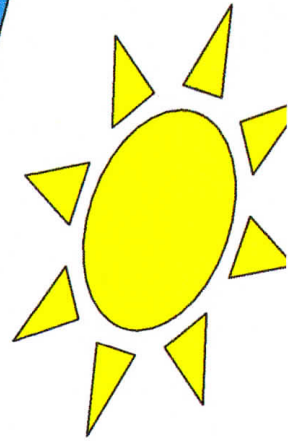


# Working Accountably To Promote Sustainability



Newspapers, TV, Mobile phones

Leaflets

Radio

## Communication

Face to Face

Provide Information & Introduce yourself

- Empathise & put yourself in their shoes
- Why are you there?
- What can you offer?
- Will you come back?

- Outline and discuss options
- Discuss risks
- Set deadline
- Come to mutual agreement
- Invite feedback

### COMMUNITY MEETINGS

#### Community Agreement

Verbal/written agreement of mutual responsibilities:

- Community
- Agency
- Other

Methods:

- Exploratory Walks
- Key Informant Interviews
- Group discussions
- Community Maps
- Venn Diagrams

Adapt Response

Ownership & Control

Community Water Supply Constitution & By-laws

Invite Feedback

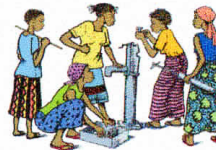
Complaints mechanism

Ongoing Dialogue

Response

Ask Listen Observe

Assessment



- Have you involved the water/sanitation/health authorities?
- Have you discussed long-term management?
- What are the government policy and the legal frameworks?
- What are the technology choices and maintenance requirements? Consider: technical skills, spare parts and equipment, leadership, financial requirements.
- What has worked/failed in the past?

- Have you involved **women**?
- Who else might be **excluded**?
- Are there different **castes or clans**?
- Are there people with **disabilities or elderly** people with mobility problems?
- Are there people with **HIV/AIDS**?
- Are **children's** needs being met?
- What **livelihood** groups are there and what are their water needs?

- Do committees already exist? Do they work?
- What management structure do people want?
- What training will be needed?

- Have you improved the capacity of: **committees, leaders, community members**?
- What **outside support** is available once you have left?
- Have you involved the government in your handover and exit plans?

