



MONITORING AND EVALUATION OF LOCAL WATER AND SANITATION SERVICES

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Dear Colleagues, the seminar on water and sanitation service monitoring began today. Following the opening ceremony the sessions began in earnest, bringing together more than 200 people from 32 countries. You will find a summary of the topics presented during this first day and of the ensuing discussions among participants. Happy reading!



*Juste Nansi, MD IRC
Burkina Faso*

Linking national monitoring with the concerns of local authorities?

This session brought to the fore the fact that there are two clear trends in terms of monitoring: the monitoring/evaluation needed by Governments to keep up with progress in access to services and to target investment; and the monitoring of service levels, crucial to local stakeholders responsible for service quality and continuity. The two are quite different and stakeholders often find it difficult to reconcile them. One of the main recommendations from this session is to develop monitoring and evaluation tools that are built from the bottom up, based on the local stakeholders' and service managers' needs.

Monitoring of hygiene and sanitation

Debates during this session firstly highlighted the need to not only monitor infrastructure but also to ensure that monitoring and evaluation take into account the sanitation service itself, that is to say measure to what extent infrastructure is actually used and maintained. Hygiene was raised as missing from current debate and experimentation on monitoring and evaluation. One of the main difficulties, unanimously recognised by all participants in this session, was the sustainability of monitoring and evaluation. Who can service managers turn to? What skills are needed? Where will resources come from?

Another issue highlighted was economies of scale – what is the most efficient scale to manage monitoring and evaluation? Indeed, if several districts join forces, implementation costs will be lower and regional consistency enhanced. Participants in this session also pointed out that many different tools have been developed within the same country. These must be harmonised so that experiences can be shared and optimised. Generally speaking, much remains to be done to properly monitoring hygiene and sanitation. While tools remain to be developed to monitor and evaluate household sanitation, discussions need to be broached regarding hygiene on the one hand, and sanitation in schools, health centres and public places on the other.

Village service provision and social mobilisation

Funds are usually limited in rural areas. Therefore, social mobilisation players (usually NGOs) play the role of intermediaries between communities and local authorities.

The participants in this session highlighted the added value of monitoring and evaluation systems in building service management capacities. They also highlighted the need to monitor the performance levels of those playing a social mobilisation role, in particular due to their very variable skills and profiles.



*Secretary General of the
Ministry of Water, Hydraulic
Infrastructure and Sanitation
of Burkina Faso*

Monitoring water services in secondary towns

Drinking water systems are relatively complex in terms of infrastructure and equipment and must be rigorously monitored by the operators responsible for managing them. Therefore, the monitoring tools available in this sub-sector are relatively well-developed, and in some cases highly professional.

This session reiterated the fact that monitoring of piped water services significantly improves service quality as well as relations among all stakeholders, particularly in the context of partnerships. Monitoring also shows its added value in terms of being able to make objective decisions free from any partisan influences. Finally, monitoring piped systems provides the data required for pragmatic and appropriate regulation.



*Contributors to the session on
secondary towns*

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IRC / pS-Eau Seminar Team



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