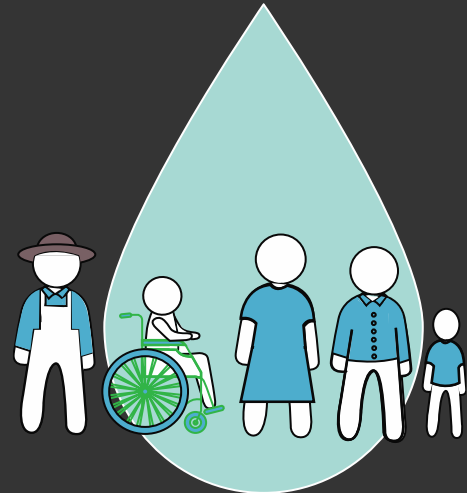




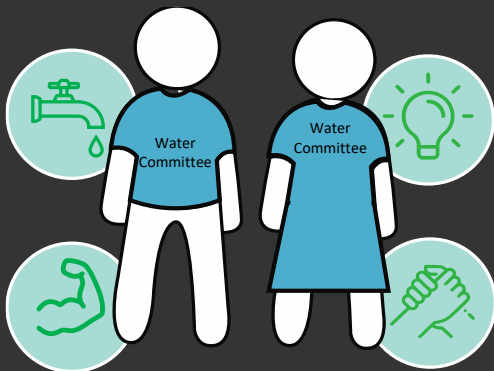
# COMPENDIUM OF TOOLS to SUPPORT COMMUNITY WATER MANAGEMENT in FIJI and SOLOMON ISLANDS



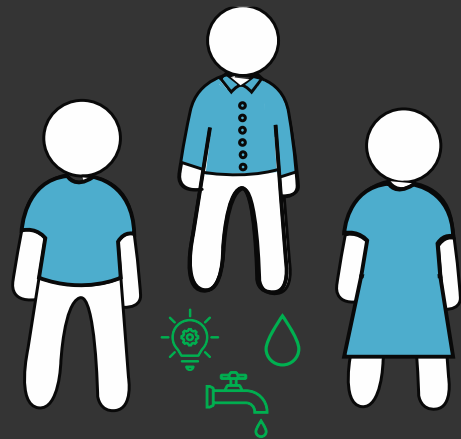
Community Diagnostic Assessments



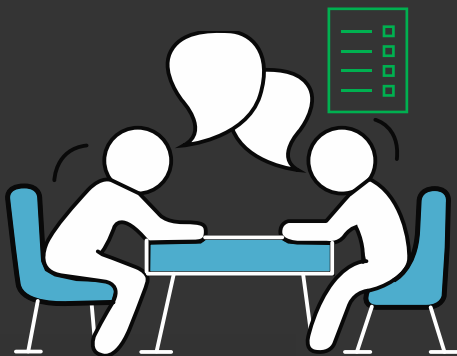
Water is Everyone's Business



Strong Water Committees  
Strong WASH Communities



Water Committee Backstopping



Water Security Planning



Leveraging Social Networks

## ACKNOWLEDGEMENTS

The International WaterCentre, Griffith University would like to thank the communities where the research was undertaken and the following people and organisations:

### Solomon Islands

The Solomon Islands Government, Solomon Islands National University (SINU) and numerous other enabling actors who made this research possible. In particular, we thank the staff from the following organisations and departments who constructively participated in project meetings and stakeholder workshops: Ministry of Health and Medical Services - Environmental Health Division and RWASH, Ministry of Mines Energy and Rural Electrification (Water Resources), UNICEF, Live & Learn Environmental Education-Solomon Islands, and Plan International-Australia.

### Fiji

The Fijian Government and The University of The South Pacific (USP) – especially those who worked closely on this project from the School of Agriculture, Geography, Environment, Ocean and Natural Sciences, and the Institute of Applied Science. We thank the staff from the following organisations and departments who constructively participated in meetings, workshops and interviews: Ministry of Health and Medical Services - Environmental Health Department, iTaukei Affairs Board, Department of Water and Sewerage, Mineral Resources Department, Water Authority of Fiji, Habitat for Humanity Fiji, UNICEF Pacific, Live and Learn Fiji, Partners in Community Development Fiji and Rotary Pacific Water for Life Foundation.

## Citation

Souter, R., Love, M., Pene, S., Benjamin, C., Hababore, J., Buguro, H., Panda, N., Funubo S., Balenaivalu, E., Tokito, L., Ravai, A., Trina, P., Kalea, K., Tanabose, L., Sanderson, R., Shrestha, S., Ruuska, D., Antoinette-Wickham. T., Rankin, T., Beal, C. 2022. *Pacific Community Water Management Plus: Compendium of Tools to support Community Water Management in Fiji and Solomon Islands*. International WaterCentre, Griffith University. Australia.

Published December 2022

<https://watercentre.org/pacwam/>

# Contents

<b>Introduction .....</b>	<b>4</b>
Background.....	iv
Purpose and scope of the Compendium of Tools .....	iv
Development of the Compendium of Tools.....	ii
How to use this Compendium of Tools .....	2
<b>1. Community Assessments / Diagnostic .....</b>	<b>4</b>
Tool concept .....	4
Guide to implementing this tool .....	4
Tools and additional information.....	5
<b>2. “Water is Everyone’s Business” .....</b>	<b>6</b>
Tool concept .....	6
Guide to implementing this tool .....	6
Tools and additional information.....	8
<b>3. Strong Water Committees - Strong WASH Communities .....</b>	<b>9</b>
Tool concept .....	9
Guide to implementing this tool .....	9
Tools and additional information.....	10
<b>4. Water Committee Backstopping .....</b>	<b>11</b>
Tool concept .....	11
Guide to implementing this tool .....	12
Tools and additional information.....	14
<b>5. Water Safety Planning: Community-Based Water Security Improvement Planning (CWSIP) in the Solomon Islands .....</b>	<b>15</b>
Tool concept .....	15
Guide to implementing tool.....	15
Tools and additional information.....	17
<b>6. Water Safety Planning: Drinking Water Safety and Security Plan in Fiji.....</b>	<b>18</b>
Tool concept .....	18
Guide to implementing this tool .....	18
Tools and additional information.....	20
<b>7. Leveraging town-community social networks to support community water management .....</b>	<b>21</b>
Tool concept .....	21
Guide to implementing this tool .....	22
Tools and additional information.....	24



# Introduction

## Background

An important approach to water services, particularly in the Asia Pacific region, has been the community water management (CWM) model. However, globally evidence suggests that most communities struggle to manage water services, without any support, and to achieve sustainable, resilient and inclusive ones. The community water management plus (CWM+) model is considered a viable improvement to the basic CWM model (Baumann, 2006; Hutchings et al., 2015, 2017). Following the establishment of any necessary water infrastructure and community water management, the CWM+ model includes long-term support from external organisations and / or people in a way that augments CWM.

Previous CWM+ research has identified a range of generic intrinsic and extrinsic factors that influence 'good' CWM outcomes (Hutchings et al., 2015; World Bank, 2017). However, the unique context of Pacific Island Countries (PICs) required rigorous place-based evidence about which approaches are most feasible and effective in the region. The Pacific Community Water Management Plus (PaCWaM+) research sought to identify what the 'plus' factors might look like in two PICs, Fiji and Solomon Islands, by asking *what type of support is needed by communities, and how that support might be achieved*. Later stages of the research focused on further exploring – and where possible piloting – some potential supporting approaches and tools, which are now documented in this compendium.

## Purpose and scope of the Compendium of Tools

While many Pacific Island governments and civil society organisations (CSOs) have existing policies and approaches guiding their engagement with communities to provide support for WASH services, the purpose of the PaCWaM+ research was to identify challenges that persist in communities and develop approaches that might help them address these remaining gaps.

This compendium provides a complementary set of CWM+ tools for communities, CSOs, government and other WASH practitioners that were developed through the PaCWaM+ research.

Each tool has a specific purpose to address an identified challenge. On their own, each tool will not bring about improved CWM, rather a comprehensive and integrative approach is required. The compendium provides an overview as to which tools are suited for specific situations and challenges and how/where they can be used alongside other existing approaches.

**Note!** When following a community water management *plus* approach to WASH, remember to consult existing policies and approaches, such as, government policy on community water management. This PaCWaM+ compendium includes tools to address specific challenges to strengthen CWM, but it is designed to be used in conjunction with existing policies, approaches and tools.

## Development of the Compendium of Tools

This compendium was compiled as a result of developing a number of approaches and tools to address the gaps and challenges in CWM that were identified by the PaCWaM+ research. These tools have been piloted in different communities in Fiji and the Solomon Islands in partnership with local NGOs, university partners and relevant government agencies.

The list of tools is not exhaustive and will be updated periodically as additional information becomes available.

## How to use this Compendium of Tools

This compendium provides an overview of complementary tools and approaches to support communities, CSOs, governments and any relevant stakeholders to strengthen community water management. The tools and resources are focused on different aspects of CWM including the water committee, community engagement, technical capacity, education/awareness and external engagement.

Users of the compendium can review the overview in Table 1, which provides a summary of the tools included and guidance on the focus of the tools in the compendium. Users may select the tools of relevance to their work, and are encouraged to review all available tools as they contribute to different aspects of supporting CWM. The tools and resources are:

1. Community Assessments / Diagnostic Guidance
2. “Water is Everyone’s Business”: community collective action, involving women, involving youth, and water conservation
3. Strong Water Committees – Strong WASH Communities
4. Water Committee Backstopping
5. Water Security Planning: Community-based Water Security Improvement Planning (CWSIP) (Solomon Islands)
6. Water Security Planning: Drinking Water Security and Safety Plan – Supplementary guide (Fiji)
7. Leveraging town-community social networks



SINU team at the Isabel Provincial Day. Source: SINU



Guadalcanal Provincial Government (GPG) water technician in Vatupilei. Source: Joe Hagabore

Table 1: Guidance on which CWM+ tool to use (for Target outcomes, more green bars indicate more benefits towards this outcome)

TOOL	PURPOSE SUMMARY	TOOL RESOURCE	TARGET OUTCOMES				
			Understanding context & situations	Strengthening water committees & governance	Community action & social inclusion	Improving technical capacities	Connecting external support with rural communities
<b>1. Community Diagnostic Guidance</b>	To encourage and guide community assessments to understand context for rural water management	<a href="#">Guidance Note</a>					
<b>2. Water is Everyone's Business</b>	A community engagement tool to promote discussion and thinking about water management and conservation	Facilitator's implementation guide ( <a href="#">Solomon Islands</a> ), videos ( <a href="#">1</a> , <a href="#">2</a> & <a href="#">3</a> ) and discussion text, poster.  <a href="#">Water conservation in Fiji Guide</a> , and <a href="#">video</a>					
<b>3. Strong Water Committees - Strong WASH Communities</b>	To raise awareness on the importance of having strong committee membership and how to keep the committee strong (and therefore the WASH community strong)	Facilitator's implementation guide ( <a href="#">Solomon Islands</a> , <a href="#">Fiji</a> ), <a href="#">video</a> and workshop activities (including discussion text)					
<b>4. Water Committee Backstopping</b>	Providing external technical and non-technical support and advice about operating and maintaining a community water system	WASH technician checklist see Facilitator's implementation guide ( <a href="#">Solomon Islands and Fiji</a> )					
<b>Water Safety Planning:</b> <b>5. Solomon Islands Community-based Water Security Improvement Planning (CWSIP)</b> <b>6. Fiji Drinking Water Security and Safety Plan (DWSSP+)</b>	To build the capacity of Water/ WASH Committees to identify hazards and assess risks to water quality and to identify and implement actions to reduce water quality risks	CWSIP Facilitator's Implementation Guides: <a href="#">Vol1</a> ; <a href="#">Vol2</a> ; <a href="#">Vol3</a>  Videos and workshop activities, posters, Facilitators guide(s)  Implementation <a href="#">Guide</a> : Supplementary activities in the DWSSP Fiji					
<b>7. Leveraging town-community social networks</b>	To guide a way of working that recognises that the 'whole community' is geographically spread, and broader community engagement can help CWM	Guidance (within the Compendium of Tools)					

# 1. Community Assessments / Diagnostic

**Tool Purpose** To encourage and guide community assessments to understand context for rural water management

## Targeted outcomes



## Tool concept

In an effort to support better sustainability of community water management in rural areas in Melanesia, PaCWaM+ researchers have developed a **Community Assessments / Diagnostic guidance note**. The guidance aims to deepen the understanding of contextual factors that can shape the success of long-term water management and address relevant factors early on in project planning.

## Guide to implementing this tool

### Tool summary

This tool offers guidance in modifying planned community assessments, rather than comprising a complete tool with detailed instructions. It is designed for water management practitioners to review prior to commencing a community water management project in Melanesia. Based on PaCWaM+ research, it draws attention to additional contextual factors that can influence the success outcomes of water management activities, and encourages reflection of these aspects. It is not exhaustive and welcomes constructive engagement with the insights.

PaCWaM+ research identified the following factors which should be added into conventional Community Diagnostic /Assessments, in order to guide further engagement:

- Water sources, ownership and access: now and in the past
- Past experience with development projects
- Zone and Tribal groupings
- Geographically-dispersed communities and social networks beyond village boundaries
- Water financing
- Governance structures



## When to implement

The guidance is to be reviewed and implemented at the early stages of a community water management project. The aim is to build understanding of contextual factors in the particular community or communities that may shape the program activities and therefore better set it up for success.

## How to implement

The process involves reading the guidance note, reflection on relevant aspects, investigation of the community context and integration of diagnostic findings into the community water management project.

## Who to implement

The tool is to be implemented by those actors, for example CSOs, governments and any relevant stakeholders, that are supporting community water management.

## Things to Consider

As mentioned above, the guidance is not exhaustive nor is it a 'how to' guide for practitioners that explains in detail how to identify and measure contextual factors. It is a summary of insights that based on the PaCWaM+ research can determine success outcomes. PaCWaM+ researchers welcome critical reflection and adaptation where necessary.

## Resources and Timing

The guidance note can be used to inform the community diagnostic or assessment, following reflection on the contextual factors noted in the guidance and consideration of relevance to the target community or communities for CWM. Resources include:

- Copy of the Guidance Note
- Notepaper and pens
- Preparation of questions.

**Estimated Timeframe:** This “tool” is to be integrated into broader community assessments and so the timeframe is dependent on the time for the whole community assessment – usually this is ½-1 day in duration. The additional time required to include the information recommended here is a couple of hours (depending on whether the relevant key informants are already consulted during the broader assessment).

## Tools and additional information

1. Community Assessments / Diagnostic for rural community water management in Pacific Island Countries: [Guidance Note](#)

## 2. “Water is Everyone’s Business”

**Tool Purpose** A community engagement tool to promote discussion and collective action about water management and conservation

### Targeted outcomes



### Tool concept

Good community water management, supporting reliable, safe, inclusive, resilient and sustainable water supply, requires people working together to look after a water system. Everyone has a role to play – water is everyone’s business.

This community engagement tool, called “**Water is Everyone’s Business**”, is made up of a series of videos that are to be shown together with discussions and workshops. Some are for the whole community (or as many people as show interest and are able to watch them).

These activities are designed to promote discussion and thinking about water management. They aim to help people to recognise that water management is not just the role of a WASH Committee or a select few people but rather that everyone has a role to play in ensuring good quality, safe, reliable water supply. Additionally, the videos and discussion are also designed to help people recognise that a diversity of people are required to keep a water supply system going and that women and young people, in particular, should play a strong role in any formal or informal water management group.

### Guide to implementing this tool

#### Tool summary

This tool involves watching some/all of 4 short videos, allowing time for facilitated discussion after each, based on a series of questions (below). **The purpose** is to motivate interest amongst community members in meeting their responsibilities to manage community water and conserve water, and to provide some awareness about actions they can take.

Three videos were produced in Solomon Islands and one in Fiji. Although the details of the local settings differ between these countries, past experiences in showing videos from similar – even though different – Pacific Island countries, especially Melanesian countries, is that they remain

relevant and there is keen interest to learn and reflect on similar challenges from Pacific neighbours.

## When to implement

This community engagement tool, “**Water is Everyone’s Business**” should be incorporated into a broader set of community engagement activities, such as those described in Government guidelines or in civil society water/WASH programs. For example, it is designed to complement approaches such as the Solomon Islands Community-based Water Security Improvement Planning (CWSIP) (see tool 5 below), or could be used in Fiji’s Drinking Water Safety and Security Planning approach.

## How to implement

It is not essential to show all these videos – please choose the videos that suit the problem being addressed.

One facilitator should be in charge of playing the video and asking some questions at the end; another should take notes to summarise the community’s discussions. This will be useful as a monitoring record, and useful information for the community when they are making community action plans.

Sample facilitator introduction to this activity:

- *“We would like to share with you some lessons about community water management that have come from other communities in Solomon Islands/Fiji (depending on the videos being shown). Some communities are very strong in managing their water systems, with everyone in the community taking responsibility to play their part.*
- *These videos were made by SINU/USP (depending on video) and the International WaterCentre or IWC in communities where research was conducted. Community members They were not told what to say; simply asked questions. Their responses have been edited and are presented here in these short videos.”*

At the end of each short video try to stimulate some discussion – a brief “*tok stori*” or “*Talanoa*” - on the key points raised in the videos. Facilitators should encourage discussion amongst community members and allow it to continue as long as it is useful and respectful. Some questions facilitators can use to start discussion are listed below each video.

## Who to implement?

Trained people experienced with local community engagement are the best people to implement this tool. For example, local Civil Society Organisations who have a history of working in the region and are familiar with the socio-cultural landscape and ideally, some level of understanding of community water management processes in villages.

## Things to Consider

Community Facilitators should decide when an appropriate time is during their larger engagement process to use these video tools, and with whom in the community to display and discuss them. Every community is different, and Facilitators should adjust their activities to suit the community situation.

## Resources and Timing

The implementers should have the following prepared for each community visit:

- Video projector, computer and USB with videos, sheet for a screen, audio speaker (everything charged)
- Venue – try to conduct activity in a place where there is shade (so the image is clearly visible on the screen)
- Guidance notes for discussion (this document)
- Copies of the flyer “Water is Everyone’s Business” see below
- Notepaper and pens

**Estimated Timeframe:** - 45 minutes

## Tools and additional information

“**Water is Everyone’s Business**” - short community videos to be played in order. This is outlined in the implementation guides as well as community discussion questions and topics.

1. [Implementation Guide](#): Water is Everyone’s Business Community Workshop Solomon Islands
2. [Water is Everyone’s Business](#) – Solomon Islands (short version) [3:42 min].
3. [“Water is Everyone’s Business” Flyer](#) to support discuss actions everyone can take (including a [Fijian version](#))
4. [Youth and Community Water Management](#) Solomon Islands [3:15min]
5. [Women and Community Water Management](#) Solomon Islands [2:26min]
6. [Water Conservation is Everyone’s Business - Fiji](#) Implementation Guide
7. [Water Conservation is Everyone’s Business - Fiji Video](#)



### 3. Strong Water Committees - Strong WASH Communities

**Tool Purpose** Raising awareness of the importance of creating and maintaining a strong water/WASH committee

**Targeted outcomes**



#### Tool concept

Good community water management, supporting reliable, safe, inclusive, resilient and sustainable water supply, requires community members to work together to look after their water systems. Everyone in the community has a role to play, but it is also important there is a group of people taking on leadership of the management of the water system so that it continues to function as designed and everyone has access to safe and plentiful water.

#### Guide to implementing this tool

##### Tool summary

Research conducted by IWC, USP and SINU, in Fiji and Solomon Islands, has indicated that sustaining the membership and action of Water Committees remains a significant challenge, and that enabling actors such as governments, CSOs and utilities, can provide some encouragement and support to committees to enable them to become stronger (see Additional information below in 4.3 for references to related research reports). That research formed the basis of the **Strong Water Committees – Strong WASH Communities** tool.

This tool is designed to facilitate and encourage the committees to reflect on how they can make their committee stronger and work better with the whole community.

##### When to implement

The tool can be implemented during formation and/or revival of Water Committee/WASH Committee.

##### How to implement

This guide contains two parts. Both of these should be implemented, in the order of Part 1, then Part 2. Ideally these will be implemented at two different community visits, with a few days to a few

weeks in between, to give the community time to think about and discuss Part 1 before moving on to Part 2.

## Who to implement?

The Implementation Guide provides a “how to” for water supply or WASH field officers from CSOs, governments, utilities, or any other organisation supporting rural community water management, to undertake the Strong Water Committees – Strong WASH Communities community activities.

It can also be used by WASH programmers when designing water supply or WASH community projects.

## Things to Consider

As noted above, the Strong Water Committees – Strong WASH Communities activities are designed to complement the existing guidance provided by governments and CSOs to committees which usually focus on roles and responsibilities, and strengthening the technical capacity of the committee. These topics are not addressed in Strong Water Committees – Strong WASH Communities and need to be addressed separately.

## Resources and Timing

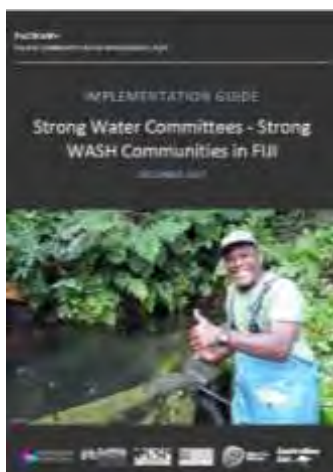
The implementers should have the following prepared for each community visit:

- Printed Water Committee members form
- Guidance notes
- Pens
- Large/butcher paper
- Camera
- Printed copies of “Water is Everyone’s Business” [flyer](#)

**Estimated Timeframe:** - 120 minutes

## Tools and additional information

1. Strong Water Committees-Strong WASH communities in Fiji: [Implementation guide](#)
2. Strong Water Committees-Strong WASH communities in Solomon Islands: [Implementation guide](#)
3. [Water is Everyone's business](#) (long – for water committees) 27 min



# 4. Water Committee Backstopping

**Tool Purpose:** Providing external technical and non-technical support and advice about operating and maintaining a community

**Targeted outcomes:**



## Tool concept

In the Pacific Islands, it is typical for village members to be responsible for operating and maintaining their own water systems. Often, they have received some assistance in paying for the water system and constructing the system, and, usually some training in operating and maintaining the system. The training is often a few days of training, and there may be some manuals or papers to provide additional information on operation and maintenance. After this training, it is up to the community to operate and maintain the water system

There is some evidence that many communities face difficulties in achieving high standard of operation and maintenance by themselves. There are many reasons for this, but one is that every water system is different and can have its own problems, and that the few days of training that was given is not enough for the community to be able to solve unusual technical and non-technical problems.

Research conducted by SINU in partnership with the International WaterCentre, Griffith University and University of the South Pacific, has also indicated that communities would benefit from access to technical and non-technical advice and support to manage community water systems. The term ‘backstopping’<sup>1</sup> refers to the concept of something or someone providing a barrier or dependable support against potential failure, loss or breakdown.

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<sup>1</sup> For the concept of ‘backstopping’ think of a baseballer ‘backstop’ whose role it is to catch the ball and stop it from getting away

## Guide to implementing this tool

### Tool summary

This tool, called **Water Committee Backstopping**, provides communities with the opportunity to receive technical and non-technical support and advice about operating and maintaining their water system helps to improve the water system service.

### When to implement

Communities that are having on-going difficulties with system malfunction, poor water quality, poor water availability etc. should be targeted for technical backstopping.

### Criteria for Selecting villages for the pilot of technical backstopping

- Not have any other implementations activities happening in the next 6 months
- Have a shared/community water system that involves at least a piped system from a tank or dam (additional water systems can also be in use, such as rain tanks, bore pumps, wells, streams etc)
- The piped system provides water to at least 10 households
- If possible: The piped water system is between 3 to 8 years old
- Need to be able to visit 3 or 4 times in next 6 months

### How to implement

The WASH Technician's role is to be a "backstop" (think baseballer 'backstop' whose role it is to catch the ball and stop it from getting away); **to provide technical and non-technical advice** to communities about managing their water system. Usually this will involve discussing problems the community currently has with their system, or discussing problems that might occur.

This may involve showing/teaching people how to do repairs, maintenance or operate the water system. It may also involve sharing the technicians' experience about what good water management looks like in other parts.

#### DURING THE FIRST VISIT:

- **Meet with Village leaders** to:
  - explain the role of the WASH Technician
  - identify the key people will be involved in the backstopping activity over time
- **Identify the 'water managers'** – that is, who is currently looking after the water system. This may be a committee, or may be one or two people who have taken the responsibility to manage the water system.
- **Meet with the current 'water managers'** to
  - Explain the pilot, your role as the Technician, and the role of the water managers
  - Identify what type is the water system, where are the main infrastructure (dams, spring boxes, pipes, etc)
  - Ask how well the system works, and identify any problems.
  - Inspect the system to discuss current problems, or possible future problems
  - Give advice on actions to improve these problems.
- **Complete the Water Committee Backstopping checklist and activities record** (see 4.2.5). Keep these records on file and review before the next visit, as a way to remember the community's water system and challenges.

#### DURING FOLLOW-UP VISITS:



- **Meet with the Water Committee** and discuss the water system generally – how well it is performing and any problems. Include a discussion on management issues, and ways these could be addressed. Identify any technical problems and, during the inspection (next step), consider what the causes of these problems might be.
- **Inspect the water system** with (some) community members – look for existing problems, or possible future problems and discuss ways to manage or prevent these problems.
- **Complete the WASH Technician checklist and activities record.** Keep these records on file and review before the next visit.

## Who to implement?

Backstopping should be carried out by the WASH Technician or WASH Officer from the relevant provincial government.

## Things to Consider

The types of **technical water problems** discussed during the visit could include:

- Pipe network maintenance and protection from damage (including taps, tapstands, tanks and pumps)
- Water quantity –sufficient to meet the use/demand
- Water pressure throughout the piped system
- Quality of water, At different times, After rain, During dry season
- Dam/reservoir maintenance – preventing debris entering systems and causing blockages
- Community rainwater tank operation and maintenance

Improving these technical problems will require actions by the Water Committee as well as by others in the community. This means that Water Committees also need backstopping in non-technical water problems.

The types of **non-technical water problems** discussed could include:

- the roles and responsibilities of the Water Committee
  - *regular well attended meetings (monthly)*
  - *ensure continuity of membership (retention:-not changing water committee members all the time)*
  - *ensure water committee membership diversity (women, youths...)*
  - *ensure knowledge transfer (those with skills train the next generation)*
  - *clear communication with households about their responsibilities (see collective actions item below) (not just formal community meetings, but think about announcement at church).*
- collective water management actions
  - *community actively engage in cleaning dams (not just the Water Committee)*
  - *setting community task such as cleaning tap stands or drains by mataqali/tribe/clan/family groups, or village area*
- household-level actions by all in community: Examples might include:
  - *household water conservation actions (e.g., saving drinking water for drinking and cooking only; using alternate sources for washing and cleaning and in toilets)*
  - *water safety actions (e.g., boiling water if required, cleaning water storage containers and tanks, cleaning rainwater systems – roofs and gutters)*
  - *encourage households to report issues to the Water Committee*
- importance of fund-raising, ensure money availability for repairs and maintenance
  - *regular fund-raising events or water fee?*

- *regular reporting back to community on funds raised and spent*
- proactive rather than just reactive water management actions. Examples include:
  - *cleaning the dam regularly (not just after rain events)*
  - *fixing leaks and problems as soon as they arise*

Backstopping **will not** involve:

- Managing the water system (do not take responsibility for repairs or operation of the system)
- Providing funding for water parts
- Providing water parts
- Writing proposals for water projects (advice can be given about what type of water project might be suitable)

## Resources and Timing

The WASH technician should have the following prepared for each community visit:

- The Water Committee Backstopping Implementation Guide
- Blank Water Committee Backstopping activities record sheet (print from Appendix A in the Implementation Guide)
- Water Committee Backstopping Activities records from previous visits
- Camera to take photos of system for comparison over time
- Notebook and pen to complete visit notes and the checklist (Appendix B in the Implementation Guide)
- Simple toolkit (the technician is NOT expected to do major repairs)

### Estimated Timeframe

Backstopping is most effective if there is regular, for example 3 to 6 monthly, visits to each community. This will allow a clear picture of the issues and characteristics of each water system, which can differ a lot between communities.

For the backstopping to be effective and to give time to have good discussions and walk around all parts of the water system, each visit should last **at least ½ to 1 day** in each community. To maximize logistical efficiency and reduce the cost of visiting remote communities, it is recommended to try and cluster the backstopping visits, for example, spending half a day in 10 villages in one week.

## Tools and additional information

Water Committee backstopping tools:

1. Water Committee Backstopping [Implementation Guide](#)
2. Water Committee Backstopping activities record sheet (Appendix A in the Guide)
3. WASH Technician checklist (Appendix B in the Guide)
4. [Research and practice brief: Backstopping Rural Community Water Management - Lessons from Solomon Islands and Fiji](#)



## 5. Water Safety Planning: Community-Based Water Security Improvement Planning (CWSIP) in the Solomon Islands

### Tool Purpose

To identify and manage drinking water quality hazards and risks for a community water system in Solomon Islands

### Targeted outcomes



### Tool concept

There are many unique challenges facing Pacific Island countries in their efforts to achieve water security for all people living in rural communities. Many of these countries have large populations living in dispersed and often remote rural areas, with various socio-economic characteristics, and all facing the challenge of increasing exposure to climate variability and change, as well as socio-economic change.

Community water users and managers need to think about changes to water availability as well as water quality. Both are affected by climate change, disasters (cyclones, earthquakes, flood, drought), and human activities that can dramatically impact the environment (such as erosion and sediment run-off from logging). The **Community-based Water Security Improvement Planning (CWSIP)** process encourages community water users and leaders to think about, and plan for, future hazards and changes relating to climate, environment and population.

### Guide to implementing tool

#### Tool summary

The Gud Wata Plan Blong lumi, or CWSIP, process builds on existing knowledge of local water systems and management practices that exist within villages, by bringing them together in a planning process that encourages proactive actions to strengthen water safety, reliability and security for all. This is achieved by supporting village members to use their local knowledge, with some technical support, to identify hazards, assess their risks to water quality and availability, and to identify and implement actions (controls) to reduce these risks.

CWSIP is a process of 7 steps of community engagement led by the CWSIP Facilitators in a continual cycle. Using these steps will help village members to develop and share the knowledge and skills required to better manage water within the village and improve access to safe and reliable water for all village members.

## When to implement

This tool is a useful activity early in a community water program, as it involves assessing the current situation, access and problems, encourages community representation in the planning process, and encourages a range of actions going forward. This should be followed up by regular visits, which may be undertaken as part of community engagement on other related development issues (e.g. sanitation, health).

## How to implement

The guide – Gud Wata Plan Blong lumi or CWSIP – has been prepared to support government and civil society implementers of WASH projects, to improve the sustainability, inclusivity and resilience of rural water supplies in Solomon Islands. This guidebook is a field resource to guide activities with village members in order to identify risks and hazards and respond to them. The guide offers a comprehensive step by step process for Facilitators to follow.

## Who to implement

CWSIP should ideally be implemented by trained CWSIP facilitator(s) and village representatives. There are steps that the CWSIP facilitator takes with the community, and there are steps the community takes independently. In addition to the 7 community engagement steps to be completed by the CWSIP facilitators, village representatives will be responsible for 5 village tasks.

## Things to Consider

This guidebook is a pilot - a first attempt at modifying the Water Safety Planning and Water Security Improvement Planning processes to better suit implementation in the Solomon Islands. It will require further changes to increase effectiveness based on lessons learned during the pilot phase and refining for scale up. So, if something does not seem to work, or make sense, it should be adapted.

## Resources and Timing

The CWISP facilitator/s should have the following prepared for each community visit:

### Resources:

- Printed forms from the Implementation Guide (e.g. to record Water Committee and other community group members)
- Zone maps
- Water pathways
- Pens/Markers
- Butchers paper/ Large roll of paper
- Stories (see “Water is Everyone’s Business” Tool 2)
- Videos (see “Water is Everyone’s Business” Tool 2)

## Estimated Timeframe:

This guide recommends the time to be allowed between steps, to give communities enough time to conduct their activities and to make sense of the information and steps. However, the timing should ultimately be determined by the CWSIP facilitator, in response to the capacity and interest of the community.

In between the seven facilitated community engagement steps there are activities that village members need to complete independently. Sufficient time is needed between facilitated community engagement steps for this to occur. The timing of each step balances program schedule and time for village members to complete activities. The expected duration required of community facilitators at each step is provided as a guide and may change depending upon the size and requirements of the village.

## Tools and additional information

Additional helpful resources: see “Water is Everyone’s Business” resources in 2.3.

1. [CWSIP Guidebook vol 1](#) (step 1-3)
2. [CWSIP Guidebook vol 2](#) (step 4-7)
3. [CWSIP Guidebook Vol 3](#) (water sources, pathways and hazards)



# 6. Water Safety Planning: Drinking Water Safety and Security Plan in Fiji

## Tool Purpose

To improve the sustainability, inclusivity, and resilience of rural water supplies in Fiji

## Targeted outcomes



## Tool concept

The International WaterCentre, in partnership with the Fiji Government Ministry of Health and Medical Services (MHMS) and the University of the South Pacific, have prepared this **Supplementary Guide for Drinking Water Safety & Security Plan (DWSSP)** for Fiji.

Community-based water management is the dominant water service model in Fiji and is likely to remain so for the foreseeable future. Good community-based water management is necessary for communities to achieve good WASH services: water supplies, sanitation and hygiene practices that are safe and sustainable.

## Guide to implementing this tool

### Tool summary

The guide draws on the expertise of experienced DWSSP facilitators from MHMS, and from research conducted by the PaCWaM+ team with rural villages in Fiji as well as with other government and civil society stakeholders. The supplementary activities draw on participatory, dialogic and Pasifika community development approaches and aims to better contextualise Water Safety and Security Planning to the Fijian context, and to the needs of Fijian water committees and communities.

### When to implement

The resources provided herein are intended to highlight some of the strengths and address some of the challenges common to DWSSP processes, for the purposes of improving the community water management outcomes from DWSSP. Therefore, it can be used whenever DWSSP is being implemented.

Consistent with the existing DWSSP Facilitators Guide, this supplementary guide should be used when engaging with rural communities and their Water Committees (or WASH Committees) to develop a Water Safety and Security Action Plan.

## How to implement

This Guide is intended to be used in conjunction with the DWSSP Facilitators Guide and materials produced and maintained by MHMS. This guide contains recommendations to modify or replace existing activities, and add new activities, to the DWSSP activities.

## Who to implement

This Guide provides DWSSP field facilitators with additional resources, activity descriptions, and guidance to deliver a suite of modifications to the existing DWSSP framework, **to improve the sustainability, inclusivity, and resilience of rural water supplies in Fiji.**

There are elements of this supplementary guide that will be useful for communities and WASH committees to make use of directly or with “arms-length” facilitation provided by DWSSP practitioners.

## Things to Consider

The existing DWSSP framework by MHMS has three modules – (1) Community Engagement, (2) Drinking Water Safety Planning (DWSP), and (3) Water Security Upgrade Planning (WSUP). Each of these modules have several sessions comprising several activities for the facilitator and participants to follow. This supplementary guide is organised by the same modules. The supplementary 'add-ons' contained within this guide comprise three types of guidance-replacement session, additional activity and supporting advice.

## Resources and Timing

The DWSSP facilitator/s should have the following prepared for each community visit:

Resources:

- Water Attribute Forms
- Butcher paper (large white paper sheets)
- Camera (to record activities)
- Stories (Talanoa)
- “Water is Everyone’s Business” handouts (see Tool 2)
- Background (information)
- Community activity resources
- Coloured Markers

### Estimated Timeframe:

Our recommended timetable for supplementary activities spans six (6) days in a clustered approach:

- Two initial “classroom” days involving multiple communities in a central location,
- One day where the facilitator visits each community individually.
- Two final “classroom” days involving multiple communities in a central location

- One day where the water committee facilitates a community feedback session, and the facilitator attends as a follow-up mechanism.

## Tools and additional information

1. [Implementation Guide: Supplementary activities for drinking water safety and security planning \(DWSSP\) in Fiji](#)
2. Localising Water Security – [Research Brief](#)





## 7. Leveraging town-community social networks to support community water management

**Tool Purpose** To guide a way of working that recognises that the ‘whole community’ is geographically spread, and broader engagement can help CWM

### Targeted outcomes



### Tool concept

Due to relatively high levels of outmigration – both circular and permanent – from rural villages in Pacific Island countries, there are many community members residing in urban areas. Many remain an active and influential part of the rural village community and constitute an important part of the ‘whole community’. Some of these **town-village social networks** are already used by community members for the purposes of supporting community water management or WASH outcomes (see examples in Love et al., 2022a, Love et al., 2022b).

The concept of leveraging social networks is not so much a specific tool, as it is a way of working that recognises the ‘whole community’ is geographically spread, and there may be additional benefits in engaging with town-based community members, including: easier connection with external enabling actors due to their proximity in towns; broader (whole community) support for new initiatives such as water fees, by-laws and action plans (e.g. Water Safety Planning); encouragement of all community members to raise the importance and need for community water management and WASH; maximising communication pathways by leveraging existing networks between town and village-based community members.

The concept behind this leveraging social networks (LSN) tool is for external enabling actors to make use of existing social networks for the purposes of supporting improved community water management outcomes. Below we have included some examples of how social networks could be leveraged.

There are two main situations in which social networks could be leveraged:

- to complement direct engagement with specific communities (e.g. as part of a program that includes community-based engagement)
- to connect with communities indirectly, when no direct engagement is planned.

The specific purposes for connecting via social networks, and the nature of activities conducted, depend on which of these situations is relevant (amongst other factors).

## Guide to implementing this tool

### Tool summary

External enabling actors could conduct a range of activities with town-based community members - in Fiji, these are typically members of Village Development Committees (VDCs).

When connecting with town-village social networks as part of a larger community-engagement program, the specific activities conducted with social networks should be linked to activities being implemented in villages. There should be reference to both sets of activities when communicating with both the urban-based and village-based community members – all should be aware and supportive of the engagements. Additionally, everyone should agree on the nature of engagements – the types of activities that are appropriate to be conducted with urban-based community members.

When connecting with town-village social networks, without complementary engagement directly with communities, the types of activities that can be conducted are more limited. PaCWaM+ research indicated that the conduct of some types of activities by external enabling actors (e.g. governments, civil society organisations) with just town-based community members would not be considered appropriate in some contexts.

### When to implement

The timing of when to engage with town-based social networks depends on the nature of the activities, and the two situations described above.

If the engagement is part of a larger program that includes direct village engagement, then the urban-based engagements should not commence until the village leaders have discussed and endorsed such engagement and specified any requirements for the timing and/or nature of the town-based engagements. Enabling actors should encourage the village-based and urban-based community members to directly communicate about these arrangements and this should be confirmed before commencing any activities.

For engagement that is not accompanied by direct village engagement but are rather ‘standalone’ engagements with urban-based community members only, the timing can be determined by other factors, such as alignment with other activities such as Fiji Day or specific village (koro) days/weeks in Fiji. For some types of engagements, it will make sense to try to align these with other activities – to take advantage of when those town-based social networks are already being activated. For example, engaging with urban-based community members at established Provincial Day celebrations or Fiji Day (and the numerous specific village (koro) days/week in Fiji) – the timing of which are predetermined.

### How to implement

There are many ways that town-village social networks could be leveraged. Some examples include:

- Discussing advancements and changes to a rural community's water management plans or arrangements with town-based community members. For example:
  - Discussing Water Action plans that have been developed by village-based communities with the town-based community members (VDCs) can generate much-needed support for implementing action plans, including raising funds to upgrade water, sanitation and/or hygiene systems.
  - Discussing important changes to community water management arrangements agreed with by village-based community members with town-based counterparts may prove critical –many town-based community members remain quite influential within the village setting, often returning to the village, and their support for changes to arrangements such as the introduction of water fees, new by-laws and policies, could be critical to ensuring they are adopted and sustained.

Note that action plans, changes to by-laws, policies or water finances, should not be determined and agreed with town-based community members first - engagement with the town-based counterparts should follow *after* such discussions have been progressed within villages first.

- Hosting information sessions and booths at appropriate forums. These can be good opportunities to share some types of information through mediums such as information flyers and short video clips (that can be easily shared between phones). Such events are well suited to social marketing approaches that are engaging and motivational in style, whilst educational messaging through flyers or videos are often longer and not as readily shared, remembered, or effective. These social networking events are especially appropriate for promoting simple but engaging messages, such as “Water is Everyone’s Business”- a message designed to promote the importance of collective action for water management.
- Connecting with the organisers of virtual village/area-based groups, such as place-based Facebook (FB) group moderators. In Fiji, village-, island-, district-, and region-specific groups exist and are widely used to share information about local events and issues. As with physical gatherings of people (e.g. Provincial celebration days), virtual groups, such as FB groups, could be an effective means of sharing information (e.g. memes, flyers and video clips) that are interesting and motivational in style. Some short educational videos, or links to them, could also potentially be shared. Some of these place-based FB groups were found to be highly active during times of disasters, and sometimes undertook fundraising activities or coordinated the provision of supplies, including emergency water supplies.
- Offering water management training to town-based community members
  - Enabling actors (government) in Fiji are considering offering training about some aspects of water management to town-based members of VDCs. These VDC are made up mostly of village-based members, but usually have some members based in Suva or other urban centres.
- Any efforts to raise rural WASH as a social and political priority does need to focus as much on people in town as people in rural areas. Town-based community members are often able to advocate for rural WASH often more directly with government and other stakeholders than village-based community members, because of their proximity and, in some cases, higher status afforded to professionals working in town.

Seeking to connect with established physical or virtual groups might initially require some time and effort to identify appropriate points of contact. When the engagement with town-based groups is planned to complement village-based engagement, a useful starting point is to discuss with village-based contacts what externally residing groups exist and to gather appropriate contact details. This could also be incorporated into community baseline data collection activities.

## Who to implement

Engaging with town-based community members is a feasible strategy for any external enabling actor – no specialist skills are required.

## Things to Consider

To engage with the 'whole community' means engaging with not just people in the village but also with people in town and other locations where village members may be situated. Many of these extra-local residents regularly return to their home village during holidays and at other auspicious occasions, or following retirement (all putting considerable stress on WASH services), and can remain very influential in village affairs. The rural 'village' therefore extends well beyond its material and spatial borders and WASH actors should seek to engage with the whole community.

As mentioned above, when engaging with town-based social networks is planned to complement village-based engagement, it is important to discuss this first with the village-based community leaders. There can be sensitivities about the opportunities and agency seen to be given to town-based community members over village-based community members, and this engagement needs to be carefully managed and undertaken only with the support and guidance of the village-based community.

## Resources and Timing

No specific resources are required for leveraging social networks. However, some of the resources provided in this compendium, or from other sources, are suitable to be shared through social networks. In particular, the "Water is Everyone's Business" series of videos and information flyers (see Section 2 of this compendium) is specifically designed to reach all users of community water systems – to influence their engagement in support of water management and raise their awareness of their own responsibilities.

The production of appropriate communication products to be shared through these social networks, either in printed or electronic form, would require communications expertise, especially when social marketing strategies are to be incorporated.

## Tools and additional information

1. The Potential Role of Social Networks in improving Rural Community Water Management: Insights from Solomon Islands, [Research Brief](#)



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# PaCWaM+ Resources

The PaCWaM+ research project has produced a range of **implementation guides and resources to support Pacific Community Water Management Plus**, these include:

- [Pacific Community Water Management Plus Compendium of Tools](#), and associated [video](#)
- [Pacific Community Water Management Plus – Community Water Diagnostic](#)
- [Strong Water Committees – Strong WASH Communities in Fiji – Implementation Guide](#)
- [Strong Water Committees – Strong WASH Communities in Solomon Islands – Implementation Guide](#). Including associated resources:
  - o [Video “Strong Water Committees – Strong WASH Communities”](#) - standalone copies can be obtained from [iwc@griffith.edu.au](mailto:iwc@griffith.edu.au) (with or without English subtitles).
- [Water is Everyone’s Business – Community workshop in Solomon Islands – Implementation Guide](#), and associated resources
  - o Video: [Water is everyone's business](#)
  - o Video: [Youth and Water](#)
  - o Video: [Women and Water](#)
  - o Water is Everyone’s Business poster – Fiji ([Fijian](#) and [English](#) versions)
- [Water is Everyone’s Business – Promoting water conservation in Fijian Communities](#) - Guide and associated video resource:
  - o Video: [Water Conservation is Everyone’s Business \(for stakeholders\)](#)
  - o Video: [Water Conservation is Everyone’s Business \(for use in implementation programs\)](#)
- [Water Committee Backstopping in Solomon Islands and Fiji – Implementation Guide](#)
- [Supplementary activities for Drinking Water and Security Planning \(DWSSP\) in Fiji - Implementation guide](#)
- [Community-based Water Security Improvement Planning – Solomon Islands – implementation guide \(Volume 1, Volume 2, Volume 3\)](#)

In addition to the CWM+ tools and resources), the following documents describe the research findings:

- [Pacific Community Water Management Plus – Final Research Brief](#)
- [Localising Water Security – Research Brief](#)
- [Policy Brief – Improving water management in rural communities – Key findings for Policy in Fiji](#)
- [Policy Brief – Improving water management in rural communities - Key findings for Policy in Solomon Islands](#)
- [Research Brief – The Potential Role of Social Networks in improving Rural Community Water Management: Insights from Solomon Islands](#)
- [Backstopping Rural Community Water Management – Lessons From Solomon Islands and Fiji – A Research and Practice Brief](#)
- [Fiji Synthesis Report Phase 1 Research](#)
- [Solomon Islands Synthesis Report Phase 1 Research](#)
- [PacWaM Research Brief – Phase 1 Key Findings](#)
- [Water Conservation and Water-Saving Sanitation in Fiji](#)
- [Learning Brief on “The benefits of strong Gender and Social Inclusion in the management of village water systems in Melanesia”](#)
- [Policy Brief on “Governance to support Integrated Water Management in the Solomon Islands”](#)
- [Challenges and opportunities with social inclusion and community-based water management in Solomon Islands](#)
- [Video: Community-based Water Security Improvement Planning in Solomon Islands](#)

These resources, together with other research outputs, including forthcoming publications are available at: <https://watercentre.org/pacwam/>

Published December 2022

For more information or to access all research outputs please visit:  
[www.watercentre.org/pacwam/](http://www.watercentre.org/pacwam/)

**Disclaimer:** This publication was funded by the Australian Government through the Department of Foreign Affairs and Trade. The views expressed in this publication are the contributing authors' alone and are not necessarily the views of the Australian Government.

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