

Building Capacity for City-Wide Inclusive Sanitation

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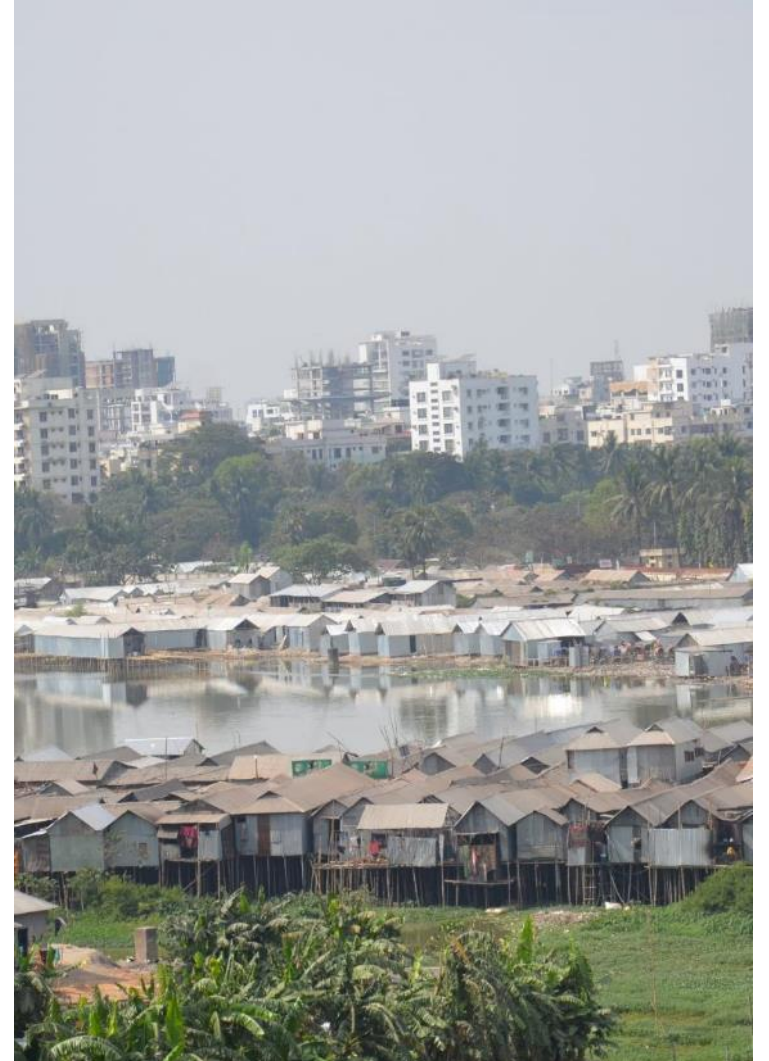
SanCoP, Sheffield, 14 June 2019

Outline

- What is Citywide Inclusive Sanitation?
- Actors and activities
- Building capacity for:
 - Municipalities and utilities
 - Service providers
 - Consultants (ConCaD)

What is Citywide Inclusive Sanitation?

- For **all citizens**, rich and poor, at home and away from home
- In **formal** and **informal settlements**, commercial and industrial premises
- Addressing the **entire sanitation service chain** from toilet to end use
- Focused on **services**, not only infrastructure
- **Mix** of sewerred and non-sewerred sanitation
- **Linked** with solid waste management, drainage, water supply, land-use management and housing



How is CWIS delivered?



- Based on **evidence**, not assumptions about solutions
- **Incremental** and **adaptive**
- **Equitable**, with strong stakeholder involvement
- Backed by effective **accountability frameworks**
- Maximum **resource recovery**

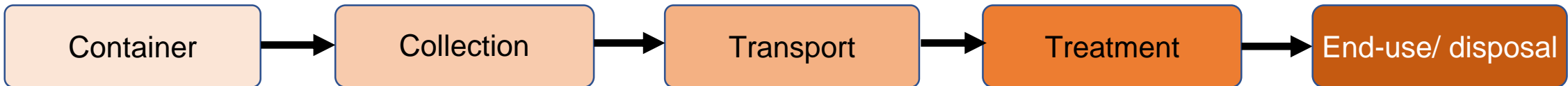
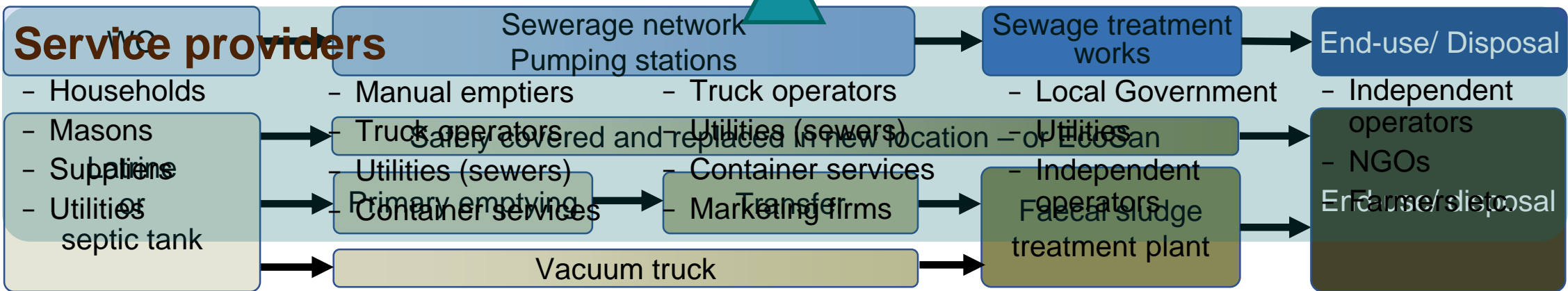
Services and service providers



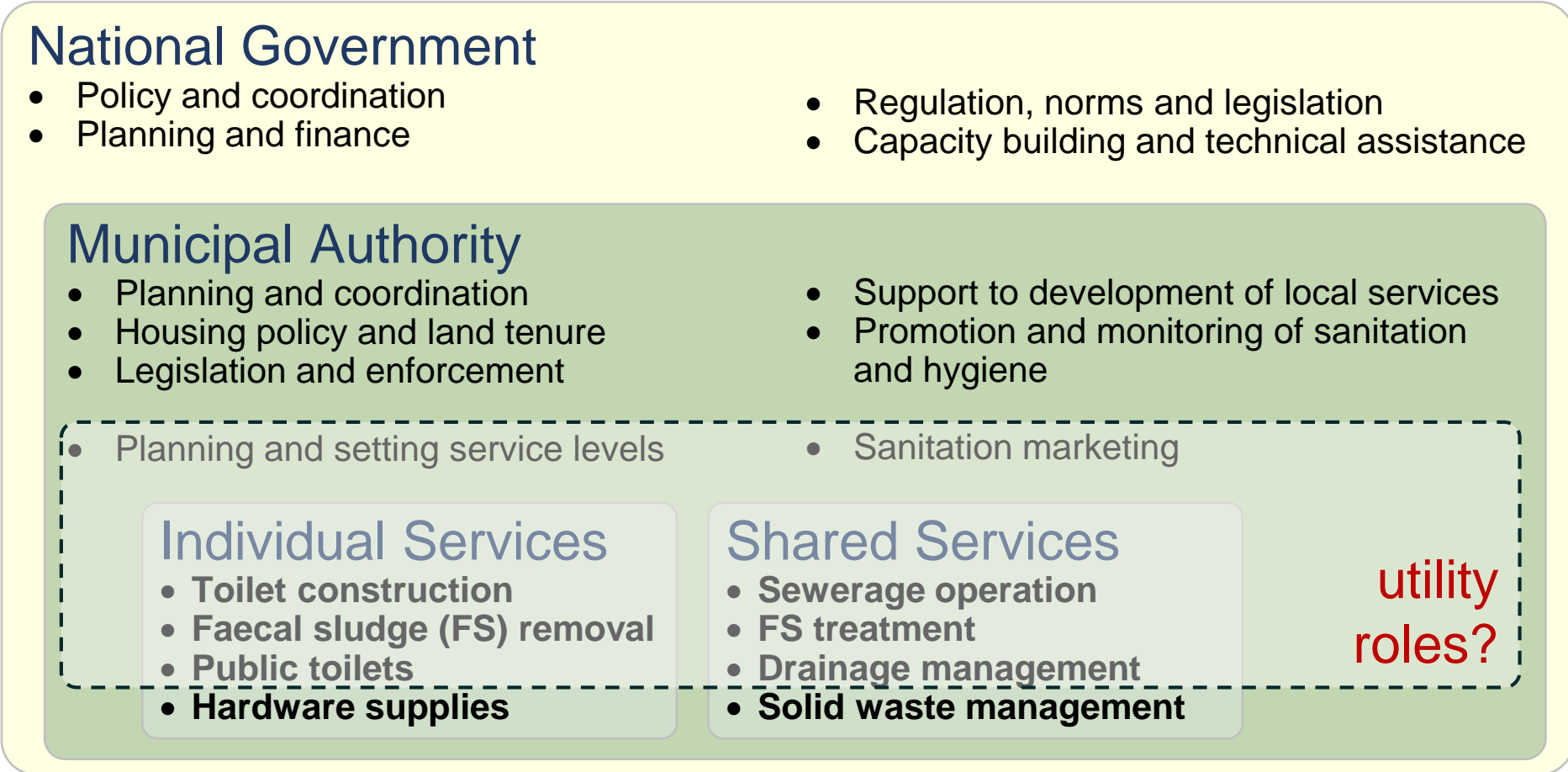
Services

- Toilet construction
- Public toilets
- Hardware Supply
- Pit & tank emptying
- Sewer connections
- Container services
- Faecal sludge haulage
- Sewerage operation
- Container services
- Treatment plant operation
- Re-use product marketing

Plus community consultation, sanitation and hygiene promotion and services marketing for all services



Complementary functions – the Enabling Environment



City-level capacity-building context



- Many informal
- Often limited education
- Formal
- Tertiary education
- Many lack knowledge or experience of onsite + FSM
- New functions and standard procedures
- ❑ Commercial orientation:
 - Expand existing and seek new markets
 - Efficiency gains, lower costs
 - Seeking competitive edge
- ❑ Often low pay and few incentives
- ❑ Jobs may not be outcome-oriented

Capacity:

- Skills and knowledge
- Systems and procedures
- Equipment and infrastructure

Building capacity – municipal authorities, utilities

Staff characteristics

- Lack of knowledge or experience of onsite + FSM
- Lack of standard operating procedures
- Lack of incentives and outcome orientation

Capacity-building approaches

- Build on related skills – e.g. SWM
- Study tours, exchanges, case studies
- Onsite technical assistance
- Mentoring, on-the-job training
- Improve equipment and facilities
- Competition between municipalities
- Targets and bonuses – individual and collective

Building capacity – private sector service providers

Staff characteristics

Capacity-building approaches

- Informal
 - Train and certify workers
 - Formally recognise and regulate businesses
 - Assist with business registration
 - Support trade associations
- Limited education
 - Peer-to-peer learning exchanges
 - Training – technical **and** business skills
 - Assistance with procurement processes
- Commercial orientation
 - Shared branding and marketing
 - Applied R&D partnerships to increase efficiency
 - Build credibility with financial institutions
 - Facilitate access to critical infrastructure

Building capacity – consultants

ConCaD

consulting capacity development
for urban sanitation services

Why?

- Consultant firms are contracted to develop City-Wide Inclusive Sanitation projects for governments and development agencies.
- Inadequate number of experienced firms are bidding, individuals have not learned about it at university!

What?

- A global training program for private sector consulting firms and freelance consultants to conceptualize, plan, design and facilitate City-Wide Inclusive Sanitation services

When?

- By the end of 2019

ConCaD's target group characteristics

- Educated professionals from different disciplines, often with higher degrees
- Under time pressure – working in an environment where time-is-money
- Distracted by time-sensitive work demands
- Practical, task-oriented, looking for effective, efficient ways of working
- Ambitious and reputation-conscious



The specific nature of the target group influenced the design, timing and contents of the three day and online courses

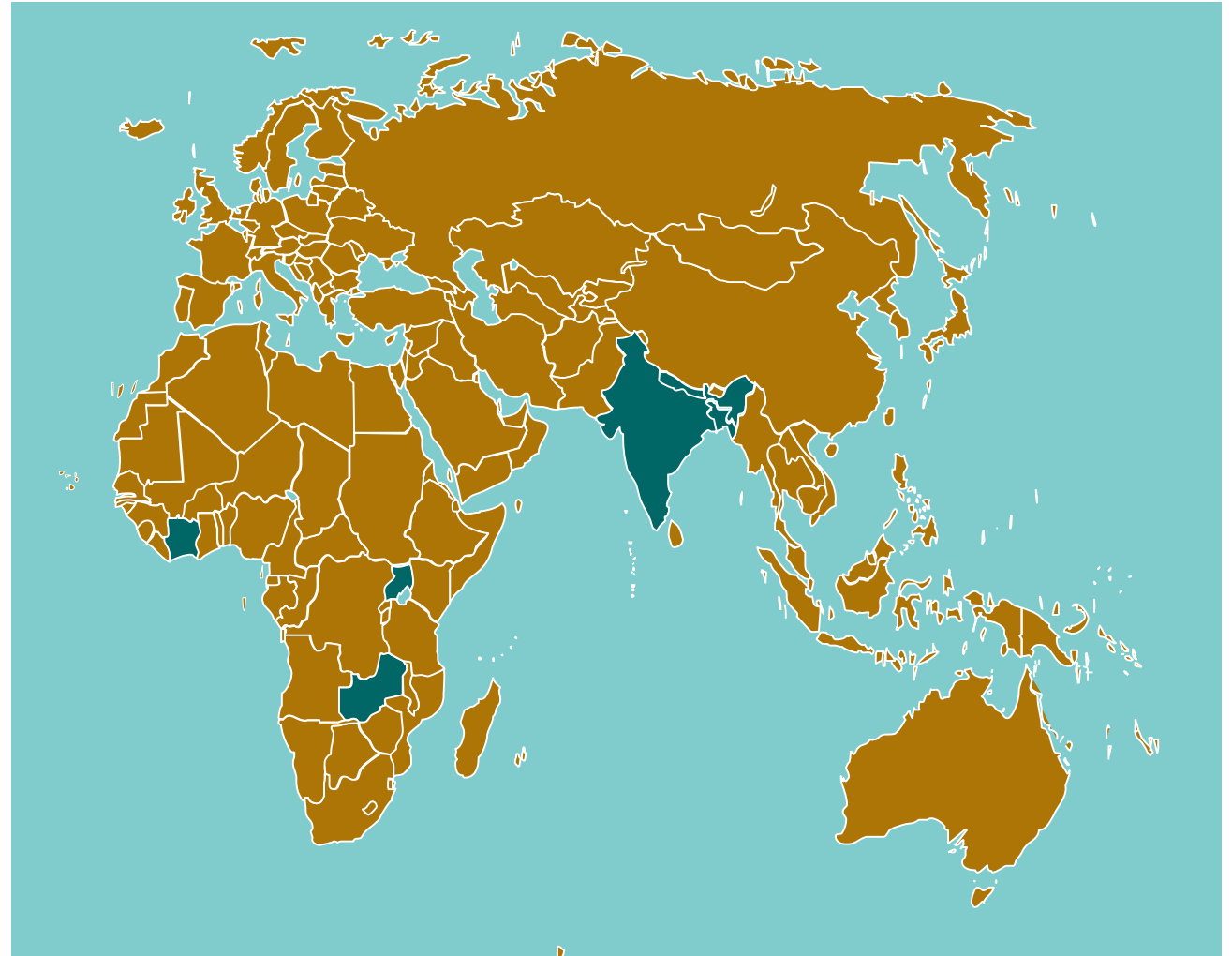
Online and face-to-face

Online:

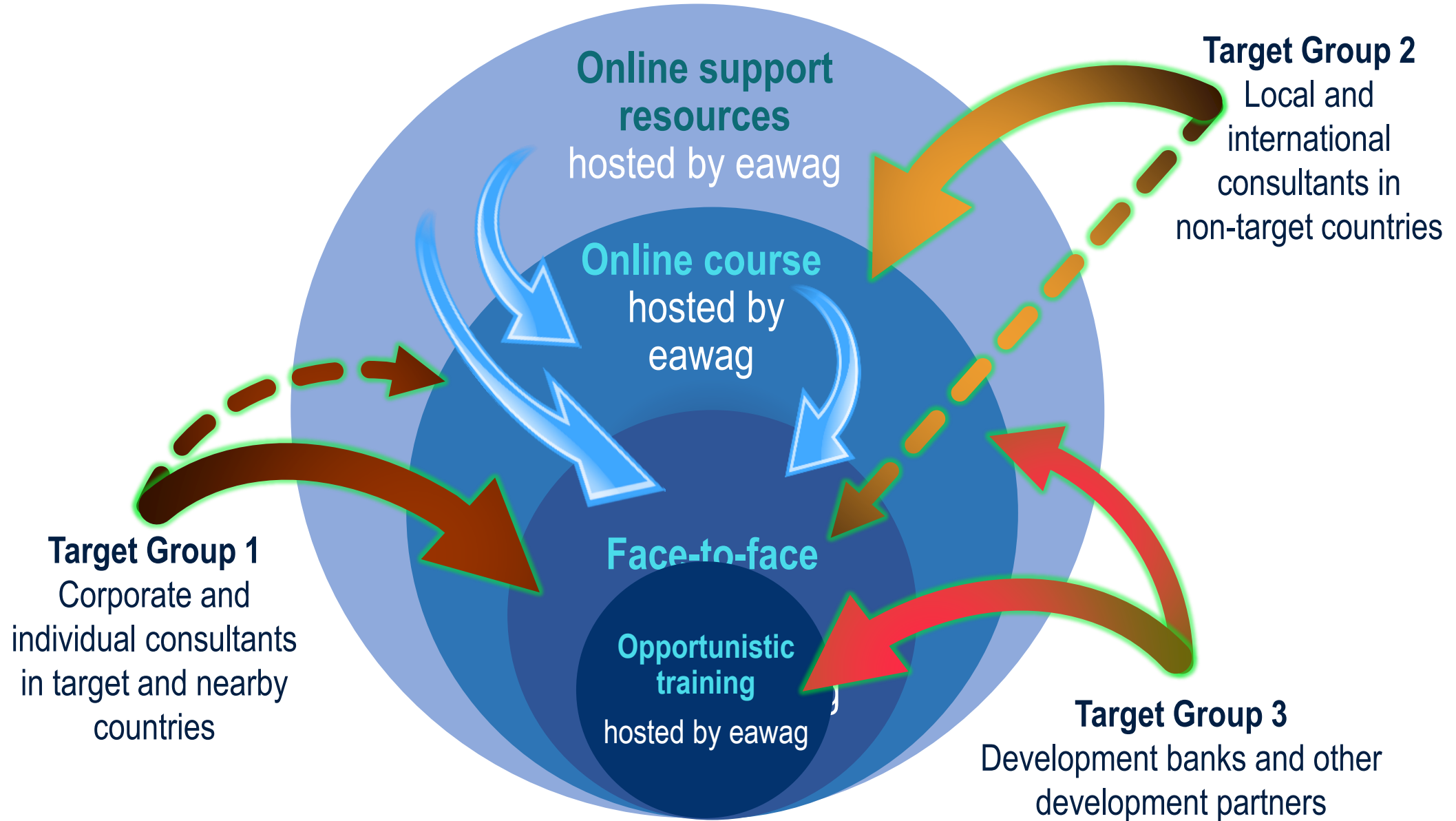
- Coursera, YouTube
- Curated resource package

Face-to-face workshops:

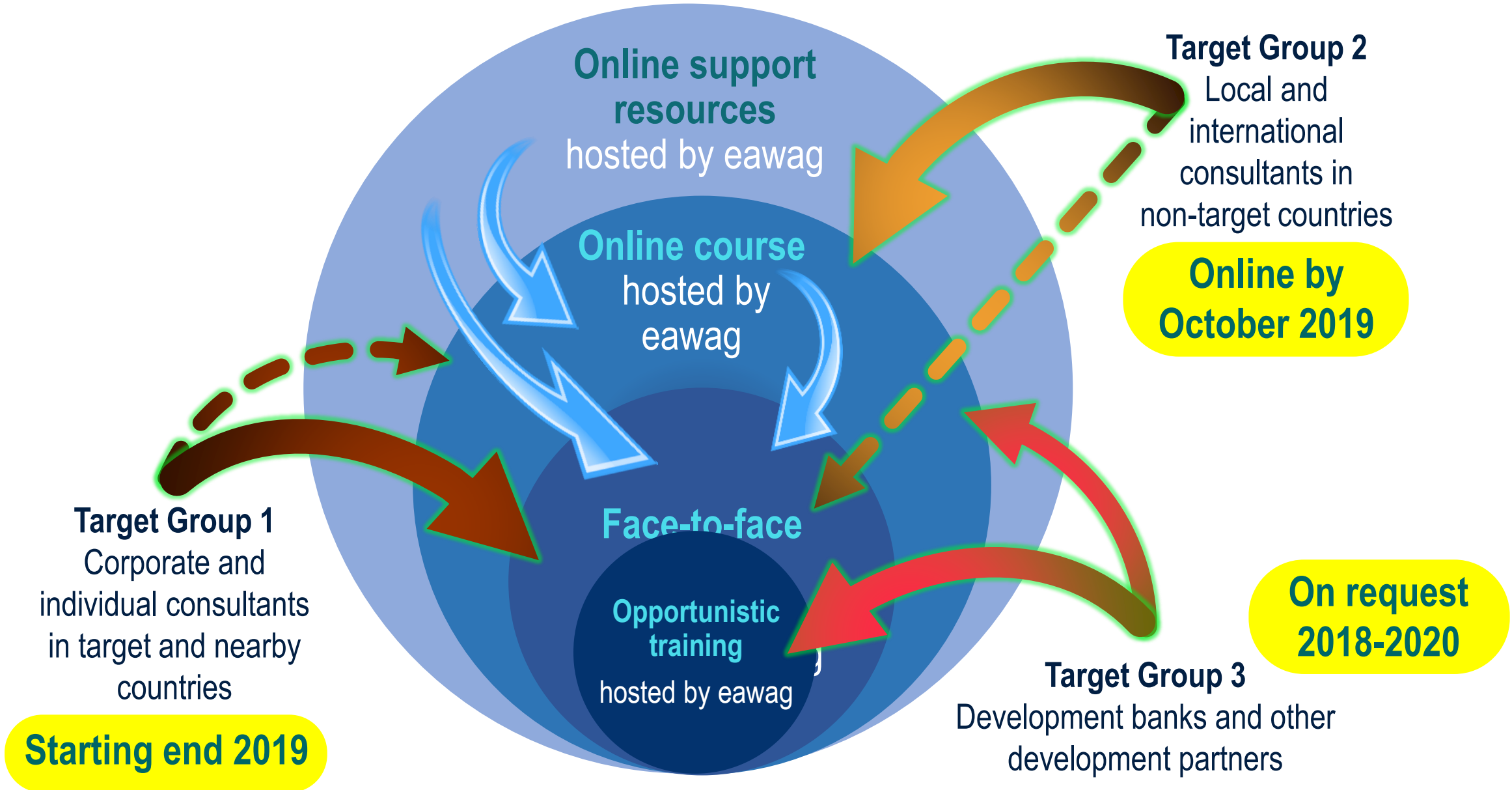
- Bangladesh: ITN BUET
- India: NIUA
- Ivory Coast: UNA
- Nepal: ENPHO
- Uganda: NWSC
- Zambia: ZCBE



Delivery and target audiences



Delivery and target audiences





THANK YOU

KCCA
(RMGF)