



# **Sanitation Service Level Agreements in Blantyre City, Malawi**

**Presentation at BMGF – DFID City Partners  
Meeting and planning Workshop, Hanoi, 18th  
January 2015**

# Blantyre City - SSLA

- How did we get there?
- Stakeholders: Assessments of Motivation and Capacity
  - Blantyre City Assembly & City Councillors
  - Population – esp market committees and users
  - Private sector
  - Banks / MFIs
  - NGOs – esp working in slums

# Blantyre City - SSLA

- FGD with citizens
- Anger at BCC but .....
- .....listening to suggestions



# Blantyre City - SSLA

Meetings between all stakeholders .....



# Blantyre City - SSLA

## Priorities of people

1. Water
2. Solid waste management
3. Sanitation

## Priorities of BCC

1. Delivering services at a good standard
2. Reducing expenditure
3. Increasing revenue
4. Improved reputation



# Blantyre City - SSLA



1 - **Water** – piped water  
– what piped water?

3 – **Sanitation** - but what do  
they mean?



2 - **Solid waste** -

# Blantyre City - SSLA

What did people mean by sanitation?

1. Toilet emptying services – ie but concerns about value for money, convenience and safety
2. Access to clean public toilets in markets, business areas, residential areas – willing to pay if clean

# Blantyre City – SSLA – public toilets

*Bangwe market toilet*

*BEFORE privatisation*



*Bangwe market toilet*

*AFTER privatisation*





# Blantyre City – SSLA – public toilets

Experiences with public toilet:

- Regular strikes and threats
- Consultation & consensus
- Cheap to renovate - \$2000 – 3000
- Private sector run for 20 months – at profit
- Users increased from 1 ppd to 200 ppd
- BCC expenditure reduced from \$200 / month to Zero
- BCC revenue from \$400 to \$1000 / month

# Blantyre City – SSLA – new pit emptying services



# Blantyre City – SSLA – pit emptying services

## Experiences with new desludging system

- Managed by private sector 15 months - good revenue
- Household clients – see as clean, value for money, transparent
- BCC – convenient and value for money for public toilets
  - Old system: mix of services; unclear service and billing
  - New system: 1 operator does everything; clear service and billing
  - Reduce expenditure and increased revenue and services

# Blantyre City - SSLA

- Need for decentralised treatment sites to support the public toilets and emptying businesses -
  - Reduce transport time and costs
  - Reduce risk of spilling sludge
  - Aesthetics – no sludge through CBD
  - Treated sludge – valorised & reused
- ? How to fund the management of these sites?

# Blantyre City – SSLA – decentralised treatment sites





# Blantyre City – SSLA – decentralised treatment sites

