



Making knowledge work for us!

WATER INFORMATION NETWORK

Jay Bhagwan

Introduction

- WSSLG 2002 – knowledge management and information sharing identified as priority
- Mandate to the WRC
- Strategic Framework
- WIN formally instituted in 2004
- Funded through the Masimbambane Programme

WIN-SA

- **Vision**:- A well-organised and informed sector able to effectively deliver water supply and sanitation services to the people of SA
- **Mission**:- To ensure the body of knowledge in the sector is well managed, readily accessible and applied.
 - the focus has been on improved decision-making and performance of local government, as responsible for service delivery.

Objectives

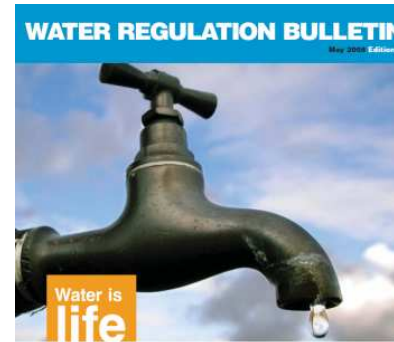
- To **create a culture of learning and knowledge** in the sector
- To incrementally ensure that up to date information and knowledge, that would **facilitate decision making and capacity building**, is shared within the sector.
- To initiate a process which leads to the collection and analysis of information and its **effective dissemination and coordination** in the water sector in order to **share lessons and experience** amongst stakeholders.
- To **strengthen the capital and potential** of WS resource centres and maximise returns on the existing investment in information/knowledge initiatives.
- Establishment or consolidation of frameworks and vehicles for **sector learning and local government decision support**

Achievements

- As evidenced in a number of evaluations (Sector Collaboration Review, Masibambane evaluations and internal reviews)
 - there is far greater awareness and practical application of knowledge sharing in the water services sector.
 - WIN footprint continues to GROW

Products

- WIN Lessons Series
- WIN-SA Fieldnote Series
- dplg/ WIN-SA Lessons Series
- Knowledge Dissemination
- The WIN Mailing List
- Strengthening a culture of learning - The WIN-SA learning journey
- Strategic Partnerships and Support
- Building the Network



The Department of Water Affairs and Forestry (DWA) in collaboration with the Water Information Network (WIN-SA), has developed the first of the bi-annual water regulation bulletins. The Water Regulation Bulletin comes at a time when the South African Water Sector is developing a water regulation framework that covers both water services and water resources. One of the main focus areas of the water regulation framework is to ensure that water services are developed in a way that is sustainable, equitable and socially just. The Water Regulation Bulletin is a key tool in this process. It provides a platform for the water services sector to share their experiences and lessons learned. The Water Regulation Bulletin is a key tool in this process. It provides a platform for the water services sector to share their experiences and lessons learned.



Global and national service delivery issues

In the issue of the WIN-SA newsletter we look at service efforts with the South African water sector to deliver water and sanitation in an innovative and sustainable way, within a context of failure to meet delivery targets and deadlines, yet increasing empowerment of local government officials. While valuable lessons are being learned, the focus of water services delivery is moving away from the delivery of basic services towards a broader framework of growth and sustainable development.

This issue of the WIN-SA newsletter highlights the following: an issue of the Free Basic Services Series, which highlights efforts by Zululand District Municipality to introduce rudimentary secondary schoolers to overcome serious backlogs given that it cannot meet the 2008 basic water target; a Knowledge Sharing workshop in Durban on 4-5 March 2008 co-hosted by The Mula Trust, the Water Information Network - South Africa (WIN-SA) and the South African Water Council (SAWC), the theme of which was Knowledge Sharing in Strengthening CSD's Role in Contributing Towards Sustainable Service Delivery - the Water Sector Leadership Consortium workshop of December 2007, whose theme was Water for Growth and Development, which reflects DWA's lead in re-orienting its focus within a broader framework of Water for Growth and Development.

WIN-SA is a knowledge sharing platform established by the DWA and the DPLG and managed by the DWA. For more information on WIN-SA contact: Programme Manager, Nelsa Duma. Tel: 012 330 9062 Fax 012 331 2565 e-mail: info@win-sa.org.za website: www.win-sa.org.za



In this issue of the WIN-SA newsletter we highlight collaborative interventions and lessons sharing in national efforts to improve water and sanitation delivery. These involve many stakeholders and even observers from other continents. We also look at the efforts to get begun and responsible decision-making and commitment from all communities at the receiving end of the delivery.

DWA plays a key role in many intervention projects to explore collaboration opportunities within programmes for the delivery of sanitation services and water supply. Examples of these highlighted in this newsletter are 2008 Vision for Water and Sanitation Education Programme, national Sanitation Day (SanDay), and a collaborative project between DWA and the Dept for water and sanitation services at clinics in the Eastern Cape. In addition, DWA's Chief Director, Institutional Oversight, Sifiso Mbedzi, shares his insights on critical issues facing water governance in South Africa.

The lessons and knowledge sharing highlighted in this issue include the visit of a team from Bangladesh, who came to learn from South African experiences regarding local government capacity building around sustainable water supply, sanitation and hygiene practices; capacity building projects in Limpopo, supported by Irish Aid with the aim of ensuring the sustainability of community projects; lesson sharing from Chiti Hani DM in the Eastern Cape regarding the Sanction 78 process, which

Read about Free Basic Water on farms and privately-owned property in the Breede River / Winelands Local Municipality on 12.

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Read about the lessons of the Pledge by Minister Lindwe Hontela and provincial ministers on 12.

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Review outcomes

- Now far greater knowledge sharing in the sector & WIN has played a key contributing role
- Unanimity on need for an *independent* WIN – sector & not institutionally accountable
- General consensus that WIN-SA has attained a level of professionalism, integrity and quality
- Overall satisfaction – what it was able to do it did well – but not all expectations fully
- Budget has been *biggest* constraint
- unable to meet demand or need.
- *No editorial or content guidance* common complaint

- Provision of a very useful set of products and services – but dissemination is not optimal
- Given a *non-reading culture the 'popular' documentation has wider appeal*
- WIN's *'style' appropriate for awareness raising* – W4GD, knowledge between WR & WS great opportunity
- *People-to-people learning* reaches more depth with greater impact. *WIN has found niche here.*
- Concentrates only on best practice neglecting learning from bad experience

- Establishing *WIN as a network* has not been achieved.
- Acknowledging aim is to reach decision makers & management, however *lesser impact at the lower levels* which is necessary for service delivery.
- Reach has not gone beyond *Masibambane structures* (essentially DWAF & District WSAs). Need to extend to LM WSA & WSPs, Water Resources & link to other sector fora.
- Lack of adequate feedback and response mechanisms –tendency towards *supply rather than demand driven*

- *Complex institutional and governance arrangements* with multiple lines of accountability hamper strategy development, strategic leadership and effective operations
- DWAF's agenda dominates - *wielding considerable influence through budget control & defining strategic direction* outside of SAC and partners - decision making processes often circumvented
- Challenges still exist in terms of a sustainability plan.
- Need for a sharper evaluation and monitoring framework that demonstrates *the impact of products and services*

New paradigm for WIN

The new paradigm of W4SGD imposes a much wider brief on WIN-SA;

- ❖ not least that it will have to work within the water sector - not only water services
- ❖ and over time contribute to greater knowledge exchange between South Africa and other African states .

Vision:

- Knowledge sharing contributes to water security and sustainable and equitable service delivery in South Africa and the African continent

Overall Objective

- To better enable the water sector to meet the MDGs and ensure sustainable resources and services for growth & development by sharing and applying its knowledge

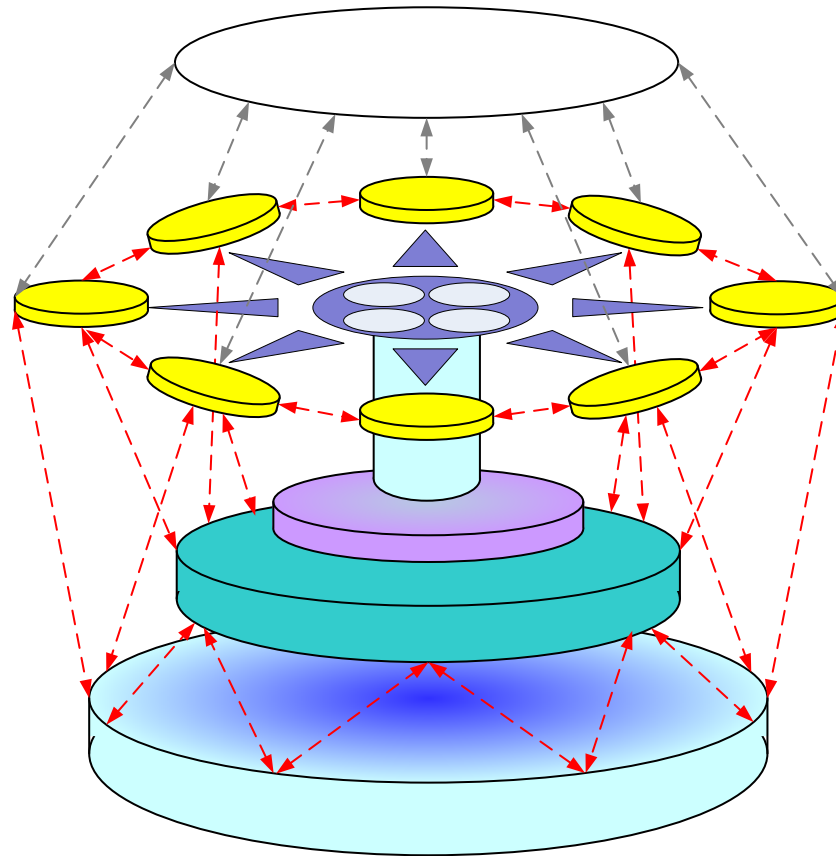
Programme Purpose

- By means of: working as a dynamic network to ensure the wealth of knowledge in the sector is useful, shared and accessible

New imperatives

- **Deepen** - outreach, reach the ground for service delivery and MDGs + work with Civil Society to ensure community based approaches and customer accountability
- **Plug In** - to sector programmes and activities to maximise resources, intensify impact and ensure follow up. It is about 'weaving' knowledge sharing into the fabric of the way the sector works
- **Network** - work through collaborative structures – water and local government sectors – and promote and support a network of members active in knowledge sharing, which can be extended into Africa
- **Build a body of Knowledge through Priority Topic Hubs** - go beyond a lesson to analysis and knowledge for workable solutions
- **Safeguard Autonomy** - WIN-SA is accountable to the sector and as such it is important it does not serve any one agenda. Nor is it about institutions but knowledge for **ALL**

New model



**EXCHANGE OF AFRICA AND
INTERNATIONAL KNOWLEDGE
RESOURCES**

- Operate as a network
- Decentralise the generation of knowledge, drawing upon the resources, capacity and expertise in the sector
- Nurture a culture of learning and sharing in the sector, ensuring it is demand driven

TOPIC HUB

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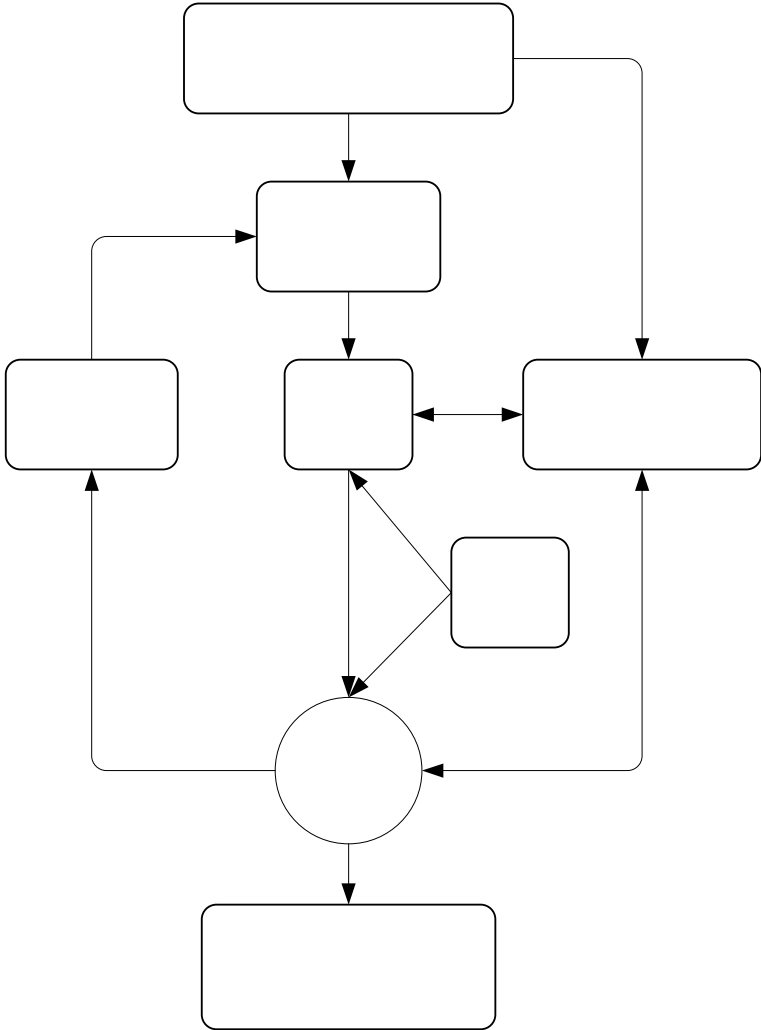


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CSIR

WISA

Modus Operandi and Governance



WATER SECTOR
STAKEHOLDER

WSLG



WSSCC

SAC

Focus areas

- Water for sustainable growth and development
- Integrated Water Resource Management
- Water Service Provider Functions
- Institutional Reform
- Capacity building and job creation projects: Water for Growth and Development Initiatives
- The Integration of water services and water resources
- Expanding regional linkages through Streams Africa, NEPAD, and SADC
- Capacity building for knowledge sharing in Africa
- The Impact of HIV Aids and how the water sector is dealing with this challenge
- Health and Hygiene Education
- Water Service Authority Functions particularly regulations
- Building capacity for sector collaboration taking into account the implementation of Provincial Water Sector Plans and the IGR Framework
- Free Basic Water & Sanitation
- Building capacity for knowledge sharing through hands on training
- Skills Development & Training in the water sector
- Productive and Multiple Uses of Water
- Cross- cutting Issues (Gender, Civil Society etc.).

Thank You



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<http://www.win-sa.org.za/>