



**WATER FOR AFRICAN CITIES**  
PROGRAMME PHASE II

**UN**  **HABITAT**

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# Abbreviations

AfDB	African Development Bank
AMCOW	African Ministers' Council on Water
AWSB	Athi Water Services Board
CBO	Community Based Organisation
CEGERD	Centre for Gender and Rural Development
CFA	Communité Financière Africain
CRA	Water Supply Regulatory Council
DNA	National Directorate for Water Affairs
DNACPN	National Sanitation and Pollution Nuisances' Control Department
EIB	European Investment Bank
FCPB	Fédération des Caisses Populaires du Burkina Faso
FM	Frequency Modulation
GTZ	German Overseas Development Agency
KENSUP	Kenya Slum Upgrading Programme
LVSWSB	Lake Victoria South Water Services Board
MDG	Millennium Development Goals
NWSC	National Water and Sewerage Corporation
ONEA	National Water and Sanitation Authority
PDSEC	Community Plans for Social Economic and Cultural Development
PROSEA	Support to the MGD WATSAN Sector Programme
PRTV	Plateau radio and television Corporation
RWSSI	Rural Water Supply and sanitation Initiatives
SBP	Strategic Business Plan
SEC	Settlement Executive Committee
SIITRAT	Sulabh International Institute of Technical Research and Training
TOT	Training of Trainers
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
WATSAN	Water and Sanitation
WC	Water closet
WDM	Water Demand Management
WHO	World Health Organisation
WSSD	World Summit on Sustainable Development
WSHE	Water Sanitation and Hygiene Education
WSTF	Water and Sanitation Trust Fund

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GPO KENYA. Tel: 254-020-7623120 (Central Office). [www.unhabitat.org](http://www.unhabitat.org) HS/xxxxxx – ISBN: xxxxxxxxxx

Acknowledgements – Authors: Water for African Cities Team, Editor: Tom Osanjo, James Ohayo, Design & Layout: Daniel Vilnersson, Printed 2009 in Nairobi by UNON Publishing Section

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# Foreword

According to the 2009 World Water Development Report<sup>1</sup>, the link between poverty and water resources is obvious: the number of people living on less than US\$1.25 a day corresponds approximately with the number of those without access to safe drinking water. Furthermore, almost 80% of diseases in developing countries are associated with water, causing some three million early deaths. For example, 5,000 children die every day from diarrhoea, or one every 17 seconds. The “business as usual” scenario means an estimated 5 billion people (67% of the world population) may still be without improved sanitation in 2030.

The latest report of the WHO/UNICEF Joint Monitoring Programme<sup>2</sup> concludes that it is only in 9 out of 53 African countries where more than 50% of the population use improved sanitation facilities, while only 26 countries are on track to meet the drinking water target and 341 million people rely on unimproved drinking water sources. It is imperative therefore that Africa and its development partners live up to their commitments if the MDG on Water Supply and Sanitation targets are to be met.

Urban areas will strongly influence the world of the twenty-first century. Africa has the world’s most rapid urbanisation growth with

an estimated annual average of 3.31% between 2005 and 2010, and it is projected that the African urban population will grow to 759.4 million by 2030 from 373.4 million in 2007<sup>3</sup>.

Currently, availability and levels of urban infrastructure services in Africa are poor compared to all other continents. This and other factors have resulted in the growth of slums – situations where between 60 and 70 per cent of the people have to live in squalid conditions that are devoid of basic infrastructure services. The lack of improved water supply and basic sanitation services is the most important feature of slums in the African urban context.

This has significant adverse effects on economic growth and development, including the loss of time needed to collect water and the loss of productivity and lives plus rising health costs due to water related diseases and illness. But the time, energy and health costs saved by improved water and sanitation can instead be invested in productive economic activities for accelerating local to national development.

The Water for African Cities Programme is part of the wider efforts of UN-HABITAT to contribute towards meeting the Millennium Development Goal targets of halving the number of people without

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1. UNESCO, *World Water Development Report 2009*

2. WHO/UNICEF Joint Monitoring Programme, *Water Supply and Sanitation Snapshot Report for Africa, 2008*

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3. UN-HABITAT, *State of African Cities Report, 2008*

access to safe water and sanitation by 2015, and promoting environmental sustainability. It also seeks to help create an enabling environment for pro-poor investment for water supply and sanitation services. The programme is focused on facilitating measures to ensure access to environmentally sound water and sanitation services to the unserved and underserved populations, through demonstration projects and capacity building support interventions for water supply and sanitation utilities, local governments, NGOs and communities to help improve service provision for the poor in these city slums.

Over the past 5 years, the programme has been working in major African cities to develop capacity to improve management of urban water supply and sanitation to benefit the poor. Working through collaborative teams of implementation partners, strategic partners, and the African Development Bank, the programme employs a flexible framework for collaboration with partners. Over the years, the Water for African Cities Programme activities have given rise to a number of successful outcomes, such as: tool kits to improve water and sanitation governance that target the poor; institutional capacity building interventions to enhance performance of utilities; mainstreaming gender into water and sanitation policies and strategies; promoting better awareness and stronger support for the sector at the political level; and fostering effective community participatory approaches in water and sanitation sector activities.

This brochure has been prepared in order to highlight some of the successes that the programme has achieved and to share the lessons and challenges encountered thus far in implementing the programme. UN-HABITAT will continue with its efforts to improve the living environment in urban areas through employing such measures so as to improve basic urban services in an environmentally friendly manner, and to contribute to the global efforts towards mitigating the effects of climate change.

Anna Tibaijuka

Under-Secretary General and  
Executive Director, UN-HABITAT



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# 1. INTRODUCTION

A recent Global Monitoring Report<sup>1</sup> by the World Bank and International Monetary Fund concluded that in nearly eight years since the 2000 Millennium Summit, the world has not made the necessary progress to achieve key Millennium Development Goals (MDG) targets by 2015 and based on current trends Africa could miss all the targets.

Of special concern is the growing gap between service delivery rates and the 2015 targets for water and sanitation in cities and small urban centres which will soon house the majority of the African population. The eThikweni declaration adopted at the AfricaSan conference on sanitation and hygiene held in South Africa in February 2008 as part of African observance of the International Year of Sanitation provides a sobering assessment of the sanitation situation in Africa:

- a) 589 million people, more than 60% of Africa's population, currently do not have access to safe sanitation
- b) An estimated 1 million Africans die every year from sanitation, hygiene and drinking water related diseases
- c) The associated human, social, health, environmental and infra-structural costs of inadequate sanitation are a major burden on Africa's economy and that an investment in sanitation positively impacts related development targets

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1. GMR, 2008.

The lack of clean water and basic sanitation for so many already poor people has significant adverse effects on economic growth and development, including the loss of time needed to collect water and the loss of productivity and lives plus rising health costs due to water related diseases and illness. But the time, energy and health costs saved by improved water and sanitation can instead be invested in productive economic activities for accelerating local to national development.

The growing numbers of urban residents, especially the urban poor, pay increasingly higher prices due to inadequacy of safe drinking water and basic sanitation. They are also faced with increasing health burden emanating from water, sanitation and hygiene related diseases.

In Sub Saharan Africa alone, it is estimated that urbanisation shall have increased from 215 million to 400 million by 2015 indicating that more effort will be required to meet the growing demand within urban areas.<sup>2</sup> Furthermore, within peri-urban and rural neighbourhoods, more than 18% of the population still engage in open defecation and poor hygiene practices.

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2. According to the UN WORLD WATER development Report 2

It is the mandate of UN-HABITAT in pursuit of the MDG targets around which Water for African Cities (WAC) Programme has been focussing its interventions. The Programme was initiated in December 1999, as a direct follow-up of the Cape Town declaration of 1997 adopted by African ministers to address the urgent need to employ better practices in the management of water resources in African cities. One of the most notable successes of the first phase of the programme was the wide acceptance of water demand management as the cheapest form of augmenting supply at both utility and national policy-making levels. The implementation of a catchment management strategy also provided a unique platform to bring together diverse stakeholders from the urban water and environment sectors and community groups into action-planning, monitoring and implementation of local environment management of water resources.

The second phase of the Water for African Cities Programme was launched by the African Ministers' Council on Water (AMCOW) at the Pan African Implementation and Partnership Conference on Water in December 2003. This second phase is supported through the UN-HABITAT Water and Sanitation Trust Fund (WSTF) set up in October 2002.

The Water and Sanitation Trust Fund is structured around three programme outcomes as articulated in the WSTF Strategic Plan for 2008-2012. These are:

- a) Increased institutional capacity in partner countries for advocating, promoting and implementing poor-pro water and sanitation initiatives and policies;
- b) Increased flow of investment into water and sanitation sector catalysed by WSTF interventions;
- c) Improved Millennium Development Goals (MDGs) monitoring mechanisms in place in partner countries, with improved benchmarking of water and sanitation service providers.



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## 2. DESCRIPTION

### 2.1 Water for African Cities (Phase II) programme

The strategic direction for the Programme is on facilitating measures to ensure access to environmentally sound water and sanitation services to the unserved and underserved populations of the target cities, and provision of support to water supply and sanitation utilities, local governments, NGOs and communities to help improve service provision for the urban poor and to leverage resources for scale up, through demonstrations and capacity building interventions.

The programme further seeks opportunities for scale up and replication at the country level, through collaborative arrangements with national partners, regional and international financial institutions. Under a Memorandum of Understanding with the African Development Bank, support is provided for the incorporation of pro-poor components in larger water supply and sanitation funded projects of the Bank, and pre-investment capacity enhancement of utility service providers to facilitate more rapid and effective loan/grant processing and utilisation for expanded access to services to benefit the urban poor

Memoranda of Understanding have been signed with 10 of the 15 countries, and nearly 65 agreements of cooperation are in place to implement the programme at country and regional levels. Despite

some challenges, significant achievements have been made in the implementation of this programme.

Since its inception the WAC Programme has assisted the participating African cities to improve their management of water and sanitation services within urban areas with particular emphasis on the informal settlements.

### 2.2 Programme objectives and focus areas

The main objective of the Programme is to address the urban water crisis in Africa through efficient and effective water demand management and capacity building to mitigate the environmental impact of urbanisation on freshwater resources and to boost awareness and information exchange on water management and conservation practices. The focus is on the following thematic areas:

#### **Pro-poor governance and follow-up**

New investments in the water and sanitation sector often by-pass the poor. African cities abound in examples of supply expansions that lead to improved quality of service for the affluent sections of society, while the numbers of the poor who remain outside the reach of municipal services grows. Pro-poor investments (i.e. investments targeted to improve service delivery and coverage for the poor) require, as a pre-requisite, pro-poor governance frameworks.

These comprise pro-poor policies and institutions that direct investments to, and monitor their impact on the poor. Critical to this is the active participation of local communities in the planning, provision and management of water and sanitation services on the one hand, and improving accountability of service providers at the local level, on the other.

### **Improved sanitation for the urban poor**

Special attention is given to active community involvement in and ownership of the delivery and management of sanitation services. The main aim is to increase and leverage the funding available for this component. This will entail forging partnerships and developing innovative financial mechanisms for the mobilisation of local funds. Support will be forthcoming through capacity building efforts, including assistance in the development of institutional frameworks, identification of revenue streams (for cost recovery purposes), training of utility staff, and empowering leaders in urban low-income communities.

### **Urban catchment management**

Urban catchment management is an integral component of Integrated Water Resources Management (IWRM). It incorporates not only water quality and quantity perspectives, but also socio-economic and ecological integrity aspects of projects and programmes. The objective is to protect and secure water resources in urban

catchments, co-ordinate water management with upstream/downstream users more effectively, and develop and implement strategies, including livelihood programs, which directly improve the living conditions of the poor.

### **Water demand management**

The challenge in WAC II is to scale-up and expand the WDM component of the programme, while ensuring the sustainability of the interventions by leveraging further investment. A three level approach (city, national and regional) will be adapted to WDM, with phased interventions to introduce demand responsive and demand management strategies that improve efficiency and equity in water supply and use. The interventions are grouped into three primary categories, with two secondary (or cross-cutting) categories linked to the other thematic priorities of the programme.

### **Water education in schools and communities**

Ongoing value-based water education (VBWE) activities carried over from WAC I are being consolidated to extend project outreach to the in-coming cities. The goal is to create a new water use ethic among schoolchildren and communities at large through water, sanitation and hygiene education. This will be achieved by changing attitudes towards water usage and hygienic living, and advocating the proper utilisation of water at home, at school, and in the work place.

### **Advocacy, awareness-raising and information exchange**

An overarching advocacy, awareness raising, and information exchange campaign in WAC II will support implementation of the thematic priorities. The aim is to engage and mobilise policy level functionaries, garner political will and support for the programme, and increase commitment at city, national and regional levels to addressing the thematic priorities. National and city level activities will include capacity building for sustainable campaigns, community outreach programs, benchmarking of awareness campaigns, and implementation of participatory awareness information, education and communications initiatives for attitudinal change.

### **2.3 Operational strategies and implementation modalities**

WAC II programme operational strategy is guided by two main geographical areas:

- a) City demonstrations in the 17 participating cities, and
- b) Region-wide activities to share information and build capacity between cities within the region.

The city level activities are aimed at developing pilot initiatives that deliver access to water and sanitation services to the urban poor

and to establish demonstrations models that can be adopted and scaled up or replicated by communities, governments and financial institutions that are faced with similar situation. Regional activities however involve all WAC cities and focuses on regional exchange of experience. There are other crosscutting activities with WAC II programmes such as gender mainstreaming, awareness creation and communications, and regional capacity building. Implementation of the programme activities also recognises the role of policy makers, and reaches out to this group with a view to influencing local and regional policy frameworks in the sector.

### 3. COUNTRY LEVEL ACTIVITIES AND CASE STUDIES

#### Burkina Faso

There are 10 projects under the programme of Burkina Faso. Five of these projects are implemented by the Government and the remaining five by non-government organisations (NGOs). The type of projects include availing basic water and sanitation services to the poor urban residents, development of small bore sewerage system, WDM strategy development and Water, Sanitation and Hygiene Education programmes for pilot schools. The total projects' cost is US\$1,776,302 of which UN-HABITAT's contribution is US\$1,195,712 (67%) and the balance (33%) is from the Implementing Partners.

#### Case study: Condominial sanitation system in Somgande, Burkina Faso

Providing affordable and sustainable sanitation solutions in most growing African cities is a challenge that requires innovation. In partnership with ENDA-RUP and local municipal authorities, and with full involvement of beneficiary communities, WAC II programme in Burkina Faso piloted a low-cost small bore condominial sewerage scheme in the neighbourhood of Somgande informal settlement in the Nongr" Mason District of Ouagadougou.

Household connections to the system were made affordable through establishment of a revolving fund with the Burkina credit union "Fédération des Caisses Populaires" (FCPB). The micro-credit loans were handled by a local management committee. Together with ENDA-RUP the management committee evaluated loan requests which were then approved by the city council and the national water and sanitation authority (ONEA), and the loan issued by FCPB. A combined monthly connection and maintenance fee was fixed at 4500 Francs CFA (US\$10) to be repaid over a 36-month period. Out of the total amount paid in the three year period, 150,000 francs were spent on the initial connection while 12,000 francs on maintenance. After the three year period, monthly



fee dropped to 200 francs per month per household, to cover maintenance costs. After establishment of the infrastructure network ownership was transferred from ENDA-RUP to ONEA.

The plant was designed in such a way that the waters from the treated sewage would be used in forestry programmes, local brick manufacturing and urban agriculture. A local youth organisation was nominated to maintain and manage the plant which included the sale of the treated effluent.

Currently, about 350 households are benefitting from the system. It is planned that the network coverage would be extended to reach many more households in the community as a result of growing demand.

The Burkina Faso experience has demonstrated the importance of close involvement of the city authorities in mobilising public support for projects. Active participation of the local community management committee has also been a key factor of success.

## **Cameroon**

There are 3 projects under WAC II programme of Cameroon. Two of these projects are implemented by the Government Organisations and one by Non-Government Organisation (NGO). The focuses of the projects are on improved sanitation for the urban poor and include the construction of public toilet complexes in Elig-Sono station and Nlongkak municipality of Yaoundé and the construction of small bore sewerage connection systems. There is also Water, Sanitation and Hygiene Education programmes for pilot schools. The total projects' cost is US\$809,653 of which UN-HABITAT's contribution is US\$587,500 (73%) and the balance (27%) is from the Implementing Partners.

## **Cote d'Ivoire**

The WAC II programme in Cote D'Ivoire is the implementation of Water Sanitation and Hygiene Education Programme in selected pilot schools and the implementing partner is Ministry of National Education. The total cost of the project is estimated to be US\$527,951 of which UN-HABITAT's contribution is US\$327,152 (62%) and the implementing partner's contribution is US\$200,799 (28%).

## **Ethiopia**

Three cities are participating in the WAC II programme of Ethiopia. The total numbers of projects are 15 of which 12 are implemented by Government Organisations, 2 by NGO and 1 by another utility (National Water & Sewerage Corporation of Uganda) from the region. The general focus of the projects include basic water supply and sanitation services for the identified poor urban communities, development of Water Demand Management Strategies including demonstration of rainwater harvesting techniques in schools and community centres, pro-poor water and sanitation governance studies, development of Urban Catchment Management strategy and implementation of Water, Sanitation and hygiene Education programme in pilot schools. As part of partnership with African Development Bank, the programme is also supporting the development of Strategic Business Plan (SBP) for Harar City, which is one of the participating cities of WAC II programme. The total projects cost for Ethiopia including the development of SBP for Harar amounts to US\$2,096,963. Out of this UN-HABITAT's contribution is US\$1,544,961 (74%), Implementing Partners Contribution is US\$512,452 (24%) and the remaining balance of US\$39,550 (2%) is that of the National Water and Sewerage Corporation of Uganda (NWSC) which is undertaking the development of the SBP for Harar.

### **The case of water & sanitation facilities for “Dehoch” community of Harar-Ethiopia**

The “Dehoch community” is located in Harar city of Ethiopia. The community, including the neighbourhood, has an estimated population of 10,000. It is one of the oldest slum settlements located in the vicinity of the highly congested area of “Jugol”. The word “Dehoch” derives from Amharic language meaning poor people. This terminology has been attached to this community due to the fact that it is the poorest of the poor and most vulnerable group in Harar. Almost all family members do not have any kind of formal income sources to support themselves and their family. They depend on others through begging for their daily bread. High HIV prevalence and Orphaned children are common characteristics among the community members.

During WAC II project formulation, more than 85 households within the Dehoch community were housed in totally dilapidated buildings which were built during Italian occupation of Ethiopia and served as a military camp. The rooms are divided by plastic compartments of dimensions of not more than 12m<sup>2</sup> and housing up to 10 persons. During the day most of family members are spending their time outside. However during night hours sleeping is arranged on shift basis due to space limitation.

Water and sanitation services are equally poor; the community was initially served through standpipes installed by the public water utility. Over time, the utility abandoned the public water points as a result of management challenges.

The initial task of WAC II Programs was to effect change in the perception and attitude of the community members towards poverty. This started with change of the name “Dehoch” to be called “Gara-Ule” which led to the establishment of a legal small scale service provider association known as “Gara-Ule WatSan Association”. Through organised awareness campaigns the community members were voluntarily mobilised for the labour contribution in the process of construction works of water and sanitation facilities.



The sanitation component of the project of “Dehoch” community included the supply of waste-bins and the construction of public toilets with shower services. Two waste-bins and a toilet complex were inaugurated on May 10, 2009. The completed toilet facilities include two building blocks with shower rooms (one for each gender) fitted with rainwater collection system that also serve as reservoir of water from the network. The toilet and shower are managed through user pay system. The demands for shower services have already grown beyond the supply necessitating need for expansion which the community plans to effect using accrued revenue. Some of the achievements of these initiatives include:

- a) The intervention has inspired the poor community members to realise their right of getting basic services and have started to raise their voice collectively.
- b) Change of behaviour among the community members to leave independently and managing their own water and sanitation facilities
- c) Influencing policy makers to consider basic service provision for the poor. Harar city municipality to provide support to the poor community through provision of land at no cost for the construction of water supply and sanitation facilities as well as assigning labour force to carry out the survey and technical support
- d) Joint action plan between Harari Housing Development Agency and “Dehoch” community to plan housing rehabilitation for the poor.

## Ghana

Under the Ghana programme, there are four projects of which three are implemented by Government organisations and one by an NGO. The projects focus areas of intervention include safe water supply and improved sanitation services for Zabon Zongo community of Accra, development of pro-poor water and sanitation governance strategy, development of an urban catchments management strategy and demonstration of water, sanitation and hygiene education in the pilot schools. The total cost of the projects is US\$1,703,107 out of which UN-HABITAT's contribution is US\$1,312,222 (77%) and the remaining US\$390,885 (23%) is from the Implementing Partner.

### **Integrated WATSAN in the Sabon Zongo community in Accra**

The Accra city project of the UN-HABITAT Water for African Cities Programme is assisting to implement a pilot pro-poor integrated water supply and sanitation initiative in Sabon Zongo, a low income area in the city. The objective is to improve health and productivity by increasing access to good drinking water and proper sanitation facilities on a sustainable basis and trigger investment in the sector to meet the water and sanitation related Ghana Poverty Reduction Strategy, and MDGs. The component interventions under the project include pro-poor water and sanitation governance, increased access to sanitation services, safe drinking water supply at affordable cost for the community, and water sanitation and hygiene education. There was also sustained advocacy and awareness creation to promote proper hygienic behaviour in the community.

The Sabon Zongo community in Accra is a poor slum settlement with residents who are mostly Muslims from Mali, Burkina Faso and Ghana's northern region. It has also attracted a number of disabled settlers. At the beginning of the project, Sabon Zongo's existing toilets were encrusted, overflowing pits surrounded by crumpled scraps of waste papers and were the only facilities depended upon by the entire population of 18,000 residents. Water supplies were monopolised by a few affluent in the community who charged exorbitant fees for every bucket drawn.



This community was selected to pilot the project and lessons learnt to be used in scaling up a community based pro-poor urban water supply and sanitation services in other areas of the city. In collaboration with Wateraid Ghana, the Ghana Water Company, the Ghana Education Service and the Sub-Metropolitan Authority for the area, a lot of focus was put on the governance component of the project in order to build capacity of the community on project management, operations and maintenance skills. This was done to demonstrate a community management model concept in an urban poor setting, with emphasis on proper post construction operations and maintenance to ensure sustainability of the facilities and to draw relevant lessons to inform future similar projects. A community Development Committee was therefore established and trained for this purpose.



At the beginning of the project, the implementation was bedeviled with a number of challenges of physical and governance nature. Sabon Zongo settlement had remained unplanned in the entire past century with people building haphazardly blocking access to drains. In addition land ownership was complex and frequently disputed. In particular there were institutional conflicts arising from the legal status of the Community Development Committee to order demolition of illegal structures hence consent had to be sought from relevant authorities that included local land-owning chiefs, Imams and local government. Sustained advocacy and awareness creation under the project further helped to overcome these challenges.

The project duration had to be extended to build consensus among the community in order to avoid confrontation. Landowners were impressed upon to remove structures themselves through influence from area chiefs.

Through the collaborative effort, WaterAid Ghana managed to complete and hand over sanitation facilities constructed under the project to the Community. The facilities handed over include one kilometre long drain, 20-seater Water Closet (WC) unit, two solid waste bins with holding bay and assorted sanitation tools and two unit 8-seater WC toilets for two schools. Ghana Water Company is in the process of finalising construction of water supply facilities in Sabon Zongo to improve access by the community to safe water supplies at affordable cost.

In collaboration with the Government of Netherlands, WaterAid have received additional funds to extend the drainage facilities in the community to open up the encroached accessibilities in the settlement and to enhance the capacity of the Community Development Committee in managing the infrastructure development Sabon Zongo.





## Kenya

The WAC II Kenya country programme is implementing six projects; three of them through established NGOs in the region while the rest by governmental agencies. The projects focus on increased water and sanitation coverage within urban poor with emphasis on slum settlements such as Kibera in Nairobi which is implemented within the framework of Kenya slum upgrading programme and Mirera and Karagitat settlements of Naivasha. A low cost none motorised transport intervention for water and sanitation service provision is also under implementation within these settlements. Collaborative interventions between UN-HABITAT and AfDB under support programme to water services board are underway in spearheading water sanitation and hygiene promotion within the urban poor in Kibera and Lake Victoria Region through AWSB and LVSWBSB respectively. Finally, Maji Data initiative that aims at documenting water and sanitation coverage trends within the urban poor is also on going through Water Services Trust Fund of the Ministry of Water and Irrigation in Kenya in collaboration with GTZ. The total cost of the project US\$5,800,000 out of which UN-HABITAT contribution is US\$3,345,672 (58%) and the remaining US\$2,454,328 (42%) from other implementing partners.

### **Challenges of setting up a water and sanitation system within the urban poor, the case of Kibera WATSAN**

The aim of Kibera Integrated Water, Sanitation and Waste Management Project is to contribute towards improving the livelihoods of the urban poor in Soweto East, by supporting small-scale community based initiatives in water, sanitation and waste management. This project is a direct component of Kenya Slum Upgrading Programme (KENSUP), a collaborative initiative between Government of Kenya and UN-HABITAT.

#### Project implementation

Maji na Ufanisi (MnU), a local NGO, is the implementing partner, playing the leading role in both technical and social activities. Many lessons have been learnt during the course of implementation. There have also been challenges along the way.



#### Cooperation versus contractual agreement

Cooperation agreement as a contractual system promoted a team work concept among the community, MnU and UN-HABITAT. The team has consulted widely in site investigation designing, planning and scheduling and this has helped limit design-construction conflicts by having partners working together.



### Design construct/design build concept

The principle of design construct and value engineering has enabled the partners to work cooperatively to appreciably reduce construction time and life cycle of the project.

Phased construction has also facilitated economies of cost and time and improvement of designs have been possible as project progresses.

### Importance of community mobilisation and buy-in

Although a gruelling process, social mobilisation, has been instrumental in the smooth running of operations in Soweto East. A lot of time was spent in mobilising and informing residents about their roles in the project, before actual implementation begun. This is not a one-off activity as had been envisaged but a continuous process throughout the project cycle. This important aspect should be considered in future formulation of similar project and budgeting.

**Importance of a good community structure, joint planning and an effective communication strategy**  
A good community organisation structure is a major boost to successful community project implementation, especially when it puts community members at the core. Such a structure gives mandate and legitimacy to a group to represent residents. In this project the SEC and Watsan Committee have been very instrumental in joint planning, space identification, monitoring of community participation and supporting MnU in averting internal and external threats to this project.

### Community contribution

Where communities are contributing labour and even monies to pay for meeting venues there is a greater sense of ownership and responsibility. This was evident during the project implementation especially during emergencies, such a fire outbreak in Soweto, where communities brought down their structures which were adjacent to one of sanitation facilities to prevent spread of fire. The second occasion was during election and post election violence in Kenya when the community provided security to all the WATSAN facilities as they considered them their own assets.





### Women in construction – Pace setters

Keeping of records of construction materials in the stores and recording of the same at the construction sites was made easy by use of a few pace setters, specifically women who had proven very effective and honest even in material transportation. In most occasions materials for construction had to be transported manually due to narrow and winding access paths in the slum.

### Workers rotation schedules

To ensure that as many residents in Soweto East got an opportunity to work in the projects, workers were rotated on a weekly basis in various construction sites. Even though this compromises continuity and caused delays, it however developed a greater sense of project ownership. It also made it possible for distribution of equal opportunities for learning and financial income for all.

### Relocation

Organised community leadership and a political goodwill prevailed upon the need for sites for constructing sanitation facilities and

access road. Neither UN-HABITAT nor Manji na Ufanisi played any role in moving people's structures and businesses even though so many families had to relocate to create such spaces. It was however the role successfully played by SEC and the local administration.

### Involvement of young people in projects

Youth, a stage of life marked by uncertainty, change and challenge, is a time of enormous potential, enthusiasm and energy, when young people make choices based on available opportunities. Young people living in poverty and affected by conflict have few opportunities and, as a result, this stage of life is often characterised by idleness, violence and poverty. In conflicts, youths are increasingly vulnerable to exploitation and recruitment into militias as was evident during the post election violence in Kenya.

However, despite all the challenges, young people showed tremendous resilience and ability to survive. They were crucial actors in post conflict reconstruction and in the rebuilding of peaceful, more tolerant communities. They could help other young people through peer-to-peer training. Organised youth groups in Soweto East Kibera were instrumental in peace talks in the village.



## Mali

The WAC II programme of Mali consists of six projects. Four of these projects are implemented by Government Organisations and two by Non-Government Organisations. The components of the projects are (a) Water Sanitation and Hygiene Education Programme, (b) Improving access to safe water and sanitation in Bamako that include training of small scale water vendors; Sensitisation and public awareness, Monitoring MDG WATSAN indicators in Bamako, and (c) Low cost Water, sanitation and Hygiene initiative in Bamako District' focusing on Improvement of WATSAN condition in five pilot schools of Bamako city; Development of solid and liquid waste management mechanism in two commercial entities located in peri urban and problematic areas of Bamako; Development of domestic wastewater collection and treatment facilities in a deprived area of Bamako city; Capacity building of teachers and community-based teams (5 pilot sites). The total cost of all the projects is US\$1,657,478 of which UN-HABITAT's contribution is US\$1,190,568 (72%) and the remaining US\$466,910 (28%) is from the Implementing Partners.



### **Support to the MDG WATSAN Sector Programme (PROSEA): The case of Niono City – Mali**

Within the framework of UN-HABITAT WAC II programme in Mali, the National Sanitation and Pollution Nuisances' Control Department (DNACPN), which is the responsible institution for sanitation policy development and implementation for the country, the Community of Niono and other development partners are collaborating to put in place appropriate sanitation facilities with specific design suitable to the Niono area that is on a high water table.

The project is implemented in collaboration with African Development Bank in the second phase of the Rural Water Supply and Sanitation Initiative (RWSSI) and is a component of PROSEA, the Mali water and sanitation sector programme to achieve the MDGs. It is based on a study that was conducted on the need for rehabilitation of the water supply and sanitation systems for the Ségou region of Mali.

The project strives to enhance the capacity of the stakeholders to ensure a strong element of ownership at the local community level. It is envisaged that the project will demonstrate a replicable model that can be promoted by Mali RWSSI in the entire city of Niono, and others facing similar problems of sanitation provision in areas with high water table.



The design of the project is based on:

- a) technical solutions for water supply and sanitation identified under the PROSEA project;
- b) basic national plans to champion the move towards the achievements of water and sanitation MDGs; and
- c) participatory planning of interventions based on "Community Plans for Social, Economic and Cultural Development" (PDSEC), which involves the participation of users and local authorities in consultation with state technical services.

It also promotes good hygiene practices including hand washing, cleanliness around water points, quality control at water collection points, and the construction and use of low-cost family latrines. Its implementation is in line with principles defined under the PROSEA that ensures the cost of household sanitation is subsidised by 90%, whereas public sanitation by 100%.

The project whose implementation started in March 2009, has so far directly benefitted 210 households and indirectly 3,870 people. It has also increased the sanitation coverage rate in Niono from an initial 49% at the beginning of the project to 52% as at September 2009. It is expected that by February 2010 (expected project conclusion date) this will rise to 56%. According to health records there has also been a significant decrease in cases of water and sanitation related diseases, particularly malaria and diarrhoea. The system

has also proved adaptable to the local hydro geological conditions as well as socio-economic and cultural context of Niono community.

Within its seventh month of implementation, the project has delivered the following results:

- a) Put in place a management committee responsible for overseeing the implementation of the family and public sanitation facilities leading to creation of permanent jobs for 10 people
- b) Developed a technical design adaptable to households and public sanitation facilities for an area with high water table which has been adopted by the national water and sanitation authorities
- c) Trained 10 masons for the construction of sanitation facilities based on the technical designs of household and public latrines
- d) Developed washing areas and improved pit latrines to 200 households in Niono
- e) Developed a public toilet complex in the main market place used by an average of 2500 persons a day during peak hours
- f) Provided a bio-digesters system within the sanitation facilities that produce biogas for family use and the digested sludge for fertiliser;
- g) Raised the level of awareness within the local community on sanitation and hygiene
- h) Engineered the development of a sanitation system and strategy by the DNACPN for areas where the ground water table is high.

The main partners of the project are AfDB, DNACPN, DRACPN-Ségou, DRHE-Ségou, Municipality of Niono, EIG (an NGO), and women's associations. The overall budget is estimated at US\$444,165 of which US\$386,297 is the contribution of UN-HABITAT, US\$36,278 the national counterpart through DNACPN and US\$21,590 from the beneficiaries.

## **Mozambique**

In Mozambique a total of seven projects have been designed under WAC II programme. All the seven projects have been implemented with Government organisations.

The project with FIPAG in collaboration with the Municipal Councils of Beira and Dondo aims at increasing awareness levels on water, sanitation and hygiene education issues as well as improving access to communal sanitation facilities, which will consequently improve on the residents' well-being. Also, capacity building of the municipal staff and select community members to manage the newly installed infrastructure is undertaken.

The Water Supply Regulation Council (CRA) project is aimed at "Identification and Implementation of Decentralization Strategies" in order to enhance the local capacity for monitoring and evaluating water supply and sanitation services. Studies to identify decentralisation strategies in order to enhance the local monitoring and evaluation capacity of delivered WATSAN services is conducted at two levels; local and national.

The National Directorate for Water Affairs (DNA) is implementing the project "Promoting of Pro-Poor Urban Water and Sanitation Governance". This involves developing a partnership towards the introduction and sustainable maintenance of pro-poor water and sanitation governance component with focus on gender to be integrated into the National Strategic Plan for Urban Water Supply and Sanitation. It also aims at capacity building of relevant WATSAN governmental institutions and national entities in developing and delivering a pro-poor participatory planning and management toolkit to relevant WATSAN stakeholders in the public and private sector.

The total cost the projects is US\$ 1,808,972 of which UN-HABITAT's contribution is US\$ 1,363,266 (75%) and the remaining US\$ 445,706 (25%) is from the Implementing Partners.

## **Niger**

The WAC II programme in Niger is the implementation of Water Sanitation and Hygiene Education Programme in selected pilot schools and the implementing partner is Ministry of Basic Education and Literacy. The total cost of the project is estimated to be US\$621,428 of which UN-HABITAT's contribution is US\$382,287 (62%) and the implementing partner's contribution is US\$239,141 (28%).

## **Nigeria**

The programme of Jos City in Nigeria consists of 4 projects. Three of these projects are implemented by partners from Government organisations and one by an NGO. The main target areas of the projects in Jos include basic water supply and sanitation services for the underprivileged communities, WDM strategy development, development of strategy for the empowerment of the community to manage and operate the facilities, water, sanitation and hygiene education in schools as well as hygiene promotion for the targeted communities at large. The total projects' cost is US\$1,911,828 and UN-HABITAT's contribution is US\$1,057,674 (55%) while the other part US\$854,154 (45%) is from the implementing partners. In addition to the above mentioned projects a micro-credit scheme for female headed households project is ongoing in Jos as part of a pilot programme to be disseminated in all other WAC II participating cities.

### **Sanitation micro-credit and revolving fund scheme: The case of COWAN Project, Jos Nigeria**

The sanitation microcredit/revolving fund scheme in Jos is implemented by COWAN in three informal settlements in Jos metropolis, namely; Jenta, Tudun Wada and Rankeng Gyel. These three informal settlements mostly habited by low income earners with most of the houses having few pit latrines (in Jenta and Tudun Wada) and largely no latrines at all in Rankeng Gyel.

The implementation started with the selection of communities by the members of the WAC II steering committee made up of the implementing partners of the Jos city program. Thereafter the community was mobilised for the rapid sanitation profile.

Awareness creation and sensitisation was done to really get the communities to understand the concept and prepared them for the identification of solidarity groups and the artisan. The capacity of all these groups had to be built for the task ahead. As a result, the artisans were trained on the construction of improved and affordable latrines and the women solidarity groups on entrepreneurship, savings and loans.

The process of implementation also involved the social marketing of the concept of sanitation microcredit using the media. As a result, a partnership was forged with PRTVC (Plateau Radio And Television Corporation), a tripartite media house made up of, FM, AM and TV arms. Likewise, for the microcredit a partnership was entered into

with a micro finance institution, CEGERD (Center for Gender and Rural Development).

The processes carried out led to the selection, disbursement and subsequent construction of improved sanitation facilities.

#### **Main constraints and challenges**

Some of the challenges and constraints so far encountered during implementation of the activities include: the acceptance of the concept of micro credit for sanitation; the rocky terrain of Jos; Others are the inability of Muslim women in purdah to participate. They would rather have loan for business like many others. Another reason is the interest rate charged on the loans. It is noteworthy that the religion of Islam does not support interest on loans. Though most of them have pit latrines, there is need for them to be involved in the program for hygiene promotion and upgrading of the latrines. The lack of space also hindered the construction of latrines by some households.

#### **Perspectives**

The sanitation microcredit program in Jos is gaining more acceptability by the day. The facilities so far constructed have inspired other households to develop interest in the program. It has also drawn the attention of households in other parts of Jos to their sanitation situation. The attention of the government is being drawn to the environmental sanitation issues in the state as a result of the social marketing. It is gradually building up a culture of group cooperation in the solidarity groups.

## **Rwanda**

The WAC II programme of Kigali City targets Masaka Sector one of the resettlement sites of the genocide survivors that has been selected as the pilot site. This resettlement site is experiencing serious challenges in the access to clean water. The project will contribute towards improvement of the living conditions of the urban poor households by providing a foundation addressing some of the critical areas of the urban water and sanitation challenges through direct impact demonstration activities in parallel with focused and capacity building interventions.

ELECTROGAZ, a government organisation responsible for the supply of power and water in Kigali, is the implementing partner of the project. UN-HABITAT has contributed US\$181,307 and the Government of Rwanda has added RWF 97,994,849 for the coverage of the cost of the project.

## **Senegal**

There are seven projects under WAC II programme of Senegal. Five of these projects are implemented by Government Organisations and two by NGOs. The focus areas of the projects, in addition to availing basic water and sanitation services to targeted poor urban communities, include integrated solid and liquid waste management, development of monitoring and evaluation framework for environmental pollution control, water, sanitation and hygiene education in pilot schools and awareness raising programmes particularly on hygiene and sanitation. The total cost of the projects amounts to US\$2,476,840 and the share of UN-HABITAT is US\$1,771,520 (72%) and that of the Implementing partners is US\$705,320 (28%).

## **Tanzania**

WAC II interventions in Tanzania are being implemented in Zanzibar Island in collaboration with AfDB and Zanzibar Water Authority. Studies on Water Demand Management, Sanitation Scoping and Water Resource Management have been initiated to culminate into an investment plan within the sector for the Island town.



## 4. REGIONAL ACTIVITIES

Regionally WAC II programmes coordination is from two fronts; Francophone Africa that covers the Western part of Africa with offices in Dakar Senegal and the Anglophone covering Eastern and Southern Africa region with offices in Nairobi Kenya. The regional offices are headed by Regional Chief Technical Advisers reporting directly to the headquarters. There are also country level national officers in charge of in-country activities.

### **Hygiene promotion in schools: The case of UN-HABITAT Schools Water and Sanitation Programme**

One of the components of the WAC II programme is the Water, Sanitation and Hygiene Education Programme. The prime purpose of the WSHE programme is to create a new ethic and bring attitudinal and behaviour change in school students towards water and sanitation services. Under this programme systemic approaches linking the school, the community, and community based organisations, non-governmental organisation and government ministries have been adopted. The main areas of interventions include school curriculum review; training, sensitisation and demonstration facilities on water and sanitation



**Activities accomplished under the programme**  
In collaboration with the Ministries of Education integration of Water, Sanitation and Hygiene education in the curriculum has been made.

In every WAC II programme participating countries schools for demonstration of the WSHE programme were selected for the demonstration purposes. The following demonstrations have been carried out in the schools:

### *Sensitisation*

- The learners are sensitised on rights, responsibilities and expected behaviours.
  - Teachers have made the learners aware of water, sanitation and hygiene matters.
  - It is reported that some learners have transferred the WSHE knowledge to their parents and family members.
  - Mini media which is an extra-curricular activity that is broadcasted through the school's public address system is used to promote WSHE programme. Programmes which include quizzes, drama, singing and poetry recitals have been organised through schools mini-media sessions.
  - The careful and proper use of water is stressed in the demonstration schools.
  - Schools prepared a detailed WSHE action plan and implemented.
- After using the toilets the learners at demonstration schools wash their hands and they do not mess the latrines.
  - The demonstration schools compound and classrooms are cleaner as the learners use the dustbins to dispose the garbage.
  - Learners actively participate in the programme and are involved in finding solutions for the problems.
  - In schools where rainwater harvesting was started the schools' water bills have decreased and the toilets and school compound are now cleaner.
  - Learners correct each other with regards to water and sanitation practices hence there is positive peer influence.

### *Training*

- Training of trainers (TOT) workshop conducted by selecting few teachers from the demonstration schools
- Teachers in the demonstration schools were trained in a large group using TOTs.

### *Demonstration*

- In many of the demonstration schools water supply and sanitation facilities have been improved.
- In the demonstration schools of Ethiopia Rainwater harvesting has been introduced to supplement the irregular water supply from the water utility.
- In some schools dedicated water classrooms with posters and promotional material have been established.

### *Achievements*

- Learner's attitudes and behaviour towards water, sanitation and hygiene have improved.
- The learners at demonstration schools have transferred WSHE knowledge to their parents and families.

### *Challenges*

- Very few water taps to serve large number of students.
- The teachers are lacking in pedagogical competence to effectively deliver the water and sanitation programme.
- Lack of training materials that can help as a guide for teachers to carry out the programme
- Lack of financial resources to demonstrate fully the programme and shortage of funds to expand the programme to other schools.
- The ablution facilities (water & sanitation) do not meet the needs of students with some barriers to learning (blind, deaf, mental impairments and physical disabilities)

### *Scaling-up the WSHE Programme*

The achievements of the Water, Sanitation and Hygiene Education programme of UN-HABITAT have been evaluated to be of great significance. Attitudinal and behavioral changes observed in the school children are recognised to be an important achievement of the programme that can lead to tangible results towards meeting the millennium development goals. There is a potential benefit if the programme can be scaled-up to include more schools within the region. However, shortage of funds impedes the programme expansion and scale-up.



#### 4.1 Annual expenditure

Since the launch of WAC II programme activities, UN-HABITAT has entered into 66 cooperation agreements with implementing partners that comprise 48 governmental agencies and 16 NGOs in which up to US\$21,262,145 has been committed. The annual budgetary allocation over the past implementation period of the phase ii of this programme is highlighted in the table below.

	<b>Annual Expenditures</b>	<b>Country Level Operations</b>	<b>Regional Activities</b>	<b>Total</b>
Actual	2004	696,646	1,398,237	2,094,883
	2005	1,520,408	977,937	2,498,345
	2006	4,578,604	1,397,015	5,975,619
	2007	3,938,429	1,023,234	4,961,663
	2008	3,589,568	396,046	3,985,614
Prov.	2009	1,650,468	95,553	1,746,021
	<b>Total</b>	<b>15,974,123</b>	<b>5,288,022</b>	<b>21,262,145</b>

*Annual financial expenditure WAC II programme 2004-2009*

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## 5. CHALLENGES, ACHIEVEMENTS AND LESSONS LEARNT

### 5.1 Challenges

WAC II programme activities targets were the urban poor who receive least attention in terms of basic service provisions. Many governments in Africa are financially constrained hence faced with resource allocation challenges to meet national budgetary demands. This is more felt in the low income settlements where majority of the urban population live in poverty. The following are some of the main challenges faced during the WAC II programme implementation phase:

- a) The nature and location of some urban poor settlements make it difficult to apply conventional technical solutions to such areas e.g. wetlands, rocky environments and over crowding or slums in some areas.
- b) Restraining cultural practices and inclinations
- c) Undefined land tenure policies and planning in some participating countries.
- d) Congestion and high population densities and unplanned growth in urban poor areas in not commensurate to development rate often leading to neglects of poor communities
- e) Difficulties in addressing Water Demand Management in poor informal communities where most supply networks are illegal
- f) High levels of unaccounted for water in urban areas, leading to inadequacy of reliable water supplies
- g) Absence of Pro-Poor Governance Frameworks and lack of appropriate software processes, models, and techniques.

h) High turnover and mobility of country staff, including top level management attached to the programme, frequent restructuring within the implementing partners organisations, political instability and strike, as well as engagement of staff of implementing partners in other activities, can slow down the progress.

### 5.2 Achievements

The programme has contributed to the improvement of the sector's institutional capacity focussed on a number of key activities, including capacity building and training, developing and applying tool kits to improve pro-poor water governance, mainstreaming gender into WATSAN policies and strategies, promoting better awareness and stronger support for the sector at the political level, and fostering more effective participatory approaches in WATSAN sector activities.

#### Training & capacity building

Training and capacity building programmes targeted water service providers, regulatory agencies, municipal governments and community based organisations. Over 600 persons benefited from the training and capacity building programmes, including municipal mayors and professional staff, utility managers, system operators and women's organisations.

Substantial support was provided to institutional participatory mechanisms, especially with respect to the organisation and

training of community-based organisations and the design and implementation of demonstration projects with strong community participation. Community-based demonstration projects are under implementation in a number of countries, including Ethiopia, Ghana, Senegal, and Nigeria. These projects have not only demonstrated the effectiveness of community-based approaches but have also helped to extend water and sanitation services to poor communities.

Capacity building programmes carried out in collaboration with Sulabh International Institute of Technical Research and Training (SIITRAT) for 41 professionals drawn from utilities, municipalities and the environment sector from Mozambique, Burkina Faso, Cameroun, Uganda and Ethiopia, Ghana, Nigeria, Mali, Tanzania, Kenya, Senegal, Zambia and Cote D'Ivoire, have helped in the subsequent planning and implementation of the sanitation components of the programme. As a result of this, innovative public toilet blocks have been constructed in Accra, Addis Ababa, Harar, Dire Dawa, Ouagadougou and Yaounde to serve about 10500 people per day in these cities.

### Improving operational efficiency

UN-HABITAT under WAC II programme is in collaboration with African Development Bank to enhance the efficiency of utilities through development of Strategic Business Plans. This has been done through the process of engaging a utility partner (the National Water & Sewerage Corporation of Uganda) to undertake the preparation of Strategic Business Plan and training of utility staff of Zanzibar and Harar/Ethiopia Water & Sewerage Authorities. The approach, apart from improving the operational efficiency of the utility, has enhanced the south-south collaboration of utilities to share experience and solve common problems.

The Programme also initiated a plan to improve the energy efficiency of utilities and to promote greater use of renewable energy. Energy audits were completed for three major utilities in Africa (Addis Ababa, Accra and Jos/Nigeria) and feasibility studies to examine the potential for promoting renewable energy technologies were also initiated in Kisii town in Kenya (micro-hydro) and another 16 towns in Africa (biogas).

The activities to enhance the operational efficiency of water service providers has also been extended to small scale private operators who play a key role in providing water and sanitation services in the informal settlements. In this regard, the use of non-motorised transport (NMT) as an alternative and efficient tool for improving operations of water and sanitation service providers is being demonstrated in the Kibera and Mirera-Karagita Non-Motorised Transport Project (KMK-NMT) in Kenya. The project aims to establish non-motorised transport as an alternative, efficient, sustainable and cost-effective tool for water and sanitation services provision, and for generating alternative income generating and business opportunities amongst low income people living in Kibera and Mirera-Karagita informal settlements.

### Partnership

Good progress was made in laying the groundwork for participation of the development banks in supporting national governments and utilities in financing WATSAN sector. While AfDB has made commitments with several participating countries and/or governmental agencies for financial lending and grants, the European Investment Bank (EIB) has also shown interest in supporting similar interventions in the big towns within Lake Victoria Region. Google is also collaborating with UN-HABITAT in supporting WATSAN mapping in Zanzibar and other selected towns in the Lake Victoria region.

### Contribution to normative activities – Pro-poor tool kits and approaches

The programme has placed considerable emphasis on the normative work of the Branch including the development, dissemination and application of pro-poor tool kits and approaches, and the mainstreaming of "lessons learnt" from demonstration projects into water and sanitation policies and strategies. Activities aimed at improving pro-poor governance through bottom-up approaches included advocacy and awareness campaigns, values-based water education, mainstreaming rights-based concepts and gender and supporting participatory institutional mechanisms. Some of these toolkits include:

- a) Framework for Promoting Pro-poor Water and Sanitation Governance in Urban Programmes and Projects.

- b) A Guide for Human Values in Water, Sanitation and Hygiene Education (HVWSHE);
- c) A Teachers Training Guide for Human Values in Water Sanitation and Hygiene Education in Africa;
- d) HIV/AIDS Checklist for Water and Sanitation Projects
- e) Strategy for Addressing HIV/AIDS in Programme Activities of the Water and Sanitation Trust Fund
- f) A Guide Document on Local Catchment Management,
- g) A synthesis report of the rapid gender assessment in the 17 participating cities
- h) Gender Mainstreaming Strategy for the UN-HABITAT Water and Sanitation programme
- i) Contributions to the coordination and production of: Global Atlas of Excreta, Wastewater Sludge, and Biosolids Management: Moving Forward the Sustainable and Welcome Uses of a Global Resource in collaboration with the 'Moncton Project'.
- j) Gender Mainstreaming Toolkit for Water and Sanitation Actors (under preparation)
- k) Manual on Business planning for WATSAN utilities (under preparation)
- l) Cookbook on Water Demand Management

### Gender mainstreaming and women empowerment

To achieve the goals of water and sanitation, the UN-HABITAT in its WAC II programme recognises the important role that gender and vulnerability considerations play in enhancing access to water and sanitation. As such, the WAC II programme is informed by international commitments for women's rights and gender equality. The programme has thus adopted a pro-poor and gender sensitive approach to water and sanitation and is working towards a comprehensive gender mainstreaming. Emphasis of the programme has been on applying the results of previous gender assessments to formulate interventions aimed at redressing inherent gender imbalances in water and sanitation programmes and improving the lives of women. A noteworthy example is the implementation of a number of sanitation micro-credit schemes that were designed on the basis of the gender assessments carried out in Africa

### Community participation and empowerment

Communities involved in the programme have participated in the identification of needs, the design, construction and management of new services. Several social mobilisation, sensitisation and training/capacity building activities targeting various stakeholders, have been undertaken in these communities in most of the participating cities.

Examples include: the Community Development Committee in Sabong Zongo in Accra; the community committees established for the demonstration pilot schemes in Somgande in Ouagadougou, Tractafric (Douala) and Amour (Edéa) in Cameroon, Ngor/Yoff/Oukam (Dakar) in Senegal), Gwarandok/Longwa (Jos) in Nigeria; the Settlement Executive Committee (SEC) in Kibera (Nairobi, Kenya), the "preventionists" from communities trained to assist with the mitigation of pollution around the Lac de Guiers in Senegal, etc. These committees have been set up within the structures of the municipalities (and sub levels of the local government hierarchy) with appropriate constitutions and operational modalities to ensure that they represent the communities in all facets of the demonstration projects, i.e. from planning to operations and maintenance

### Added value of programme to partners

The overall approach of the programme has helped enhance the knowledge and capacity of the various partners involved in the programme to tackle the problem of water supply and sanitation not only from a technical perspective, but also from social, financial and environmental perspectives.

**National Partners:** The various partners involved in the programme have had the added value of the incisive lessons drawn from the partnerships for training and capacity building, and on implementing integrated WATSAN initiatives at the local level with national institutions and NGOs in order to strengthen capacity at that level. This is essential in the steady context of decentralized service delivery that is currently occurring throughout much of Africa. Furthermore, the programme has helped inculcate in national partners a strong gender consciousness, particularly on the

need to incorporate and mainstream gender concerns in their water and sanitation programmes. In a number of countries, water, sanitation and hygiene education component has led to the formal adoption within the curricula by the Ministries of Education.

**Beneficiaries:** The partnerships established with local implementing agencies and communities have been particularly successful in creating ownership and anchoring capacity at the community level for sustained benefits. Particularly for the marginalized and poor sections of the population in the programme activities, this engagement has helped to highlight their rights to basic water supply and sanitation services and enabled them to get the attention of the local authorities. The WATSAN facilities implemented through the programme, apart from being sources of drinking water and sanitation services, are also becoming sources of additional income and means of employment for the poor. In Harar and Dire Dawa for example, many of the youth have secured employment to operate the mobile toilets constructed through the programme. In addition to strengthening community participatory systems, the projects to construct WATSAN facilities under the various community-based demonstration projects, have benefited quite a significant number of people in low income areas of the cities. For example in Kenya the integrated WATSAN project in Kibera, is benefiting about 70,000 people through the provision of storm water drains, communal water and sanitation facilities, and small-scale door-to-door waste collection and recycling services. In Dire Dawa and Harar the public toilets and the public water points are servicing about 5000 and 6000 people respectively. In Ghana the public WC toilet is designed to serve 10,000 people. The health impact of all such facilities, which are constructed in the participating cities as demonstration projects, is considered to be significant

**Financial Institutions:** The various capacity building components of the programme are considered to have contributed significantly to the ability of a number of utilities to use resources (both human and financial) more effectively. This is considered an added value to the programmes of financial institutions, such as the African Development Bank, through improving the capacity of the utilities to utilise investments from loan/grant sources more effectively. In

addition the partnership arrangements has provided the financial institutions with the professional staff complement and the relatively flexible and speedy approach of UN-Habitat to mobilise other resource persons in order to speed up project preparation, appraisal and implementation of their portfolio of projects in a number of participating countries. This process has contributed to the increase in the flow of investment into the water and sanitation sector, a primary focus of Trust Fund activities. Examples include the collaboration with the African Development in Zanzibar and Kenya that led to a fast track of over US\$132 million in approved projects for the two countries by the Bank. Ongoing project formulation work in Ethiopia and the 5 countries in the Lake Victoria basin is expected to lead to a further \$184 million in follow up investments in the next 2 years.

**Regional Policy Dialogues:** The programmes engagement with the political level processes in the sector, within the framework of the African Ministers Council on Water (AMCOW) and plays an important role in the UN-Water Africa grouping. The Water for African Cities and the Lake Victoria Region Initiative are AMCOW endorsed partner initiatives, and regular briefings are provided to AMCOW during its Technical Committee (TAC) and Executive Committee (EXCO) meetings, as well as at its Ordinary Sessions on progress of the programme. The UN-Water Africa has provided a platform to map out areas of joint work between the UN Agencies operating in the Water and Sanitation sector in Africa in order to ensure synergy and a commonality of purpose in the sector within the region. UN-Water Africa also provides support to continental WATSAN processes such as NEPAD and AMCOW in pursuing action plans for achieving the MDGs and the Africa Water Vision. In this context the programme contributed to: a) AfricaSan + 5 Conference on sanitation held in Durban in February 2008; and b) the 1st African Water Week of AMCOW held in Tunis in March 2008. The outcomes and Ministerial declarations from these meetings informed the preparation of an issues paper and a draft declaration on water and sanitation for the AU summit held in Sharm el Sheikh, Egypt in late June 2008. The summit endorsed the draft declaration at the summit to give the overall policy framework and strategic direction at the highest level to water and sanitation issues on the continent.

### 5.3 Lessons learnt

- a) The following lessons were learnt in the years of implementing WAC II programme within the region
- b) Establishment and training of Community-Based Organisations (CBOs) is crucial in all stages of project development, implementation, and sustainability; they are powerful instruments for capacity building, decision-making processes, financial management, technical operations, as well as monitoring, and investments
- c) Micro-credit schemes involving community groups make it possible for poor households to install household sanitation facilities without direct subsidies.
- d) Local government involvement and support is an important factor in both short-term and long-term sustainability. This also includes strong political will to influence public perception in embracing positive attitudinal change.
- e) Outputs from the WSTF are best measured in terms of achievements in software development and uptake; however, hardware development helps to generate immediate credibility in project interventions
- f) Depending on institutional arrangement at the participating country some interventions might be forced to extend beyond the geographical scope that fall within UN-HABITAT mandate. The water sector reform programmes in some countries such as Kenya, has led to the establishment of water service boards which have operational responsibilities for several districts with majority in rural areas. One classic example is the UN-HABITAT - AfDB supported diagnostic study on sanitation and hygiene within LVSWSB area of jurisdiction.
- g) The benefits of designing fast track delivery mechanisms have been clearly demonstrated. By disaggregating both physical and capacity building interventions into immediate and long term activities, the benefits of the initiative in terms of meeting MDG targets have started.
- h) Pilot demonstrations projects in which all stakeholders are involved from the very inception phases improves the level of community participation and enhances capacities of the target group in project ownership.
- i) Public private partnership can be a good recipe in accelerating access to credit to improve water and sanitation coverage among the poor. Partnerships with Development Banks and other micro-credit schemes have positively contributed to increasing the flow of pro-poor investments into the water and sanitation sector.
- j) Capacity building for water utilities is crucial in improving the effectiveness of water and sanitation service delivery within urban areas especially with the current urbanisation rates and expansion of informal settlements.
- k) Energy costs for most utilities account for over 60% of the overall operational costs, alternative sources of low cost energy needs to be explored especially renewable options like solar, wind and micro-hydro among others.
- l) The introduction of community-based water quality monitoring systems using low cost testing techniques will also help to expand the knowledge base and further empower communities to make informed choices on their drinking water sources. Studies and study results on the impact of sanitation inadequacies on poor women and girls, advocacy and social marketing programmes for sanitation can enhance the demand for safe water and improved sanitation among the poor communities.



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## 6. PROGRAMME IMPACT AND WAY FORWARD

### 6.1 Impact

Resulting from WAC II programme interventions, there has been an increased access to safe drinking water and basic sanitation with special emphasis on the urban poor in participating countries. It has enhanced participatory involvement of local authorities and communities in WATSAN activities and created enabling environment in human settlements particularly in urban areas, to facilitate pro-poor, gender sensitive water and sanitation investment.

At the level of national governments and utilities, it has increased utilisation of tool-kits by partner countries and implementing organisations in water and sanitation initiatives thereby influencing national policies in improving operations of water and sanitation service providers and participation by target communities in the WATSAN activities

The pre-investment capacity building of WATSAN utilities and service providers and strategic partnerships with the African Development Bank and local institutions have, in a number of instances, facilitated the flow of water and sanitation investments within the WAC II programme implementing countries .

### 6.2 Way Forward

In forging forward to the next level WAC strategy should consider the following in order to further improve on its WATSAN agenda in Africa:

Should there be more focus in big or small cities?

- a) Should the focus remain in all the thematic areas or try to re-define the scope and remain with a few but more focused areas?
- b) What could be the best strategy that can meet the ever changing expectations of local or national authorities, communities or beneficiaries and donor agencies?
- c) What is the best collective move internally and externally that can bring considerable impacts especially within the big cities?

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Printed in Nairobi 2009