



Agenda for Change is a collaboration of like-minded organizations that have adopted a set of [joint principles](#) and approaches to support national and local governments in strengthening the systems required to deliver universal, sustained access to water, sanitation and hygiene (WASH) services. Agenda for Change members aspire to speak with a collective voice and share the same vision as they work to achieve universal WASH access at all levels of governance: global, national, and local (city, district, municipal, woreda, prefecture, among others).

2019 has been an active year for the Agenda for Change collaboration! Some key activities include:

- Country systems strengthening activities
- New members joined
- Learning events
- Adding new staff
- Getting involved in 2020

2019 YEAR IN REVIEW

GLOBAL HUB HIGHLIGHTS

NEW MEMBERS IN 2019

Agenda for Change welcomed five new members this year: Catholic Relief Services (CRS), The Center for Water Security and Cooperation (CWSC), Concern Worldwide, Helvetas, and WaterSHED. They join Aguaconsult, CARE, IRC, Osprey Foundation, Splash, WaterAid, Water for Good, Water For People, and Welthungerhilfe. Read more about new members [here](#).

To qualify for membership in the collaboration, an organization must be committed to the goal of achieving permanent, universal access to WASH services.

TWO NEW STAFF JOIN THE GLOBAL HUB SECRETARIAT

We are grateful to the Osprey Foundation for their generous support, which allowed the collaboration to expand the Secretariat to two full-time staff in 2019. Susan Davis joined as Global Coordinator in January 2019 and Alec Shannon joined as Content Strategist in September 2019. Susan and Alec



Alec Shannon (left) and Susan Davis of Agenda for Change Secretariat (photo by Laura Brunson)

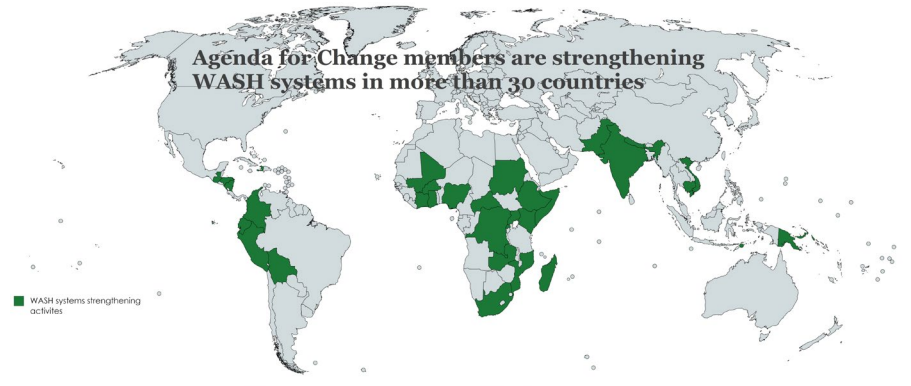
support collaboration and learning on WASH systems strengthening among current members, potential new members, and the WASH and other development sectors.

GOVERNANCE FRAMEWORK

In February 2019, the Agenda for Change Steering Committee finalized a [Governance Framework](#). This document outlines the structure of the Agenda for Change Global Hub including roles, responsibilities and operational and decision-making modalities. The Framework also includes membership criteria such as expected contributions and a code of conduct. This year, all member organizations have been asked to have their leadership sign a letter that commits to the joint principles, code of conduct, and expected contributions. Some members have found obtaining these signatures a useful process for raising the profile of their systems strengthening work within their organization and/or with their funders.

SYSTEMS STRENGTHENING COUNTRY ACTIVITIES

Agenda for Change members are actively working on WASH systems strengthening activities around the world. See below for updates from some of the countries where our members work.



Burkina Faso

The municipality of Banfora held a workshop in July, with the support of IRC, to conduct a mid-term review of its programs for drinking water and sanitation. The goal of this assessment was to learn how to better plan future actions, including how to support the municipal authorities so that they can fulfill their tasks. [Read more \(French\)](#).

Cambodia

WaterSHED conducted its fourth sanitation leadership development program for local elected officials, *Civic Champions*, in 2019. Throughout this year-long training and learning program, WaterSHED works with commune councilors to approach sanitation as a leadership practice problem. A recent evaluation of the scaled-up program confirmed that it had a significant effect on toilet sales, and that the results were sustained over time. [Read more](#).



Water for Good maintenance team members at work in the Central African Republic (photo by Jay Hocking)

Central African Republic

Through an innovative program with Vitol Foundation support, Water for Good received technical assistance from IRC Burkina Faso to develop further the WASH plan for Mambere-Kadei prefecture. Through this partnership, Water for Good conducted a cost analysis to expand water services and to support stakeholder mapping and engagement for regional and national coordination.

Ethiopia

Splash has been collaborating with the Addis Ababa Education Bureau and other government actors (Bureau of Finance and Economic Development, Addis Ababa Water and Sewerage Authority, Addis Ababa Bureau of Construction) to strengthen partnerships and align goals with existing government priorities. Through [Project WISE](#) (WASH in

Schools for Everyone), the partners aim to improve WASH infrastructure, deliver hygiene behavior change programming for children and adults, and strengthen school-based menstrual health services at 360 government schools (530,000 students) in Addis Ababa by 2023.

Ghana

In September 2019, IRC Ghana, in partnership with the Asutifi North District Assembly, organized an annual stakeholders' review meeting. The purpose of the meeting was to assess progress on the implementation of the [district master WASH plan](#) and jointly reflect on areas requiring improvements. Stakeholders present included staff of the District Assembly, Heads of Departments, Traditional Authorities, Ghana Federation of Disability Organizations, among others.



Ghana

In late 2019, CRS began a project in collaboration with local government to rehabilitate seven public toilets and train facility operators in Tamale city. This effort is part of a larger organization-wide focus on bringing water and sanitation to all, with a focus on neglected urban areas. This effort will reach around 255,500 people in Tamale city, giving them renewed access to safe sanitation. The project also focuses on educational campaigns, supporting sanitation entrepreneurs, and engaging with government and non-government actors to ensure long-term sustainability. [Read more.](#)

Honduras

In the last three years, the *Para Todos Por Siempre* movement, with the support of Water for People, IRC

Public toilet block in Tamale city, Ghana (photo by Michael Stulman/CRS)

and Osprey Foundation, has facilitated collective, innovative and comprehensive actions to strengthen the WASH system in coordination with local, municipal and national stakeholders. Alongside *Para Todos Por Siempre*, Water For People has supported the application of five lifecycle costing tools across 14 municipalities, leading to increased tariffs for covering service delivery costs. [Read more \(Spanish\)](#)

India

In Kolkata, Splash is implementing Project WISE in all government schools with local partners Sarva Shiksha Mission: Kolkata and Kolkata Municipal Corporation. Their goal is to secure clean water at point-of-use, deliver hygiene behavior change programming for children and adults, and strengthen school-based menstrual health services in 1,200 schools (425,000 students). Splash is also now implementing [Project WISE](#) in all government schools in Kolkata through 2023.

CARE is working with partners in the Water + Women Alliance in Indore to improve and sustain the health and well-being of 200,000 women and their households touched by the apparel value chain. CARE helped Gap Inc. to modify [Personal Advancement & Career Enhancement \(P.A.C.E.\)](#), a job skills program, by incorporating a WASH module and a WASH financing module, as well as addressing structural barriers for women, including connecting women to WASH service providers and supporting women in holding service providers accountable for water quality, and equity of services.

Madagascar

The USAID-funded Rural Access to New Opportunities for Water, Sanitation and Hygiene ([RANO WASH](#)) project in Madagascar is a uniquely collaborative project, implemented in partnership with the Ministry of WASH, CARE, CRS, WaterAid and two local private sector enterprises. Designed with the Sanitation and Water for All Collaborative Behaviors in mind, these partners are developing a joint-sector plan for water management at the national and regional levels, as well as a periodic joint-sector review process.

Mali

WaterAid, the World Health Organization, the US Centers for Disease Control and Prevention, One Drop Foundation, and the Conrad N. Hilton Foundation supported the Ministry of Health and the District Health and Municipal Offices to improve WASH in 23 health care facilities in Bla and Koro districts as part of a three-year project. Based on this work, good hygiene guidelines were developed alongside the Ministry of Health, and other partners are now using these guidelines to improve 450 additional facilities across the country. [Read more.](#)

Rwanda

Thanks to funds from Vitol Foundation, a consultant supported the setup of a national Management Information System for water services and the design of the monitoring and evaluation framework. The system has been tested in Rulindo and another district with support from Water For People. Given success of the tests so far, the management information system has now expanded to eight additional districts.

WaterAid, Water For People, World Vision, and WASAC have been piloting the [district-wide approach](#) in six districts, which will result into a costed WASH Investment Plan for these districts that will eventually be scaled up countrywide. In 2019, the rollout of the district-wide approach proceeded well, and the government committed to a countrywide rollout.



Two boys washing hands at a school in Rulindo district, Rwanda (Photo by Water For People)

Uganda

Government and sector partners, including IRC, WaterAid and Water For People, are developing district investment plans for universal WASH services in more than 100 districts across the country. These partners are also developing national monitoring indicators to assess progress towards Sustainable Development Goal 6. Water For People is supporting district government partners to develop a fully lifecycle-costed WASH Master Plan, accounting for capital maintenance expenditure and direct support components. See this [video](#) on the collaboration between partners in Uganda.

Through the Sustainable Services Initiative sponsored by Viva Con Agua, Welthungerhilfe is implementing the system strengthening approach in partnership with the German Toilet Organization and Aguaconsult.

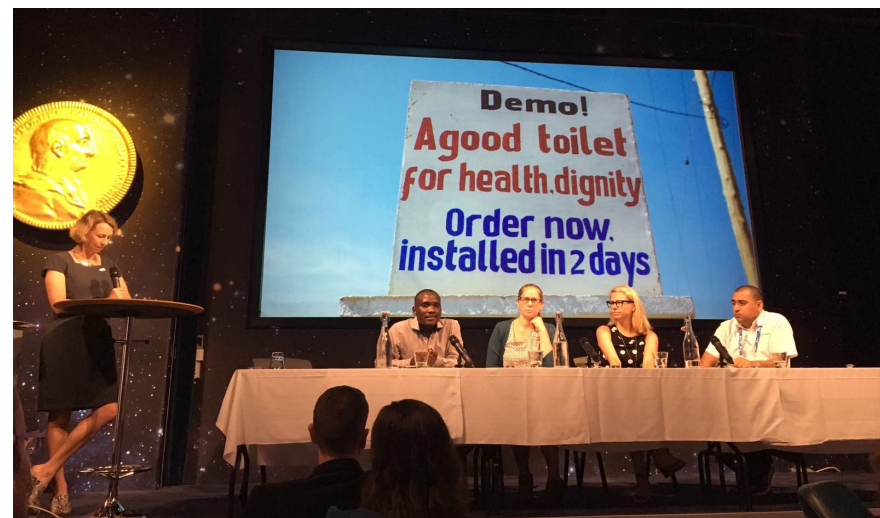
LEARNING AND SHARING

All Systems Go! Symposium

IRC and partners hosted a [WASH systems symposium](#) in March 2019, bringing together practitioners from around the world for discussions on building stronger WASH systems in The Hague. Several Agenda for Change members presented on their systems work, and Agenda for Change hosted a booth and a reception for members, prospective members, and funders. Presentations can be found [here](#) and [here](#).

Costa Rica Learning Event

Following LatinoSan in April 2019, Agenda for Change hosted a two-day learning event for members and their partners. Around 20



From left to right: Eleanor Allen, Ceaser Kimbugwe, Kelly Alexander, Kim Lemme, and Mauricio Villagra present evidence of stronger systems at the Agenda for Change Breakfast at Stockholm World Water Week (photo by Susan Davis)

participants from seven Latin American countries contributed to discussions on development and scaling of national, municipal, and regional WASH plans; and shared planning, monitoring and costing tools. They also identified opportunities for further collaboration and knowledge exchange.

Breakfast meeting at Stockholm World Water Week

Agenda for Change hosted its fifth annual breakfast to kick off Stockholm World Water Week with the theme “Evidence of Stronger Systems”. Speakers from member organizations highlighted evidence of stronger systems in San Pedro, Bolivia, Kampala, Uganda, Madagascar, and Nicaragua. [Read more.](#)

Deep Dive into WASH systems strengthening at Stockholm World Water Week

Agenda for Change co-convened an event with WaterAid and Millennium Water Alliance called “Deep Dive into WASH Systems Strengthening.” About 80 attendees gathered to discuss their experiences and processes on six systems strengthening themes. [Read more.](#)

UNC Water and Health

Agenda for Change, Millennium Water Alliance, and WASH Failures co-hosted a WASH Systems Reception at UNC Water and Health with about 100 attendees. Dani Barrington from the WASH Failures team gave a preview of their Blunder, Bloopers and Foul-ups Game Show. Eleanor Allen, CEO of Water For People, announced the addition of new Agenda for Change members. Read more [here.](#)



Dani Barrington (left) and Emily Davis, winner of the WASH Failures game show at the UNC reception (photo by Susan Davis)

GET INVOLVED!

Contribute to the WASH systems community of practice

Agenda for Change, Millennium Water Alliance, the Rural Water Supply Network, and the Sustainable Sanitation Alliance, among others, have been discussing how the WASH systems community of practice can be more purposeful and inclusive. We are seeking additional collaborators and welcome those who would like to contribute, or who have resources to share. Email info@washagendaforchange.net if you are interested in contributing.

Spread the word on WASH systems

To reach a broader audience, Agenda for Change created a [LinkedIn page](#), boosted engagement on [Facebook](#), and also inherited a [Twitter account](#) from WASHfunders (now @WASHstrong) with 12,400 (and growing!) followers around the world. Agenda for Change invites organizations working on WASH

systems strengthening to “takeover” the Twitter account for a day each month. The idea is to encourage the systems community of practice to see and share different perspectives, tools, and examples of WASH systems strengthening. Email info@washagendaforchange.net to learn more.

Join the WASH Systems Academy

The WASH Systems Academy launched in 2019 to provide interactive, engaging, and free online training to WASH sector professionals seeking to learn more about systems strengthening approaches. Registration for the courses will be available throughout 2020, with even more courses and content coming soon! [Read more.](#)

- *WASH systems strengthening: the basics* is an introduction to everything you need to know about system thinking and WASH. Sessions are dedicated to topics such as the origins and rationale for a system strengthening approach, hygiene promotion, and service ladders, among many other topics.
- *Specialist course: Building blocks of sustainable WASH systems* is an introduction to the WASH system, through the lens of nine critical “building blocks”. Each session in this course focuses on one of these building blocks.