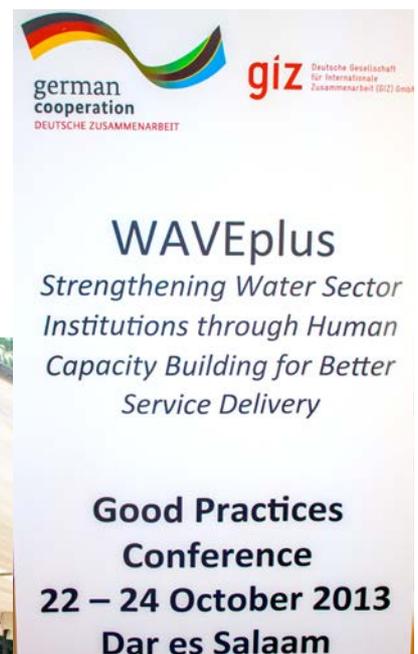
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# Appreciation

The GIZ WAVEplus programme management and the team of facilitators from Margraf Publishers express their sincere appreciations to:

**The WAVEplus members Chola Mbilima, Martha Kabuzya, Moses Mwesigwe, Peter Njaggah** for taking over the task to collect the details of the national Good Practices and to coordinate the summarization. Without them, the Good Practices Conference would not have been possible.





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# Executive Summary

The GIZ multi-country program WAVEplus supports water sector institutions in Kenya, Tanzania, Uganda, Zambia and Southern Sudan with human capacity building. An increased effectiveness and efficiency of these institutions, mainly water service providers, is expected to contribute to better service provision in the water sector with larger numbers of population groups getting access to potable water and sanitation services.

The «**Good Practices Conference**» held in **Dar es Salaam, Tanzania from Oct 22nd - 24th, 2013**, summarized and exhibited selected concrete outcomes of this increased effectiveness and efficiency. As the WAVEplus programme focussed on NRW (Non-revenue water), OD (Organization Development), CCO (Customers and Clients Orientation), and Benchmarking, mainly Good Practices from these topics were selected for the conference.

75 participants from water service providers, ministries and regulators of four countries were invited to the exhibition to discuss the various approaches. The aim of the conference was to offer an enhanced regional exchange and to give participants the opportunity to learn from each other's experiences and to broaden their regional network.

A side program gave an overview of the human capacity building measures in the past and introduced to new developments in the water sector.

The results of the «Good Practices Conference» will be subject of a **printed documentation** and the **website [www.wave-water.net](http://www.wave-water.net)** which both will promote every case in greater detail.



# Description

## Preparation of the Conference

The general idea was to show the results and the outcomes of the WAVEplus training and cooperation activities in the four main partner countries Kenya, Uganda, Tanzania and Zambia. (South Sudan, which is actually also a partner country joined the WAVEplus program only a year ago which led to the decision not to collect any results from there).

Margraf Publishers together with the GIZ program administration decided to establish a participatory approach to compile a selection out the various «Good Practices» coming out from the numerous WAVEplus activities. To display the selected cases, an easy-to-use and attractive format was chosen to present the «Good Practices» in eight pre-formatted slides which – after printing them out – were put together as A1 format posters. These 23 posters were presented at the «Marketplace» during the «Good Practices» conference described here.

The first step was to identify, prepare and to select the Good Practices. The following steps were performed:

When	Activity
5 months before the conference	Identification of 4 coordinators in the countries: Eng. Peter Njaggah, Kenya; Martha Kabuzya, Tanzania; Moses Mwesigwe, Uganda and Chola Mbilima, Zambia
4 months before	Definition of a certain set of criteria to evaluate the proposals coming in from the institutions and utilities in the four partner countries: a) <i>Objectives</i> b) <i>Background</i> c) <i>WAVE-impact which helped to establish the GP</i> d) <i>Further partners and financing</i> e) <i>Lessons learnt</i>
3 months before	Establishment of a web-based collaboration platform to collect the proposals from the country agents and to evaluate them according to a certain set of criteria developed beforehand
2 months before	Selection of the final choice of «Good Practices» to be displayed at the conference; Provision of a further web-based editing facility which enabled the collection of details, images and graphs and which was used to finally prepare the Good Practices in a collaborative process
2 weeks before	Final revision round
3 days before	Printing of all GP templates

## Screenshots of Preparation Steps

The screenshot shows the PODIO interface with a list of 'WAVE-Country' entries on the left and a detailed view of an entry for Uganda on the right. The list includes columns for 'WAVE-Country', 'Responsible WAVE "agent"', 'Name of Utility', and 'Person(s) in charge at the utility'. The detailed view shows the 'Responsible WAVE "agent"' as Moses Mwesigwa, the 'Name of Utility' as Trandit Limited, and the 'Person(s) in charge at the utility' as Phionah Kukundakwe. It also includes contact details and a 'Business-category' of 'Organisation Development'.

a. Collect and comment

The screenshot shows the PODIO interface with a list of 'All Describe Good Practices' on the left and a detailed view of a practice on the right. The list includes columns for 'Title of Good Practice', 'Start/Dura...', 'WAVE-Co...', 'WAVE Agent', and 'Invitation'. The detailed view shows the practice title 'Management Training for Kn...', the 'WAVE-Co...' as Uganda, and the 'WAVE Agent' as Moses Mwesigwa. It also includes a 'Tasks' section with a 'CREATE ONE' button.

b. Describe and Decide

The screenshot shows the PODIO interface with a list of 'WAVEplus-Good Practices' on the left and a detailed view of a practice on the right. The list includes columns for 'Title of Good Practice', 'Start/Dura...', 'WAVE-Co...', 'WAVE Agent', and 'Invitation'. The detailed view shows the practice title 'Restructuring and Reorganiz...', the 'WAVE-Co...' as Kenya, and the 'WAVE Agent' as Ker. It also includes a 'Files' section with 'Prepaid Metering.pptx' and 'Prepaid Poster.pdf' attached, and a 'Tasks' section with a task 'Less-text-needed-on-Slide-2-Photos-Needed-for-Slides-3-4-4-More-text-needed-on-Slides-4-5'.

c. Edit and finalize

## Preparation Day (Oct 21, 2013)

After arrival at the «Giraffe Ocean View Hotel» in Dar es Salaam, facilitators used this day to prepare the «Exhibition Hall». In order to display the 23 Good Practices, the previously printed materials for each case were arranged on individual presentation boards. The national coordinators and the representatives from the utilities or institutions who proposed the Good Practices and were responsible to present them also arrived in the course of the day. Each national team joined a preparatory meeting and had the opportunity to check their «products» and apply final changes. The fact that the templates used a very simple and user-friendly format made it easy to exchange and update the posters.

When	Activity
04:00 pm to 08:00 pm	Arrival of presenters and national coordinators
	Registration and Reception, taking photos of participants
	Arrangement of the 23 «Market place stands» and preparation of the exhibition hall
	Meetings with the national coordinators and their teams of presenters (representing the utilities where the Good Practices were developed as a result of WAVEplus)



## Day 1 (Oct 22, 2013)

This day's events and lectures gave the conference participants some information about the background of the WAVEplus program. However, as WAVEplus (and the ancestor WAVE) has been working for several years, only a few aspects could be highlighted during the opening sessions of the conference.

The «**Focal Points**» as **coordinators of the national WAVEplus activities** play a crucial role in the WAVE concept. In a round table panel, the Focal Points spoke about the important and impressive results the **Regional Exchange approach** promoted by WAVEplus brought over the years.

The WAVEplus program concept is to offer a pool of well-trained trainers for the capacity building needs raised by the members on the national and regional level. As representative examples of WAVEplus activities in the closer past, members of the WAVEplus trainers pool introduced the conference participants to a series of «**Trainings of trainers**» which resulted in the development of detailed curricula for courses on sanitation dedicated to the various national levels. These courses have already been implemented in each of the WAVEplus countries.

The short lecture on «**Energy Efficiency**» described the outcomes of a study-visit to Germany which was implemented for disseminators from all WAVEplus countries to give an overview of potential energy savings by selecting appropriate techniques for utilities equipment.

Another good example for the WAVEplus approach are the **e-Learning courses** which have been developed and implemented periodically for participants from the WAVEplus partners. There are certain members of the WAVEplus trainer pool who are additionally qualified to conduct e-Learning courses and to guide participants through these courses. Two of those «e-Tutors» discussed the e-Learning courses in brief to give a further impression of where good results of the WAVEplus program came from.

The opening session in the morning offered an input by **Dr. John Lupala of Ardhi University, Dar es Salaam, Tanzania**. The lecture well prepared the ground for the conference and led straight into the main target of the conference – to identify, select and promote the «Good Practices» which have been derived from the WAVEplus program. It can be said clearly that Dr. Lupala could confirm the validity of the criteria for the Good Practices selected for the WAVEplus context.

When	Activity
Morning sessions	Official Opening   [Dr. Shija Kazumba, Water Development & Management Institute; WAVEplus Focal Point Tanzania]
	«What are Good Practices?»   presentation and discussion [Dr. John Lupala]
	«Who is Who?»   Short introductory round
Afternoon session 1	<b>WAVE Program – History &amp; Overview</b>
	How it All started   short introduction [Heiko Heidemann]
	The Regional Exchange   reports & reviews [WAVE Focal Points]
Afternoon session 2	A Regional ToT for the Water Sector   presentation [Steven Mukiibi]
	e-learning for WAVE   report from a multinational activity [Chola Mbilima, Ronald Nyakana]
	Energy Efficiency measures for the water sector   presentation [Bennet Siyingwa]

## Day 2 (Oct 23, 2013)

The central part of the conference was the discussion and exchange on the **23 selected «Good Practices»** exhibited on the marketplace. In four rounds during the day, the presenter of each case had the opportunity to briefly introduce the 70 conference participants to his/her «Good Practice» case and to tell them why participants should visit his/her market stall.

The following **«Market place»** opened the Good Practices for the conference participants. They could visit those stalls with the Good Practices which they found most appealing and most applicable to their own situation and problems. Several visit-rounds to the marketplace gave every conference participant the opportunity to discuss and to exchange knowledge and solutions with the presenters and the other marketplace visitors on quite a number of Good Practices.

This approach was highly appreciated by all participants and the discussions and visits to the «Good practices» exhibited on the market filled this whole day of the conference.

When	Activity
09:00 am - 05:00 pm	<b>Good Practices in the WAVE program</b> Short presentations from the WAVE countries (in 2 rounds)
	<b>Marketplace of Practices &amp; Opportunities</b> (in 4 rounds)





## Day 3 (Oct 24, 2013)

### Round Table Evaluation

The last day of the WAVEplus conference started with a **Round Table of selected participants** who gave their opinions and impressions from the «Marketplace of Good Practices» they visited the day before.

The members of the round table expressed their appreciation of this initiative – it was emphasized several times that almost nobody was actually aware of the fact that there are so many Good Practices resulting from the WAVEplus regional trainings. One participant from Zambia said: *«I am so surprised of all these innovative approaches from our WAVE partner countries – I and my colleagues will be able to pick a lot of very good examples from all those good practices for our utilities».*

The round table recommended that the collection of Good Practices should be published as soon as possible to ensure the distribution to other interested utilities. In general, all participants expressed the opinion that the opportunity to learn from each other was one of the strongest impressions they took from this «Marketplace of opportunities». A MD-member of the biggest Kenyan Water Utility said: *«Big can learn from small. We all can learn from each other. There are no big brothers any more»*, when commenting that he was deeply impressed about the Good Practice of one of the smallest Ugandan utilities which had very good results which their approach how to reduce Non-Revenue Water and in general about the customer-oriented approaches various Good Practices demonstrated.

Beside the establishment of a more effective network amongst the WAVEplus actors for better access to the Good Practices, the round table also recommended that WAVEplus should get into joint contact to the AfWA (African Water Associations) and to display the variety of results and Good Practices during the next African Water Week in Dakar.

All Good Practices shown at the conference were results of the regional WAVEplus trainings and the e-Learning courses developed by the WAVEplus program. One of the round table members clearly stated that: *«...the WAVE approach impressed me deeply. The WAVEplus trainings almost immediately identified the areas of concern in our region and concentrated in the topics CCO und NRW. This also avoided „ad-hoc“ training-programs...»*

Participants also agreed that the Marketplace methodology chosen by the team of Margraf Publishers to collect and show good and unique results from the WAVEplus work was an appropriate one. Some voices: *«The enthusiasm of the visitors impressed me most...», «Great way to share ideas...», «This approach really encouraged to thinking „Out-of-the-box“...»*

The only fact which was regretted by the participants of the round table was that an exposition of Good Practices has not been initiated before in the WAVEplus program.

## New perspectives for the Water Sector

After highlighting the WAVEplus history and the results which came out of this program, the last section of the conference showed some developments of interest for the water sector. Andreas Schmidt of the NGO *Borda* demonstrated the «**Decentralized Sanitation Approach (DEWATS)**» and Patrick Onyango from the GIZ bi-lateral program introduced to «**Sustainable Water & Sanitation for one million peri-urban inhabitants**». As the topic of «Sanitation» is becoming more and more in focus, conference participants appreciated greatly these input lessons.

Rashid Mbaziira of the GIZ/AMCOW program gave a very impressive overview about AMCOW's work in general and about the **Climate Adaptation Measures in the Water Sector** initiated by this program.

The last lecture of this day on the ICT developments in the Tanzanian Water Sector should have been held by a member of the Tanzanian Ministry of Water. Unfortunately, the presenter could not join the conference. Because the topic of ICT – especially when considering the use of mobile devices to help collecting and sharing data from water customers and sources – is brand-new and very important for the participants of the conference, another expert from the **m-water project in Mwanza**, Tanzania was invited instead.

This expert demonstrated the use of a free app for smartphones which – in connection with the built-in GPS and low-cost water testing kits – is able to establish a database of all water-sources and their water quality in terms of Nitrat/Nitrit and *E. coli* according to the WHO safe drinking water guidelines. For sure, this approach represents only a first step in a new era. Conference participants were happy to discuss the upcoming perspectives.

The conference was officially closed by **Heiko Heidemann** of the GIZ WAVEplus program and by **Dr. Shija Kazumba** of the Water Development & Management Institute and WAVEplus Focal Point Tanzania.



When	Activity
Morning sessions	<b>Impressions from the Marketplace   Roundtable</b>   [Conference Participants]
	<b>New perspectives for the Water Sector</b>
	Decentralized Sanitation Approaches   presentation [Andreas Schmidt]
	Sustainable Water & Sanitation for 1 million peri-urban inhabitants   presentation [Patrick Onyango]
Afternoon sessions	Climate Adaptation Measures in the Water Sector   presentation [AMCOW]
	ICT for the Water Sector m-water: Mobile technology for water, sanitation and health
	Workshop Closing, Reflection & Conclusions

# Annexes

## Good Practices presented at the conference: Kenya

## Participants List

		<b>WAVE Plus</b> <b>Good Practices Conference</b> <b>22.-24.10.2013, Giraffe Ocean View Hotel , Dar es Salaam</b>				
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