

# Adjumani District Dialogue News

News & progress reporting of the Dialogue Sessions of the EU funded project 'Improving Governance in WASH through local dialogues in West Nile

Adjumani District Dialogue #2

30<sup>th</sup> June-1<sup>st</sup> July 2009

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Participants during a group photo at the second district dialogue session in Adjumani, 30th June-1st July 2009

## Contributing to this newsletter?

All participants of the Adjumani District Dialogue Sessions are invited to contribute to this newsletter. Do you have an important story to share? An example from your day to day work related to improving governance, accountability and transparency? Then please contact the facilitators of the dialogue sessions.

## Highlights of the second District Dialogue Session in Adjumani District

On the 30<sup>th</sup> of June and 1<sup>st</sup> of July 2009 the second District Dialogue Session took place in Adjumani town, gathering different representatives from the district, sub-county, NGOs, CBOs and the media.

During this dialogue meeting we learnt about the various stakeholders in WASH, and got better insight in their respective roles and responsibilities in WASH service provision. Best practices to promote good governance, accountability and transparency were shared.

Progress on the action points agreed upon during the first district dialogue was shared; with main focus on how to promote accountability, governance and transparency for improved governance of WASH service delivery in Adjumani district.

A tool for improving transparency and accountability by assessing water service delivery was introduced. Based on the outcomes of the exercise a Joint Action Plan for service providers and users was derived.

District Water, Health and Education officers presented the sector progress up to date as well as the future plans in order to be transparent towards the different stakeholders. This was instrumental in getting insight into the WASH budget planning cycle and the different roles the different actors ought to play.

Participants also discussed the functionality of Water User Committees, how they manage O&M funds and mechanisms to increase accountability.

Stakeholders realised that there is lack of coordination in WASH. Also the importance of community participation in budgeting

and planning for WASH interventions was stressed as well as the role the media can play in improving transparency and accountability in WASH.

The harmonised working definitions as agreed upon by the participants in the 1<sup>st</sup> and 2<sup>nd</sup> dialogue:

**Governance:** providing leadership in the mobilisation, allocation and utilisation of resources

**Accountability:** taking responsibility for actions and omissions, and providing feedback or results for those actions.

**Transparency:** (was harmonised during DD#2) involving other players in an action and clarifying actions to the public/beneficiaries and other stakeholders

## Progress and suggestions for improvement of dialogue session #1 action points

Feedback was provided on the progress made and the challenges faced in implementing the agreed strategies and solution how to tackle these suggested. The following issues were discussed:

### 1. NGOs to submit progress reports, plans and budgets to the NGO forum for incorporation into overall district planning

- Most of the NGOs and CBOs are very reluctant to submit their reports, work-plans and budgets to the district for various management reasons. NGOs and CBOs who complied with this strategy include ACORD, MACI, YAASA, CIWA, ADPI, DRC, FOSID, EAA, Onigo Behaviour Change Initiative, ADFA and CEFORD.
- NGOs and CBOs who had not yet shared their reports, work-plans and budget with the district include AHA, PAWA, CREAM and DERUDIA

### Challenges encountered

- Some of the partners do not have a 'physical' office in Adjumani
- Some partners lack the skills for good reporting

## Suggested solutions

- NGO forum to sensitise the NGOs and CBOs on the importance of reporting and provide training on report writing.
- NGOs and CBOs should only register with NGO Forum if they have obtained their certificate of registration from the district
- NGO Forum to develop a guideline to deal with NGOs and CBOs refusing to share their plans, reports and budget with the district

### 2. District to share copies of the District Development Plan (DDP)

- Only few hard copies of the DDP are available but NGOs and CBOs can get the soft copy from the planning unit.
- The planning unit has requested that interested NGOs and CBOs provide their E-mail addresses so that the DDP can be shared with them

### Announcement:

The District Development Plan is ready and available at the NGO- forum. **Come and get it!**

### 3. District to invite NGOs for district forums and included them in the district stakeholders database

- The district and sub-counties have always invited the NGOs and CSOs to all meetings i.e. planning, budgeting and council meetings. However some CSOs do not turn up for such meetings.
- NGO Forum is now to follow-up with those CSOs that do not attend these meetings

### 4. Inter- NGO/CBO relationship should be improved through networking and collaboration

- The NGO Forum has established a proper office with a secretary in place.
- The 10<sup>th</sup> of July there will be a network meeting including a mapping exercise to get insight into the different activities on the ground and their locations.

### 5. Contracting of a single company for the whole process of implementing a borehole system.

- Currently, a single contractor has been pre-qualified for siting, surveying and sinking of boreholes

### **Suggestions for the contract guideline**

- Pre-qualified companies should have all the equipment and expertise from siting up to drilling.
- The contractor to be responsible to sub-contract the required expertise
- Only pay if the full service is delivered i.e. yield from the developed water source
- The secretary of social services to the council will take up this resolution to the Minister of Water when he visits Adjumani district
- Create awareness at community level on the guiding principles and the regulations of the contracts: only pay if service is delivered
- Involve the community (or the WUC) during siting of a borehole

### **6. Minute sharing of DWSCC meetings for promoting accountability towards beneficiaries**

- All minutes of DWSCC and SWSCC meetings have been compiled but not yet shared
- In July the DWSCC will sit again; two weeks before the next meeting the minutes of previous meeting will be shared

### **7. Formation and training of Project Management Committees (PMC) at community level**

- Both Ciforo and Dzaipi sub-county have formed the PMC at water point level but these are not yet trained
- Ciforo had mobilised and scheduled training of the PMCs in the week of the District dialogue session #2

### **8. Formation and training of Water User Committees on accounting, roles and responsibilities**

- In Ciforo sub-county, all the WUCs are formed (including replacement of some members) though training has not been conducted
- The Ciforo S/C plans to train the new members and refresh the old WUCs. WASH issues are being integrated into the overall S/C work-plan
- In Dzaipi S/C, refresher training was conducted for the WUCs. On 1<sup>st</sup> July 2009 the S/C launched a joint household sanitation and hygiene operation

### **9. Monthly reports by WUC to the community on accounts as well as water source status**

- Not much has been achieved so far as the WUCs are still very new. Sensitisation is needed among the communities on the importance of transparency and accountability; e.g. in Ciforo S/C only one water point has a bank account
- In Dzaipi S/C, sensitisation of the community on accountability has started. The ACDOs are encouraging the WUCs to open accounts with SACCOs.

### **10. & 11 Formation of ordinances for WASH at district level**

- The LC1s and ACDOs are encouraging the communities to formulate simple bye-laws to be enforced at water points e.g. monthly fee collection, prevention of animals grazing near water points etc.
- The greatest challenge is borehole breakdown, which requires major repairs which the communities cannot afford.
- The DWO clarified that there is a guideline for major repairs which the communities need to be informed of
- In regard to formation of bye-laws, the councillors at the district level have consulted communities on ordinances for education, health and production. The S/C have been urged to forward their set of bye-laws for inclusion in the district bye-laws and ordinances.



Faith (RPC) & Henry (PO) CEFORD doing Recap of day 1 and immediately seated right is Mr.Latigo- DWO

### **WASH Progress in the District**

Hereunder follow some highlights from the presentations by the District Water, Health and Education offices. The presentations provided updates on current WASH status, activities planned and tasks to be taken up by the different actors involved. Main focus was on the challenges encountered as well as the way forward for improved

governance, accountability and transparency in WASH service delivery.

**Detailed information** on the activities planned and current status of **WASH** interventions can **be acquired at the respective district offices.**

### Presentation by District Education Office

A brief summary of the WASH situation in schools Adjumani district:

- As of the financial year 2005/06 the construction of drainable latrines instead of the VIP was promoted for the schools because of the loose soil texture that is easily eroded by heavy rains
- 60 crestank water tanks for rainwater harvesting were provided and installed by UNICEF; the Ministry of Education (MoE) has added 26 more water tanks for installation in schools
- Under the Plan for Recovery and Development Programme (PRDP), 322 million UGX have been earmarked to support schools. In Adjumani, Dzaipi was the most hit sub-county by the LRA insurgency.
- Under Local Government Social Development Plan Fund, 191 million UGX has been released for construction of drainable VIP latrines to meet the **national standard of 45 pupils per stance**. Special needs for children with disabilities will be catered for. Washrooms for girls and urinary shelter for boys will be constructed as well
- School inspectors shall be conducting **sensitisation meetings** with School Management Committees (SMC) and Parent Teachers Associations (PTA) **on school governance, accountability and transparency** (not limited to WASH)
- **SMC will be trained on their roles and responsibilities** according to the new guidelines of the MoE
- Plan to conduct **radio talk shows** to share issues on school functionality and school WASH issues. In order to **mobilise the public to take action for improvement**

### Issues of accountability in WASH in schools

- Head teachers and SMCs do **not** give **timely feedback** to the education office; only report when there is an urgent

problem around WASH and immediate intervention is needed.

- In some of the areas, **school latrines are shared with the community** for instance in Maasa P/S where on market days buyers and sellers use the school latrine. This has brought about misuse and mismanagement of the facility. This issue should be solved with the help of the local council leaders
- **Mismanagement of school funds due to lack of support by the sub-accountants** who do not help the teachers in keeping their account books
- In most of the schools, **general school parade** is not frequent enough which contributed to poor personal hygiene of the pupils.
- The DEO acknowledged the fact that **some (head) teachers are not competent enough** to deliver quality learning to pupils thus contribute to the continued poor performance. Despite this, the DEO cannot take action on such individuals because is the mandate of the **District Council to discipline** such individuals
- Contributing factor to the poor WASH situation in schools is the **lack of a specific budget line**

### Suggestions from the participants on how to improve WASH in schools

- The departments of education, water and health as well as CBOs should **share monitoring plans; work plans and reports** so that co-ordination and collaboration is improved. This would improve targeted WASH interventions and minimise the risk of duplication
- Involve Adjumani Town Council to participate in the WASH dialogue sessions since there crucial WASH issues that affect the ATC (**This is directed to CEFORD for Action**)
- Learn from Drape sub-county were **accounts assistants** have been **assigned to correct schools' and health centre books of accounts**
- It was noticed that some schools do not meet the MoE standards, the DEO was asked to explain their stake on such schools. The participants were informed that schools like Homing Dove International and Gift Education centre will be closed by 30<sup>th</sup> December, since

they did not improve to meet the MoE guidelines



**The District Education Officer-Mrs. Mamawi Josephine Ujjeo making a presentation**

### **Presentation by District Environmental Health officer**

In the last three years, cholera has hit the district which is associated with poor hygiene and sanitation especially poor hand-washing practices. The participants were provided with an overview of current sanitation situation in the district focussing on three key issues of excreta disposal, hand washing facilities and kitchen, bath-shelter, rubbish pit and drying rack coverage.

### **Key Issue 1: Excreta disposal:**

Average latrine coverage in Adjumani district went up from 63% in January 2009 to 69.7% in July 2009. 95% of all the latrines are traditional (temporary) pit latrines. During the rainy season the coverage will go down due to flooding of the latrines or collapsing. In order to increase latrine coverage the district is planning to come up with an overall bye-law. In the beginning of FY 09/10 the ordinance will be effective as law. There will be penalties for non-complying households

### **Key issues 2; Hand-washing Facility:**

People are aware of the importance of hand-washing however actual practice is low.

28.2% of the households in the district have a hand-washing facility (showing a rise of 7.9% from the previous year). An exemption to the rise is Ofua sub-county which recorded a coverage of 13.8% which is the lowest in the district and showed a drop from the previous year of 28%. This drastic drop is associated with inadequate personnel to carry out awareness

campaigns. A recruitment process is started to fill this gap.

### **Key Issue 3: Kitchen, Bath-shelter, Rubbish pit and Drying rack coverage:**

There was an increase in coverage compared to the previous year however in general solid and liquid waste management strategy is still poor

### **The proposed activities for the new financial year 2009/10**

- Orientate local leaders on district public health ordinances as soon as these are passed by the council
- Continue with the district sanitation declaration (in line with the Kampala Declaration of Sanitation-KDS) with each year a sanitation week in March
- Conduct home sanitation competition and reward best households
- Conduct institutional health inspection in schools, police cells, health centres etc, in order to identify and address sanitation and hygiene gaps
- Conduct water quality surveillance at all water points in the district and sensitise the community on options for safe water consumption
- Conduct an integrated hand-washing campaign
- Involvement of CSOs in WASH activities like meetings, monitoring and supervision
- Conduct capacity building for WUC to make them very efficient at their various water points

### **Suggestions to the health department for improving governance, accountability and transparency in WASH**

- Conduct advocacy meetings at sub-county and community level to share information/reports on sanitation and hygiene status
- Creative and innovative strategies of information dissemination should be adopted to better reach the communities in attempt to close the information gap and improve the level of participation in WASH interventions. E.g. use of IEC materials, use of the media and radio programmes
- Integrate environmental and natural resource management (NRM) issues in

the health sector plans, like e.g. promoting improved cooking stoves so as to conserve the environment

### **Presentation by District Water Office**

DWO gave a brief summary of the current water service status in the district

- Current **overall district water coverage** stands at **72%**. In total there are 637 water points: 486 are deep wells (boreholes), 51 shallow wells, 17 protected springs and 109 water taps located in Pakelle and Ciforo sub-county; 26 water points are abandoned because the sources are dried up or vandalised during insurgency
- DWO has two personnel nominated by CAO. These are Drichi Wilson-Health Assistant from Ciforo to co-ordinate software in Water and Dipio Frances-ACDO for community mobilization
- In the new financial year, 633 million UGX has been allocated for water development. Out of this sum, 277 million UGX is to be spend on hardware components and 5% for software components
- The department plans to have a stakeholder coordination committee meeting on WASH
- DWO plans to conduct water quality testing for new and old water points
- Conduct joint supervision and monitoring of water sources with other stakeholders and have regular data collection and analysis of water

### **Suggestions for the way forward for improved governance; accountability and transparency**

- Conduct advocacy and planning meetings for WASH in the sub-counties
- Re-establish, train and refresh WUC
- Mobilise communities to participate during the sanitation week. During this week, communities are called-upon to compete
- Conduct radio talk shows

## **The District Planning and Budget Cycle**

Based on the presentations provided by the District Education, Health and Water Departments the District Planning and Budgeted cycle was discussed to get insight

into the different stages, timing, different actors involved and level of participation by the community.

### **Timeline budget planning cycle**

- July: village budget planning meetings are conducted and submission of village plans (priorities) for inclusion in parish plan is done in August
- September and October: PDCs compile and review draft parish plans and send to sub-county
- October, the sub-county reviews the parish plans in a budget conference, where priorities are set. This also takes place at county level
- February, district budget conference is held where sector heads discuss the plans and set the budget. The LC3 chair will sit in the budget conference of each sector. The LC3 will feedback to the parish
- April and May, budget speech is organised by the district where all stakeholders participate and finally budget is approved by the council

In general sanitation is under the Ministry of Water and Environment; however sanitation in schools is under MoE and household sanitation under MoH, all with different budgets.

Another important remark was that the link between the released fund and the activities deployed is not transparent.

### **Challenges to Community Participation**

- Politicising of planning process by politicians.
- In general the communities feel that their priorities are neglected as they are often not reflected in the action planning. Resulting in the communities disengaging from the planning meetings. On the other hand some communities are not aware that they have a responsibility to participate in the planning meetings in order to cater for their needs.
- Low participation due to the need for sitting allowance thus few people attend meetings which are often not representing the general population
- Lack of feedback from councillors on the planning process and the decisions taken

- Late release of funds which delays activities

### Ways to Improve Participation

- Improve coordination between all stakeholders (community-village, parish, sub-county and district level)
- Community sensitisation on civil rights
- Giving timely and accurate feedback to communities
- Regular monitoring of community projects by district and sub-county (quarterly)
- Displaying of information on notice boards but also translate the information since not all can read and write English.

### Community Score Card and Self-Assessment

In this session a tool was introduced which helps both the end users as well as the service providers to assess the status of a service. The *Community Score Card (CSC)* helps to end users to monitor the services they receive and provide feedback to the service providers. The service providers will do a *Self-Assessment*.

#### Joint Action Plan

Area to improve	Responsible person	Monitoring person
Multi-sectoral Monitoring of WASH in schools, water sources and health centres	The District Health, Water and Environmental Health Officers (DHO, DWO, DEnvHO)	Mr. Idraku Pasteur (MACCO)
Functionality of WUC and community behaviour change towards WASH issues	District Health, Water and Community Development officers, (DHO, DWO, CDO), CEFORD and AAH	Co-ordinator NGO Forum
Low Funding for Environmental health activities	DHO and SAS (Sub-county Chief)	LC3

Comparing the outcomes of the scoring cards opens up the dialogue on what needs to be done, who is to take action and ultimately can facilitate joint action planning.

Participants were divided into two groups. One group represented the WASH services providers while the other group formed the community who are the service users.

### Joint Action Plan

Each group was to generate three priority issues for discussion and action related to issues of transparency, social accountability, communication and good governance. From these priority issues a joint action plan was generated. As shown in the table

### Towards the next dialogue

Stakeholders resolved to work together upon identified and agreed action points for a more accountable and responsive WASH service provision.

#### Issues for the Next Dialogue

- Have more emphasis on functionality of the different WASH structures
- Have a field visit to Dzaipi sub-county to one water source (Dzaipi sub-county co-ordinate this on time)
- Have presentations from district department heads about the situation in each department and sub-counties on progress of sub-county dialogue issues in line with WASH interventions including presentation from ATC

During the session there were also some issues identified which should be taken up by the different stakeholders.

#### Issues for the DWSCC

- Improved coordination and collaboration between stakeholders in WASH (NGOs and District)
- Joint meetings with stakeholders on WASH and report sharing
- Follow up on the functionality of the SWSCC and other WASH structures
- Training and refresher training for WUC and SWSCC
- Involvement of CSOs, local and political leaders water source mapping and quality analysis

#### Issues to be taken up by the DHO

- Inclusion of food handlers in the overall planning for WASH

- Sensitisation of communities on roles and responsibilities of WUC and good behaviour change towards WASH
- Lobbying and advocacy for environmental health activities
- Radio talk shows
- IEC materials for information dissemination and home improvement campaign

#### Issues to be taken up by the DEO

- Improved networking and coordination with head teachers to get accurate and firsthand information on WASH.
- Follow-up on Maasa P/S which latrines are shared with communities during market days
- Advocate for recruitment of more female teachers because of their important role in promotion of sanitation and hygiene in schools

#### Issues for the Sub-Counties

- Ensure clear plans and budgets for WASH in schools
- Conduct home improvement campaign
- Follow-up visits and inspection of schools and health centres
- WUC to be accountable to communities, opening savings account with SACCOs
- Community sensitisation on the regulations of contracts of well drilling and involvement in water source siting, surveying and sinking

#### Issues to NGO Forum

- CSOs and CBOs submitting reports, work plans and budgets to CAO
- Training of CSOs and CBOs on reporting
- Analysis of the status of CSOs and CBOs currently working in the district
- NGOs and CBOs to have copy of the DDP
- Strengthening of inter-NGO relationship

This project is implemented with EDF-Support to the Decentralisation Programme and is facilitated by IRC International Water and Sanitation Centre, Network for Water and Sanitation Uganda (NETWAS), and Community Empowerment for Rural Development (CEFORD)

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NETWAS Uganda

## About the project

### Project goal

Improved health and productivity in communities, improved school attendance and educational results arising from more accountable and responsive WASH service provision

### Project areas

Moyo, Adjumani and Nebbi districts, and 2 sub counties of each district

### Project objectives

- mainstream multi-stakeholder learning, knowledge management and capacity building at district and sub-county level
- build capacities among local WASH decision-makers and service providers to become more responsive and accountable towards communities they serve
- enhance capacities of local civil society to become more vocal demanding for WASH services and to take-up their roles as active and responsible WASH consumers

### Project activities

- mapping WASH stakeholders at national, regional, district and sub district (sub county) levels; stakeholder analysis
- assessment of situation in districts and sub counties; visioning with stakeholders, creating local level interest; generating national support
- Formation of 3 district and 6 sub county platforms with WASH stakeholders; develop strategies to overcome challenges around WASH service delivery through dialogue and concerted action
- develop capacity building activities in sub counties and communities; carry out pilot project and action research to test promising approaches and apply promising tools and practices and replicate them

### Expected project outcomes

- enhanced dialogue between stakeholders
- improved coordination and harmonization of approaches in WASH
- improved responses to complaints and problems of WASH services in targeted sub-counties
- developed, tested and documented approaches, tools and practices to improve transparent and responsive service delivery
- shared lessons learned with other districts in West Nile and at national level (eg. National Sanitation Working Group, governance working group, Uganda Local Government Association)

### Target group

- Local district and sub county leaders,
- District and sub county government staff
- NGOs, CBOs, private entrepreneurs, media

### Final beneficiaries

Water users, households, school committees, health committees, HIV/AIDS groups and others CBOs in targeted sub counties and districts

**Total project Budget: € 225,000**