



The Water Dialogues-SA

UPDATE JULY 2008

WD-SA TIMELINE

2008

September:

15-17: National Working Group Meeting in Maluti

Phase One case study reports finalised

October:

6-7 Forum for National Stakeholders

Sept - November:

Local Dialogues with stakeholders in the pilot case study areas

2009

February:

Phase Two case study reports finalised

National Working Group Meeting on the findings from all case studies

March - May:

Local dialogues in the Phase Two case study areas

May:

National Working Group meeting to synthesise findings of all research and experiences

July:

Forum for National Stakeholders

Final national Working Group meeting and close-down of WD-SA project

Working Group Identifies Cross Cutting Issues

In March 2008 the Working Group (WG) of The Water Dialogues-South Africa (WD-SA) met in Kalk Bay to discuss the findings from the pilot round of case studies conducted in 2007. Near-final reports for case studies from Bushbuckridge (Mpumalanga), Ilembe (KwaZulu-Natal) and Ugu (KwaZulu-Natal) district municipalities were circulated to WG members prior to the meeting, and the dialogue on the findings will become part of WD-SA's final products.

The WG first looked at each case study on its own, discussing the local circumstances and identifying potential areas for further research. Lessons-learned were also identified in terms of the methodological process that each

case study team must go through, as well as about what additional data should be collected during the research. These lessons are being applied to the next round of case study research, which is taking place from June through November 2008.

After discussing the specific cases, the majority of the meeting was spent identifying and discussing broader issues which run throughout the case studies, and/or have become apparent through WG members' vast and varied experiences in the sector. The aim is to use the cross-cutting issues that have emerged in the WD-SA research to encourage dialogue amongst a larger group of stakeholders at the next Forum meeting and to spark advocacy plans.

Cross-cutting issues identified by WG

members included:

- **Cost Recovery** (including pricing/tariffs and subsidies);
- **Water Resource Management** (e.g. scarce water resources, demand management);
- **Financing and Funding** (e.g. equitable share, free basic water, ideal proportional combination of tariffs subsidies and cross-subsidies, MIG issues);
- **Operations and Maintenance;**
- **Regulation** (e.g. performance management, the collapsing roles and responsibilities of WSA/WSP);
- **The role of CBOs in service provision;**

(WG Identifies Issues continued on Page 2)

From National Findings to International Advocacy

In April 2008, the International Working Group (IWG) began to lead WD into an exciting third phase focused on the synthesis of national findings and international advocacy.

Thus far, the main focus of the international team has been on supporting the development of the five national projects in Brazil, Indonesia, the Philippines, South Africa and Uganda. The national projects emerged from specific national contexts and, while they all have different methodologies, there is a shared focus of enquiry. It took a considerable amount of energy and

time to get them all up and running. Now the time has come for the IWG to move past its support role.



WD meeting in Indonesia

As WD moves into this final phase, Hillary Coulby, who successfully coordinated the project through its early phases, is stepping down and IWG members are resuming a

central, active role with Kate Martin as coordinator.

WD-SA representatives on the IWG report that moving into this new phase has re-energised IWG members as the group is now able to focus on discussions around the big issues, rather than spending a significant amount of time on project management.

The IWG has focused its efforts on the following products to assist advocacy at both the national and international levels:

(continued on page 3)

Phase Two Cases and Local Dialogues

While WD-SA stakeholders engage with pilot findings and cross-cutting issues, municipal and community researchers hired by WD-SA are conducting the second phase of its research. This includes case studies in Maluti-a-Phofung and Chris Hani District Municipalities, focusing on the change from water board to management contract and CBO models respectively. Furthermore, a few smaller or modified case studies have been designed to research Johannesburg, Cape Town's outsourcing of bucket sanitation, and the multi-jurisdictional model used in uThukela. It is expected that these cases will strengthen and extend cross-cutting issues.

WD-SA is also facilitating local dialogues in Ugu, Illembe and Bushbuckridge municipalities. In each municipality, this will entail reporting back to the three or four communities where WD did research. WD will circulate a contact list of organisations that offer assistance with water and sanitation as well as a resource pack of materials from a range of development organisations.

In each municipality, WD will then facilitate a local dialogue, in which the WSA, WSP, and representatives from these communities are presented with WD research findings and have an opportunity to respond and discuss implications for their area.

As part of its CSO support programme, DWAF is co-funding WD's civil society focused work with WD's main donor, IrishAid. (Following notification in December 2007 that WD would receive these funds, delays in contracting and administering these funds have meant that WD will begin to access funds in late August or September 2008.)



Intabazwe, Maluti-A-Phofung Community Workshop



WD-SA Working Group Members Discuss

WG Identifies Cross Cutting Issues (cont. from Page 1)

- **Public consultation** (e.g. Who is consulted, when and how? and issues of procedural vs. distributive equity);
- **The unique challenges posed in serving rural areas;**
- **The role of politics and political processes in service delivery;**
- **Service levels** (e.g. What are adequate service levels? Who assesses whether that level of adequacy has been met?); and,
- **Planning and Management** (e.g. Informal settlements; limited planning in terms of sustainability, and the focus on meeting targets rather than sustaining them).

These cross cutting issues will be a focus of the WD Forum to be held on 6-7 October 2008. In early 2009, once findings from the second phase of case studies are available, the Working Group will consider how new findings affect broader cross-cutting issues.

Second Stakeholder Forum Planned for October

On 6 and 7 October 2008, WD-SA will host its second Stakeholder Forum at the Cutty Sark Hotel on the south coast of KwaZulu-Natal.

The first forum, held in April 2007, was a resounding success. Participants generated numerous ideas, added to ongoing debates and helped to inform the research design.

The main goals for the second forum include presenting the findings from completed case studies and introducing the cross-cutting issues identified by the Working Group for discussion and debate. Delegates from the national government, local government, private sector, water boards, NGOs, CBOs, and trade unions will be invited to participate in the Forum.

Dialogue will be facilitated around both the case study research presented and the cross-cutting issues. Through the dialogues, WD-SA aims to gather input and responses to the research, as well as generate new ideas and capture the debates surrounding the broader cross-cutting issues.

National Findings to International Advocacy (cont. from Page 1)

- The **critical story** will chronicle the process of WD to-date at both the international and national levels.
- The **practical guide** will describe running multi-stakeholder processes, based on the experiences and challenges of WD. The guide will provide advice about how to constitute dialogues and how to keep them going, as well as discussing the key relationship between research and process.
- Three **thematic papers** will look at the issues of financing, PSP and regulation, and will draw on national experiences.
- The penultimate product will be a **synthesis paper** that draws together the findings from research in the five countries.

A General Assembly of Working Group members from all countries is being planned for mid-2009 to review products. Once agreed upon and published, these resources will be posted on the WD website.



WD-SA Facilitates Meeting on Free Basic Water

In early 2008, the City of Johannesburg released a proposal to make Free Basic Water (FBW) available only to those people registered as indigent. The proposal provoked strong responses from stakeholders across the board.

With a lack of solid information available, and little communication between stakeholder groups, misunderstandings and disagreements were heightened. WD-SA thus saw an opportunity to build on the multi-stakeholder dialogues of the WG to explore wider debates around issues surrounding FBW, while simultaneously providing an opportunity for participants to share information, correct mis-

formation, and compare their understandings of what is happening with the proposed plan. Invitations were extended to a small group of people who would have an interest in FBW and the proposal.

On 22 April 2008, 15 participants drawn from a broad spectrum of governmental, private and civil society organisations attended the FBW meeting (half drawn from WG members and half from a wider group of stakeholders in the sector).

No consensus position was expected amongst such a diverse group of participants, however the meeting succeeded in promot-

ing healthy dialogue amongst stakeholders and informed their submissions to the City. Ultimately, the City did not implement this proposal in anticipation of introducing its "social package"

The group moved past conventional positioning so that stakeholders with diverging opinions could contribute to, and learn from, each other's understandings of the complexities of the sector. This informed the methodology to be used for the WD case study in Johannesburg: building on data from existing research and then capturing in-depth dialogue between key stakeholders on their experiences and issues identified in the research.



"Everyone has the right to have access to sufficient food and water." Constitution of the Republic of South Africa, Sec 27.1.b

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Irish Aid
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Multistakeholder dialogues
 on water and the private sector

The Water Dialogues-South Africa is a national multi-stakeholder dialogue process and research project analysing the role of the public and private sector in the delivery of universal water and sanitation in the country. WD-SA is part of an international initiative, The Water Dialogues. To date, WD has been established in Brazil, Indonesia, the Philippines, South Africa and Uganda.

Municipalities in South Africa face many challenges in meeting the constitutional requirements to ensure effective, equitable, and sustainable delivery of water supply and sanitation, provided affordably to all. This is taking into account the highly skewed distribution of wealth, service provision, and water resources. In the efforts to address these challenges, a number of different approaches to service delivery including commercial approaches and Private Sector Participation (PSP) have been used.

WD-SA provides the opportunity to create a constructive dialogue to identify, critically analyse, and evaluate these approaches leading to greater understanding of service delivery models. It is envisaged that, through its impact on policy, this understanding will improve the effectiveness of service delivery toward the provision of a universal supply of safe water and sanitation.

Launch of New and Improved WD-SA Website

April 2008 saw the creation and launch of a new website for WD and WD-SA. In addition to spicing up the look and being more user-friendly, the new website offers stakeholders and information-seekers access to a wide range of resources, documents and information.

On the new website you can find information about the WD-SA project's background and objectives, as well as details about the composition of the

Working Group and how the dialogues work.

An exciting addition to the website is the page on the research being conducted by WD-SA, which includes an explanation of the methodology used in the main case studies and links to the research tools used on the ground.

The resource page is useful for people who seek specific information as it compiles all of the WD-SA documents, re-

sources and reports, and lists other potentially useful or informative websites on water and sanitation issues.

Check out the new websites!

www.waterdialogues.org

www.waterdialogues.org/south-africa

WD-SA Working Group Membership

The Working Group of The Water Dialogues - South Africa is composed of a representatives from diverse stakeholders involved in the water and sanitation sectors. Current members of WD-SA's Working Group include:

- ◇ Bloem Water ◇ Dept. of Water Affairs & Forestry (DWAF) ◇ Environmental Monitoring Group (EMG) ◇ eThekweni Municipality
- ◇ JOWAM (Pty) Ltd. ◇ The PPP Unit of the National Treasury ◇ South African Local Government Association (SALGA)
- ◇ South African Municipal Workers Union (SAMWU) ◇ South African Water Caucus ◇ The Mvula Trust
- ◇ Water Information Network- SA (WIN-SA) ◇ Water Research Commission
- ◇ Water & Sanitation Services South Africa (WSSA) ◇ Westonaria Municipality