

Connecting people's **capacities** for sustainable and equitable **access** to improved **Water, Sanitation & Hygiene**



*Local solutions
Local ownership*



*Alternative models of financing O&M
and accountability mechanisms*



*Building capacity at all levels
by thinking outside the box*

Why Water Sanitation and Hygiene?

One important element of poverty is the lack of access to basic services. The poor are often excluded from access to such services. Sometimes these services are simply not available or non-functioning or too expensive. Other times, poor people lack information on how to get access to these services, or on the importance and benefits of good quality drinking water, sanitation and hygiene. Good health has a direct impact on people's livelihood, education and socio-economic development.

Government, development partners and civil society acknowledge the importance of adequate WaSH services and have thus made substantial resources available to invest in additional water and sanitation services. Statistics show an encouraging trend with regards to water coverage, but sanitation coverage is still far below target.

The average water coverage in Mozambique stands at 54,9 % but great variances exist. In rural areas water coverage can be as low as 30 %. Sanitation coverage is much lower across the board, and particularly in rural areas: 6 %. (source MICS 2008; National Statistical Institute) In Maputo City on average only 35 % of a population of over 1 million has access to safe water. In the peri-urban neighbourhoods this percentage is much lower. City-wide 50 to 60% of water is provided via the informal market at double the price of tapped water, and only 24% of households have access to septic tanks. In peri-urban areas over 50 % of households do not have access to improved latrines and large numbers of unregulated solid waste dumping areas are found.

Although commendable, investments alone often disregard social aspects, stakeholder agendas, user involvement, ownership, gender and community expectations.

Experience shows that it is hard to keep WaSH infrastructure functional and often fails before its planned lifetime; which is a massive waste of investment. It is estimated that in Mozambique between 20 and 30% of water facilities are not functional; making the case for strengthening Operation and maintenance (O&M) of facilities.

Many water supply projects are implemented in isolation, ignoring important links of with health and education. This way, hygiene practices in regard of the use of latrines and hand washing do not receive the attention they deserve.

Children's learning (especially that of girls) is directly influenced by the existence and quality of water and sanitation facilities in schools. Moreover, children act as change agents within their communities to promote healthy sanitation and hygiene behaviour.

Our objectives

SNV focuses its effort on the following three areas:

- ◆ Water and Sanitation Operation and Maintenance
- ◆ Sustainable Sanitation and Hygiene for all
- ◆ Water, Sanitation and Hygiene in Schools

sustainable access to improved and well-used sanitation and drinking water facilities

Activities in these areas aim at:

- ◆ Ensuring that increasing numbers of poor households and vulnerable groups are able to enjoy the benefits of safe drinking water and improved sanitation
- ◆ Improving the health of targeted population so that they can engage productively in local economies
- ◆ Enhancing the technical, financial and social sustainability of services through joint action between government, communities and the private sector and promoting the economic value of water

SNV experiences in the sector so far

We are active in 17 countries:

- ◆ Asia: Nepal, Bhutan, Laos, Vietnam, Cambodia.
- ◆ Sub-Saharan Africa: Sudan, Ethiopia, Uganda, Kenya, Rwanda, Tanzania, Zambia, Mozambique, Congo, Benin, Mali, Cameroon.
- ◆ In Mozambique we work together with CARE in Cabo Delgado and Nampula provinces; with UNICEF in Sofala, Manica and Tete and with WSUP in Maputo.

Currently, SNV Mozambique is collaborating with two main projects in rural WaSH. Together with CARE/HAUPA we are capacitating local actors in three districts of the North to improve sanitation at primary schools and strengthening business skills of local artisan groups to help them develop their services to water users.

In the context of the UNICEF 'One million' project we are capacitating 4 districts in (a) setting up and maintaining data bases of water points, (b) monitoring performance of implementing NGO's and (c) modelling the concept of 'sustainability in one district. Furthermore we support the provincial directorates in (d) the up-scaling of a model for promotion of Open Defecation Free (ODF) villages and schools, (e) research of a possible value chain for spare parts delivery and (f) the functioning of three provincial



How we work

SNV provides technical and capacity building support to local clients from the public, private and civil society sectors with the objective of increasing sustainable and equitable access to improved WaSH in rural and peri-urban areas.

We firmly believe that many of the WaSH issues can be tackled through better collaboration and coordination among stakeholders. SNV's approach is to facilitate analysis, evidence-based learning and action with multiple stakeholders; strengthen organisations that can develop the sector; generate and broker knowledge; identify opportunities for intervention and foster learning and joint action.

We improve the implementation of national WaSH policies at provincial and district level by making them more responsive to the needs of the users. Planning and implementation is done in a participatory way; includes the voice of women, youth and vulnerable groups and involves the private sector.

Water user groups and Local Councils can function better if supported by a clearly understood legal framework about their roles and responsibilities, which takes into account local culture and traditions.

Added value of SNV capacity building to donor investments

Our clients appreciate our approach, which is characterized by:

- ◆ We engage with clients on the basis of long-term relationships. Together we identify capacity gaps and we prepare a plan to address these gaps. We identify other organizations and institutions that can help improving the performance of the system. SNV is not a provider of 'consultancy' type of services based on terms of references to address a specific issue.
- ◆ Our capacity development services focus on the establishment of a strong, effective and efficient local (decentralized) ownership of sustainable water supply and sanitation services. In practice this means that we work both with sub-national government institutions and with non-state actors (civil society organizations, private sector). We believe that joint action, public-private partnerships can drastically improve the effectiveness and efficiency of WaSH services,
- ◆ SNV promotes and supports partnerships that explore new business opportunities for increased access, affordability, efficiency and effective policy implementation.
- ◆ We promote a holistic view of Water *and* Sanitation along the entire supply chain 'from pump to cup' and taking into consideration other water requirements (livestock, agriculture) and how these needs can be better linked.
- ◆ We strengthen accountability mechanisms that extend towards the level of the water users.



Best practices



From Pump to cup



Improved Efficiency



Building local capacity

What services do we provide?

- ◆ Advisory services and knowledge brokering, networking & development services for national and sub-national organisations
- ◆ Facilitation of multi-stakeholder processes at district and provincial level, catalysing joint action, mutual accountability and learning
- ◆ Promotion of fair and equitable distribution of resources and access to services, with a special attention to the needs of the poor, women, children and marginalised groups
- ◆ Advise on implementation of the decentralization process at district level; support the SDPIs on implementation of their responsibilities, including monitoring aspects
- ◆ Capacity building of local private sector (mechanics, traders of spare parts) in entrepreneurial skills and marketing

Who are our clients and partners?

In the provision of our services, we aim to engage with local providers of advisory services who work on par with SNV to strengthen the capacities and performance of our clients. These **local capacity builders** are a key strategic element in our operations. In WaSH we have connected with, among others, the following organizations: UTAAS, Magariro, Pambery, Kulima, Águas de Nametil, Grupo Timbila.

We value agreements with international development **partners** as an important way to improve the outreach and critical mass of our advisory practice. Partners help to boost the relevance and scope of our interventions, and also play an

important role in SNV's knowledge development, brokering and networking ambitions. Worldwide, SNV collaborates with UNICEF, UN-Habitat, WaterAid, CREPA, WWF, IRC Netherlands, Helvetas, RNE and UNESCO-IHE. SNV is a member of SuSaNa (Sustainable Sanitation Alliance) and of the WIN (Water Integrity Network).



In and Productive Use

Mozambique we work together with CARE in the HAUPA project (Environmental Hygiene of Water) in Nampula and Cabo Delgado provinces; with UNICEF in the "One Million Initiative" in Sofala, Manica and Tete provinces and with WSUP on a pilot project on school WaSH in Maputo



Our **clients** in Mozambique include:

- ◆ National governments and institutions and provincial government (DPOPH/DAS);
- ◆ Local authorities (SDPI, Postos Administrativos), NGOs, social enterprises, civil society and community-based organisations (water & sanitation committees) ;
- ◆ Private sector organisations and representative bodies (associations of mechanics, spare part dealers/resellers);
- ◆ National and provincial networks working on WASH (GAS: Grupos de Água e Saneamento); and
- ◆ Universities, training institutions and research organisations.

Our advisors

Our 7 WaSH advisors in Mozambique tap into a wealth of experience of the East and Southern Africa network of 60 WaSH advisors, committed to working in disadvantaged and remote areas in order to support organisations at their own pace of development.

	work area	Name	Experience
N O R T H	Sanitation	Gilda Uaciquete	Environmental Impact Evaluation; water availability and the promotion of sanitation
	Water	Inácio Chilengue	a social researcher, communication and capacity building specialist, link with economic development
	Domestic Accountability	Augusto Razulo	10 years of experience in Economic Development, local participation / governance and management of water and rural development programs
C E N T R E	Sector management	Martinus Ruijten	Project management and policy development in various African countries in the last 20 years
	Sanitation	António Mirasse	15 years within ministry and provincial government, and project management
	Water	Edmundo de Almeida	14 years as a facilitator and trainer in community-led methodologies at CFPAS and monitoring of technologies for deep wells water sources at DNA/DAR.
S O U T H	knowledge leader	Vacancy	
	WaSH in schools	Natércia Lichuge	Support to district in implementation of the decentralization process and community intervention.

About SNV

Strategy

SNV helps to reduce poverty in Mozambique and in another 30 of the world's poorest countries. Making the best use of our networks of advisors and expertise, we enhance the capacities of local organizations, and in doing so, we work towards the fulfilment of the Millennium Development Goals. Our Mozambique program counts a staff of 25 advisors who are based in Maputo, Inhambane, Beira, Chimoio and Nampula.

In our approach to poverty alleviation we focus on access to basic services and increased production, income and employment.

In basic services we provide capacity support to governments and institutions to deliver services in education, safe drinking water, sanitation and hygiene. Through increased production, income and employment we lay the foundations for successful poverty reduction.

SNV has been active in Mozambique for 15 years. In 2009, we provided advisory services to almost 40 clients from government, civil society and private sector.

We constantly work to increase the effectiveness of our advisory services. We do this through the development of products –service packages- that can be offered to clients and partners across different sectors. Examples of these products are Multi Stakeholder Platforms and Value Chain Analysis and Development.

Partnerships

We aim to engage with local providers of advisory services who work on par with SNV to strengthen the capacities and performance of our clients. These local capacity builders are a key strategic element in our operations. In 2009, 10% of our services were delivered by local capacity builders. In the coming years we will double our engagements with these LCBs.

We value partnerships as an important way to improve the outreach and critical mass of our advisory practice. Partners help to boost the relevance and scope of our investments, and also play an important role in SNV's knowledge development, brokering and networking ambitions.

We also value partnerships for diversifying our funding base. Our core subsidy comes from the Ministry for International Cooperation in The Netherlands. In order to leverage this subsidy, achieve a greater outreach –scale-, and impact against poverty, we develop partnerships, on a cost-sharing basis, with other institutions from the development sector and also with private sector organizations.

Governance for Empowerment

G4E is a cross-cutting issue in all of our activities. We see good governance as a means to introduce change in power relations between poor people and the institutions and policies that affect their lives. In order to achieve this, we support poor people in holding these institutions accountable. In Mozambique we have partnered with the Dutch Embassy for the implementation of a Domestic Accountability agenda for the strengthening of the horizontal and vertical accountability of local government agencies and community based organizations.



MISSION

“SNV is dedicated to a society where all people enjoy the freedom to pursue their own sustainable development. We contribute to this by strengthening the capacity of local organisations.”

SNV Offices in Mozambique

Maputo

Av. Julius Nyerere, N° 1339
P.O Box 4468
Telephone: +258 21486790/1
Fax: +258 21 486792
Mobile: +258 82/4 6017960

Inhambane

Av. Da Revolução Bo Balane 2
Tel./Fax: 29 321091

Beira

Rua Brito Capelo, Palmeiras N° 229
Telephone: +258 23 311952
Fax: +258 23 311953
Mobile: +258 82 5011498

Nampula

Rua de Inhambane N° 36/36a
Telephone: +258 26 215498/212970
Fax: +258 26 215497
Mobile: +258 82 3066060

For more information, please visit our website <http://www.snvworld.org>
or contact Mr. Martinus Ruijten, WASH coordinator: truijten@snvworld.org