



# Pacific Community Water Management Plus PaCWaM+

Progressing inclusive, resilient and Sustainable Development Goal (SDG) 6 and WASH outcomes in the rural Pacific through developing approaches to enable effective community-based water management

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# Purpose: Improve Pacific Islands rural community water management

Global evidence – most communities struggle to manage systems, without any support, and achieve sustainable, resilience, inclusive water services

Balance of responsibility for O&M has to shift “...away from rural communities that have for too long been overburdened with the **expectation that they should be independently successful ‘public service managers’**” (Hutchings et al., 2017)

→ calls for ‘**Community Management Plus**’ (Baumann, 2006) ('plus' = **ongoing** support from government or other agencies to ensure community management is sustainable

Pacific Islands - rural communities (80% pop); Government and private sector reach to rural communities is limited (geography, capacity)

→ **Dominant water service delivery model: Community Management**

Pacific Governments & CSOs do provide some external support

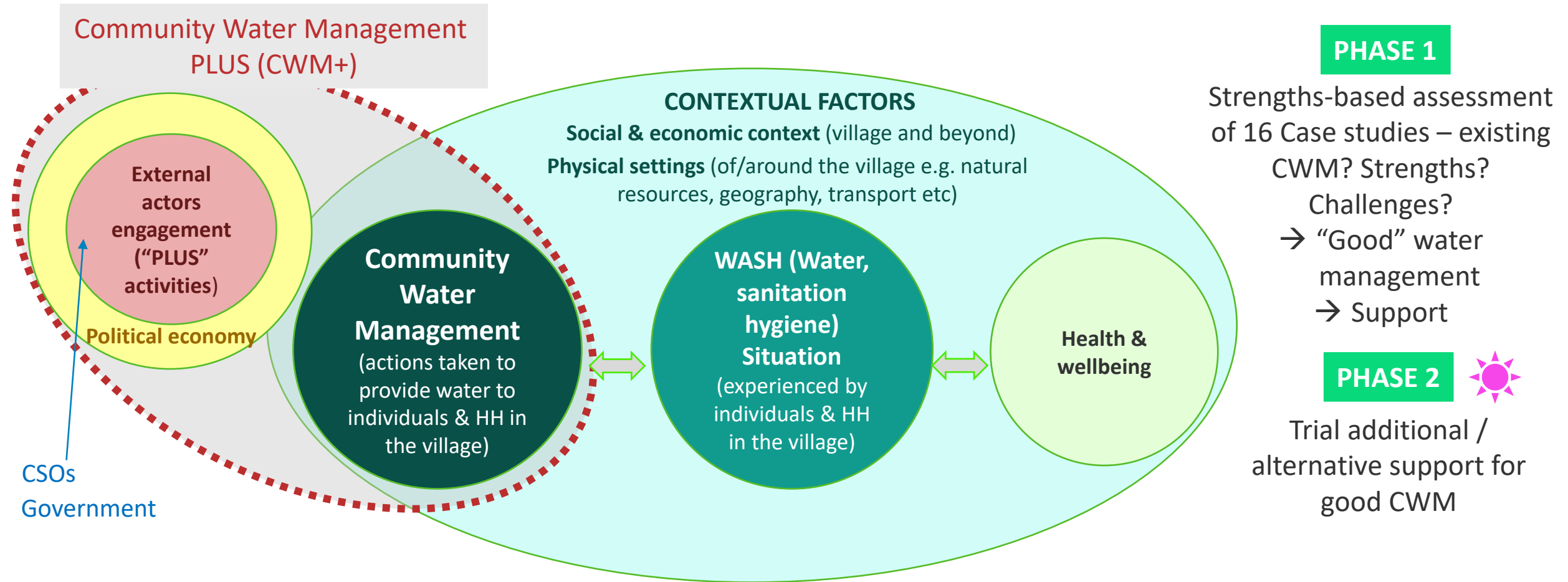
But access to basic water services has not improved

(increased by 3% since 2000)

→ What kind of support is needed for CWM?



# Conceptual model: Pacific Community Water Management PLUS







SOLOMON ISLANDS



FIJI

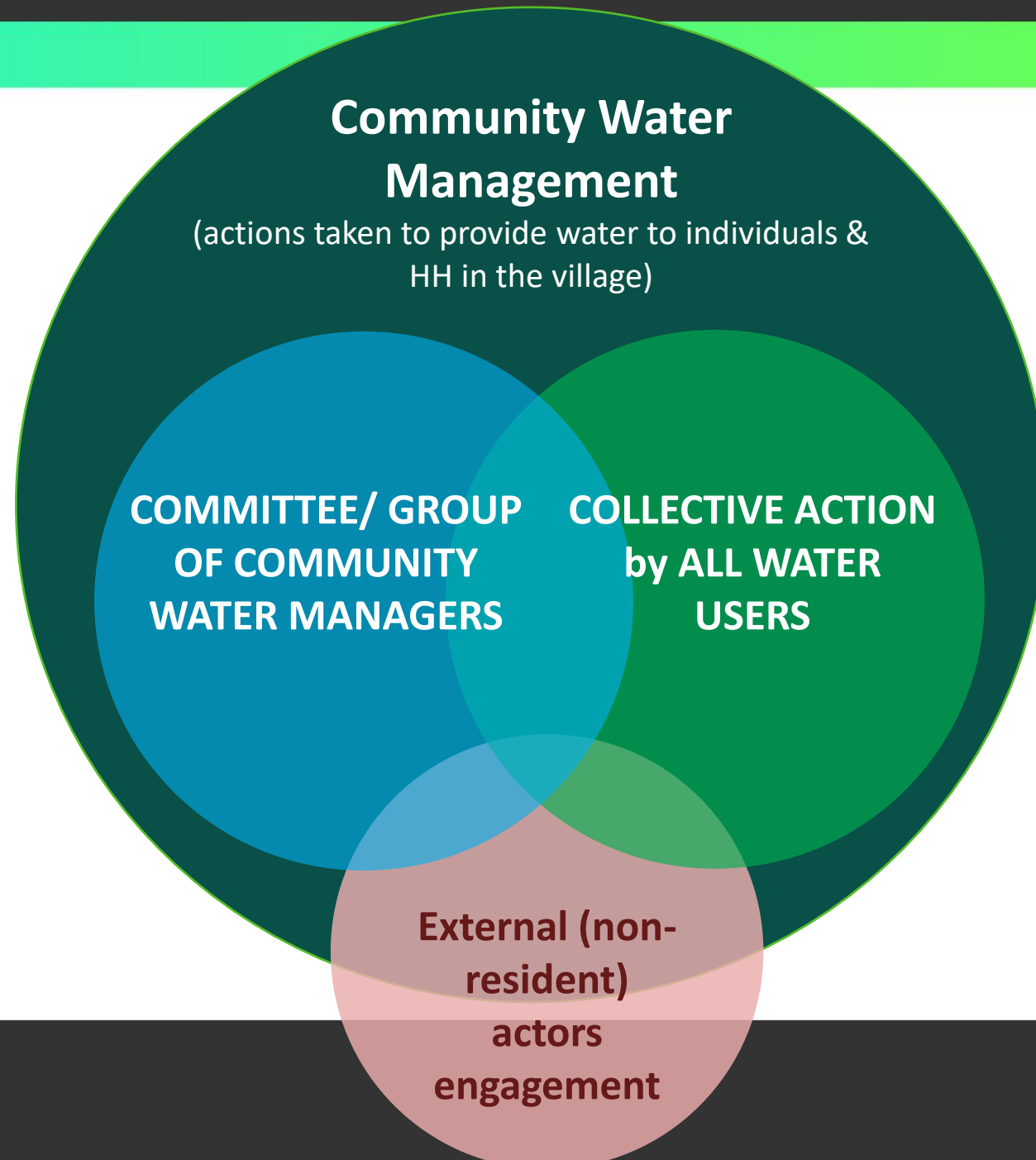








“Good”  
community  
water  
management?



Actions for “good”  
community water  
management  
(the “what” to do)

But achieved in  
different ways (the  
“how” to do) in  
different countries,  
different  
communities  
(context influences this)

## COMMITTEE/ GROUP OF COMMUNITY WATER MANAGERS

1. **Maintenance** (proactive, timely, innovative)
2. Managing / encouraging **WQ Risk management** (mitigate hazards e.g. promote sanitation, maintenance, treatment/promoting HH treatment of poor water)
3. **Planning and managing supply** (multiple sources, storage capacity, plan for future demand and changes)
4. Managing **demand** (supply strategies with multiple water sources, awareness activities, community messaging about why, when and how to conserve water)
5. Efforts to achieve **inclusion** – physical accessibility, participation of gender, youth, vulnerable, all parts of village
6. Use of **policies and rules** (formal, informal)
7. **Managing finances** transparently and competently
8. **Monitoring** to guide improvements and report to community, support finances
9. **Consulting with and Reporting to community** for transparency and accountability
10. **Coordination and leverage between community committees/groups**
11. Ways, means and capacity to **access external support**
12. **Motivate and coordinate collective action**

## COLLECTIVE ACTION by ALL WATER USERS

(By individuals, families,  
communities)

- Financial contribution
- Other direct action - maintenance, (reporting, doing), operations: conserving water use & using multiple sources

## External (non-resident) actors engagement

- Technical advice (suited to current and future context) – planning, designing, construction, managing
- Finance – capital
- Spare parts
- Maintenance support
- Monitoring

## COLLECTIVE ACTION by ALL WATER USERS

Collective action = action taken together by a group of people to achieve a common goal

- This requires **social cohesion between people** (connectedness and solidarity with others in the social group)
- But, **Villages are not a single cohesive group of people** → collective action does happen, but often at levels smaller than the whole village e.g.
  - social groups (youth, women, church)
  - “Zones” - geographical areas within the village; they often already work together / assist each other → strong social cohesion than with others in other parts of the village (sometimes zones are also linked with social groupings).





# WASH situations vary between & within communities

- Assessed using SDG6 plus additional indicators
- WASH varied between villages, but, also within a village
- Most common challenges:
  - Water quality consistently unsafe (often a lack of container hygiene)
  - Large seasonal variations (esp water services)
- Lack of collective awareness of everyone's (different) WASH situations (very much still a household-level issue)

→ CWM: within one water 'system', need to manage for different WASH experiences & need to build on the social cohesion that already exists within village groups or zones

→ Then, more likely to identify actions that benefit everyone, and more likely to motivate collective actions

FIJI	Bavu	Cobue	Dayiqele	Galoa	Nabubu	Narara	Rukuruku	Wailotua 2
SDG 6.1 - Drinking water	●	●	●	●	●	●	●	●
SDG 6.2 – Sanitation	●	●	●	●	●	●	●	●
SDG 6.2 – Hygiene	●	●	●	●	●	●	●	●
Water quality (drinking)	●	●	●	●	●	●	●	●
Drinking water risk assessments	●	●	●	●	●	●	●	●
Perceived water quality (%HH as "very safe")	●	●	●	●	●	●	●	●
Water treatment (%HH that treat water)	●	●	●	●	●	●	●	●
Drinking water availability and reliability	●	●	●	●	●	●	●	●
Accessibility	●	●	●	●	●	●	●	●
Water point functionality	●	●	●	●	●	●	●	●
Satisfaction with water situation (%HH "happy")	●	●	●	●	●	●	●	●

SOLOMON IS	Hulavu	Sumate	Bareho	Dadala	Gouna-busu	Hovi	Kolosori	Manak-wai
SDG6.1 <sup>2</sup> - Drinking water	●	●	●	●	●	●	●	●
SDG 6.2 – Sanitation	●	●	●	●	●	●	●	●
SDG 6.2 – Hygiene	●	●	●	●	●	●	●	●
Water quality (drinking)	●	●	●	●	●	●	●	●
Drinking water risk assessments	●	●	●	●	●	●	●	●
Perceived water quality (%HH as "very safe")	●	●	●	●	●	●	●	●
Water treatment (%HH that treat water)	●	●	●	●	●	●	●	●
Drinking water availability and reliability	●	●	●	●	●	●	●	●
Accessibility	●	●	●	●	●	●	●	●
Water point functionality	●	●	●	●	●	●	●	●
Satisfaction with water situation (%HH "happy")	●	●	●	●	●	●	●	●



## COMMITTEE/ GROUP OF COMMUNITY WATER MANAGERS

SOLOMON IS	Hulavu	Sumate	Bareho	Dadala	Gouna- busu	Hovi	Kolosori	Manak- wai
Water committee / nominated people	●	●	●	●	●	●	●	●
Water infrastructure functionality	●	●	●	●	●	●	●	●
Maintenance activity	●	●	●	●	●	●	●	●
Drinking water risk assessments (scores)	●	●	●	●	●	●	●	●
Risk management (awareness, actions)	●	●	●	●	●	●	●	●
Supply management	●	●	●	●	●	●	●	●
Demand management actions	●	●	●	●	●	●	●	●
Inclusion (processes, actions etc)	●	●	●	●	●	●	●	●
Policy/ rules/ norms	●	●	●	●	●	●	●	●
Reporting to community (water committee finances)	●		●	●				●
Monitoring	●	●	●	●	●	●	●	●
Consulting, reporting to community	●	●	●	●	●	●	●	●
Linkages to other committees/ groups	●	●	●	●	●	●	●	●
Collective action: financial	●	●	●	●	●	●	●	●
Collective WM action - other	●	●	●	●	●	●	●	●

- Assessed performance using the actions of ‘good’ water management
- Range of technical and governance challenges – different in different villages
- Most common governance problem – sustainability & effectiveness of the committee/Group – due to:
  - Membership – often doesn’t support: diversity, succession, redundancy, innovation, existing levels of social cohesion & skills
    - Youth, women, zone/areas → stronger committee
  - Often limited working between community committees and other skilled members (e.g. health workers)
- Most common technical challenges – proactive management of risks relating to water quality, and security (supply & demand)



## EXTERNAL (NON-RESIDENT) ACTORS SUPPORT

- Most water systems installed with support by governments & CSOs
  - Typically no ongoing support for CWM ← support delivered via “projects”. But this appears to be causing problems e.g.
    - project dependency “waiting” for the next project to fix/improve the water system → reduced belief in community capabilities, & reduced motivation for collective action (?)
    - limited effective capacity built (takes time & progressive learning)
- projects are ok for some types of support to communities, but they also need ongoing support
- **Social connections are strong between villages and town** (family, tribe, village) – potential for Gov & CSOs to engage with Town-based connections, for some types of support





# PaCWaM+ Phase 2 – trialling approaches by enabling actors

## Guiding Principles:

- **working with the grain:**
  - existing levels of social cohesion for action planning and representation
  - town-cousin networks
  - pedagogies/learning styles
- Acknowledge **village diversity** (modular approaches) and different social-governance contexts in Fiji & Sol Is.
- **Mix of educational & motivational** (social marketing) approaches
- **Complementing** existing actions by CSOs & gov

	FIJI				
	Drinking Water Safety & Security Planning PLUS	Water user collective action & risk management	Strong and Sustainable WASH group/committees	CWM training for Town-Village Committees	Technical backstopping
	Implementation: <b>Habitat for Humanity</b>			Implementation <b>USP (with MoH, WAF, iTaukei Affairs)</b>	Implementation <b>Water Authority Fiji</b>
	Implementation: <b>Min of Health</b>				
	SOLOMON IS.				
	Community-based Water Safety Planning	Water user collective action & risk management	Strong and Sustainable WASH group/committees	CWM training for Town-Village Connections	Technical backstopping
	Implementation: <b>Plan Int &amp; Live &amp; Learn EE</b>			Implementation: <b>SINU (with supporting actors)</b>	Implementation <b>1. Provincial Gov 2. Plan Int &amp; LLEE</b>

# CWSIP: Community-based Water Security Improvement Planning

## Educational (technical) aspects:

- **Water systems:** Understanding water cycles, contaminants and hazards affecting quality and quantity
- **Risk management:** Identifying highest priority risks & mitigating actions → action plan (village levels actions and zone and HH level actions)

## Modifications from Water Safety & Security Planning

- Learning / capacity building: **learning-by-doing & not too intense** (5 days over 2 months)
- Larger villages – **participation by zones/areas**
  - Existing social cohesion
  - Greater emphasis on collective actions at HH level
  - Improve Inclusion & collective awareness
- **Improvement is progressive and cyclical** – achievable actions, scaffolded learning
- **Gender & climate change**

Solomon Islands  
– codeveloped  
PI & LLEE





# (Some) Key messages

- **Good CWM requires an action group/committee**, doing a range of actions (some technical governance aspects could be strengthened)
- **Good CWM also requires collective action** - this requires social cohesion - often stronger at levels smaller than the “whole village”.
  - Work with the grain on social cohesion → action planning & collective action at levels where social cohesion exists.
  - Complement existing support for Committee/group: Deliberation about membership & ways of working: women; youth; zones; other committees/health workers
    - More inclusive CWM outcomes (better WASH for everyone)
    - Greater collective action
  - Motivate collective CWM action (social marketing)
  - Technical support & capacity building (risk management)
- **Ongoing external support to communities is needed** (Existing CWM involves no/v. limited ongoing support (only “projectised” support) & all 16 communities had some persistent challenges
  - Exploring two strategies:
    - Village-Town networks (transfer technical information; social marketing messages)
    - Technical “backstopping” (problem-based teaching & learning over extended time)





# Thank you & Happy World Toilet Day

[watercentre.org/pcwm](http://watercentre.org/pcwm)

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