

WORKSHOP REPORT: SUSTAINABILITY OF RURAL WATER SERVICES

RIFTVALLEY AND WESTERN KENYA



“Strengthening Governance, Financing, and Technical Capacity for Lasting Water Services”

Partners:



Date: April, 2026
Venue: COMFY Hotel, Kapsabet Town, Kenya

EXECUTIVE SUMMARY

Many rural water systems in Kenya continue to underperform, not due to lack of infrastructure, but because of gaps in management, financing, and maintenance. Recognizing this, WEFTA and SAWASHI brought together key local actors from Nandi and Kakamega counties for a focused capacity-building workshop in Kapsabet town.

The training equipped Water User Committees, technicians, and public health officers with practical skills to manage water services more effectively covering governance, financial planning, and routine system maintenance, while reinforcing the link between water, health, and climate resilience. Participants left with a clear shift in approach: from building systems to sustaining reliable services.

A major outcome was the development of actionable, county-specific plans, supported by newly formed County WaSH Secretariats and a regional Resource Hub to drive coordination, accountability, and continuous learning.

The workshop has strengthened local capacity, improved collaboration, and created a clear pathway for more reliable and sustainable water services. With continued support, this approach offers a high-impact, scalable solution for protecting investments and improving water access for underserved communities.

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INTRODUCTION

1.1 Background and Rationale

Access to safe, reliable, and affordable water services remains essential for improving public health, livelihoods, and community resilience in rural Kenya. In Nandi and Kakamega counties, considerable investments by government and development partners have expanded water infrastructure over the years, including boreholes, protected springs, and small piped systems. While these efforts have increased access, they have not consistently translated into sustainable service delivery.

Many rural water systems continue to experience frequent breakdowns, poor maintenance, weak governance, and insufficient financing for operation and maintenance. In addition, limited technical capacity at community level and weak coordination with county institutions often lead to delayed repairs and declining service quality. Climate variability, changing land use, and growing demand for water further strain these systems, increasing the risk of failure. As a result, communities are often forced to revert to unsafe water sources, undermining health outcomes and eroding the value of past investments.

These challenges highlight the urgent need to move beyond infrastructure development toward a service delivery approach that prioritizes long-term functionality and reliability. Sustainable rural water services depend on strong governance, effective financial management, routine maintenance, and integration of public health and climate resilience measures. Strengthening these elements at community level is critical to ensuring that water systems continue to serve households, schools, and health facilities over time.

The WEFTA–SAWASHI workshop was designed in response to these gaps. It brought together Water User Committees, local technicians, and public health professionals from Nandi and Kakamega to build practical skills and strengthen collaboration. The training focuses on improving governance and accountability, enhancing financial practices such as tariff setting and cost recovery, and equipping participants with essential technical knowledge for operation and maintenance. It also promotes the integration of water quality management, hygiene, and climate resilience into everyday water service management.

This approach is both timely and strategic. By investing in the capacity of local actors, the workshop helps safeguard existing infrastructure, reduce system downtime, and improve service reliability. It also strengthens partnerships between communities and county governments, creating a more coordinated and accountable framework for rural water service delivery.

Ultimately, the training supports a shift toward sustainable, community-driven water services that deliver lasting impact. It ensures that investments in water infrastructure continue to benefit communities, while building the foundation for resilient systems capable of meeting current and future challenges.

I.2 Training Goal

To strengthen the capacity of rural water sector actors to sustainably manage water services through improved governance, financial management, technical operation, and integration of public health and climate resilience, ensuring reliable and safe water supply for communities in Nandi and Kakamega counties.

I.2.1 Specific Objectives

- a) To help participants clearly understand the main challenges and good practices for sustaining rural water services by the end of the training.
- b) To strengthen the ability of Water User Committees to manage water systems in a transparent and accountable way within their communities.
- c) To equip participants with practical skills in setting tariffs, collecting revenue, and managing funds for operation and maintenance.
- d) To improve participants' skills in routine operation, preventive maintenance, and basic repair of water systems.
- e) To enable participants to apply simple actions for improving water quality, hygiene, and climate resilience, and to work better with county government officers.

TRAINING METHODOLOGY

2.1 Approach and Design

The training was designed as a practical and participant-centered learning experience aimed at building real skills for sustainable rural water service delivery. It recognized that participants already had field experience and therefore focused on strengthening what they know, addressing existing gaps, and introducing simple, applicable solutions. The overall approach emphasized learning by doing, with a clear focus on how knowledge can be applied at community level.

2.2 Participatory Learning

The training used a highly interactive approach to ensure active participation. Participants were encouraged to share their experiences, challenges, and lessons from their communities, making the sessions practical and relevant. Facilitators also organized participants into small groups where necessary to allow for deeper discussions and more meaningful contributions. This made it easier for everyone to speak, reflect on real issues affecting water systems in Nandi and Kakamega, and learn from each other in a supportive environment.

2.3 Practical and Hands-On Sessions

Strong emphasis was placed on practical learning throughout the training. Participants worked through simple exercises on tariff setting, basic bookkeeping, and planning for operation and maintenance. They also reflected on the key challenges affecting water systems in their specific regions and, through guided discussions, identified practical action areas to address them. This approach helped simplify technical concepts and ensured that participants left with clear, relevant skills and solutions they can apply in their communities.

2.4 Integration of Key Themes

The training was structured to show the connection between governance, financial management, technical reliability, public health, and climate resilience. Instead of treating these areas separately, sessions highlighted how they work together to support sustainable water services. This helped participants develop a more complete understanding of what it takes to keep water systems functional over time.

2.4 Facilitator Expertise and Local Relevance

The sessions were facilitated by experienced practitioners from partner organizations and county departments. Their knowledge of local systems, policies, and challenges ensured that discussions remained relevant and practical. This also strengthened the link between community actors and county-level support structures.

2.5 Action Planning and Follow-Up

To ensure the training leads to real change, participants developed simple action plans outlining what they will implement in their regions. This step reinforced accountability and encouraged

immediate application of the skills gained. It also promoted continued collaboration between participants and county stakeholders beyond the training.

Overall, the methodology ensured that the training was practical, relevant, and focused on results. It equipped participants with the confidence and tools needed to improve the management, reliability, and sustainability of rural water services in their communities.

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KEY TRAINING AREAS AND OUTPUTS

3.1 Overview

The training began by building a shared understanding of the rural water sector in Kenya, with a focus on Nandi and Kakamega counties. Participants explored the shift from infrastructure development to sustainable service delivery, including the life-cycle approach to managing water systems.

Outputs:

- Improved understanding of why some water systems fail and how to prevent the same;
- Increased awareness of the need for continuous management and support beyond installation;
- Common understanding among participants on the key sustainability pillars of rural water services.

3.2 Governance and Accountability

This session focused on strengthening the role of Water User Committees (WUCs) in the effective management of rural water systems. Key areas included leadership, defined roles and responsibilities, transparency in operations, and accountability to both the community and respective licensed Water Service Providers (WSPs) within their jurisdictions. Participants were also taken through the legal, regulatory, and institutional framework governing water services in Kenya, including the roles of sector institutions and compliance requirements guiding community-managed systems.

Outputs:

- Clear understanding of roles and responsibilities within Water User Committees;
- Strengthened awareness of the legal, regulatory, and institutional framework for water governance in Kenya;
- Strengthened commitment to transparent decision-making, reporting, and financial accountability;
- Improved appreciation of dual accountability: to the community and to licensed Water Service Providers (WSPs);
- Practical strategies for strengthening community trust, participation, and collaborative water governance.

3.2 Financial Management and Sustainability

Participants were taken through simple and practical approaches to financial management for rural water service delivery. The session covered tariff setting, revenue collection, basic financial record keeping, budgeting, and planning for operation and maintenance (O&M) costs. Emphasis

was also placed on developing annual budgets and identifying practical resource mobilization strategies to finance planned activities and ensure long-term system sustainability.

Outputs:

- Enhanced skills in setting realistic and fair water tariffs;
- Improved understanding of cost recovery, financial planning, and sustainable service financing;
- Ability to develop annual budgets for water system operations and maintenance;
- Strengthened capacity in identifying and applying resource mobilization strategies to fund approved budgets;
- Improved ability to maintain basic financial records for transparency and accountability.

3.3 Technical Operation and Maintenance

This session focused on strengthening participants' technical capacity to manage and sustain rural water systems. Key areas included preventive maintenance, common causes of system failure, basic troubleshooting, and strengthening linkages with local technicians for timely repairs and improved system reliability.

Participants were also introduced to key Operation and Maintenance (O&M) performance indicators as outlined by WASREB, including system functionality (uptime), frequency of breakdowns, response time to repairs, adequacy of routine maintenance, and overall service reliability. These indicators help in tracking performance and guiding improvement actions for sustainable service delivery.

Outputs:

- Improved ability to conduct routine inspections, preventive maintenance, and basic troubleshooting;
- Better understanding of how to reduce breakdowns and extend system lifespan;
- Increased awareness of WASREB O&M performance indicators for monitoring system performance;
- Strengthened collaboration with local technicians for timely repairs and improved service reliability.

3.4 Water Quality, Public Health, and Hygiene

The training highlighted the importance of safe water in protecting public health. Participants were introduced to common water quality risks, simple monitoring practices, and the strong link between water, sanitation, and hygiene (WaSH). Special emphasis was placed on WaSH in health

care facilities, noting that reliable water supply in dispensaries and health centres is central to infection prevention, service delivery, and the overall sustainability of rural water systems.

Outputs:

- Improved awareness of water safety and hygiene practices;
- Increased ability to identify and respond to basic water quality risks;
- Strengthened understanding of WaSH in health care facilities as a critical pillar for public health and system sustainability;
- Enhanced collaboration between water managers and public health officers.

3.5 Partnerships, Collaboration, and Action Planning

The training emphasized the importance of collaboration in sustaining rural water services. Participants discussed strengthening partnerships between community structures, county governments, and other sector stakeholders, and developed region-specific action plans to guide coordinated implementation.

Participants also agreed to establish a Rift Valley and Western Kenya WaSH Resource Hub as a platform for peer learning, coordination, knowledge sharing, and resource mobilization. The hub will help reduce duplication, strengthen best practice adoption, and improve sector-wide coordination.

To operationalize this, regional secretariats were formed to support communication, follow-up on action areas, and sustained engagement among stakeholders.

Outputs:

- Strengthened collaboration between community actors, county governments, and stakeholders;
- Clear, practical regional action plans developed;
- Establishment of a Rift Valley and Western Kenya WaSH Resource Hub for coordination and learning;
- Formation of regional secretariats to support follow-up and stakeholder engagement;
- Renewed commitment to improved and coordinated water service delivery.

Overall, the training areas were designed to address real challenges faced in rural water systems while providing practical solutions. The outputs reflect both increased knowledge and the ability of participants to take action, ensuring that the training contributes to more reliable and sustainable water services in their communities.

EXPECTED DELIVERABLES AND ACTION PLANS

4.1 Overview

The training culminated in the identification and validation of two region-specific action plans developed by participants from Nandi (Rift Valley) and Kakamega (Western Kenya) counties. These plans were informed by a thorough analysis of the distinct contextual disparities between the two regions, including differences in water source types, service demand, governance maturity, financial mobilization capacity, climate-related risks, and levels of coordination with county Water Service Providers (WSPs).

Each plan outlines clear, practical, and results-oriented deliverables designed to equip Water User Committees with the tools needed for effective governance and sustainable service delivery. The plans reinforce accountability through defined responsibilities, realistic timelines, resource requirements, and verifiable indicators. Collectively, they provide a tailored framework for strengthening community ownership, improving service reliability, reducing system downtime, and safeguarding the long-term functionality of rural water infrastructure while positioning local structures as credible partners to county governments and licensed WSPs.

Table 4.1: Nandi County (Rift Valley) Region-Specific Action Plan

No.	Priority Action Area	Key Activities / Deliverables	Responsibility	Timeline	Resources Required	Means of Verification
1	Financial Sustainability & Planning	Develop a comprehensive annual O&M budget for the water scheme(s)	Treasurer & Executive Committee	8 th May, 2026	Budget templates, financial records	Approved annual budget document
2	Resource Mobilization Strategy	Develop and adopt a practical resource mobilization strategy (tariffs, user contributions, partnerships, grants)	Executive Committee & Treasurer	8 ^h May, 2026	Facilitation support, stakeholder mapping	Documented resource mobilization strategy
3	Community Sensitization & Awareness	Conduct targeted sensitization of water users, schools, health facilities, and the wider community on tariffs, payment, hygiene, and sustainable use	Chairperson & Mobilization Committee	On-going	IEC materials, venue, public address system	Attendance lists, sensitization reports, feedback forms
4	Capacity Building of Water User Committee	Organize training for WUC members on governance, financial management, O&M, and leadership	Executive Committee & County Partners	1 st September, 2026	Training venue, facilitators, materials	Training report, attendance certificates, pre/post assessment
5	Mapping of Water Actors and Assets	Conduct mapping of water actors (WSPs, NGOs, county departments, technicians) and existing water assets/infrastructure	Technical Committee & Secretary	22 nd July, 2026	Transport, mapping tools, stationery	Mapping report with stakeholder directory and asset inventory
6	Rehabilitation of Stalled Projects	Identify, prioritize, and develop rehabilitation plans for stalled or under-performing water projects	Technical Committee & Executive Committee	February, 2027	Technical assessment tools,	Rehabilitation plan, progress reports

No.	Priority Action Area	Key Activities / Deliverables	Responsibility	Timeline	Resources Required	Means of Verification
					partnership support	
7	Integration of Climate Resilience	Mainstream climate resilience measures into water system management (source protection, rainwater harvesting, drought contingency, solar system resilience)	Technical & Governance Committees	February, 2027	Climate data, facilitation from county environment department	Climate-resilient management plan, integration checklist in O&M schedule

Table 4.2: Kakamega County (Western Kenya) Region-Specific Action Plan

No.	Priority Action Area	Key Activities / Deliverables	Responsibility	Timeline	Resources Required	Means of Verification
1	Establishment of Coordination Mechanisms	Develop and adopt a regular meeting schedule for the Water User Committee (WUC)	Executive Committee	7 th May, 2026	Meeting venue, stationery	Approved meeting schedule, minutes of inaugural meetings
2	Reporting & Stakeholder Coordination	Establish structured reporting mechanisms to licensed Water Service Providers (KACWASCO), relevant County Departments, and development partners	Chairperson & Secretary	On-going	Reporting templates, transport	Submission reports and acknowledgements
3	Sensitization of Water User Committees	Conduct targeted training and sensitization for Water User Committee members on governance, roles, accountability, and regulatory requirements	Executive Committee & County Partners	8 th May, 2026	Training materials, facilitators	Training report, attendance lists, certificates
4	Community Sensitization & Awareness	Sensitize water users, schools, health facilities, and the wider community on tariffs, payment discipline, hygiene, and sustainable water use	Chairperson & Mobilization Committee	15 th May, 2026	IEC materials, venues, public address system	Attendance lists, sensitization reports
5	Financial Sustainability & Planning	Develop a realistic annual Operation and Maintenance (O&M) budget	Treasurer & Executive Committee	30 th June, 2026	Financial records, budget templates	Approved annual budget document

No.	Priority Action Area	Key Activities / Deliverables	Responsibility	Timeline	Resources Required	Means of Verification
6	Resource Mobilization	Develop a comprehensive resource mobilization plan (tariffs, user contributions, partnerships, and external funding)	Executive Committee & Treasurer	30 th August, 2026	Stakeholder mapping, facilitation support	Documented resource mobilization strategy
7	Formation and Legal Registration of Water User Association	Formally constitute and register the Water User Committee as a Water User Association (WUA) in line with WASREB guidelines	Executive Committee & Legal/Governance Team	30 th August, 2026	Registration fees, legal support	Certificate of registration / incorporation
8	Operation and Maintenance Planning	Develop a detailed Operation and Maintenance (O&M) plan, including preventive maintenance schedules and performance monitoring	Technical Committee	15 th October, 2026	Technical assessment tools, WASREB guidelines	Approved O&M plan and maintenance logbook
9	Service Expansion Planning	Develop medium-term plans for system expansion and improved service coverage	Executive & Technical Committees	January, 2027	Planning tools, baseline data	Documented expansion plan with prioritized projects
10	Application for Water Services Provision License	Prepare and submit application for Small Scale Service Provider license to WASREB (or delegation agreement with licensed WSP)	Executive Committee with County Support	April, 2027	Application documents, georeferenced maps	Proof of application submission / license

4.2 Strategic Value of the Action Plans

The action plans developed by participants from Nandi and Kakamega counties provide a practical and prioritized roadmap for transitioning rural water systems into sustainable, community-managed services.

Each plan reflects local priorities. Nandi focuses on financial sustainability and climate resilience, while Kakamega emphasizes coordination with the licensed Water Service Provider and service expansion. Together, they strengthen governance, improve operation and maintenance, and support long-term financial viability.

To guide implementation and follow-up, County Secretariats were established in both counties. These will coordinate stakeholders, track progress, promote learning, and support resource mobilization, while linking closely with the Rift Valley and Western Kenya WaSH Resource Hub.

Implementation of the plans is expected to improve service reliability, increase cost recovery, reduce breakdowns, and enhance public health through better integration of WaSH practices. Stronger collaboration with county governments and partners will also ensure efficient use of resources and lasting impact.

4.3 Establishment of Regional Secretariats

To support effective implementation, coordination, and follow-up of the action plans, participants established County Secretariats for both Nandi and Kakamega counties. These secretariats will serve as focal points for stakeholder coordination, progress tracking, cross-learning, and resource mobilization, while maintaining strong linkages with the newly established Rift Valley and Western Kenya WaSH Resource Hub.

Table 4.3: County Secretariats for Action Plan Implementation

County	Position	Name	Organization / Institution
Kakamega County	Chairperson	Bonventure Koko Oduor	Mungakha ACK Community Water Project
	Secretary	Susan Makokha	Namasanda Dispensary and Community Water Project
	Treasurer	Judith Imbiakha	Shiseso Parish and Community Water Project
	Vice Chair	Bramuel Aluse	Nabongo Friends (Quakers) Church Water Project
	Vice Secretary	Hillary Stedy	Nabongo Friends (Quakers) Church Water Project

County	Position	Name	Organization / Institution
Nandi County	Chairperson	Benson Kowendi	
	Secretary	Shadrack Ng'etich	
	Treasurer	Lenah Jelagat	
	Vice Chair	Thomas Mengich	Department for Public Health and Professional Standards
	Vice Secretary	Aghetah Cherotih	

OUTCOMES, CHALLENGES AND LESSONS LEARNT

5.1 Training Outcomes

The workshop achieved important results in strengthening how rural water systems are managed in Nandi and Kakamega counties. By bringing together Water User Committees, technicians, and public health officers, the training created a shared understanding of what it takes to keep water systems working overtime.

Shift to service delivery

Participants developed a better understanding that building water infrastructure is not enough. They appreciated the need to focus on continuous service delivery, including good management, regular maintenance, and proper financing. This shift in thinking is key to reducing system breakdowns and ensuring long-term impact.

Stronger Governance and Accountability

Water User Committees gained clarity on their roles and responsibilities. They also showed commitment to:

- Improved transparency
- Better record keeping
- Stronger accountability to both communities and Water Service Providers

This will help build trust and improve how water systems are managed at the community level.

Improved Financial Management Skills

Participants acquired practical skills in:

- Setting realistic water tariffs
- Preparing budgets
- Managing funds for operation and maintenance

This is a critical step toward ensuring that water systems can sustain themselves without relying too much on external support.

Enhanced Technical Capacity

The training strengthened participants' ability to:

- Carry out routine maintenance
- Identify and fix common problems
- Work closely with local technicians

This is expected to reduce system downtime and extend the lifespan of water infrastructure.

Practical Action Plans Developed

Participants developed clear and realistic action plans for their respective regions. These plans outline what needs to be done, by who, and by when. They provide a strong starting point for improving water service delivery on the ground.

Stronger Collaboration and Coordination

The training led to the formation of:

- County WaSH Secretariats
- Rift Valley and Western Kenya WaSH Resource Hub

These platforms will support coordination, learning, and follow-up, ensuring that the training leads to real and lasting change.

5.2 Challenges Encountered

While the training was successful, a few challenges were experienced.

Limited Training Time

The time allocated for the workshop was not enough to cover all topics in greater depth. Some sessions, especially on technical and financial aspects, required more time for practice and discussion. A longer training period would have allowed participants to engage more deeply and gain even stronger skills.

Limited Stakeholder Representation

As this was the first (maiden) workshop, it was not possible to bring all key stakeholders on board. Participation was mainly from community-level actors and county representatives.

Important groups such as:

- Private sector players
- Financial institutions
- Business community

were not fully represented. This limited deeper discussions on financing and investment in rural water systems.

Coordination Across Regions

Bringing together participants from different counties with varying experiences and challenges required careful coordination. While this was managed well, it highlighted the need for more structured engagement in future trainings.

5.3 Lessons Learnt

The workshop provided valuable lessons that will improve future trainings and interventions.

Allow More Time for Learning

Adequate time is essential for effective training. Future workshops should consider:

- Longer training periods, or
- Follow-up sessions

This will allow participants to better understand and apply what they learn.

Engage More Stakeholders

Sustainable water services require input from many actors. Future trainings should bring together:

- Government agencies
- Development partners
- Private sector and business community
- Financial institutions

Involving these groups will strengthen financing, innovation, and overall impact.

Keep Training Practical and Context-Based

Participants responded well to practical sessions and real-life examples. This shows that trainings should:

- Focus on real challenges
- Provide simple, applicable solutions
- Encourage peer learning

This approach makes it easier for participants to apply knowledge in their communities.

Strengthen Follow-Up Mechanisms

The establishment of County Secretariats and the WaSH Resource Hub is a strong step. However, continuous follow-up will be important to:

- Track progress
- Support implementation of action plans
- Maintain momentum

Focus More on Financing

One key lesson is that sustainable financing is central to water system sustainability. Future trainings should place more emphasis on:

- Resource mobilization
- Partnerships
- Private sector engagement

This being the first workshop, it has laid a strong foundation for future engagement. Moving forward, there is a clear opportunity to expand participation and deepen impact.

Future trainings will aim to:

- Include more stakeholders, especially the business and private sector community
- Strengthen financing approaches for water systems
- Build on the momentum created through this workshop

With these improvements, the initiative has strong potential to drive lasting and sustainable rural water services across the region.

FINANCIAL SUMMARY AND ACCOUNTABILITY

6.1 Overview

The WEFTA and SAWASHI Workshop on Sustainability of Rural Water Services in Rift Valley and Western Kenya was successfully implemented within the available grant allocation of KES 675,000 received from WEFTA. The final amount received was lower than the initial projected budget due to an unfavorable dollar conversion rate, requiring careful budget adjustments during implementation.

Despite these limitations, the workshop achieved its objectives effectively through prudent financial management, cost negotiations, and efficient use of available resources. A total of 20 participants attended against the planned 25, allowing for more focused engagement and practical learning.

SAWASHI negotiated with Kapsabet Comfy Hotel to reduce the residential conference package to KES 5,000 per participant per day, helping lower operational costs while maintaining a suitable learning environment. Transport reimbursements were revised from KES 2,000 to KES 5,000 per participant due to logistical challenges faced by participants travelling from distant rural areas, ensuring full participation of key stakeholders.

One facilitator was unable to attend due to other commitments, but the planned topics on climate change integration and financial management were successfully incorporated into other training sessions without affecting the overall quality of the workshop.

Overall, the workshop demonstrated responsible use of donor resources, strong accountability, and delivery of quality capacity strengthening outcomes for rural water stakeholders in Western and Rift Valley regions.

6.2 Expenditure Summary

Table: 6.1: Expenditure Summary

Budget Category	Budgeted Amount (KES)	Actual Expenditure (KES)	Variance	Remarks
Venue, Accommodation & Meals	462,000	375,000	Savings of 87,000	Negotiation and reduced attendance savings
Participant Transport Reimbursements	50,000	100,000	Over expenditure of 50,000	Increased transport reimbursement due to access challenges
Facilitators	54,000	36,000	Savings of 18,000	Operational efficiency
Training materials	30,000	22,000	Savings of 8,000	

Budget Category	Budgeted Amount (KES)	Actual Expenditure (KES)	Variance	Remarks
Administration & Coordination	116,450	115,450	Savings of 1,450	Operational efficiency
Sub-total		648,450		
	-	23,000	Strategic reinvestment of savings	Reinvested savings for post-workshop
Total	712,450	672,450		

6.3 Accountability Measures

The coordinating team maintained strong financial accountability and documentation throughout the implementation process. Key accountability measures included:

- Use of attendance registers and activity tracking tools;
- Retention of receipts, invoices, payment vouchers, and supporting documents;
- Internal expenditure review and reconciliation; and
- Continuous budget monitoring to ensure efficient and responsible utilization of donor funds.

The workshop was therefore implemented in a financially responsible manner while maintaining quality delivery, participant welfare, and achievement of intended learning outcomes.

CONCLUSION AND RECOMMENDATION

7.1 Conclusion

The WEFTA–SAWASHI training on sustainability of rural water services marked an important step toward strengthening community-led water service delivery in Nandi and Kakamega counties. The workshop successfully built the capacity of key local actors by equipping them with practical skills in governance, financial management, technical operation, and public health integration.

A key achievement of the training was the shift in focus from infrastructure development to sustainable service delivery. Participants are now better prepared to manage water systems in a more structured, accountable, and financially sustainable manner. The development of clear, region-specific action plans, alongside the establishment of County Secretariats and the WaSH Resource Hub, provides a strong foundation for continued coordination, learning, and implementation.

While challenges such as limited time and stakeholder representation were noted, these also present clear opportunities for strengthening future engagements. Overall, the training has laid a solid groundwork for improving the reliability, functionality, and long-term impact of rural water systems.

7.2 Recommendations

To strengthen and sustain the gains from this training, future interventions should adopt a more inclusive and strategic approach. There is a clear need to broaden partnerships by actively engaging the private sector, business community, and financial institutions to enhance financing and innovation in rural water services. Expanding the training model through longer or phased engagements will allow deeper learning and better application of skills.

Equally important is sustained follow-up through the County Secretariats and the WaSH Resource Hub to ensure implementation, coordination, and accountability. Greater emphasis should also be placed on developing sustainable financing mechanisms to support ongoing operation and maintenance of water systems.

Given the strong outcomes achieved, there is significant opportunity to replicate and scale this model to other counties, contributing to wider, long-term impact in rural water service delivery.

ANNEXES

I. Photos

Workshop Photos



