

Building capacity for citywide FSM in Lusaka, Zambia

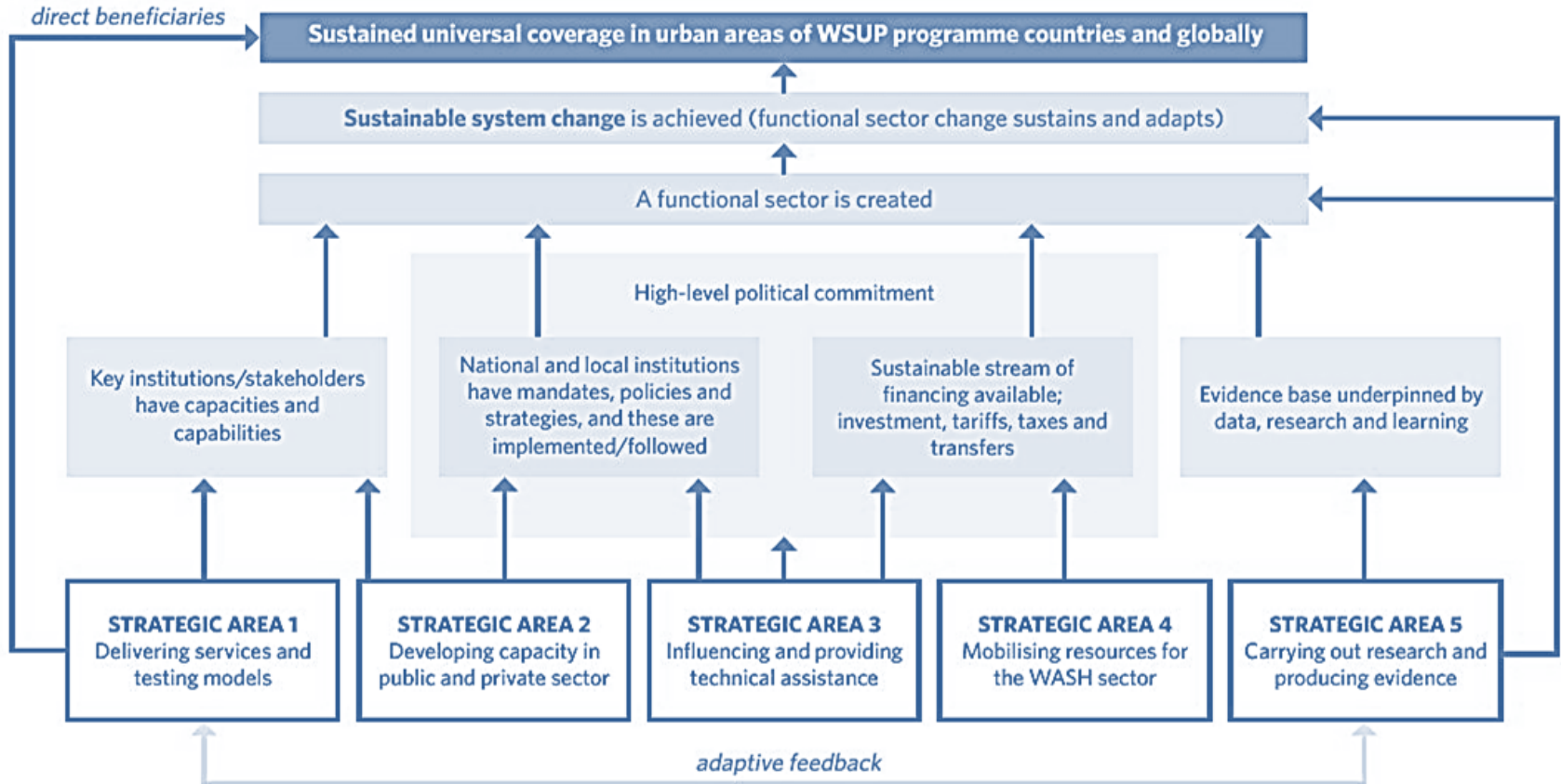
23rd Sanitation Community of Practice Meeting

Presented by
Jane Olley, Technical Manager

Friday, 14th June 2019



WSUP's theory of change



WSUP in Zambia

Where we work



Our Partners



Ministry of Water Development,
Sanitation and Environmental
Protection



Lusaka City Council

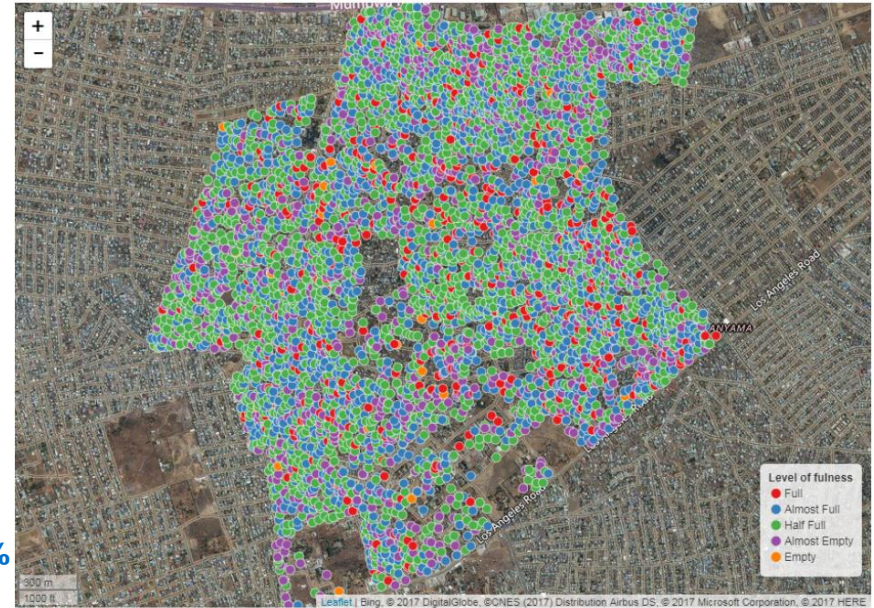
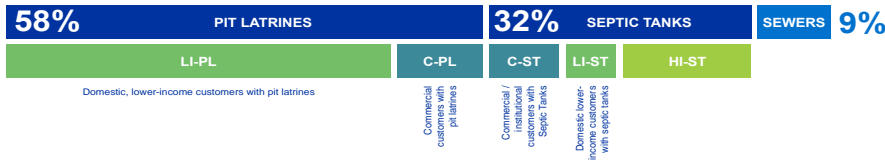


Livingstone
City
Council



Sanitation Issues in Lusaka

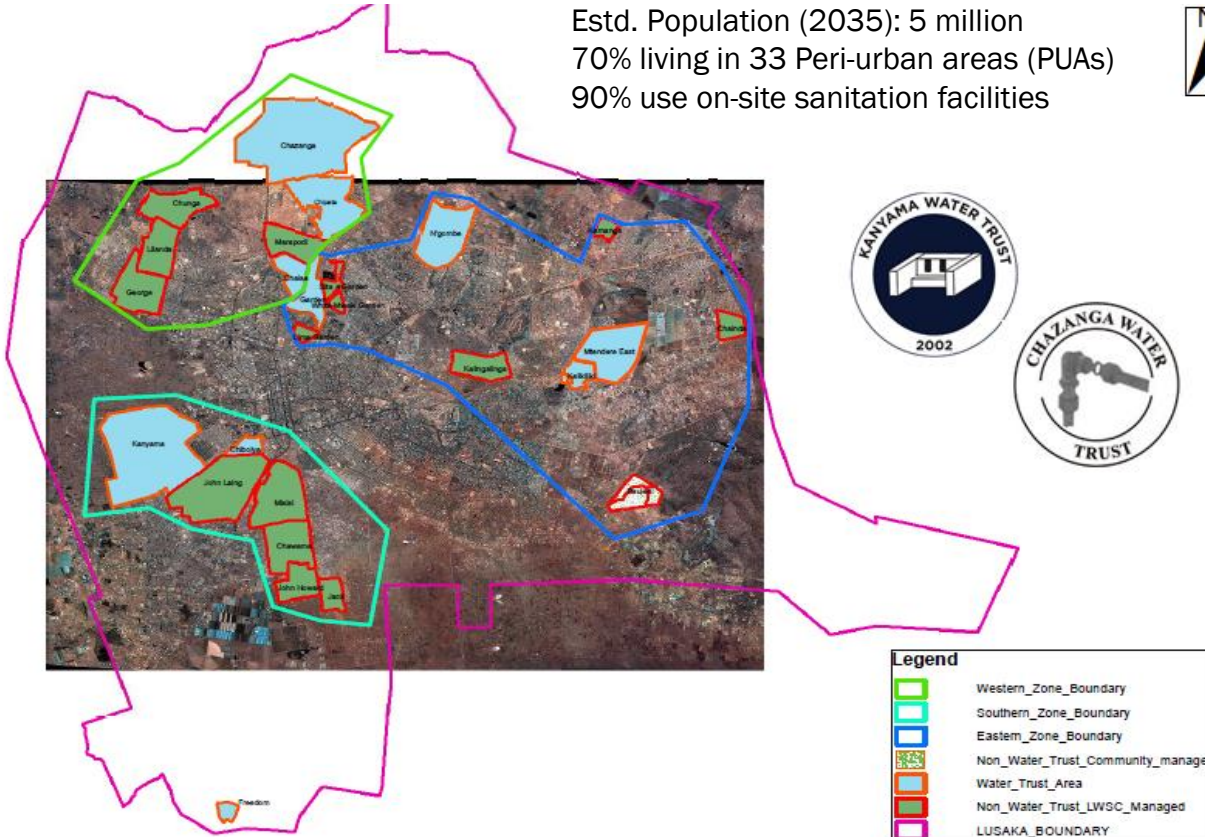
- Poorly built on-site sanitation facilities
- Limited ability to pay of low income customers with pit latrines for formal, full cost recovery, safe pit emptying service
- Emptying often delayed until overflowing
- Informal manual pit emptying services with inadequate disposal of FS
- Frequent outbreaks of cholera in PUAs



Data from the Toilet Tracker shows the status of every pit latrine in Kanyama, Lusaka

WSUP's support to sanitation improvements (2009-2019)

Population (2019): 2 million
 Estd. Population (2035): 5 million
 70% living in 33 Peri-urban areas (PUAs)
 90% use on-site sanitation facilities



2009 - 2010 – Sanitation marketing work in Chazanga and Kanyama

2012 - 2015 - First FSM project in Chazanga and Kanyama

2013 – 2018 - Embedding FSM service delivery model and increasing equitable access to improved sanitation service in peri-urban areas.

2017- 2019 – Support to Lusaka Water and Sewerage Company (LWSC) to develop FSM service delivery model and business plan

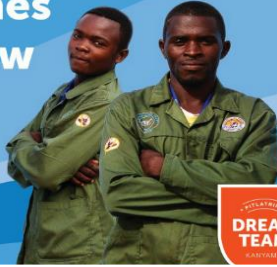
FSM Management Model (Kanyama and Chazanga)

When your latrines are full you know who to call!

Empty your latrine for as low as **250 ZMK**



1



2



3



4



8

KANYAMA BIO-FERTILISER

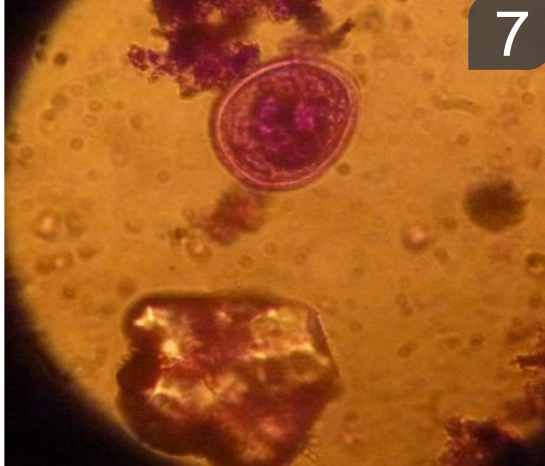


- Odourless
- Affordable
- Effective
- Environmentally friendly

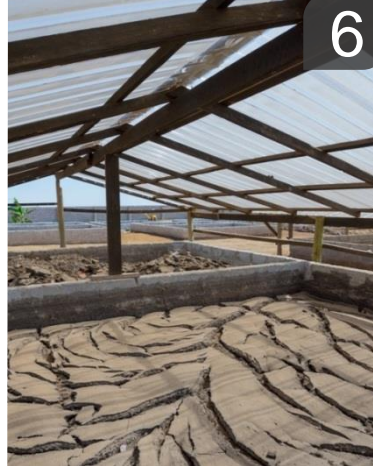


Beautiful lawns don't just happen!

7



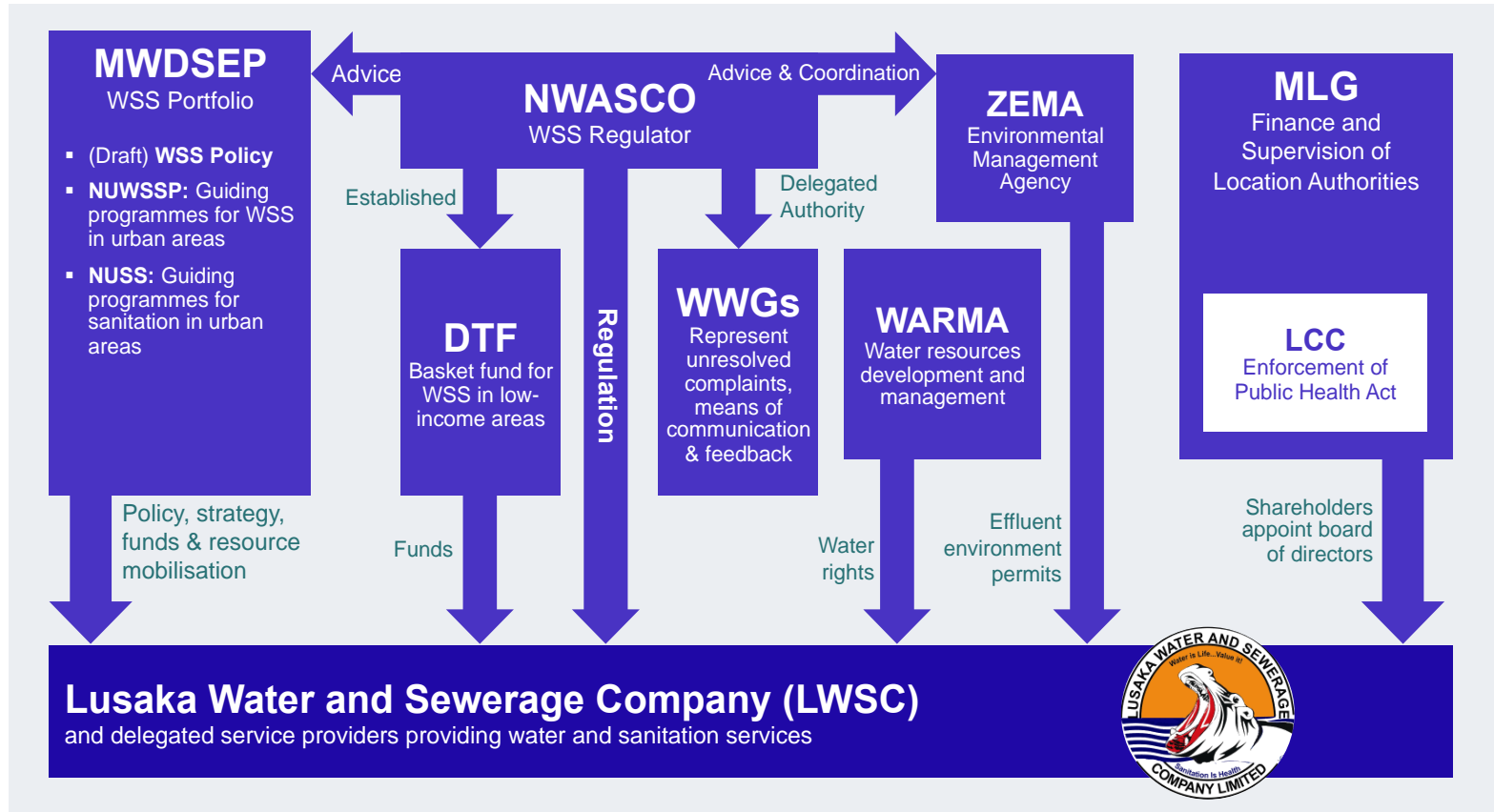
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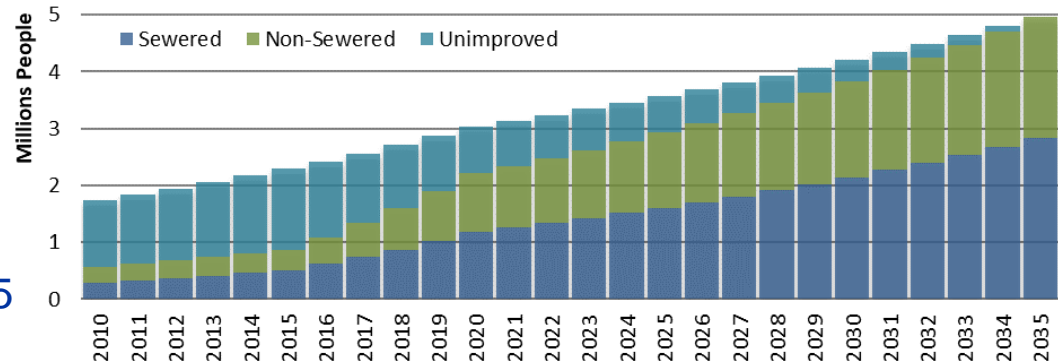


Who has the mandate for sanitation in Lusaka?



Sanitation Master Plan (SMP) for Lusaka (2011)

- Aligned with MDGs & GRZ’s Vision 2030 setting a target of 100% access by 2035.
- Investments in sewerage and OSS – P1 (2010-2015), P2 (2016–2020), P3 (2020+)
- Target for residential, commercial and public facilities of 57% access to sewerage sanitation and 43% for OSS by 2035.
- Recommended upgrading and rehabilitating existing sewerage collection systems and wastewater treatment plants (WWTPs) as well as extending and constructing new ones.
- Recommended 4 different types of OSS systems for different areas
- Estimated total investment cost to achieve 100% sanitation coverage by 2035 at US\$ 1.9 billion



Lusaka Sanitation Program (LSP)

US\$ 300 million from GRZ, WB, AfDB, KfW and EIB

Lusaka Sanitation Program

Upgrading and expanding sewerage networks in select neighbourhoods

- Expansion/rehabilitation of existing sewerage network up to an estimated 520km
- Expansion/rehabilitation of 2 WWTPs

Developing on-site sanitation infrastructure and service provision in peri-urban areas

- 12,000 h/h OSS facilities
- 100 public toilets
- 4 FSTPs

Strengthening the capacity of LWSC

- Call centre
- Monitoring Information System
- Sanitation marketing and hygiene promotion

LWSC's vision for OSS and FSM Services

LWSC's vision is to become a 'full-service' utility by expanding its role in emptying and transportation of the FSM chain.

Four key objectives

- i. to improve quality of services at an affordable and predictable price;
- ii. enhance accountability and service monitoring
- iii. to maximize incentives for expansion of emptying services in currently unserved areas; and
- iv. to test new and innovative partnerships with the private sector, which could be leveraged in other areas of LWSC's sanitation operation.

Building capacity for FSM

– **Developing the service delivery model with LWSC**

- Working with leads of key departments (Commercial, Human Resources, Sewerage Services, Finance)
- Co-creation workshops beginning with Chartering Workshop
- Regular meetings with ExCom to discuss and agree advances in the service delivery model

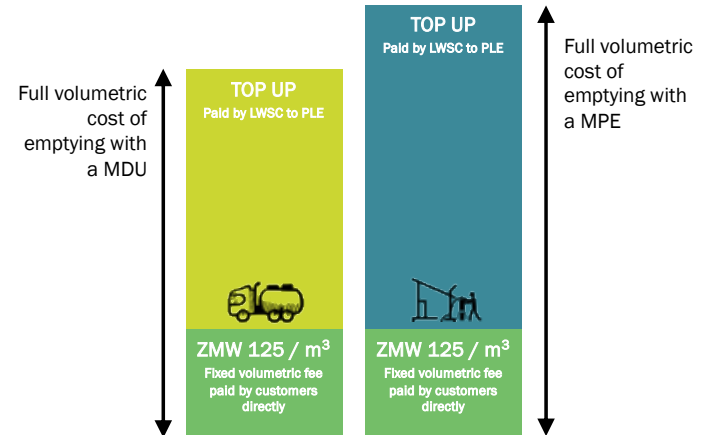
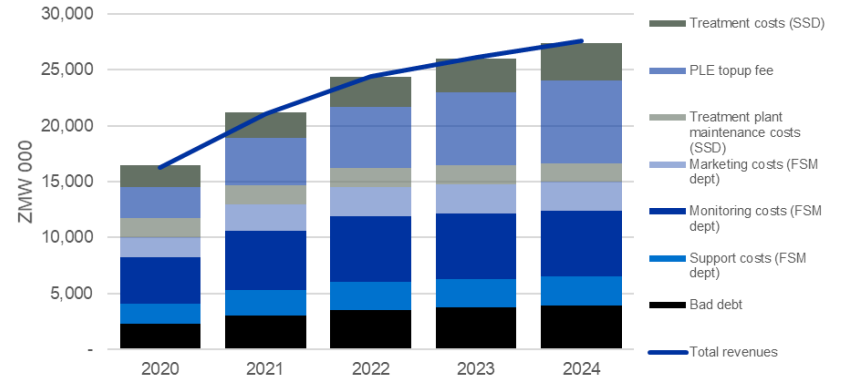
– **Consultation and design workshops with other key stakeholders**

- Lusaka City Council (monitoring, enforcement)
- NWASCO (service indicators, sanitation surcharge)
- ZEMA (licencing, monitoring, enforcement)
- Service providers (developing partnership models for FSM service delivery)

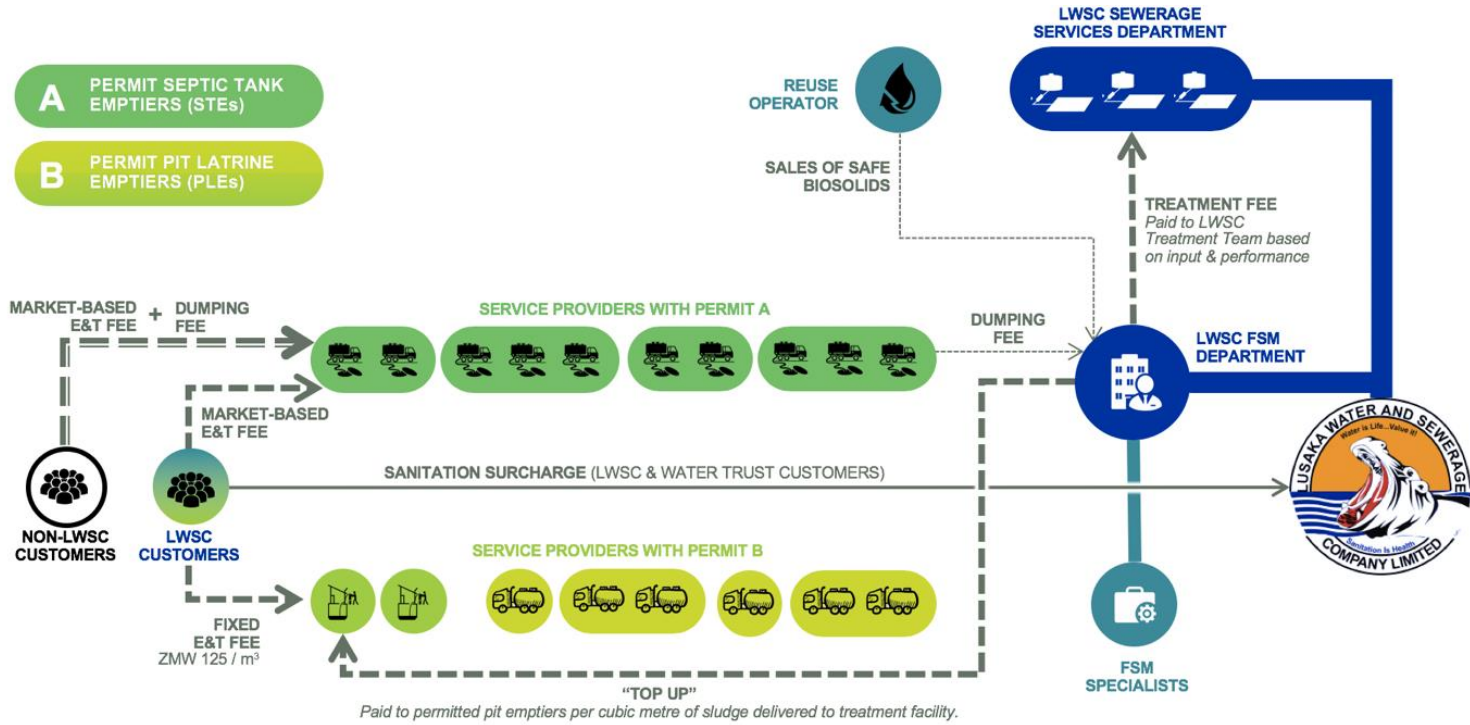
Developing the FSM business line

How will this vision be achieved

- Competent institution with mandate and skills to operate FSM market
- Viable business model
- Incentives to encourage low income customers to empty their OSS facilities on time
- Incentives to encourage service providers to actively expand pit emptying services and to dispose of FS at the treatment plant



Developing the FSM Business Line



What can we learn about capacity building from FSM development in Lusaka

- Moving to city-wide service provision requires a transformation journey of the mandated service provider (duty-bearer) and of the enabling environment
- Leadership is critical both within the duty bearer and amongst political decision makers commitment is needed at all levels
- Change follows tangible performance improvements
- Public-private partnership can deliver improved services but requires competence and experience from both partners
- Clear regulation is needed to create the correct incentives
- Serving low-income customers requires specific skills and strengthens the utility
- A strong and financially viable duty-bearer lies at the heart of successful city-wide approaches

Thanks
Any questions?

Jane Olley

Technical Manager, WSUP Advisory
jolley@wsup.com

Learn more at www.wsup.com

Get in touch

Twitter: @WSUPUK

Email: erl@wsup.com

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