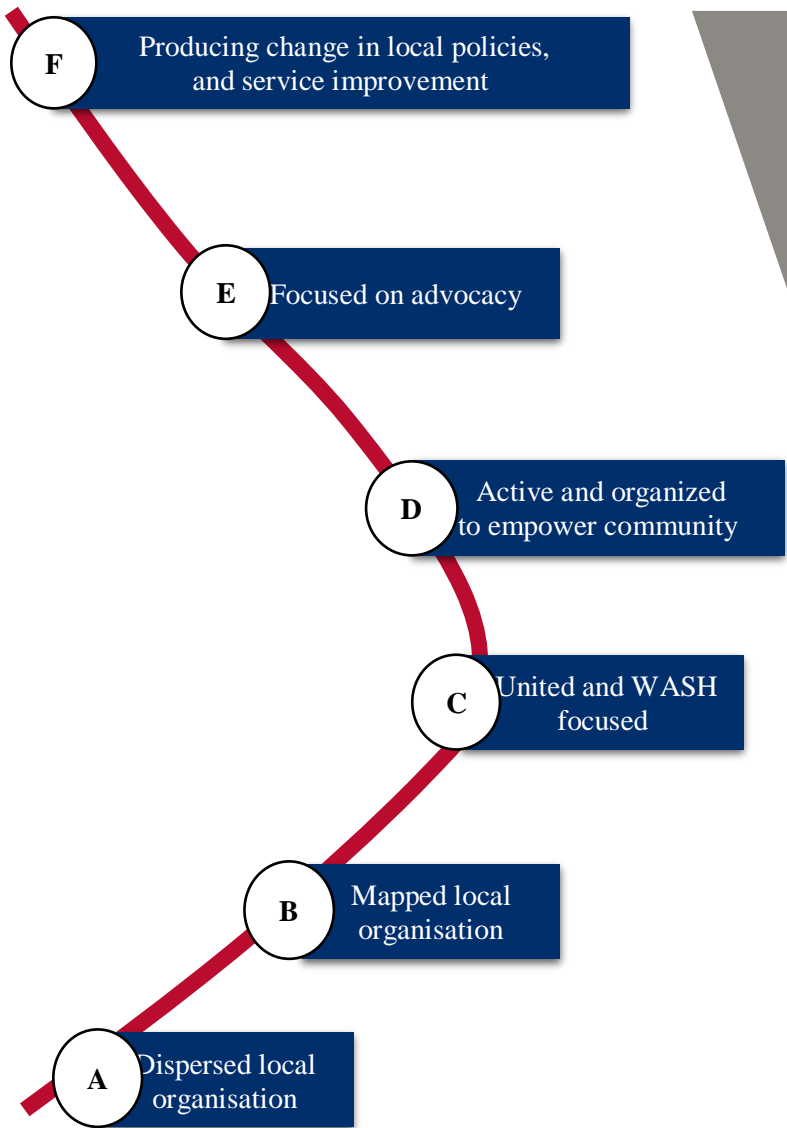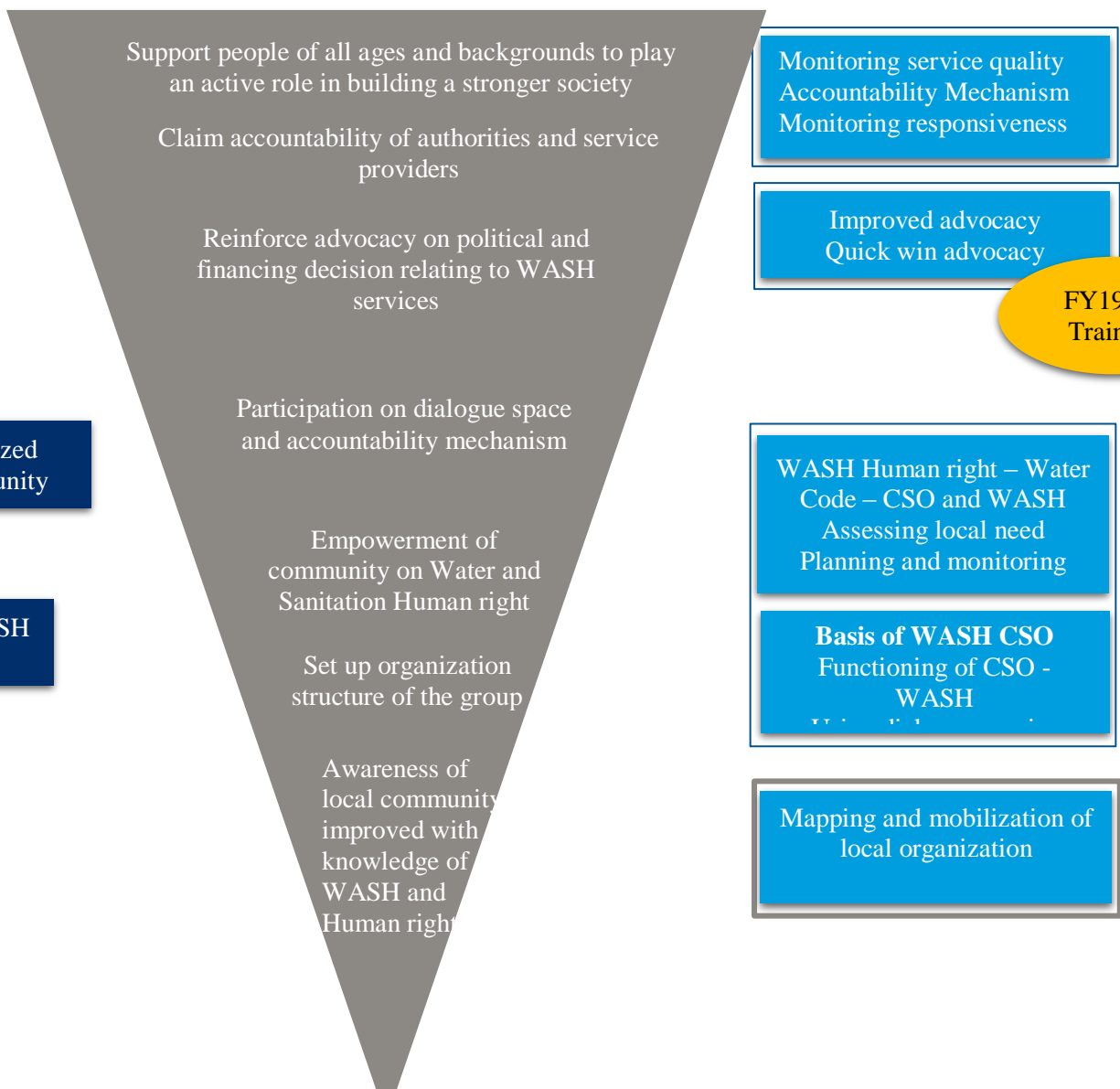# ANNEX 4. SO1 TECHNICAL SUPPORT TO CSOs

Training for Communal level WASH CSOs

CSO Progression Pathway
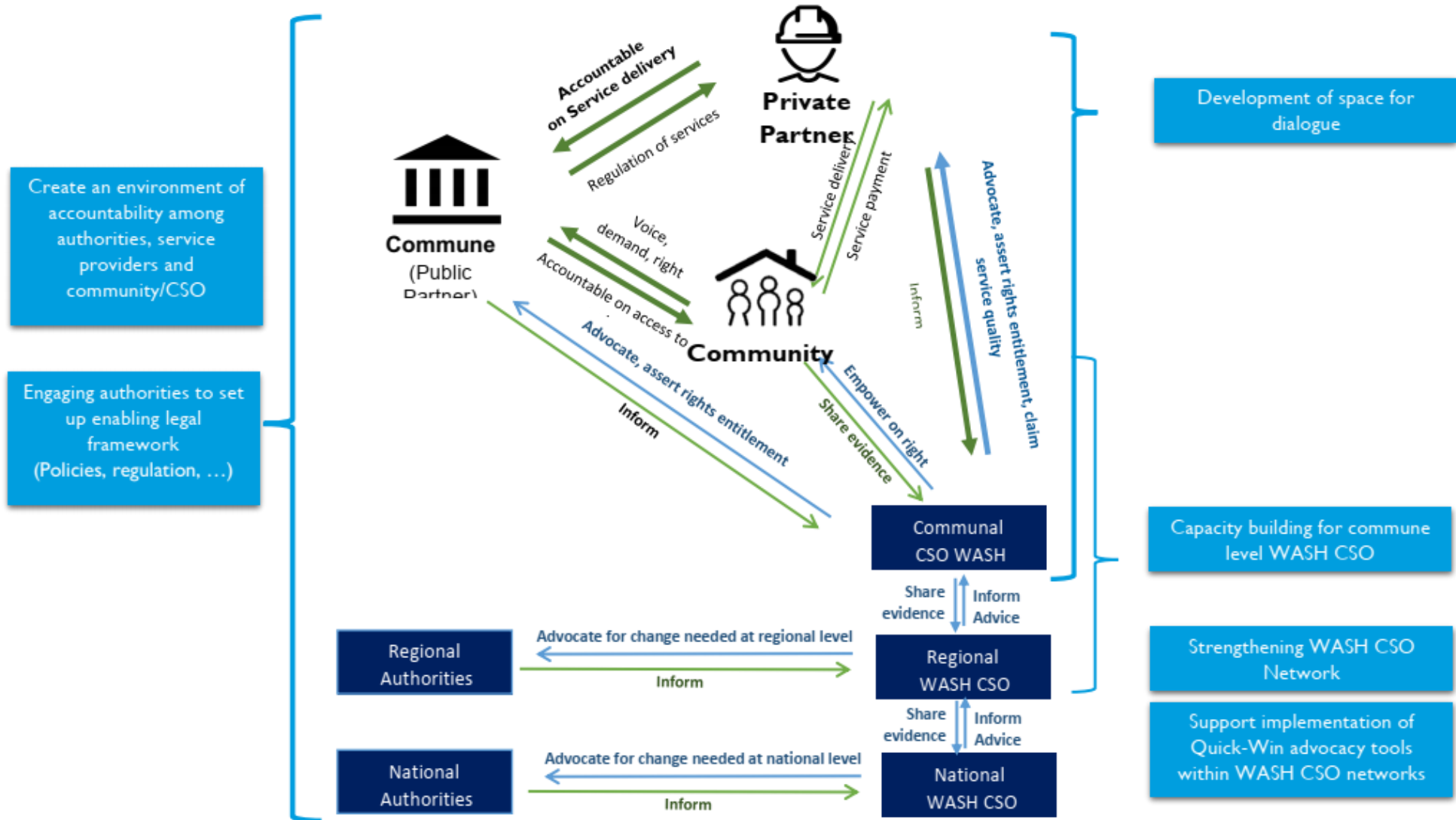
CSO Key Activities
RANO WASH Training Topics

F — Producing change in local policies, and service improvement

E — Focused on advocacy

D — Active and organized to empower community

C — United and WASH focused

B — Mapped local organisation

A — Dispersed local organisation

Support people of all ages and backgrounds to play an active role in building a stronger society

Claim accountability of authorities and service providers

Reinforce advocacy on political and financing decision relating to WASH services

Participation on dialogue space and accountability mechanism

Empowerment of community on Water and Sanitation Human right

Set up organization structure of the group

Awareness of local community improved with knowledge of WASH and Human right

Monitoring service quality
Accountability Mechanism
Monitoring responsiveness

Improved advocacy
Quick win advocacy

FY19 Q2 Training

WASH Human right – Water Code – CSO and WASH
Assessing local need
Planning and monitoring

Basis of WASH CSO
Functioning of CSO - WASH

Mapping and mobilization of local organization

RANO WASH Technical Support to CSOs in FY19

Building an Enabling Environment

Create an environment of accountability among authorities, service providers and community/CSO

Engaging authorities to set up enabling legal framework (Policies, regulation, …)

Accountable on Service delivery

Regulation of services

Private Partner

Service delivery

Service payment

Advocate, assert rights entitlement, claim service quality

Commune (Public Partner)

Voice, demand, right

Accountable on access to

Inform

Community

Empower on right

Share evidence

Advocate, assert rights entitlement

Inform

Development of space for dialogue

Communal CSO WASH

Share evidence | Inform Advice

Capacity building for commune level WASH CSO

Regional Authorities

Advocate for change needed at regional level

Inform

Regional WASH CSO

Share evidence | Inform Advice

Strengthening WASH CSO Network

National Authorities

Advocate for change needed at national level

Inform

National WASH CSO

Support implementation of Quick-Win advocacy tools within WASH CSO networks

RANO WASH technical support to CSOs in FY19

Desired changes expressed by Commune-level CSOs:

(1) to have an action plan focused on annual, measurable improvement of WASH services in coverage and quality at communal level;

(2) to have a consensus-driven list of decisions they want to be made by authorities as a result of advocacy activities, in order to catalyze change and optimize the project's local results;

(3) to monitor and ensure responsiveness of authorities and service providers to feedback from citizens through established accountability mechanisms;

(4) to reduce the implementation cycle of the action plan.

To support CSOs at Communal and local levels, RANO WASH focuses its support on:

- Strengthening WASH-CSO Networks to link SLCs (Structure Locale de Concertation or Local Dialogue structure) at all levels
- Providing capacity building to Commune-level CSOs
- Supporting CSO networks to develop advocacy plans

Strengthening WASH-CSO Networks

At the national level, RANO WASH advocates for the visibility of the CSO-WASH network. A seminar "The Human Right to Water and Sanitation, how to ensure integrated social services" was held during WASH week from March 4-7. During the seminar, the RANO WASH team shared case studies on using a gender approach in the WASH Sec-tor, and the CSO-WASH network presented the concept of the human right to Water and Sanitation and their activities to promote and protect these rights.

RANO WASH provided technical support to the national network office to finalize their rapid WASH advocacy training module. The National CSO network will subsequently improve the advocacy skills of their regional and communal level members.

Capacity building for Commune-level CSOs

WASH-CSO groups at the commune level will be one of the project's local allies to (1) mobilize the community to identify and highlight local challenges in WASH, (2) raise awareness amongst authorities and service providers of complaints from communities, (3) monitor and report authorities' responsiveness to grievances.

RANO WASH trains these WASH-CSO groups on (1) human rights to water and sanitation, (2) compliance assessment at local and commune levels related to these rights, (3) roles and responsibilities of WASH-CSOs regarding human rights to water and sanitation, (4) implementation of action plans to improve the realization of these rights, (5) community mobilization to raise citizen voice through robust accountability mechanisms.

"Quick win advocacy", as an advocacy tool for CSOs

The national WASH-CSO adopted the "Quick win advocacy" approach after receiving training from the HP+ project. The national office needed to train their regional and communal offices but lacked tools and a qualified trainer. RANO WASH coaches the national WASH-CSO to refine tools, to strengthen capacity of their trainer, and to organize trainings for WASH-CSO in the RANO WASH intervention areas.
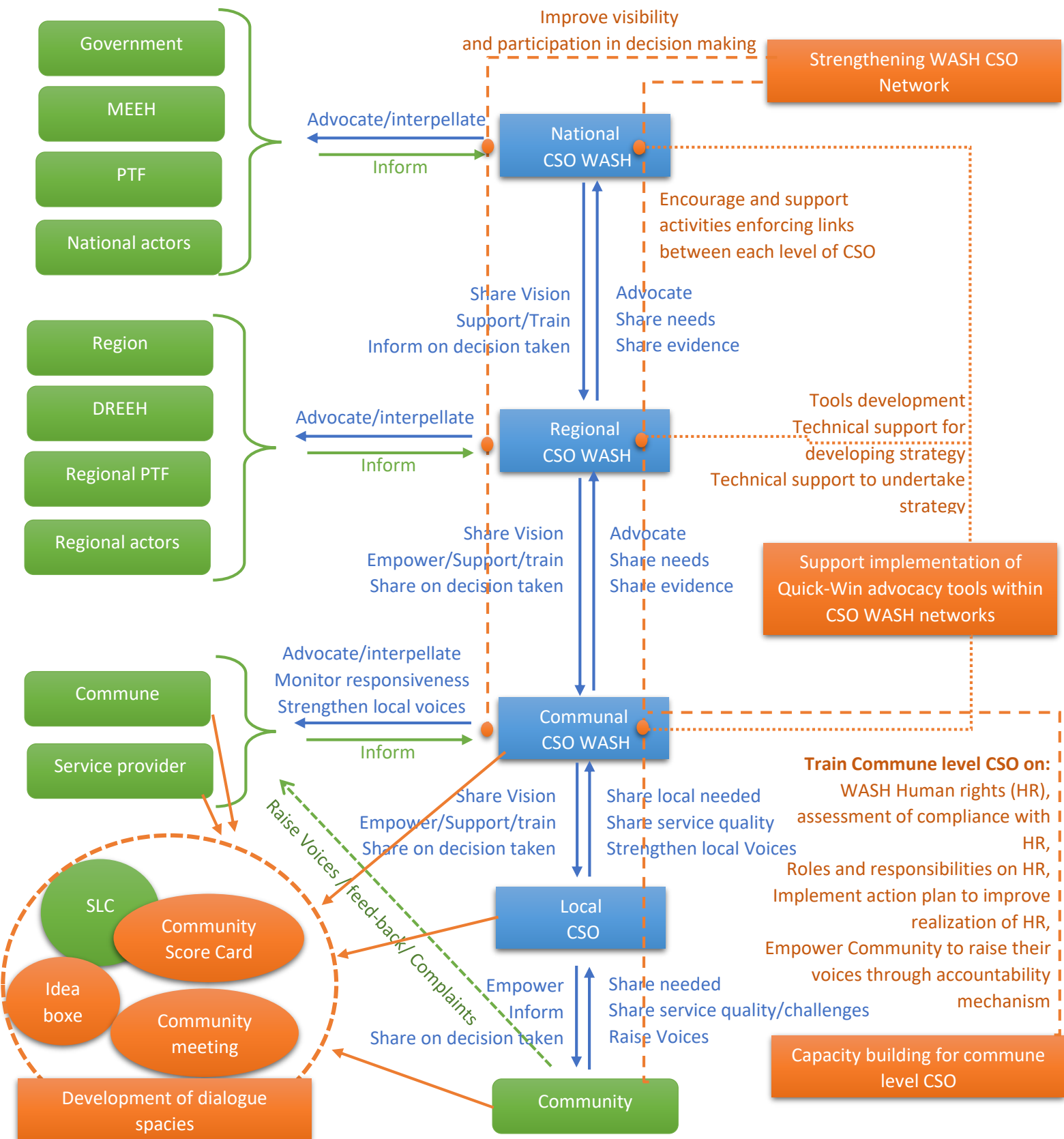
This training is important for RANO WASH because it improves the effectiveness of regional and commune level WASH-CSOs. Indeed, RANO WASH relies on these structures to amplify the mobilization of authorities to make appropriate decisions to promote the improvement of access to WASH in their respective constituencies.

The advantage of "Quick win advocacy" is summarized in the following sentences: "focus our energy and attention on opportunities for action that have the highest potential for impact in the near term." The political or funding decisions obtained at the local level in the short term are then called the "quick wins" of advocacy action.

Communal CSO in Mitaty, Vatovavy Fitovinany, mobilizing community to discuss on sanitation issues.
Photo credit: Ny Tanintsika / CARE

RANO WASH Technical Support to CSO in FY 19

Government

MEEH

PTF

National actors

Region

DREEH

Regional PTF

Regional actors

Commune

Service provider

National CSO WASH

Regional CSO WASH

Communal CSO WASH

Local CSO

Community

Improve visibility and participation in decision making

Strengthening WASH CSO Network

Advocate/interpellate

Inform

Encourage and support activities enforcing links between each level of CSO

Share Vision
Support/Train
Inform on decision taken

Advocate
Share needs
Share evidence

Advocate/interpellate

Inform

Tools development
Technical support for developing strategy
Technical support to undertake strategy

Share Vision
Empower/Support/train
Share on decision taken

Advocate
Share needs
Share evidence

Support implementation of Quick-Win advocacy tools within CSO WASH networks

Advocate/interpellate
Monitor responsiveness
Strengthen local voices

Inform

Share Vision
Empower/Support/train
Share on decision taken

Share local needed
Share service quality
Strengthen local Voices

Train Commune level CSO on:
WASH Human rights (HR), assessment of compliance with HR,
Roles and responsibilities on HR,
Implement action plan to improve realization of HR,
Empower Community to raise their voices through accountability mechanism

Raise Voices / feed-back/ Complaints

SLC

Community Score Card

Idea boxe

Community meeting

Empower
Inform
Share on decision taken

Share needed
Share service quality/challenges
Raise Voices

Capacity building for commune level CSO

Development of dialogue spacies

Desired change by Commune level CSO

1- Focus on action that can lead to improvement of service quality and expending of service coverage

2- Improve local decision identification that can catalyze change and optimize project's result

3- Monitor responsiveness of authorities and service provider from community feed-back

4- Reduce implementation of CSO action plan to frequent improvement