



Review of how knowledge
and lessons learned from
water and sanitation
development projects are
shared on the internet

ONLINE SHARING OF WATER AND SANITATION KNOWLEDGE

*– Review of how lessons learned are made available
over the internet*

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Contents

Preface	3
Acronyms and Abbreviations	4
Special Abbreviations Used in this Report	4
Executive Summary	5
Introduction	6
Method	6
Results	8
Who is sharing knowledge?	8
UN agencies and programs	8
WatSan actors and networks with worldwide engagements	9
Development agencies	11
Organisations and networks with regional focus	12
How is knowledge shared?	13
Analysis	15
Where and how do we find lessons learned, best practices and useful experiences?	15
How are these packaged and what do they contain?	15
Annex 1 – Publications and Reports	17
Annex 2 – Workshop Reports and Conference Papers	21
Annex 3 – Project and Program Reports	22
Annex 4 – Wikis	24
Annex 5 – Blogs	25
Annex 6 – Toolboxes and Databases	26
Annex 7 – Handbooks and Guides	28
Annex 8 – Handbooks and Guides	30

The Millennium Development Goals Achievement Fund (MDG-F) – established through a donation by the Spanish Government to the United Nations system – supports some 130 programmes in 50 countries. Eleven of the programmes – in Albania, Angola, Bosnia & Herzegovina, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay and the Philippines – are directed towards the Democratic Economic Governance (DEG) of the water supply and sanitation sector.

Each thematic area of the MDG-F programmatic work is accompanied by a knowledge management (KM) strategy. The Democratic Economic Governance Knowledge Management (DEG-KM) programme is implemented by the UNDP Water Governance Facility at SIWI. It aims to document, analyse and disseminate innovations and lessons learned from the programmes in the DEG thematic area. The purpose is for cross-learning to take place between the programmes, but also to disseminate new knowledge and insights into future programming beyond the MDG-F.

In order to have a better basis for the dissemination strategy and the use of virtual platforms, the DEG-KM has commissioned two reviews of how knowledge and lessons learned about water supply and sanitation services, particularly in relation to poor areas, are shared and made available over the internet. The present review looks into web sites and material available in English, which is the language of most on-line information. Since most of the programmes of the DEG theme are located in Spanish-speaking countries, the other review concentrated on material made available in Spanish.

As can be expected, the review of English sites found a great wealth of information. Nevertheless, a significant part of the material is composed of cross-linked reports, suggesting that the apparent wealth of information is greater than what is effectively there. Another finding is that many conclusions and generalised recommendations are based on specific case studies or project reports rather than overviews, reflecting also a relative scarcity of the latter.

The review of material in Spanish found significantly lower availability of knowledge products relating to the access to water supply and sanitation services, compared to that in English. It also indicated a scarcity of learning

material or such with the purpose to transfer experiences. Moreover, it suggested that there was a need for a hub to facilitate the access to knowledge products available in Spanish.

The two reviews indicate that although there is a great use of the internet as a medium for sharing information, the form of publication remains traditional in the sense that most of the knowledge products are shared in the form of reports in pdf format, rather than as integrated parts of the web pages, wikis or innovative ways of knowledge sharing.

The present review has been carried out by Rebecka Segerström, Karin Glaumann and Moa Cortobius. Rebecka started the review during an internship with the DEG-KM programme while finalising her Masters of Science in Socio-Technical Systems at Uppsala University. Karin Glaumann, project officer at SIWI, revisited the findings and finalised the analysis. Moa Cortobius, project officer with the DEG-KM programme (UNDP Water Governance Facility at SIWI) helped structure the work and finalised the report. Alice Jaraiseh and Marianne Kjellén have contributed to the identification and structuring of the review and the final editing of the writing.

From the perspective of the DEG-KM programme and its upcoming activities of knowledge capture and dissemination, the insights of both reviews will be taken into account. From the review of Spanish material, the relative scarcity of learning material and the need for ways to assist orientation towards knowledge sharing material is a major challenge. Another challenge is the relative scarcity of overviews or synthesis studies. Both reviews point to the traditional ways of publishing information and how the internet media is not used to its full potential. This calls for more creative on-line dissemination. These identified challenges and opportunities will inspire the way we go about the further documentation, analysis and dissemination of valuable experience in the Democratic Economic Governance Knowledge Management programme.

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Stockholm, April 2012

Acronyms and Abbreviations

ADB	Asian Development Bank	UN-HABITAT	United Nations Human Settlements Program
AfDB	African Development Bank	UNWAIS	UN-Water Activity Information System
AMCOW	African Ministers' Council on Water	USAID	United States Agency for International Development
Cap-Net	Capacity Building for Sustainable Water Resource Management	WatSan	Water and Sanitation
CIDA	Canadian International Development Agency	WEDC	Water, Engineering and Development Centre at Loughborough University
DANIDA	Danish Ministry for Foreign Affairs	WGF	UNDP Water Governance Facility at SIWI
DEG	Democratic Economic Governance	WHO	World Health Organization
DEG-KM	Democratic Economic Governance Knowledge Management system	WIN	Water Integrity Network
DFID	Department for International Development	WSP	Water and Sanitation Program
EDM	Every Drop Matters	WSSCC	Water Supply and Sanitation Collaborative Council
ESCWA	United Nations Economic and Social Commission for Western Asia	WWC	World Water Council
GIZ	German Agency for International Cooperation	WWF	World Water Forum
GoAL-WaSH	Governance Advocacy and Leadership for Water Sanitation and Hygiene		
GWA	Gender and Water Alliance		
GWP	Global Water Partnership		
HELP	Hydrology for Environment, Life and Policy Initiative		
IB-NET	International Benchmarking Network for Water and Sanitation Utilities		
ICLEI	Local Governments for Sustainability		
IWA	International Water Association		
IWRM	Integrated Water Resource Management		
KM	Knowledge Management		
MDG-F	Millennium Development Goals Achievement Fund		
MDGs	Millennium Development Goals		
NGOs	Non-Governmental Organisations		
PPP	Public-Private Partnership		
RAS-HON	Red de Agua y Saneamiento de Honduras [Water and Sanitation Network of Honduras]		
RWSN	Rural Water Supply Network		
SADC	Southern African Development Community		
Sida	Swedish International Development Cooperation Agency		
SIWI	Stockholm International Water Institute		
SuSanA	Sustainable Sanitation Alliance		
TREND	Training, Research and Networking for Development		
UN	United Nations		
UNDP	United Nations Development Programme		
UNEP	United Nations Environment Programme		
UNEP FI	United Nations Environment Program Finance Initiative		
UNESCO	United Nations Educational, Scientific and Cultural Organization		
UNESCO-IHE	UNESCO's International Institute for Hydraulic and Environmental Engineering		
UNESCO-IHP	UNESCO's International Hydrological Program		

Special Abbreviations Used in this Report

INFO	Information –Tools that share knowledge, learning in general, social marketing and awareness building. Includes all reviews of networks and news feeds made to be a knowledge- sharing platform or site
FIN	Financing Strategies and Mechanisms – Including tariffs and cost recovery schemes
RIF	Regulatory and Institutional Frameworks – Including Responsibility Allocation and Roles
AQS	Access and Quality of Service – linked to technical solutions
CAP	Capacity Building
HSC	Health, Hygiene and Sanitation – linking to community attitudes and behaviour
DEC	Decentralisation Reforms
HRW	Human Right to Water – linked to financial strategies, but kept isolated
INT	Integrity – Anti Corruption
STAT	Statistics – Sources focusing on quantitative data

Sharing good practices, lessons learned and useful experiences from water and sanitation development project, programs and initiatives are important to enhance efficient project development and implementation of water and sanitation (WatSan) projects. This report summarises a review of how, where and to some extent what kind of so-called “best” practices and lessons learned from the water and sanitation community can be found online. It aims primarily to enhance the understanding of “what is out there” in order to align communications and dissemination strategies accordingly, but can also help programme developers and implementers to find useful information on water supply and sanitation.

Information was collected from the websites of key water and sanitation actors (e.g. the Water and Sanitation Program, UN-Water, the World Water Council etc.). From these sites, several more agencies, programs and networks were added to this list. General web searches were also conducted. The review also looked at wikis, toolboxes and blogs and their role in best practice sharing.

From the review, several actors including water and sanitation actors and networks, UN agencies and programs, development actors and regional networks and organisations were found to be sharing lessons learned on water supply and sanitation services. Most of the knowledge products are shared by UN agencies or WatSan programs, actors and networks. The focus lies on regulatory and institutional frameworks, partnerships, access and quality of service and financial strategies. Considerable lessons learned relate to capacity building, gender and participation. Fewer resources were found on decentralisation, water integrity, health and hygiene and the right to water. Many knowledge products focus on learning in general but very few provide quantitative data.

Lessons learned are shared through many forms. Most of them are found in publications and reports rather than in wikis, blogs or toolboxes. The impression is therefore that the WatSan community has not adjusted their knowledge sharing practices in a way as to make full use of the potential of electronic knowledge sharing.

A considerable share of lessons learned is tied to specific projects. Hence, recommendations and best practices are seldom generally applicable. One must browse through several publications and reports in order to get a sense of what is generally promoted. On the other hand, many knowledge products share lessons learned linked to more than one theme, which might reduce the number of searches necessary for anyone looking for a broad set of guidelines.

It was perceived to be easier to find information about water projects in a specific region or search for a specific methodology used to create sustainable water initiatives than to locate best practices in general. Many

terms and phrases are recurring, but the language is not standardised in a way that makes one internet search reveal all useful online material.

A general conclusion is that there is a relative wealth of individual case studies or project reports, rather than cross-case reviews or syntheses. Further, most information on-line seems to be interconnected, and can therefore be accessed through several starting points, which then link on to other related organisations. One may even come across “closed loops” of links. This way, the appearance is that there is a greater wealth of material available than what is effectively there.

The sharing of insights and learning from the experience of others is important for enhancing the quality and efficiency of the formulation and implementation of water supply and sanitation (WatSan) projects. Knowledge management should help the identification and uptake of lessons learned and avoid the “reinventing the wheel.” Hence the search for innovative approaches and good practice in working towards achieving the Millennium Development Goals (MDGs) and particularly the target to halve the proportion of people without access to water and sanitation.

This review aims to do the following:

- Document the availability (rather than the contents) of online-material.
- Capture how knowledge is shared (and consequently available) online.
- Focus on pro-poor approaches relating to the objectives of the MDG7 (WatSan target).
- Search for efforts aimed at improving governance, including community participation, enhancing accountability and equity and the strengthening of local institutions to sustainably manage water and sanitation (rather than to capture the engineering-related issues of infrastructure).

The aim of this review is hence to compile how, where and to some extent what kind of best practices and lessons learned from the water and sanitation community can be found online. The review may also help program developers and implementers as a guide on how to find useful advice, recommendation and experience of similar projects to their own on the Internet.

This review is conducted for the Knowledge Management (KM) strategy of the MDG Achievement Fund's (MDG-F's) programmatic area Democratic and Economic Governance (DEG), which relates to water supply and sanitation. Eleven programmes in the DEG window work towards the achievement of the Water and Sanitation targets tied to the MDG7-goal: to half, by 2015, the proportion of the global population without sustainable access to safe drinking water and basic sanitation. The eleven country programmes are found in Albania, Angola, Bosnia & Herzegovina, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Paraguay, Panama and the Philippines. Although the present review has a general focus on “what can be found on the Internet”, when resources relating to the DEG-par programme countries were found, these have been highlighted.

The first section of this report presents the actors that share information on good practice, lessons learned and useful WatSan experience. A general description is given on what type of information they are sharing and how this information is made available to the broader public. The actors are broadly divided into water sector actors and development agencies, with a special section for UN-related networks and programs. After the presentation of the actors involved in WatSan knowledge sharing, a section describing the knowledge products available on the internet follows.

The report concludes with an analysis of the nature of the material found and how it is accessible online.

Method

This study has been conducted in an iterative way with an “outsider approach” – simply put it has tried to explore what best practices related material can be easily found online within a limited time frame. The review was conducted as a part time endeavour between March and August 2011, with most of the web search activity taking place in June, July and August. Initial findings were briefly presented at a Knowledge and Capacity Development Seminar at the Stockholm World Water Week in September 2011. The draft report was thereafter made available for comments through the [DEG-KM programme's web-page](#). (No comments obtained.) Further revisiting and systematisation of the results of the review were undertaken in February and March 2012.

The review started with the identification of key actors working with knowledge sharing in the international water community, including the World Water Council, UN-Water, the Water and Sanitation Program, the Water Supply and Sanitation Collaborative Council, the Global Water Partnership, the World Bank and major development cooperation agencies (CIDA, DANIDA, Sida, DFID etc.). Several more agencies, programs and networks could be added to this list and several more were also reviewed under the course of the project, but the above were deliberately chosen as starting points.

After reviewing the web resources directly available from the above organisations, external links from these websites as well as some more general web search hits were explored to get a broader representation of the online water community. This work led to the review of some local and international NGOs focusing on water, national and regional organisations, web resources tied to water conferences and forums, water networks and platforms connecting the water community in specific water issues or specific regions and more. Since this study has been done within a limited time frame, only websites explicitly sharing useful experiences are included. This means that resources not referred to as best practice, useful experiences or lessons learned, but still valuable might have been excluded.

In addition, the review specifically explores how water “wikis” and online water toolboxes add to the online knowledge sharing, and briefly looks at social media, such as water blogs, and their role in best practice sharing.

The specific method to explore a specific website followed the following pattern: Brief general browsing and a short review of the “about” section, describing the aims and engaged parties behind the site. If available, resources/publications or in other sense resource-related page was explored. If a searchable database or website was reviewed, terms such as “lessons”, “water governance” and “sanitation” were most often used to find relevant material.

The most common type of WatSan best practices information that this review has come across lies on a more general level than this review seeks to display. Numerous websites and reports emphasises the importance of sharing best practices, enabling community participation and developing good institutional frameworks, but does not go into the details on how to do so or what these practices and frameworks look like. Such sources have largely been excluded from this review. In many cases however, the line between general support for good governance in WatSan programs and concrete advice on how to create the same is not distinct. In these cases the report has chosen an inclusive approach.

When gathering the information found in this review, the thematic realm of each source has been specified. The

thematic categorisation is useful when browsing among the different knowledge products listed in the annex, but also for more general analysis of the thematic areas within which lessons learned are shared. Each knowledge product included in this report share lessons learned or recommendations linked to one or more of the themes listed in the table below. The different types of knowledge products refer to different publications, wikis, toolboxes and blogs. Beyond those listed, in the table, a number of videos have also been reviewed in the Water Channel. Certain knowledge products are linked to several themes, and in such cases they are included in all the relevant thematic areas.

Number of websites and knowledge products reviewed and grouped into thematic areas			
Thematic area	Abbreviated or further referred to as	Number of websites	Number of knowledge products
Tools that share knowledge, learning in general, social marketing and awareness building. Includes all reviews of networks and news feeds made to be a knowledge-sharing platform or site	INFO	27	31
Financing Strategies and Mechanisms, including tariffs and cost recovery schemes	FIN	26	32
Regulatory and Institutional Frameworks, including Responsibility Allocation and Roles	RIF	23	32
Access and Quality of Service, linked to technical solutions	AQS	20	28
Capacity Building	CAP	18	24
Partnership and Cooperation, including private-public partnerships and peer-to-peer cooperation as well as partnerships between customers and service providers	Partners	15	22
Participation	Participation	14	24
Gender	Gender	12	14
Health, Hygiene and Sanitation and its link to community attitudes and behaviour	HSC	10	14
Decentralisation Reforms	DEC	8	8
Human Right to Water, linked to financial strategies, but kept isolated	HRW	8	10
Integrity, Anti-Corruption	INT	7	11
Sources focusing on quantitative data	STAT	2	3

The findings of this report are divided into two parts: *Who is sharing knowledge* and *How knowledge is shared*. The first part presents the actors that share useful experiences, best practices or lessons learned from water and sanitation development projects. The second part presents the different product categories displaying lessons learned. These are fully listed in annexed tables.

With regard to the thematic areas, the table above in the previous section shows that lessons learned in the area of Regulatory and Institutional Frameworks (RIF) has received large coverage. In addition, many actors do much of their knowledge sharing through an information platform, sharing both their own experiences but also those of others (INFO). These platforms are created for learning in general, social marketing and awareness building. There are also many resources available focusing on Partnership and Cooperation, Access and Quality of Service (AQS) and Financing Strategies and Mechanisms including tariffs and cost recovery themes (FIN). The lessons learned linked to partnership and co-operation mainly focus on public-private partnerships, peer-to-peer cooperation and partnerships between customers and services.

Resources on Access and Quality of Service often give recommendations on technical solutions. In the middle, we find knowledge products linked to Capacity Building (CAP), Gender and Participation. Lessons ties to Decentralization reform (DEC), Integrity and Anti-Corruption (INT) and Health, Hygiene and Sanitation (HSC) are available, however limited. The last of these, mainly focus on community attitudes and behaviour. Some resources on the human right to water are available. Few actors provide quantitative data or statistics (STAT).

Who is sharing knowledge?

This section presents the different organisations, networks and platforms that provide useful resources in water and sanitation. The actors are grouped together under four different sub-headings: UN Agencies and Programs, WatSan Actors and Networks with Worldwide Engagements, Development Agencies and Regional Organisations and Networks. The text provides short descriptions of the overall aims, activities and knowledge products each of them. Emphasis is given to how and what type of lessons learned are shared with the development community.

Number of themes covered

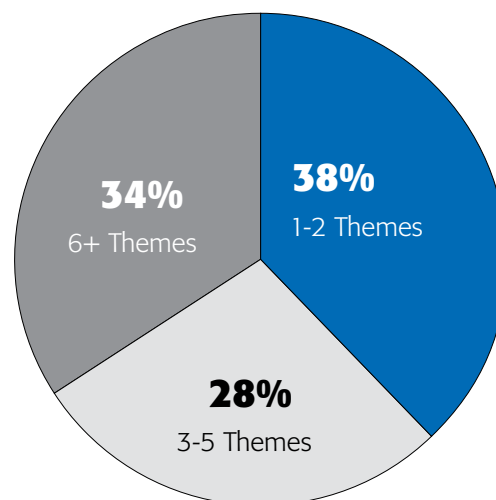


Figure 1

Building on the thematic categorisation presented in the table above, the knowledge products were linked to the source (i.e. the organisation or network sharing the product on its website). The result is presented Figure 1, illustrating the number of themes represented by actors. When a knowledge product has been co-created by several actors, it has been linked to the organisation/network perceived as the main administrator or sponsor. Near 40 percent of the actors are sharing resources on a few (1-2) themes only and near 30 percent cover between three and five. A significant share – a third – share resources relating to a broad range of themes. This indicates that guidelines and recommendations connected to a number of different topics can be found via one or a few actors. Larger organisations and networks generally provide knowledge products within multiple thematic areas. The smaller organisations with less resources typically share lessons on one or two topics.

UN agencies and programs

The UN agencies and Programs collect resources and experiences from the global community. Compared to many other actors, these base their recommendations on experiences from more than one region or case. Many resources are policy-oriented and focus on learning in general. Among the UN Agencies, UN-Water and UNDP have the broadest thematic scope, sharing their own experiences from working with water and sanitation projects but also those of others. **UN-Water** for instance has a database linking to all UN programs/projects and publications. Although not explicitly sharing lessons learned (with the exception of some publications) it gives an overview from which one may more in-depth information.

As already mentioned UN-Water is a good starting point for anyone searching best practices or lessons learned in water and sanitation. Its website links to the UN-Water Decade Program on Capacity Development which has developed and manages the **UN-Water Activity Information System** (UNW-AIS). The database holds information on programs, projects and studies sponsored by a UN-organ (most often UNDP) or other International Cooperation Partners as well as a RSS feed on best practices. UN-Water also links to its **World Water Assessment program** (WWAP), which produces the **World Water Development Report** containing case studies from all over the world with associated recommendations for policy and decision-making. The Water for Life program also has many useful publications covering themes such as access to sanitation, financing water, gender and water, human right to water and IWRM.

The Word Bank resources mainly focus on the institutional, regulatory and financial dimension of water supply and sanitation. One interesting publication shares experiences from water supplies run by private operators. It contains descriptions of 25 initiatives with private operators from all over the developing world and includes successes and challenges for a couple of them.

The Word Bank administers the **Water and Sanitation Program** (WSP) aiming to support poor people in obtaining affordable, safe and accessible water and sanitation services. The program works directly with local and national governments in 25 countries in Africa, Asia and Latin America. It has a vast material including academic publications, technical reports and papers, research briefs, learning notes, presentations, toolkits and videos, covering themes such as gender, participation, health, sanitation and hygiene, partners, access to water and sanitation services.

UNESCO's International Hydrological Program (UNESCO-IHP) is devoted to water research, water resources management, education and capacity building. The program does much of its knowledge sharing through workshops and conferences aiming to share research results, lessons learned, new tools and innovative practices. In 2011, the Hydrology for Environment, Life and Policy Initiative (HELP) organised the International Symposium (held every fourth year) that focused water and sanitation. Reports from the conference are published and made available to the international community. **UNESCO-IHE** has a rich library that includes books, journals, lecture notes and M.Sc. and PhD theses related to water and sanitation.

The United Nations Human Settlements Program (UN-HABITAT) is the United Nations agency for human settlements. It aims to promote socially and environmentally sustainable towns and cities with the goal of providing adequate shelter for all. Through its Best Practices Program, UN-Habitat has identified, evaluated and documented solutions to social, economic and environmental problems that are shared in their best

practice database. The database contains summaries of good practices from over 140 countries in many different fields.

The **World Health Organization** has vast material on water and sanitation and provides useful and concrete guidelines, recommendations and tools related to drinking water quality, operation and maintenance of WSS systems, wastewater and greywater treatment and economic aspects. Through the **WHO & UNICEF Joint Monitoring Program**, the organisation monitors progress in water and sanitation and publish the results in monitoring reports.

The United Nations Development Program (UNDP) has several programs related to water and do some work specifically on water supply and sanitation. Useful resources can be found through their programs **MDG GoAL-WaSH** and the **Community Water Initiative**. The first program produces country reports and the second case studies both with explicitly formulated lessons learned. UNDP also provides guidelines on how to mainstream human rights and gender into water initiatives. The UNDP supported programs **Cap-Net** (Capacity Building for Sustainable Water Resource Management) and **Every Drop Matters** (EDM) also gives some guidance on water and sanitation, Cap-net through its IWRM Tutorial and EDM through its step-by-step guidance to financial evaluation. Cap-net also holds a page listing resources centres from several regions offering education, training, research and consultancy services in the field of water. Centres in Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay and the Philippines are included in the list.

The United Nations Environment Program Finance Initiative (UNEP FI) is a global partnership between UNEP and the global financial sector developing and promoting linkages between sustainability and financial performance. UNEP FI gives some recommendations on how to finance water and private sector involvement in water management. The institute also has a guide useful for the understanding of how human rights are manifested in the water sector.

WatSan actors and networks with worldwide engagements

This category of actors holds a rich set of resources on water and sanitation. They are disseminating lessons learned through many different product types, ranging from publications and handbooks, to databases and tools. In addition to sharing their own lessons learned, they often gather recommendations from external sites and actors, thereby acting as a knowledge centre for WatSan issues. **The Water Supply and Sanitation Collaborative Council** (WSSCC) as well as the **International Water and Sanitation Centre** holds a lot of useful information on different aspects of water and sanitation issues and provide links to many knowledge

products reviewed in this report. The WSSCC provides guidelines in all thematic areas.

Among the WatSan Actors we find the **Water Supply and Sanitation Collaborative Council** working to enhance collaboration among sector agencies and professionals dedicated to improving access to water and sanitation. Their website holds a lot of useful information, publications and links. Many of the resources reviewed in this report can be accessed via WSSCC's website as the council provides a comprehensive list of web-resources and networks. Press releases, videos, photos, reports published by other agencies and links to the rest of the WatSan development community together make up the huge resource section at the WSSCC website. Resources are available in all thematic areas included in this study.

The International Water and Sanitation Centre is also a good starting point for anyone interested in getting an overview of the WatSan knowledge products available on the internet. This knowledge-focused NGO shares best practices and lessons learned in a number of themes including gender, participation, local governance, transparency and integrity, hygiene promotion, financing etc. The centre has a library containing links to library databases, tools and portals, e-journals, blogs, web sites providing regional and country profiles, water and sanitation events, statistics and more.

The **World Water Council** (WWC) is an international multi-stakeholder platform with members from the private sector, government ministries, academic institutions, international financial institutes, the UN and local governments. The WWC publishes the Water Policy Journal focusing on Capacity Building for Integrated Water Resource Management (IWRM) but also has a library containing many other reports, both internal and external. Many of the lessons learned are disseminated in the Council's forums and meetings rather than directly online – the most prominent being the World Water Forum. Synthesis reports are produced from these events, making cutting-edge knowledge available to the general public. Several WWC programs and initiatives do in themselves share useful experiences. Examples of such programs are the Right to Water Program, the GWP and WWC task force Financing Water for All and the Water Monitoring Alliance initiative.

The Global Water Partnership (GWP) is a global action network providing knowledge and capacity building to improve water management at all levels. The Partnership helps countries to connect water resources planning and operations at different scales so that actions are coherent and sustainable. GWP holds many publications on water and sanitation but its most prominent source of useful information and lessons learned is the **GWP Toolbox**. Many of the resources on the GWP website (including full reports) are linked to the toolbox.

The WELL resource centre for water, sanitation and environmental health is managed by the **Water, Engineering and Development Centre at Loughborough**

University (WEDC). On its website lessons learned, tools and concepts are shared through factsheets (on rainwater harvesting, gender and poverty, micro-finance strategies and more), policy briefs, technical briefs, country notes (often tied to country specific WatSan projects) and in depth-studies from the field.

Two organisations that do most of their knowledge sharing through Wikis are the **International Water Association** (IWA) and the non-profit foundation **AKVO** in the Netherlands. Both Wikis focus on the technological aspects of water, however, some information related to governance issues is available. **IWA** which is a global network of water professionals also manages the **Water Safety Portal** together with WHO providing rigorous guidance on how to create Water Safety Plans for sustainable water supplies.

Among the WatSan Networks is the UK-based network **Building Partnership for Development in Water and Sanitation**. This is a world-wide network of governments, business and donors aiming to enhance and increase water and sanitation provision in poor communities by strengthening partnerships. In addition to training courses, conference participation and own events, the network publishes research papers, project and workshop reports on their website. It also has developed a tool on how to improve water governance through public-private partnerships.

The Gender and Water Alliance (GWA) is a global network dedicated to mainstreaming gender in water resources management. This network has developed a reference guide to practitioners working with water and gender which refers to a list of publications that are seen as part of the knowledge sharing. It contains 30 case studies ranging from gender and governance to gender, water and poverty.

The Sustainable Sanitation Alliance (SuSanA) is a network raising awareness of sustainable sanitation approaches and their importance to a whole series of MDG's. It also actively promotes stakeholder participation in water and wastewater management. SuSanA has a library with more than 100 reports, documents, presentations and tools covering a range of topics such as capacity building, gender, participation, finance and economics, operation and maintenance, cities and planning and the role of private and public actors in water and sanitation.

The Rural Water Supply Network (RWSN) is a Swiss based network focusing on spreading knowledge on rural water supply, primarily in Sub-Saharan Africa. It shares knowledge on rural water supply technologies and approaches. It is a technology centred network but policy adoption and practice guidelines to implement these technologies are at the core. Its information sharing is done through newsletters, books, manuals and forums. It also collects and shares key information on policies and practices in rural water supplies in a number of countries.

The Stockholm International Water Institute (SIWI) is a policy institute that seeks sustainable so-

lutions to the use and management of the world's water resources. SIWI offers policy advice, synthesises research and publishes findings and recommendations on current and future water, environment, as well as economic- and human-development issues. **The UNDP Water Governance Facility at SIWI** (WGF) provides publications, issue sheets, manuals and reports through its website, covering issues like water integrity, financing, institutional frameworks, gender, stakeholder participation, decentralisation and human rights to water.

Another network that also has a library with useful resources is the **Water Integrity Network** (WIN) which supports anti-corruption activities in the water sector worldwide. It focuses on promoting pro-poor Water Integrity practices and building coalitions at all levels of government. On its website several best practice-related materials can be found. The library contains both external and internal publications on water integrity and corruption. The network has some activities with relevance to the MDG-F programmes. Through its Small Grant Fund, it supports the Water and Sanitation network in Honduras (RAS-HON), which is a training project of Rural Water System Administration. In WIN's regional program in Central America the network aims to forge regional level coalitions between the water sectors in Nicaragua, Guatemala and Honduras.

The International Benchmarking Network for Water and Sanitation Utilities (IB-NET) holds a global database with comparable data for use of water sector stakeholders (utilities, regulators, policymakers, funding agencies, academia and consultants) aiming to facilitate benchmarking between utilities. In addition, it holds tools and publications that can be useful for utility managers starting the benchmarking process. Material and tools shared by the network are not "pro-poor" or related to development projects but might still be valuable in pro-poor projects. IB-NET has evaluated the water supply and sanitation performance in many countries, including Albania and Bosnia and Herzegovina.

Development agencies

This group of actors generally provides lessons learned through publications or directly on-site. Compared to WatSan Actors and Networks, they do not aim to be a knowledge centre or information platform, rather they share their own experiences from development projects. Recommendations often relate to financial strategies, regulatory frameworks and partnerships. Among them, the World Bank constitutes the most extensive resource base in water and sanitation through its water and sanitation program. Compared to the other development actors they are making use of the different ways of presenting information, such as toolboxes and videos providing "hands on" information in various areas.

The German Agency for International Cooperation (GIZ) has a long list of publications on Water and Sanita-

tion that cover a range of themes such as participation, human rights, gender, corruption, capacity development, private sector involvement, financial strategies and regulatory frameworks. Publications of the more technological nature are also available on their website.

The Swedish International Development Cooperation Agency (Sida) also holds many documents on water and sanitation, sharing lessons related to institutional reform, fund management, participation, partnerships, decentralisation and gender sensitivity. It has several reports focusing on one or more DEG-KM countries. Available on its website are also country specific reports for many of the program countries.

The United States Agency for International Development (USAID) shares success stories on Water and Sanitation and links are provided to all USAID supported projects within the area and related publications. It has a learning centre that focuses on disseminating knowledge on hygiene behaviour change and capacity development and runs webinars and e-conferences on these themes.

Local Governments for Sustainability (ICLEI) is an international association of local governments as well as national and regional organisations, which provides technical consulting, training, and information services to support local governments in reaching sustainability objectives. ICLEI holds a case study series of locally based projects in different regions. Each case study contains some lessons learned. The European case studies from the **SWITCH project** shares some useful experiences in urban water management. Other resources connected to the project include a training kit that contains publications, presentations and exercises intended for running training workshops. Furthermore, ICLEI has developed an implementation guide to the Johannesburg Plan of Implementation and MDG's which is available at their website.

The UK Department for International Development (DFID) shares lessons learned in the form of project experiences. It has also developed a three chapter guide created to assist in developing effective and sustainable WatSan programs. **The Governance and Social Development Resource Centre** was established by DFID and holds a page dedicated to best practices within decentralisation and local governance, linking to useful sites.

The Canadian International Development Agency (CIDA) has dedicated a page on its website for sharing a couple of lessons related to water management. More specifically, lessons are shared on participation and collaboration in policy development, public-private-partnerships, regulatory reforms and institutional development for decentralising responsibilities and increasing transparency and women participation in decision-making.

The Danish Ministry for Foreign Affairs (DANIDA) has two useful "Good Practice Papers" aiming to give guidance water supply and sanitation in low-income

urban areas and on aid harmonisation and alignment. DANIDA also shares material on decentralisation reforms in the water sector.

Organisations and networks with regional focus

This category includes both regional organisations and networks that share knowledge on water and sanitation. Many of the knowledge products under this category are shared by smaller organisations and networks with limited resources, explaining why these are less extensive compared to those from other actor categories. Among the regional sources, most are African. The River Basin Organisation SADC and the African Development Bank shares lessons learned of a more general format while the Institute of Water and Sanitation Development in Zimbabwe and the non-governmental organisation TREND provide recommendations that often are connected to a specific project. Resources from the other regions are relatively sparse. Among the Asian sources, the Asian Development Bank holds the most resources and for Europe, lessons learned are mainly shared by the Euro-Mediterranean Partnership¹.

The River Basin Organization Southern African Development Community (SADC) shares much material related to water and sanitation. The most useful resources are found through their water portal created to support coordination of joint projects. Among other things the portal contains a list of links to external websites, policy and strategy documents, project documents, progress reports, workshop/seminar/conference reports and special publications.

The African Development Bank (AfDB) shares some lessons learned from successful projects through water videos available at their website. It also holds a couple of publications giving recommendations on financing strategies, participatory approaches and women's involvement in decision-making and on how to build partnerships and institutional capacity. Furthermore, the bank publishes 1-2 page documents summarising its activities in each African Country.

AllAfrica, the **African Water Information System** and **Southern African Water Wire** all collect and shares much information on water and sanitation. AllAfrica is the largest electronic distributor of African news information. On its website it uploads a vast amount of articles on water and sanitation, many of them which are success stories of implemented projects. The African Water Information System is a network of African water organisations and at their website it is possible to search among nearly 500 documents on water, sanitation and hygiene shared by its partners. **Southern African Water Wire** is a multimedia information platform that holds articles, links to water-related projects in the region and audio-files (mp3)

sharing information on many different water-issues.

WASHCost, the **Institute of Water and Sanitation Development** and **TREND** – Training, Research and Networking for Development - share lessons learned in the form of project reports. WASHCost is a five year project launched by the International Sanitation Centre to gather and disseminate information about the costs of providing water, sanitation and hygiene services to the poor. The project is active in Burkina Faso, Ghana, India and Mozambique. The lessons learned are focused on experiences from cost data collection rather than from actual water projects implementation.

The Institute of Water and Sanitation Development in Zimbabwe aims to be the regional centre for institutional capacity development in the water and sanitation sector. On its website it publishes all project reports related to its ZimWASH project aiming to strengthen capacity of civil society and local government in planning, implementation, management of water, sanitation and hygiene services. TREND is an NGO in Ghana that focuses on water and sanitation improvement in rural areas and small towns. It shares its project experiences through field stories, often in the “lessons learned” format.

Asian experiences and lessons learned are shared by the **Asian Development Bank** (ADB), the Indian Water Portal and United Nations Economic and Social Commission for Western Asia (ESCWA). Among them the Asian Development Bank provide the most comprehensive material. On its website, ADB shares 88 publications on water and sanitation. It has also developed a toolkit to assist public entities in developing Public-Private Partnership-based water supply and sanitation projects. The toolkit is created for a specific Indian region, but can also be useful for projects in other areas.

The Indian water portal is a web-based platform for sharing water management knowledge amongst practitioners and the general public. It aims to draw on the rich experience of practitioners and citizens who have worked on water issues and themes, and use the internet to disseminate this information and knowledge, to a wider audience. Similar to a Wiki, the portal holds material uploaded by its users. Articles are often summarising a report that is also available to download. Available at the website are manuals, reports, research papers, case studies and presentations.

United Nations Economic and Social Commission for Western Asia (ESCWA) is one of the UN regional commissions, working to raise the level of economic activity in member countries and strengthen cooperation among them. Most of its material related to water focus on IWRM; however, it holds a publication reporting on the member countries' progress towards increasing access to water supply and sanitation. The report highlights the major constraints and challenges

¹ As most resources specific to Central and South America are published in Spanish, this region has been reviewed in a version of this project looking at resources available in other languages than English.

impeding progress in implementing the Millennium Development Goals-related target of halving, by 2015, the proportion of people without access to safe drinking water and basic sanitation and proposes several policy options, legislative and regulatory reforms and measures needed to overcome those challenges. It also proposes measures needed to build the capacities of key national bodies.

In the Middle East, [the Arab Water Council](#) has created a database on private sector involvement in the water sector aiming to disseminate global and regional guidelines and experiences as well as information on Public-Private Partnerships (PPPs) in water projects. The Portal provides access to PPP toolkits, global case studies and lessons learned.

Knowledge products from Europe are shared by [Euro-peAid](#). EuropeAid is responsible for designing European development policy and delivering aid throughout the world. To enhance knowledge on effective international cooperation it set up the on-line platform [Capacity4dev.eu](#) through which partner countries, other donors, researchers and civil society representatives can share ideas and expertise. The platform has a knowledge sharing section where topical issues and documents are presented and where public or closed groups can be set up to discuss issues, exchange experiences, or prepare for new initiatives. One of the groups has water and sanitation as its theme. Group members post blogs, share documents and events with each other. The material is available also for non-members.

[The Euro-Mediterranean Information System on know-how in the Water Sector](#) is an initiative of the Euro-Mediterranean Partnership aiming to facilitate the exchange of information and knowledge in the water sector between the partnership countries. Links to conference papers, policy briefs, project reports, guides and studies, tools are available on their site. Resources cover the right of water, gender, sanitation, water governance and water pricing and more.

How is knowledge shared?

Most lessons learned that have been reviewed in this report are shared in publications. Publications and reports generally share more general recommendations often based on the experiences of one or a few projects. Guides and toolboxes on the other hand, are generally developed from a broader information base. They share lessons learned within a specific area, and often provide more concrete advice than publications. Wikis constitute a very rich source of information that continuously are modified and developed, therefore containing more up-to-date information and research than many other products.

In order to get an overview of the knowledge products are available on the internet, these have been categorised into different tables that are presented below.

Knowledge products have been divided according to product type. For each product the title and link to the resource is given. Specified is also the thematic area it provides lessons or recommendations for. Figure 2 shows the different product categories.

What constitutes a toolbox, database or guide is not always apparent. In this report, the products have been categorised based on the definition used by its source. From the figure we can see that many lessons learned or best practices are shared through publications or reports. These are often tied to a specific case, illustrated by the relatively large share of case specific publications (Figure 3).

Defined as general are all publications sharing lessons learned from more than one specific project. If one adds all the project reports to the number of case specific publications this picture becomes even more evident. This indicates that lessons learned or good practices in many cases are not generally applicable.

More practical guidance is given in handbooks. These generally give recommendations on concrete measures related to a specific theme, thereby differing from publications and reports that often provide recommendations on more than one thematic area. The large share of recommendations disseminated through reports and publications indicate that information is rarely available directly on-site, but needs to be downloaded. Compared to other product types, these are largely reflecting the views of one author, although they in some cases aim to capture the “state of knowledge” as in the case of research reports. More aimed towards being a platform for learning in general, reflecting the views and knowledge from several WatSan actors and sites are Wikis, databases, data portals and blogs. These have a broad scope, often linking to external resources and sites. They are useful for anyone who wants to get an understanding of the actors working on water and sanitation and on the range of products available online. A Wiki can be described as an open source library allowing users to add, modify or remove its content via a web browser. Wikis are constantly changing and developing. The content can grow quickly as more users register and publish material, making it to a useful information hub. Blogs are sharing news and discussing events and publication rather than providing “best practices” themselves. Well maintained blogs are therefore considered to be a great portal that provides updates, comments and alternative perspectives on developments in its area of focus.

The Databases or Portals covered by this study are equipped with a search tool allowing one to browse through a collection of data, often in the form of documents. Many of the databases/portals disseminating lessons learned in water and sanitation have specialised on case studies, aiming to illustrate good examples. Only one portal, the Indian Water Portal, share datasets. The difference between Databases and Tools or Toolboxes is not always clear. Databases are relatively often referred to as tools. What constitutes a Toolbox is not always

apparent, however, some general features are that they present material in a functional structure often obtainable in different steps aiming to guide implementation of a specific measure. Compared to databases, they have clear aim and focus, for instance providing a guide for implementing public-and-private partnerships. Tools are often available directly on-site.

With a few exceptions, actors rarely share lessons learned through videos. Excluded from this trend is the **Water Channel** which provides a unique way of distributing lessons learned. It compiles videos from several different actors committed to sharing their experiences from working with water and sanitation projects. The Water Channel was launched at the World Water Forum (WWF) in Istanbul 2009 as a partnership of MetaMeta Communications, Nymphaea, UNESCO-IHE, and Cap-Net. The idea was to support education and awareness in water by making video material available that is often scattered and easily lost. Table 8 provides an overview of the number of videos in each category.

The number of videos under each category differs a lot. Among the 1,036 videos that are divided into 33 categories, 65 videos focus on **Sanitation and Hygiene**, 83 on **Drinking Water Supply** and 35 on **Urban Water Management**. Although themes such as gender, governance, economics and wastewater are covered, the number of videos within these themes is sparser.

The Water Channel has also started a series of Webinars (web-based presentations and lectures) on a variety of topics under three themes: 'Access to Water', 'Groundwater Buffers for Climate Change Adaptation' and 'Sustainable Land Management' featuring well-known experts on these topics.

Type of publication

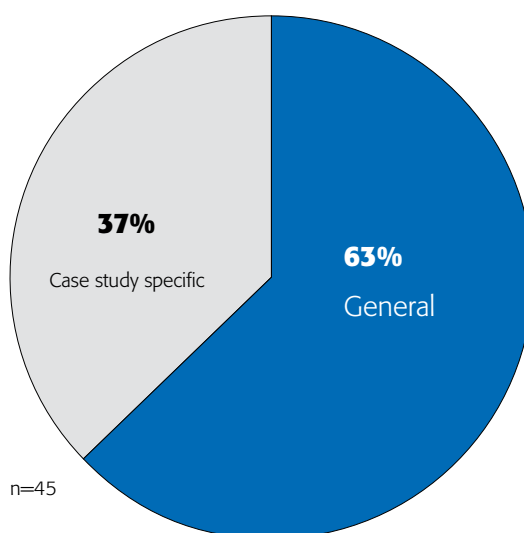


Figure 3

The different product categories are presented in tables in the annexes. The title, link, theme and the source (where the product is available, often the same as the author) is specified. For toolboxes, wikis, databases and blogs a more detailed description of the structure and content is given since these vary more in structure than the other product categories.

Product sources

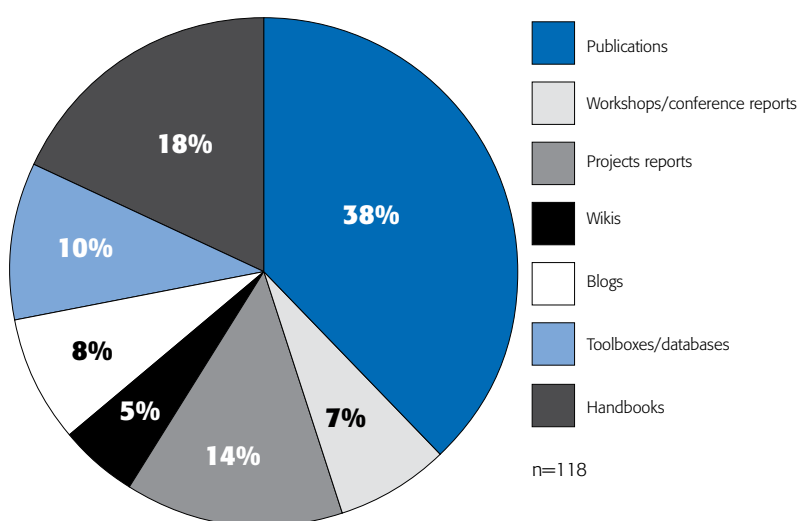


Figure 2

Based on this limited review, there does not seem to be a one central node, site or network that ties the water community together completely. A number of large networks and organisations have been identified, some work as knowledge centres with library resources of many thousand publications, some work as webs that tie together local initiatives in one part of the world with regional conferences in another and some appear to be present in activities or programmes on all fronts. Several aims to become the platform that gathers the WatSan community. As long as there is more than one platform with this aim, these may be difficult to realise. With the dynamic and constantly changing nature of online material, a site that is at one point providing the material and information sought can at a later time be out-dated, both due to that links are out-dated, but also because the whole online WatSan community is growing and changing and new lessons in the field are learned. All sites that aim to be frequently used for finding best practices and lessons learned are therefore in constant need of updates.

Where and how do we find lessons learned, best practices and useful experiences?

The easiest way to find information is from a good starting point e.g. WSSCC or World Water Council's websites. Most of the above links are in some way connected and the resources on one organisations website often include links to other organisations. Often it is even possible to create a "closed loop" of links.

On a large water organisation's website, a general search on "best practices", "experience gained" or "lessons learned" (preferably in combination with "development project" or similar) often give very interesting results. This is not the case on more general web search engine.

The same publications are often found in several libraries, both because many reports relate to joint programs between two or more of the actors reviewed, and because many libraries aim to gather and disseminate knowledge on the issues.

It is perceived to be easier to find information about water projects in a specific region or search for a specific methodology used to create sustainable water initiatives than to locate best practices in general, and when it comes to WatSan sector governance building in particular. Similarly, due to the lack of standardised formulation of lessons learned, looking for documents with the terms "best practice", "good practices" or "lessons learned" does not always result in finding the content sought. In many cases, this review has included resources that are thought to contain useful lessons but that are not using this term. Instead, valuable insights from these programs and projects are often presented as recommendations

or conclusions of case studies. In sum, there seems to be no one method or search phrase that guarantees to ensure that all best practices shared online are found.

How are these packaged and what do they contain?

Numerous reports have been found presenting lessons learned, recommendations and good practices in various forms. It is clear that there are many lessons learned out there and that many of them are published and shared in some way.

The majority of the lessons, practices and experiences shared online that have been reviewed here are available in documents and reports that needs to be downloaded to be accessed. The exceptions are primarily the wikis and toolboxes. The impression is therefore that large parts of the WatSan community has not adjusted their knowledge sharing practices fully to the online channel and are in this sense not using the full potential of electronic knowledge sharing.

Many of the blogs can be very useful as portals to news and latest updates in the WatSan sector, but they very seldom link directly to e.g. governance building recommendations for sustainable sanitation or gender inclusive good practices in practical water supply development work. Since these channels are in most cases not intending to be sources of lessons learned in themselves, this is not a surprise, but the possibility to add experiences more directly online could be interested to explore.

The large share of lessons learned disseminated through reports and publications, often tied to a specific project or region, indicates that recommendations seldom are generally applicable. There is simply no shortcut to recommendations and practices proven to be effective in numerous different contexts. One need to browse through several publications and reports in order to get a sense of what is generally promoted. On the other hand, many knowledge products share lessons learned linked to more than one theme, which might reduce the number of searches necessary for anyone looking for broad recommendations.

Many terms and phrases are reoccurring, but the language is not standardised in a way that makes one internet search reveal all useful online material. There is also a broad variety in content, as some lessons are giving general advice and some are very project specific. In general, lessons formulated in publications available for download are found to be more precise and specific than the lessons readily available on websites. Toolboxes are excepted from this trend. What is most useful for WatSan project developers and implementers has not been analysed in this report.

Another reflection regards the primary objectives of the reports downloaded (and occasionally web-page guides browsed). In several cases the material has an explicit objective to disseminate lessons learned, such as in the case with DANIDA's "Good Practice Papers". In the vast majority of the material gone through however, the lessons learned are added to a project update report, a program review or a case study. In the reviewed material, it is often possible to take a shorter path to concrete knowledge by looking for case studies on the topic of interest instead of searching more synthesised reports.

This review has only come across one lessons learned shared online based on a bad experience – where a project has been unsuccessful, but lessons learned from the failure is considered useful for others who follow in their tracks. There have been no active searches for "lessons from failure". From the general searches made however, it is perceived to be quite unusual. Whether this is due to embarrassment by the project implementers or due to that most projects are either successful or not evaluated and monitored in a way that creates such reports is not for this report to evaluate.

Annex 1 – Publications and Reports

TITLE	SOURCE	THEME	LINK
General			
Adapting regulation to the needs of the poor	Building Partnership for Development in Water and Sanitation	RIF, Participation	www.bpdws.org/bpd/mdr_pub/statsHandler_doc.aspx?r=%2fweb%2fd%2fDOC_109.pdf
Scaling Up Household Water Treatment Among Low-Income Populations	World Health Organization	FIN, RIF	www.who.int/household_water/research/household_water_treatment/en/index.html
Sustainable Water Supply and Sanitation for All: Regional Assessment Report on the Status and Achievements of ESCWA Member Countries towards Improved Water Supply and Sanitation	ESCWA	HSC, AQS, FIN, RIF, Participation, CAP	www.escwa.un.org/information/publications/edit/upload/sdpd-09-1.pdf
The Water and Poverty Initiative: What We Can Learn and What We Must Do	Asian Development Bank	Gender, CAP, AQS, Participation, Partners	http://beta.adb.org/publications/water-and-poverty-initiative-what-we-can-learn-and-what-we-must-do
Water Policy and Related Operations	Asian Development Bank	RIF, FIN, Partners, CAP, Participation	www.adb.org/Documents/SES/REG/SES-OTH-2010-47/SES-OTH-2010-47.pdf
Right to Water: From Concept to Implementation	World Water Council	HRW	www.worldwatercouncil.org/fileadmin/wwwc/Programs/Right_to_Water/Pdf_doct/RightToWater_FinalText_Cover.pdf
Pure Water – Strategy for Water Supply and Sanitation	SIDA	RIF, FIN, Partners, Participation	www.sida.se/Svenska/Om-oss/Publikationsdatabas/Publikationer/2004/februari/Pure-Water/
Using Social Collaboration to Improve Networking and Knowledge Sharing	World Bank	INFO	http://water.worldbank.org/water/node/83805
Case Studies of Bankable Water and Sewerage Utilities	USAID	FIN	http://pdf.usaid.gov/pdf_docs/PNADE147.pdf ; http://pdf.usaid.gov/pdf_docs/PNADE148.pdf
Community health club approach as a strategy to empower community action to improve hygiene and sanitation	International Water and Sanitation Centre	HSC	www.washdoc.info/docsearch/results/?name=93052
Listening – to those working with communities in Africa, Asia and Latin America to achieve the UN Goals for Water and Sanitation	Water Supply & Sanitation Collaborative Council	CAP, RIF, DEC, INT, Participation, HSC, Gender, INFO, Partners, AQS, FIN, HRW	www.wsscc.org/sites/default/files/publications/wsscc_listening_2004_en.pdf
Private Operators and Rural Water Supplies: A Desk Review of Experience	World Bank	Partners	http://water.worldbank.org/water/publications/private-operators-and-rural-water-supplies-desk-review-experience

TITLE	SOURCE	THEME	LINK
General			
The Human Right to Water and Sanitation – Policy Brief	Stockholm International Water Institute	HRW, RIF, FIN	http://www.siwi.org/documents/Resources/Policy_Briefs/Policy_Brief_Human_Rights_to_Water_web.pdf
Progress on sanitation and drinking-water 2010 update	Joint Monitoring Program	INFO, STAT	www.who.int/water_sanitation_health/publications/9789241563956/en/index.html
Hygiene and Sanitation Software. An overview of approaches	Water Supply & Sanitation Collaborative Council	Participation, INFO, HSC, Partners	www.wsscc.org/sites/default/files/publications/wsscc_hygiene_and_sanitation_software_2010.pdf
Water Governance Challenges: Managing Competition and Scarcity for Hunger and Poverty Reduction and Environmental Sustainability	Water Governance Facility	FIN, HRW, Partners	http://hdr.undp.org/en/reports/global/hdr2006/papers/SIWI.pdf
Poverty-oriented Water and Sanitation Subsidies	GIZ	FIN	www.gtz.de/de/dokumente/en-water-sanitation-subsidies.pdf
Meeting the MDG drinking-water and sanitation target: the urban and rural challenge of the decade	Joint Monitoring Program	INFO, STAT	www.who.int/water_sanitation_health/monitoring/jmp2006/en/index.html
Learning Lessons: Urban Water Supply Sector	Asian Development Bank	Partners, Participation, CAP, FIN, AQS, RIF	http://beta.adb.org/publications/learning-lessons-urban-water-supply-sector
Smart Water Harvesting Solutions	Southern African Development Community	AQS	http://sadc-groundwater.org/upload/file_295.pdf
Sustainable sanitation in cities: a framework for action	Sustainable Sanitation Alliance	RIF	http://susana.org/lang-en/library?view=ccbktypeitem&type=2&id=1019
World Water Development Report	World Water Assessment Program	INFO, RIF, Partners, FIN, AQS	www.unesco.org/water/wwap/wwdr
Water and sanitation for the poor: lessons to learn and practices to replicate for capacity building in water supply and sanitation (WSS) services provision for the low-income urban areas	International Water and Sanitation Centre	HSC, Partners, RIF, CAP	www.washdoc.info/docsearch/title/121601
Harmonisation and Alignment in Water Sector Programs and Initiatives Good Practice Paper	DANIDA	Partners	www.netpublikationer.dk/um/6480/pdf/indhold_Water_sector.pdf
Financing Water: Risks and Opportunities	UNEP Finance Institute	FIN	www.unepfi.org/fileadmin/documents/WRR_Issues_Paper.pdf

TITLE	SOURCE	THEME	LINK
General			
Best Practices in Social Marketing Safe Water Solution for Water Treatment	USAID	INFO	www.ehproject.org/PDF/ehkm/Lessons-LearnedFinal.pdf
Water Supply and Sanitation for Low-income Urban Areas Good Practice Paper	DANIDA	HSC, AQS	www.netpublikationer.dk/um/6484/pdf/Indhold_Water_supply_in_low-income.pdf
Economic Regulations of urban Water Supply and Sanitation Services: Some Practical Lessons	World Bank	RIF, FIN	http://water.worldbank.org/water/publications/economic-regulation-urban-water-supply-and-sanitation-services-some-practical-lessons
Case study specific			
Dams and Development – the Kobwa Experience	Southern African Development Community	Participation, RIF, AQS, FIN	www.sadcwaterhub.org/system/files/icp/KOBWA_Case%20study.pdf
In the Pipeline: Water for the Poor: Investing in Small Piped Water Networks	Asian Development Bank	FIN, Participation, CAP, RIF	http://beta.adb.org/publications/pipeline-water-poor-investing-small-piped-water-networks
Impact Stories from the People's Republic of China: Partnership for Prosperity	Asian Development Bank	Partners	http://beta.adb.org/publications/impact-stories-peoples-republic-china-partnership-prosperity
Water Scarcity Challenges in the Middle East and North Africa	Report by UNDP and SIWI, available through Arab water council	FIN, CAP, RIF	http://hdr.undp.org/en/reports/global/hdr2006/papers/SIWI2.pdf
Policy and institutional dimensions of integrated river basin management	Water Governance Facility	RIF, Participation	www.sarprn.org.za/documents/d0001452/P1798-Chikozho_April2005.pdf
Expanding Water and Sanitation Services to Low-Income Households: The case of the La Paz El Alto Concession	Building Partnership for Development in Water and Sanitation	AQS, FIN	www.bpdws.org/bpd/mdr_pub/statsHandler_doc.aspx?r=%2fweb%2fd%2fdoc_40.pdf
Urine diversion dry toilets in multi-storey buildings	Sustainable Sanitation Alliance	AQS, INFO, Participation, CAP	http://susana.org/lang-en/library?view=ccbkyteitem&type=2&id=1049
UDDT toilets for schools in Kenya – draft	Sustainable Sanitation Alliance	AQS, INFO, Participation	http://susana.org/lang-en/library?view=ccbkyteitem&type=2&id=1195
Case Study on Sustainability of Rural Sanitation Marketing in Vietnam	Water and Sanitation Program	INFO	www.wsp.org/wsp/sites/wsp.org/files/publications/WSP_SustainabilityCaseStudy_TSSM.pdf

TITLE	SOURCE	THEME	LINK
Case study specific			
Managing the Flow of Monitoring Information to Improve Rural Sanitation in East Java	Water and Sanitation Program	INFO	www.wsp.org/wsp/sites/wsp.org/files/publications/WSP-Monitoring-Information-TSSM.pdf
Enabling Technologies for Hand washing with Soap: A Case Study on the Tippy-Tap in Uganda	Water and Sanitation Program	HSC	www.wsp.org/wsp/global-initiatives/publications-and-tools-2#learning
Promoting Transparency, Integrity and Accountability in the Water and Sanitation Sector in Uganda	Stockholm International Water Institute	INT, Partners	www.siwi.org/documents/Resources/Reports/WIN_WSP_Uganda_report.pdf
Why Sanitation and Water Supply are Important to Growth and Development in the Republic of Angola	Sanitation and Water for All	AQS, FIN, RIF	www.sanitationandwaterforall.org/files/Country_Info_Page_Files/econ_cases/Angola_-_Econ_Case_for_WASH_-_english.pdf
Corruption Risks in Water Licensing. With Case Studies from Chile and Kazakhstan	Report by Swedish Water House, available through Water Integrity Network	INT	www.waterintegritynetwork.net/redirect/content/download/7541/146354/file/Corruption%20Risks%20in%20Water%20Licensing.pdf
From Dreams to Reality: Compendium of best practices in Rural Sanitation in India	International Water and Sanitation Centre	Gender, HSC, Participation	www.washdoc.info/docsearch/title/171892
Challenges of Water Scarcity. A Business Case for Financial Institutions	UNEP Finance Institute	PAR, AQS, FIN	www.unepfi.org/fileadmin/documents/challenges_water_scarcity_2005.pdf
Best practices in water supply and sanitation: learning from successful projects: case study from the 2006 annual evaluation review	International Water and Sanitation Centre	CAP, AQS, Participation, Gender	www.washdoc.info/docsearch/title/174533

Annex 2 – Workshop Reports and Conference Papers

TITLE	SOURCE	THEME	LINK
Hygienic risks of sanitation systems	International Water Association	INFO, AQS	www.iwahq.org/contentsuite/upload/iwa/Document/Proceedings%20%20SG%20Workshop%20on%20Hygienic%20risks%20of%20sanitation%20systems.pdf
Corrupted Knowledge or Knowledge on Corruption? Lessons Learned from using Collaborate Evidence Based Multi-Stakeholder Research to Promote Water Integrity	Water Governance Facility	INT	www.watgovernance.org/documents/WGF/Reports/events/IACC_Workshop_report2010.pdf
ZimWASH project: Feedback Workshop Report, Hwange District	Institute of Water and Sanitation Development	AQS, CAP, GEN, FIN	www.iwsd.co.zw/page/340
A Human Rights-Based Approach to Water Supply and Sanitation: Workshop Report	UNDP	HRW	www.beta.undp.org/content/dam/aplaws/publication/en/publications/environment-energy/www-ee-library/water-governance/a-human-rights-based-approach-to-water-supply-and-sanitation-workshop-report/WORKSHOP_REPORT_undp_hrba_wat_san.pdf
Horizontal Learning for Strengthening Capacities of Local Government Institutions in Bangladesh	Water and Sanitation Program	CAP	www.wsp.org/wsp/sites/wsp.org/files/publications/horizontal_learning_strengthening_capacities.pdf
Corruption and Water: Experiences in Africa, Asia and Latin America	Water Integrity Network	INT	www.waterintegritynetwork.net/redir/content/download/4748/89180/file/Workshop%20Synthesis.pdf
Effective Water Governance through the Paradigm of IWRM	Water, Engineering and Development Centre	RIF, FIN, CAP, DEC	http://wedc.lboro.ac.uk/resources/conference/29/Adeyemo.pdf
Financing Sanitation "Improving Hygiene awareness and sanitation"	International Water Association	FIN, HSC	www.kfw-entwicklungsbank.de/DE_Home/Sektoren/Wasser/PUBLICATION/IWA_final_1004.pdf
Synthesis of the 4th World Water Forum	World Water Council	AQS, FIN, INFO, HRW, RIF, Gender	www.worldwatercouncil.org/fileadmin/wwc/World_Water_Forum/WWF4/synthesis_sept06.pdf

Annex 3 – Project and Program Reports

TITLE	SOURCE	THEME	LINK
Nepal, Eastern Region Water Supply Project and Hyderabad Slum Improvement Project: India	DFID	RIF, AQS, Participation	www.dfid.gov.uk/Documents/publications1/evaluation/ev549s.pdf
Community Water Initiative: Project Portfolio Review	UNDP	Participation, FIN, CAP, DEC	http://content.undp.org/go/cms-service/download/publication/?version=live&id=2525875
Support to Uganda's Water and Sanitation Sector from the 1980s Onwards – Reflections and Experiences	SIDA	RIF, FIN	http://sidapublications.citat.se/interface/stream/stream.asp?filetype=7&fileid=2907&temp=18:42:55
Rural Water Supply and Sanitation Initiative – Framework for Implementation: A Regional Response to Africa's Rural Drinking Water and Sanitation Crises	African Development Bank	CAP, RIF, Partners, FIN, Gender, INFO	www.afdb.org/fileadmin/uploads/afdb/Documents/Policy-Documents/10000008-EN-RURAL-WATER-SUPPLY-AND-SANITATION-INITIATIVE-FRAMEWORK-FOR-IMPLEMENTATION.PDF
Ecosan: An unsuccessful sanitation scheme at a rural school: Lessons learned from the project failure	Sustainable Sanitation Alliance	HSC	www.susana.org/docs_ccbk/susana_download/2-290-austin-school-sanitation-failure-south-africa-en.pdf
Learning from Experience – Sida Evaluation of UNICEF's Water and Environmental Sanitation Program in India	SIDA	RIF, DEC, Gender	http://sidapublications.citat.se/interface/stream/stream.asp?filetype=7&fileid=2283&temp=19:00:31
Water governance guidelines for practitioners – Sahjeevan's experiences in decentralised drinking water management	India water portal	Gender, RIF, DEC	www.indiawaterportal.org/node/18387
Alternate management approaches for village water supply systems – Case studies from Maharashtra – A field note by WSP	India water portal	Partners, Participation	www.wsp.org/wsp/sites/wsp.org/files/publications/SA_Maharashtra_alt.pdf
Role of civil society in sanitation improvement – A case-study from the work of Parivartan in Uttar Pradesh	India water portal	Participation	www.indiawaterportal.org/node/14742

TITLE	SOURCE	THEME	LINK
Regional Technical Assistance 6296: Developing Pro-Poor Governance Capability and Knowledge	Asian Development Bank	CAP	www.adb.org/projects/e-toolkit/inception-111506.pdf
Private Sector Participation in urban water supply in Sub-Saharan Africa	GTZ	RIF, Partners	www.gtz.de/de/dokumente/en-private-sector-participation-water-supply-africa.pdf
A Case Study Report on Capacity Building for Integrated Governance in the Management of Water and Sanitation	ICLEI	CAP	www.iclei.org/fileadmin/user_upload/documents/Africa/Programs/Water_and_Sanitation/projects/TMF_IWRM/TMF_6_CaseStudies_08-merged.pdf
Understanding the Context – The Role of Local Government in IWRM	ICLEI	CAP	http://logowater.iclei-europe.org/fileadmin/user_upload/logowater/wp5/Part2_en.pdf
Capacity Building for Environmental Planning and Biodiversity Conservation in Angola: Final Evaluation	OKACOM	CAP	http://epsmo.iwlearn.org/publications/projectdocuments/capacity-building-for-environmental-planning-and-biodiversity-conservation-in-angola-final-evaluation/view
Oda Co-Funded Cafod Projects In Kenya	DFID	Gender, INFO, Participation	www.dfid.gov.uk/Documents/publications1/evaluation/ev556.pdf
Governance and Drivers of Change in Ethiopia's Water Supply Sector	DFID	DEC, CAP, INT	http://capacity4dev.ec.europa.eu/sites/default/files/file/15/01/2011_-_1752/PEA_Water_Ethiopia.pdf

Annex 4 – Wikis

TITLE	SOURCE	DESCRIPTION	LINK
WaterWiki	UNDP, WHO, UNESCO, FAO	This wiki has world-wide coverage in all major freshwater issues. The Water governance article is extensive and has many links to both other articles and external sources. Numerous case studies are also available, all of which include a "Lessons for Replication" section. Case studies can in a geographical region easily be found via an interactive map on the starting page.	www.WaterWiki.net
IWA Water Wiki	IWA	This wiki includes articles on technological and engineering aspects of water and water issues in industrialized societies. Still, it contains many articles on water issues in developing countries and some articles related to governance issues. As for most Wikis, it is easy to move to related articles and in that way dig deeper into an issue of interest.	http://iwawaterwiki.org
Akvopedia	AKVO, IRC	Akvopedia is an open source water and sanitation knowledge sharing platform with the goal to improve water and sanitation projects through knowledge exchange on smart and affordable technical solutions as well as effective approaches. Articles are divided into a number of portals, the most developed ones being the Sanitation portal. The Sanitation portal includes articles for all types of community and household sanitation systems. At present, "Approaches" hold a limited number of articles. In general, the site is predominantly sharing information on projects, water sector actors etc. The sharing of "lessons learned" may grow as the site develops.	www.akvo.org/wiki/
WaterPedia	WaterPedia	Waterpedia is an open source water portal for both amateurs and professionals working to provide water to developing countries. At present the site is under development and does not contain any specific "lessons".	http://waterpedia.wikispaces.com/
IW:LEARN	GEF	This is not a wiki, but has a community platform dedicated to online discussions and learning. The focus is on Transboundary water management. It has a large database with project documents that can be downloaded. Although the focus is not on access to safe water and adequate sanitation, it holds many valuable reports on water governance and institutional development. Although the site is primarily aiming to support the GEF-IW projects with knowledge building, it can also serve as an example of how knowledge sharing can be carried out online.	http://iwlearn.net
AquaKnow	EU	AquaKnow is also not a regular Wiki, but an online community and resource centre where users can create their own groups for cooperation and knowledge exchange. The site is produced with the assistance from the European Union, but is independently managed. So far, the site has a little less than 600 members, contains links to databases, geo-data and a vast library.	www.aquaknow.net

Annex 5 – Blogs

TITLE	THEME	DESCRIPTION	LINK
WASH – Lessons learned blog	HRW, FIN, Partners, HSC, CAP, RIF, DEC, INT, FIN, Participation, Gender, AQS	WASH – Lessons learned blog contains news about lessons learned and about project and program evaluations from the Water Sanitation and Hygiene (WASH) field.	http://washlessons.wordpress.com
Wash News Africa	INFO	Wash News Africa aims to be a monitoring service providing news on WASH services in Africa. With a very broad content it often publishes news rather than guidance and recommendations. It spreads the word of projects underway and of successes as well as challenges in the WatSan sector.	http://washafrika.wordpress.com
WASH News Latin America and Caribbean	INFO	WASH News Latin America and Caribbean resembles its African counterpart. The blog is in English.	http://washlac.wordpress.com
Wash News international	INFO	Wash News International publishes summarized news on all aspects of WASH from the global water community – both in developing countries and in the industrialised world.	http://washinternational.wordpress.com
WASH Resources	INFO	WASH Resources focus on sharing information on new publications, web sites and multi-media on WASH. Contains several references to tools and frameworks from and for water and sanitation development projects.	http://washresources.wordpress.com
Sanitation Updates	INFO, FIN, Participation	Sanitation Updates provides news and resources on enhancing the access of sanitation to those that lack it. Themes discussed range from how to create financing mechanisms that reaches the poor, to how to encourage higher level of community participation.	http://sanitationupdates.wordpress.com
Learning for Change	INFO	Learning for Change highlights learning-focused initiatives within development cooperation, with special emphasis on the water, sanitation and hygiene (WASH) sector and related fields.	http://learningforchange.wordpress.com
The Bill & Melinda Gates Foundation blog	INFO	The Bill & Melinda Gates Foundation blog contains eight posts linked to water, hygiene and sanitation.	www.impatientoptimists.org/Topics/Water-Sanitation-Hygiene
Sanitation – by Duncan Mara	INFO, AQS, HSC	Sanitation provides primarily comments and reflections on news and publications in the sanitation sector. Simplified Sewage is a reoccurring theme and links to more practical guides are provided.	http://duncanmarasanitation.blogspot.com
Suez Environment Water Blog	INFO	Suez Environment is an international corporation with several consultancy firms and is based in France. Their blog Suez Environment Water Blog focuses on water and governance. It does not have a particular lessons learned format but are, like many blogs, a news channel of the water sector.	www.waterblog.suez-environnement.com/en

Annex 6 – Toolboxes and Databases

TITLE	SOURCE	DESCRIPTION	LINK
Action Case Study Database	World Water Council	The selected action cases illustrate recent water sector reforms and innovative financing experiences.	www.financingwaterforall.org/index.php?id=1102
The Best Practices Database	UN-HABITAT	This is a database with summaries of good practices in all fields of “improving the living environment”. The site is under reconstruction and does at present only hold summaries of the successful projects and programs. Many search hits are found on sanitation and water supply, several of which encompass an institutional dimension. All good practices include a country label, which makes it possible to also make country-specific searches.	www.unhabitat.org/bp/bp.list.aspx
Water Safety Portal	International Water Association, WHO	This portal provides rigorous guidance on how to create Water Safety Plans for sustainable water supplies.	www.wsportal.org
The SADC – Water ICP Portal	Southern African Development Community	Actual reports, project information, contacts and events for all ICP-supported programs are stored online on this portal.	www.icp-confluence-sadc.org
India Water Portal		This Portal is a web-based platform for sharing water management knowledge and package and disseminates the experience of water sector experts online. Similar to a Wiki, the portal holds material uploaded by its users. Articles are often summarising a report that is also available to download.	www.indiawaterportal.org
Improving Partnership Governance in Water Services through PPPs	BDP	This Toolbox contains a “tool container” for public-private partnerships in the water and sanitation. Resources are linked to each step of a public-private partnership, from preparation and planning to monitoring and renewal. All resources are also categorised as tool, best case or further reading.	www.partnershipsforwater.net/psp/tc
Toolkit for Public-Private Partnerships in Urban Water Supply for the State of Maharashtra, India	Asian Development Bank	The purpose of this toolkit is to assist relevant public entities in developing PPP-based water supply and sanitation projects. It is created for a specific Indian region, but can also be useful for projects in other areas. The toolkit includes 12 case studies of sites in Maharashtra State where the toolkit has been implemented.	http://beta.adb.org/publications/toolkit-public-private-partnerships-urban-water-supply-state-maharashtra-india
Right to Water Database	World Water Council	This multicriteria search tool allows you to find case studies related to right to water issues. Most of these case studies have been provided by NGOs in the framework of the Right to Water program initiated by the World Water Council.	www.worldwatercouncil.org/index.php?id=1538&no_cache=1&L=1%20%3E%20wate
UN-Water Activity Information System (UNW-AIS)	UNW-DPC, UN-Water	UNW-AIS is an on-line tool for information sharing on existing water-related programs and projects. Searching the database for water supply and sanitation material coupled with best practice, Guidance or Knowledge Management returns abstracts of 22 programs, projects or studies within this field sponsored by a UN-organ (most often UNDP) or other International Cooperation Partners.	www.ais.unwater.org/ais
GWP Toolbox	Global Water Partnership	Primarily an online IWRM library, this toolbox comprises an organised collection of case studies, reference documents, external web sites and other supporting materials in water resources management, which have been submitted by various contributors and have been peer reviewed. (Stats: 54 tools, 193 case studies, 178 references/external resources).	www.gwptoolbox.org

TITLE	SOURCE	DESCRIPTION	LINK
Sustainable Sanitation and Water Management (SSWM)	Sustainable Sanitation and Water Management	The toolbox is divided into Concept (for understanding sustainable sanitation and water management), Understand your system (helps to give an overview of the local water/nutrient cycle, adaptable to the users location), Planning and Process Tools (gives advice on how to proceed in the identification and implementation of sustainable solutions) and Implementing Tools (software and hardware solutions that can be employed to optimise the WatSan management). Under these topics, information and resources tied to each topic, both case studies, published reports and web links are easily available.	www.sswm.info

Annex 7 – Handbooks and Guides

TITLE	SOURCE	THEME	LINK
Guidelines for Drinking Water Quality – 4th Edition	World Health Organization	AQS, CAP, RIF	http://whqlibdoc.who.int/publications/2011/9789241548151_eng.pdf
Implementing a Rural Groundwater Management system	Southern African Development Community	AQS	http://sadc-groundwater.org/upload/file_322.pdf
UNW-DPAC Financing Water and Sanitation Reader	EuropeAid Development and Cooperation's Public Group on Water and Sanitation	INFO, FIN	http://capacity4dev.ec.europa.eu/public-water_and_sanitation/document/financing-water-and-sanitation-reader-unw-dpac
Practical Guidance for Measuring Hand washing Behaviour	Water and Sanitation Program	HSC	www.wsp.org/wsp/sites/wsp.org/files/Practical-Guidance_HWWWS_1.pdf
Codes of conduct for water sector	EuropeAid Development and Cooperation's Public Group on Water and Sanitation	Partners	http://capacity4dev.ec.europa.eu/sites/default/files/file/13/05/2011_-_1650/Codes_of_conduct_EN_web.pdf
IWRM Tutorial	Cap-net	CAP	www.archive.cap-net.org/iwrm_tutorial/dom/1_1.htm
Guide to finance water supply, sewage and wastewater treatment projects for rural areas	Every Drop Matters	FIN	www.everydropmatters.com/wp-content/uploads/2011/06/Cocacola-guide-to-financing-water-supply.pdf
Guidelines for the Groundwater Development in the SADC region	Southern African Development Community	AQS	http://www.sadc-groundwater.org/upload/file_304.pdf
Resource Guide: Mainstreaming Gender in Water Management	UNDP, Gender and Water Alliance	Gender	www.beta.undp.org/content/undp/en/home/librarypage/environment-energy/water_governance/resource-guide-mainstreaming-gender-in-water-management.html
Why Gender Matters: A Tutorial Tool for Water Managers	UNDP	Gender	www.beta.undp.org/content/undp/en/home/librarypage/environment-energy/water_governance/why-gender-matters-a-tutorial-for-water-managers.html
Sanitation, Hygiene and Wastewater Guide	World Bank	RIF	http://water.worldbank.org/water/shw-resource-guide/institutions
Improving Transparency, Integrity, and Accountability in Water Supply and Sanitation	World Bank	INT	water.worldbank.org/water/node/83638
Advocacy Guide – A toolbox for Water Integrity Action	Water Integrity Network	INT, INFO, Partners	www.waterintegritynetwork.net/page/3336

TITLE	SOURCE	THEME	LINK
DFID Guidance Manual on Water Supply and Sanitation Programs	DFID	INFO, RIF	www.lboro.ac.uk/well/resources/Publications/guidance-manual/guidance-manual.htm
Human Rights Toolkit	UNEP Finance Institute	HRW, AQS	www.unepfi.org/humanrightstoolkit/utilities.php
Rural Water Supply and Sanitation Toolkit for Multi-Sector Projects (RWSS)	World Bank	HRW, FIN, Partners, HSC, CAP, RIF, DEC, INT, FIN, Participation, Gender, AQS	http://water.worldbank.org/water/publications/rural-water-supply-and-sanitation-toolkit-multi-sector-projects
Training Manual on Water Integrity	Water Governance Facility	INT	www.watergovernance.org/documents/WGF/Reports/Trainin_Manual/Final_training-manual-English.pdf
Learning together to manage together: improving participation in water management	International Water and Sanitation Centre	Participation	www.washdoc.info/docsearch/title/152235
Water safety plan manual: Step-by-step risk management for drinking-water suppliers	International Water Association	AQS	www.who.int/water_sanitation_health/publication_9789241562638/en/index.html

Annex 8 – Videos

CATEGORIES	NUMBER OF VIDEOS
Agriculture	127
Climate Change	106
Education	92
Drinking Water Supply	84
IWRM	71
Sanitation and Hygiene	65
Groundwater	60
Water Harvesting	55
Scarcity	43
Urban Water Management	35
Events	35
Flood Management	32
Rivers	26
TWM	26
Large Dams	25
Wetlands	19
Water Pollution	18
Water Related Diseases	18
Water Quality	17
Lakes	14
Gender	12
Fisheries	10
Governance	10
Wastewater	10
Water Art	10
Soil Conservation	9
Ecosystem	4
Food Security	4
World Water Day	4
Endorsements	1
Economics	1
Energy	1
Hydropower	1
Marine Systems	1

Gobernanza económica democrática – Gestión de los conocimientos

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www.watergovernance.org/DEG-KM/es



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