

# Sustainable Services Initiative

Toolbox for Practitioners and  
Strengthening Sanitation & Hygiene in  
the WASH Systems Framework



Sustainable  
Services  
Initiative



German  
Toilet  
Organization



# Sustainable Services Initiative (SSI)

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Services  
Initiative



- Initiative of Welthungerhilfe in partnership with Aguaconsult, German Toilet Organization and financially supported by Viva con Agua
- Aims to improve sustainability of Welthungerhilfe's WASH programmes, through encouraging the uptake of a systems strengthening approach
- Towards sustainable and long-lasting WASH services instead of a project-based approach (often focussing on first-time access only)
- To advocate in the sector and partner countries for a more sustainable approach to WASH programming and make acquired knowledge available
- Piloted in 4 countries and currently extending to 5 additional countries

## STRENGTHENING SANITATION AND HYGIENE IN THE WASH SYSTEMS CONCEPTUAL FRAMEWORK

DISCUSSION PAPER  
AUGUST 2019

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## STRENGTHENING WASH SYSTEMS: TOOLS FOR PRACTITIONERS

Draft version 17.02.2020



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Public vs. private good and corresponding responsibilities

Hygiene as a cross-cutting software issue

Actors landscape more fragmented for S&H



Different systems definitions

Low demand and priority for sanitation and hygiene

Water is a necessity, sanitation is culture

# Building Blocks for SS



# Suggested New Elements in the BB

Adequate structures and harmonised approaches in place in case WASH is administered by different service authorities and institutional mandates for ongoing monitoring and enforcement are clear and embedded in permanent entities

Market-based approaches for sanitation in place, where needed, to strengthen markets and supply chains (e.g. sanitation marketing, sanitation as a business)

Sanitation and hygiene is given adequate priority in planning/budgeting and is anchored in WASH plans



Users are motivated and willing to pay for WASH services

SA using rural sanitation and behaviour change approaches (e.g. CLTS, PHAST, CHC) include **regular post monitoring** and consider **follow-up activities**, if needed. Respective costs are included in overall planning

WASH related practices, behaviours, taboos and cultural characteristics are integral part of WASH assessments and findings considered (on a continuous basis) in WASH planning

# Examples of S&H System Strengthening

- 1**
- Undertake a building block and institutional analysis, and develop joint plans to address areas of weaknesses
  - Ensure roles and responsibilities for S&H aspects are clear for all stakeholders, and analyse capacity to fulfil mandates
  - Strengthen coordination and joint planning between entities working on elements of WASH
  - Strengthen capacities of market-based service providers (e.g. FSM actors, masons)
  - Legally formalise, and professionalise FSM service providers

- 2**
- Pilot and refine service delivery models and appropriate technologies for sanitation services
  - Ensure ongoing availability of technical guidance for construction of domestic sanitation and hygiene facilities
  - Encourage investment in FSM enabling infrastructure
  - Encourage market-based players to provide (quality) sanitation and hygiene products, and FSM equipment

- 3**
- Support the establishment or operationalisation around service standards across entire sanitation service chain
  - Ensure mandates for regulation in S&H are clear and efficiently coordinated
  - Encourage market-based 'internal' regulation, such as through FSM operator associations
  - Strengthen local social norms (e.g. against open defecation) and protocols to hold defaulters to account
  - Strengthen sanitary inspection and enforcement processes
  - Engage civil society to hold service authorities and providers to account on S&H issues

- 4**
- Undertake assessments (e.g. KAP, SFDs,...) across the area of jurisdiction of the service authority, to enable evidence-based district-wide planning and to provide market intelligence
  - Support the development of joint WASH plans which cut across WASH, environment and health sectors, and encourage multi-stakeholder dialogue on S&H
  - Ensure WASH plans focus on *sustainable* services, consider the wider FSM chain, and how hygiene promotion/ social norms will be constantly reinforced

- 5**
- Undertake business / financial modelling of FSM services across service chain and engage financing institutions and market-based players to offer customer and service provider financing products for S&H
  - Undertake business development support to service providers, to increase their creditworthiness
  - Help service authorities and providers calculate life-cycle costs of sanitation services
  - Advocate for targeted subsidies to ensure viability across sanitation service chain, and where needed to support vulnerable households
  - Advocate for and track budget allocation for direct support costs to ensure funds for ongoing monitoring, enforcement, reinforcing hygiene messages / social norms, etc.

- 6**
- Strengthen mechanisms for post-ODF monitoring, and ongoing monitoring of hygiene practices and social norms
  - Strengthen monitoring processes on FSM services (which may include monitoring by service authority, FSM associations or other market players)

- 7**
- Support feasibility assessments/ pilots of 'closed sanitation loop' approaches and technologies
  - Build stakeholders capacity on SFDs, Water Safety and Sanitation Safety Plans and sludge treatment approaches

- 8**
- Encourage multi-stakeholder platforms for sharing and discussing learning on S&H initiatives
  - Strengthen information flows between sector / local-level learning platforms

- 9**
- Raise political and institutional awareness on the importance of sanitation, and of the wider sanitation service chain (undertaking Shit Flow Diagrams can be powerful tools for this)
  - Advocate for and track budget allocation for sanitation, and engage civil society and journalists
  - Support widespread demand creation for S&H in communities, not only toilets, but for ODF and a clean and healthy environment. Undertake this in partnership with market-based actors, to link demand and supply
  - Help to establish and strengthen social norms relating to S&H, such as on ODF, sanitary toilets, and avoiding informal sludge dumping
  - Ensure 'project based' hygiene promoters/natural leaders and other 'volunteers' are progressively incorporated into wider system



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- Systems Strengthening is a large concept and **remains abstract to many**
- Makes it **difficult to know where to begin** and to decide on specific interventions to undertake
- Developed from the **perspective of an NGO** wishing to engage in systems strengthening
- Aims to have **practical value** and be a resource that can be continuously **used in day-to-day work**



- Provides an **introduction to a range of relevant systems strengthening topics** and over **100 resources and practical tools**
- Structured around the **project cycle** and consisting of **21 topic briefs** (each described on 2 pages and linked to relevant resources)
- Includes many resources & tools from other SS advocates (e.g. IRC, WaterAid, Agenda for Change)

<b>01</b> <b>Introduction</b>
0101 Introduction to the Toolbox
0102 WASH systems concepts
0103 Entry points for systems strengthening

<b>02</b> <b>Getting started in systems strengthening</b>
0201 Orienting staff and partners
0202 Advocating for systems strengthening
0203 Project design

<b>03</b> <b>Context analysis and development of local WASH</b>
0301 Analysing the political economy
0302 Building blocks analysis
0303 Assessing the WASH context
0304 Analysing life cycle costs
0305 Developing WASH plans

<b>04</b> <b>Strengthening various aspects of the WASH system at the local</b>
0401 Government monitoring systems
0402 water resource management
0403 Asset management
0404 Regulation and accountability
0405 Sanitation and Hygiene
0406 WASH in Schools
0407 Fragile contexts
0408 Beyond 'basic' community-based management

<b>05</b> <b>Sustainability monitoring, sector learning and upscaling</b>
0501 Post Implementation Monitoring
0502 Sector learning and upscaling

Soon available here

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**[www.susana.org](http://www.susana.org)**