

Innovative WASH Approaches

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Water Conflict Management Approach:

Mitigating conflict through effective community water resource management

I. Description of Approach

Water conflict management is an approach that aims to address conflict over water resource allocation and management through community collaboration. This approach emphasizes cooperation between communities, government and NGOs in order to create sustainable solutions to problems in water resource management. Water conflict management aims to create inclusive community-level conflict management structures that create and encourage social cohesion and stability in communities. Competing priorities for water resources and the effects of climate change on local communities mandate an innovative approach to ensuring equitable distribution and management of water resources.

II. Methods

- Creation and empowerment of community water management associations in order to build capacity to manage and develop community water resources
- Build and strengthen conflict management techniques among individuals, community bodies, and government ministries -- emphasize conflict management tools and community mobilization
- Create systems for communication, participation, and collaboration among individuals, community bodies, and government to facilitate sustainable management of community water resources
- Include women in community committees and strategic decision making -- women traditionally play a large role in the management of water resources and have valuable knowledge and input
 - inclusion could take the form of: integrating women into project management, gender training and local gender analysis workshops, joining associations, participating in meetings and committees, and establishing a dialogue between men and women
- Contribute experience to national policy debates on best practices to address water shortages

Infrastructure management and rehabilitation play an important role in resolving conflicts over community water resources. The goals and priorities identified by participants including the community and government must be used to inform repairs and building of water infrastructure, in order to create more equitable distribution of resources and to resolve previous conflicts.

III. Application

EGYPT

CARE Egypt undertook a pilot project focused on using conflict management structures at the community level to address water conflict and to increase social cohesion and stability in the community. The project learned that conflict management tools and structures contributed positively to a cooperative relationship between communities and government. It included individual farmers and women in discussion and decision making, and facilitating identification of problems, proposed solutions, and implementation mechanisms. The project used collaboration of stakeholders and participatory action to decrease conflicts in the community over water.

JORDAN

Through the Community Water Resource Management Project, CARE Jordan implemented a participatory model of sustainable management of community resources by establishing water committees. The project trained government personnel on participatory methods and community mobilization and built capacity for joint management and development of water resources by local water committees. The project best practices were used to contribute to national debate on addressing water shortages.

IV. Further Information

CARE Water+ Wiki ([link](#))

Integrating Women into Water Management: Gender Mainstreaming in WASH

I. Description of Approach

Integrating Women into Water Management falls within the larger WASH Theory of Change as well as the Gender and Development framework held by CARE International. The idea of ‘gender mainstreaming’ has been a focus across technical sectors because it considers women in every stage of program planning as part of a holistic approach to policy and governance. Integrating women into water management takes into account the different needs and roles women have in everyday use of water. Integrating women into water management structures at the community, regional, and national levels institutionalizes the varied and important views that women bring to the management of community water resources. This approach is cross cutting with other approaches and can be embedded or used in conjunction with other approaches.

II. Methods

- Gender analysis in community needs assessments and project assessments. Examples of this include creation and implementation of Community Gender Action Plans, and conducting gender analysis during baseline evaluations.
- Community mobilization to create participation and ownership of initiatives through community and women’s associations.
 - o Creation of Local Women’s Associations (LWAs) and linkage of these local associations to district or regional organizations and other funding sources to sustain the community’s identified priorities and projects to address these priorities
 - o Utilization of traditional roles such as “Queen Mothers” who represent the voice of women in the community to traditional leaders
 - o Community Led Total Sanitation activities and gender awareness raising campaigns in communities
- Participation in strategic decision making for water resources and inclusion of a percentage of women in selection and training of water management committees
 - o Encourage women to engage in leadership roles
- Use collective awareness to create behavior change by engaging women’s and men’s groups together to create an open dialogue. For example, Male Gender Champions can be chosen as change agents in the community to lead sensitization efforts and peer engagement.
- Involvement in Village Savings and Loans Associations (VSLAs) allows women to benefit from community training, access savings and credit to increase income generating activities, and allows women to provide input on water maintenance in their communities
- Female Leadership Training can provide capacity building opportunities for women in communities, especially those serving on committees, associations, or VSLAs. Training on leadership, public speaking, finance and budgeting, or water management operations allows women to fully participate and contribute to water management in their communities.

III. Application

MYANMAR

In a project to mitigate the impact of flooding, gender analysis was included in the community risk assessment. Women participated in developing vulnerability criteria for their community and reviewing their disaster risk reduction strategy. Women were included in creation of village WASH committees.

RWANDA

A WASH project in Rwanda used community mobilization to create participation and ownership of the project ensuring it was socially, culturally, and financially sustainable. It used gender mainstreaming and engaged men to change behavior through collective awareness. These strategies led to a decrease in

conflict based on different attitudes toward traditional water roles, and enabled increased participation for women in community water cooperative.

UGANDA

In a camp for Internally Displaced People (IDPs), CARE's project included women in creation of camp water management committees and in all trainings on WASH topics. As a result, 80% of people trained for water management committees were women and 56% of people participating in sanitation committees were women.

YEMEN

CARE Yemen undertook creation of a Local Women's Associations (LWAs). LWAs acted in cooperation with village committees (all men) to determine priorities for project activities. This project also conducted community mobilization activities to raise awareness of women centered projects before whole community activities were undertaken to ensure positive results. CARE Yemen learned that for sustainability, these LWAs needed to be connected to regional or national organizations and funding organizations to sustain projects and fund new projects into the future. CARE found that projects run by LWAs that created tangible goods which benefited the community as a whole created more respect and acceptance for LWAs. In order to raise awareness of LWAs and increase the willingness of men to participate, the project emphasized a focus on working towards community improvement as a whole through collection action by village committees and LWAs in parallel.

EGYPT

As part of initiatives to improve conflict management, CARE Egypt held gender trainings and gender analysis workshops with men and women separately and then together as a group. They integrated women into project management and monitored the number of women becoming members of village water associations to increase participation in meeting and committees. They also created a dialogue between men and women through workshops and participation of women in committees and associations.

GHANA

CARE Ghana used gender integration and women's empowerment in their West Africa Water Supply, Sanitation, and Hygiene Program. This project created community action plans to integrate women into WASH activities. Through establishment of VSLAs, women participated in WASH decision making for the community and in capacity building exercises including training on finance, budgeting, and hygiene topics. Female leadership training was specifically applied to VSLA members and women were encouraged to serve in leadership roles, such as chairperson or treasurer of the VSLA. CARE Ghana also took advantage of traditional roles, including "Queen Mothers" who represent the voice of women in the community to the traditional leader on issues of water and sanitation. In a separate project, Water and Sanitation Management Teams were established with gender balanced membership. Women received training on operation, management, and maintenance of water points for their community as part of this team.

BURKINA FASO

CARE Burkina also engaged in gender integration efforts through creation of water user associations with 40% female membership. CARE undertook capacity building efforts with women on leadership, public speaking, and water management. CARE Burkina also expanded their integration efforts outward from WASH specific programs to smart-agriculture activities. Integration of women in WASH activities can allow women to participate more fully in tangential activities, including gardening, farming, raising livestock, and other income generating activities that are facilitated by increased access to water and better water management activities.

IV. Further Information

Community-Based Water and Sanitation Project (CWASA) in Rwanda ([link](#)) ([PDF](#))

CARE Uganda ([link](#))

CARE Ghana ([link](#))

Stories from the Field ([link](#))

Men Engaged in WASH

I. Description of Approach

Men engaged in WASH is an approach that recognizes the importance of men and boys in creating gender equality and empowering women. Change does not occur in a vacuum, CARE recognizes that social structures, institutions, and relationships are essential parts of creating sustainable changes to gender equality. In the WASH sector, CARE seeks to engage men and boys as partners and allies in initiatives that will increase the success of projects and sustainability of water resources for whole communities.

“Changing traditional gender stereotypes demands a consistent and committed effort. Examples from engaging men work effectively demonstrates how important men and boys’ behavioral change is in order to have an impact beyond the individual level at the relational and structural levels.”

II. Methods

Many WASH interventions have placed emphasis on direct work with women due to the traditional role of women in water responsibilities. However, control of water resources is often the purview of village committees, or at a higher level, ministries, which mainly consist of men. When integrating WASH initiatives and gender empowerment consider:

- When initiating WASH projects, traditional water roles and responsibilities must be frankly discussed. Men and women traditionally occupy different roles, and these roles, or desired changes in them, must be discussed with both men and women to create sustainable changes
- In areas where there is expected to be push back on gender empowerment initiatives, before a project is introduced, men should be engaged to increase knowledge of and sensitization to gender roles and water management as a prerequisite to other WASH activities
- Gender analysis training needs to be conducted with men and women concurrently then together as a group

Men Engaged in WASH creates groups and spaces for men to engage with other men to recognize and participate in gender empowerment to benefit communities as a whole, and serve as a vehicle for men to also be empowered by WASH interventions.

- Men serve as ambassadors to other men to discuss and explore women’s empowerment and the benefits it can bring to their families and communities
- Men engage other men to examine their role in water resource management and serve as role models and resources for others
- Men engaged groups can work in concert with women’s water cooperatives or associations to engage in collective or parallel action and promote understanding of behavior change initiatives or project objectives.

III. Application

EGYPT

CARE Egypt worked to establish dialogue between men and women at the village level to create peaceful change in roles and responsibilities pertaining to water management. In Egypt, village committees are made up predominately of men. This project emphasized that village committees and women’s associations should work together as partners to achieve beneficial changes for the whole community. Working concurrently and communicating creates the opportunity to understand complementary opportunities for men and women to participate in WASH activities. An important

lesson learned from this project is that men must engage each other on gender issues and the importance of gender equality in participatory WASH programs as an initial stage of gender integration.

RWANDA

CARE's CWASA project created committees of "engaged husbands" to encourage other husbands to become more involved in everyday WASH activities, and showcase beneficial behaviors. The "husbands engaging other husbands" model was then reinforced by the participation of wives in other community WASH activities. This project also implemented the parallel adoption of a women's water cooperative and men engaged group. A lesson learned from this project is that there needs to be concurrent training with wives of "engaged men" so that they also understand the behavior changes occurring in their husbands.

YEMEN

CARE Yemen worked to raise awareness and willingness of men to support women's participation in WASH activities. The project emphasized using collective action to support and improve the village community as whole. Parallel efforts coordinating majority male village committees and new women's associations was perceived as more successful than directly engaging in work with only women. It was observed that men will not resist women's empowerment if it is seen to lead to success of the village community. Additionally, if successful projects run by women's associations engage and benefit an entire community, this success can lead to acceptance of more specific gender empowerment projects.

GHANA

CARE Ghana integrated male gender champions and traditional leaders in gender equity efforts across their project. CARE identified men in each community to serve as male gender champions, to lead discussions about gender in their communities, and to influence their peers. These men received gender sensitization and awareness training. This project also utilized the position of traditional leaders, and their role in steering communities' decision making. Sixty traditional leaders, including chiefs and landlords, received training on gender awareness to promote gender equity and fairness in their communities.

BURKINA FASO

CARE Burkina integrated men into gender action research across their project, and specifically in water point-of-use awareness. The project used Male Gender Champions in each intervention area to raise awareness of gender equity and engage peers. Men were also tapped to raise sensitization and awareness of water point use and the impacts of water points on their families and community.

IV. Further Information

"How a Water Project is increasing Gender Equality and Generating Positive Impact at the Community Level" ([PDF](#))

The Visioning Approach to Water Management

I. Description of Approach

The visioning approach is a tool to help communities identify a vision for the ideal future of their community. The visioning approach starts with the assumption that communities need to know what resources and capacity they possess, and what they want to change in their community, in order to make a vision for the future. Visioning involves participation of stakeholders from all levels of a community to generate a plan for long term sustainability of community water resources. Visioning uses bottom up planning and inclusion so that community members' voices and ideas can be included in creating a comprehensive and sustainable plan that fits the needs and priorities of each community.

What is the Visioning Approach?

“Visioning is an effective methodology for empowering communities to take command of their future by deciding how they wish it to be in their own terms. Participants discuss and develop a single vision, an ideal future, for the entire community. Visioning creates a forum where people can express their hopes, share their expectations and come to a consensus about an ideal future. Developing a long-term vision can also be an important step in developing sustainable natural resource management strategies. It fosters a positive, collaborative atmosphere.”

The Visioning Approach is cross cutting across CARE and Water+ priorities, including gender empowerment, rights based approaches to programming, and engagement of policy and decision makers. Visioning's participatory approach aims to include the voices of the poor, marginalized, illiterate, and non-traditional decision makers, such as women. Visioning helps identify the various causative levels of poverty in a community and gives the community a vehicle to address them collaboratively and equitably in planning for the future.

II. Methods

The Visioning Approach uses a workshop format to assess the development potential of water resources in a community, and then empower the community to advocate for their needs, rights, and vision. A visioning workshop is an 8 step process:

1. Prepare for the workshop through community assessment, engagement of stakeholders, training workshop facilitator, and a pilot or test workshop

During the workshop itself:

2. Introduce the purpose of the workshop and outline water resources in the community
3. Conduct situational analysis of water resources in the community
4. Draw visions of ideal future for the community, then share and discuss these visions to create a vision statement
5. Make a plan to achieve the community's vision

After the workshop:

6. Receive feedback from the wider community, discussing and revising the vision plan
7. Implement the vision plan
8. Monitor the achievements of the community vision plan

Creating a plan through the visioning approach should consider local needs, knowledge, resources, and capacity. It should also take into account the capacity and resources of local authorities and other groups. Implementation of envisioned projects is more feasible when local resources are engaged, because local people have investment in and ownership of projects that impact them. Visioning also

allows local authorities to understand, and therefore support, community knowledge, contributions and participation. The visioning workshop is designed to facilitate collaboration between communities, organizations, and government to create a feasible plan for shared resources. Once a plan has been created and approved, it should be shared with all stakeholders then implemented together.

III. Application

VIETNAM: COMMUNITY WATERSHED MANAGEMENT

Vietnam undertook a variety of local projects as part of Community Watershed Management Planning. The visioning approach was used in two provinces to engage community participation in the creation of 5-Year Socio Economic Development Plans. The visioning approach has been used to facilitate participatory watershed management projects such as:

- Sloping Agriculture Land Techniques (SALT) models
- Payment for Ecosystem Services models
- Income generating and livelihood security activities
- The Inter-Communal Model

Case studies for these models and projects are detailed in CARE Vietnam's report "The Visioning Approach – In Community Watershed Management."

IV. Advantages of Using a Visioning Approach

- Allows stakeholders to see where they fit in roles and responsibility for water management and how their goals for the future could be combined with the goals of other members of the community.
- Watershed management systems (and others) enjoy strong support and commitment from communities when realized through visioning because they are based on the stated needs of the community
- Vision planning for 10-20 years in the future facilitates sustainable water and land use management and improves living conditions for community members, who are the ultimate beneficiaries of improved resources
- Sharing the responsibility for water resource management plans and the benefits of water resources among multi-level stakeholders increases the sustainability of projects and models

V. Limitations of Using a Visioning Approach

- Participatory action methods are often new to communities and governments and effectiveness of this method has not been seen before. Therefore, it can be difficult to mobilize communities for participation. Mobilization and participation require awareness, capacity building, and confidence building on the part of communities and local governments
- Visions and vision plans can be limited due to constrained financial resources at local levels

VI. Further Information

"The Visioning Approach – In Community Watershed Management" ([PDF](#))

The Water Trust Model:

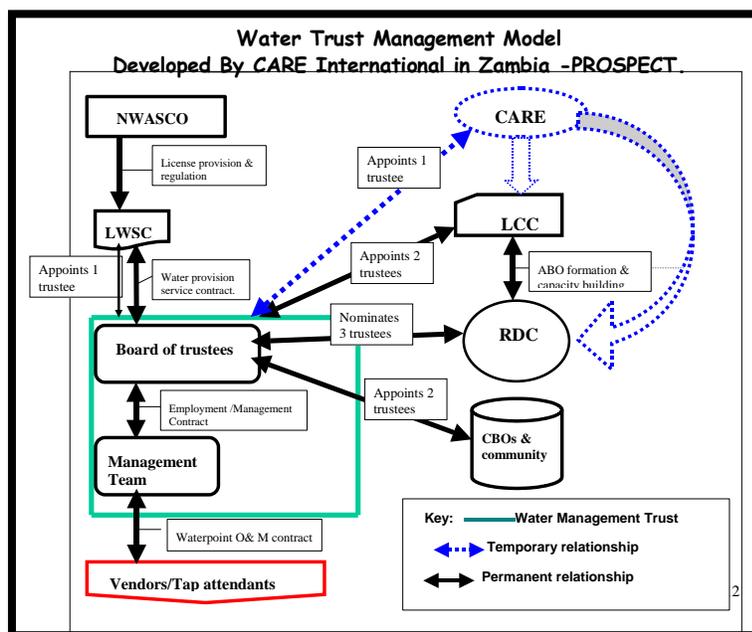
Water Management in Peri-Urban Settlements

I. Description of Approach

The Water Trust Model was created in response to growth in peri-urban settlements across African countries, and the accompanying lack of adequate water sources and poor sanitary conditions. In many African countries, the rate of urbanization is not matched by infrastructure development and provision of services. The Water Trust Model aimed to create a management structure that involved partnership between communities, NGOs and water utility providers to bridge the service gap seen in peri-urban areas. The Water Trust Model creates a two tiered management system under the governing body of an area, including a Board and Management Team. The Board consists of stakeholders selected from key institutions. The Management Team oversees management of the water scheme, and consists of hired community members to promote ownership and capacity building. Under the Management Team, there are also water vendors in charge of selling water and controlling water access points. This model gives communities the capacity to control and maintain water service facilities in their area and promote sustainability of water services by linking community water schemes to local organizations, utility providers, and local government.

II. Methods

Zambia employed a two-tiered system consisting of a Board of Trustees and Management Team.



1. The Board of Trustees consisted of members drawn from the Local Authority, Water Utility Company, Ministry of Community Development, Resident Development Committee, and local Community Based Organizations. The Board was responsible for overseeing the Management Team, policy formation and guidance, technical advice to management, and authorizing budgets, expenditures, and audits.

2. The Management Team was headed by a Manager supported by skilled staff hired from within the peri-urban settlement. The Management Team was responsible

for day-to-day management of the water scheme, and operation, maintenance, and security of water infrastructure in the community.

This Model took advantage of the gap in service delivery and the willingness of local government to try an innovative approach to service delivery. The Water Trust Model contributed to community job creation and income generating activities. It created opportunities for utilization of local skilled labor and capacity building among community members. This Model also reduced pressure for service provision from the Water and Sewage Company and improved the relationship between local

government, the water utility company, and communities because of the collaborative nature of the Board of Trustees system.

III. Application

ZAMBIA

The idea for a water trust model originated in Zambia in the early 1990's as part of projects to mitigate the negative impact of structural adjustment policies. The first project, Project Urban Self-Help (PUSH) phase I identified water as a priority need in the community. Therefore, PUSH II in 1997 and Program of Support for Poverty Elimination and Community Transformation (PROSPECT) from 1998 to 2004 developed and implemented the Water Trust Model in peri-urban settlements in Zambia. The Water Trust Model aimed to be representative of the community and other key stakeholder, and develop, manage, and maintain infrastructure and services that addressed the needs of the poorest and most vulnerable segments of the population. Zambia's approach to the Water Trust Model, described above, resulted in 1 water scheme under PUSH II and 11 water schemes implemented under PROSPECT. Zambia linked community capacity and local skills to government policy and utility companies to create a novel solution to the problem of water service delivery and infrastructure in peri-urban settlements across the country.

IV. Further Information

Further description of the Water Trust Model and specifics from the PUSH II and PROSPECT projects can be found in the following articles:

“Bridging Zambia’s water service gap: NGO/community partnerships” ([PDF](#))

“Linking community to policy level support: ‘The CARE-Zambia Trust Model’” ([PDF](#))

Source Documents for Approaches

1. Water Conflict Management Approach

K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Egypt
“Mid-term Review of Water and Stability”
“Water & Stability Project: Semi Annual Report January – June 2009”

2. Integrating Women into Water Management

K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Myanmar
“REPORT End of evaluation”
K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Rwanda
“CWASA_Booklet Final”
“Evaluation Report”
K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Uganda
“Gates Northern Uganda WATSAN_Final Report_Sept 2005”
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“25 11 2007 Final Evaluation Report Food Security and Women Empowerment Project”
K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Egypt
“EMPOWERS – final evaluation report”
“Water Stability – Mid Term Review”
K:\Water Team\Grants, Projects, Programs & Partnerships\WA-WASH Deliverables\Final Documents\Ghana
“GE and WASH effectiveness final evaluation – Sept 2015”
“Gender Final Report – CARE Sept 2015”
“Gender Outcome Study – CARE Sept 2015”
“Water Final Report – CARE Sept 2015”

3. Men Engaged in WASH

K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Rwanda
“CWASA_Booklet Final”
“Evaluation Report”
K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Egypt
“EMPOWERS – final evaluation report”
“Water Stability – Mid Term Review”
K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Yemen
“25 11 2007 Final Evaluation Report Food Security and Women Empowerment Project”
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“GE and WASH effectiveness final evaluation – Sept 2015”
“Gender Final Report – CARE Sept 2015”
“Gender Outcome Study – CARE Sept 2015”
“Water Final Report – CARE Sept 2015”

4. The Visioning Approach to Water Management

K:\Water Team\Learning, Monitoring and Evaluation\Evaluations\Vietnam
“visioning_document_web (2)”

5. The Water Trust Model

K:\Water Team\Learning, Monitoring, and Evaluation\Evaluations\Zambia
“Cathryn – PROSPECT article”

“NP-PUWSS-Evaluation Report-final”
“Submission options – Water Trust Model final version[1]”
“THE WATER TRUST MANAGEMENT OPTION”
“WEDC Conference Kampala Uganda”