Winning the Race: Sanitation in Rapidly Growing Towns

Lusaka Learning & Sharing Workshop Report

10th - 11th November 2011
Protea Hotel Lusaka, Zambia

The Learning and Sharing Session was funded by AusAID, and facilitated by IRC International Water and Sanitation Centre, Building Partnerships for Development (BPD) and the (United Cities and Local Governments of Africa) UCLGA.

Drafted by Joanna Rhodes with inputs from Alana Potter and David Schaub-Jones
Context

Africa is the most rapidly urbanising continent. By 2010, four in ten of Africa's one billion people lived in urban areas. Six in ten of those live in slums, where water supply and sanitation are severely inadequate.

However, the majority of future growth is not forecast to be in the mega-cities – it is expected to take place in the small and medium-sized towns of today. This is both a problem and an opportunity. While smaller towns have less capacity to deliver services and often little sanitation infrastructure, their small size and lower density provides significant opportunity for action. This can forestall the severe sanitation problems we now see in many of the slums of large cities.

“Winning the race” will require local governments and their allies to be proactive in preparing for this urban growth. This interactive session will discuss how we can understand the challenges ahead and practical and pragmatic ways to seize the window of opportunity in rapidly growing towns.

Objectives

The objectives of the learning and sharing session were:

✓ To share knowledge between practitioners and policymakers in SADC
✓ The discuss different contexts and responses to those contexts
✓ To consider pro-active and practical ways of addressing sanitation
✓ To build a platform for later sharing and collaboration between groups
✓ To ‘think differently' about common and shared challenges
## Day 1: SANITATION IN RAPIDLY GROWING URBAN AREAS

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<tr>
<th>Start</th>
<th>Activity</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>08:00</td>
<td>Opening tea and coffee</td>
<td>Alana Potter</td>
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<tr>
<td>08:30</td>
<td>Welcome</td>
<td>Alana Potter</td>
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<td>Getting to Know Each Other</td>
<td>Alana Potter</td>
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<td>Participant Introductions</td>
<td>David Schaub-Jones</td>
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<td>09:35</td>
<td>Aims of the Learning &amp; Sharing Session</td>
<td>Alana Potter</td>
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<td>09:45</td>
<td>Tea break</td>
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<tr>
<td>10:10</td>
<td>Sanitation in Rapidly Growing Urban Areas - An Intro</td>
<td>David Schaub-Jones</td>
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<td>Reflecting as a Group</td>
<td>Alana Potter</td>
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<td></td>
<td>Tanzania's fastest growing town?</td>
<td>Eng Immaculata Raphael</td>
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<td>A case study</td>
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<td>12:00</td>
<td>Lunch</td>
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<tr>
<td>13:00</td>
<td>What can the Centre do? – Learning from three countries’ experience</td>
<td>Bella Muzavazi, Joyce</td>
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<td>Ndesamburo &amp; Berta Macheve</td>
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<td>Developing sanitation capacity as towns grow – A Mozambican Experience</td>
<td>Linda Baas</td>
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<tr>
<td>14:30</td>
<td>Tea break</td>
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<tr>
<td>14:50</td>
<td>'Winning the Race' - Lusaka's got Talent</td>
<td>David Schaub-Jones</td>
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<td>'Winning the Race' - The Judges Decide</td>
<td>Alana Potter</td>
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<td>Encouraging Sanitation Transactions</td>
<td>Bev Pretorius &amp; Alana Potter</td>
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## Day 2: SANITATION IN RAPIDLY GROWING URBAN AREAS

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<tr>
<th>Start</th>
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<tr>
<td>08:15</td>
<td>Opening tea and coffee</td>
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<tr>
<td>08:30</td>
<td>Recap of Day One</td>
<td>Alana Potter</td>
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<tr>
<td>08:45</td>
<td>Video Opening</td>
<td>David Schaub-Jones</td>
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<td></td>
<td>A South African entrepreneur talks dirty</td>
<td>Trevor Mulaudzi</td>
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<td>Promoting Sanitation Awareness - Zambia scores from left field</td>
<td>Mposha Malanga Jeff</td>
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<td>10:30</td>
<td>Tea break</td>
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<tr>
<td>10:50</td>
<td>The Good, the Bad and the Ugly</td>
<td>David Schaub-Jones</td>
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<td>Creating Communities of Practice</td>
<td>Alana Potter</td>
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<td>Putting it into Practice</td>
<td>Alana Potter</td>
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<tr>
<td>12:45</td>
<td>Final Presentation</td>
<td>Alana Potter</td>
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<tr>
<td>13:00</td>
<td>Thank you &amp; Goodbyes</td>
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<td>13:00</td>
<td>Lunch</td>
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Twenty-seven participants (including facilitators) from a range of SADC countries (Tanzania, Zimbabwe, South Africa, Lesotho, Zambia and Mozambique) and backgrounds (Government Ministries, local, national and international NGOs, private companies and local Government Associations) met at the Protea Hotel in Lusaka for 2 days of learning and sharing on the challenges and solutions to sanitation in rapidly growing towns.

Alana Potter thanked AusAID for their support which made it possible for everyone to be there, and introduced the aims of the session:

- To explore the problems of sanitation in rapidly growing towns
- To learn from each in a structured process that makes space for people to share and learn
- To walk away with new insights and lessons
- To build a knowledge bank together
- To build a network of connections to help solve the problems we face

This welcome was followed by an exercise outside the meeting room for the participants to make introductions and identify potential network connections over the following 2 days.

Back in the meeting room Alana ran through the agenda for Day 1 & 2 and David Schaub-Jones explained how the sessions would work— the idea being not to have long PPTs so that the sessions would be reasonably short, interactive and dynamic.
Session 1 - Introduction to the small towns scenario (Background Paper) – David Schaub-Jones

Sanitation as part of the urban experience can be seen as aspirational/modern/sexy and perhaps we can sell that to people. There are windows of opportunities in sanitation marketing but the question is whether these markets are developing. Infrastructure is becoming more shared and diversifying, there are better opportunities for health, education and for shared capacity, and we need to focus on what kinds of creative partnerships can we build, particularly in terms of local government capacity.

The market for potential re-use in small towns is also something to think about. It is useful to focus on small towns because we are able to ask ourselves how they are growing, and what can we work with. It can also be applicable to some peri-urban settlements in Lusaka.

The solutions will be different because of the differences between locations. In relation to the diagram of Lusaka and its peri-urban areas, some of the challenges are very parallel, some are very different. Some links are very different. But before peri becomes urban, we have to think about how we can pro-actively assist. As the population grows we have bigger economies of scale and sanitation becomes more of a chain.

There are administration issues in small towns, but also opportunities for pro-active local governments to put in by laws, which is easier to do than in cities. In some growing towns, by laws are already in place but the challenge is enforcing them – there is a regulatory perspective and a social dynamic perspective. This can happen in small town more than in a city.

In terms of ‘winning the race’ it is not enough to provide people with a toilet, there is a need to educate people first. There is a definite need for more hygiene education, but there are certainly more health opportunities now because of people’s aspirations.

David then set out the Partnerships which exist around sanitation: Private (household - status), Public (health outcomes), Provider (building toilets, emptying, treating waste – how are they getting paid?), and focus on the interplay that we will be going into.

In terms of sanitation marketing, Private goods are: clean, private, comfortable, smell-free, inexpensive.

The Public good is a better unpolluted environment, and a disease-free and more productive population.

The Provider’s good is about recovering costs and staying in business.

Questions and discussion
The timing of intervention, and getting support to take opportunities timeously in relation to municipalities, providers and households was an issue that was raised. This was followed by a question about what context of small towns we are talking about - formal urban, peri-urban, growing towns, or rural? These questions were followed by a 10 minute discussion amongst each table out of which each group came up with 3 points to share with everyone.

1st group:

(1) Issue of budgets

(2) Improving water and sanitation in smaller towns and the comparison of cost effectiveness between smaller and bigger towns – this should ensure that the smaller town budget is effective.

2nd group:

(1) By laws at local government level – the need for political will from national governments to back up local governments and enforce by laws, and education of citizens to create awareness and understanding that services have to be paid for

(2) PPPs – reuse, and connection with public health (Ecosan)

(3) Sanitation marketing – it has to be financially sustainable for provider and user in order to promote on a much bigger scale.

3rd group:

(1) Commonality around political will, and how to deal with waste – municipalities are clearly failing to plan for growth and are unable to deal with it

(2) Local government is not mentioned enough

(3) Household responsibility – “The urban trend is going to catch us with our pants down” – towns are growing, sanitation gurus have not done enough to bring town managers on board.

(4) Priorities

4th group:

(1) We don’t have people with political will participating at these kinds of workshops and conferences

(2) Timings of interventions and community involvement in planning.

5th group:

(1) Enforcement of laws and by laws – there are contradictions as far as sanitation is concerned and a lot of limitations for local authorities to enforce by laws. There is also the problem of political will – if we can combine the political with the community we will get somewhere
(2) How can we bring these 3 things together (private, public and provider)? Pressure or demand from the community can bring them together – but HOW needs to be discussed further.

(3) Sanitation as a multi-sectoral issue – how do we go about this? We must revise our strategic planning.

(4) Sanitation as a key issue for development.

Following the group work there was a discussion on the points raised. For some, it was felt that one of the issues was that in most cities the engineers were acting as town planners. For others, the problem was not with the engineers, but with the political will – as long as the political system does not afford the engineer/planner the opportunity to tackle the issue of sanitation it will not work. The key, therefore, is how we influence decision makers.

Huge amounts of money are being poured into marketing the sanitation options, but we still have the same problem: the lack of political will in communities and there appears to be no deliberate attempt to address this issue. The reality is that young people are moving to towns and decentralization is with us. We have to work out our strategy to reach politicians.

Presentation: Immaculata Raphael, Hai District Council, Tanzania – Hai District, Tanzania: Case Study

Questions/discussion

<p>| Bev Pretorius | With rapid urbanisation, people moving to towns are the younger generation. These young citizens have no experience of sanitation issues – how are you dealing with their experiences in a bigger town setting? | We need to concentrate on hand-washing. People from villages are practicing pour-flush toilets – they want their toilet in their house. It is not a problem to adapt to their new life, the problem is the huge increasing population in the towns. |
| Belladonah Muzavazi | What about dry sanitation and water? | We have only managed to build 7 demonstration toilets and now the policy has changed – there are no facilities to wash hands. The toilets are direct pit but there is no separation of urine and faeces. In the whole district we have 10 Ecosan toilets, they are all functioning. |
| William Raboshilo | What are the settlement types within Hai and how does that link with sanitation | Government implementation is not keeping up with the demand of people, so there is unplanned settlement in |</p>
<table>
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<tr>
<th>technology?</th>
<th>planned areas.</th>
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<tbody>
<tr>
<td>Alana Potter</td>
<td>Are you matching settlement type to the appropriate technology?</td>
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<tr>
<td>Deus Masige</td>
<td>Is the 2008 waste management system for Hai town being sorted out in the long term?</td>
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<td>David Schaub-Jones</td>
<td>The photos from Hai show offshoots of roads have been blocked by houses – one of the big challenges is how you stop people building where they are not supposed to.</td>
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<td>Said Juma</td>
<td>There is a shift from onsite sanitation as a town grows. We need to learn how to prepare for this shift, what prior planning there is there and how we plan for it. In Zambia the government is encouraging people to resettle both in urban and rural areas and places are being populated very fast. This means that the local community may have to shift and adjust to new development.</td>
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### Session 2

“Sanitation News Night” Panel Session: What can the Centre (organisations at national level) do? Learning from 3 countries’ experience.

This session was aimed at getting the group to think about different country approaches to town sanitation, the role of the public sector, NGOs etc. It consisted of a panel of 3 participants (Belladonah Muzavazi, Joyce Ndesamburo and Berta Macheve, pictured below) discussing some of the key issues raised in Session 1.
Presentation: Berta Macheve, Regulatory Water Council, Mozambique – Beira Case Mozambique

In Tanzania it has been agreed with the Ministry of Water to go into small towns (5-20,000 people). The Ministry want to have staff who are skilled at operating and maintaining WASH systems. However, the challenge is being able to retain such staff. To be able to carry out interventions, what is needed is a land-use plan and technology suitable for the area. For this approach the Ministry wants to bring all stakeholders together in order to agree on everybody’s role. The private sector also needs to be brought in as it impacts the ideas and then carries them out.

In terms of the role of political will, there should be a political element to the role of sanitation. In Beira there is a big project, and there have been investments in the sewerage system. Investors want this to be sustainable. But people need to pay for the service and the regulator was the only institution that could do this. A regulatory framework with all the indicators is now being designed.

In Zimbabwe, there are also peri-urban areas in Harare, which are unmetered. Different sanitation methods are used in the different types of towns - in small towns the condominial system is used. The challenge now to these areas is the social threat. Some of the authorities are untouchable in terms of policy, so the challenge is trying to make political authorities and leaders more approachable. There are also the expectations of communities to have waterborne sewerage systems which now need to be managed.

Joyce Ndesamburo used to work for a municipality where financing was always a challenge. In Tanzania, sanitation is part of the Ministry of Health, where funds have now been allocated for sanitation. It is up to the Water Utilities who manages water and sewerage. The challenge is to realise its practicability and manageability and the issue of sewerage remains. Another challenge is enforcement.

The bigger issue of putting technology in place is also an interesting one to talk about. In Tanzania there have been big improvements in the sewerage systems in large towns and the municipalities are aiming for full-cost recovery. This should then see an improvement in the livelihood of the town. It is a commercial system which will run itself for sustainability. There is also the issue of the sewerage system as a private good – you do it for yourself. Rich people end up with subsidies, poor people don’t, so the question is how do you best structure subsidies?
Belladonah Muzavazi explained that the sewerage system in Harare is failing. Some donors are coming in to assist (e.g. UNICEF), but at the same time, the system is not stable and people are not willing to pay for the services.

Berta Macheve added that when people do get a service, they are willing to pay for it. David Schaub-Jones then pointed out that the problem is asking people to pay for a service before they see the benefit of the reform.

Joyce Ndesamburo and David Schaub-Jones both asked Bertha Macheve what kind of learning goes on between towns in Mozambique and she conceded that there is not yet much sharing with other cities, so this is an issue that needs to be focused on.

Reuben Sipuma pointed out that there are several options of collecting fees through the water authority, but that the challenge is investing the money collected in the right way.

Session 3

Presentation: Linda Baas, Vitens-Evides International, Mozambique - Developing sanitation capacity as towns grow – A Mozambican Experience

Flush toilets are not viable for the majority of population. In urban areas, young people do not want to squat any more. Together with authorities, Vittens have come up with the Xipoti – a slab of 12 kg, which is very easy to maintain. It comes together with handwashing facilities and a UD diversion. Solid waste management is also part of programme, involving strategic planning with municipalities – there are collection points for the community to dump waste and the municipality collects it on a weekly basis.

Vittens have also developed a sticker warning people against dumping waste, to be put on the back of a car – this is a way of promoting and creating awareness on solid waste.

The Xipoti concept is an example of dealing with the goods of service provision: Private (becomes a brand), Providers’ good (Xipoti will become available at markets – retailer and constructor).

Lessons learnt from the programme include the fact that sanitation involves behaviour change, involves many stakeholders, and needs a holistic approach.

Key success factors are that it has to be demand driven, have a strategic partnership mix, include a wide variety of capacity and knowledge, be integrated in national and municipal strategy plans, have investments linked to training and technical assistance, and make sanitation attractive.

Questions/Discussion:

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<tr>
<th>Sandra Nicolics</th>
<th>Who provides the costs? How do you deal with continuity when training with municipalities?</th>
<th>Everything has to be bought, so it is a marketable product. It is being marketed/sold on a first come, first served basis which will be subsidised for the first year, but in the end</th>
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people will pay for their own goods, not for the services. The whole package is modular – the full cost is 100 USD. Households dig the pit or subcontract.

Continuity of training – in Mozambique there is not much change within the municipality.

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<tr>
<th>Bev Pretorious</th>
<th>In South Africa people are territorial at municipality level. It is management that changes.</th>
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<tr>
<td>Obed Kawanga</td>
<td>What causes discrepancies in the percentage of collection? In Maputo local private providers go into areas the municipalities cannot reach. Maybe that’s what more small towns have to do and this should also be the case for sewage. We should also look into the quality of underground water. We are tackling onsite sanitation, but what comes next? We are solving the problem of today but what about the future, the pollution of groundwater…</td>
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<td>Evans Tembo</td>
<td>In the Zambian context it would be very difficult to scale up for rural community as it is not affordable. Something that is becoming popular in Mozambique is the local saving systems, mainly run by women. It takes 1 year to save for the whole Xipoti. People are now making local toilet paper for 7 Tanzanian Shillings in Xai Xai, which is a sustainable price.</td>
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<td>Joyce Ndesamburo</td>
<td>Does a sticker really work? It is the branding – it shows a modern city and that’s what people aspire to.</td>
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<td>Separation of urine –this was tried in Dar es Salaam but it is too congested. In Xai there is more space to store urine, but this may not be an option</td>
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"Winning the Race" - Lusaka's got Talent

After the break, Jeff Mposha-Malanga (Breakthrough Chiparamba Sports Academy, Zambia) led an energiser to get everyone motivated for the next session with his 5 minute activities ‘Heads, shoulders, knees and toes’ and ‘River or bank’, captured on video.

David Schaub-Jones provided the introduction to the session by showing a short video called ‘Map the Crap’, which focused on the inefficiencies of pit emptying machines. The goal is to replace this with a system like DHL has for grouping and coordinating delivery, to find a way to better coordinate the demand for pit emptying.

The video also touched on new technologies e.g. Airtel, where people can send and receive money by phone. This could be taken up in relation to Sanitation services, where people give SMS feedback by responding/reporting on the quality of services by using their mobile phone.

This was the aim for Sanitation Lusaka’s Got Talent session – to force participants to be proactive and forward looking on Sanitation in Rapidly Growing Towns.

The second video shown, ‘The Toilet Election’, provided an example from South Africa where toilets have a number written on them. If they are in a poor state, people can call the regulator with the number of the toilet and get the municipality to come and fix them.

The aim of Lusaka’s Got Talent, in conjunction with the two videos shown, was to get people to broaden their thinking and look forward in a positive light, instead of dwelling on the challenges. Participants were split into three groups and had to come up with a new technology or innovative idea to address sanitation in rapidly growing areas.

The three groups came up with the following ideas/technologies:

- Trash to Treasure
- The Toilet Taxi
- Every Woman Needs a Toilet

After pitching their innovative idea or technology, each group was judged by the other two groups by showing a red, yellow or green card to indicate whether they thought the idea was viable.
And the winner was... “Every Woman Needs a Toilet”, messages to husbands, boyfriends, fathers, brothers... romantic, important..

**Session 5**

*Trevor Mulaudzi, Mulaudzi Toilet Cleaners, South Africa - Video interview “Constipated people don’t give a shit”*

To wrap up the first day, the last session focused on toilets and their role in sanitation. Trevor Mulaudzi shared the video of his interview on South African television. He reminded everyone to think of the 2.6 billion people who practice open defecation and asked everyone to remember and celebrate World Toilet Day.

It was pointed out that a toilet without water is not a toilet, that water is needed to clean a toilet, and that when we look at the provision of water without the provision of sanitation or hygiene, it is nothing.

Alana Potter ended the session by asking participants to provide an evaluation of the day. Everyone was given red, yellow and green cards to choose from to mark whether the day had been positive, ok or a waste of time. Participants were also asked to write their comments, questions or thoughts on their card. These would be used for evaluation purposes and to start off the following morning’s session.
Day 2 began with an energiser from Alana, where each person had to throw a ball to someone else in the room and that person had to say something about how they felt that morning and/or what they had learnt from yesterday. Some of the comments are mentioned below:

“I enjoyed the notion of political will – without this we won’t have support from government” – Reuben Sipuma

“I mostly remember the Toilet Man” – Said Juma

“I feel like I’m on top of the world on a Yamaha – I’ve been all over the world talking shit but never in Africa. I’ve been offered to live in Malaysia and solve their shit problems, but I refused – I want to solve Africa’s shit problem” – Trevor Mulaudzi

“Every woman deserves a toilet – I will go back to Mozambique and promote this at household level”
  – Linda Baas

“Stickers on the buses” – Joyce Ndesamburo

“It was nice to see a lot of green cards and energy in the room between people sharing” – David Schaub-Jones

“We need to work together to achieve success – every challenge that was highlighted creates an opportunity” – Samuel Kaninda

“The sticker from Mozambique – together with Joyce we have something to think about with this” – Deus Masige

“Excited today – yesterday education, education, education” - Bertha Macheve

“Making people paying for services” - Sandra Nicolics

“Humbled by the knowledge I have learnt from here – especially around the 3 P’s” – Obed Kawanga

“You should feel ashamed if your mother doesn’t have a (clean) toilet” – Julius Ishawakaki
Session 1

Presentation: Maxwell Karenyi, UCLGA Zimbabwe - Strategic planning & tactical coping: Experience of a Zimbabwean Municipality

Beitbridge is a border town with South Africa – a small town of 40,000 people and the fastest growing town in Zimbabwe. It has the busiest port in sub-Saharan Africa. Beitbridge developed from a rural set-up so it didn’t have a sanitation master-plan. The challenge in Beitbridge now is that the sewerage system has become undersized, and needs to be upgraded. The water supply is erratic due to the insufficient capacity of the water treatment plant. The town needs to come up with a master-plan to become a Municipality status. The town council is responsible for distribution and building for the residents. Some political issues are involved, including the handover of the running of water from the government to the local authority. In 2008 there was an outbreak of cholera in Zimbabwe and 26% of the total number of cases were recorded in Beitbridge. So it is a great challenge for the town to deal with water and sanitation issues. In 2009, the World Bank initiated the Zimbabwe Beitbridge Water and Sanitation project at a cost of $2,650,000. This will help a lot but the challenges of Beitbridge also need new infrastructure.

One of the tools developed to address Beitbridge’s challenges is the Municipal Assistant Tool. At the moment, a major problem is record keeping and asset management. Lay out drawings for the sewerage system have gone missing, creating a problem in terms of new developments and the sewerage rehabilitation process. Through UCLGA a pilot project has been launched with the Assistant Tool software – this will help produce reports, plan the maintenance schedule and budget, and utilise the labour Beitbridge already has. It is hoped that this will be a very useful software tool and will help formulate a replacement policy.

Session 2

This session was aimed at starting to look at sanitation service providers and dealing with the waste stream - not just the building of toilets, but the business of emptying latrines, microfinance, and commercial banks.

Comments/Discussion
This is seen as noble work and a reminder of the point of this workshop. Messages from the video are that these people are providing services and they need to be recognised, supported and be able to make a living.

This video highlighted that fact that bad sanitation is causing multiple health issues and that this is happening in many cities in many countries.

Session 3
Trevor Mulaudzi, Mulaudzi Toilet Cleaners, South Africa - A South African entrepreneur talks dirty: an example of private sector contracting for sanitation from South Africa

The aim of this session was to get people to put themselves in the shoes of the service provider, to gain an understanding of who those providers are and what working with the municipality is like.

In Africa, children don’t go to school because of the lack of privacy and bad sanitation in toilets. We are talking shit for a purpose – we want our children to get out of poverty and become self-reliant.

Trevor has written a book “The African Toilet and Sanitation Dialogue”, proceeds from sales will go to fix school toilets in South Africa.

Presentation: Mposha Malanga Jeff, Breakthrough Chiparamba Sports Academy, Zambia – Promoting Sanitation Awareness: Zambia scores from left field

The purpose of this session was to get everyone to start thinking outside the box on how to support sanitation messages and get sanitation households linking with providers from a ‘non-traditional’ entry point.

The Breakthrough Chiparamba Sports Academy has a number of different partners supporting it. It works on the premise that children love playing football. The reality on the ground where these children come from is a very dirty and unsafe environment. The academy has developed a programme to clean up the community, thereby providing a community service. It also provides scholarships for the children and is paying school fees for about 200 children. Education and the environment are part of the programme, which focuses on health, sanitation and hygiene. The programme has also produced a number of tool kits with manuals on HIV/Aids and the Environment.

Through the Academy, some of the children have had the opportunity to visit and play football in Sweden, Norway and Italy.

Another programme being run by the Academy is the Youth Football Festival, which is aiming to be an annual tournament. Children from the Academy come to Lusaka to play football, where they are taught about the environment and help to do a big environmental cleanup in a specific community. The target is 40 teams from 9 provinces. The Academy doesn’t just want the children to learn about football, but to educate them about the environment so that when they go home they can replicate what they have learnt. They take pictures of what they have done to compare the results of their work with how the area looks the following year.

Discussion/Comments

| Maxwell Karenyi | Heard that the children don’t have protective clothing for cleaning up. | It is a challenge, we are using the resources that we have and we |
| **David Schaub-Jones** | We should have had Jeff talking yesterday on the panel discussion on what the centre can do. Football is the incentive for the children to come to the city and then what you are able to do there in terms of promoting sanitation. From the pictures taken you can see if you are having any impact. |
| **Linda Baas** | It is a very innovative approach – interesting for children, not a boring lecture on sanitation. In Mozambique, sanitation education for children is very boring so this is excellent way of giving message. |
| **Martin Daka** | I see that you are sensitising communities and young people – this is a good avenue to send out a message. The local situation here in Zambia is that there are a lot of young people doing nothing. If we want to address issue of sanitation we need to use these young people. If we can work together we can get young people to clean toilets/the environment. We can then replicate this in other provinces. |
| **Jeff Mposha Malanga** | Alive and Kicking Kenya also come and train local people how to make footballs – this is creating work. |
| **Joyce Ndesamburo** | We also need change in the community where these young people come from, and to monitor and evaluate successes and award those succeeding. Then there will be a naturally clean environment – preventing rather than trying to cure. |
Session 5

The Good, the Bad and the Ugly: Take home message and actions
Participants filled in their evaluation forms and wrote down 2 actions on a piece of card (what they will work on when they get home).

Session 6

Creating Communities of Practice
Participants took the actions written on their cards and grouped them according to subject. This was done to introduce the creation of CoPs which would be formed in response to the action cards. Based on the action cards, everyone formed groups to come up with outcomes.

1. Network and share knowledge (no group and the whole group)
2. Multi-sectoral planning – design a response to the case study (P’tit Sakalava)
   - Water 4-8 hours a day, but not during dry season. OD a normal practice in this area
   - NGOs working on environmental issues, but no micro-credit. But there are churches
   - Grab a consensus with other NGOs – meet with them to get a common understanding, then prepare a status paper from a baseline study and organise a mass stakeholder’s meeting to discuss the status paper. Out of this meeting they will discuss further and prioritise issues – an action plan can then be drawn up
3. Political will – strategy to influence political will
   - So many council meetings actually happen outside of the meeting because politicians politic among themselves – so the decision has happened somewhere else
   - Key points: political will is highly reliant on how much knowledge politicians have about their situation (sanitation in their own town and their own future). When they know and understand the fallout of what you want to change, then political will gets stronger
   - It is a fair temptation to say that councilors are short term in their thinking – they may only be there for 5 years so there is often no point in engaging with them
   - We need to keep trying – to unlock benefits of political will, we have to understand what makes politicians tick
4. Advocacy – action planning

- Problem statement – waterborne diseases: lack of clean water, poor sanitation (open defecation)
- Solutions –(1) Political will – water treatment plant, other sustainable sanitation method, NGO lobbying, good governance (2) community advocacy – baseline data, data analysis, action plan, community health education

5. Appropriate Technology (no group)

6. Sanitation Business Marketing – action planning

- Goal – to provide adequate safe water supply and sanitation
- Stakeholders – CBE’s/CBO’s/Municipality/Water Utility/Households/Farmers
- Key issues are collection of funds, transportation, construction
- Quality control and treatment

7. Training (no group)

David Schaub-Jones pointed out that the case study is based on a real place so these are real problems. The issue of not making money immediately is a big challenge for the sector.

In terms of grouping, this could form the basis for future discussions around these issues.

The action plan will be to send a joint email to the groups. It will be up to those in the group to decide whether to further communicate, form CoPs, and plan actions.

Alana Potter then brought the workshop to a close by thanking everyone, particularly the participants, many of whom who had come a long way, and who had contributed huge amounts of energy, experience and brains to this process with the result that the objectives of the workshop were unanimously declared to have been met. Thanks were also given to David Schaub-Jones for co-facilitating, UCLGA for their logistical support, Lusaka Town Council and, most importantly, AusAID for their funding.
Below are some of the key recommendations and reflections from the Lusaka Learning and Sharing Session.

**How do you think your work will benefit or change as a result of the L&SS? What actions do you intend to take as a result?**

- *Sharing of existing knowledge on this topic and tools that are available to the people in which I come into contact with in the field*
  - I will identify suitable sources of training for personnel of DoE and other bodies
  - *The approach to PPP has to be multidimensional. The action is to partnership local authorities, municipalities and private companies*
  - Since we are implementing similar FSM, issues of financing, political buy-in and satisfactory service delivery will be given critical attention
  - *Action will include: investigating branding to create awareness, further enquiries into Municipal Software for Asset Registration*
  - Communicate with others but also use the lessons as input in my own work
  - *Better overview about different stakeholders in the field so more focused work possible and future activities will take into account the three Ps*
  - I will introduce the idea of sanitation awareness in most of the programmes at the city council
  - I will introduce internships and apprenticeships for further development and source funds to implement building toilets in urban areas
  - *Adopt new approaches to sanitation delivery (thinking outside the box)*
  - Encourage integrated forward planning and inter-municipal country sharing of sanitation good practices
  - *It has taught me that some of the day to day sanitation problems need a simplistic approach. I have also noted business avenues available in the sanitation industry*
  - I now have a broader understanding on an idea that can raise my work profile by comeing up with more interventions that are sustainable
  - *My focus will change in 2012 to a bias towards sanitation advocacy in the local government. I will work to articulate a clear local government voice with respect to sanitation service delivery (unlocking local political will)*
- I will influence the Ministry of Health to come up with better methods of conducting hygiene promotion and community health education

- My focus to my NGO will be to help the municipal council implement an effective sanitation strategy

- I am going back with a lot of information and ideas that I can integrate into improving the environmental clean-up projects. The first step will be to conduct a workshop for staff on sanitation in rapidly growing towns

- Actions will include monthly meetings strictly focusing on sanitation in peri-urban areas

- Advocating for a similar workshop in order to have the most updated database on sanitation issues

- Start dialogue with electrical and water suppliers, followed by dialogue on how we can bill for improved sanitation

Is there scope for follow-up between you and the organisers of the session?

- Proactive planning

- I would appreciate if this could take place – I want some input into my process in WASH improvement in rapidly growing towns and especially in respect to the holistic approach

- Would appreciate being informed about upcoming events with this thematic focus

- I would like handouts or materials on the sessions

- Yes, on good practices happening elsewhere in Africa

- Yes, material sharing especially as we are dealing with youth participation in community initiatives and resource centres

- Continue to update the organizers on the progress we are making, and organizers should update us on potential sources of funding, conferences and training opportunities

- Hopefully this will lead to a serious network of professionals working on sanitation

- Prepare a presentation to the cabinet on sanitation issues

- Absolutely, not only with the organisers but also with other participants. Sharing experiences is all we need to improve the way we act

- Yes, sharing of the progress and implementation, including sharing of challenges and success stories of others

What are three key messages from the L&SS that we should feed into other work?
- PPP approach to sanitation
- Proactive planning
- Emphasis on Public Health risks management of FS/financing options for FS/self sustaining
- FSM modeling
- Rethink own ideas and concepts/think about new ideas/share your programme with others
- Political will is necessary for sustainability of WASH/use children as change agents of today
- Municipality responsibility and capacity building/be practical in transferring simple messages to the citizens
- Look beyond toilets, consider the whole sanitation chain/sanitation needs to become sexy/think cross-sectoral – open up to other stakeholders
- Encourage more sharing and discussions from participants/how programmes can be implemented especially where there are limited resources
- Private, Public, Provider
- Planning/community involvement/creating an appetite for sanitation
- Keep the toilet clean/change takes time-involve young people by including programme that focus on their interests
- Every woman deserves a toilet/municipalities must plan for growth to avoid disaster/solutions for municipalities, by municipalities, with municipalities have the most chance of sustainability
- Sanitation and water supply should be prioritized right from the inception of small towns/more needs to be done in sanitation awareness raising
- Political will should support the in-country sanitation programmes/there should be a larger allocation of funds to the national sanitation programmes
- Networking/communication/sustainability through multi-sectoral approach
- Accountability from each side – public, private and provider
- Water, sanitation and hygiene education always have to go together
- Sanitation is everybody’s business
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