Accountability in WASH service delivery: Conceptual framework and tools for programming

PhD. Alejandro Jiménez, WASH Programme Manager, SIWI

ACCOUNTABILITY FOR SUSTAINABILITY

unicef

WATER GOVERNANCE FACILITY

SIWI

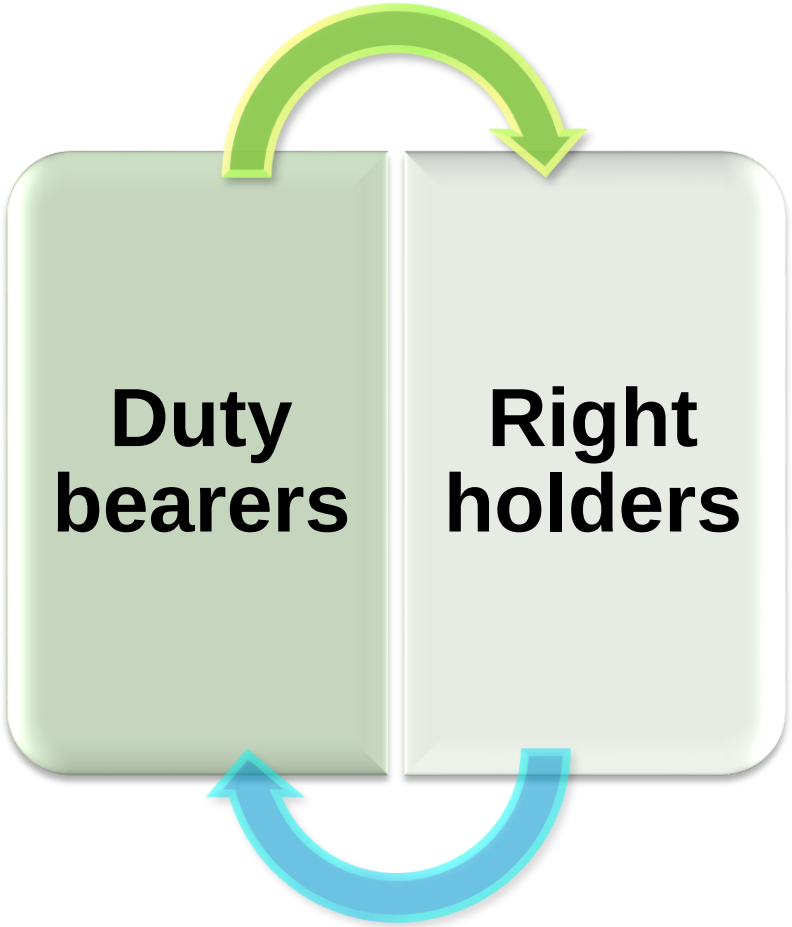
UNDP
Empowered lives.
Resilient nations.

Accountability is a fundamental principle of human rights

Accountability is about **Joint-decision making**

1. The elected officials, administration and those in charge of providing services account for their actions and answer to those they serve

2. Stakeholders engage and participate in an inclusive, transparent and accountable manner



Three conditions to achieve accountable relations

To achieve effective and sustainable service provision, it is important that the links between actors and institutions are clear and accountable

Responsible

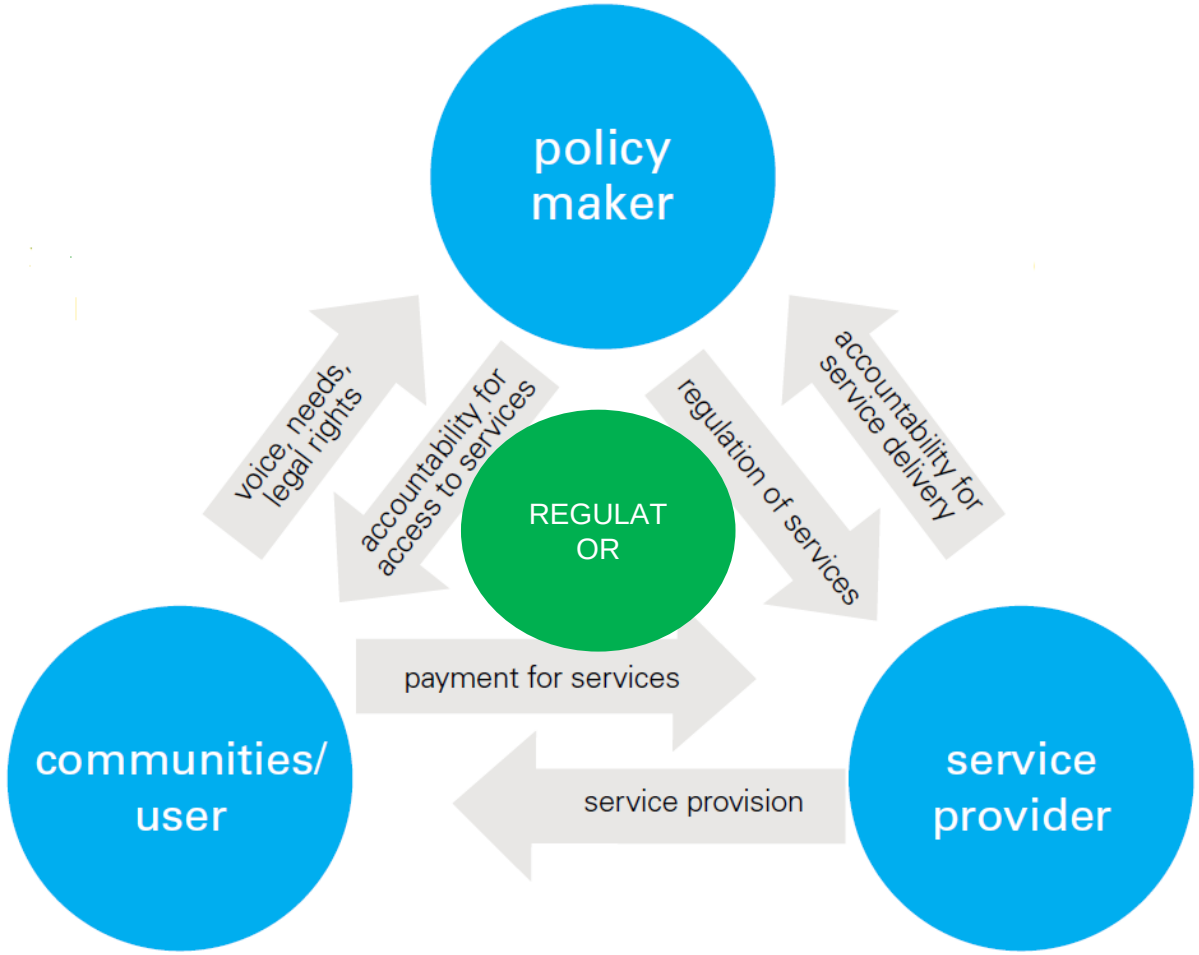
- clear
- coherent
- cooperative

Answerable

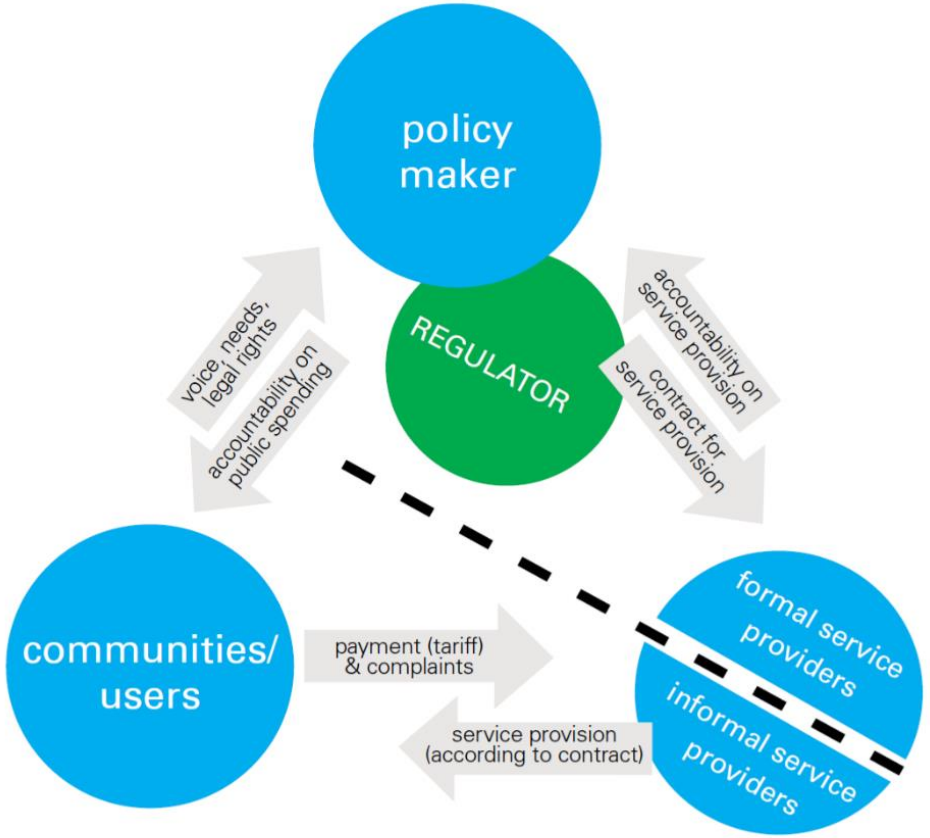
- informed
- inclusive
- responsive

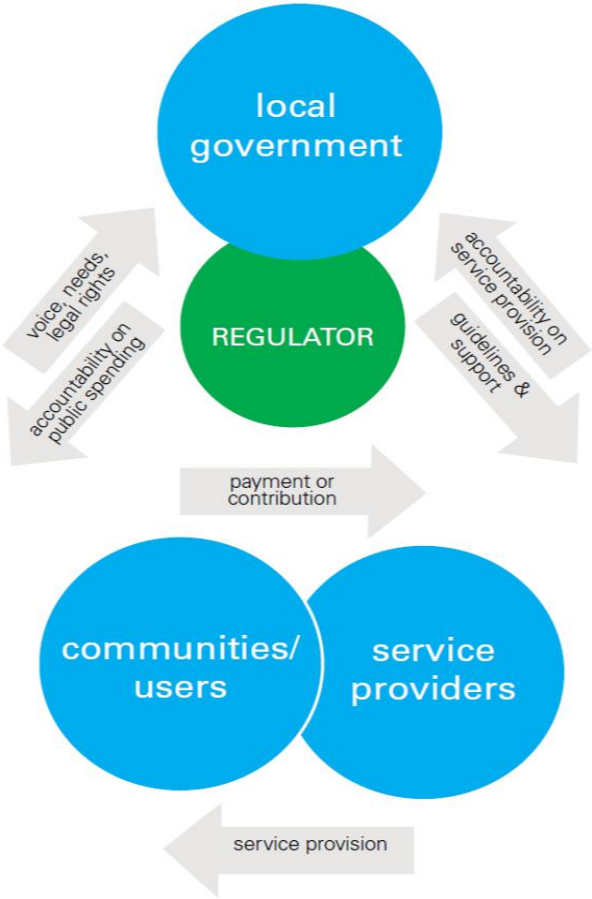
Enforceable

- independently monitored
- penalized when necessary



All actors of the WASH delivery framework need to play their role





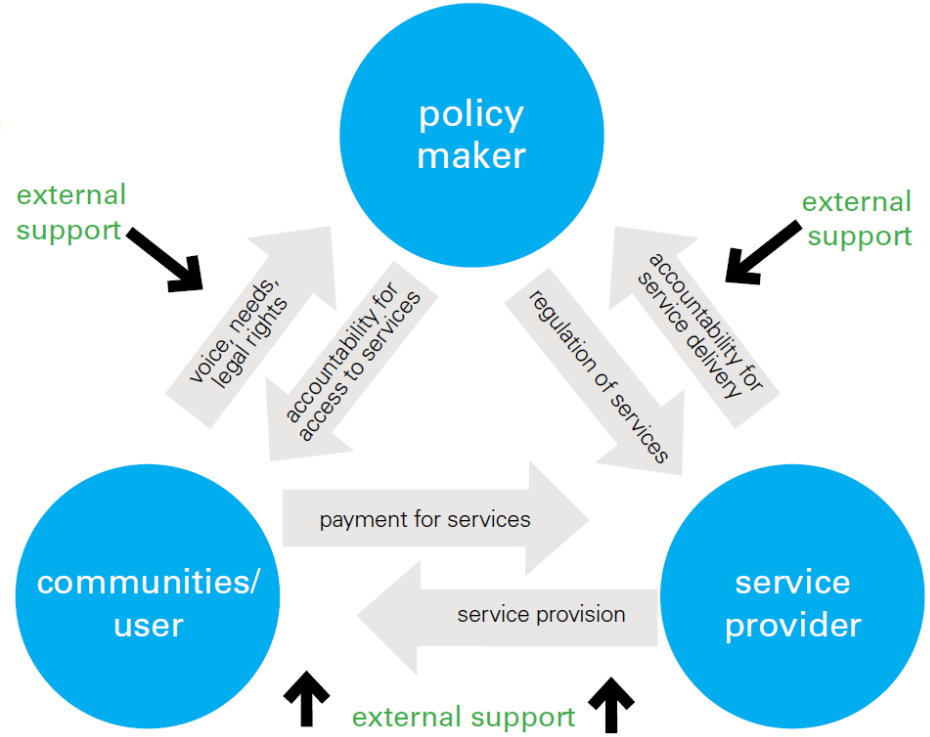
Accountability relations in practice

Making the links work

- Experience shows that it is possible to improve accountability links.

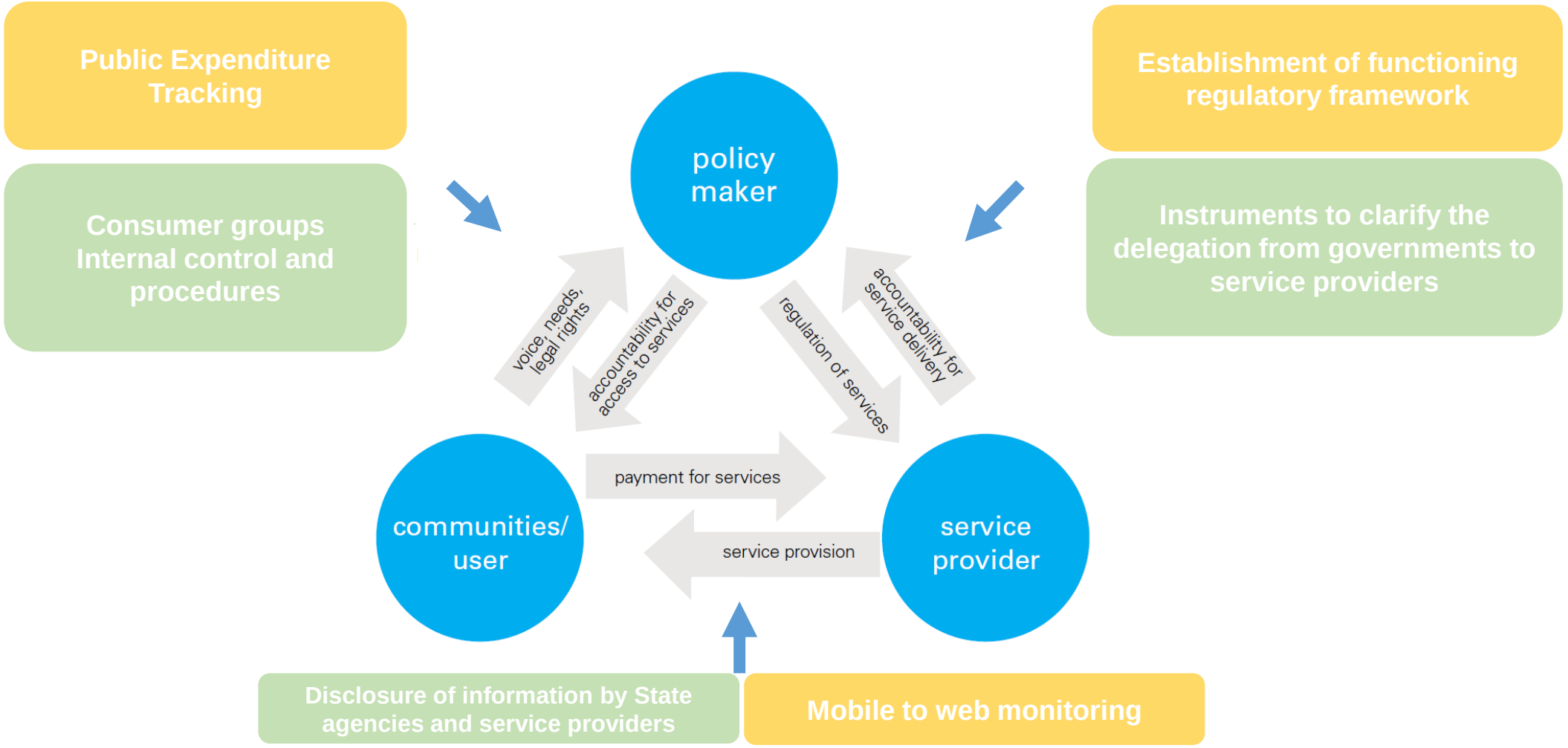
- External support can aim to enhance
  - 1) the capacity of actors to play their roles
  - 2) their mutual relationships

- External support can strengthen horizontal, vertical and transversal accountability links



Accountability in action

- Accountability assessments
- Include accountability aspects in policies and programs
- Programme Accountability actions - build on what's there
- Documenting the effects and challenges



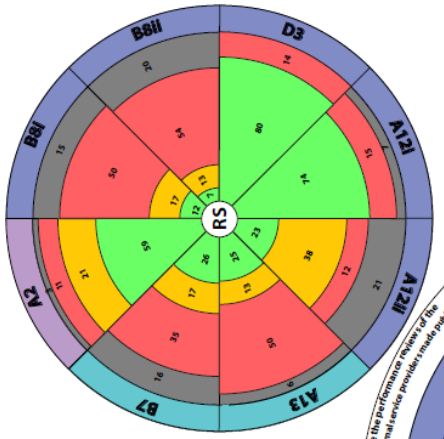
Making the links work- examples

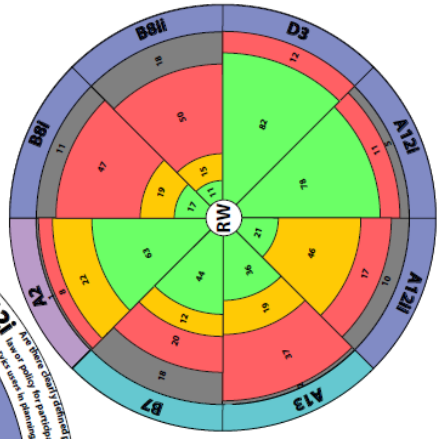
Accountabilty component	GLAAS questions	Example question
Responsibility	A2, A9, A10, D9, D9i-iv	A2. Do national policies and plans exist in [the sector] and to what extent are these implemented?
Answerability	B8i-ii, D3, A12i-ii	B8ii. Are customer satisfaction reviews of the formal service providers made public in [the sector]?
Enforceability	B7, B7i-ii, A13,	B7i. Do community-based service providers report the results of internal monitoring against required service standards in [the sector]?

Global outlook on Accountability- GLAAS data

Rural sanitation

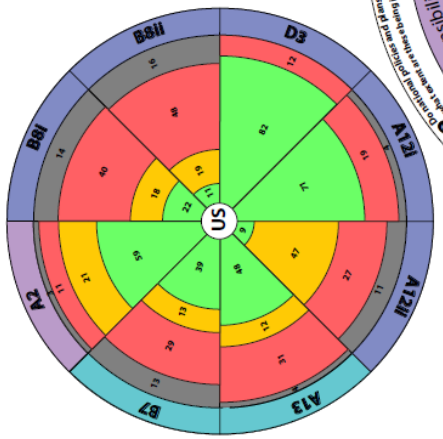
Rural water

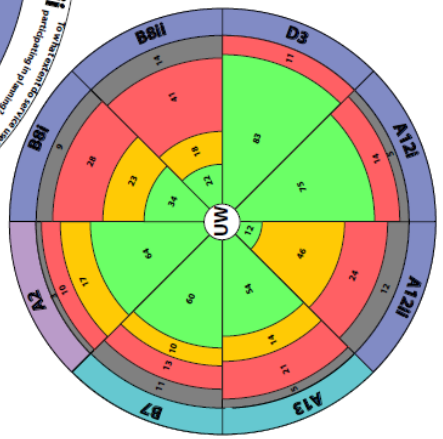


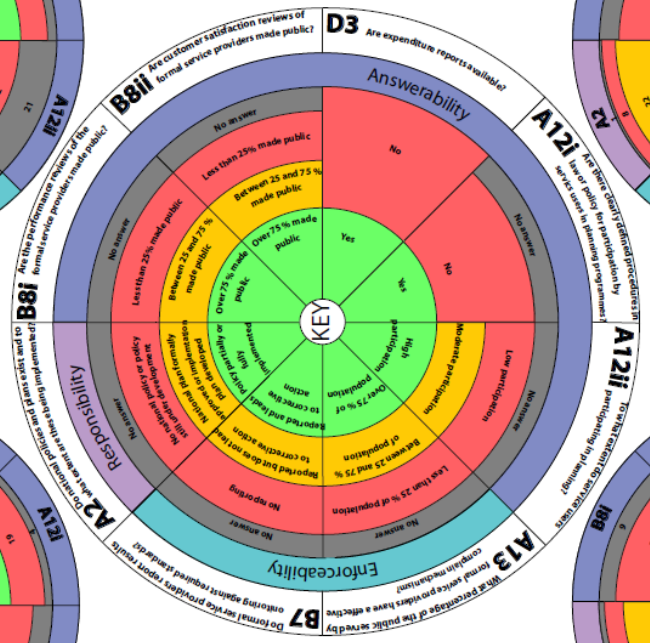


Urban sanitation

Urban water







Legend

Global assessment of accountability in WASH

Conclusions: accountability in WASH

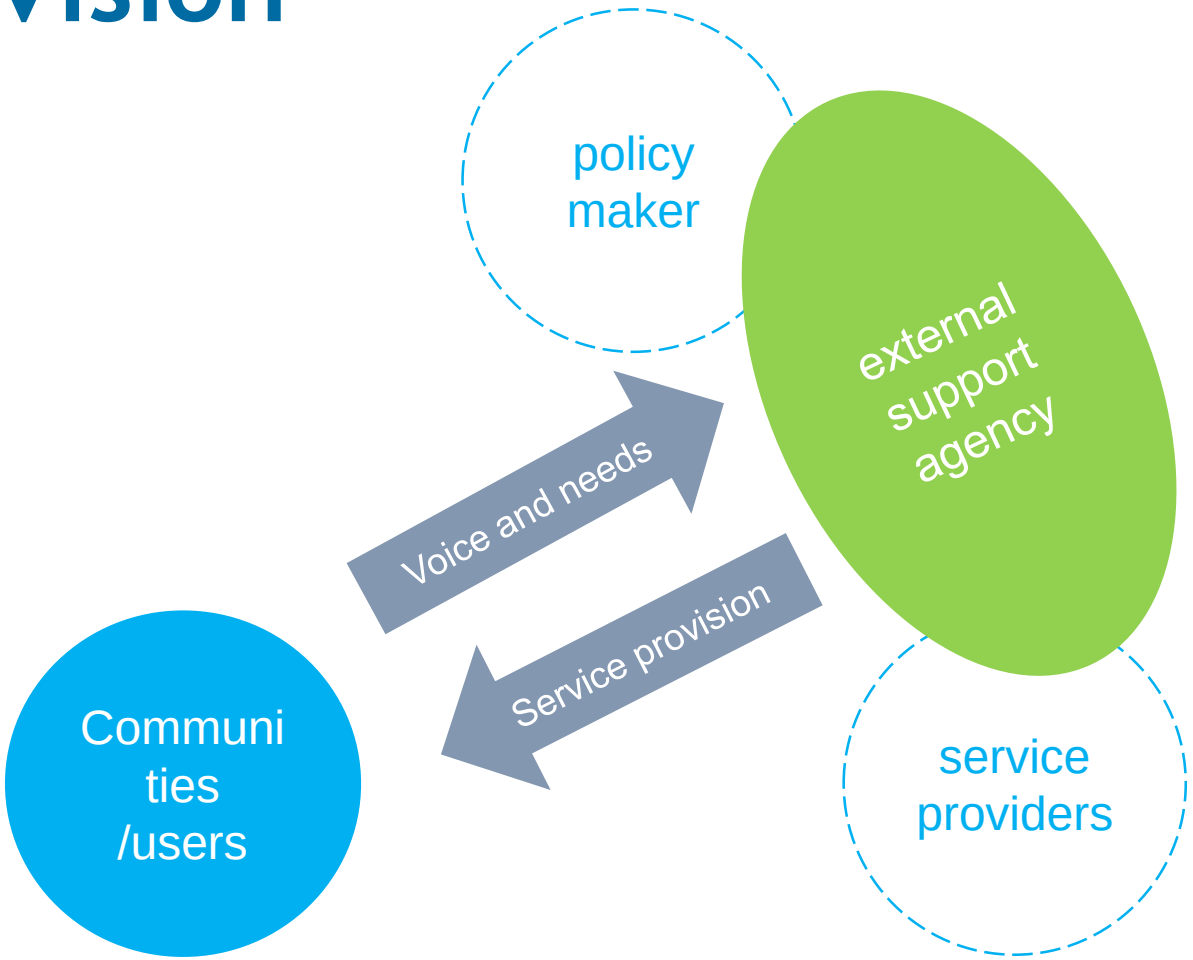
- Still have fragmented leadership in the sector
- ESA say the want to use national systems to procure and implement activities but they don´t really do
- Poor access to information about services performance
- Participation policies in place overall, but moderate to low participation
- Very weak regulatory mechanisms and low coverage

Service delivery in emergencies

Where WASH needs are great, actors are often unstable...

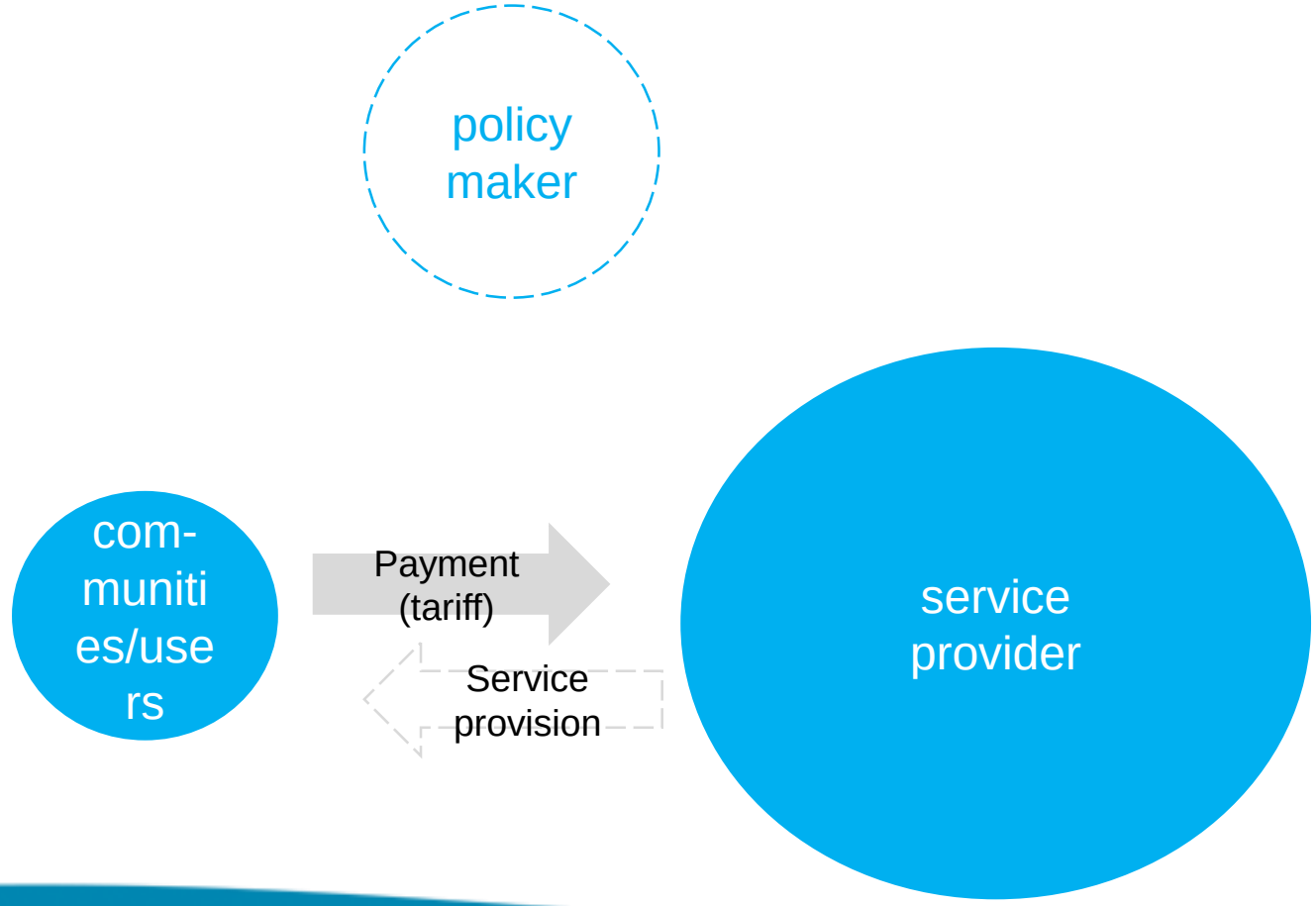
...not only the links between them

Accountability in emergencies- direct service provision



Adapted from ”Delivery Resilient WASH service in Fragile Sates, the transition from emergency to development” (World Bank, WSP, Review copy 2016)

Accountability in emergencies - unregulated market model



Adapted from ”Delivery Resilient WASH service in Fragile Sates, the transition from emergency to development” (World Bank, WSP, Review copy 2016)

Conclusion

- Extreme situations lead to sub-optimal accountability relationships

- How can we work to ensure accountability and sustainability of service delivery (after the emergency)?

Thank you

ACCOUNTABILITY FOR SUSTAINABILITY

unicef

WATER GOVERNANCE FACILITY

SIWI

UNDP

Empowered lives.
Resilient nations.