

# Mastering collaboration in IWRM

Issue # 2 - March 2015

A newsletter published by ENTIRE — a project funded by European Union's Non State Actors and Local Authorities programme for the Southern Mediterranean region

We are pleased to share our second newsletter with you. In this issue, you will find an overview about what ENTIRE has achieved so far, how our alumni are taking advantage of the trainings, and relevant actions towards improving water management in the Southern Mediterranean region. We also encourage you to share with the community about your best practice in implementing stakeholder dialogues in the water resource management context.

**Enjoy the read!**

## Who are we?

### ***Empowering regional civil society organisation networks to take an active role in Integrated Water Resource Management (IWRM)***

ENTIRE is a two year programme funded by the European Union's Non-State and Authorities programme. The main objective is to strengthen the role of civil society organisations in reforms, democratic changes and sustainable development of the water sector in the Southern Mediterranean region (SMR).

The Collective Leadership Institute (CLI), the Arab Countries Water Utilities Association (ACWUA), the Arab Network for Environment and Development (RAED), and the German Water Partnership (GWP) are equal partners of ENTIRE.

Currently, several countries of the SMR are undertaking water governance reforms.

New management practices, identification of new roles, responsibilities and priorities towards Integrated Water Resource Management (IWRM) are the most important challenges of the reforms. A strong emphasis is put on gender-balanced and poverty-oriented aspects of water management.

The ENTIRE-project works with organizations based in Algeria, Egypt, Jordan, Lebanon, Morocco, West Bank, the Gaza Strip, Syria and Tunisia.

ENTIRE's main goal is to develop, implement and institutionalize mechanisms to successfully involve stakeholders. It is the aim to support the SMR countries in the development of integrated water governance reforms under participation of all key stakeholders.

To contact us:

[alejandra.mueller@collectiveleadership.com](mailto:alejandra.mueller@collectiveleadership.com)

<http://entire.collectiveleadership.com>



This project is funded by the European Union



This project is implemented by the CLI in partnership with ACWUA, RAED and GWP.

## Activities of ENTIRE: Report on the first year

At the end of September 2014 ENTIRE'S first year of action was concluded. The EU-funded project works towards empowering regional civil society organisation networks to take an active role in IWRM in the Southern Mediterranean region.

Among the highlights of 2014 the project achieved the following results:

### **• Project Launch:**

The "Multi-stakeholders' Networking Event and Launching of the ENTIRE Project" took place in February in Jordan and brought together 50 actors from civil society organizations (CSOs), public institutions and the private sector from Jordan, Egypt, Palestine, Algeria, Tunisia, Lebanon and Morocco.

The approach of stakeholder dialogues in water conservation and IWRM was introduced during the event. Participants also had the chance to discuss about the advantages of a regional exchange platform on IWRM and how it can contribute to a policy dialogue.

It was also the first step in building relationships between ACWUA's and RAED's network members. The event was held under the patronage of H.E. the Jordanian Minister of Water and Irrigation.

The Minister, Dr. Hazem Al-Naser, expressed in his opening speech a special thank you to the project consortium ACWUA, CLI, RAED and GWP.

### **• 2 Trainings on Stakeholder Dialogues in IWRM - in Jordan and Egypt**

The first training workshop on stakeholder dialogues in IWRM was conducted in Jordan following the launching event. The training programme was designed to foster active involvement of participants through working groups and exercises. Additionally, best practices from GWP experts were presented and discussed with the participants during the training.

10 participants were selected from ACWUA member organizations and 10 from the RAED network. The selection mechanism to participate was based on specific criteria considering experience, position, and educational background.

A second training took place in September in Egypt under similar criteria. Water conservation was the topic of greatest interest among ACWUA and RAED members. In close cooperation with all project partners it was assured that the training material reflected the specific interest of the network members and regional priorities.

In total 38 participants attended both trainings during 2014. The integral learning approach considered presenting best practice examples using the Dialogic Change Model as the tool for analysis.

### **• Webinar on Stakeholder Dialogue in Water Management**

A webinar was organized for the purpose of enhancing relationships and capacity building of ACWUA and RAED networks in the field of stakeholder dialogues. The session was held in June with participants from the ACWUA, CLI and RAED networks. 31 people attended the open call and participated actively. The session was very successful and the feedback very positive.

### **• Mentoring System**

To develop a mentoring system aiming at anchoring the Stakeholder Dialogues approach in IWRM in the regular procedures of ACWUA and RAED member organisations, the following actions were conducted:

**A project website** including information about the Stakeholder Dialogue approach in IWRM was developed and promoted among the broad ENTIRE partners' network. [Click to read more>>](#)

**A unique webportal** on Stakeholder Dialogues in IWRM has been developed and was officially launched during the second training workshop in SharmelSheik, Egypt. The webportal includes helpful online tools on the stakeholder dialogue approach for the implementation of successful stakeholder dialogues and cross-sector collaboration, as well as extensive practice experiences from CLI working in this field. Intensive activities are planned for the second year in order to facilitate a highly valuable mentoring system for the region in the water sector, supporting civil society organisations to improve their knowledge to play a more active role in IWRM in the Southern Mediterranean region. [Click to read more>>](#)

**A Facebook group** was also created under the name of ENTIRE.

The first edition of our **newsletter** was released and disseminated through the networks of all project partners reaching a total of approximately 13,000 recipients.

### **• Best Practice Exchange on IWRM**

Existing experiences from Germany and the Southern Mediterranean region were identified and

presented during the first network event and the two training workshops in Jordan and Egypt.

The following is the list of all case studies presented so far –you will find more information about some of them on the ENTIRE website under '[Events](#):

- o Transformation Experience from the Leipzig Utility (Sachsenwasser)
- o Operations Management Support Project (OMS): A Successful Approach in Urban Water Supply (Dorsch Consulting)
- o German Water Partnership – Excellence in Water Technology and Water Management (GWP)
- o National Community Water Conservation Programme (NCWCP) (RAED)
- o Teaming up with Arab water and wastewater utilities for a better service delivery for all users (ACWUA)
- o Restoring Hima Ecosystem Functions through Combating the Problems of Water Resources Management in the Hima - IBAs of Lebanon, Society for the Protection of Nature in Lebanon (SPNL)
- o Improved water resources security in low income rural and urban communities – WRAP (GIZ)
- o Stakeholder Dialogue in IWRM Case Study of the trans-boundary Nile project (RAED)
- o IWRM: Tools for Data Management and Dissemination (DHI)
- o Water User Associations in Jordan Valley toward Private Sector Partnership (MWI)
- o Sewage Water in Monofia Village - ensuring safe drinking water supply for villagers
- o Renewable energy and energy efficiency to improve drinking water supply in Tunisia - The Société Nationale d'Exploitation et de Distribution des Eaux (SONEDE)

#### **Cases on the webportal:**

- Community-Based Resource Management in Namibia (WWF)
- Empowering Civil Society in Water Management
- Water supply in Dogh Abad, Afghanistan
- Creating a public-private German-Arab Water Sector Network
- Energy efficiency in Water Supply Systems in Tunisia

#### **• Adapted Materials**

A handbook on Stakeholder Dialogues in IWRM was developed and published in English, French and Arabic. The handbook is available online on the ENTIRE website. [Click to download>>](#)

#### **Comments of participants**

Sharing experiences on management of water resources and stakeholder dialogues was very interesting for the participants of the kick-off networking event and the two trainings on Stakeholder Dialogues in IWRM held in Jordan and Egypt. Participants reported that they benefited greatly from the shared regional and international experiences.

Many participants showed interest in sharing their practice examples with the ENTIRE project to make them accessible for interested stakeholders working in same or similar fields. Some of these participant examples will be integrated in the Best Practice Handbook to be published in the second year of the ENTIRE project. The webportal IWRM-Dialogue also provides a platform for sharing regional experiences in the field of Stakeholder Dialogues in IWRM.

'Sharing success stories and networking were relevant for my personal development.'

'To learn about best practices in stakeholder engagement in water conservation was helpful for my work with different stakeholders.'

#### **Coming in 2015**

During May, the third and last training on Stakeholder Dialogues in IWRM will take place in Jordan. Afterwards, in August, a selected group of participants will meet in Egypt to attend the advanced qualified program 'Train the Trainers', which will enable them to deliver training programmes for the implementation and monitoring of successful stakeholder dialogue processes.

A final networking event on best practice exchange on IWRM and closing ceremony will gather in Egypt several key stakeholders from the region. Here selected project stories will be showcased as part of our best practice compilation.

## IWRM Open Zone

### **Wijdan Al-Sharif \***

Interview with our alumna Wijdan Al-Sharif, manager and main representative for the Palestinian Center for Environment – CEP.

Strengthening the skills of youth to lead societal change is one of the focuses of attention of the CEP.

Below, Wijdan talks about empowering youth to overcome environmental challenges in Palestine and the 'Down to Earth' eco-media project.

*- Which challenges are you facing in your project?*

Palestinians, Israelis and Jordanians live in an environmental disaster area. Sewage flows into valleys and streams, and leachate from unsanitary and unlined dump sites seeps into springs and aquifers. Water sources are being destroyed as the aquifers become irreversibly polluted.

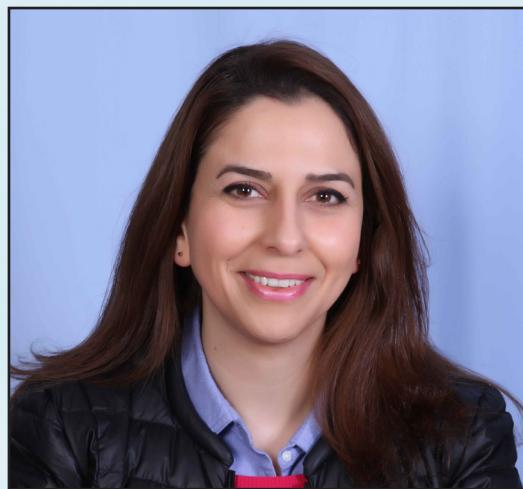
Lack of investment in environmental infrastructure, coupled with lack of coordination and limitations in enforcing environmental laws as well as rapid development have combined to make the West Bank, Gaza and the Jordan Valley regions of high risk to public health and areas where potentially irreversible contamination to natural resources is imminent.

The Center for Environment – Palestine (CEP) is working to solve these environmental problems together with leaders, civil society, and especially youth, who are the future leaders of tomorrow. Therefore, the CEP conducts capacity development and public awareness programs.

I am directly related to the youth empowerment program, implemented by the CEP, which in 2013 started to raise awareness on environmental issues facing the Palestinian society. The main goal of this project is to empower media and multimedia students in 9 Palestinian universities with the technical knowledge for raising the awareness of Palestinian audience regarding environmental issues. Right now we are starting the second phase of this program, since the first phase was very successful. In total we will have reached almost 100 students, who become multipliers raising awareness on such issues.

We believe the behavior of people changes through capacity building. Thus, our participants attend workshops, site visits, meetings with officials and with private companies implementing CSR policies, and have afterwards the chance to develop their graduation project. These projects focus on specific environmental challenges in Palestine, and target specific groups.

The current challenges that our initiative is facing are related to the identification of strategies to bring about behavioral change in the society, to raise awareness among students and universities about environmental challenges, and to bring donors on board to get financial support.



"We believe in people ... We invest in people"

*- Why do you think Stakeholder Dialogue is important for your initiative?*

In this specific case it is important for us in two different settings: for the program itself, since we are working with several stakeholders from academia, the public and private sectors, and civil society organizations. For our participants it is relevant as well, since we are empowering them to become environmental leaders who can pass their knowledge and behavior on to others at schools and local communities; thus they also will require mobilizing resources in order to support their initiatives.

*- How do you think the Dialogic Change Model can help you in your work?*

When I look at the four phases and analyze my own case, I realize that we have done it pretty well. We have considered most of the main areas of attention that each phase focuses on. However, since we are replicating the project, we have to build now a new container for change. And I think here I will apply the new knowledge to bring the initiative forward and assure its sustainability in the long term. I also think that creating results and celebrating success is very relevant for us. More testimonials and success stories of our alumni are necessary to increase visibility and get more support. It would also be interesting to give our participants an overview of the DCM and the stakeholder dialogue approach to improve their capacities for leading and implementing.

If you wish to learn more about this program:

CEP: [www.cep.ps](http://www.cep.ps)

Down to Earth eco-media project:

<https://www.facebook.com/DownToEarthProject?ref=bookmarks>

\* Wijdan is also a co-founder of Palestine Green Building Council and the coordinator for Greening the "Palestinian Museum" which expected to achieve a silver LEED certificate.

## Call for Best Practices

### **WE WANT YOUR PROJECT STORIES!**

ENTIRE is looking for best practices in implementing Stakeholder Dialogues in the Water Resource Management context.

Do you have an interesting or challenging case that you believe will help others advance their understanding in water resource management? Please share your experience with us.

***Since the participatory approach is crucial in performing IWRM, many water projects already involve bottom-up approaches and stakeholder dialogues.***

Our aim is to promote and explain step-by-step and phase-by-phase how a successful stakeholder dialogue takes place in the area of water resource management.

Project locations should be Algeria, Egypt, Jordan, Lebanon, Morocco, Palestine, Syria and/or Tunisia. It can be a small/ large-scale project or any other relevant project that you are interested or involved in.

Case topics:

- Integrated Water Resource Management,
- Water Governance,
- Participation in Water Resources Management,
- Water Dialogue and
- Water Conservation.

**Apply  
Here**

Tell us about the challenges you faced and successes achieved so far. Selected cases will be showcased on our website and in our best practice handbook, which will be available in Arabic and English. These cases will also be recognized at the closing ceremony and networking event of ENTIRE.

We encourage you to submit your case online:

<http://entire.collectiveleadership.com/sample-page/call-for-cases-survey/>

#### **To apply:**

1. Simply fill in the online form
2. The provided information will be analyzed and we will contact you back
3. An interview will be conducted to deepen our understanding on your case and apply the Dialogic Change Model as tool for analysis
4. You agree on the final text and provide us with pictures and further information
5. Your project story is online! ...and it will be recognized on our closing ceremony and networking event.

## Arab Strategy for Water Security

For the water governance on the regional level the founding of the Arab Ministerial Council for Water (AMWC) under the League of Arab States in 2009 has been a major step towards more coordination and cooperation between the Arab states. With the founding of the AMWC it was acknowledged that a response to the increasing challenges in the field of water, food security and climate change is needed.

The work of the AMWC is guided by the Arab Strategy for Water Security. It was adopted in 2010 and provides a framework for joint action for 2010-2030. The Strategy was established to bring about appropriate solutions to ensure water security in the region.

To achieve sustainable development that responds to future needs, the strategy recommends to take into consideration :

**First:** The Economic and Development field is concerned with providing water services for drinking, agriculture and sanitation. This includes funding, investing, technology and applying total water resources management and developing non-conventional water resources.

**Second:** The political field, particularly, addresses protecting the Arabs' rights to access water in occupied Arab land or shared neighboring regional waters. It also enhances cooperation among Arab countries to manage shared water resources and implement commitments of Arab countries towards MDG.

**Third:** The field of Institutional building, human resources and technical development and increasing social and individual awareness on water challenges in the area includes, carrying out scientific research and enhancing the participation of Civil Society in decision making that are of environmental impact.

### **Expected Results:**

1. Provide and access available information on water resources in the Arab world including shared waters.
2. Achieve sustainable development in accordance with available water resources and impact of climate change.
3. Increase awareness level on water and environment among all community levels and civil society in the field of total water resource management.
4. Provide human resources and institutional development in Arab countries in different water management fields, especially on international law, management of negotiations on shared waters and regaining water rights in Arab occupied lands. Also, improve educational and training curricula in order to respond to the needs of National Institutions that are working in the field of water.
5. Increase available funds for the water sector and include the private sector. Build an Arab industrial and technological base in this field.
6. Provide tools for cooperation among the Arab countries and implement current agreements among them in the field of managing shared water resources.

## Events

Some highly relevant regional events where ACWUA and RAED member organizations participated and contributed actively to the discussion:

### **The Third Arab Water Forum - Cairo, Egypt**

The Arab Countries recognize the importance of water-related issues and the high priority they must give for the sustainable development and management of their scarce water resources. The social welfare and economic growth in this part of the world is strongly linked to water availability and access to basic water services. In this context, the Arab Water Council organizes the Arab Water Forum (AWF) each three years to become the most important inclusive water-related event at the regional level.

The objective of the AWF is to mobilize all water stakeholders in the region to identify priorities of water-related issues and define solutions that can successfully address regional and country specific water challenges.

The Third Arab Water Forum (AWF3) was held in December 9-11, 2014 in Cairo, Egypt. The main theme of the forum was "Together Towards A Secure Arab Water Future". The main goal of AWF3 was to engage all water-interest groups and stakeholders in a debate about how far the current water policies and actions are to successfully bring water security to the region and effectively contribute in food security and conservation of the ecosystem. It aimed also at identifying policy adjustments and necessary mechanisms that could further promote cooperation between the Arab countries in the Water Sector.

The preparation process of the forum was launched by a stakeholder's consultation in a kick-off meeting in Cairo, Egypt in January

2014, where the forum's themes were thoroughly discussed and agreed upon.

#### **The forum themes focused on:**

1-Integrated Water Resources Management: Achievements and Constraints

2-Actions for Sustainable Development of Water Resources and water Services

3-Arab Integration for Food Security under Water Scarcity

Water for food is a central subject that was addressed in a number of sessions, since Arab Countries use about 85% of its water resources for agriculture. Climate change was also a major issue. The 3rd Arab Water Forum gives also special attention to issues such as water governance, water ethics, role of civil society and women in IWRM, and the actions taken by Arab countries in that regard.

The Arab Water Council will submit a proposal to organize a thematic session during the 7th World Water Forum in Korea, on April 2015 to present the conclusions and recommendations of the 3rd Arab Water Forum as a contribution to the "Road Map" which will be developed by the World Water Community. It aims at raising awareness regarding the Arab's region difficult water situation and current challenges.

In this context, stakeholder dialogues seems to be very promising as a methodology to support the implementations of some of the solutions identified at the AWF3, mainly: the collaboration in close partnership in order to build capacity in MENA countries, as well as the exchange of best practices and lessons learnt among countries in the region.

Source:

<http://www.arabwatercouncil.org/3rdAWF/about.html>

### 2nd Mediterranean Water Forum

Murcia, Spain

The Institut Méditerranéen de l'Eau (IME) in collaboration with the Foundation – Euro Mediterranean Water Institute (FIEA) and its partners upon invitation of the Autonomous Community of the Region of Murcia organized the 2nd Mediterranean Water Forum in Murcia, Spain from the 25<sup>th</sup> - 27<sup>th</sup> November 2014.

This regional event was attended by 300 participants of the mediterranean water community representing the national authority, professionals, civil society and experts.

The Mediterranean Water Forum is one of the main steps of the Mediterranean Regional Process for the 7<sup>th</sup> World Water Forum, for which IME is the Coordinator in collaboration with the GWP-Med. A steering Committee set up is in charge to define the Mediterranean Themes, the road map and actions to implement in preparation for the Mediterranean participation in the 7<sup>th</sup> World Water Forum.

#### **The main objectives of the 2nd Mediterranean Water Forum are:**

- Foster consultation and dialogue among the main water stakeholders in the Mediterranean to jointly propose priorities for water and environment, so harmonizing the voice of the Mediterranean community during the international and regional events ;
- Prepare, on the basis of this mobilization, the participation of the Mediterranean in the 7<sup>th</sup> World Water Forum through the Mediterranean Regional Process by addressing challenges relavent to water in the Mediterranean Region.

Beyond the 2<sup>nd</sup> Forum, 2 regional workshops were organized by Institution partners

Regional Workshop on «**Managing Water Demand in the Mediterranean**» organized by Plan Bleu, Mediterranean Centre for Integration and French Development Agency.

This workshop highlighted the need to refocus actions towards demand management, and the many benefits that can be obtained, such as quantitative and qualitative, environmental,economic and energy related.

Some aspects that were highlighted included:

- The significant savings margin (e.g. in irrigated agriculture) that still exists;

- The term “demand management” should result in a more operational process primarily through the use of economic concepts and tools that enable different stakeholders to have a common language;

- The importance of water pricing according to usage, as well as taxes and subsidies in other sectors that directly affect water use; and

- The distribution based on a cross-sectoral analysis of water efficiency.

Regional Workshop on «New Technologies for Water in Spain. Irrigation Modernization» organized by the Junta Central de Usuarios Regantes del Segura.

This workshop emphasized the need of a legal framework for regulating the modernization of irrigation schemes to ensure legal certainty in the application of new policies.

It was recalled that we have not only to export technologies, but also to ensure their transfer and knowledge sharing between countries on both shores of the Mediterranean, such as ICTs applied to water management and the fight against evaporation in irrigation reservoirs.

Modern desalination techniques (with a joint use of waste water reuse techniques) allow a specific design for irrigation. This technique greatly reduced cost. It is a resource to integrate with other existing approaches.

*The importance of these two big events lie in that they present recommendations and road maps of two critical regions namely, the Arab Region and the Mediterranean Region in preparation for the 7th World Water Forum. In reviewing the final outcome of these two events, a number of factors and concerns are found in common. They both call for better access to accurate information in order to be able to make timely and sound decisions. There is also stress on the scarcity of water and therefore, the need to save water and improve non-conventional water resources. Water and food are interdependent and strongly linked, so there is not only a need to improve agricultural production but also to adopt holistic approaches towards water and food security. Finally, to achieve all this there must be continuous institutional strengthening and capacity building of institutions and administrators.*

## The Partner's Corner: ACWUA

*The Arab Countries Water Utilities Association (ACWUA) is a regional center of excellence that partners with water supply and wastewater utilities in Arab Countries to provide best practice service delivery to their customers. ACWUA was founded in April 2007 as a result of an initiative from key water sector representatives in the Arab region, who felt the necessity of having a regional platform for all water and wastewater utilities, for the aim of exchanging knowledge and expertise among member experts and professionals.*

Since its establishment in 2009, ACWUA became the umbrella for water professionals in the region, with more than 100 water utility members from 18 Arab countries. ACWUA as a regional association attracts also international experts, private sector companies, NGO's, donors, other associations and research institutions from Europe, USA and Africa.

ACWUA is now engaged in important agreements and memorandums of understanding with various international organizations, in order to maximize the benefit and to open every possible door to seize opportunities, open dialogues, exchange knowledge and expertise, get introduced to latest water technologies and seek the utmost benefit for all.

ACWUA is providing all kind of training programs for water and wastewater utilities in different areas as institutional, managerial, technical and financial distributed on different working levels. ACWUA currently conducts two training programs on Water Utilities Performance (WUP), and Water Utilities Management Capacity Building Program (WUM-CBP). These programs are offered in different

training courses for top & middle management and operational level throughout the year.

In year 2011, ACWUA's Technical Working Groups were launched, comprising qualified experts from ACWUA members to deal with specific issues in different high priority areas of the water sector. The Technical Working Groups address six main topics and related subtopics: Management of Utilities, Capacity Building and Training, Management of Water Resources, in addition to Water, Health, Benchmarking and Utilities' Reform.

ACWUA organizes many exceptional events and activities over the year in partnership with International water associations and agencies, such as capacity building training programs with professional certifications, international conferences, seminars, and workshops. The purpose of these events and activities is to raise ACWUA members' efficiency and performance, improve the quality and elevate the standards of services provided by these members, attract investments, as well as help the members develop a legal and regulatory framework to promote the interest of their customers.

For more information about ACWUA please visit: [www.acwua.org](http://www.acwua.org)

