

## RWSN Member Survey 2020

### Summary of Results

#### **Introduction**

In an on-going effort to improve the quality of the service provided by the Rural Water Supply Network and the Secretariat, an online survey was launched on 8 July and kept open for 3 weeks. 1163 complete and partial responses were logged by the SurveyMonkey software; 575 answers as max per question (some people skipping some questions).

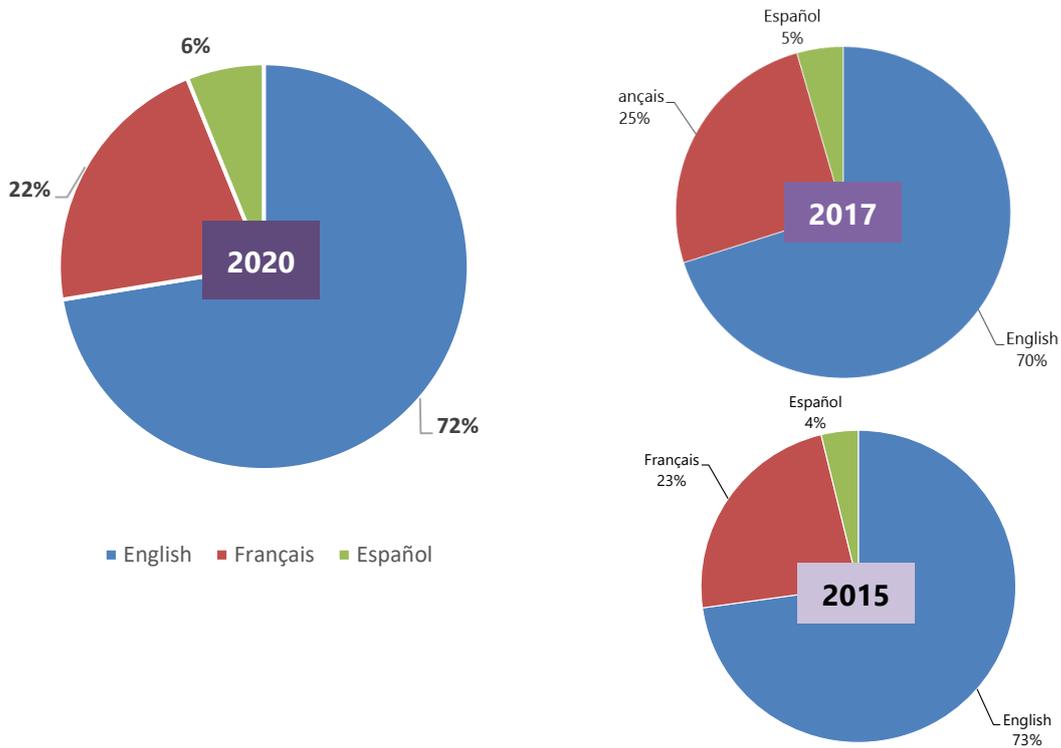
334 responses collected with the web link, 686 with first email and 143 with second email.

This document summarises the responses and aggregates the answers from the three languages offered: English, French and Spanish.

The Secretariat would like to thank everyone who took the time to participate in this survey. A network is its members so it is critical that the Secretariat and leadership understand something about who RWSN members are, where they, what challenges they are facing and how the network is – or could – help them.

## Responses:

### Which language do you want to this survey to be in?



Answer Options	Response Percent	Response Count
English	72%	842
Français	22%	250
Español	6%	71
	<i>answered question</i>	<b>1163</b>

## What would you say is the main problem that you are currently facing, in relation to rural water supply?

Responses: 537

Answers were analysed and tallied into topics to get a better idea of what types of challenges are the most commonly encountered (Figure 1). As in 2017 and 2015, the most common responses were on sustainability – operation & maintenance, management, financial, environment and lack of funding and information/data. However, a big change is that there were many more responses relating to water scarcity and poor water quality.

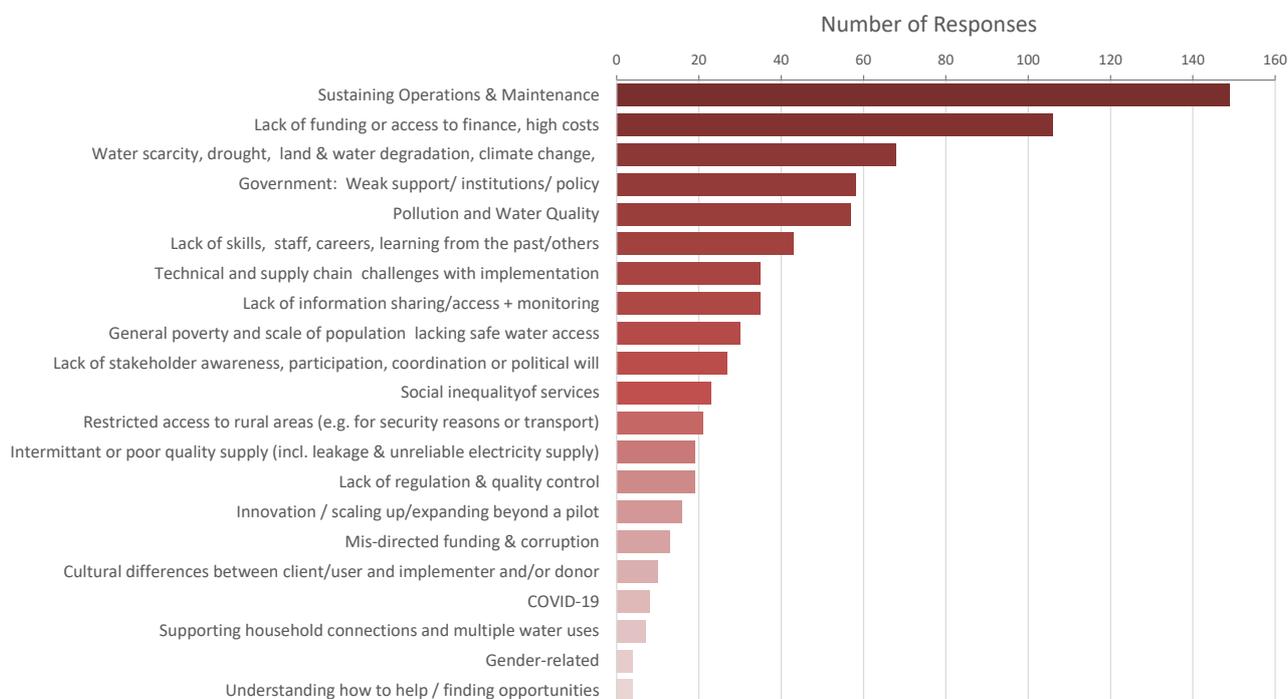


Figure 1: What would you say is the main problem that you are currently facing, in relation to rural water supply?

Selected quotes:

- “Overburdening local water committees with responsibility for the management and maintenance of their water systems, without government support for these functions.”
- “The main difficulty in the supply is the management of the water points after they are handed over to the rural communities.”
- “Sustainability of service deliver associated with operation and maintenance/due to weak technical, managerial and financial capacity.”
- “Ensuring equity and sustainability are the two critical challenges. Both require appropriate financing mechanism to be put in place, so that the sustainability is ensured while reached out to the people who are most marginalized and cannot pay full cost recovery tariff, which is a key to sustainability.”
- “Inadequate funding - Most rural areas cannot afford to pay for their water projects. So we mainly rely on funding for rural water supply projects. We can only do as much as the funds allow.”
- “Failure to update the database at national and regional level”.

### Water Ministry/Operator staff:

#### *Technical/Environmental Challenges*

- “Quick guidelines to designs of rural water supply schemes that include Spring capped intake, simple gravity scheme for single village Simple technology to locate places for drilling underground water to serve rural community Simple and handy method and apparatus to check water quality at water source Simplified sketches of bore holes, gravity schemes, water tanks and the like” (Tanzania)
- “Using more of ground water source and currently experiencing seasonal well all over “ (Sierra Leone)

- "Water quality is poor due to shallow and remote water sources. The cost of drilling new wells is high." (Cameroon)
- "How to calculate the Coverage of rural water beneficiaries based on the accessibility of water point" (Tanzania)
- "Selection of Pump: As Engineers draft the tender by estimating common requirement where as every village has different geographical location, static water level, population and village profile. Many times it is experienced that we require water 2000 Litre whereas pump has been installed to lift 20000 litre which encourages wastage of water." (India)
- "The main difficulty is water quality. Water in rural areas is generally of poor quality and this is partly due to the source of supply." (Côte d'Ivoire)
- "We are concerned about water resource management" (Côte d'Ivoire)
- "reduction of spring water flow and water pollution problem." (Algeria)"
- "The unreliability of geophysical studies and access to the water table." (Mali) – *from French*
- "Durability and cost of reliable works." (Cameroon) – *from French*

### *Management/Governance Challenges*

- "The lack of regulation" (Zambia)
- "Getting communities to contribute to the O&M costs of their water supply systems, as maintenance is often poor." (Solomon Islands)
- "operations and maintenance cost putting into consideration that the water supply has no cost effective tariff." (Kenya)
- "financing, both in terms of searching for water points, setting up infrastructures and monitoring actions" (Madagascar) – *from French*
- "The main difficulties remain the management of the water infrastructure by the community, which does not seem to have the technical and financial capacity to ensure major repairs. They remain abandoned and the community is returning to the use of the old traditional water sources which are often contaminated with all the possible consequences on health" (RD Congo) – *from French*
- "For me, the main difficulty is that of the sustainability of the works (the management committees of the water points are not generally well trained. And even those who are well trained, have difficulty being productive over time), the second difficulty is the lack of funding for well-developed projects (which would have a direct impact on the population), and finally I would say the lack of political will." (Togo) – *from French*
- "The main difficulty is the lack of awareness of the beneficiaries on the control of the work although these water supply works require a lot of means." (Burundi) – *from French*
- "Lack of supply infrastructure - Difficulty of sustainable management of the existing - Confusion in the definition of the role of each institutional actor in the water sector etc...." (Benin) – *from French*
- "1. The poor quality of water from boreholes 2. The quality of services provided by private operators of rural boreholes 3. The lack of consultation between the State, NGOs and civil society in the definition and monitoring of public water policies. The State takes all the major decisions" (Sénégal) – *from French*
- "In my country Cameroon, there are areas of conflict in the far north, northwest and southwest" (Cameroon) – *from French*
- "Lack of information on quality of service" (Dominican Republic) – *from Spanish*
- There is no sustainable management model for rural operators that takes charge of establishing adequate governance and provides operational and administrative tools as a social enterprise; simple tools provided through participatory training that highlights the communities' own knowledge about their water for an adequate management of the infrastructure provided by the state or cooperation agencies. Often there is no support from the state in this management, so in the absence of a model, each community only partially exploits its capabilities, resulting in poor management." (Chile) – *from Spanish*

## How has your work in rural water supply been affected by the COVID-19 pandemic?<sup>1</sup>

### Responses: 373

Simple text analysis of the most common words (including French and Spanish after translation), picked up some of the common themes in the responses:

- "travel restrictions"
- "field visits"
- "delays"

### Selected quotes:

- "restricted travel to conduct field study "
- "Limit my travel to rural communities to solve water problems together with the community."
- "Field monitoring visits have been hampered."
- "Unable to visit field experiments and collect data from installed equipment."
- "Greatly affected. The need for more water has put more pressure on service providers. Limited interaction with rural communities has also affected projects sustainability efforts".
- "Delayed implementation, some activities that require people e.g., baseline surveys, community mobilization, launch or commissioning are not being undertaken, monitoring of projects"
- "The demand for water has increased a lot even in rural communities due to the fact the government is promoting sanitation as a prevention to COVID-19. On the other side, due to mobility restrictions research, construction and funding has reduced."
- "pivot to hygiene and hand washing behaviour change"
- "The water demand is dramatically increasing due to the COVID-19, but the availability is very limited. Social distancing is increasing time to get water from the water sources."
- "Construction work has been halted. Suppliers couldn't deliver material on time due to shortage in market. External Skilled labour could not restart construction job due to lockdown and limited mobility."
- "Delay in programme implementation. Stronger focus on hygiene over Water and Sanitation."

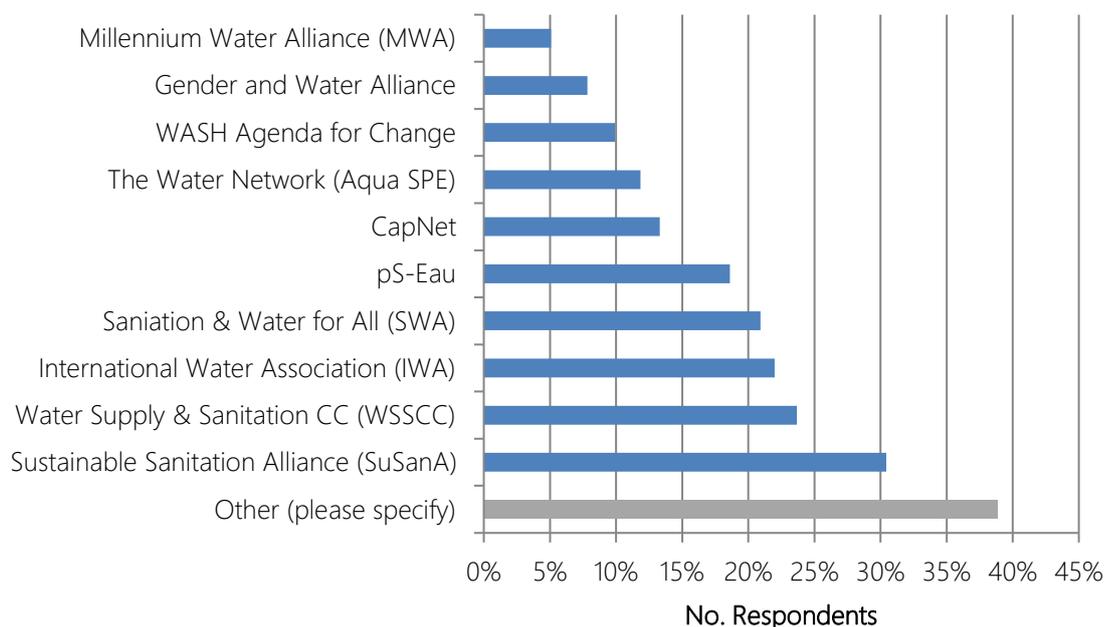
### Water Ministry/Operator staff:

- "in my country limited funds to support providing rural community with adequate and safe water." (Sierra Leone)
- "All stakeholder mobilisation programmes which were instituted to set up regulation have slowed down" (Zambia)
- "We were mobilising communities to form Organisations that will help manage their gravity scheme and were forced to stop gathering communities to adhere to social distancing as was directed by minister of Health. As such we stopped for nearly 4 months and will be starting this End of July 2020" (Tanzania)
- "Fortunately, our WASH program activities have continued as Solomon Islands is to this date COVID free. The main impact has been that some of our consultants have not been able to get back into the country so their inputs have been restricted / deferred." (Solomon Islands)
- "People in rural region do not form basic parameter which they need to focus during COVID 19 such as hand wash, social distance etc" (India)
- "The community is not able to pay their bills leaving our organisation with high electricity bill debts." (Kenya)
- "Transportation, Lodging and Labour Problem" (India)

<sup>1</sup> Due to an error, the question was asked only in the EN version of the survey.

## Are you a member of any other networks/partnerships that support you in rural water supply?

Responses: 473

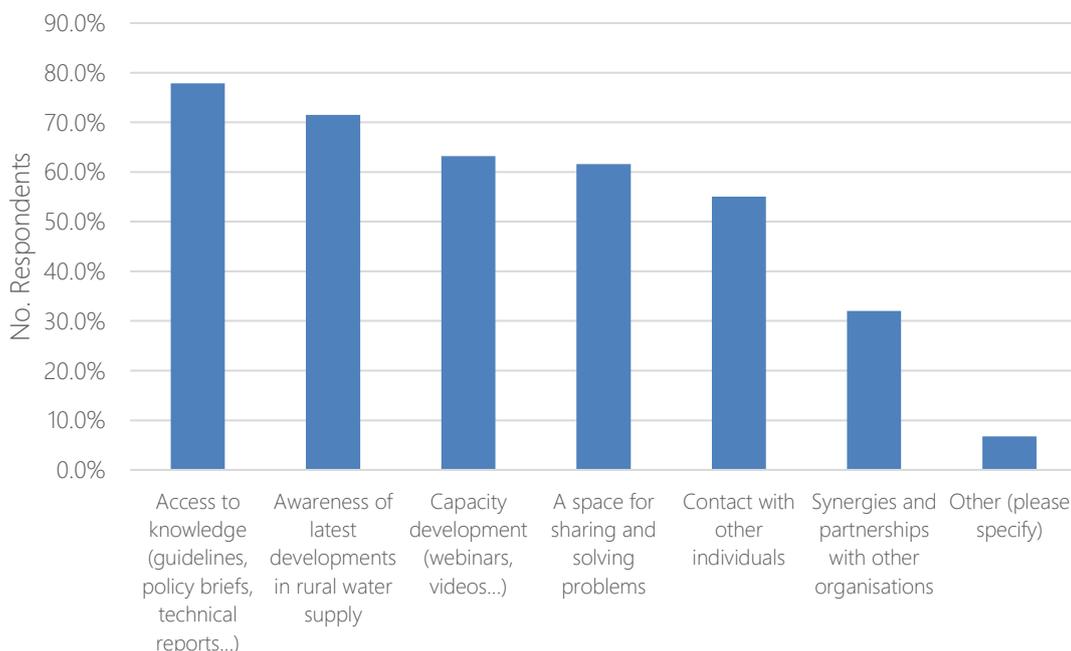


Other:

- None **x88**
- Global Water Partnership **x6**
- Global WASH Cluster **x4**
- International Association of Hydrogeologists (IAH) **x5**
- Latin WASH **x2**
- Local networks **x3**
- Swiss Water & Sanitation Consortium **x2**
- UNICEF **x2**
- USAID **x2**
- Water Integrity Network WIN **x2**
- Water Aid **x2**
- DFAT-PARTISIPA, PLAN INT, UNDP, CVTL, CARE, Mercy Corps
- ESAWAS regulators association
- MRR- Making Rights Real
- Brazilian Association for Rainwater Harvesting and Management
- World Water Forum
- Water Consumers Consultative Forum.
- Disaster Risk Reduction in WASH
- GWC
- Water Youth Network
- WHO HHWN
- SSI- sustainable service initiative
- PANMASKARTA
- Claim Your Water Rights
- AUE (association of water users in Burkina Faso)
- Rainfoundation and Just Diggit
- WaterNet
- WatSan sub-group
- Association for Irrigation Acceleration Platform
- Wash for All
- International Rain water Harvesting Alliance
- AGUASAN
- FANSA
- Christian Engineers in Development
- International Network
- NIGERIA ASSOCIATION OF HYDROLOGICAL SCIENCES
- WASH
- UN Water
- IWSH Foundation
- Accord WASH Alliance, Uptime consortium
- African ground water network
- Accord Network
- Kenya Water Industry Association
- AWRA, IAHS ISDS, etc
- NFSSM India
- Global Handwashing Partnership (GHP)
- SSI- sustainable service initiative
- Community water and sanitation
- Fresh Water Action Network South Asia, Bangladesh (FANSA-BD)
- Ministry of Health and Child Care
- WASH ALLIANCE
- TAWASANET - Tanzania Water And Sanitation Network
- Water and Sanitation Association of Zambia (WASAZA)
- Liberian WASH Commission.
- Water Supply Engineers -Maji Tanzania
- FANSA, EWP
- Global Water 2020, ACCORD WASH Alliance
- BWK - German Association of Engineers for Water Management, Waste Management and Land Improvement
- Ministry of water resources & rural development kano state Nigeria
- World Vision WASH platform
- National WASH cluster
- Partenariat Français pour l'Eau (PFE)
- nationale eau et environnement algérie
- Reseau WASH
- AMCOW
- Reseau projection, Reseau ACTEA
- PFE : partenariat français pour l'eau
- Diorano WASH (Madagascar)
- German Wash Network
- SENHYDRO
- Cluster WASH
- AfWA
- CEDEX
- RED LERMA - México
- Living water international
- Coalision Latinomaericana saneamiento y agua rural (COLSAR)
- Asociación de manejo de la cuenca de Texcoco México
- Rotary internacional
- clopas
- Red Nicaragüense de agua y saneamiento (RASNIC)
- RASNIC (Red de Agua y Saneamiento de Nicaragua)
- FESAN, GWOPA

## What do you see as being the unique added value that you get from RWSN? (choose as many as you like)

Responses: 565



Answer Options	Response Percent	Response Count
Contact with other individuals	55.0%	311
Synergies and partnerships with other organisations	32.0%	181
A space for sharing and solving problems	61.6%	348
Access to knowledge (guidelines, policy briefs, technical reports...)	77.9%	440
Capacity development (webinars, videos...)	63.2%	357
Awareness of latest developments in rural water supply	71.5%	404
Other (please specify)	6.7%	38
<i>answered question</i>		<b>565</b>

Other (please specify) – sample of the most insightful responses:

■ **Positive – News**

- Usually updates from RWSN
- RWSN has been an important way of exposing the research work I have performed over the years. For this I am most grateful
- informations sur les événements du secteur (information on events in the sector )

■ **Positive – Access to information and online groups**

- Discussion groups = interesting points and introduction to new thinking/materials
- Specifications for handpumps
- découvertes d'autres technologies en matière du type de pompes (discoveries of other technologies in the field of pump types)
- capitalisation des expériences des autres (learning from the experiences of others )

■ **Positive – RWSN activities and values (mentoring, supporting members)**

- Capacidad de trabajar a terreno y relevar experiencias exitosas y lecciones aprendidas, en una red muy activa (Ability to work on the ground and report on successful experiences and lessons learned, in a very active network)
- Mentoring opportunities

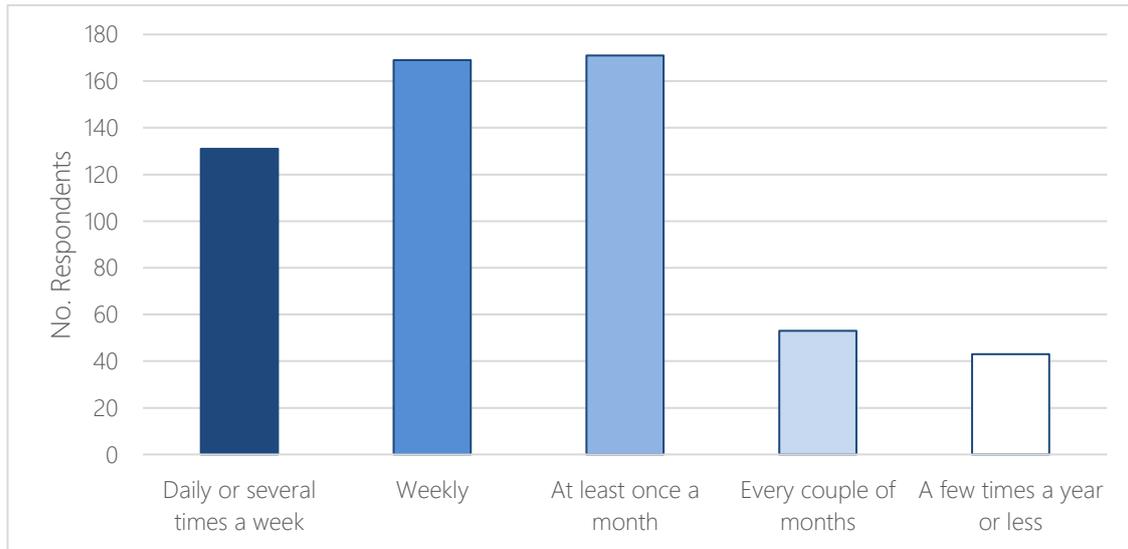
- The RWSN helped us to set up a Dgroup for the participants of RWH international training course in the year 2019
- Focus on topics (rather than news/policies/politics), and the fact that RWSN is largely non-commercial but professional

■ **Negative**

- None. You are shallow, allow too many online unsupervised debates, and try to cover too many topics.
- Not benefited from any of the above from the RWSN
- j'ai juste suivi 2 webinaires, qui me sont parus un peu superficiels dans leurs presentations (I just followed 2 webinars, which seemed a bit superficial in their presentations)

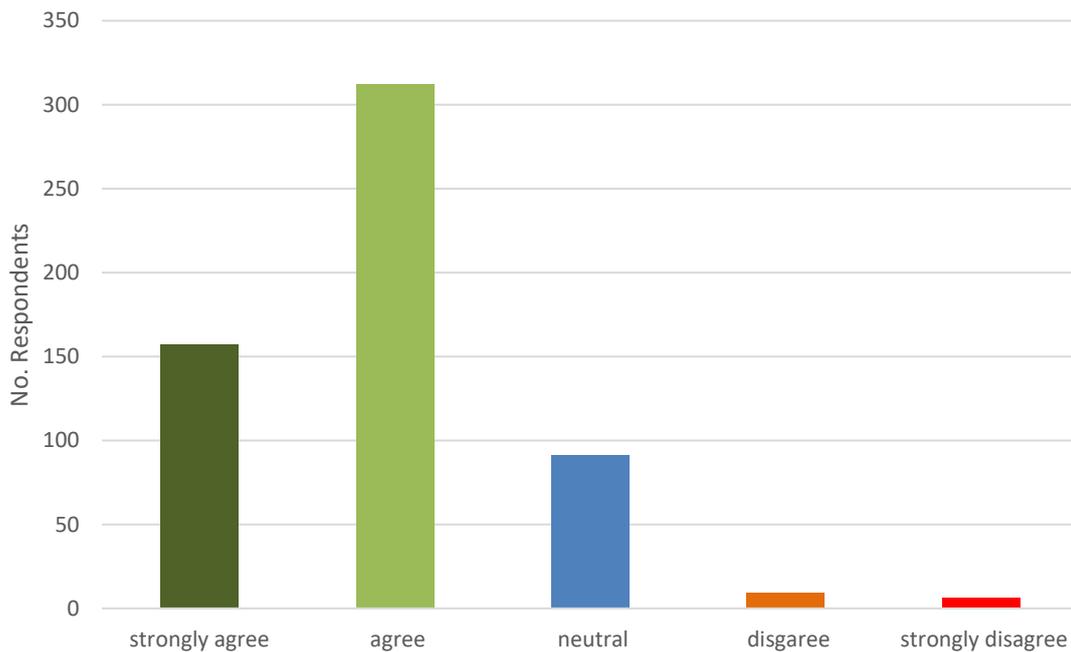
### How often to do you check in with RWSN through different platforms or events?

Responses: 567



### Do you think that RWSN has helped to advance your work in rural water supply sector through promoting better use of knowledge and improving professionalism?

Responses: 575



## Can you give an example or story of where you have used something that you got from RWSN in your work?

Responses: 411

Selected quotes:

- I learned a lot on inclusive WASH especially on design considerations for access by people with disabilities. Through the guidance therein, we reviewed most of our designs to ensure inclusivity.
- I have encouraged the pump minders to form an association which will be monitoring the activities of all pump minders in the district. This has helped in the trace and replenishment of the SOMAP.
- I regularly share information from the D-Groups with colleagues within UNHCR. Also the various resources produced by UpGro. Where appropriate I have put colleagues in contact with individuals from the RWSN network of practitioners. We have collaborated on CapNet Training and look forward to disseminating the technical videos that have been developed through partners in the RWSN network.
- Understanding the iron impact on various hand pump materials and how the Afridev stands out in all harsh water scenarios
- The dgroup discussions and webinars enable me to stay aware of recent research and issues in rural water supply which is important. For example the current discussion about de-colonising WASH knowledge with contributions from different stakeholders provides valuable insights to the discussions we are having in WaterAid about implications of racism on our organisation and the sector.
- Use of its literature for training purposes and references, especially in the field of manual drilling maintenance of hand pumps
- WHO webinar on how to use their data base was very useful. We used the WHO procedure (which was shared on RWSN) to produce alcohol-based hand rub for handwashing facilities, both in our office and in HCF
- Through the mentorship programme, I've met a professional who has agreed to supervise my thesis
- We are defining country status for SDG6 and have been presented with experience of how other countries are resolving with investment, technology, partnerships and capacity building – *from French*

### Water Ministry/Operator staff:

#### *News and information sharing*

- "In the area of rainwater harvesting" (Sierra Leone)
- "Cost reflective Tariffs for rural water supply" (Zambia)
- "Inputs from members on ground water especially during test pumping of bore hole yield helped me in supervising well the exercise" (Tanzania)
- "When we discussed self-supply of water as a way to meet a drinking water need. I found this indispensable when we found ourselves in an area where we had erected fewer sources of drinking water even though the population is large. We encouraged them to use spring water only for drinking and surface water (rainwater harvesting system, then traditional) for the rest of their household needs. This is an experience gained from a RWSN webinar." (RD Congo) – *from French*
- "Report to donors and partners during the study and development of a water supply project" (Burundi) – *from French*
- "RWSN is a communication interface between water professionals around the world, which brings together the different knowledge and experience of each." (Algeria) – *from French*
- The RWSN is an information space (Côte d'Ivoire)
- "Learning from other experiences and supply solutions in rural areas." (República Dominicana)
- "Basically updated information" (Chile)

#### *Publications*

- "RWSN's technical reports generally help me in my daily work (writing reports on the projects I work on as well as gaining experience)." (Togo) – *from French*

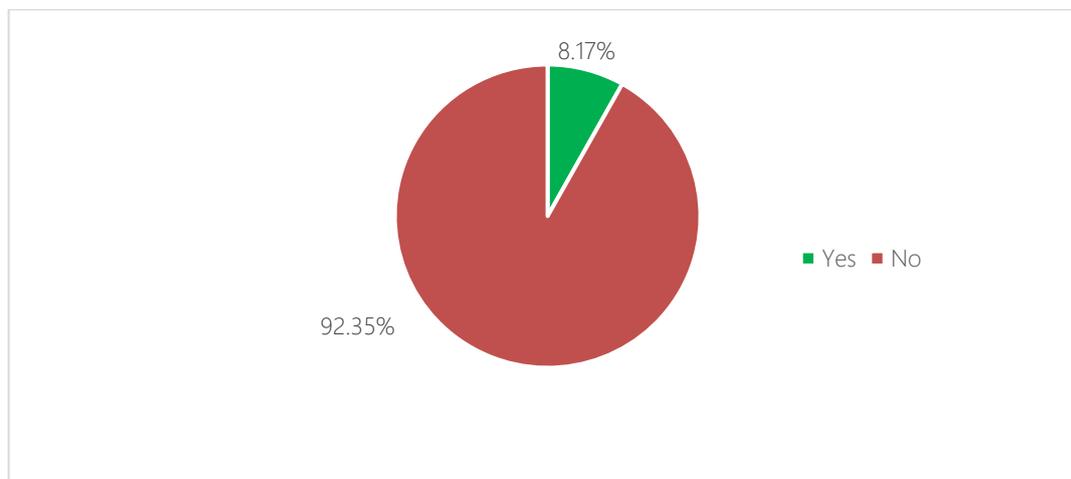
- “the rainwater retention system in an arid environment has helped us a lot, as well as various other shares” (Madagascar) - *from French*
- “RWSN has developed technical brochures to encourage washing sessions for the community.” (Cameroon) – *from French*
- “The example I can cite is the book of good conduct for cost effective boreholes” (Cameroon) – *from French*

#### *Mentoring and training*

- “Through my mentorship program, the mentee is a college student and her project is in rural water supply. This has encouraged me that there is a future in rural water supply when managed by professionals” (India)
- “I was able to write my Thesis getting help from member of RWSN as well as keep reading articles to date.” (Tanzania)
- “Today it is rather to strengthen my own skills in the water sector” (Mali) – *from French*
- “I learned from my mentor in the young rural water supply network 2019 program” (Cameroon) – *from French*

## Have you been able to access partnering opportunities or funding through RWSN?

Responses: 575



**If yes, could you please explain how?** Selected answers; Full responses in Annex 1.4.

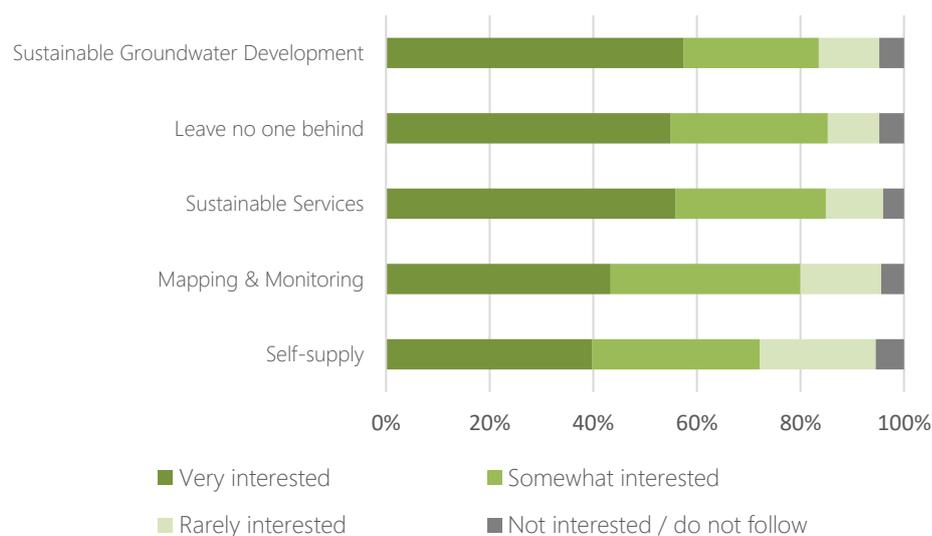
- We are exploring a water kiosk technical stream with potential partners.
- I partnered with SKAT in training WASH practitioners in the Cost Effective Boreholes programme in Sierra Leone.
- We have worked with various other members on specific projects (water supply in fragile states, technical videos on hydrogeology and BH drilling).
- RWSN was most helpful in placing our national hand pump (Bush Pump) on the international stage and preparing international specifications. Although I am no longer very active in the sector due to age, I have gained a great deal (and continue to gain a great deal) by my association with this group.
- I attended two RWSN events earlier which helped me to connect with several professionals in the sector globally. If RWSN would share links to partnerships/funding opportunities, that would be useful.

**If not, what would be helpful for you to do so?** Selected answers; Full responses in Annex 1.5.

- Dedicating a particular dgroup for sharing partnering and funding opportunities.
- RWSN need to map its members on the platform and know their area of expertise so that if there is funding opportunity, it can conduct that kind of partner or organization directly. What RWSN has been sharing on a platform has been good but may have benefited few persons or organizations because I have seen how people struggling to form partnership on a call on the platform. Sometimes people keep on confusing themselves who should take lead. I think RWSN need to organize its members better when it comes funding opportunities.
- What would be helpful for me is to make available to me all the contact addresses of partners.
- I don't think RWSN is the right forum for pursuing funding opportunities, maybe partnership opportunities, but this is more between institutions than individuals...
- I have not encountered direct conversations about funding opportunities in network. It would be helpful to know if there is a dedicated platform for this kind of information.
- Mettre en ligne la liste des membres ou des réseaux partenaires pour faciliter les échanges ciblés et aussi rendre les documents disponibles en français. (Put on line the list of members or partner networks to facilitate targeted exchanges and also make the documents available in French.)
- Nous souhaitons que le RWSN puisse crée une foire à projet qui permettra au partenaires financiers d'identifier des initiatives pertinente pour le financement. (We would like the RWSN to be able to create a project fair that will allow funding partners to identify relevant initiatives for funding.)
- Publicar licitaciones que podrían aplicarse en conjunto o con interesados. (Publish tenders that could be applied jointly or with interested parties.)

## Over the last 3 years: which of the five themes have you followed through RWSN?

Responses: 514



## Could you explain why you follow the theme(s) and topic(s) you have selected?

- They align with my current responsibilities at work
- Directly related to my work/study.
- We are currently doing research in these fields.
- Because of my background and involvements in similar areas (research, teaching and other capacity building activities).
- Because they are inter related. One theme cuts across others.
- I should follow all of them. Reason is they are all very relevant topics and the information shared is potentially useful for our programs. I also thought there is a rainwater group? Though not very active it seems.
- Capacity development
- They are practically oriented.
- I am running a WASH NGO but I am not a water engineer. Most of the advice I need is of technical nature.
- Groundwater - am an active contractor including borehole work, Self supply - promote the Rope pump and other appropriate technology
- Parce qu'il touche directement à ma responsabilité en tant que conseillère en genre et inclusion sociale (Because it relates directly to my responsibility as Gender and Social Inclusion Advisor)
- J'ai suivi ces thèmes afin qu'ils puissent m'aider à acquérir plus d'expériences et d'expertises sur les thématiques de l'eau en milieu rural. Ensuite ces thèmes permettent également d'aller plus vite, de par le partage d'expériences des experts qui ont déjà eu à travailler sur des thématiques que nous « Nouveau » découvrons encore. (I have followed these themes so that they can help me acquire more experience and expertise on rural water issues. Then these themes also allow us to go faster, through the sharing of experiences of experts who have already had to work on themes that we are discovering "New".)
- Los conocimientos son frescos, nuevos e innovadores. (The knowledge is fresh, new and innovative)

## What are current or new topics which you or your organisation would be interested in contributing to or partnering with others on through RWSN?

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Responses: 383

Simple text analysis of the most common words (including French and Spanish after translation), picks up some of the common themes in the responses:

- Sustainable services
- WASH
- Groundwater
- Water quality (testing, monitoring)
- Solar power
- Healthcare facilities
- Mapping and Monitoring
- Rainwater
- Irrigation

The detailed responses are provided in Annex 1.7

Selected quotes: Suggestions for new themes:

- Climate change
- Water supply in Health Care Facilities and Schools
- Decolonising the WASH sector
- MUS
- Water based epidemiology
- would like to include sanitation
- Más temas de financiamiento
- Gobernanza del agua, aguas transfronterizas

## Do you have any suggestions on how RWSN can support rural water professionals and organisations to respond to (and recover from) the COVID-19 pandemic?

Responses: 352

The detailed responses are provided in Annex 1.8

Selected quotes:

### ■ Sharing between members:

- Allow members periodically share short stories (Audio/Visual/written) of how they are coping with challenges caused by Covid 19
- have a specific discussion group about it
- Hosting regional webinars that are challenges and opportunities focused.
- Yes, by sharing materials and experience already developed and tested RWSN is doing a great job at supporting rural water professionals and organizations as it during these unprecedented times. RWSN can help spread a word even more to the regional and community based organizations globally via their partner networks or social media channels.
- RWSN is doing a great job at supporting rural water professionals and organizations as it during these unprecedented times. RWSN can help spread a word even more to the regional and community based organizations globally via their partner networks or social media channels.
- Continuing to provide a platform for sharing ideas on how to respond and how to leverage the momentum from the pandemic to boost improvements in WASH. Being a place where we can align our advocacy messages to have a strong sector voice.
- Water and sanitation is key in the fight on covid-19. RWSN members are in the field (don't have to travel) and do have the experience to help on these topics. Spread the word and show examples of their work to potential donors.
- Host webinars targeted at rural water professionals and set up forums (try using slack/ trello/ whatsapp instead of D groups for easier communication)
- le reseau peut partager les outils simples et utiles pour les analphabètes (the network can share simple and useful tools for illiterates)

### ■ Developing guidance and training materials & running courses

- Simplified and contextualized manual/user guide for Rural Water Supply professionals.
- Periodic online trainings on how to deal with covid -19 pandemic
- Develop a series on preparedness, including continuity of service during a crisis which affects all parts of economy, supply-chain and livelihoods.
- Providing tailor made courses on managing water services during pandemics.
- RWSN can support in capacity building and resource mobilization
- RWSN can think to support financially to small initiatives such as local radio programs and developing reading materials for COVID-19 education and awareness
- Supports de communication pour la sensibilisation aux mesures barrières dans les points d'eau et sur les équipements. (Communication materials for raising awareness of barrier measures in water points and on equipment)
- Capacitaciones en línea (Online training)
- Creo que con materiales elaborados para divulgarlos en línea y promoción internacional de las redes locales. (I believe that with materials developed for online dissemination and international promotion of local networks.)
- Campañas masivas por radio. (Massive radio campaigns.)

### ■ Support with providing access to finance

- Financing and affordability is always a very big issue - continue to focus on this and use links with the development banks on how to increase investment in rural water.
- Aider les organisations à accéder à des financements pour l'accès à l'eau potable dans en milieu rural. (Help organisations to access funding for access to drinking water in rural areas.)

**■ Concerns/Negatives**

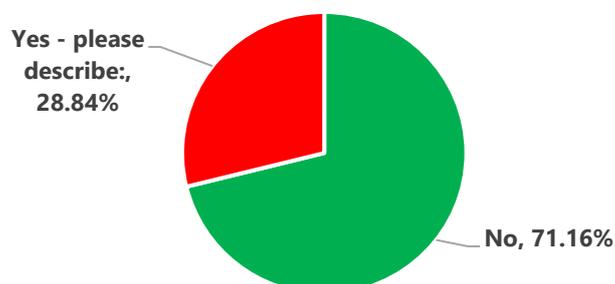
- there is a lot of support out there and it's too much to filter through. Makes you wonder if there are more people writing guidance than there are implementing in the field. Perhaps creating a discussion thread?

**■ Other**

- Strong linkage with primary health care
- vulgariser davantage les options technologiques a faible cout et facilement mises en oeuvre notamment en milieu rural (to make low-cost and easily implemented technological options more widely available, especially in rural areas)

## Is there any theme that is important to your work (related to rural water supply) that is not covered by RWSN or another network that you use?

Responses: 475



Yes - please describe (Selected quotes):

### ■ Topics for consideration in 2020 Strategy mid-term review

#### *Climate Change*

- Adapting to climate change needs
- Climate resilient WASH
- climate change
- conflits autour de partage des ressources en eau, changement climatique (Conflicts over the sharing of water resources, climate change)

#### *Fragile/Humanitarian Contexts*

- RWSN focuses on stable development contexts but many of us work in fragile/unstable contexts. There could be more on risk informed and shock responsive RWS
- emergency, humanitarian work
- Sécurité et conflit communautaire (Security and community conflict)

#### *Rural water, WASH and Health*

- Epidemics preparedness
- Health and Rural Water Supply
- WASH in Health (rural health centres)
- Intégration de WASH dans la santé, l'éducation, la nutrition (Integration of WASH in health, education and nutrition)

#### *Other*

- Linkages between environmental conservation and WASH
- L'utilisation de l'eau pour les besoins agricoles et d'élevage (The use of water for agricultural and livestock needs)

### ■ Topics already covered by RWSN

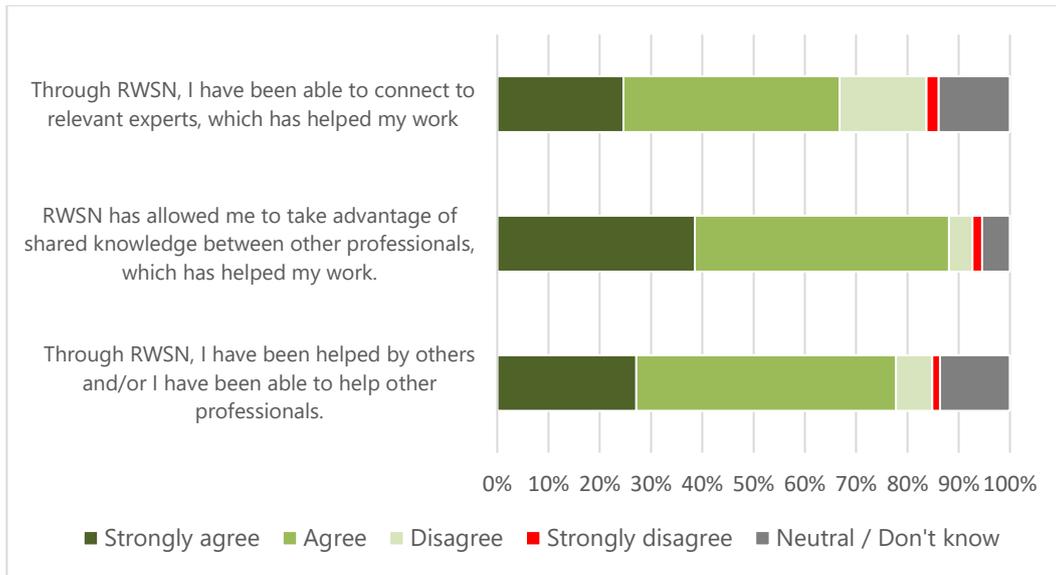
- Role of Women in Rural Water Scheme. [*Leave No-one Behind theme*]
- Access to finance for water and sanitation access [*Sustainable Services theme*]
- Remote sensing and GIS [*Mapping & Monitoring theme*]
- Subsurface dams and smaller earth dams build manually by farmers and villagers [*Sustainable Groundwater Development theme/ Rainwater Harvesting Topic*]
- Le contexte institutionnel (législatif) lié à la délégation de service public (The institutional (legislative) context related to public service delegation) [*Leave No-one Behind theme/ Sustainable Services theme*]

### ■ Topics covered by other networks

- Water and Development; Water and Society
- Fecal sludge management and public investment

### Do you agree or disagree with the following statement?

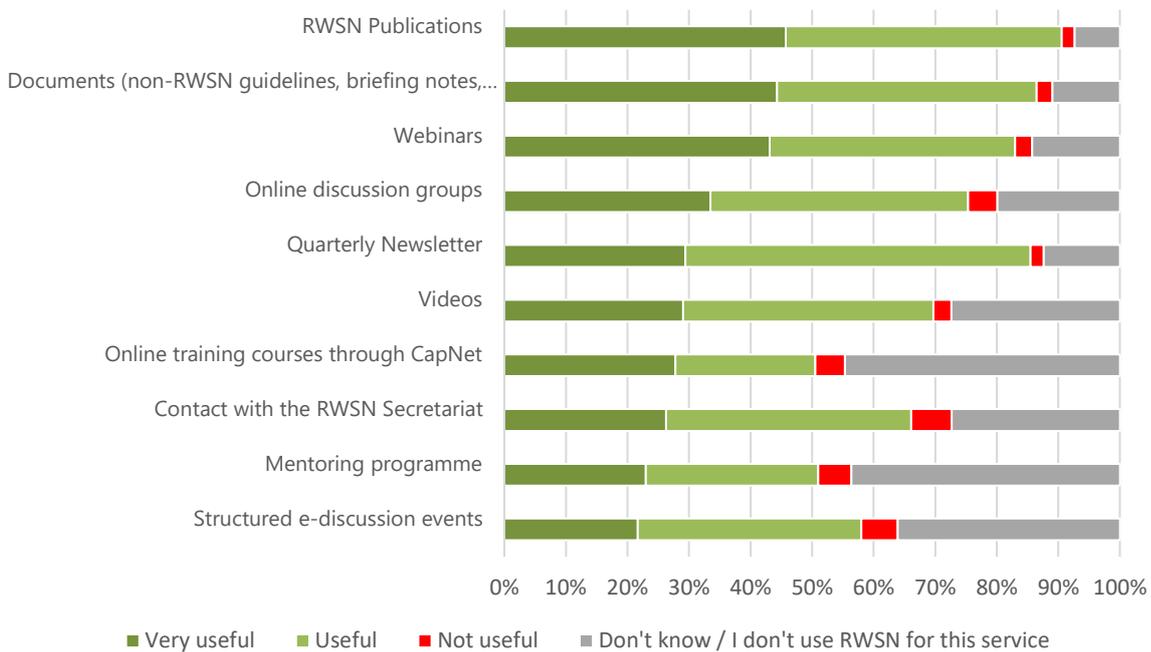
Responses: 483



### How would rate the following RWSN services?

Responses: 486

#### 2020 responses



### Comparison with 2017 Responses

Little change since 2017, although webinars are rated slightly more favourably and e-discussions slightly less. New categories in the 2020 member survey are the mentoring programme and online training courses; they have a higher rate of “Don't know/I don't use RWSN for this service” which might be linked to the fact that they are relatively new compared to other services. Structured e-discussion events is also a new category, replacing the “workshops and side events at conferences” category.

### 2017 responses



#### Other (comment): 33 Responses

- Our problem is internet connection for government linked not working for 1 year ago, but now reactive, I think help full to me to use and contributed my idea on RWSN
- to keep providing skill
- I am not exactly a water expert but I find RWSN very well organised, lively and informative
- Awareness through NGO's but not under gov. programme, it involves corruption only.
- Very relevant discussions
- mentoring programs are useful, but mostly if they involve on the job and in the field mentoring
- to get partnership soon
- Sorry - it seems that I need to find out more about these activities.
- I just get the emails
- Through the mentoring programme my mentee has progressed a step further with her career.
- I don't like the current format of e-discussions. It's spamming my already full inbox. I'd suggest a system that compiles all posts in one summary email per week. Similar to the google groups summary function
- As a new member we have not taken advantage of all of the modes of communication and sharing.
- La limitation d'âge de mentorat ça n'a pas de sens
- J'ai juste suivi 2 webinaire je ne peux pas m'exprimer sur le reste
- Contribution a la recherche de financement des projets
- web actualizada por temáticas a la que acceder cuando se necesita información
- Puse No sé, porque no sabía que existian

## Do you have a suggestion on how RWSN could improve any of the above services?

Responses: 255

Selected quotes:

- facilitate more online discussion groups on specific topics
- I find the RWSN website quite "sprawling" and so it's hard for me to find things. It's probably grown so much over the years that it's turned into a bit of a jungle (I TOTALLY understand that this happens!). You could build a new website that is easier to navigate (just a small project...).
- a guideline for topics mentors can use during mentoring sessions
- To add the Arabic language in different communications means
- The discussion forum on Dgroups does not appear to be searchable. There is a lot of information there in hundreds of conversations, but I don't have time to follow each thread in real time.
- Make it really multi country. Today 90% is for English speaking people or countries.
- You're doing great, I just get overloaded with information.
- Maybe separate emails detailing the different options you list above
- Involve members more
- Make Regional or Country Chapters on RWSN in each of the country and promote local discussions. I will be willing to be India Country Coordinator for RWSN Local Chapter in India
- continuing to work on the website to ensure that materials can be easily accessed (i.e. the curation of the materials)
- Bring in discussants into the webinars and e-discussions, who provoke and challenge the community. e.g. focusing more on the political messages
- The videos and webinars are really hard in low-income countries to access, so it is good to keep the text based emails as well as the videos and webinars. Internet bandwidth in low-income countries is not always strong, it tends to be expensive, and for many of us we pay for internet out of our own pockets because our office does not have internet so keeping the costs to access RWSN low personally are important.
- Easier to access platforms like Whatsapp, can be useful especially to professional in countries where data is a bit expensive.
- En ayant des ancrages institutionnels dans les pays
- susciter des discussions en ligne en différentes langues. la méconnaissance en anglais est un véritable handicap surtout pour les professionnels du secteur en Afrique de l'ouest
- Inclure des formations certifiantes
- Que haya más información en español
- Tal vez mejorar página web para hacerla más amigable

## Do you have any suggestions on how RWSN as a network and a platform can work better to amplify voices of practitioners from the global South?

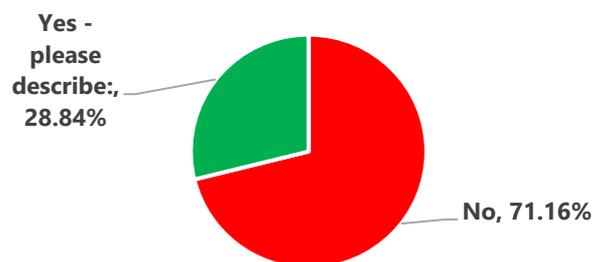
Responses: 257

Selected quotes:

- Have southern leaders of structured e-discussions, or playing other leadership roles in the sub-groups.
- Amplify Rural Women Voices.
- 1. Encourage publications and have a way this can be published. 2. Encourage North-South partnerships in publications. I am very interested in this. I have too much data and information and will like to be linked to a professor who I can work with.
- Webinar or conference, call for papers - abstract from global South practitioner. Increased their motivation in submission.
- The way to amplify the voices from Global South even more is to understand the cultural context of hearing the voices of women and disadvantaged groups, such as the ones that have been historically left behind.
- Greater publicity to any success stories from the global South
- Identify where we are lacking RWSN members (geographically) and intentionally reach out to people in those locations
- Pushes to include translation into french and spanish using DeepL are helpful. Perhaps more frequent requests explicitly for input/examples from practitioners in the global South could be used? Encouraging member organisations to have representatives from their global south offices presenting in webinars.
- Translation support would really help. The majority of resources and discussions are in English.
- regional webinars which are organised and presented by those from the region?
- Encourage individuals from the global South to participate in theme leadership.
- Dedicated Human Resources provided to support voices to come out. Finding incentives that encourage people to write. Open space webinars that are very well moderated. More promotion of writing through RWSN.
- Diversify your board - no reason to have 100% of the Secretariat people from the global north. And orgs that request to join and have 100% white male leadership or advisory boards are also part of the problem - add a diversity, equity and inclusion statement to the website and to the membership application.
- By establishing national chapters
- By specifically asking known individuals to contribute in online discussions and webinars.
- Increasing collaboration with schools and research institutions would be a good way to strengthen the sector in a sustainable way.- *from Spanish*
- Continue to insist on webinars in French and Spanish, so that more local technicians can participate in the exchanges. – *from Spanish*
- Regularly create small working groups on various themes, small networks of reflection on various themes, more sharing of experiences (Benin) – *from French*

## Have you observed or been part of a situation where information or an initiative through RWSN has catalysed a change in an accepted policy or technical approach?

Responses: 419



Yes – please give details: Selected quotes

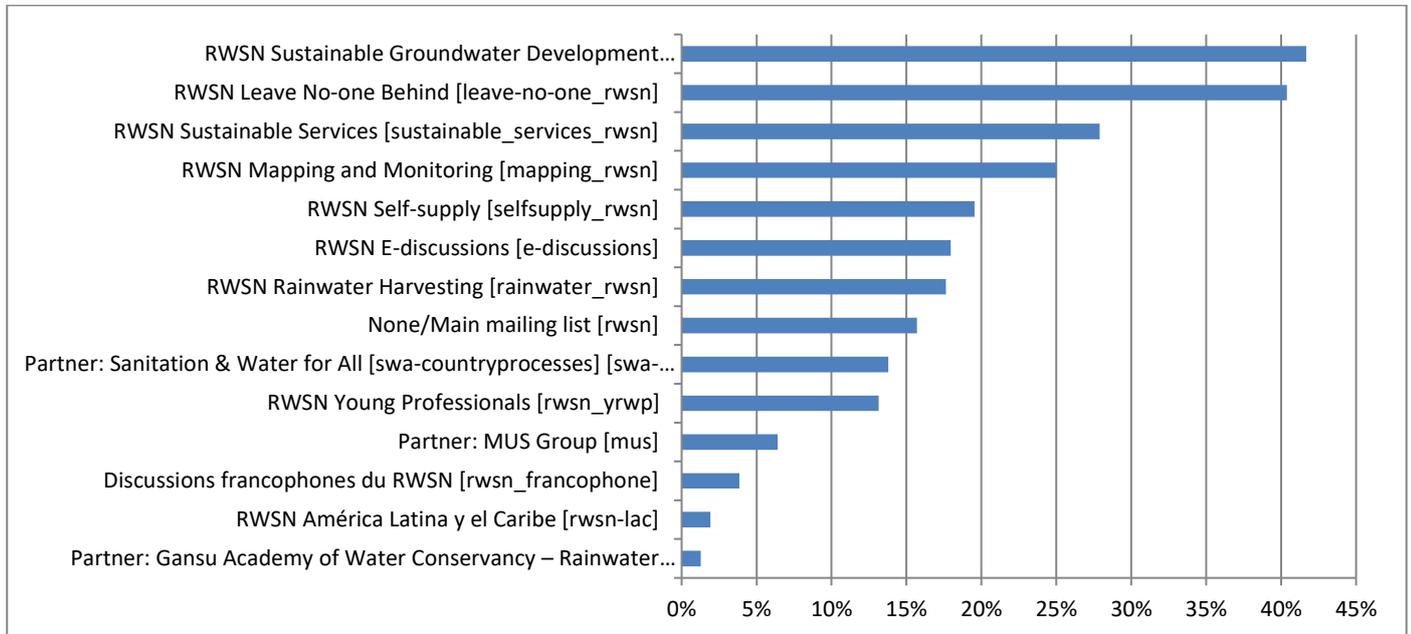
The detailed responses are provided in Annex 1.11

- I think that UPGro, contract and procurement guidelines, drilling courses have influenced technical approaches. I would like to think that the discussions about gender and disability and human rights on LNOB have too - but will see what others say. .
- Webinars on borehole functionality are already feeding into water policy in Malawi through WaterAid.
- The resources (inc CapNet course) course on professionalising drilling has had a positive impact on our drilling practices, and this is expected to continue this year as we continue to focus on this area.
- Manual drilling information shared has allowed us to improve some of our drilling techniques in consolidated formations
- Artificial aquifer recharge and rain water harvesting in the Northern communities of Ghana
- I think RWSN approaches to self supply have helped to make the approach more acceptable approach to professionals in general.
- I was able to use the concept of professionalization and equity on my work in Kenya.
- Moving away from galvanized pipe in low pH water
- Recently, the "Hidden Crisis" webinar gave us lots to think about in how we measure sustainability and improve it. No concrete changes yet as they are still in ideation.
- Sections of the guidelines for borehole drilling has been adopted by the National Water Resources Agency of Sierra Leone
- Yes the work of RWSN through reading materials has been used by a number of CSOs in Tanzania to develop notes for social accountability tools which have played a great role to amplify the voices of local communities in Tanzania and draw attention of duty bearers to improve water and sanitation services
- Use of Borehole Code of Practice.
- We changed from "no water no pay" to "no data no pay" based on the guidance and support we got from an expert working as trainer for RWSN webinars and alike.
- Contributions to the Sierra Leone WASH policy review
- Le RWSN contribue à valoriser les bonnes pratiques en termes de réalisations de forages pour éviter que ceci s'assèche et contribue à disséminer des conseils dans les partenariats avec les foreurs
- En el marco del ODS y la Pandemia COVID 19, el llamado a construir planes de acción

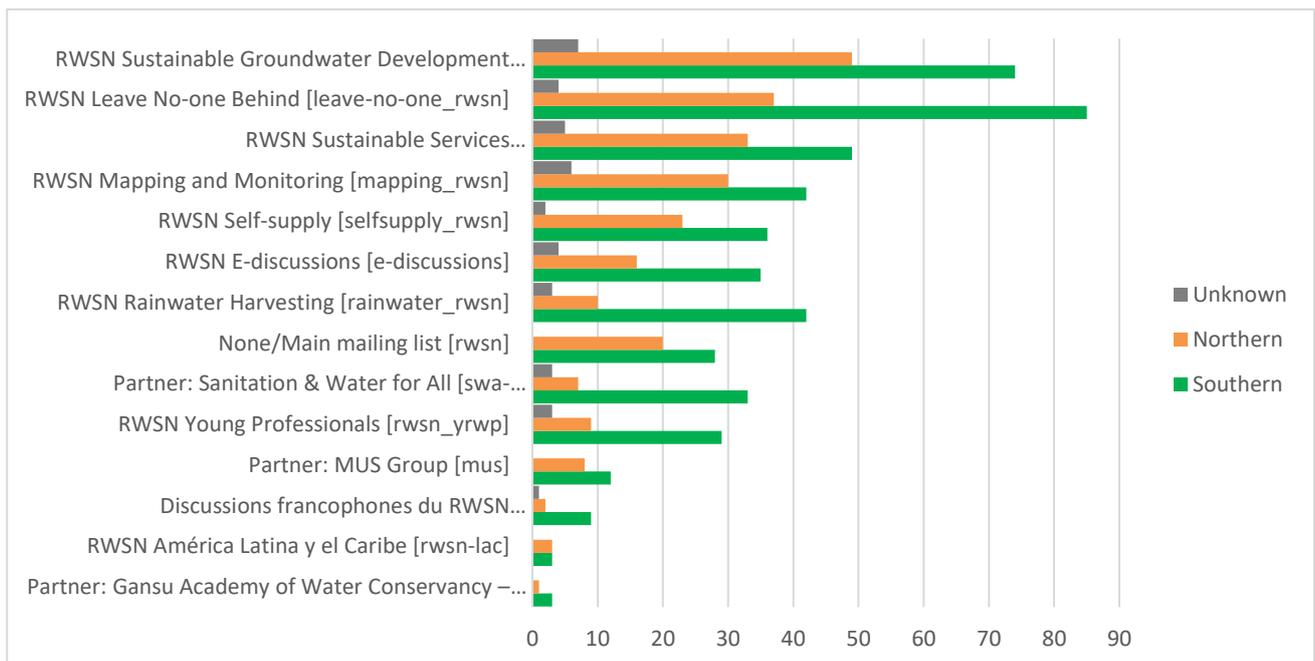
## Which RWSN Dgroup communities are member of?

Responses: 347

Below, a chart with the **% of aggregated answers**: The communities with the higher number of members (according to survey respondents), are 1.Sustainable Groundwater Development, 2.Leave No-one Behind and 3.Sustainable Services.



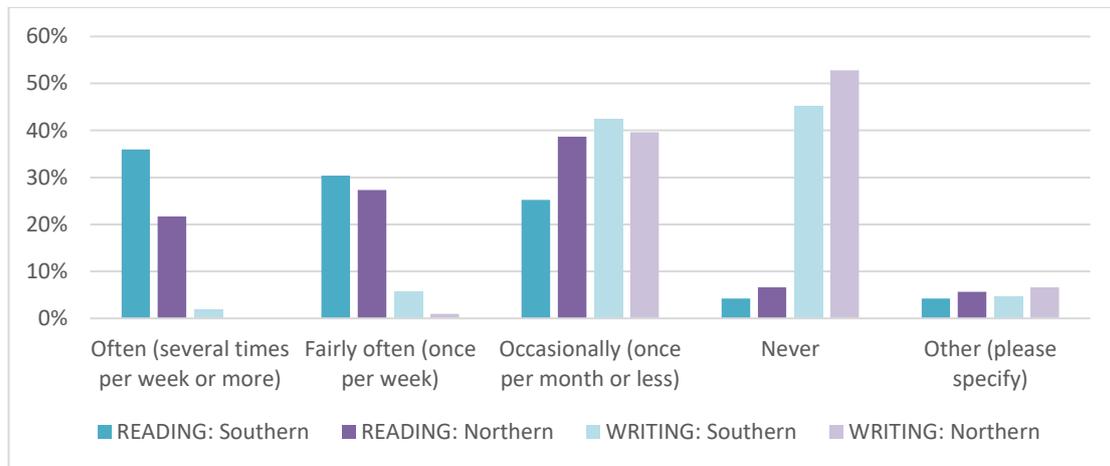
Below, a chart with the **n° of members filtered by region** (North-South): For members from the Global South, the order changes a bit, with the Leave No-one Behind community being the first one. The proportions of members are also interesting with 4/5 of rainwater harvesting and 3/4 of young professionals being from the Global South.



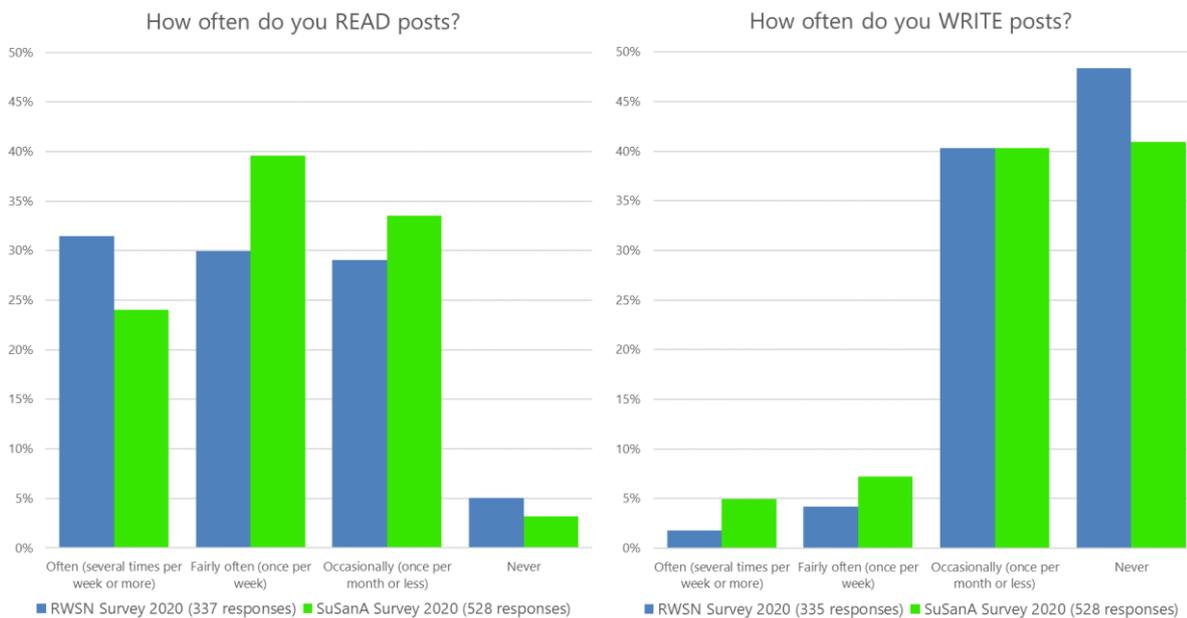
## How often do you READ and WRITE posts in any RWSN online community (Dgroup)?

Responses: 335

RWSN members read much more often than they write. When analysed per region (North-South), it appears that in the South members read and write more often than in the North.



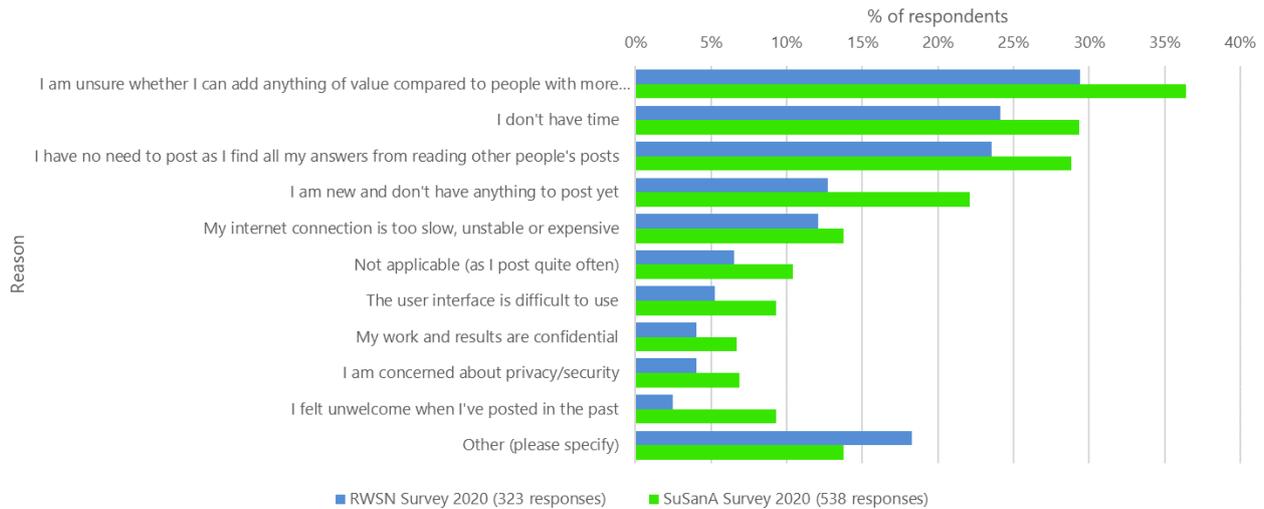
The Sustainable Sanitation Alliance ran a parallel survey with members of their online Forum and some of the questions were intentionally included in both surveys to allow comparison. From this it appears that RWSN members are more likely to check online group messages several times per week – which is understandable because Dgroups are email based and the SuSanA Forum is predominantly web-based. However, SuSanA Forum members post slightly more frequently.



## If you post never or only occasionally, what are the reasons? (tick all that apply)

Responses: 323

### If you post never or only occasionally, what are the reasons? (tick all that apply)



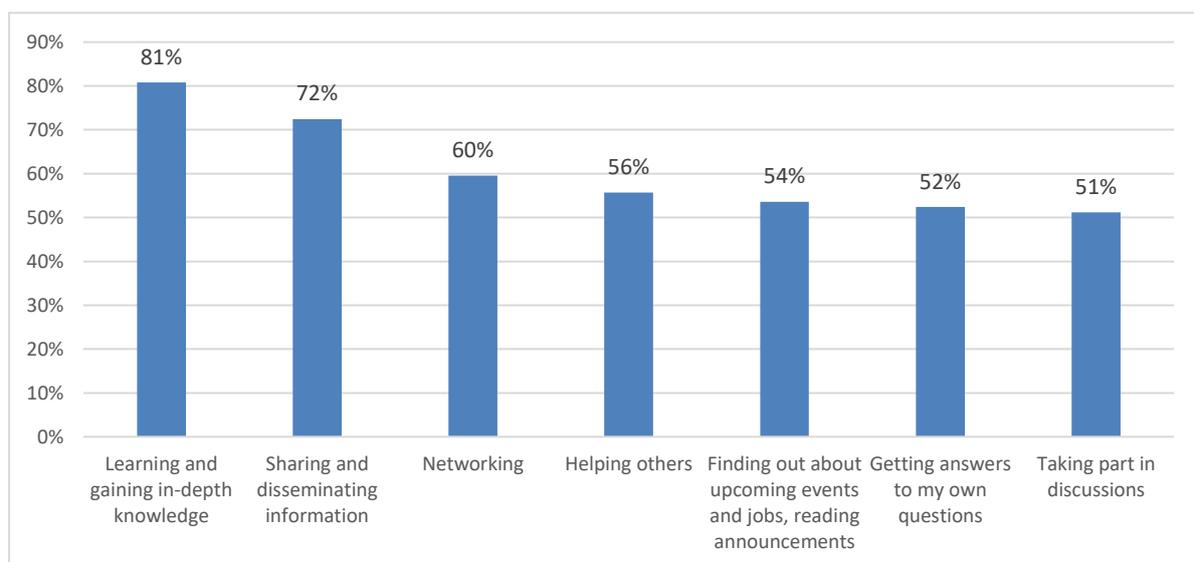
#### Other (please specify):

- Workload sometimes get the best of me
- I am too new to the network to comment on most questions.
- I generally leave that to my colleague
- I feel like anything I write, broadcast to. a wide range of people, should be well-thought through, and that's a barrier to doing it and finding time to formulate a post.
- I don't get as much interaction in response when I post.
- It's a mix of laziness, because I feel I need to think more carefully about replies posted to a large group of people I don't know than to a group of colleagues.
- My questions are always addressed by other members and I then read every single letter written.
- I have contributed and also listened to the interview on decolonization. I reserve my comments at this time.
- During 24-25 years toiling hard-work & defied the whole corrupt practices system related water and sanitation I don't know RWSN communities working these types of reports and working in corrupt lethargic stubborn system world.
- I just don't post - even in other platforms.
- I don't like writing that much.
- Postings about ceramic water filters might tend to be viewed as promotional, i.e., for profit not for sharing.
- I am not good at writing, but interested in reading though.
- Often the reaction to my comment is very low or none.
- Not sure, i am more a consumer. Also i am not a pro. But i learn from reading.
- I was very tied up with finalising my PhD work. Now I want to be actively involved.
- I didn't know that an opportunity exists!
- Not yet a member of any group
- I better keep learning from more knowledgeable experts.
- Just busy on other things right now
- Since I have moved to Africa I do a lot more agriculture and the water work I do is pretty standard pump maintenance. I spend a lot of time in the field.
- I keep a window open in case I get active in WASH again.
- I find it intimidating to send essentially a 'reply all' email to the whole sector.
- I am not directly/indirectly involved in water provision organisation, charities. What I do only employs my time and engineering expertise and interests
- It can often feel like an echo chamber with all of us interested and supporting the same issues. Without outside funders, governments or large organizations trying help support the work, it can feel pointless.
- I haven't joined any discussion groups
- I'm more of an observer than a contributor
- I am involved in admin activities in the charity.
- My specific topics of interests are rarely addressed.
- I try to encourage my global south colleagues to respond instead.

- Water is not my field of expertise but an essential part of the work that I do.
- I used to post a lot in Susana but then the conversation went on forever and people don't know when to quit
- reasons given above
- usually respond to other members requests on issues which i have knowledge on. Rural water supply is about 20% of my work so not always very active
- Not really involved in posting or sharing
- i dont have new findings from my work on such a frequency that they merit more regular postings
- I only post if I have sth substantial to contribute.
- I use internal platform.
- I forgot to use my new email to connect to the RWSN.
- I just only occasionally have something to add
- it takes a lot of time to concisely contribute, and often it is the inconsequential that gets response
- It takes too long for a post to be approved... Please find an alternative to the D groups
- I would like to belong to a group
- I'm still learning the culture of the platform
- It's difficult to keep pace with increasing numbers of information networks.
- It just becomes another atomized voice in the noise. One person's opinion is rarely of benefit to a global sector.
- I planned to post actively from August,2020
- I post when factual errors need correction
- Many posts lack context and leverage
- So far I am mostly following the discussions but just didn't have anything to contribute.
- Not applicable, 'cos I am yet to start posting
- No accessibility
- Unsure who is reading, and therefore what would be constructive.
- I post when I know I have something to share or I have some experience to share or I have a question to ask
- Some topics (e.g. iron in GW; technical aspects of drilling) I have contributed to, but in the main I am interested in other people's answers!

## How important are the following activities for you when using RWSN online communities (DGroups)? (tick all that apply)

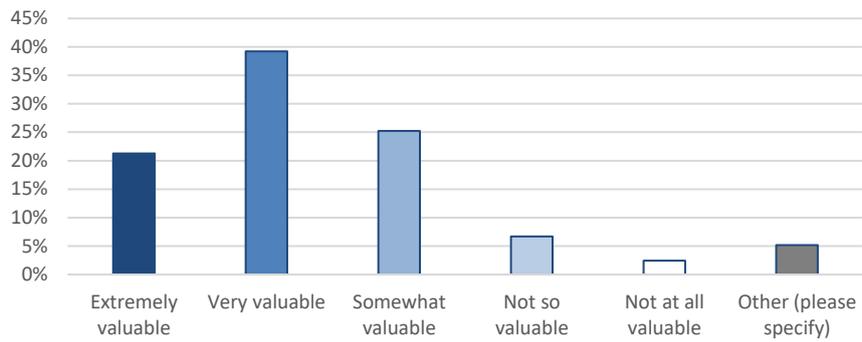
Responses: 334<sup>2</sup>



<sup>2</sup> "Sharing and disseminating information" option was somehow left off French and Spanish versions.

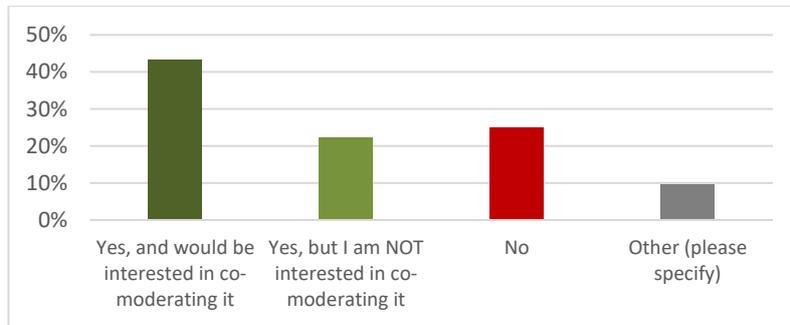
## How valuable are the RWSN Dgroup communities for your work?

Responses: 310



## Would you value an RWSN DGroup community for rural water professionals in your country? If so, would you be interested in taking a role in co-moderating it?

Responses: 329



## Any other suggestions to improve your DGroup experience and RWSN's online communities in general?

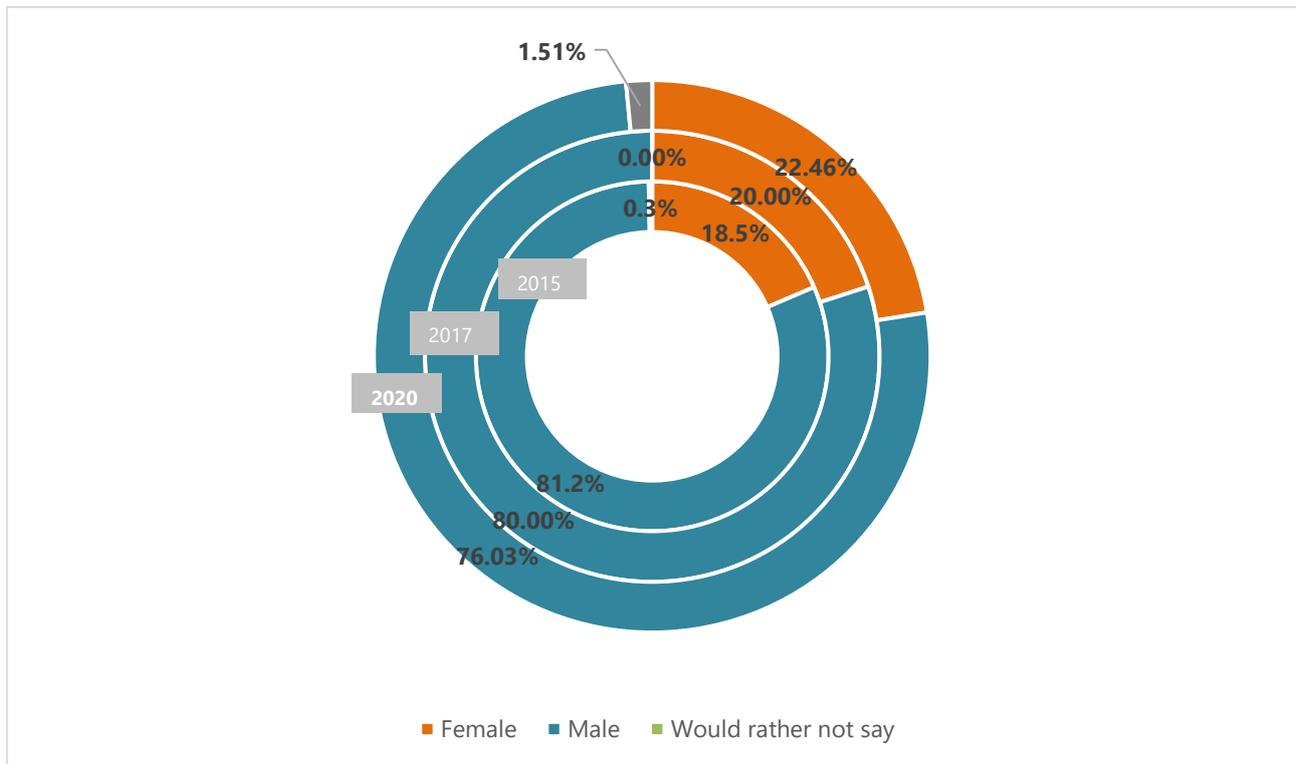
Responses: 119

Selected quotes:

- Evidence based surveyed publications need to be done frequently for practitioners.
- Women in water concerns
- Include chapters from countries or regions like say Kenya, Somalia of Horn of Africa. That way RWSN can give a chance for interested people to post knowledge from these communities.
- This is a great platform and would serve as a go-to platform for insightful information, career development and networking, especially at this period when physical meetings are restricted. Hence, more attention should be paid towards streamlining information or creating regional groups to deepen conversation and learning.
- 1. Regional discussion groups is a good idea, as the geology, politics, and commerce is widely different between West Africa and East Africa for example. 2. A way to keyword search discussions.
- to record those lessons learnt from professionals and expertise and at the end of the day disseminate it to the young professionals
- Country by country or if possible region or state groups should be greatly encouraged because different regions have their own peculiar water related problems and so can be better tackled through such regional groups
- My apologies for the poor participation on this, we are flooded with such digital platforms and have little time to dedicate aside of our core business
- The Dgroup is still very useful although the Acronym "DGroup" is a bit confusing and i would love to see something like "WATER GROUP" and the like
- Provide more information on the Dgroups and may be anchor them in a leading water agency
- Yes we have many suggestions to improve you DGroup but it will raised after getting more interactive partnership between us
- I don't feel like I really know what the network is, what it does or why I even get the mails. I don't have a strong feeling either way so read them, and haven't ever had the urge to cancel them. which is actually saying a lot given the number of emails I receive
- Members should be commenting on other comments because uncommented posts discourages the one who post.
- Pretty good so far, only perhaps replicate an equivalent national platform
- Working understanding with other networks to facilitate cross posting
- Engaging new people to RWSN to participate more.
- There is the need for regular posting of information from RWSN.
- I don't like the fact that each comment I make has to be via email. a situation where contributions are exchanged via instant messaging would help tremendously.
- Change the way in which people receives the posts (aggregate messages in one single email).
- Most times the moderators have left discussions on their own which has led to mostly advertising of products instead of having productive discussions.
- More events if possible, country/region specific
- Use of social media platforms to enhance cohesion.
- Manage a filtering system so that unimportant or irrelevant topics not come to my email.

## Are you: (explanation: We want to understand and remove gender barriers to using the network)

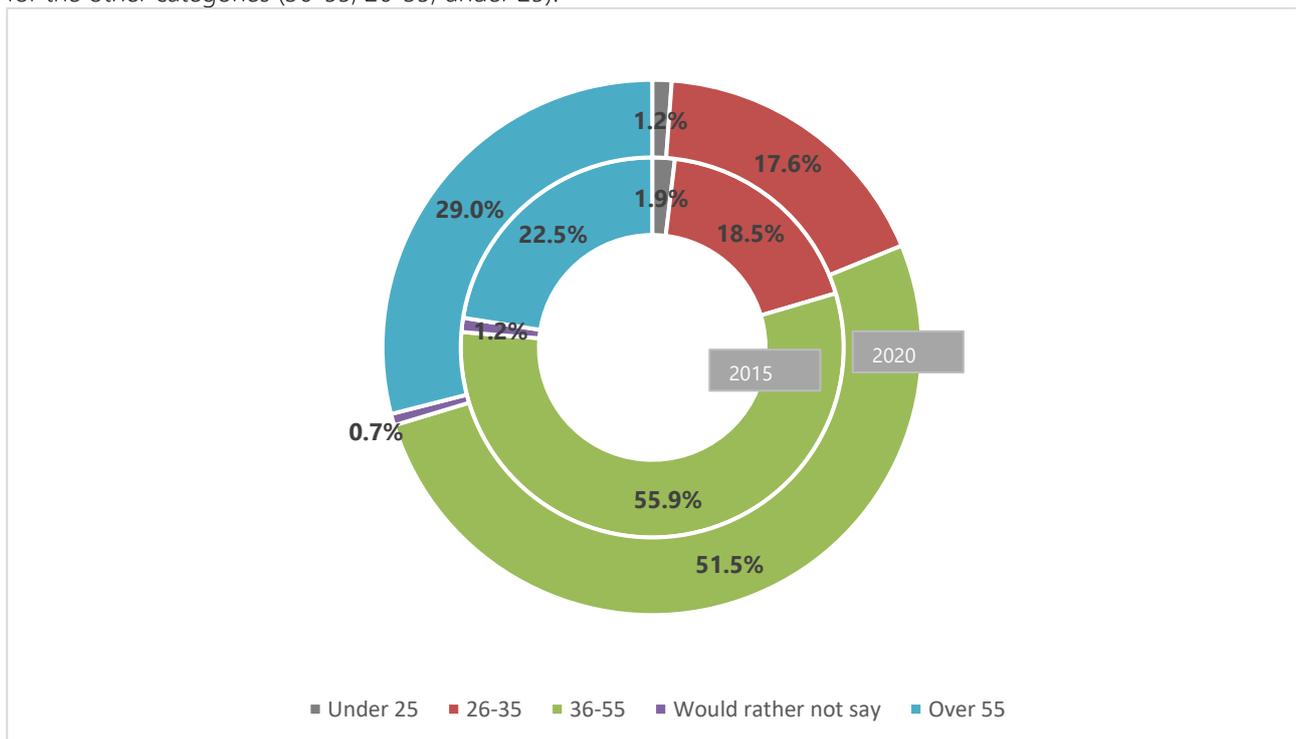
Reponses: 463



## How old are you?

Responses: 431

RWSN members are getting older, with an increased percentage of members over 55, and a decreased percentage for the other categories (36-55; 26-35; under 25).



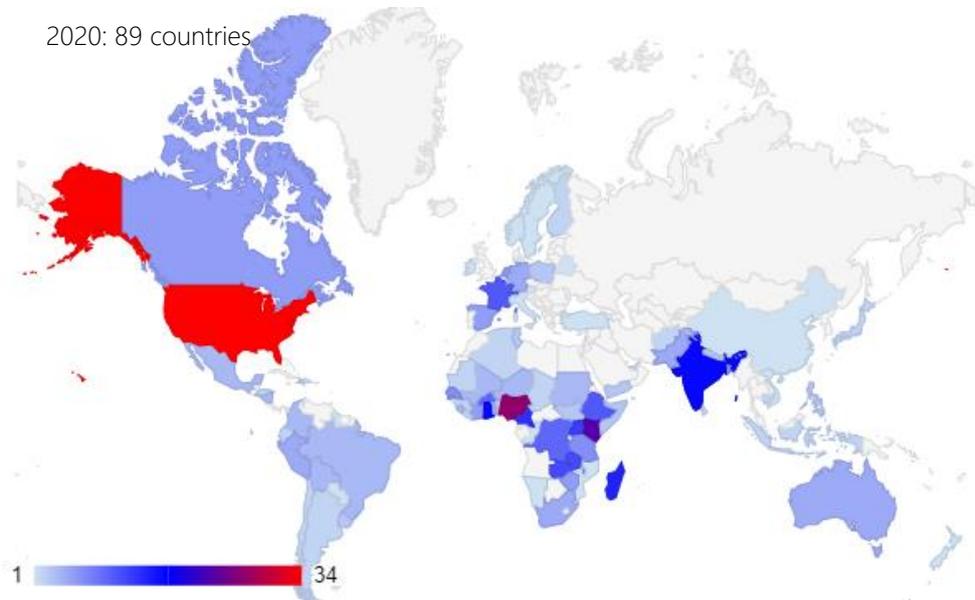
## Your contact details:

Responses: 463

## Country of Residence

2017: 72 countries

2020: 89 countries

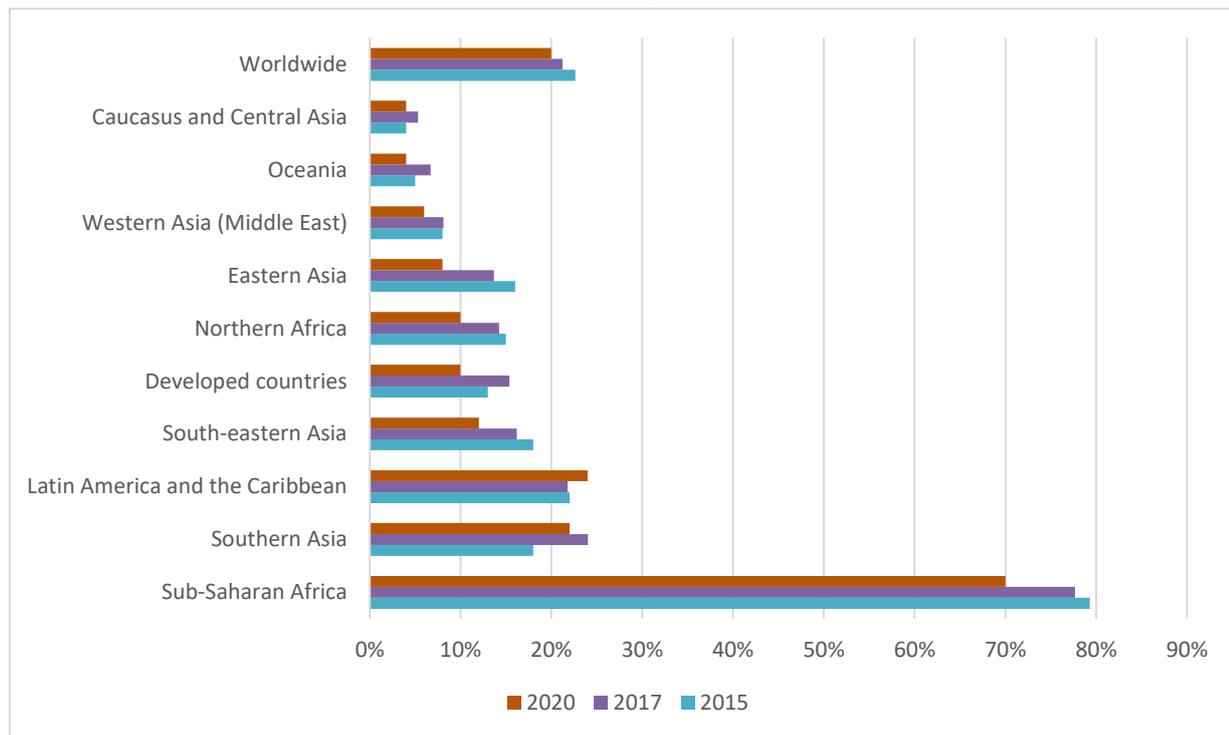


Country	2017	2020						
			Ghana	8	17	Peru	1	5
Afghanistan	1	2	Guinee	3	2	Philippines	1	3
Algeria	1	2	Guyana		1	Poland		3
Argentina		2	Haiti	1	2	Senegal	8	7
Australia	1	5	Honduras		2	Sierra Leone	2	4
Austria		1	India	16	17	Solomon Islands	2	1
Bangladesh	5	7	Indonesia		2	Somalia		3
Belarus		1	Iraq	2		South Africa	6	5
Belgium		1	Ireland	1	1	South Sudan		3
Benin	5	3	Italy	3	1	Spain	3	6
Bolivia		4	Japan		2	Sri Lanka	1	2
Brazil	2	4	Kenya	18	23	Sudan		4
Burkina Faso	9	10	Lebanon	1	1	Sweden	1	1
Burundi	1	1	Liberia	5	2	Switzerland	5	12
Cambodia	1	2	Luxembourg		1	Tanzania	7	7
Cameroon	10	14	Madagascar	10	15	Timor Leste	1	2
Canada	3	6	Malawi	10	9	Togo		4
Chad	6	2	Mali	5	4	Tunisia	1	3
Chile		2	Mauritania	1	2	Turkey	1	1
China		1	México	1	4	UAE		2
Colombia	1	4	Mozambique	3	1	Uganda	7	13
Congo Brazzaville	1	1	Namibia	2	1	UK	12	20
Côte d'Ivoire	6	6	Nepal	8	3	Uruguay		3
Dominican Rep.	2	1	Netherlands	12	6	USA	23	34
DR Congo	7	10	New Zealand		1	Vietnam		1
Ecuador		2	Nicaragua	4	4	West Bank and Gaza		1
El Salvador	1	3	Niger	6	4	Yemen	2	3
Ethiopia	7	11	Nigeria	29	27	Zambia	12	12
Finland	1	2	Norway		1	Zimbabwe	1	6
France	5	11	Pakistan	4	5	Anonymous/un-identifiable	3	4
Germany		2	Paraguay	1	1			

## Regions of the world where you have most interest in rural water supply? [JMP definition] (choose as many as you want)

Responses: 459

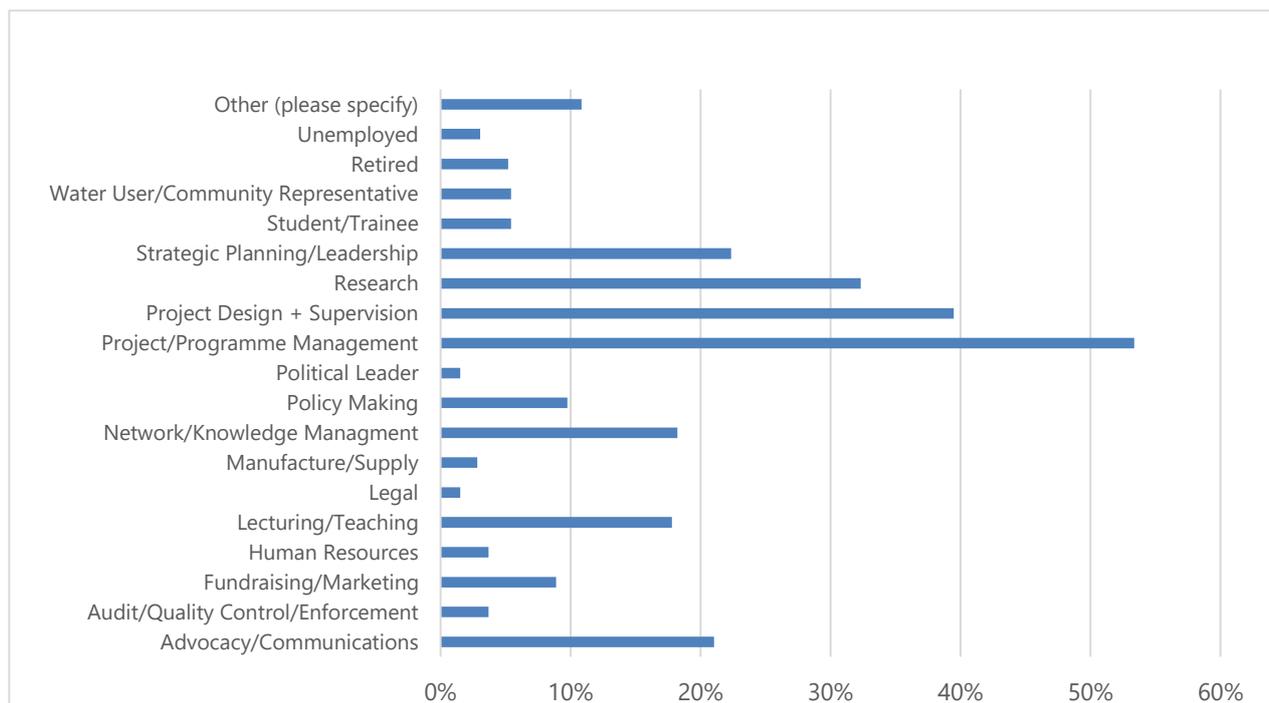
There has been an increase in the interest for the Latin America and the Caribbean region, which is now the second region of interest. The Sub-Saharan Africa remains the region with the highest interest from RWSN members.



## What are your current roles?

Responses: 461

More than 50% of RWSN members are managers of project/programme, followed by project designers and supervisors, and researchers.

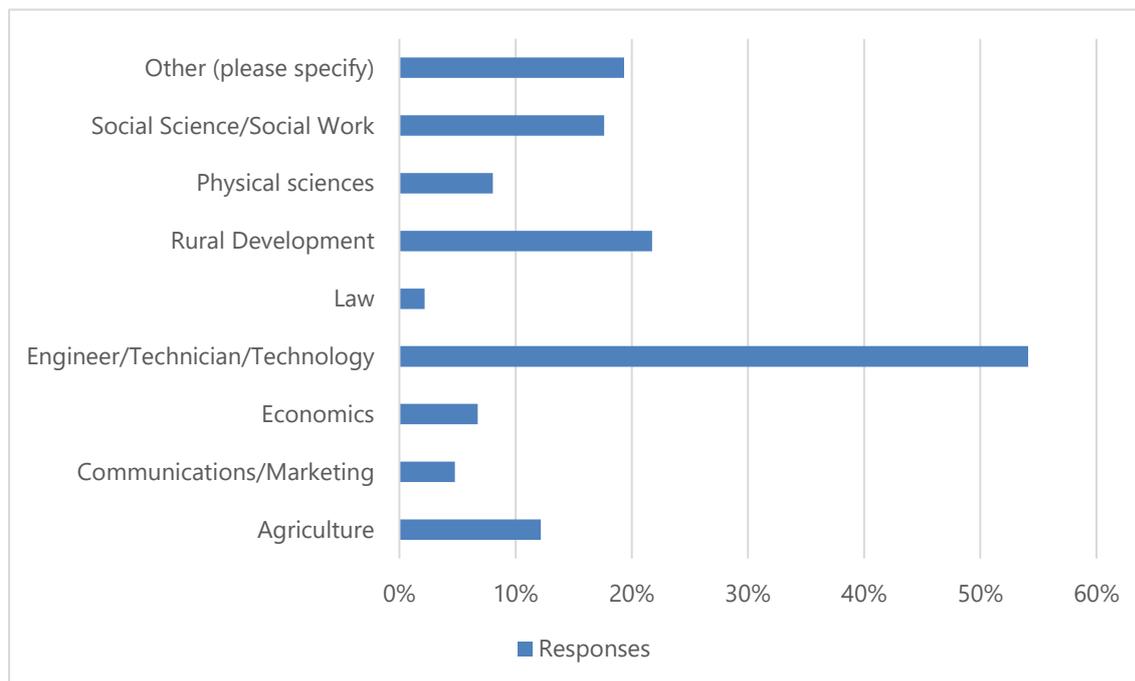


Other (please specify):

- Engineer (WASH, manufacturing, product) x4
- M&E x3
- Advisory
- Regulation
- Senior Technical Adviser to the Minister
- Drilling and Rehabilitation supervisor
- Freelancer x2
- We are volunteers and do all kinds of jobs to keep the project running. project
- Executive director
- WASH related Content creation, Grant Management,
- Pump Mechanic, and trainer
- Technology
- Programme support advisor
- N/a
- Education
- Developing policies
- WASH Project Officer
- Donor x3
- REVENUE OFFICER
- My primary role is to support national and local government in improving their system for planning, monitoring and implementaiton of WASH sector strategies.
- Consultancy x7
- Volunteer
- WASH and MHM
- Data Manager
- Technical support x2
- Spécialiste de l'environnement
- Chef de l'antenne de l'Institut National d'Hygiène Publique de Guiglo (Côte d'Ivoire)
- Prestataire des services/ingénieur conseil
- suivi de la conception des modules et des actions de formation des acteurs des collectivités et des structures de gestion des infrastructures à travers le Centre de Formation en Gestion des Collectivités Territoriales du Niger
- promoteur association en eau et assainissement
- Etudiant English language academic (mais a la recherche une ecole et financement pour continuer une formation en WASH)
- Coordinador de la Red Mexicana de Recursos Hídricos-cap-net-mex
- Perforador de pozos
- Directora Ejecutiva de una asociación de profesionales y además son especialista en investigación y normas de la inversión pública
- Sistemas de información

## What is your professional background?

Responses: 460



Other (please specify):

- Public Health x8
- Environmental Science x7
- GROUND WATER SPECIALIST
- Water Resources development
- Regional Expert, Literature
- Finance and accounting x3
- project planning and management x2
- Ceramic Industrial Design
- Urban and Rural Planning
- Irrigation and water supply
- Business dev in Dev sector
- WASH engineering and behavior change
- theology & philosophy
- Training & dev, capacity dev, facilitation, KM x2
- (Human) Geography x2
- Sanitary Engineering x2
- international relations, water policy/security x3
- Psychology
- N/a x2
- Pilot
- humanitarian WASH
- Water Resources research planning and management
- water economics
- Water resource management and technology x2
- Ethnography
- Hydro-biology
- Development x3
- Borehole Drilling/Geologist x2
- horticulture
- Fine Arts - Working on water found me.
- water management
- Zoology
- Information management
- Pharmacy
- Geosciences
- Public Administration, Business, IWM
- Governance, sector coordination.
- Water, Sanitation and Health Engineer
- Microbiology
- Natural Sciences
- Civil Engineer with specialization in water and environmental issues
- Operations and Logistics
- WASH and Environmental Health x2
- Hydrogeologist x6
- Forestry
- Veterinary Science
- Geology and Environmental Management
- MCOM
- Institution bilatérale de financement du développement
- Informaticien
- ingénieur sanitaire
- Hydrology mais eu une experience 14 ans en WASH
- Maestria en Ciencia Ambiental, doctorado en seguridad hídrica y consumo de agua subterránea en la agropecuaria en Brazil
- MBA
- Biología
- Gestión ambiental x2
- Docencia pre grado, grado

## Do you have any further comments or suggestions for us?

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Responses: 200

Selected quotes:

- It would be great for IWA and RWSN to collaborate more! I'm happy to be contacted if this is something RWSN would also be interested in. Thanks
- If possible, I strongly encourage for RWSN to guide us on how we can get scholarship for PhD studies.
- There are a relatively small number of people who post regularly (on the sustainable groundwater forum) and almost all are english speaking expats in the countries where they work. For West Africa, where I work, the primary language should be french, and I think more African experts would feel comfortable joining.
- I wish I could get more involved.
- Cross sector collaboration is necessary
- Get more stakeholders and countries in the global south onboard
- You , RWSN, are doing a great job. I hope the donors are recognising this and continue supporting your good work.
- Please get all members certificates
- Am of the view that you put emphasis on getting us information about potential funding and partnership opportunities so that we can implement our priority programs especially those related to Rural water supply.
- It can be useful to send reminders on updating our profiles. I have realized that I have not updated mine in a while
- I and a number of volunteers in the organization I represent are willing to volunteer as RWSN representatives, translators or advocates for water and sanitation in rural settings in Tanzania. We will be happy to actively engage in taking RWSN to the next level.
- Please arrange annual general meeting