

# Enabling environments for inclusive city wide sanitation: a conceptual framework

World Water Week, Stockholm  
29<sup>th</sup> August 2018



# SESSION OBJECTIVE: DEMYSTIFY THE “ENABLING ENVIRONMENT”

## 1: Introduce a new framework for conceptualising the enabling environment for urban WASH services

- Sam Drabble: Head of Research & Learning

## 2: Explore how the framework translates into programmatic activity at the city level

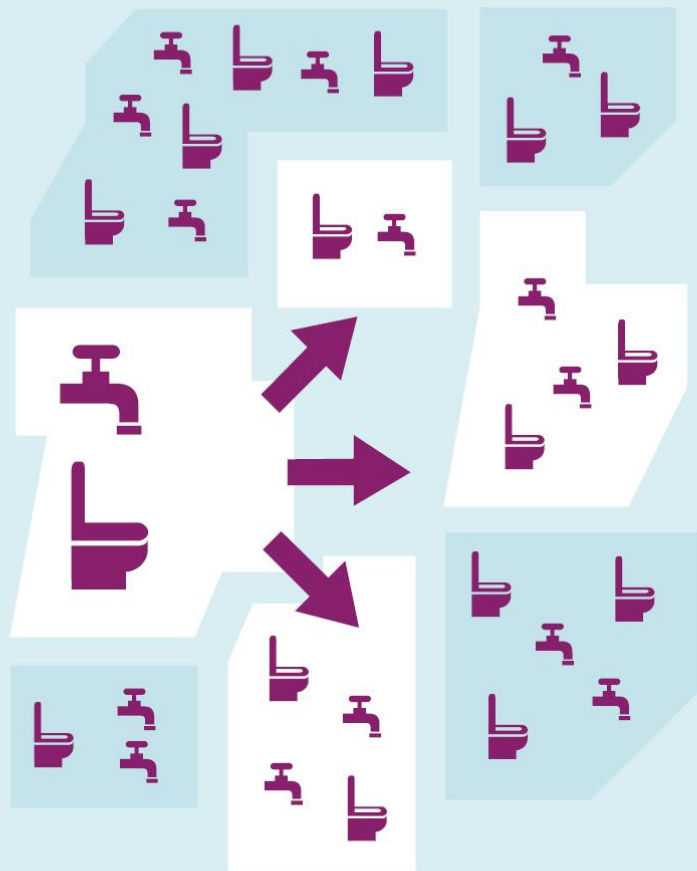
- Eden Mati: Programme Coordinator, WSUP Kenya
- Jeremy Horner: Director of Programmes
- Sibondile Ndaba: Sanitation Business Lead, WSUP Zambia

## 3: Explore how institutions and donors are working to strengthen enabling environments

- Eng. Jilly Chiyombe: Director for Infrastructure, Planning & Development, Lusaka Water & Sewerage Company
- Danielle Pedi: Senior Program Officer, Urban Sanitation Markets, Bill & Melinda Gates Foundation
- Dr Najib Bateganya Lukooya, Ph.D: Deputy Director, Public Health & Environment, Kampala Capital City Authority
- Eng. Peter Mutale: Chief Inspector, National Water Supply and Sanitation Council (NWASCO), Zambia

## Why emphasise the enabling environment?

- Without systems in place to manage water and sanitation services, we cannot reach the people most in need
- **SDG 6 synthesis report** identifies three core areas where systems can be improved in cities to strengthen access
- Emerging consensus that we need to focus more on systemic challenges – the **invisible barriers** to universal access
- **Sustainable, scalable services** require **strong systems!**



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## So what does the “enabling environment” look like?

- **WSUP sector functionality framework**
  - Partially based on the UNICEF WASH-BAT “**enabling factors**” categories
  - Individual but closely analogous frameworks for water and sanitation
  - **Two-yearly assessments** of sector functionality in WSUP focus countries, based on **stakeholder consultation**
  - Provides a framework against which to map **capacity development** and **sector influence** interventions



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## 21 indicators across 7 areas

- Commitment
- Policy/mandates
- Financial flows
- Investment planning
- Capacity
- Attitudes/behaviours
- Sustainability

**Which area would you prioritise?**



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**Programmatic case study: Activating on-site sanitation markets**  
**5-year BMGF-funded programme: 2012-2017**  
**Focus countries: Bangladesh, Kenya, Zambia**



## Programme learning: pivoting towards a city wide approach

**AIM:** Catalyse the market for on-site sanitation products and services

**PHASE 1:** Business-centred approach - development of innovative sanitation business models

### INSIGHT :

- Focusing primarily on one link of the FSM chain will not improve services at scale
- Supportive policies, incentives and regulations are required to enable businesses to lower prices or reduce their operating costs

**PHASE 2:** City wide approach - aimed to address **barriers to business growth** by strengthening diverse aspects of the **enabling environment** for FSM services

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# Strengthening the enabling environment for urban sanitation in Kisumu, Kenya

Presented by:  
Eden Mati  
*Programme Coordinator,  
Kenya*

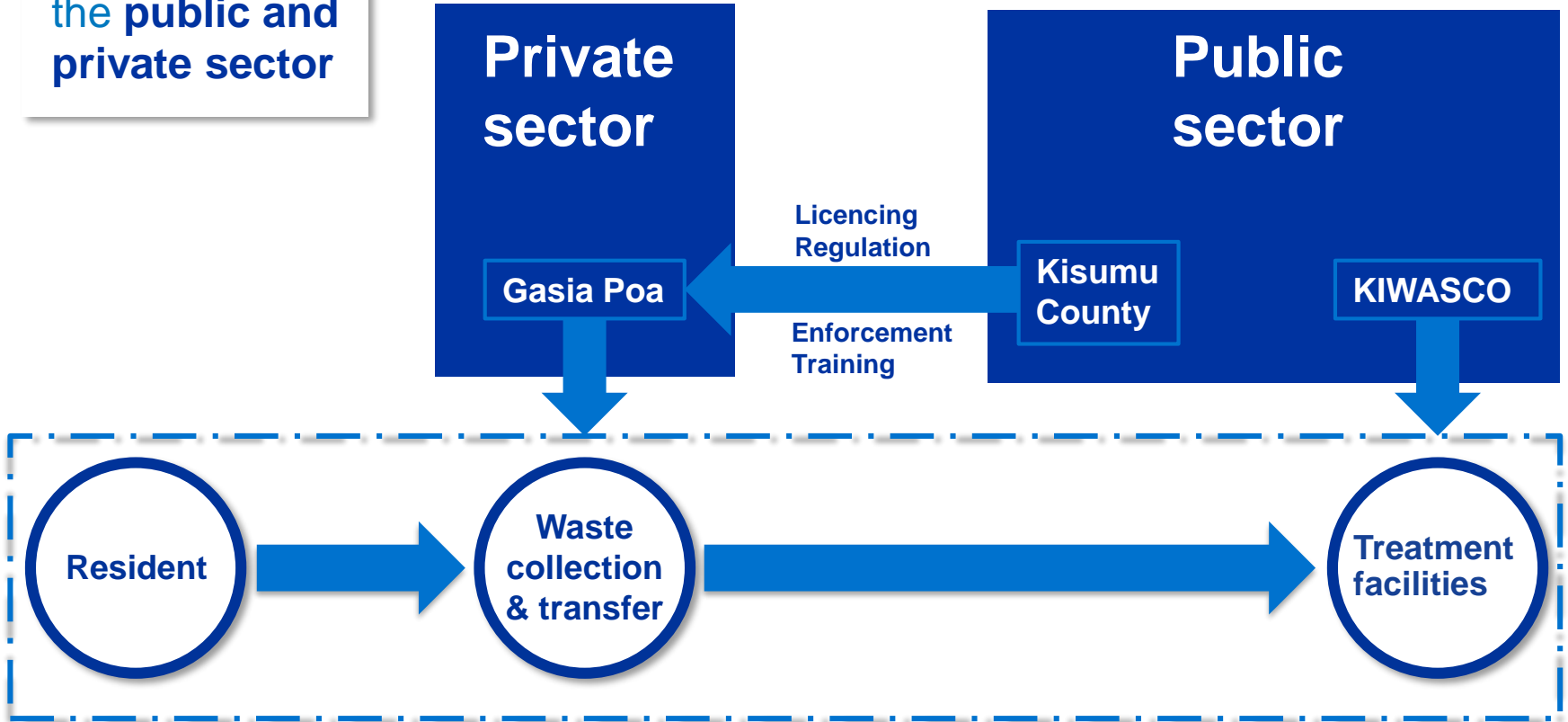




## Urban sanitation in Kisumu, Kenya

- Nearly 400,000 people live in Kisumu
- Approximately **75% of households rely on pit latrines**
- The County Government of Kisumu has **few functioning vehicles** for sludge collection and transport
- **Informal manual emptiers** are common

Working with  
the **public and  
private sector**





## Example focus areas in Kisumu

Service provider  
capacity

Developing and strengthening formal private sanitation  
service providers

Regulatory  
effectiveness

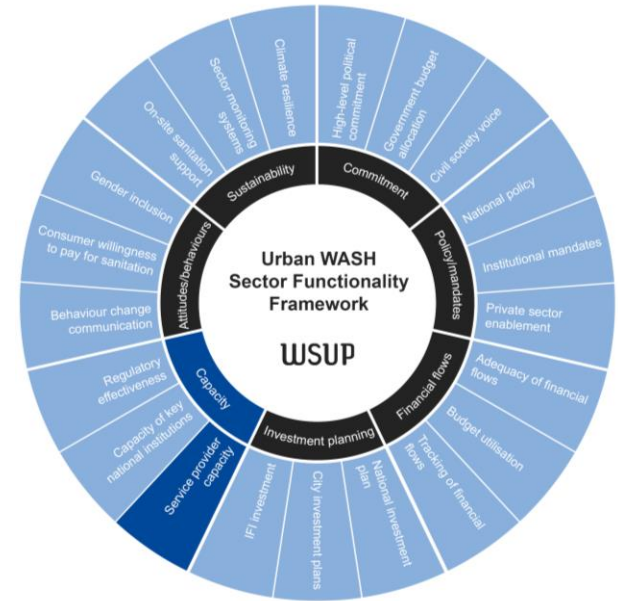
Working with stakeholders to introduce regulations governing  
best practice for emptying and disposal

## Indicator: Service provider capacity



➤ Supporting Gasia Poa to move into urban sanitation:

- Developing **marketing and customer acquisition strategy**
- Providing **financial modelling and training**



## Regulatory effectiveness

### Developing **Standardised Operating Procedures (SOPs)** in Kisumu

- **Raising minimum standards** for emptying and disposal
- **Extensive guidelines** covering overall operations, emptying of waste, transport, disposal, customer acquisition
- Accompanied by **training to improve enforcement**



## Looking ahead: change at the county level

- Experience gained in developing the SOP in Kisumu City is feeding into a **County Sanitation Policy and Bill** currently with the County Government for approval
- Long-term aim to **influence other counties** facing similar FSM challenges and contribute towards the establishment of **national FSM regulations**



# Strengthening the enabling environment for urban sanitation in Dhaka and Chittagong

Presented by:  
Jeremy Horner  
*Director of Programmes*





## Urban sanitation in Bangladesh

- Bangladesh is one of the most **densely populated** countries in the world
- Very low rates of open defecation BUT only around 60% of the population **use an improved sanitation facility**
- There is **no sewerage** in Chittagong, and very little in Dhaka
- **69%** of human waste in Dhaka is **discharged directly into surface drains**

## Example focus areas in Bangladesh

Institutional mandates

Addressing lack of clarity about who was responsible for FSM delivery and regulation

Private sector enablement

Supporting businesses to enter the sanitation sector in Bangladesh

Affordability and willingness to pay

Developing a pricing strategy to help sanitation businesses balance commercial viability and affordability for low-income customers

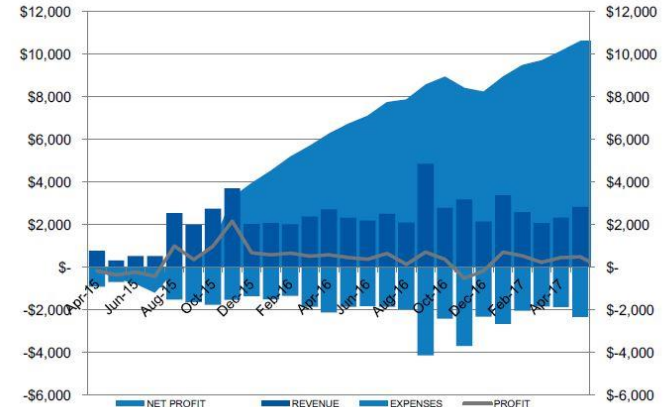
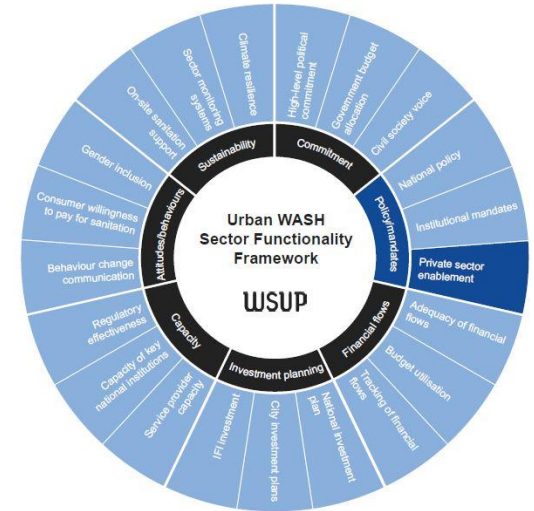
# Indicator: Private sector enablement



➤ Development and replication of a **public-private partnership** for FSM services in Dhaka and Chittagong

- **SWEEP**: lease-based agreement between DWASA and Gulshan Clean & Care
- **Profitable on an O&M basis** within 5 months of start-up

| Regular operational activities | Maintenance activities | Receiving demand | Mass marketing | Regulatory activities | Replacing & increasing fleet | Disposal & treatment |
|--------------------------------|------------------------|------------------|----------------|-----------------------|------------------------------|----------------------|
| GCC                            | GCC                    | GCC              | DWASA          | DWASA                 | DWASA                        | DWASA                |





A vibrant and crowded street market in Bangladesh. The scene is filled with people walking, shopping, and interacting. Numerous colorful signs and advertisements are visible, including one for 'বোরকা ফ্যাশন' (Burqa Fashion) and another for 'মুহাম্মাদ উল্যা এন্ড সন্স' (Muhammad Ulla and Sons). The street is lined with shops and stalls, and the overall atmosphere is one of a bustling, active urban environment.

## Institutional mandates

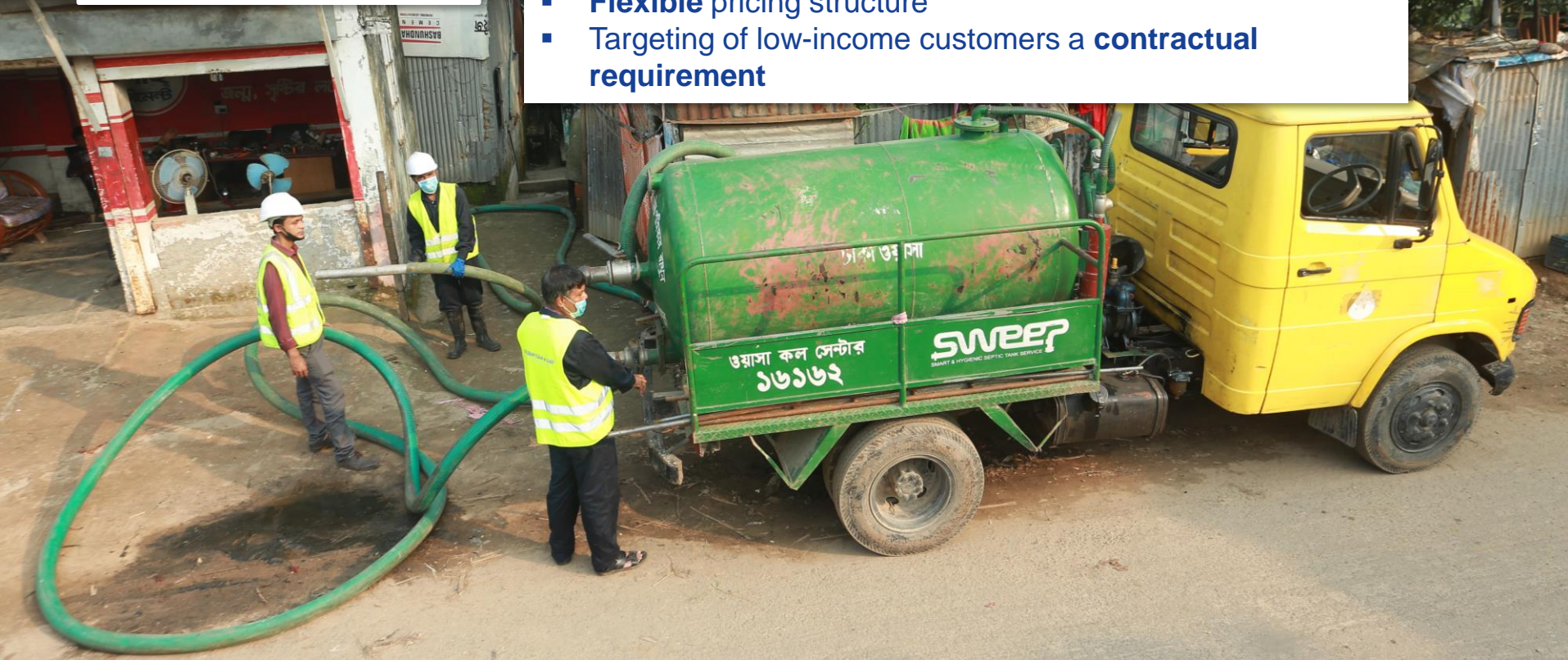
Supporting the development of the **Institutional and Regulatory Framework** for Bangladesh:

- IRF for Dhaka – **Dhaka City Corporations** (North & South) take the lead, with **DWASA** in a supporting role
- IRF for other urban areas (including Chittagong) – **City Corporations** take the lead

## Affordability & willingness to pay

### Developing a **differential pricing strategy**:

- SWEEP customers living in low-income areas charged a **lower tariff**
- **Flexible** pricing structure
- Targeting of low-income customers a **contractual requirement**



## Looking ahead: size of potential market in four cities

**Annual Market Size:** US \$1 million  
**City Rank (by size):** 11  
**Sewerage Coverage:** 0%  
**Open Defecation:** 1%

Rangpur  
**1.6m**  
population

**Annual Market Size:** US \$16.5 million  
**City Rank (by size):** 1  
**Sewerage Coverage:** 20%  
**Open Defecation:** 1%

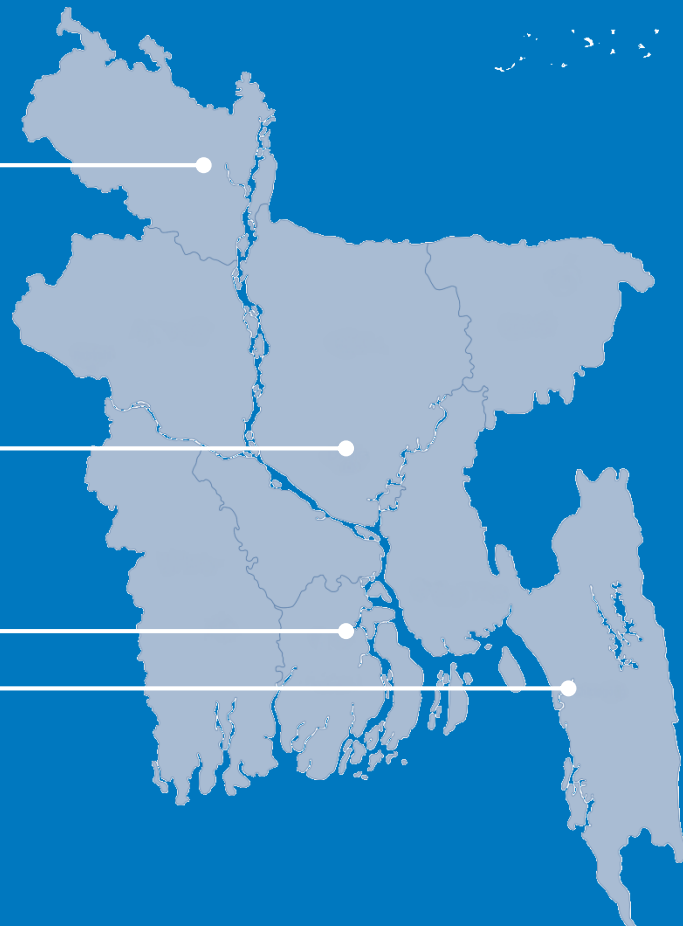
Dhaka  
**16m**  
population

**Annual Market Size:** US \$2.5 million  
**City Rank (by size):** 9  
**Sewerage Coverage:** 0%  
**Open Defecation:** 1%

Barisal  
**1.9m**  
population

**Annual Market Size:** US \$5.0 million  
**City Rank (by size):** 2  
**Sewerage Coverage:** 0%  
**Open Defecation:** 1%

Chittagong  
**4m**  
population



# Strengthening the enabling environment for urban sanitation in Lusaka



Presented by:  
Sibongile Ndaba  
*Business Development  
Lead, Zambia*





## Urban sanitation in Lusaka

- Around 70% of the city's population live in informal 'Peri-Urban Areas'
- Households in these areas commonly rely on on-site sanitation facilities
- Poorly constructed pits leach into the surrounding soil or overflow during the rainy season
- Outbreaks of diseases like cholera are common



Working with  
community Water  
Trusts in Chazanga  
& Kanyama to  
**develop full  
sanitation chain  
service**

**LWSC:** Developing the  
utility's on-site  
sanitation capacity

**Scaling up city wide  
sanitation** with  
national and  
international  
stakeholders

## Example focus areas in Lusaka

Behaviour change communication

Educating communities about the negative impact of disposing of solid waste in pits

On-site sanitation support

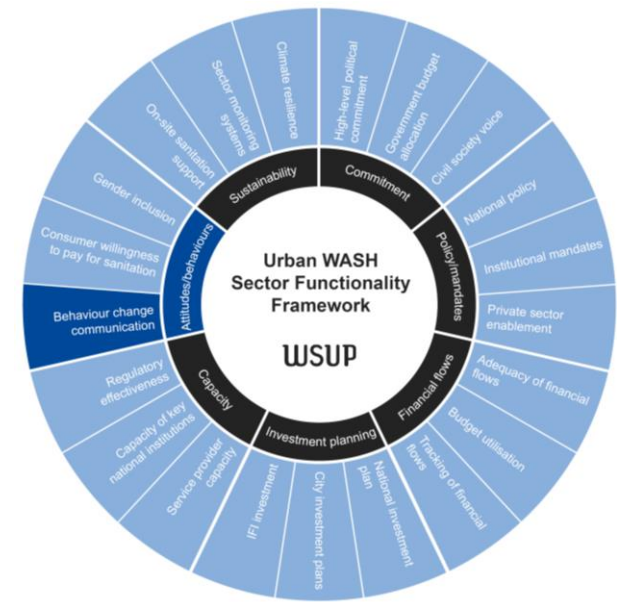
Providing improved on-site sanitation infrastructure for peri-urban population

## Indicator: Behaviour change communication



### Annual community-level campaigns:

- Don't dispose of **solid waste** in pit latrines
- **Upgrade** to a pour-flush toilet





## On-site sanitation support

- Constructing **transfer and treatment stations** in Kanyama and Chazanga
- **Support Water Trust management** of the sanitation chain in peri-urban areas



## Looking ahead: Lusaka Sanitation Project

- WSUP Advisory now providing LWSC with technical assistance for **development of the FSM market across the city**
- Opportunity to synthesise programmatic learning to influence **city-level** sanitation planning and management



**Questions?**



## Experience and insights from...

- **Dr Najib Bateganya Lukooya, Ph.D:** Deputy Director, Public Health & Environment, Kampala Capital City Authority
- **Danielle Pedi:** Senior Program Officer, Urban Sanitation Markets, Bill & Melinda Gates Foundation
- **Eng. Jilly Chiyombe:** Director for Infrastructure, Planning & Development, Lusaka Water & Sewerage Company
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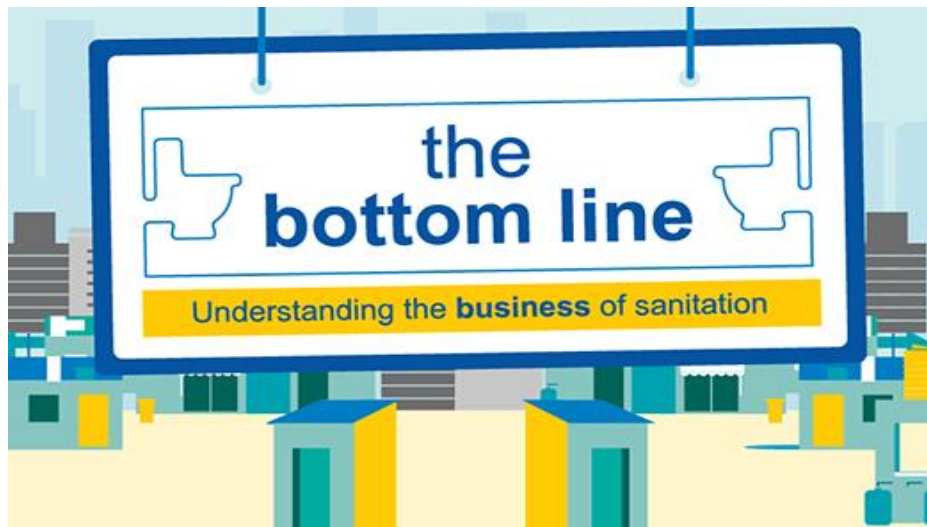


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A guide to strengthening the enabling environment  
for faecal sludge management

Experience from Bangladesh, Kenya and Zambia | November 2017

