The Integrity Management Toolbox for Small Water Supply Systems

WASHAholics Anonymous – The First
Steps to Recovery,
Stockholm World Water Week
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Lotte Feuerstein

WIN
Water Integrity Network
Fighting corruption in water worldwide

CARITAS
Schweiz
Suisse
Svizzera
Svizra

Lotte Feuerstein
lfeuerstein@win-s.org

Kenya: Legal & regulatory framework vs. reality

- Right to Water in the Constitution
- County governments in charge of water services
- WASREB in charge of protecting consumer interests & rights
- National standards & guidelines based on human rights
- Licensing procedures for service providers

- Services in rural areas mostly community managed
- Community groups lack legal status
- Community groups act in isolation and do not report
- Services are poor and expensive
- Asset ownership unclear
- 1 in 3 community water systems stops functioning in first 3 years

How Can the IM Toolbox Help Close the Gap?

Right to Water realized in rural areas

| Fair price according to standards | Government monitoring and support | Good governance and management | Customer satisfaction | Functional system |

Integrity = Compliance + Capacity + Accountability + Transparency + Participation

Establish appropriate management model

The IM Toolbox – Approach & Content

1 year accompaniment process

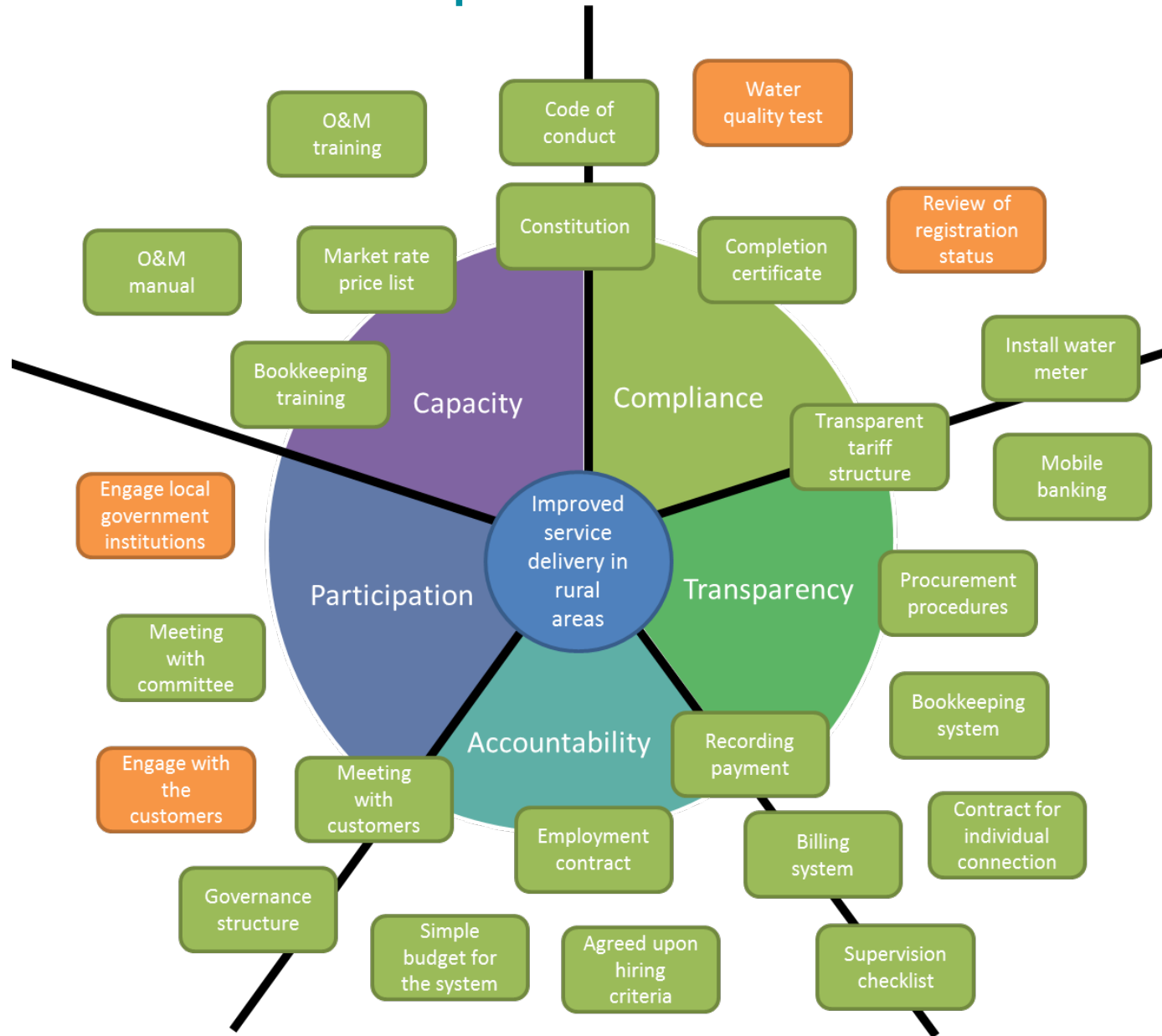| PREPARATION PHASE	IM WORKSHOP	IMPLEMENTATION PHASE
• **Local context & power analysis** • **Preparatory meetings** • **Understanding group**	• **Water system** • **Stakeholders & rules** • **Problem analysis** • **Choice of tools**	• **Implementation of tools** • **Transition towards appropriate management model** • **Follow-up & coaching**

practical guidance includes:

- methodology outline and guidelines for coaches

- Integrity problems and tools cards

- Tools infosheets and templates

- compliance checklists

- Football pitch, stakeholders & rules

Tools To Foster Compliance and Performance

Multi-Level Engagement

- Policy dialogue with WASREB, MWI, County Governments

- Support to WASREB in developing management models for commercially unviable areas, simplified standards and KPIs

- Support capacity development for county governments provided by WASREB and MWI in disseminating Water Act 2016

- IM Toolbox application at local level:

  - detailed guidance & coaching on management of water systems

  - Piloting in 5 small water systems

  - Learning and feedback among actors in CoP

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Thank You!

Contact:
Lotte Feuerstein
programme manager
lfeuerstein@win-s.org

Water Integrity Network Association e.V
Alt Moabit 91b, 10559 Berlin, Germany
info@win-s.org

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