

# Improving WASH Information Management in Zimbabwe with SELF

- Sustainable **Services**
- For **Everyone**
- Beyond the **Lifetime** of the project
- At a **Fair** Price



For a world without hunger

Session 13



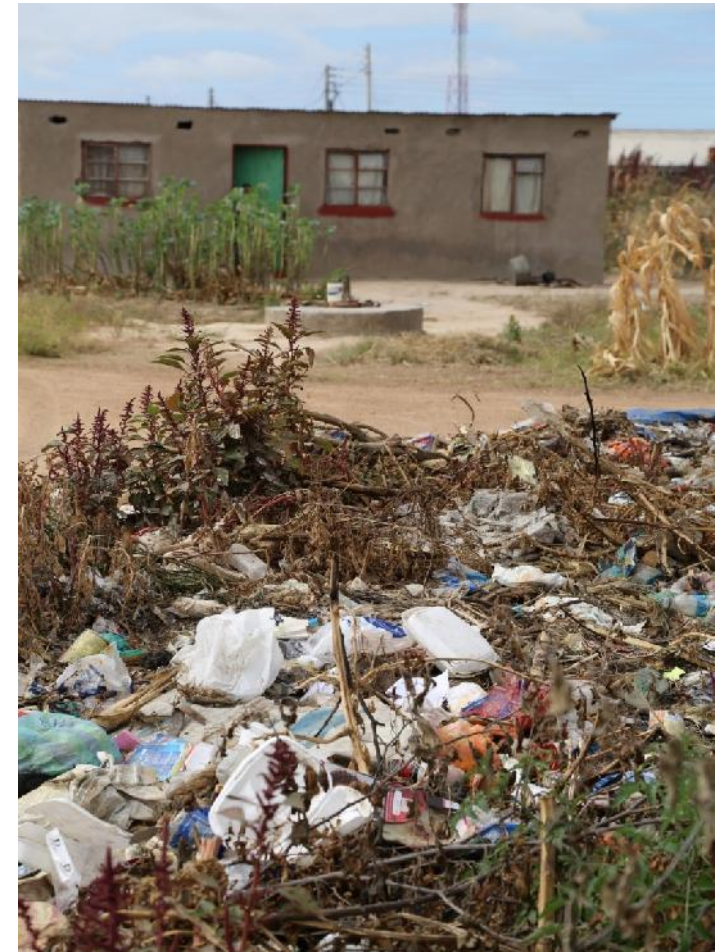
# Context 1

- Lack of communication between residents & service providers
  - Residents were
    - Unaware of their rights
    - Not demanding improved services
    - Unwilling to pay for services
    - Concerned only with quantity of water
    - Ignoring quality of water
    - Using risky hygiene, sanitation & solid waste practices
    - Not receiving any health messages
      - *‘why should I pay to use the toilet when the bush is free and my money is better spent on a bag of sugar?’*



## Context 2

- Lack of communication between residents & service providers
  - Service providers had
    - Insufficient revenue to provide services
    - A poor concept of the meaning of *public service*
    - Minimal skilled capacity to provide services even if revenue became available
    - Slipped into a *dependency* mode fostered through donor provision of emergency services
    - Incomplete records of installations



# Challenges

- Services broken down
  - Burst sewers
  - Water pipes not maintained
  - Communities resorting to unsafe alternatives
- Limited involvement of private sector
- No knowledge & Learning cycle



# SELF Impact Chain





# SELF Deliverables

## Information Management

- WASH Strategic Planning
- Training and support in
  - Citizens Support to Service Delivery
  - Gender & Social Inclusion (GeSI)
  - Standardised reporting
  - Water quality monitoring
  - Management of public facilities
  - Willingness to pay
  - Disaster risk reduction (DRR)
  - Local environmental action plans (LEAP)
  - Geographical Information Systems (GIS)
  - Finance & billing

# GIS approach

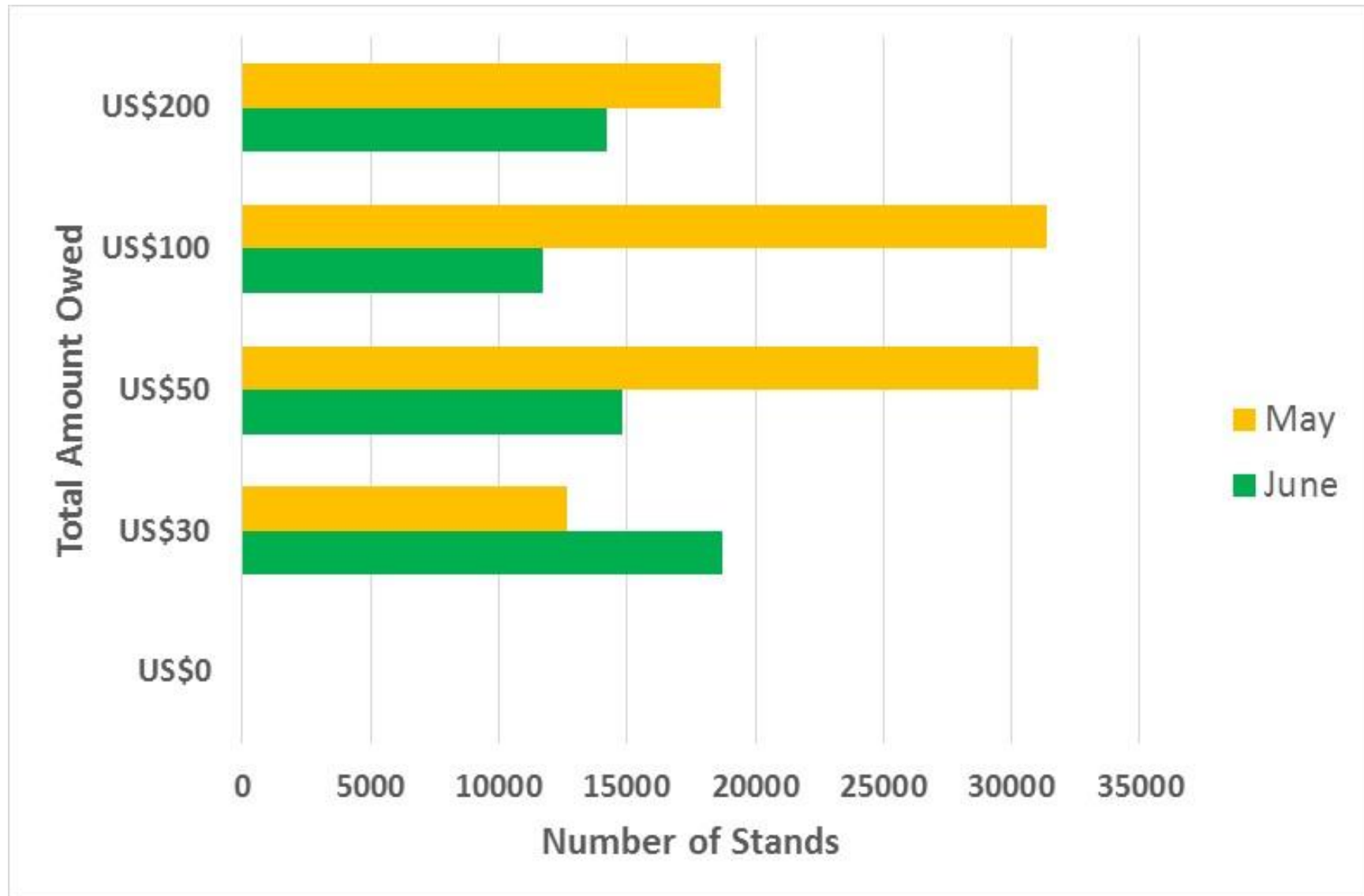
- 5 out of 10 Local Authorities supported following a scoping study
  - 2 Initial GIS Trainings
  - Advanced GIS Training
  - LAs identified pilot projects
  - Several support visits by Scientific and Industrial Research & Development Centre (SIRDC) to all the 5 LAs

# Results - Local Authority Improvements in Information Management

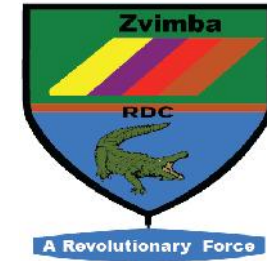
- Graduation from manual to electronic systems
- Location, identification & Mapping of users
- Generating high quality statistical reports
- Easy production of stand site-plans
- Real time measurements of lines, areas and angles (Polygons)
- Access to actual distances and areas
- Linking Council accounts/reports to GIS online
- WhatsApp groups - Council communications
- The ultimate management weapon



# Amounts Owing 2017



# Revenue generation



- Historical accounts back to 2016
- Billing Reach
  - Current 60%
  - Formerly less than 10%
- Fast & accurate reconciliation
- Receipts backed up on server
- Real time accounting with sub-offices
- Improved revenue \$4.4m compared to \$1.5m previously
- Saving \$1.2m
- Proceeds ringfenced for community works

# Challenges/Recommendations

- Challenges ☹️
  - Change happens slowly
  - Resources are a **KEY** stumbling block
  - Staff movement
- Recommendations
  - Provide on-going support until change is complete
  - Mitigate against staff movements/handovers



Maita basa - Asante Sana – Twalumba - Zikomo