



Civil Society
WASH
Learning Fund

WASH
In Challenging Urban Environments



Australian Government
AusAID

These documents were compiled by Naomi Carrard of the Institute for Sustainable Futures, UTS with the assistance of Kajute O’Riordan from WaterAid in Australia. The three learning workshops were an Australian Government AusAID initiative, managed by WaterAid in Australia.



WaterAid/ Jon Spaul

WASH In Challenging Urban Environments

Of the eleven organisations implementing AusAID Civil Society WASH Fund projects, three are working to support WASH service provision for the urban poor with investment in urban WASH accounting for 18% of the Fund. Learning event participants from WaterAid, CARE and Water and Sanitation for the Urban Poor (WSUP) shared their experiences supporting WASH service provision in challenging urban environments.

Highlights

Supporting WASH service delivery in urban environments has unique challenges and

requires innovative approaches. At the learning events, participants from CSOs working in urban areas emphasised their role in brokering partnerships between local service providers and communities. They talked about working for both short and long term outcomes. In the short term, CSOs are responding to urgent needs for sanitation and water facilities, constructing shared sanitation blocks, supporting the establishment of water kiosks and helping to define community management structures. At the same time, CSOs are engaging with government agencies to advocate for improved services for the urban poor and are working to link communities with local authorities for longer term service provision.

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Participant Experiences

Formalising Water Supply In Slums – Water And Sanitation For The Urban Poor In Kenya

Water and Sanitation for the Urban Poor (WSUP) is a tri-sector partnership between the private sector, civil society and academia, focused on addressing the increasing global problem of inadequate access to water and sanitation for the urban poor.

The AusAID Civil Society WASH Fund is supporting three programs in the WSUP portfolio (Nairobi, Lusaka and Dhaka) under the overall “Stronger Service Providers, Better Services for All” Program. These programs combine improving access to water and sanitation services with comprehensive hygiene promotion campaigns and capacity building of WSUP’s service provider partners.

Gerald Maina Muriuki
Project Officer, WSUP (Kenya).

“WSUP is an innovative multisector partnership. We assist local service providers (LSPs) to serve all citizens, including those in low income areas. WSUP empowers service providers to demonstrate effective models in order to mobilise investments for further improvements and promote successful approaches internationally.

Under the AusAID WASH programme in Nairobi, we are working with Nairobi City Water and Sewerage Company (NCWSC), Athi Water Services Board (AWSB), the regional water services regulator, private sector, City Council of Nairobi (CCN), and the National Environment Management Authority (NEMA). In addition we have close engagement with the local community and small independent providers (SIPs) of water, sanitation and waste collection services.

We work closely with the Ministry of Public Health & Sanitation (MOPHS), the Water Services Regulatory Board (WASREB) and the Water Service Providers Association (WASPA).

The WASH programme aims to directly reach 10,000 people with reliable, adequate and affordable water supply and sanitation within Kibera informal settlement, and a further 100,000 people through hygiene

awareness campaigns. To achieve this, we are constructing community level and shared sanitation facilities with a network of small bore sewers (condominial) connected to the municipal sewerage system. A 100m³ water storage reservoir constructed within the area will regulate water availability to enable regular access to water, as opposed to the current intermittent supply. We are establishing a network of new community level water kiosks along with rationalisation and upgrading of existing SIP outlets. Ownership of the assets will be transferred to Athi Water Services Board (the mandated public asset holder) and management of the system will be under a delegated small private sector model to ensure sustainability.

Operation agreements for water operators are being drawn up and we have been working to strengthen water vendors’ capacity in regard to water sector regulation compliance and water business management skills. Solid waste entrepreneurs have been trained on environmental compliance and recycling, and linkages with the markets are being enhanced.

The program has mainstreamed gender in neighbourhood committees, focus groups and in the design and management of water and sanitation facilities. We are undertaking a study as part of a process to develop gender mainstreaming capacities amongst WSUP partners, in order to improve gender equality in access and control of water and sanitation services beyond the project coverage area.

We are also focusing on sludge management by supporting a local engineering firm to establish production of a gulper sludge pump to de-sludge pit latrines. This is aimed at serving thousands of residents who depend on pit latrines since the connection to a sewer may not be technically feasible. The sludge management system being put in place involves exhausted sludge being emptied into well sealed drums then mounted onto a cart for safe disposal to a designated sludge separation tank within the communal sanitation facilities, where it is flushed to the sewer system. We consulted pit-emptiers in the gulper sludge pump

design clinics and trials of the prototypes. They were trained on hygiene and compliance issues and linked with relevant stakeholders, which has improved their image with clients and relevant authorities.

We have implemented a program to investigate and reduce non-revenue water (NRW) [system losses due to leaks or illegal connections], informed by the rampant illegal water connections in Kibera commonly referred to as spaghetti pipes. In partnership with Nairobi City Water and Sewerage Company, we first undertook settlement mapping to determine current access levels of water and sanitation services and the location of water and sewer line networks, to determine improvements and rationalisation.

Following this, a non-revenue water capacity building program was undertaken by Nairobi City Water and Sewerage Company staff covering areas such as mapping of assets and customers, customer meter management and network improvements. Training on non-revenue water reduction equipment was also provided alongside procurement and handing over of leak detection, pipe location and data logging equipment. We have seen remarkable progress in reducing non-revenue water in this informal settlement. Water vendors and kiosk operators are reaping the benefits of a more regular water supply and formalised water connection with the utility.

WSUP has partnered with Unilever Kenya to promote hygiene behaviour change through a ‘School of 5 Methodology’ in 82 primary schools (approximately 100,000 pupils) within Nairobi City. This program educates and trains school children on the importance of hand washing with soap at 5 key occasions in the day: before breakfast, before lunch, before dinner, after defecating and when bathing. It is delivered through intense engagement of education and sanitation sector practitioners as well as local media, publicity companies and celebrities. During Global Hand washing Day 2010, we set a new Guinness World Record by bringing together 19,352 people (18,302 school children and 1,050 adults) washing hands with soap in one event.”



CARE And WSUP Working Together In Mozambique

CARE International is a founding member of WSUP, and CARE and WSUP have been working in partnership in Mozambique since 2007. Adriana Califaz, Osorio Macamo and Abdul Gafur presented a poster about their work in informal settlements in Maputo.

Adriana, Osorio and Abdul
CARE/WSUP Mozambique

“CARE and WSUP work together to support programs in Matola and Maputo cities in Mozambique. Initially we worked with the city governments to define the scope of work. For Maputo, the project was integrated into the Maputo water supply plan which meant engaging with the national government, the city council and the Mozambican water authority “FIPAG”. WSUP and CARE aim to complement this plan by providing water supply to peri-urban areas. We are also working on sanitation, providing toilet blocks for areas not included in municipal council sanitation plans such as informal or peri-urban neighbourhoods.

We started with a baseline study, working with a field team of consultants looking at the social conditions of two neighbourhoods including surveying the

number of households sharing toilets. To give you an idea, we found one example of 127 people from 27 households sharing one toilet. After this we selected 12 areas to install toilet blocks in the two neighbourhoods. In order to select the locations we worked in partnership with the municipal council, the neighbourhood secretary and the heads of blocks of houses.

From the first day we have been working closely with the community. Communities participated in the design, taking account of social and cultural aspects, and as a result decided to have separate blocks for men and women. We also constructed the toilet blocks with an entry ramp to improve accessibility for people in wheelchairs.

We have supported the establishment of management committees and as part of this have been encouraging participation of women (at least half the management committee). Women often act as chair or vice chair of a committee. We are also working with the community to ensure they understand their legal rights around service provision.

Water operators have been elected by committee members and we have supported them to establish small businesses selling water and also related



CARE/WSUP: The woman is a water vendor – buys bulk supplies from the water authority and sell to communities.

products such as soap, so operators generate income while providing essential services to the community. Households contribute money each month for ongoing operation and maintenance of facilities, and this is supplemented by income from the sale of soap and other cleaning products. In one community the amount collected was sufficient to fund an electricity connection to the sanitation blocks.”



CARE/WSUP: Project sites in informal settlements in Maputo. Toilet block with facilities for women and men.



CARE/WSUP: Reading water meter, showing register of sales.



Supporting Urban Communities To Engage With Service Providers – WaterAid And Partners In Bangladesh

WaterAid in Bangladesh is partnering with local NGOs Dustha Shastha Kendra (DSK) and Population Services and Training Centre (PSTC) to promote WASH services for urban slum communities in Dhaka and Chittagong.

Milon Bikash Paul

Executive Director of PSTC working with WaterAid Bangladesh

“With WaterAid, PSTC has been working to promote access to WASH in 22 slums in Chittagong and 21 slums in Dhaka. Our main focus is working in slums and targeting the most excluded groups. Funding from AusAID has helped us increase some of our ongoing work in this area. We’re working closely with urban slum communities on WASH issues and helping them to prioritise needs and define an action plan. We provide technical support for these processes, and also some hardware and software. We take an integrated approach, looking at drainage, water supply and sanitation blocks, sewerage, garbage disposal and also hygiene promotion.

We are also supporting communities to engage with the government to talk about service provision. So they can raise their voice, claim their rights to duty bearers like the Dhaka Water Supply and Sewerage Authority (DWASA). We’re linking communities to the City Corporation, Dhaka WASA and other service providers.

We balance the need to provide services now with advocacy to link urban communities with duty bearers. We work with the community to help them plan and construct facilities in the short term. It will take a longer time to change the government system and to ensure the duty bearer is able to provide services.

Working in partnership with WaterAid has been good because WaterAid as an organisation in Bangladesh is very identifiable for water and sanitation and they have very good access to government partners. We have been working with WaterAid for the last 12 or 13 years so



we have a good understanding about each other and we compliment each others’ strengths. For example for our work in urban slums, PSTC is good at mobilising communities at the grass roots level and working with local government officials because we have been working at that community for a long time. We know elected leaders at the local level; we have a strong network and are familiar with the local government sector. WaterAid is an international organisation. They have relationships with the wider WASH community. They have particular expertise and provide technical assistance. They are able to mobilise national governments or international networks. Through WaterAid, our organisation is linked to the international community.

Instead of forming a new Community Based Organisation (CBO) which could create conflict, we use existing groups but undertake advocacy within the groups to add personnel from the poor community including women, children and youth. Previously the CBOs were dominated by older men who were generally already community leaders. Now through working with these groups, women, youth leaders, adolescent people and children are also represented. So adolescents can now voice their needs about their menstrual situation or privacy in latrine

or bathroom facilities. The women also have direct access as they are in the committee. So they can say what they need separately for their own dignity and privacy. So within the existing system we are gradually trying to incorporate people who were not included previously.”

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Messages For WASH Sustainability

CSOs can play a critical role supporting communities to engage (or directly engaging themselves), with local service providers as part of a process of defining roles and responsibilities in WASH service provision and management.

Service provision for the poor can result in win-win situations for the poor and for service providers. The poor receive water at reduced cost as compared with illegally managed connections. The service provider increases revenue and reduces their water losses.

Success hinges on building and sustaining effective partnerships with service providers, smaller community-based organisations, government and the private sector.

There are many possible roles for the private sector in urban service provision. The potential for private sector organisations to improve access for the urban poor is a subject of ongoing discussion.

Faecal sludge management in urban slums is commonly no-one's responsibility and as such is a key challenge and one which needs more attention.

‘Service provision for the poor can result in win-win situations for the poor and for service providers.’