



VISION 21:

SHARED VISION TO SHARED ACTION

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VISION 21:

SHARED VISION TO SHARED ACTION

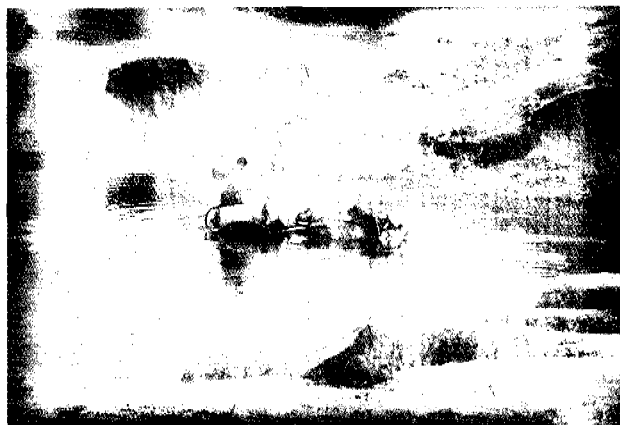


**MEDIA
FEATURE**

VISION 21 PROVES ITS WORTH IN GUJARAT

Empowered citizen's groups will be the driving force in a major campaign to combat drought and water scarcity in the Indian State of Gujarat. The VISION 21 process of people-centred planning has developed into a state-wide action plan, in which government has accepted the role of facilitator and is creating a new Gujarat Water Authority with strong stakeholder participation. It is an excellent example of VISION 21 at work, with dramatic impact on the health and well-being of committed citizens.

The state of Gujarat on India's western coast is in a region where drought is never unexpected. Bordering the fabled sands of Rajasthan and representing over 30% of India's coastline, Gujarat has an ecology that is threatened by spreading deserts and salinity. The global debate over its Narmada Dam project is just one manifestation of the State's obsessive quest for water. In the summer of 2000, this was compounded by a drought believed by many to be its worst ever. A monsoon now raises yet another spectre over the well being of its 44 million citizens.



Little wonder then that water and sanitation activists in Gujarat have been quick to respond to the VISION 21 initiative that emerged from the 1997 Global Forum of the Water Supply and Sanitation Collaborative Council (WSSCC) in Manila. Indian participants at Manila, representing a range of official and NGO institutions, understood the need for better learning from past experience toward future efforts. With one of the largest safe water and sanitation programmes in the world, many Indians remain without access to these basic facilities despite many years of remarkable achievement. The

Manila outcome, including its deliberations on South Asia, was relayed to a group of activists in Gujarat by a WSSCC facilitator based in Ahmedabad. The group decided to contribute to the global Vision effort with its own experience. Following a visit from the Council's VISION 21 Co-ordinator, it was decided to go a step further.

While VISION 21 evolved at an international level, a corresponding vision exercise would be carried out among field organisations in Gujarat, feeding into and drawing from the larger effort. This was a landmark event, the first step in the VISION 21 process of social mobilisation around the world. Communities in every part of Gujarat joined in dialogue with specialists inside and outside the state. An enormous range of experience and aspirations was voiced through meetings scheduled over several months among village citizens, slum dwellers, planners and technicians.

A picture emerged of the many ways in which community groups and decision-makers would like to see their water, sanitation and hygiene situation change in the next generation. Lessons learned from the past were drawn together, and priorities selected. Among these were:

- use of lower cost technologies that could reduce per capita spending from Rs2000-2500 per capita to Rs1000-1500 per capita over the coming ten years;
- priority action for separate latrines for boys and girls in every school in the state by 2010, bringing an end to a major cause of dropouts, particularly by girls, and lending credibility to hygiene education in schools; and
- urgent attention to natural resource management, including water harvesting and watershed management.

Other elements were the importance of empowering women and of transforming the role of official authorities away from sole implementer to facilitator of local and group initiatives.

The dialogue culminated in "GUJARAT 2010: A Vision of Safe Water, Hygiene and Sanitation for All". This document became the focus for the WSSCC Global Consultation in Ahmedabad in November 1999 to review progress toward VISION 21 in a setting where major elements of the approach were already being tested.

As the activists involved in GUJARAT 2010 moved ahead to strengthen their own plans and projects with the feedback received from Collaborative Council colleagues, another opportunity for review emerged at the March 2000 Second World Water Forum and Ministerial Conference in The Hague. Experience from Gujarat was a prominent factor contributing to VISION 21's credibility as the way forward. The Forum was impressed that VISION 21 had not only been tested and found practical, but also that this had happened in a year of unprecedented scarcity. A special session heard Gujarat activists recount their experience in putting VISION 21 to work amid the crisis of a severe drought. A video presentation, prepared with WSSCC assistance, brought voices from parched fields and inner cities to the dialogue, demonstrating the power of what Gujarat's people can do and were doing to harvest scarce water, to learn and apply hygiene for health, and to mobilise communities and women leaders toward greater self-reliance. Government of Gujarat representatives at The Hague spoke of the need now to bring official and NGO aspirations more closely together, a process that began immediately after the Forum.

In April 2000, the Government of Gujarat called a state-wide meeting in the capital city of Gandhinagar to reflect on the lessons from fighting drought, and from deliberations that had led to GUJARAT 2010 and world experience articulated at The Hague. Assisted by the Government of The Netherlands, long a partner in Gujarat's water efforts, the meeting called for applying the Vision approach toward a long-term state strategy involving all stakeholders, including those from Government departments and institutions. A working group was established by the Gujarat State Drinking Water Infrastructure Co. Ltd., with representatives from all these interests, and co-ordinated through India's National Institute of Design. The mandate for the group was to draft a Vision of water, hygiene and sanitation in the state in the year 2010, with practical recommendations on how to achieve it. The lessons learned through the crisis of a terrible summer were brought to bear on strategies for drought-proofing communities and building on their own demonstrated capabilities.

Three months of intensive research and discussion within the working group and with partners drawn from all over the state and elsewhere in India and overseas has resulted in a report entitled "GUJARAT JAL-DISHA 2010", which translates as "FLOW 2010". A stream of activity and thinking is suggested that demands significant changes in the way authorities and people have thought and functioned so far.

A key instrument for change is empowering people's institutions and placing them in the centre of decision-making, through the recognition of access to water and sanitation as a human right. While Government is to move toward a major role as facilitator, people's organisations have also to accept new responsibilities for planning, implementation, resource mobilisation and maintenance. A fresh sense of partnership must reflect a collective decision to put water, sanitation and hygiene improvement programmes at the core of Gujarat's strategies for human development and poverty alleviation. "GUJARAT JAL-DISHA 2010" introduces a concept of drought-proofing communities through advance, decentralised actions. These include rainwater harvesting, protecting surface water, participatory water resource management through a river basin approach, a portfolio of technologies in water and sanitation that can respond to a range of conditions and needs, and a massive effort at hygiene education.

Water is accepted as an economic resource. This is seen to demand awareness and application of principles of ability and willingness to pay, with clear safety nets to protect those most in need. A major contribution is the emphasis on improving the financial viability of the sector, and suggestions on how institutional structures can be changed or innovated toward effective drought-proofing in the state. A Framework for Action sets out immediate next steps for all stakeholders. These include the establishment of a Gujarat Water Authority, with strong stakeholder participation, to plan and control water resources for all major uses.

A second round of consultations has now commenced, to ensure citizen understanding and ownership of "GUJARAT JAL-DISHA 2010". A strong, state-wide mobilisation of society will be essential to ensure the well-being and dignity of Gujarat's citizens through safe water, hygiene and sanitation. As the state faces yet another season of water scarcity, an approach which draws strongly on the global consensus on VISION 21 enters another year of testing.

Note to journalists: a presentation of VISION 21 including the Gujarat experience will be made during the Fifth Global Forum of the WSSCC in Foz do Iguacu, Brazil, on 24 November 2000. For more information on the Global Forum and to arrange interviews, please contact: Ms. Eirah Gorre-Dale, Tel.: +1(914) 309-5491; in Brazil, c/o Rafain Palace Hotel, Tel. + (55 45) 526-3434; Fax: + (5545) 526-3030; E-mail: eirah.gorre-dale@undp.org

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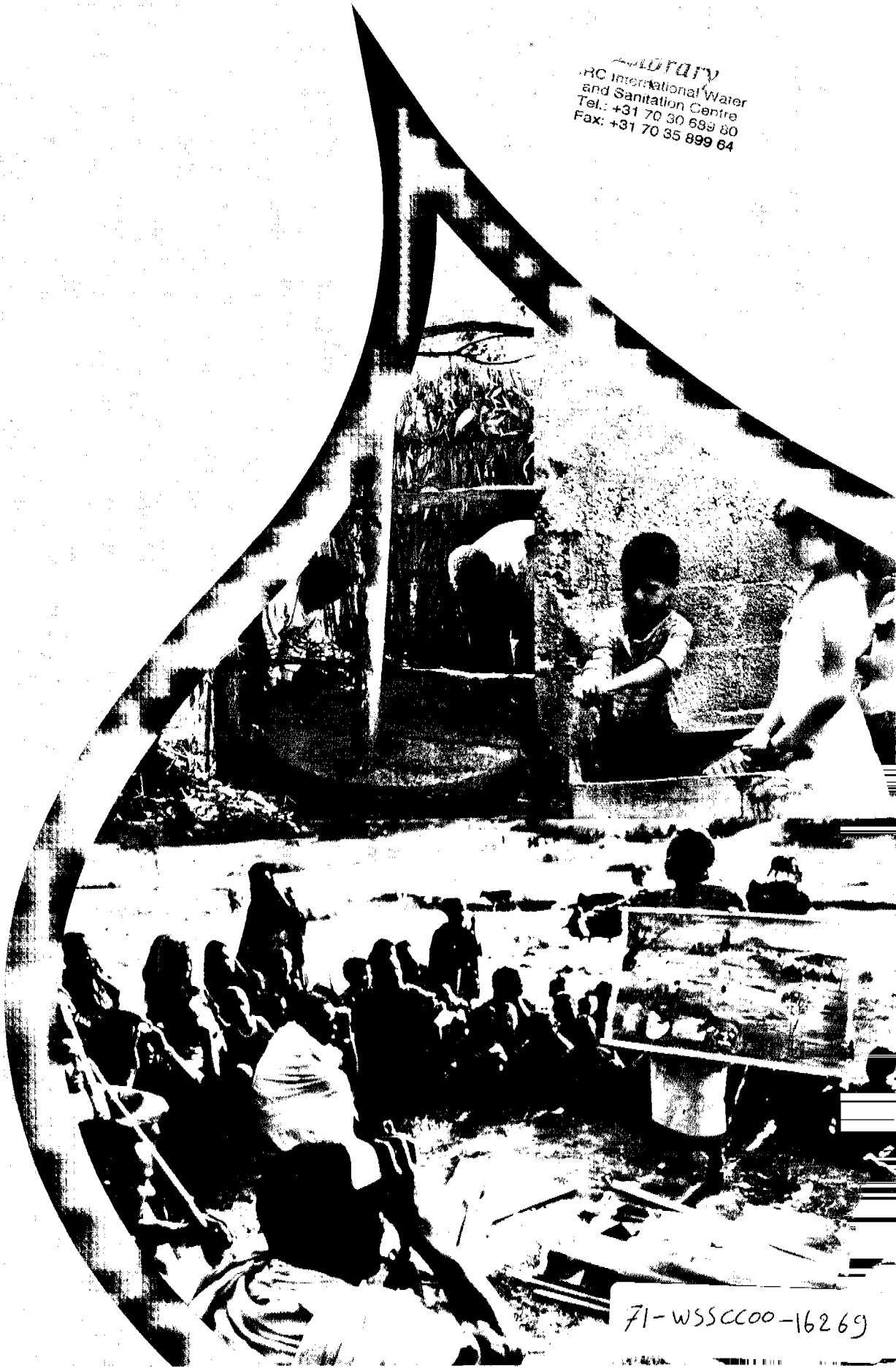
VISION 21:



SHARED VISION TO SHARED ACTION

Fifth Global Forum of the Water Supply and Sanitation Collaborative Council
Foz do Iguaçu, Brazil, 24-29 November 2000

WSSCC
International Water
and Sanitation Centre
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VISION 21

**A clean and healthy world:
A world in which every person
has safe and adequate water
and sanitation and lives in a
hygienic environment.**

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SHARED VISION TO SHARED ACTION

Fifth Global Forum of the Water Supply and Sanitation Collaborative Council
Foz do Iguaçu, Brazil, 24-29 November 2000

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Acknowledgments

In preparing for the Fifth Global Forum, the Water Supply and Sanitation Collaborative Council has received support and assistance from many agencies and individuals. The Secretariat is most appreciative of the help provided and we express here our sincere thanks to all the individuals involved.

In relation to local arrangements in Brazil, we thank especially the Ministry of Urban Development (SEDU) for taking on the task of chairing the Local Organising Committee, and the Brazilian Association of Sanitary and Environmental Engineering (ABES) for the considerable administrative support provided in the Forum planning period. The Pan-American Health Organization (PAHO) has provided critical administrative backup, both through its Washington bureau and through the country office in Brasilia.

An important part of the preparations was the Planning Meeting in Montreal, Canada, in September. Thanks are due to the Canadian International Development Agency (CIDA) for hosting that meeting and to the International Secretariat for Water (ISW) for its administrative and technical support. We thank also all those who attended that meeting for their contribution to the resulting preparatory programme for the Fifth Forum.

The preparatory process, documentation, translation and facilitation has been supported financially by the UK Department for International Development (DFID) and benefited also from continuing contributions from the Dutch and Swiss governments. The success of the Forum will owe much to other donors and agencies who have helped to finance the participation of many of the participants from developing countries.

As this document makes clear, there has been a tremendous amount of pre-Forum activity to ensure that we can make the most of the time available in Foz do Iguaçu. Our collective thanks go to the Coordinators of all the Manila Action Programme activities, the VISION 21 team of national, regional and global Coordinators and Facilitators, the Theme Leaders of the electronic conferences, and the representatives of WHO and UNICEF who have prepared the *Global Water Supply and Sanitation Assessment 2000* for launch at the Forum. Thanks too to WEDC for the facilitation of the E-conferences and to IRC for looking after the important crosscutting issues.

The administrative back-up and support provided by the WHO headquarters in Geneva has been of great importance in relation to travel and contractual arrangements.

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* To be distributed in Iguazu.





WSSCC Fifth Global Forum

Message from the Executive Secretary

Dear Colleague,

Welcome to the Fifth Global Forum of the Water Supply and Sanitation Collaborative Council. We are at a very important time for both the Council and the sector as a whole. Many of you have played a part already in the development of *VISION 21: Water for People*, the result of a huge participatory effort all over the world. You will probably know too that *VISION 21* was well received at the Second World Water Forum and Ministerial Conference held in The Hague, Netherlands, in March this year.

Our Forum now, in the magnificent venue of Foz do Iguacu, is crucially important as the next step in the vision process. The theme *VISION 21: Shared Vision to Shared Action* really is what this Forum has to be about. We have a wave of enthusiasm and raised expectations demanding action. In six days, we must prepare an Iguacu Action Programme (IAP) that will influence the way we and thousands of our colleagues around the world carry out our work during the next few years. The IAP has to be ambitious and practical. The new statistics published at the Forum by WHO and UNICEF show the scale of the challenge. For the first time, we have a real prospect of enabling the unserved billions to escape from the misery and deprivation caused by squalid sanitary conditions. *VISION 21* holds out that hope; the Fifth Forum is our chance to start converting hope to reality.

So, my plea to you, as a participant in the process, is to think "Action". Think of actions you can do, or your agency can do, or others need to do. Absorb the concepts and the inspirational mood of *VISION 21* and help to turn them into practical activities. Thanks to excellent preparatory work by our Brazilian hosts, and generous support in particular from the British, Dutch and Swiss governments, we have splendid meeting facilities here in inspiring

surroundings. Let's make the most of them. In this document, you will find guidance on the way the Forum will work to make the most of bringing together the collective wisdom and experience of the sector for six days. Please read it. Brief yourself on the objectives and the processes and plan your participation in Plenary Sessions, Thematic Groups and Regional Discussions. Plan to stimulate and to be stimulated by the discussions, and, above all, to make the Iguacu Action Programme a stimulus to concerted action that inspires us all.

On a personal note, the Fifth Forum is very special for me. It will be my last Forum as Executive Secretary. In January 2001, I will hand over to Gourisankar Ghosh, whose commitment and leadership qualities will ensure that your work in Foz do Iguacu is carried forward in the best possible ways. I have been privileged to be with the WSSCC since its first Global Forum in Oslo, Norway, in 1991. Since then, I have had magnificent support from the Council's members and staff. It has been a marvellous experience to see the WSSCC grow steadily in impact and influence, and, most of all, in friendliness and comradeship. I have drawn great satisfaction from the way that the voluntary contributions of many dedicated individuals have added so much value to the support provided by our core of committed donors. *VISION 21* is the outstanding example of that "people power". It will inspire me long after I hand over the secretarial reins. I am confident that in Foz do Iguacu, we can create both the atmosphere and the practical programme to achieve our vision of hygiene, sanitation and water for all.

I wish you a happy and productive Fifth Forum.

Ranjith Wirasinha
Executive Secretary



WSSCC Fifth Global Forum

Notes to Participants

It is three years since the Water Supply and Sanitation Collaborative Council's Fourth Global Forum took place in Manila, Philippines. That Forum set in train many activities under the heading of the *Manila Action Programme*. It recommended too that WSSCC should establish a task force to develop a long-term vision for water supply and sanitation, to be known as VISION 21. And, it proposed an Evaluation of the Council's past performance and future role. Also, in the last two years, the World Health Organization (WHO) and UNICEF have undertaken a major assessment of the status of water supply and sanitation in most countries of the world. Earlier this year thousands of people, including many Council members, discussed the whole water sector at the World Water Forum in The Hague.

The Fifth Forum is our opportunity to report on and consider all of these activities, and to chart the course for the next three years, both for the Council and for the water supply and sanitation (WSS) sector as a whole. This year also marks the Water Supply and Sanitation Collaborative Council's tenth birthday.

This is also the biggest Forum the Council has held, with double the numbers of Oslo, Rabat, Barbados or Manila. So we have quite a challenge in seeking to reach conclusions on the best way forward for the WSS sector in the coming years. The critical point is that we must not lose the momentum created by the enthusiastic reception for VISION 21. So our theme for the Fifth Forum is unambiguous: **VISION 21: Shared Vision to Shared Action.** VISION 21 will shape the WSSCC's agenda from now on. We intend to ensure that it will also help to shape the agendas of our members, many partner agencies, and other colleagues attracted by the principles of building on people's own energy and initiative.

Objectives of the Iguazu Forum

Based on the chosen theme, the objectives of the Forum can be subdivided as follows:

- To endorse VISION 21 and the eleven Core Points contained in it.
- To present the *Global Assessment on the Status of Water Supply and Sanitation 2000* and promote follow up activities to improve indicators, monitoring methodologies and benchmarking, and to foster use of the Joint Monitoring Programme (JMP) data by all sector actors.
- To share information and experiences on key WSS issues among all stakeholder groups and reach consensus on the way forward for the WSS sector as a whole, focusing on the Council's mission to accelerate achievement of services for the unserved poor.
- To express that way forward as the *Iguazu Action Programme* (IAP) to put our shared Vision into action at national, regional and global levels.
- To foster cooperative arrangements with partner agencies able to extend the outreach of the Council.
- To strengthen and extend the Council's regional activities and reinforce national, regional and inter-regional networking.
- To complete the transition of the Council's objectives and management structure in response to the 1998 Evaluation and 1999 Management Review, including establishment of the Council Steering Committee.

Forum inputs

The main inputs to the Forum will be the results and lessons of the Collaborative Council's ongoing VISION 21 exercise, augmented by inputs from: the WHO/UNICEF Joint Monitoring Programme's report entitled *Global Assessment on the Status of Water Supply and Sanitation 2000*, which is being officially published at the Forum; seventeen different activities that comprised the Collaborative Council's Manila Action Programme (MAP); and other relevant work associated with the World Water Forum that was held at The Hague in March 2000.

Those inputs will be debated by electronic conferences prior to the Forum itself, and then at the Forum, first in information-sharing groups on particular themes and then in decision-making regional groups. The outcomes of all these discussions will lead into a plenary debate, which will develop a consensus on overall directions, priorities and activities for the next few years. Those activities, both for the sector as a whole and for the Collaborative Council in particular, will be known collectively as the Iguazu Action Programme (IAP). The IAP will be decided in outline during the closing plenary session and developed in more detail by the Collaborative Council during the next four months. It will last from April 2001 until the Council's next Global Forum in late 2003. Without wishing to pre-empt the debate in Iguazu, the Collaborative Council believes that the contents of the IAP are likely to correspond closely to the contents of VISION 21.

Background documentation

To make the most of the time available for discussions in Iguazu, all participants are urged to familiarise themselves with the background documents which match their regional and thematic interests. It is especially important that participants should study the Core Points of VISION 21 and the Framework for Action described in the main VISION 21 document. The document can be downloaded in pdf format on the WSSCC website <http://www.wsscc.org/vision21/wwf/index.html>

For those unable to obtain the document in this way, hard copies in English, French or Spanish are also available from the Council Secretariat, and copies will be provided in Iguazu to all participants. Please do all you can to become familiar with VISION 21 ahead of

the Forum, so that the sessions can be forward looking in terms of operationalising the Framework for Action.

Other background documents are contained in the Annexes to this publication, grouped as follows:

Annex 1: VISION 21 Briefing Paper

A summary of the principles and recommendations of VISION 21 for easy reference during the Forum, but not intended to be a substitute for fuller reading of the Core Points and Framework for Action.

Annex 2: JMP Global Assessment 2000 Briefing Paper

A summary of the background and principal conclusions of the WHO/UNICEF document which will be launched at Iguazu and discussed particularly in Theme 7.

Annex 3: Manila Action Programme Executive Summaries

These describe the activities initiated at the WSSCC Fourth Global Forum in Manila in 1997. The reports contain recommendations for actions, which may become part of the Iguazu Action Programme and they are each relevant to one or more of the Thematic and Regional sessions in Iguazu.

Annex 4: E-conference Issues Papers

Each of the seven Thematic Sessions at the Forum is being preceded by an electronic conference in September/October. The issues papers for the seven themes are included in this Annex. Reports from the E-conferences and on the crosscutting themes discussed in all of them will be distributed at the Forum as inputs to the Thematic Sessions.

Making the most of your inputs

Discussion time in WSSCC Global Fora is precious. The aim is to learn as much as possible about others' experiences and to work together on concrete actions for moving forward. We therefore ask you to make short contributions in plenary or group sessions. If you want to give more information about your work, there will be the opportunity to **distribute written papers** and **posters** and to visit **information booths** for detailed dialogue with regional or thematic specialists. **Mailboxes** will also be provided so that specific suggestions can be

made to the Programme Committee or the Chair for consideration during the Final Plenary. There will be a **Networking Board**, where each participant has the opportunity to indicate their special interests and leave and receive business cards for individual follow up (so, bring plenty of business cards and, optionally, a passport size photograph!). When participating in a plenary discussion or group session please relate your remarks to the objectives of the Forum and use the other opportunities provided for elaboration or digression into other subject areas.

Languages

All Forum sessions will have simultaneous interpretation. You will be able to listen to the discussions in English, French or Spanish, and to make your own contribution in English, French, Spanish or Portuguese.

VietNam/Lemoyne/UNICEF





The Forum Agenda

The Agenda for the six days, 24-29 November, is tabulated here.

DAY 1 – FRIDAY 24 NOVEMBER 2000

Time	Place	Activity	Person
08:00 – 19:00	Rafain Palace Hotel	Registration of Participants	Local Committee
19:00 – 21:00	Main Hall	Opening Ceremony:	
		Formal welcome addresses and opening of Forum by hosts	Brazilian Government Ministers and Parana State Governor (Jaime Lerner)
		Thanks to hosts, brief description of aim and structure of the Forum	WSSCC Chair (Richard Jolly)
		Presentation of 'VISION 21 – Water for People'	Hans van Damme and Ashoke Chatterjee
		Presentation of 'Global Water Supply and Sanitation Assessment 2000'	UNICEF and WHO representatives
		Brief presentation of WSSCC's main recent activities, etc.	WSSCC Executive Secretary (Ranjith Wirasinha)
21:00 – 22:30	Hotel	Cocktail Party	

Official Opening

A registration desk will be open in the Rafain Palace Hotel from 8.00 am. Participants are encouraged to register as early as possible and to collect badges and documents. They will also be able to complete a Networking Profile Sheet for inclusion on the Networking Board (remember to bring business cards and if possible a passport-sized photo). Registration will continue on Saturday morning.

Presenters of poster sessions will have from 17.00 on Friday until 8am on Saturday to assemble their posters in the registration room.

The Opening Ceremony will take place in the Main Conference Hall on the Fifth Floor of the Rafain Palace Hotel. It will start promptly

at 19.00, so please arrive by 18.45 to familiarise yourself with the instantaneous interpretation system and the seating arrangements. As well as the formal welcome addresses, the Friday session will include presentations of VISION 21 and JMP2000, (Global Assessment on the Status of Water Supply and Sanitation 2000) together with a brief description of the Council's main activities. Though there will not be discussion time during the opening, participants will have the opportunity to discuss VISION 21 and JMP2000 in plenary on Saturday morning and so should prepare for that discussion on the basis of the Friday presentations.

A cocktail party will follow the Opening Session.

DAY 2 – SATURDAY 25 NOVEMBER 2000

Time	Place	Activity	Person
08:00 – 14:00	Rafain Palace Hotel	Registration of Participants (continued)	Local Committee
09:00 – 17:30	Main Hall	First Plenary Session, comprising:	
09:00 – 10:30		Opening address	WSSCC Chair
		Briefing on the structure and conduct of the Forum	Forum Director (Jon Lane)
		Administrative Report, including presentation of the results of the Manila Action Programme	Executive Secretary and Chief Rapporteur (Brian Appleton)
10:30 – 11:00	<i>Exhibition Area</i>	<i>Coffee Break</i>	
		Open discussion on WSSCC itself, especially its work over the past three years and its progress in response to the Evaluation	WSSCC Chair, with staff and MAP Coordinators available to answer questions
12:30 – 14:00	<i>Dining area</i>	<i>Lunch</i>	
14:00 – 15:30		Brief statements by Strategic Partner Organisations on relevant current and future plans	Executive Secretary
		Open Forum for brief statements by participants on their own plans and/or their views about the way forward for the water and sanitation sector	Forum Director
15:30 – 16:00	<i>Foyer</i>	<i>Tea Break</i>	
16:00 – 17:30		Open discussion to link the previous session to the Forum's aims, especially to VISION 21	Forum Director
		Conclusion from the day's discussions	WSSCC Chair
		Briefing on next two days' Discussion Groups	Chief Facilitator (Clifford Wang), introducing Theme Leaders and Regional Coordinators
		Briefing on Tuesday's Field Visits	Local Committee
17:30 – 19:30	Exhibition area	Session for all participants to visit Posters and Exhibition Booths, also to select their Discussion Groups and Field Visits	All participants and exhibitors

Plenary sessions

In the first plenary session (9.00 to 10.30), participants will hear from the Council Chair, the Forum Director, The Executive Secretary and the Chief Rapporteur about the work of the Collaborative Council and the way that the Forum will be conducted. The Chairman's presentation will include a description of the Council's responses to the major recommendations of the Evaluation and Management Review. Presentation of the results of the Manila Action programme will be only brief, as it will be assumed that participants will have read the printed Executive Summaries of the MAP activities included in this document.

Following the coffee break there will be a 90-minute discussion session during which the MAP activity Coordinators will be available to answer questions. Participants may also raise general points about the work of WSSCC (bearing in mind that a separate discussion on VISION 21 and JMP2000 will follow later). The Chair will encourage participants to be brief and to follow up via the Forum Mailbox if further detail is needed. This session will focus on the role of the Council and its way of working, and clarify points related to the MAP. It is not expected to address detailed follow up in the Iguacu Action Programme, as this will be the subject of discussions in the Thematic and Regional Groups later.

After lunch, the Council's strategic partners have been invited to make brief presentations on their own programmes and how these relate to the Forum objectives. This will be fol-

lowed by the discussion on VISION 21 and JMP2000, based on the presentations made the previous day and on participants' own thoughts on the published documents. This is seen as a forward-looking session that should help to establish principles for carrying VISION 21 into action and for the use and development of JMP2000.

The open discussion will continue after the afternoon tea break, ending with an open forum that will be led by agencies that have given advance notice of their desire to speak.

Following a briefing on the arrangements for the Group Session in the next two days, a further two hours is included in the Agenda for participants to visit the Exhibition Booths and Posters. The Exhibition Booths will provide supporting materials for the MAP activities and there will also be booths for partner agencies to demonstrate their own activities. Three types of poster displays are anticipated:

- Freestanding posters from any contributors on themes linked to the Forum objectives
- Paintings/posters resulting from a schools competition to illustrate the theme of Hygiene, Sanitation and Water for All
- Posters to be presented and described in Poster Sessions from 18.00 to 19.30. These posters will be placed in the Registration Room and the presentations will take place there.

DAY 3 – SUNDAY 26 NOVEMBER 2000

Time	Place	Activity	Person
09:00 – 16:00	Discussion Rooms	Thematic Discussions: 1. People-centred approaches 2. Sanitation and hygiene promotion 3. Serving the urban poor 4. Water supply and sanitation in a broader context 5. Institutional frameworks 6. Resource mobilisation and sustainability 7. Targets, indicators and monitoring	Theme Leaders and other Resource Persons
12:30 – 14:00	Dining area	Lunch	
16:00 – 17:30	Main Hall	Plenary Session: feedback on the conclusions of Thematic Discussions	Theme Leaders
17:30 – 19:30	Exhibition area, Discussion Rooms	Side Meetings including: • Rainwater harvesting • Desalination • Condominial Sewerage • NGOs Possibly others, see noticeboard Elections of Steering Committee members. Exhibition Booths and posters still available for visits.	

Thematic Sessions

On Sunday, participants begin the day in Working Groups to discuss one of seven Themes. Decide if possible before you go to Iguazu which theme is of most interest to you. Sign up forms will be available in the Registration Room, and there will be a limit of 100 people per Group, so have a second choice ready in case your first Group is oversubscribed.

The themes are:

- 1. People-centred approaches** – Theme Leaders: Gabriel Regallet, ISW; Patrick Moriarty, IRC; Belinda Calaguas, WaterAid
 Website: <http://www.mailbase.ac.uk/cgi-bin/files?pca>
- 2. Sanitation and hygiene promotion** – Theme Leaders: Roland Schertenleib, SANDEC; Eddy Perez, EHP; Lizette Burgers, UNICEF
 Website: <http://www.mailbase.ac.uk/cgi-bin/files?envsan>
- 3. Serving the urban poor** – Theme Leaders: Barbara Evans, WSP; Alfonso Alfonsi, CERFE; Ivo Imperato, Consultant
 Website: <http://www.mailbase.ac.uk/cgi-bin/files?sup>
- 4. Water supply and sanitation in a broader context** – Theme Leaders: Stephen Turner, WaterAid; Gabriel Regallet, ISW
 Website: <http://www.mailbase.ac.uk/cgi-bin/files?wsspntnerships>
- 5. Institutional frameworks** – Theme Leader: Maarten Blokland, IHE
 Website: <http://www.mailbase.ac.uk/cgi-bin/files?imo>

6. **Resource mobilisation and sustainability**
– Theme Leader: Jean Doyen, WSP
Website: <http://www.mailbase.ac.uk/cgi-bin/files?serm>
7. **Targets, indicators and monitoring** –
Theme Leaders: Eckhard Kleinau, EHP;
Sandy Cairncross, WELL; Jose Hueb,
WHO, Michel St Lot, UNICEF
Website: <http://www.mailbase.ac.uk/cgi-bin/files?wss2020>.

If you have joined in the electronic conferences, you will already know that each theme covers a wide range of issues. The issues papers in Annex 4 give a good idea of the topics and should help you to make your choice. At Iguacu, you will also receive reports from the electronic conferences, to help distil the issues for discussion in the Thematic Sessions. If you have Internet access, you can find additional background files at the Websites listed for each theme. If you cannot access the Web but would like copies of the background documents, contact the WSSCC Secretariat.

The Agenda allows for about five hours of discussion time in the Thematic Sessions, after which each group will report back to a plenary session. The sessions are being structured to make optimum use of the available time and

give everyone a chance to participate. A fuller description of the operation of the Thematic Sessions follows this walk through the Forum Agenda. Please respect the need for the Theme Leaders and Facilitators to focus discussions on outputs that will help to frame the Iguacu Action Programme, even if that may mean curtailing discussion on some issues close to your heart in the interests of progress. We expect lots of discussions to continue in the corridors and at the social events as well as during the working sessions.

From 17.30 to 19.30, WSSCC partners have the opportunity for side meetings on topics related to the Forum Theme. Information about the side meetings will be distributed by the meeting hosts, and you are advised to check the Forum notice board for the latest information and venues. At the time of going to print, the list for Sunday evening is:

- Rainwater harvesting
- Desalination
- Condominial sewerage
- NGOs

You may visit the Exhibition Booths and Poster Displays until 19.30.

DAY 4 – MONDAY 27 NOVEMBER 2000

Time	Place	Activity	Person
09:00 – 16:00	Discussion Rooms	Regional Discussions: <ul style="list-style-type: none"> • Africa • South Asia • South-East Asia • Latin America • CEE & NIS • Small Island States • Middle East and North Africa 	Regional Coordinators and other Resource Persons
12:30 – 14:00	Dining area	Lunch	
16:00 – 17:30	Main Hall	Plenary Session: feedback on the conclusions of Regional Discussions	Regional Coordinators
17:30 – 19:00	Exhibition area, Discussion Rooms	Side Meetings including: <ul style="list-style-type: none"> • Sanitation Connection • STREAM • Small-scale credit • Gender Alliance • Panel of City Mayors • WUP South Asia Possibly others, see noticeboard Elections of Steering Committee members. Exhibition Booths and Posters still available for visits.	
19:00	Exhibition area	Exhibition Booths close	Exhibitors
19:30	Hotel	Forum Dinner	

Regional Sessions

On Monday, the focus is on regional priorities. Again, you will have a choice of seven groups. The procedure for signing up to a particular Regional Session will be similar to that for the Thematic Sessions, with an upper limit of 100 per group. The seven sessions are:

1. **Africa** – Coordinator, Ebele Okeke (Nigeria)
2. **South Asia** – Coordinator, Dinesh Pyakural (Nepal)
3. **South-East Asia** – Coordinator, Lilia Ramos (Philippines)
4. **Latin America** – Coordinator, Alejandro Castro (Ecuador)

5. **Central and Eastern Europe & New Independent States** – Coordinator, Helmut Weidel (Austria)
6. **Small Island Developing States** – Coordinator, Siyan Malomo (Commonwealth Science Council)
7. **Middle East and North Africa** – New Group, Convenor, Hamed Bakir (CEHA, Jordan)

MAP Reports from the first six groups are included in Annex 3. The Middle East and North Africa Group will meet for the first time in Iguazu – a response to demand from many Council members in the region for a separate group to focus on issues particular to that part of the world. The Council's Regional Groups

have been key drivers of the VISION 21 process and their individual Frameworks for Action are included in the VISION 21 main document. The aim of these Regional Sessions will be to operationalise the plans according to the needs and priorities of each region.

Written reports from the previous day's Thematic Sessions will be available to the Regional Sessions and it is expected that the discussions will add regional dimensions to the recommendations from the Thematic Groups as well as developing their action programmes for VISION 21 follow up. In addition, the Regional Sessions need to formalise the selection of their representative on the WSSCC Steering Committee and choose who will be their Coordinator for the next three years.

There is an opportunity for further side meetings from 17.30 to 19.00 (See Forum notice board for topics and venues). At the time of going to print, the list for Monday evening is:

- Sanitation Connection
- STREAM
- Small-scale credit
- Gender Alliance
- Panel of City Mayors
- WUP South Asia

You may visit the Exhibition Booths and Poster Displays until 19.00, after which the Exhibition Booths will be dismantled.



Curt Carnemark/World Bank

DAY 5 – TUESDAY 28 NOVEMBER 2000

Time	Place	Activity	Person
All day	Various	Field Visits by Participants, and opportunity for Side Meetings including: <ul style="list-style-type: none">• Gender Alliance committee meeting (observers welcome)• Possibly others, see noticeboard (N.B. the outcomes of these Side Meetings cannot be considered in the Closing Plenary)	Managed by Local Committee

Field Visits and Side Meetings

This is the day when the rapporteurs and translators will work on preparing reports for discussion during the final plenary.

For those not involved in the reporting process, there is the option of a Technical visit to the nearby Itaipu hydroelectric power plant. The biggest hydroelectric plant in the world, it has 18 generators, each capable of producing 700,000kW. It produces 25% of the power consumed in Brazil and nearly 90% of Paraguay's power consumption. It has been described as one of the seven wonders of the modern

world. Details of the visit are included in a separate announcement and sign-up forms will be available in the participants' pack.

There are also tourist visits on offer, including one to the impressive Iguacu Falls, where the Parana River's awesome power is spectacularly displayed in a series of giant waterfalls.

There will also be further side meetings on offer today. So look at the notice board for details. Today's meetings will not be reported back to the plenary.

Jenny Matthews/WaterAid



DAY 6 – WEDNESDAY 29 NOVEMBER 2000

Time	Place	Activity	Person
09:00 – 15:00	Main Hall	Final Plenary Session, comprising:	
		Discussion on WSSCC internal affairs	WSSCC Chair
		Distribution of written conclusions from Thematic and Regional Discussions	Chief Rapporteur
		Proposal for Iguacu Action Programme (IAP)	Programme Committee Chair (Piers Cross)
10:30 – 11:00	<i>Foyer</i>	<i>Coffee Break</i>	
11:00 – 12:30		Open discussion on the conclusions of the Thematic and Regional Discussions and on the IAP Adoption of the IAP by the meeting	
12:30 – 14:00	<i>Dining area</i>	<i>Lunch</i>	
14:00 – 15:00		Speech on the future	WSSCC Executive Secretary-elect (Gourisankar Ghosh)
		Closing speech, thanks to outgoing Executive Secretary	WSSCC Chair
		Closing speech	Brazilian Government Minister
15:00		End of Forum	
15:30 – 17:30	Committee Room	Meeting of WSSCC Steering Committee	WSSCC Chair

Final Plenary Session

This is the wrap-up session of the Forum, when all the elements are brought together to adopt the Iguacu Action Programme (IAP) as an agreed agenda for moving forward. Reports from the Thematic and Regional Sessions will be distributed and a synthesised report will be presented by the Chief Rapporteur. This will be followed by the conclusions of the Programme Committee and that Committee's recommendations for the IAP. The membership and role of the Programme Committee is described later. Essentially its task is to combine the recommendations emerging from all the different Forum Sessions into a manageable programme (the IAP) for the next three years.

The programme will include recommendations for activities to be undertaken by WSSCC itself in implementing VISION 21. It will also include roles for partner organisa-

tions and for individuals in the sector. The 90-minute discussion session is your opportunity to identify your own part in the programme, the way that you or your agency can participate in any of the recommended activities, and to make suggestions of additions or revisions that you think might strengthen the IAP. Bear in mind the Theme of the Forum – *VISION 21: Shared Vision to Shared Action*; and look to at the objectives of the Forum set out at the start of this document. The aim is to adopt the IAP by lunchtime.

After lunch, the future Executive Secretary, Gourisankar Ghosh, will reflect on the outcome and present his own thoughts on the future of WSSCC, and the Council Chair will present his own closing remarks, before the official closing by a Brazilian Government Minister.

Then you may relax and look forward to an exciting three years in implementing the new IAP!



WSSCC Fifth Global Forum

How It All Fits Together



Thematic and Regional Discussions

To make the most of these Sessions, you need to prepare yourself with some background reading. Having chosen which Theme and which Regional Session interest you the most, look below for the list of source material that is available to brief yourself ahead of the session.

Theme 1: People-centred Approaches

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.1 to 2.4, 3.1 to 3.4, 4.1 and 5.1 to 5.6;
Theme 1 Issues paper (Annex 4);
MAP Executive Summaries nos. 2, 4, 12, 14, 16 (Annex 3);
Report on Theme 1 E-conference (distributed separately at Iguazu);
Pro forma for reporting of Thematic Sessions (see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?pca>

Theme 2: Sanitation and hygiene promotion

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.6 (note also Bellagio Statement on page 11), 3.6, 4.1 and 5.1 to 5.6;
Theme 2 Issues paper (Annex 4);
MAP Executive Summaries nos. 1, 18, 16 (Annex 3);
"Background paper on FRESH (Focussing Resources for Effective School Health – a joint UNICEF, WHO, UNESCO, WB, USAID, Education International and private sector initiative), available at <http://www.irc.nl/sshc/fresh.html>"

Report on Theme 2 E-conference (distributed separately at Iguazu);
Pro forma for reporting of Thematic Sessions (see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?cnvsan>

Theme 3: Serving the urban poor

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.8, 3.8, 4.1 and 5.1 to 5.6;
Theme 3 Issues paper (Annex 4);
MAP Executive Summaries nos. 13, 12, 2, 14, 5 (Annex 3);
Report on Theme 3 E-conference (distributed separately at Iguazu);
Pro forma for reporting of Thematic Sessions (see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?sup>

Theme 4: Water supply and sanitation in a broader context

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.5, 2.11, 3.5, 3.11, 4.1 and 5.1 to 5.6;
Theme 4 Issues paper (Annex 4);
MAP Executive Summaries nos. 2, 3, 5, 15, 16 (Annex 3);
Report on Theme 4 E-conference (distributed separately at Iguazu);
Pro forma for reporting of Thematic Sessions (see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?wsspartnerships>

Theme 5: Institutional Frameworks

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.1, 2.4,
2.9, 3.1, 3.4, 3.9, 4.1 and 5.1 to 5.6;
Theme 5 Issues paper (Annex 4);
MAP Executive Summaries nos. 5, 2, 16, 13,
14 (Annex 3);
Report on Theme 5 E-conference (distributed
separately at Iguacu);
Pro forma for reporting of Thematic Sessions
(see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?imo>

Theme 6: Resource mobilisation and sustainability

Please read:

VISION 21 Briefing Document (Annex 1);
VISION 21 main document sections 2.1 to 2.4,
2.10, 3.1 to 3.4, 3.10, 4.1 and 5.1 to 5.6;
Theme 6 Issues paper (Annex 4);
MAP Executive Summaries nos. 2, 5, 12, 14
(Annex 3);
Report on Theme 6 E-conference (distributed
separately at Iguacu);
Pro forma for reporting of Thematic Sessions
(see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?serm>

Theme 7: Targets, indicators and monitoring

Please read:

VISION 21 Briefing Document (Annex 1);
Global Assessment Briefing Document
(Annex 2);
VISION 21 main document sections 4.1 to 4.2
and 5.1 to 5.6;

Theme 7 Issues paper (Annex 4);

MAP Executive Summaries nos. 12, 14
(Annex 3);

Report on Theme 7 E-conference (distributed
separately at Iguacu);

Pro forma for reporting of Thematic Sessions
(see *Reporting Formats* below);

Website: <http://www.mailbase.ac.uk/cgi-bin/files?wss2020>

Regional Sessions

For any Regional Session please read:

VISION 21 Briefing Document (Annex 1);
Global Assessment Briefing Document
(Annex 2);

VISION 21 main document, with particular
attention to Section 5 and the appropriate
section of that document's Annex 2
(Regional Visions);

Pro forma for reporting of Regional Sessions
(see *Reporting Formats*);

In addition read the following Executive
Summaries in Annex 3 of this document

- Africa – Summary No. 6
- Latin America – Summary No. 7
- South-East Asia – Summary No. 8
- South Asia – Summary No. 9
- Central and Eastern Europe & New
Independent States – Summary No. 10
- Small Island Developing States
– Summary No. 11
- Middle East and North Africa
– Document to be distributed in Brazil
(New Group)

The Iguazu Action Programme (including the role of the Programme Committee)

A Programme Committee has been appointed to bring together the results of the discussions into the Iguazu Action Programme (IAP). The Committee will meet each evening to review the outcome of the day's Sessions. Members will also invite comments from participants on the general mood of the meeting and any ideas for inclusion in the IAP. Feel free to communicate your ideas to the Programme Committee members, either directly or through the mailbox system. The Committee will designate members to attend each Thematic Session and each Regional Session and will also receive feedback from the Chief Facilitator and Chief Rapporteur on a day-by-day basis.

On the day of the field visits (Day 5), the Programme Committee will be drafting its recommendations for the IAP and will present them to the final plenary session on Day 6.

Membership of the Programme Committee is:

Mr Piers Cross, Chair

Mr Jon Lane, Forum Director (ex-officio)

Mr Hans Van Damme, VISION 21
Representative

Mr Helmut Weidel, Representing
Regional Co-ordinators

Ms Rory Villaluna, Gender Alliance

Mr Willem Ankersmit, Representing bilaterals

Ms Mona Gleditsch, Representing bilaterals

Mr Raymond Jost, Representing NGOs

Mr José Hueb, Representing Multilaterals
and Assessment

Mr Gourisankar Ghosh, Executive
Secretary elect

Mr Ranjith Wirasinha, Executive Secretary

Mr Airson Medeiros da Silva, Host
Agency, Brazil

On call

Mr Brian Appleton, Chief Rapporteur

Mr Cliff Wang, Chief Facilitator



Caroline Penn/WaterAid

Reporting Formats

Rapporteurs of the Thematic Sessions and Regional Sessions will use pro formas to prepare their reports. The two pro formas are reproduced here.

Thematic Sessions

Note: This pro forma may vary slightly for the different themes, but basic approach is the same for all.

Report from Thematic Session No. _____ on _____

Relevant VISION 21 Core Points

Identify which of the Core Points relate to this particular theme. The Core Points are (see Annex 1): 1. People come first; 2. A human approach to basic services; 3. Entry-point to human development and poverty elimination; 4. Committed and compassionate leadership; 5. Synergy of action; 6. Hygiene and sanitation as a revolutionary priority; 7. Gender equity for lasting change; 8. The challenge of the urban poor; 9. Institutions as change agents; 10. Mobilisation for affordable services; 11. Shared water resource management

Constraints hindering implementation of a VISION 21 Action Programme

In relation to this Theme, identify the chief barriers to progress at different levels (bullet points with one or two sentences of amplification)

- At local/community level
- At national level in developing countries
- At regional level
- At the global level
- For particular stakeholders (e.g. ESAs, NGOs, private sector, utilities, resource centres)

Recommended actions to achieve VISION 21 goals

Subdivide recommendations according to the actors involved: i.e. actions by individuals/communities, actions by support agencies/resource centres, actions by WSSCC or partner agencies. Where possible identify individual agencies able to take responsibility for particular actions

- At local/community level
- At national level in developing countries
- At regional level
- At the global level

Examples of good practice

List case studies, documents or guidelines illustrating the way forward, with recommendations on how to replicate them.

Research needs

Identify topics/issues requiring further applied research with recommendations on how it may be undertaken.

Recommendations for the Iguazu Action Programme

- Actions by individual agencies or groups of agencies
- Actions by the WSSCC or partners at local level

- **Actions by WSSCC at Regional level**
- **Actions by WSSCC at Global level**
- **Partners able to extend the WSSCC outreach at different levels**

Issues for the WSS sector as a whole

Discuss how the sector as a whole needs to focus its activities in order to advance in relation to this particular theme

Crosscutting issues

Relate the recommendations to the five crosscutting issues, and indicate any action to be taken:

- **Gender considerations**
- **Advocacy and communication needs**
- **Knowledge transfer and applied research**
- **Generating political will**
- **Opportunities and threats of globalisation**

Regional Sessions

Report from the _____ Regional Session _____

Proposed Activities to put VISION 21 into Action

- **Actions at country level**

In each case, specify the activity proposed, the agency/individual responsible, the stakeholders involved and the anticipated outcome. Also indicate if support is needed from WSSCC at regional or global level, or from other partners.

- **Extension of VISION 21 in existing V21 countries**
- **Initiation of VISION 21 in new countries**
- **Actions at regional level**

Identify activities to be undertaken by the WSSCC regional VISION 21 team, or by partner agencies in the region, to stimulate the spread of VISION 21 approaches in the countries of the region. Also identify regional resource centres that may become involved in the VISION 21 process, and assess possible links with GWP regional groups on follow up to the overall Vision.

- **Support required from WSSCC Secretariat, Working Groups, etc, and others**

Indicate how global support can help to facilitate VISION 21 follow up. In each case, identify the form of support and the group or agency best suited to provide it.

- **Constraints to progress**

List the barriers to implementation of VISION 21 in the region and suggest how they may best be overcome. Where possible identify agencies/resource centres best suited to address the constraint.

- **Targets and progress indicators**

What targets should countries of the region set for achieving VISION 21 goals, and what are the best indicators to assess progress in three years time? How can WSSCC best monitor VISION 21 progress?

- **Regional VISION 21 partners**

List agencies/resource centres willing and able to partner WSSCC in facilitating the spread of VISION 21 and the roles each proposed partner can undertake. Also consider any possible VISION 21 ambassadors.

- **Role for WSSCC members**

In what ways can individual WSSCC members in the region best stimulate VISION 21 acceptance and spread in their countries?

Sector-wide issues

- **WSS sector priorities**

What should be the priorities for WSS sector professionals and their agencies in the region in the coming years (e.g. Urban poor, pollution control, new technologies,)

- **Cross-sectoral collaboration**

How can better links be forged with other sectors (health, environment, agriculture, GWP)

Election of WSSCC Steering Committee

One of the tasks to be accomplished during the Forum is the election of a Steering Committee to guide the affairs of the Council until the next Global Forum. During the course of the Forum the different stakeholder groups are asked to get together to elect/appoint their representatives on the Steering Committee. Representation is as follows:

- 7 members to represent the seven WSSCC regions
- 3 members from bilateral external support agencies
- 3 members from multilateral agencies (including the UN)
- 4 members from the NGO community (two from the North and two from the South)
- 2 members from professional associations
- 4 members selected by the Steering Committee to represent specific interest groups, including gender
- 2 members co-opted by the WSSCC Chair
- The Executive Secretary of GWP (observer status)
- The WSSCC Chair
- The Executive Secretary of WSSCC (ex officio)

Please contact the Secretariat at the Forum for information on how you should take part in the election process for your Region/Affiliation.

Annex I

VISION 21 – A People's Approach to Hygiene, Sanitation and Water Supplies Services

The Iguazu Forum

As VISION 21's 'parent', the Collaborative Council aims to provide catalytic support for its realisation. VISION 21 will therefore have a pivotal role at the Iguazu Forum. The expected general outcome of the Forum on VISION 21 will be: (i) broad internalisation among the participants of what VISION 21 implies; (ii) full clarification of the implications of its general approach and its Core points; (iii) a sound action programme as part of the Iguazu Action Programme (IAP). This action programme will then form the basis for cooperation with allies and partners.

VISION 21 in a nutshell

VISION 21 starts with people. Its basis is a democratic, bottom-up consultation process, involving all concerned. It should evolve in a participatory approach to plan, implement and manage hygiene, sanitation and water supply services, on the basis of shared inputs. Thus VISION 21 is a people-centred, participatory and bottom-up movement.

VISION 21 builds action on the strength and involvement of those concerned, putting people in charge of their own services. This results in more sustainable and less costly services than in traditional approaches. VISION 21 aims to ensure services for all people of the next generation faster than usual, and within 25 years. This also implies a strong emphasis on services to the people of today, aiming to strengthen current approaches.

The Visioning process

VISION 21 came into being following a decision at the 1997 Manila Forum of the Collaborative Council and subsequent cooperation with the World Water Council in the development of a World Water Vision. The Vision, which resulted, draws on accumulated experience of the water and sanitation sector, particularly during the International Drinking Water Supply and Sanitation Decade (1981-1990), and the consensus reached since then. Through a participatory process, community groups and individual women and men in communities, NGOs, professional organisations and governments around the world, provided major contributions to this collective wisdom.

The Shared Global Vision:

A Clean and Healthy World:
A World in which Every Person has Safe and Adequate Water and Sanitation and Lives in a Hygienic Environment

The Global Vision that has emerged from the process is a practical picture of the future that the more than 3000 women and men at local, district, national, regional and global levels, involved in the visioning process, seek to create together (see box and refer to page vi of the VISION 21 document – also available on website <http://www.wsscc.org/vision21/wwf/vision21.html>).

It should be emphasised, however, that local, national and regional Visions were developed throughout the process. They formed the building blocks for the global Vision, and have more direct value for the area in which they were put together. They all aim to inspire women and men to overcome obstacles and achieve fundamental changes. Their message is for everybody, particularly for the leaders and professionals who have the power and knowledge to help people to turn visions into reality. They also aim to inspire those yet without hygiene, sanitation and water supply services, to initiate action themselves and call on their leaders to bring these services about.

The essence of VISION 21

- **Building on people's energy and creativity at all levels** requiring empowerment and building the capacity of people in households and communities to take action, and applying technologies that respond to actual needs.
- **Holistic approach** acknowledging hygiene, sanitation and water as a human right, and relating it to human development, the elimination of poverty, environmental sustainability and the integrated management of water resources.
- **Committed and compassionate leadership and good governance** changing long-accustomed roles, leading to new responsibilities of authorities and institutions to support households and communities in the management of their hygiene, sanitation and water, and in being accountable to users as clients.
- **Synergy among all partners** encouraging shared commitment among users, politicians and professionals; requiring professionals within the water and sanitation sector to combine technical expertise with an ability to work with users and politicians and with the sectors of health, education, environment, community development and food.

Early in the process four over-arching points of essence emerged from the discussions, as decisive components that determine future sector work (see box). They form the corner stone of the Vision.

During the consultations at different levels, these and other points of vital importance to the sector, led to 11 Core Points, which summarise the major changes and challenges implied in the Vision. They describe the culture inherent in VISION 21, a culture mobilised by awareness and

commitment to change (see box for the 11 Core Points; brief descriptions are in the VISION 21 document on pages 5 to 11 and more extensive ones on pages 13 to 29 – also available on website <http://www.wsscc.org/vision21/wwf/vision21.html>).

The Core Points summarise the major changes and challenges implied in VISION 21's goals and are inherent in reaching its suggested targets for 2015 and 2025. As these targets need to evolve from local, national and global visions, corresponding indicators, both quantitative and qualitative, as well as monitoring systems for each of these levels need to be developed, in tune with the people-centred nature of VISION 21.

VISION 21 Core Points

1. People come first
2. A human approach to basic services
3. Entry-point to human development and poverty elimination
4. Committed and compassionate leadership
5. Synergy of action
6. Hygiene and sanitation as a revolutionary priority
7. Gender equity for lasting change
8. The challenge of the urban poor
9. Institutions as change agents
10. Mobilisation for affordable services
11. Shared water resource management

What defines the VISION 21-action-approach?

At the Second World Water Forum and Ministerial Conference in The Hague, The Netherlands, in March 2000, VISION 21 was widely acclaimed for the people-centred participatory approach, which produced it. Reviewers have also welcomed the fact that one of its principal approaches is 'bottom-up' planning to make optimum use of local energy and initiatives, facilitated by 'top-down' support, directed through stakeholders groups responsive to community decision-making processes.

Because of the process VISION 21 has gone through, it has become a perspective for a new approach, to ensure services for everyone of the next generation. The following basic principles characterise the people-centred, participatory and bottom-up VISION 21-action-approach:

- A reversal in prevalent directions of thinking and action, starting at the level of households or neighbourhoods, working up from there to community and higher levels, while requiring enabling actions from the top.
- Focus on empowerment amongst others through the mutual sharing of knowledge of all parties at all levels, through communication and information exchange.
- Full involvement of all concerned in consultations on needs, resources and action preparation, including local people, households, civil society, professional people, policy makers and politicians at various levels.
- Plans and actions based on ideas, initiatives and commitments of local people, and using their support, resources, contacts, and management skills where possible
- Planning, implementation and management of services through full involvement of all stakeholders (directly or through democratic representation).

Along with the 11 Core points, these principles form the gist of VISION 21.

The Framework for Action

Chapter V of the VISION 21 document spells out a Framework for Action (FFA) to help all stakeholders to speed achievement of the Vision goals. In Iguacu, the challenge is to provide ways of converting the Framework into local, national and regional action plans. Through the Thematic Groups and the Regional discussions, we seek to provide the tools, the feedback mechanisms and the monitoring systems which will internalise and operationalise VISION 21 and ensure concerted action at all levels.

For that, each Thematic Group and each Regional group needs to relate the elements of the FFA to its own agenda and recommend how progress can be made. Chapter V of the VISION 21 document is therefore required reading for participants. Here is a checklist of the "Next Steps" proposed in that Chapter. How can we make them a reality?

At Community-Level

- Social mobilisation for hygiene, sanitation and water action plans to be made at community level.
- Actual management and participation by communities in water and environmental sanitation services.
- Contributions by the community to development, operation and maintenance of services.
- Improved WSS services.
- Application of better hygiene practices.
- A more hygienic environment.
- A higher quality of health and life for the community.

By Institutional Service providers

- Institutional decision-making processes geared to putting people at the centre of water reform efforts.
- Greater encouragement of user representation.
- Regulatory frameworks that ensure transparent and accountable operations.
- Responsiveness to genuine consumer demand and aspirations.
- Management structures that encourage and respect efficiency.
- Guarantees of service to the urban poor.

At Country Level

- Mobilisation of leadership at national, sub-national and institutional levels, and the commitment of leaders to VISION 21 principles and thus to the development of country-specific Visions and Plans of Action
- Policy, legal and institutional frameworks developed or modified to facilitate the implementation of hygiene, sanitation and safe water programmes, using a people-centred approach
- Financial resources and mechanisms able to respond to the needs of people-centred planning, including meeting local short-falls and the needs for large-scale investments (such as urban service systems)
- Other support mechanisms for capacity building, such as the need to assist and advise communities, utilities and the private sector.



Haiti/Itoutounji/UNICEF

At Regional Level

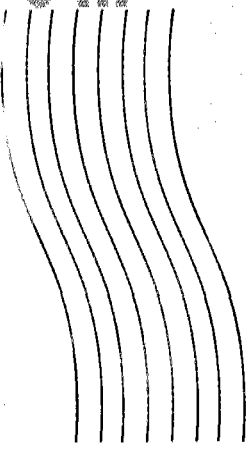
- Promotion of VISION 21 among countries, institutions and leaders in the region, aimed at encouraging the development and implementation of regional Visions in every part of the world
- Coordination of regional initiatives that support the aims and purpose of VISION 21 as well as of national and regional Visions
- Service as a forum and focal point for partnerships through the exchange of experience and expertise
- Identification of and support to regional resource centres that can build capacities and networks for the achievement of regional and global Visions
- Encouragement and development of Regional Visions in support of VISION 21.

At Global Level

- Adoption of VISION 21 by the international community
- Incorporation of the Vision Principles into the policy and strategies of international organisations, including bilateral and multilateral funding agencies
- Commitments by national and international authorities to direct and channel resources (human, physical and financial) in support of the principles contained in the Vision
- Development of support systems, materials and programmes for the achievement of VISION 21.

Annex 2

Global Water Supply and Sanitation Assessment 2000



Access to water supply and sanitation is a fundamental need and a right. It is vital for the dignity and health of all people. It is also a prerequisite for the hygiene behaviours that have the greatest impact on health.

This report on the *Global Water Supply and Sanitation Assessment 2000* attempts to provide a comprehensive assessment of the water supply and sanitation sector. At the same time, it aims to serve as a source of data on the current coverage status of water supply and sanitation world-wide. The report is written for all those who wish to know where the water supply and sanitation sector stands now. These include national government officials, sector planners and consultants, as well as bilateral, multilateral and United Nations agency staff; staff of international and national nongovernmental organizations, and researchers and sector professionals throughout the world. The document is intended both for those engaged in policy analysis and formulation and for specialists in grassroots implementation. All can learn from a factual assessment of the global, regional, and national situation.

The report places a higher priority on complete presentation of the data than on detailed analysis. This approach is based on the understanding that readers themselves will want to perform a variety of different analyses of the data and make their own interpretations.

Improved methodology

The Assessment 2000 represents the output of an improved methodology for the collection and analysis of national water supply and sanitation coverage data. For the first time, the focus is on data from nationally representative household sample surveys, such as the

Demographic and Health Survey (DHS), conducted by Macro International (funded by U.S. Agency for International Development – USAID), which have been used to provide *consumer-based* coverage information. The move away from purely *provider-based* data, largely from utility and government sources, has meant that more information can be gathered on facilities provided by households such as self-built sanitation facilities. It also allows for better data on service functioning, as consumer-based data refer to *use* of services rather than solely their *construction*.

The detailed national data, which will be regularly updated, will soon be made available on a WHO/ UNICEF Joint Monitoring Programme (JMP) website. This should allow for greater openness in discussion of service coverage data in the sector and should ultimately improve both the *quality* and the *quantity* of data available. The monitoring of the sector will become a more continuous and participatory process. This process, which will ensure a continuous updating of water supply and sanitation data, will provide important inputs to other processes such as the World Water Development report under preparation as a joint effort of most United Nations bodies and is expected to be used as reference to the sector. Consolidated global water supply and sanitation assessment reports will be prepared every three years.

Unlike previous JMP exercises, where only developing country data were collected, there has been an attempt this time to collect some data from industrialized countries to provide a global assessment.

Findings

The percentage of people served with some form of improved water supply rose from 79%

(4.1 billion) in 1990 to 82% (4.9 billion) in 2000 whereas the proportion of the world's population with access to excreta disposal facilities increased from 55% (2.9 billion people served) to 60% (3.6 billion). While this result is encouraging, at the beginning of 2000, a total of 2.4 billion people world-wide were without access to improved sanitation and 1.1 billion were without access to improved water supply. Over a sixth of the world's population is without access to improved water supply while two-fifths of the world's population are without access to improved sanitation. Globally, rural services still lag far behind urban services in terms of percentage coverage. For sanitation, rural world-wide coverage is less than half that of the urban coverage level.

An enormous number of additional people gained access to services between 1990 and 2000, but percentage coverage increases appear modest because of the huge global population growth during that time. Around 807 million additional people have gained access to water supplies while 738 million additional people have gained access to sanitation facilities. Unlike sanitation and rural water supply, for both of which the percentage coverage has increased, the percentage coverage for urban water supply appears to have decreased over the 1990s. The numbers of unserved with both water supply and sanitation services remained practically the same throughout the decade. The increase in coverage was just enough to keep pace with population growth.

Africa and Asia have the lowest levels of service coverage and the majority of those without access. Two-thirds of people without access to improved water supply and more than three-quarters of those without access to improved sanitation in the world are in Asia.

African countries have the lowest overall percentage coverage levels. One-third of all African countries have less than 50% water supply coverage and half of all African countries have less than 50% sanitation coverage.

Meeting future needs

This *Global Water Supply and Sanitation Assessment 2000* report uses the international development targets proposed by VISION 21 of the Water Supply and Sanitation Collaborative Council to highlight the challenges faced by the sector in reducing the coverage gap. The targets are:

- Halving the proportion of the population without access to water supply, sanitation and hygiene by 2015;
- Access to water supply, sanitation and hygiene for all by the year 2025.

The present report refers mainly to water supply and sanitation coverage, as that was the remit of the Assessment 2000. But hygiene is also vitally important to health, and the collection and use of hygiene information will be an important component of future work.

In order to achieve the 2015 target in Africa, Asia and Latin America alone, an additional 2.2 billion people will need access to sanitation and 1.6 billion will need access to water supply by that date. In effect this means providing water supply services to 275 000 people and providing sanitation facilities to 400 000 people *every day* for the next 15 years.

Projected urban population growth, in Africa and Asia especially, suggests that urban services will face great challenges over the coming decades to meet fast growing needs. At the same time, rural areas also face the daunting task of meeting the large existing service gap.

Achieving progress towards the international development targets will require immense effort. Previous progress in the sector suggests that reaching the targets will be impossible without considerably increasing the capacity of the sector. Meeting the targets will, above all, require a better understanding of the sector and the progress being made, so that efforts by the sector can be more efficient in achieving results. This requires better and more broadly based monitoring to collect, analyse and use data locally for the development of more effective initiatives. These efforts must move beyond simple coverage surveys, and must explore the issues of performance, equity, cost and quality of service.

All planning depends critically on the quality of available information. This Global Assessment is an important step in refining our knowledge of the sector, but much still needs to be done to improve our understanding of why the current situation exists and what can be done to improve water supply, sanitation and hygiene.

Annex 3

Manila Action Programme Executive Summaries

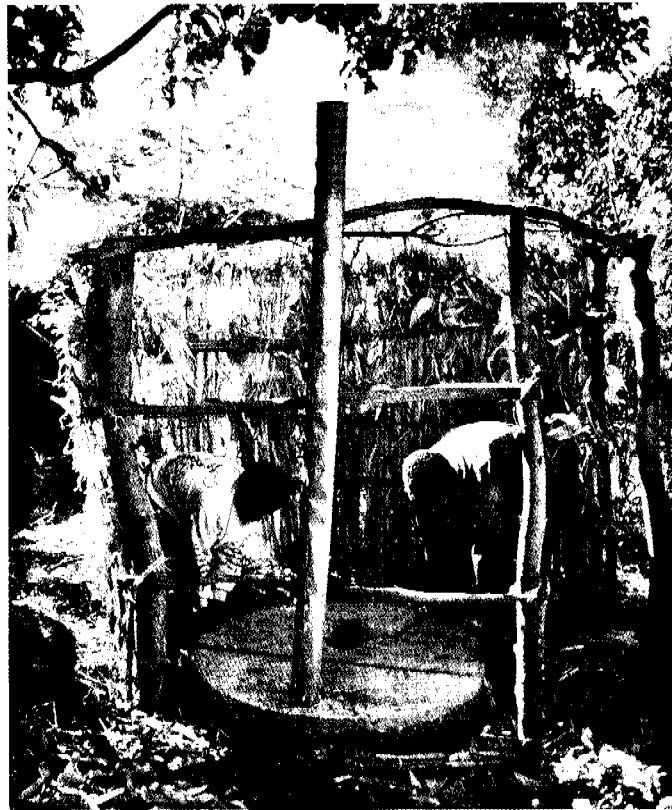
1 Working Group on Environmental Sanitation

COORDINATOR:
ROLAND SCHERTENLEIB,
EAWAG/SANDEC, SWITZERLAND

Background

Half of the people in the world today lack basic sanitation and as a consequence over three million people die each year from disease related to environmental pollution. Millions more suffer nutritional, educational, and economic losses because of diarrhoeal diseases that improvements in environmental sanitation can prevent. A staggering 1.5 billion people suffer, at any one time, from parasitic worm infections stemming from human excreta and solid wastes in the environment. In addition to this toll of sickness and disease, the lack of good management of excreta and solid wastes is a major environmental threat to the world's water resources and a fundamental stumbling block in the advancement of human dignity.

In order to address the question why sanitation is so badly neglected and poorly implemented and how this could be overcome, the Water Supply and Sanitation Collaborative Council at the Second Global Forum in Rabat in 1993 established a Working Group on Promotion of Sanitation. This earlier Working Group identified the main barriers to progress in sanitation and produced the book, **Sanitation Promotion**, which is a collection of articles designed to give all who wish to promote sanitation the tools to do so effectively. The book helps to understand the nature of the sanitation challenge, how to gain the political will and partnerships necessary for success, how to do better sanitation programmes and shares new ideas and case examples of sanitation



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promotion. It focuses exclusively on promotion and does not attempt to give guidance on programming, how to run sanitation institutions or choosing sanitation technologies.

At the Fourth Global Forum of the Council in Manila in November 1997, there was overwhelming consensus from the keynote speakers, regional sessions and the participants in general for greater emphasis in addressing the issue of nearly 3 billion people who are without adequate access to safe sanitation. In responding to the call, the Council launched a Global Environmental Sanitation Initiative (GESI) and set up a new Working Group on Environmental Sanitation (ESWG).

Objectives

The ESWG was given the overall mandate to develop strategies and models to overcome barriers to progress in environmental sanitation¹ and to give guidance to the members of the WSSCC on how to devise better (sustainable) environmental sanitation projects and programmes with special emphasis on the low-income areas. One of the specific mandates given to the ESWG by the Council was to provide the environmental sanitation input to VISION 21: Water for People.

Activities

Due to the size and importance of the task and considering the limited financial and human resources available, the activities of the ESWG were focused on the development of a vision for environmental sanitation in the 21st century including the goals and strategies to make that vision a reality. The milestones of the work can be summarised as follows:

- a) A draft of a vision on environmental sanitation was developed by a core group of the ESWG during a workshop in Hilterfingen, Switzerland from 15-19 March 1999. This suggested the Household-Centred Environmental Sanitation (HCES) approach;
- b) The draft of the vision was presented at the knowledge synthesis meeting in Wageningen, Netherlands.
- c) Preparation of a paper describing in detail the Household-Centred Environmental Sanitation Approach.
- d) Preparation of terms of reference for conducting case studies to assess the potential usefulness of the HCES approach in improving the planning and sustainability of environmental sanitation.
- e) At a workshop in Bellagio, Italy in February 2000, a group of experts drawn from a wide range of organisations involved in environmental sanitation reviewed the recommendations of the Hilterfingen workshop and developed them further. The main principles to

govern the new approach (Bellagio Principles) were formulated in the Bellagio Statement.

- f) The Bellagio Statement was included in the VISION 21 document, which was presented at the Second World Water Forum, held in The Hague, 17-22 March 2000.
- g) A first draft of a Framework for Action for implementing the HCES Approach has been prepared and is being discussed with several organisations involved in the development and implementation of new strategies and approaches in environmental sanitation.
- h) The HCES approach and the Bellagio Principles have been presented at several workshops and conferences.

Main Activities and Outputs of the Working Group

Development of a vision for environmental sanitation in the 21st century: The Household-Centred Environmental Sanitation Approach (HCES):

A sub-group of the ESWG met from 15-19 March 1999 in Hilterfingen and developed the first draft of a vision on environmental sanitation for the 21st Century. The group determined that any 'vision' must contain two components: an expression in concrete terms of goals and objectives to be reached; and a description of the means or methods to be used which would facilitate their attainment.

Building on the earlier WSSCC Working Group definition of environmental sanitation, the group felt that the goal of environmental sanitation is to contribute to the improvement of quality of life and the achievement of social development by creating and maintaining conditions whereby:

- people lead healthy and productive lives; and
- the natural environment is protected and enhanced.

1. The earlier WSSCC Working Group on Promotion of Sanitation defined environmental sanitation as: "Interventions to reduce peoples' exposure to disease by providing a clean environment in which to live with measures to break the cycle of disease. This usually includes disposal of or hygienic management of human and animal excreta, refuse, wastewater, the control of disease vectors and the provision of washing facilities for personal and domestic hygiene. Environmental sanitation involves both behaviours and facilities which work together to form a hygienic environment."

To achieve these twin objectives, the group restated the universal goal of environmental sanitation as: *Water and sanitation for all within a framework which balances the needs of people with those of the environment to support healthy life on earth.*

Recognising the deficiencies of conventional service design and delivery models, the group elaborated and suggested a radically different approach which should improve the chances of attaining these goals and objectives: The Household-Centred Environmental Sanitation approach. The approach takes as its fundamental premise the need to put people and their quality of life at the centre of any environmental sanitation system and is based on two principles (recognising that they should be applied in such a way as to balance economic and environmental good):

- The minimisation of waste-generating inputs (water, goods and materials), and the reduction of waste outputs (wastewater, solid waste and stormwater); and
- The solution of environmental sanitation problems as close as possible to where they occur.

The HCES approach is a radical departure from past central planning approaches as it places the stakeholder at the core of the planning process. The approach responds directly to needs and demands of the user, rather than the often poorly-informed opinions of central planners. It recognizes that the achievement of environmental service sustainability requires stakeholder support for any measure intended to improve environmental services and thus the health, wellbeing and productivity of the population to be served. It makes the user who is demanding services responsible for their provision, either directly or by contracting for them. The process starts with the user at the household level and then delegates to the community only those aspects of service provision clearly beyond the capacity of the householder. Similarly, communities are expected to manage on their own and only delegate those functions beyond their capacity to handle to the next higher level of governance. The highest level, the national government, should be responsible for establishing policies and a regulatory framework to enable the various levels to manage their own services efficiently. In

addition to stakeholder participation in environmental services as a basis of service sustainability, the HCES Approach also emphasizes environmental sustainability. It promotes resource conservation and reuse as an integral part of service provision and management and thus contributes to successful integrated water resource management at every level of governance.

In March 1999, the conclusions and recommendations of the Hilterfingen workshop were presented at the Knowledge Synthesis meeting in Wageningen and the household-centred approach became a basic theme in the 'Vision for Water Supply and Sanitation for the 21st Century' (VISION 21).

The rationale and the main principles of the HCES approach/model are given in the report of the Hilterfingen workshop. A full discussion of the proposed HCES approach is presented in a paper dated July 1999.

The Bellagio Principles

A group of 25 experts drawn from both headquarters and field offices of international organisations involved in environmental sanitation, met at Bellagio over 1-4 February 2000. The purpose of the meeting was to review the recommendations of the Hilterfingen workshop and to take forward the work in developing a new approach to environmental sanitation. A variety of case studies were reviewed at the workshop, some of which had been specifically undertaken to examine the existing application of approaches very similar to HCES, or incorporating HCES features, as part of post-Hilterfingen activity². The Bellagio meeting was timed so that its outcome would feed into the process of developing 'VISION 21' and its presentation at the Second World Water Forum in The Hague in March 2000.

The participants of the workshop all accepted the need to challenge conventional thinking and agreed that 'business as usual' is no longer acceptable because it:

- cannot provide services for those not yet served in developing countries where the poor, in particular, live in squalor, suffer human indignity and live with constant threat of disease;

2. Studies were undertaken in Faisalabad, Pakistan, and Mozambique, by GHK Research and Training and WEDC respectively, funded by DFID, UK; and in Heredia, Costa Rica, funded by GTZ.

- does not provide sustainable service even in the industrialised world where sewerage and drainage systems are over-extended and the use of drinking-quality water to transport excreta is wasteful and contributes to the pollution of the environment;
- is based on centralised systems planned without stakeholder consultation that usually result in services not sustainable by those they are supposed to serve;
- lacks the holistic planning of environmental sanitation components, including sanitation, solid wastes and storm water management, all of which should be part of urban planning, thus reducing the effectiveness of each;
- neglects the potential for conservation, reuse and recycling of resources.

The group reached consensus on a statement entitled, "*Clean, healthy and productive living: A new approach to environmental sanitation*". The Bellagio Statement, as it is now called, is believed to encapsulate the key elements of a 'new start' in environmental sanitation. It suggests that the principles governing the new approach are as follows (Bellagio Principles):

- Human dignity, quality of life and environmental security at household level should be at the centre of the new approach, which should be responsive and accountable to needs and demands in the local and national setting.
- In line with good governance principles, decision-making should involve participation of all stakeholders, especially the consumers and providers of services.
- Waste should be considered a resource, and its management should be holistic and form part of integrated water resources, nutrient flows and waste management processes.
- The domain in which environmental sanitation problems are resolved should be kept to the minimum practicable size (household, community, town, district, catchment, city) and wastes diluted as little as possible.

The participants at the Bellagio meeting agreed that the HCES approach suggested by the Hilterfingen workshop responds largely to these principles. The proposed approach offers

the promise of overcoming the shortcomings of business as usual because its two components correct existing unsustainable practices of planning and resource management. These components are:

- The HCES planning process, which makes the household the focal point of Environmental Sanitation Planning, reversing the customary order of centralised top-down planning;
- The circular system of resource management, which emphasizes conservation of resources (reducing imports) and the recycling and reuse of resources used (minimizing exports). The circular system, in contrast to the current linear system normally followed, practices what economists preach: *waste is a misplaced resource*. By applying this concept, the circular system reduces "downstream" pollution.

Presentation of the HCES Approach and the Bellagio Principles at international workshops and conferences

The HCES approach and the Bellagio Principles have been presented and were well received at the following workshops and conferences:

- Knowledge Synthesis meeting in Wageningen (March 2000)
- SIMAVI Workshop in The Hague (17 March, 2000)
- World Water Forum in The Hague (17 – 22 March, 2000)
- ICLEI Conference in Lisbon, Spain (29 – 29 April, 2000)
- Aguasan Workshop in Bern, Switzerland (26 – 30 June, 2000)
- ICLEI World Congress in Dessau, Germany (July, 2000)

Implementing the Bellagio Principles and the HCES Approach: Proposal for a Framework for Action

The HCES approach does not require the invention of new and sophisticated technologies. Rather, it is based on using existing technologies more appropriately in the short term and exploring new approaches that have already been successfully pioneered for special circumstances in the long term. Hopefully,

innovations will be made, but innovations are not necessary to begin the HCES approach and improve environmental services in the immediate future. Rather than based on new technologies and inventions, the HCES approach is based on implementing a process of holistic planning whose key participants are the stakeholders, beginning with those at the household level, especially women, who make the basic decisions on personal hygiene and environmental services. The major obstacle to the successful implementation of the approach is not a lack of knowledge about technologies, but rather a lack of interest by professionals in alternatives depending exclusively on conventional approaches and a lack of holistic planning.

Successful implementation of the HCES approach requires the dissemination of information to those responsible for improving environmental services, such as municipal officials, urban planners, and policy makers responsible for creating an enabling environment and their training in the use of HCES. To play their new roles, stakeholders need to be provided with information and assistance so their capacity to make decisions and implement and manage services becomes adequate to the task. Those who help stakeholders need to provide funds and time to develop and implement the new approach. Projects based on the HCES approach will take more time to develop than single-sector, capital-intensive projects. ESAs in particular will find it difficult to provide adequate development time. The investment in development is justified, however, because the HCES approach offers the one result that previous approaches have been unable to achieve, sustainability.

Based on these considerations, a draft Framework for Action for implementing the Bellagio Principles and the HCES approach was prepared in April 2000. It suggests that the next steps should consist of the following:

- Preparation of provisional guidelines for the implementation of the HCES approach;
- Review of existing technologies and "software" to evaluate their effectiveness as part of the HCES approach and recommend appropriate modifications in their use;
- Preparation of HCES case studies based on information from existing environmental sanitation projects (most likely

projects not covering all environmental sanitation sub-sectors) and incorporation of the results in future revisions of the provisional guidelines;

- Design and implementation of HCES demonstration projects;
- Applied research to generate new technologies and approaches suitable for the HCES approach; and
- Risk assessment and limitation to safeguard public health.

The proposed list of supporting investigations required to implement the HCES approach is currently being discussed with several research, implementing and donor organisations involved in environmental sanitation. Some of these institutions hopefully will be willing and able to form a coalition to collaborate closely on the work of the ESWG to overcome the serious lack of sanitation services that result in both illness and economic stagnation in the lives of hundreds of millions of people in developing countries.

② Working Group on Community Management and Partnerships with Civil Society

COORDINATOR:
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Background and Objectives

The Third Global Forum of the WSSCC, which was held in Barbados in 1995, endorsed the creation of a Council-sponsored Working Group on Community Management and Partnerships with Civil Society (CMPCS). The objective of this working group is to develop frameworks for the Council which will facilitate a more harmonious interaction among governments and the various actors within civil society (private sector, NGOs, community-based organizations, etc). In addition, the working group is intended to foster best practices of community management and to influence governments and external support agencies (ESAs) to adopt these approaches, including involving the actors of civil society in their planning processes. The International Secretariat for Water (ISW) assumed responsibility for the working group with Raymond Jost as Coordinator. Regional Coordinators were selected in Africa (NETWAS), Asia (Approtech Asia and NEWAH) and Latin America (CIUDAD).

Following the Third Global Forum in Barbados, the working group held extensive consultations and supported the production of about 30 case studies in Africa, Asia and Latin America. The report presented to the Fourth Global Forum in Manila in 1997 highlighted the main messages of this exercise and proposed tools for implementation, capitalisation and dissemination of experience, for the extension of consultations to new regions and for advocacy and networking. The detailed workplan of the working group was discussed and finalised at a meeting with the steering committee of the WSSCC held in Paris in March 1998 during the Ministerial Conference on Water.

Structure

The working group relies on a steering committee for guidance and review of its work. This committee is composed of focal points for Africa, Asia, and Latin America as well as representatives of other networks and groups involved in the various issues of the working group.

In the Fall of 1998, the Council decided to shift its main priorities to a visioning process. During the Africa Consultative Forum in Abidjan in November 1998 the Task Manager for the visioning process proposed that the CMPCS working group cooperate closely with the VISION 21 team and with regional groups. The Coordinator for the CMPCS working group became the Coordinator of the social mobilisation process in VISION 21. In this role, he provided guidance and advice to the various partners (VISION 21 Coordinator, regional and national coordinators and local catalysts) on practical ways to initiate and foster a bottom-up process and involve community-based organizations and people in the target countries. During 1999 and the first quarter of 2000, the Coordinator also assisted the VISION 21 Coordinator as well as regional and national coordinators in organising and reporting on regional training, briefings and consultations for VISION 21.

Activities

The following are the main activities of the working group since the Manila Forum:

- meeting of the Steering Committee of the Community Management and Partnerships with Civil Society Working Group at the Ministerial Conference on Water (Paris, March 22, 1998) to define the detailed workplan;
- preparation of the visioning process for the Africa Consultative Forum in November 1998 and then revising the Terms of Reference of the working group to allow it to act as coordinator of the social mobilisation process in VISION 21;
- production of terms of reference for the involvement of regional and national coordinators and local catalysts in VISION 21 (December 1998-January 1999);
- participation in five regional briefings on the social mobilisation process and involvement in the production of the final reports (January-March 1999);

- consultation of 300 WSSCC members on the draft Code of Conduct on Drinking Water and Sanitation (January-March 1999) and production of a revised Code of Ethics on Community Management of Water and Sanitation Services (March 1999);
- organization of the VISION 21 consultation process and the associated local and national reports for Kyrgyzstan (March-May 1999);
- presentation of main results and follow up activities of the first phase of CMPCS consultations at the Wageningen knowledge synthesis meeting (April 1999);
- participation in the consultative meetings on the Social Charter for Water chaired by l'Académie de l'Eau (December 1998-December 1999);
- organization of a joint panel on Water and Ethics with l'Académie de l'Eau, Group of Lisbon for a World Water Contract and the UNESCO Group on Ethics and Water at the Second World Water Forum (March 2000);
- organization of the VISION 21 consultation on civil society groups in Western Europe and North America and the resulting reports (May 1999);
- integration of social mobilisation inputs into the first draft of the VISION 21 document (August-September 1999);
- organization of an international workshop on the concept of social privatisation or shared management of water supply and sanitation services between public and private sector and community organisations, Montreal (October 1999);
- participation in five regional consultative meetings intended to define regional VISION 21 approaches and the preparation of the reports (October-November 1999);
- presentation of the results of the social mobilisation process at the VISION 21 consultative meeting in Ahmedabad (December 1999);
- preparation of proposal to implement several components of VISION 21 in the Framework for Action, including water as a human right, implementing bottom-up initiatives and funding of community-based initiatives (January and March 2000);

- participation in the Second World Water Forum with the House of Citizen and Water, involving daily debates on citizen's initiatives and community-based initiatives in water and sanitation; also facilitation of sessions for the Water for People Day, media and press events and special events and sessions with youth in collaboration with UNICEF (March 2000);
- negotiation of a partnership agreement with Lyonnaise des Eaux to be part of the House of Citizen and Water and to discuss modalities involving unserved or poorly-served people's organisations in water and sanitation service delivery;
- preparation of Terms of Reference for assisting the WSSCC to implement people-centered approaches within the VISION 21 Framework for Action (May-July 2000).

In addition, on-going advice and guidance were provided by the Task Manager of the working group to the VISION 21 unit and regional coordinators on operationalising the social mobilisation process.

Outputs

The Community Management and Partnerships with Civil Society Working Group has produced the following outputs:

- *Workshops and meetings* with regional and national coordinators and with the steering committee of the working group. This included 14 topical sessions involving the discussion of 23 case studies on citizen's and community initiatives related to water and a joint panel on water and ethics (The Hague, March 2000). The Task Manager of the working group participated in various meetings of the Business Partners for Development (BPD) Steering Committee in order to advocate the involvement of community-based groups and low-income people in service delivery.

- *Tools and guidelines*, including the preparation of terms of reference for the involvement of regional and national coordinators and local catalysts in VISION 21. Other outputs included a revised Code of Ethics on Community Management of Water and Sanitation Services; a briefing document for VISION 21 (with the assistance of H. van Damme and A. Chatterjee); extending the concept of community management from a water and sanitation perspective to human

development (Wageningen, April 1999); preparation of 23 case studies for discussion at the House of the Citizen and Water at the World Water Fair (March 2000); and a report on the international workshop on social privatisation of drinking water and sanitation (October 1999).

– *VISION 21 documents*, including a report on the regional briefings (March 1999); a national VISION 21 report for Kyrgyzstan; reports of VISION 21 consultations of civil society groups in Western Europe and North America (May 1999); comments on the Water for Nature draft document; summary report of the regional VISION 21 consultation process (November 1999); proposal for following up the VISION 21 process and people-centered approaches in the Framework for Action.

Linkages to other WSSCC Council Groups and to VISION 21

In December 1998 the CMPCS Working Group refocused its activities onto VISION 21, especially on the implementation of the social mobilisation process in 21 target countries until now. The emphasis has been on close cooperation with the VISION 21 unit and with regional and national coordinators of the Water Supply and Sanitation Collaborative Council. Council groups and regional coordinators have been consulted on the Draft Code

of Conduct. With the IMO Working Group, collaboration has been undertaken on the concept and practical implementation of "social privatization", with emphasis on sustainable options for the management of water supply and sanitation services at the community level, especially in low income and poorly served areas. With the Gender Network, the working group has organized a joint session on gender and water at the House of Citizen and Water and supported the integration of gender in the VISION 21 process and action frameworks.

Recommendations

The main recommendation is to ensure that people-centered and community-based approaches are effectively implemented according to the VISION 21 Framework for Action. In order to do so, it is recommended that the structure and objectives of the CMPCS Working Group be integrated into the VISION 21 structure at the global, regional and national levels. The International Secretariat for Water, as the coordinator of the working group, is prepared to assist the Council in the implementation of VISION 21 from a people-centered perspective and in the strengthening of partnerships between community organisations and the private and public sectors in order to implement affordable service options, especially for the urban poor.

Caroline Penn/WaterAid



③ Working Group on Water Demand Management and Conservation

COORDINATOR:
LESTER FORDE, CONSULTANT

Background

Historically, the traditional approach to satisfying the water needs of growing populations and industries has been to develop untapped sources. In small island states, water supply sources are becoming less accessible and developing them is becoming more expensive and less environmentally acceptable. The major objective of demand management is to use water more efficiently through regulatory policies, legal frameworks, economic water pricing, raising public awareness and technological advancements.

A Working Group on Demand Management and Conservation was established at the Third Global Forum, held in Barbados in 1995, and subsequently extended for another three years at the Fourth Global Forum, held in Manila in 1997. Because the concept of water demand management was very new and reliable technical materials often were either in short supply or unknown, the report of the working group to the Fourth Global Forum recommended that guidebooks, manuals, checklists and other technical tools be developed. A workshop on integrated water resources management, held in Trinidad in 1997, also reiterated the need for tools, stating that there were sufficient "talk shops" on water but insufficient action on the needs of the sector.

One of the partners of the working group is the University of the West Indies Centre for Environment and Development (UWICED), which was established to provide a regional focal point for the facilitation of training, research and information systems development in the areas of environment and development. Another cooperating institution is the Commonwealth Science Council (CSC), which is the scientific arm of the Commonwealth of Nations and also is the coordinator of The Small Island States Working Group.

Activities

In June 1999, the UWICED, in association with the CSC and the WSSCC, hosted a workshop entitled, "Tools for Water Demand Management in Small Island Developing States". The workshop was held in Kingston, Jamaica, and was attended by representatives of eight Caribbean countries (Trinidad and Tobago, Dominica, Bahamas, Turks and Caicos Islands, Tortola BVI, St Vincent, Barbados and Jamaica) plus Fiji, Mauritius and the United Kingdom.

The objectives of the workshop were:

- To provide water managers and professionals in Small Island States with established water demand management tools, which can be adapted for small islands,
- To expand and deepen the Small Island Water Information Network.
- To put water issues of small island developing states on the international agenda.

The workshop programme consisted of presentations on the specifics of water demand management from a global perspective, the water utility's perspective, and the perspective of the regulators. The presentations included the following:

- Diana Maslin of AEA Technology gave a presentation on water use in hotels, demonstrating how water use can be monitored by the use of a water audit spreadsheet. The small island developing states are interested in this tool since the Tourism sector is a significant industry and hence a major earner of foreign currency.
- Geoff Burrow of the UK Environment Agency presented a paper showing how demand management options are incorporated into current water resources planning in the UK.
- Lester Forde, a Caribbean water consultant, presented a tool for hotel water management, called Water Alliances for Voluntary Efficiency, which is a non-regulatory water-efficiency partnership created and supported by the US Environmental Protection Agency. For small island states, the EPA can be approached for assistance and guidance on membership. Dr. Forde also presented a paper entitled, "Guidance and Advocacy for Water Demand Management".

- Siyan Malomo of the Commonwealth Science Council presented the Small Island Water Information Network (SIWIN), which is a cooperative network providing and exchanging water information relevant to small islands. The overall goal of SIWIN is to improve the quality of life and costs of water projects through the provision of up-to-date and timely information.
- John Bwayla Mwansa of the Barbados Water Authority presented a paper on "The Barbados Water Demand Study" and its implications for desalination in Barbados. Instead of focusing on leakage repairs and pipeline replacement only to make up the deficit, the study recommended increasing supplies by 30 million litres per day from a desalination plant.
- Alf Simpson of the South Pacific Applied Geoscience Commission (SOPAC) with headquarters in Fiji presented a paper highlighting the work of SOPAC. Its primary roles are to gather new data to assist member countries to assess their natural resources, and to build national capacities in the geosciences towards self-sufficiency in the long term.
- Wayne Joseph of the Water and Sewerage Authority of Trinidad and Tobago presented a paper on "Demand Management in Trinidad and Tobago" which identified the key areas in which demand management practices are being pursued.

One of the issues which surfaced repeatedly during the workshop is the lack of separation between the operational and regulatory functions of many of the water authorities and how this prevented the implementation of demand management strategies. Participants agreed that these functions must be separated if demand management is to effectively deal with the water crises looming on the horizon.

A number of country reports were presented in the workshop:

Trinidad and Tobago

The paper presented by Wayne Joseph highlighted the fact that 86% of the population of Trinidad and Tobago receives a potable water supply while unaccounted-for water is approximately 45%. Initiatives such as an active leakage reduction programme, the introduction of trenchless technologies and the replacement of an average of 100-200 km of old pipeline

yearly were discussed. Trinidad and Tobago is also pursuing the option of a desalination plant to meet the growing water needs of the industrial sector.

Bahamas

The country report, which was presented by Mario Bastian, gave an overview of the water resources of the island and highlighted the importance of demand management. He stated that fresh water reserves on the islands are becoming scarce, which is causing a trend towards reverse osmosis desalination plants.

St. Vincent

Daniel Cummings highlighted the importance of metering, pointing out that St. Vincent is universally metered and the duration time for leaks is very short.

Mauritius

Rohit Mungra explained that a high percentage of water resources is consumed by the agricultural sector. He also highlighted a few of the successful wastewater recovery projects, from which wastewater is reused for irrigation.

Dominica

Anthony Drigo gave an overview of the water resources of Dominica, highlighting water supply sources and transmission systems.

Jamaica

Bevon Morrison and Colin Roach presented the country report for Jamaica. Ms. Morrison focused on the water resources management programme, highlighting the need for management of water in rivers while illustrating how this impacts on irrigation. Mr. Roach's presentation dealt with the unaccounted-for water programme, adding that a foreign consultant had been employed to assist in leak detection and water-loss control.

Tortola

Michael Davis gave an overview of the water resources of the island, stressing that the main sources of water are from the sea and from brackish water taken from wells in alluvial valleys. He stated that good water management has reduced unaccounted-for water from 32% in 1998 to 27% in 1999.

The following major issues on demand management were raised in the workshop:

- Estimation of unaccounted-for water;
- Options for domestic metering;
- Retrofitting of buildings with water saving devices;
- Political will to encourage economic pricing and metering to force conservation;
- Competition for water between agriculture and people;
- Option of desalination;
- Need for knowledge base in the field with partnerships among countries, governments and research institutions;
- Need for technical tools and experience in their use; and
- Stakeholder involvement as the key to the success of Water Demand Management.

During the workshop the status of the World Water Vision was presented under the themes Water for People, Water for Food Production and Water for Ecosystems. Based on discussions at the workshop and the report on the Vision Process, the participants agreed that the Water and Sanitation Vision of Small Island States for the new millenium should include the following:

- Identification and documentation of successes and failures of Demand Management;
- Creation of a contact list of persons in the Small Islands who are working on demand management;
- Identify benchmarks for water consumption and UFW;
- Identify training for staff in the hospitality industry to further the objectives of demand management;
- Coastal zone management;
- Information sharing;
- Evaluation of tariffs and the impact on restraining demand;
- Development of a regional skills bank to facilitate technology transfer;
- Enhancement of the Regulatory environment;
- Research on Agricultural water demand;



Caroline Penn/WaterAid

- Development of a Water demand management manual;
- Research and development in water demand management;
- Workshop on experiences in metering;
- Furthering the principles of Integrated water resources management;
- Demand management assessment;
- Sensitization of decision makers and nurturing of political will;
- Need for technology transfer;
- Holistic approach to development in the Water and Sanitation Sector.

Participants were informed that a special session at the upcoming World Water Forum in The Hague, The Netherlands would deal with island-specific water issues.

4 Working Group on Human Resources Development

COORDINATOR: FRANK HARTVELT,
CONSULTANT

Background

The Working Group on Human Resources Development (HRD) is concerned with the framework of capacity building for integrated water resources management. This involves innovative approaches for HRD in the areas of (1) education: consisting of courses which lead to a degree at the Bachelor, Masters or Ph.D level, as well as education for the formative years; (2) training: which ranges from complete vocational training to short courses in a training institute (including continuous education), to on-the-job training in a utility, to a two-day workshop in a village; (3) research capacity strengthening: undertaken in an academic setting combined with field work; (4) employment: involving a combination of remuneration, career development, financial incentives and professional rewards.

Information exchange for HRD cuts across all of these areas and ranges from sharing field-based knowledge to the latest developments in virtual education. Increasingly,

networking is the modality of choice in information exchange. Examples of information exchange programmes outside the water and sanitation sector include CAPNET and WaterNet.

VISION 21 sets targets for 2015 and 2025, which include safe water and adequate sanitation for everyone within the next twenty-five years. The four decisive components which determine the VISION 21 approach are: "building on people's synergy and creativity at all levels; a holistic approach; committed and compassionate leadership and good governance; and synergy among all partners".

These components are the building blocks for policy and financial commitments, which are necessary to accelerate the pace of human resources development. A sustained approach to involving people and institutions at all levels in a participatory way will help identifying and meeting their HRD needs. As stated in VISION 21, "Mobilizing human resources is a task for leaders and sector professional".

Recommendations for long-term actions

Expansion of financial resources

No matter how well educated, trained and informed water professionals are, they will not be able to work towards full sector coverage if financial resources for HRD and for water and



John Isaac/UNICEF

sanitation systems in general remain limited to current levels. Typically, the sources of funding are governments, external support agencies (multilateral, bilateral and non-governmental agencies) and the private sector (mostly active in large cities), which only cover part of the investments and technical cooperation needed. The potential for increased funding can be enhanced significantly if a number of water professionals are specifically trained in mobilizing both conventional and non-conventional sources of finance.

Funding sources for HRD programmes, and for water and sanitation systems, could be sought from community banks, credit unions or other local sources of lending (with or without credit guarantee). Issuance of bonds could also be sought. The impact of multilateral and bilateral development finance could be multiplied several times if a part of their loans and grants were to be used as credit guarantees instead of direct investments. Funding of water supply and sanitation systems can be either in the form an investment exclusive to the sector or as a component of another investment in agricultural irrigation, rural or urban development. Looking at water not only as a social good but also as an economically productive good (which can generate a positive cash-flow) will help to attract the attention of bankers. Much will depend, however, on government policies on water and sanitation charges that are consistent with economic and social considerations.

Expansion of HRD approaches

From the substantive point of view, a continuation and expansion of promising HRD approaches to education, training and strengthening of research capacity is recommended. As illustrated above, these approaches can be characterized by a multidisciplinary process that is learning-based, demand-oriented, participatory and hands-on.

A five-pronged approach, plus attention to employment issues, which is consistent with VISION 21 is recommended for the following areas of concern: formative years, vocational training, university education, continuous learning and research capacity strengthening.

(i) Formative years: This involves encouragement of water literacy, gender roles and inclusion of the the environment in primary and secondary education, which is critical if the next generation is to be prepared to face ever more complex water and environmental

problems. The approach would also stimulate interest in a future career, for men and women, in water-related professions such as sanitary and environmental engineering and water resources management.

(ii) Vocational training: Vocational training is highly relevant because technicians are charged with the operation, repair and maintenance of water and sanitation equipment. Such training is directed to technicians who operate sophisticated water supply and sewerage treatment plants to village level pump mechanics and caretakers. Technicians must not only learn what is needed today but also how to meet the needs of tomorrow. Much can be learned from utilities which use clearly targeted on-the-job training programmes. Poverty and gender considerations may require on-site training, since many trainees, especially women, may not be able to leave their families for any length of time. Furthermore, rural communities and small towns, in particular, will need to mobilize their own resources if they want to attract and retain well-trained technicians for repair and maintenance. Vocational training programmes need to be complemented by special programmes for "social technicians". These are the people who specialize in "software" such as participatory development techniques, community organization, business planning, loan applications and book keeping.

(iii) Education of environmental and sanitary engineers at graduate and postgraduate levels: There is need to produce the key water and sanitation specialists and managers of the future. However, they must have the ability to understand how their actions impact other aspects of the water sector such as public health, agricultural irrigation, fisheries and wetlands, and vice versa. The ability to interact with irrigation engineers, hydrologists, environmentalists, economists and other specialists on water quantity and quality issues is essential in order to tackle ever more complex water-related problems. As stated under the financial recommendations, a special programme is recommended for training water professionals in the mobilization of conventional and non-conventional sources of funding. The use of distance learning, computer-based learning and the use of the internet, twinning of institutes, exchange of teachers and students, linkages with professional associations, and national, regional and global networking, are among the many learning tools available today.

(iv) *Continuous learning*: This will ensure that water professionals keep up-to-date with the latest developments impacting the water sector. This type of learning needs to be planned and funded by both the public and the private sector. Its cost could be included in the price of water.

(v) *Strengthening of research capacity*: A sustained effort is recommended in the investment in people, whose task is to challenge conventional approaches and to find new ways of addressing hygiene, sanitation and water supply needs within the parameters of integrated water resources management

(vi) *Employment issues*: Both the public and private sectors need to address their willingness and ability to pay adequate salaries and provide professional and financial incentives to sector staff. The single most important and promising source of revenues to cover employment costs are the water and sanitation charges paid by the customers (either through direct payments or taxes). In view of the political and social sensitivity of water charges in many countries, public awareness campaigns should be organized to explain the cost and cost recovery mechanisms of supplying and treating water.

In addition to the above, international and national professional associations are encouraged to play an active role in supporting HRD activities through facilitating information exchange, research capacity strengthening, training and continuous learning. Moreover, gender issues need to become an integral part of the implementation of the above recommendations.

Recommendations for immediate action

(1) In order to initiate or enhance a process of accelerated human resources development, assessments of HRD needs and resources should be undertaken at the national, regional and municipal level. These assessments would produce an inventory of what exists, identify gaps and formulate the elements of a short-term action plan (3-5 years) with a long-term outlook (10-15 years). The duration of these assessments would be 3-6 months. They would be carried out by national specialists from educational institutions and operational agencies, companies and other entities in the public and private sector. Matching demand for HRD

with supply is an essential feature of such an exercise. Where applicable, developing country governments should be encouraged to request that external support agencies fund HRD activities from the assessment through the implementation stages as part of their development cooperation programmes.

(2) In cases where no assessment is needed, a selection could be made of innovative approaches to be tested and implemented.

(3) The strengthening of national research capacity deserves to become a long-term effort supported by both national and external funding. The establishment of national research capacity funds, supported by the government, ESAs and the private sector would give a boost to this process.

(4) Council members are urged to learn from experiences from both inside and "outside" the water and sanitation sector as exemplified by CAPNET and WaterNet.

(5) The Water Supply and Sanitation Collaborative Council should seek the creation of an inter-active network of its stakeholders for the purpose of exchanging experience, preferably linked to the Global Water Partnership and its associated programmes.

(6) Council members are encouraged to participate in the Water, Education and Training (WET) Conference in May 2001, organized jointly by UNESCO, UNDP, the World Bank Institute and IHE (Email contact: asr@ihc.nl).

5 Working Group on Institutional and Management Options

COORDINATOR:
MAARTEN W. BLOKLAND, IHE-DELFT

Background

The Institutional and Management Options Working Group (IMO-WG) was established at the Second Global Forum in Rabat, Morocco, in 1993. The IMO-WG, in keeping with its mandate has since concerned itself with the institutional and management options that prevail in the water supply and sanitation sector with specific reference to water demand management. The IMO-WG was given the mandate to analyze, document and disseminate case studies on different institutional arrangements and management practices.

Objectives

An action plan for the IMO Working Group was presented to the Manila Forum in 1997. The Plan for the period 1998-2000 was finalized during 1998 in consultation with the WSSCC Secretariat in Geneva. The main activities of the IMO-WG for the reporting period were:

- to contribute to the preparation of the VISION 21 document;
- to execute new research in four areas: (1) institutional options for wastewater and sanitation; (2) private sector participation in small and medium town water utilities; (3) incentives for utilities to serve the urban poor; and (4) labor policies in institutional reform.
- to reconstitute the IMO Working Group.

Structure

The Working Group was reconstituted and now consists of three elements:

1) The IMO Advisory Group

The IMO Advisory Group provides guidance to the Co-ordinator and exercises a quality control function on the outputs of the IMO Working Group. It is composed of six senior



Shehzad Noorani/UNICEF

sector professionals: Guy Alaerts, Lester Ford, Frank Hartvelt, Jan Janssens, Jack Moss and Ranjith Wirasinha.

2) The IMO Co-ordinator and the Technical Secretariat at IHE-Delft

The IMO Co-ordinator is responsible for daily management, coordination and leadership to the IMO Working Group, and liaise with the WSSCC Secretariat. The Co-ordinator is supported by a technical secretariat. The present Coordinator is Mr. Maarten Blokland and the Technical Secretary is Ms. Lilian Saade, both with the Water Sector and Utility Management (SUM) Group of the IHE-Delft. The secretariat, guided by the Coordinator, draws on the professional support of IMO Network of Partners, IHE staff, over 300-strong international student body, and on its in-house partner in water and sanitation (watsan) development, the International Water and Sanitation Centre (IRC).

3) The IMO Network of Partners

This network of partners is the main resource in the production of the outputs to be generated by the Working Group. Members have an established track record in the subject area of watsan institutional development. At present the IMO Working Group has around 200 members from developed and developing countries. For further information about the Network of Partners, please contact Ms Lilian Saade as imo@ihe.nl.

Activities

Since the Fourth Global Forum in Manila in 1997, attention has been focused on the:

- 1) Publication of a book entitled: "Private Business, Public Owners. Government Shareholding in Water Enterprises"
- 2) Setting-up of an electronic based network and updating of the webpage with relevant documents on the activities of the IMO-WG
- 3) Setting-up of a new structure of the IMO Working Group
- 4) Participation in the VISION 21 initiative
- 5) Participation in the Second World Water Forum
- 6) Execution of new research

Publication

The book "Private Business, Public Owners. Government Shareholding in Water Enterprises" was edited by Maarten Blokland, Okke Braadbaart and Klaas Schwartz and published with the support of the Dutch Ministry of Housing, Spatial Planning and the Environment in April 1999. As stated in the foreword of the book by Mr. Richard Jolly, Chairman of the WSSCC: "the book explores 'the Public Water PLC model' – an important and interesting institutional option for those seeking to improve the effectiveness and efficiency of water and sanitation services. The Public Water PLC (Public Limited Company) has evolved after many years experience of alternatives in the Netherlands as a highly effective way of retaining public control of utilities which nonetheless function on a truly commercial basis". The abstract of this publication can be found on the web page at <http://www.mailbase.ac.uk/lists/imo/files/publicplc.doc>

To order copies of the report (order number 20059/199) or the Summary (order 20060/199) please contact: Distributiecentrum Ministerie van VROM, Postbus 2700, 3430 GC Nieuwegein, The Netherlands. Fax (from outside the Netherlands): +31 70 339 1568, Fax (from within the Netherlands): 0900 201 8052.

IMO Web Page and Electronic Based Network

The IMO web page can be found at: <http://www.wsscc.org/activ/imo/>. This webpage has been updated with technical assistance from the IRC International Water and Sanitation Centre.

An electronic mailing list was created with the support of the Water, Engineering and

Development Centre (WEDC). The website for the list is at: <http://www.mailbase.ac.uk/lists/imo/>. The electronic network of the IMO-WG includes around 200 people. The main documents concerning the IMO activities can be found at: <http://www.wsscc.org/activ/imo/files.phtml>.

VISION 21

The Working Group participated in the "VISION 21" initiative, which was an effort of several international organizations to have a "Vision" for the water and sanitation sector for the year 2025. The Coordinator and technical secretariat of the IMO Working Group, in collaboration with IHE staff, identified and selected IHE participants, IRC staff and other individuals representing in total 21 countries to participate in several brainstorm sessions on VISION 21. The ideas discussed in these sessions are contained in a paper entitled: "Institutional needs: critical aspects and opportunities in the water and sanitation sector for the next decades". The complete document can be found at <http://www.wsscc.org/vision21/docs/doc19.html>.

Second World Water Forum

In March 2000, the members of the IMO-WG actively participated in the Second World Water Forum held in The Hague, particularly in the session on: "Water and Public-Private Partnerships", which was organized by the IMO Coordinator. The summary of presentations is available at: <http://www.mailbase.ac.uk/lists/imo/files/water-and-ppps.doc>.

New research

At present, attention is focused on a diversity of issues, including the following:

- (i) Institutional Options for Wastewater and Sanitation;
- (ii) Incentives for Utilities to serve the Urban Poor;
- (iii) Private Sector Participation for Medium and Small Town Water Utilities; and
- (iv) Labor Policies in Institutional Reform.

The following tables concern the status of the case studies for each of the above mentioned research areas.

(i) Institutional options for wastewater and sanitation

Topic Co-ordinators: Maarten Blokland (mwb@ihe.nl) and Lilian Saade (saade@ihe.nl)

Country	Name of Local Consultant	Case	Status
Argentina	Mr. Roberto Chama	Institutional Options for Wastewater and Sanitation. Case: Comodoro Rivadavia – Provincia de Chubut – Argentina	Draft submitted
India	Mr. Abdullah Khan	Institutional Options for Wastewater and Sanitation of Bangalore City, Karnataka, India	Draft submitted
Mexico	Mr. Alberto Guitrón	Institutional Options for Wastewater and Sanitation in Mexico – The Case of Cancun	Draft submitted
Philippines, The	Mr. Bonifacio Magtibay	Institutional Options for Wastewater and Sanitation Systems in Metro Manila, the Philippines	Draft submitted
South Africa	Ms. Julia Du Pisani	South Africa: Dolphin Coast Public-Private Partnership	Draft submitted
Switzerland	Mr. Jérémy Allouche	Institutional Options for Wastewater and Sanitation in Switzerland	Draft submitted
Zambia	Mr. Zebediah Phiri	Institutional Options for Wastewater and Sanitation in Lusaka, Zambia	Draft submitted

The completion date of these case studies is October 2000. First drafts have already been received by the topic coordinators.

(ii) Incentives for utilities to serve the urban poor

Topic Co-ordinator: Richard Franceys (rwf@ihe.nl)

Country	Name of Local Consultant	Case	Status
Chile	Mr. Andrés Gómez-Lobo	Incentives for utilities to serve the urban poor in Santiago	Contracted. Draft to be submitted in August
Ecuador	Mr. Guillermo Yepes	Social Water Supply Tariffs in the Balance: An analysis of cross-subsidies in Guayaquil	Draft submitted
India	Mr. Srinivasa Chary	Incentives for utilities to serve the urban poor in India	To be contracted
Uganda	Mr. Sam Kayaga	Incentives for utilities to serve the urban poor in Kampala	Contracted
Zambia	Mr. Zebediah Phiri	Incentives for utilities to serve the urban poor in Lusaka	Draft submitted

The completion date of these studies is October 2000. First drafts are expected by August 2000.

(iii) Private sector participation for medium and small town water utilities

Topic Co-ordinator: Okke Braadbaart (okb@ihe.nl)

Country	Name of Local Consultant	Case	Status
Colombia	Ms. Mariela García and Ms. Lilian Saade	Private sector participation for medium and small town water utilities in Colombia	To be confirmed
Ghana	Mr. Okke Braadbaart and Mr. Ebenezer T. Aryee	Private sector participation for medium and small town water utilities in Ghana	Contracted
Indonesia	Mr. Benny Hermawan and Mr. Klaas Schwartz	Private sector participation for medium and small town water utilities in Jakarta	Contracted
Hungary/ Rumania	Mr. Okke Braadbaart	To be confirmed	To be confirmed
Philippines, The	Ms. Aida Barcelona	Private sector participation for medium and small town water utilities in Manila	Contracted

The completion date of these studies is November 2000.

(iv) Labor Policies on Institutional Reform

Topic Co-ordinators: Maarten Blokland (mwb@ihe.nl) and Klaas Schwartz (kls@ihe.nl)

Country	Name of Local Consultant	Case	Status
Ghana	Mr. Emmanuel Donkor	Labor Productivity in Ghana	Draft submitted
Indonesia	Ms. Evi Hermirasari and Mr. Klaas Schwartz	Labor Policies in Indonesia	Contracted
Netherlands, The	Mr. Jan Hoffer	Labor Policies in Friesland, the Netherlands	Interviews postponed
Philippines, The	Ms. Venus M. Pozon	Labor Policies in the Philippines	Draft submitted

The completion date of these studies is October 2000. First drafts are expected by August 2000.

Recommendations for Follow Up

The recommendations for future work of the group are fivefold:

- 1) Translation into Spanish and French of the Book: "Private Business, Public Owners. Government Shareholding in Water Enterprises" edited by Maarten Blokland, Okke Braadbaart and Klaas Schwartz.
- 2) Publication of the output from the four research areas mentioned above.
- 3) Execution of new research. Tentatively, the following areas have been identified:
 - i) the corporatized utility;
 - ii) case histories of water sector reform;
 - iii) institutional capacities of decentralized water sector organizations;
 - iv) regulation for equitable service provision.
- 4) Intensification of communication within and outside the WSSCC. This can be at four levels:
 - i) With respect to the operation within the IMO Working Group: the existing electronic mailing list could be developed into a more interactive way of communication. However, this requires a permanent moderator.

- ii) With respect to the operation within the Council: this could be done enhancing more links among the working groups and consultations within the regions and outside the regions.
 - iii) Improved co-ordination of research with other partners: exploring ways and means to collaborate with other research groups in a networking arrangement, as one of the ways to increase the efficiency of the sparse resources available for the group.
 - iv) With respect to end users of IMO findings: more attention is to be given to the publication and dissemination of the findings. This could include regional seminars.
- 5) Follow up of the VISION 21. The IMO Working Group should contribute to those steps in the "VISION 21: A Shared Vision for Hygiene, Sanitation and Water Supply and A Framework for Action" report by the WSSCC that are clearly within its mandate. The steps concerned include, among others, documentation of options on sanitation provision; institutional and policy reform; international and regional exchange of information and experience; strengthening of regional resource centres; strategy development for improved efficiency, institutional reform and regulation; etc...



David Kinley/World Bank

⑥ Regional Group: Africa and the Water Supply and Sanitation Africa Initiative (WASAI)

**COORDINATOR: EBELE OKEKE,
FEDERAL MINISTRY OF WATER RESOURCES,
NIGERIA**

Background

The Africa Working Group (AWG) of the Water Supply and Sanitation Collaborative Council (WSSCC) was established during the Third Global Forum of the WSSCC held in Barbados in November 1995. The establishment of the Africa Working Group was mainly through the efforts of the numerous African delegates to the forum. During the Fourth Global Forum held in Manila, Philippines from 3-7 November 1997, a proposal to turn the AWG into a regional chapter of the WSSCC was approved. This implied establishing a full-time secretariat to assist the AWG achieve its objectives. The AWG is now called the Water Supply and Sanitation Africa Initiative (WASAI).

Objectives

The general objective of the AWG and its successor, WASAI, is to use advocacy to raise the development priority of the water supply and sanitation sector in African countries. This is done through regional and sub-regional workshops.

In order to achieve the above general objective, the specific objectives of the group are:

- Identifying potential modes of advocacy available to the countries;
- Promoting at least 80% accessibility to adequate water supply and sanitation services, as per the UN System-Wide Special Initiative for Africa;
- Reviewing new and current initiatives with a view to identifying the positive experiences which may be incorporated into other national developmental plans; and

- Identifying ways of improving cooperation among Governments, ESAs, NGOs, communities and the private sector.

The Third and Fourth Global Fora mandated the AWG (and WASAI) to critically review the status of the sector on the African continent and to establish a plan of action to further the cause of water supply and sanitation in Africa.

Activities

During the last three years the group has had four main activities:

- Updating and publishing the Africa Water Supply and Sanitation Sector Review in 1998.
- Holding the African Consultative Forum (ACF) on the Water Supply and Sanitation Sector in Africa in Abidjan, Cote d'Ivoire in November 1998.
- Establishing a full time Secretariat for WASAI at the Economic Commission for Africa in Addis Ababa, Ethiopia in the year 2000.
- Developing an African Vision (as part of the global efforts for the development of VISION 21: Water for People) over 1999-2000.

Africa Sector Review: phase I

The African Working Group launched a study of the water supply and sanitation sector in Africa in 1996. The main idea behind this study was to seek out issues behind the figures that have been quoted in many fora, behind the conferences, and basically behind the ongoing tragedy of low accessibility to water supply and sanitation. In Africa. The study involved sending out questionnaires to 44 countries, from which 28 responses were received, and visiting 8 countries to conduct on-the-spot enquiries. The results of the study were compiled into a report that was produced in October 1997 – (Working Group on Water Supply and Sanitation Development in Africa; Africa Sector Review). The report was coordinated and written by Len Abrams (then of South Africa) who worked very closely with the Coordinator of the African Working Group, Ebele Okeke. Due to time and funding limitations, the review drew its conclusions from countries within Sub-Saharan Africa only.

The report was presented to the Third Global Forum of the WSSCC in Manila, Philippines in November 1997. Most African participants appreciated the efforts made in preparing the report and thought that it captured most of the issues affecting the African continent. However, there was a general feeling that the report had some minor gaps, which needed to be filled. Some of the gaps included inadequate information on the specific issues affecting the Mahgreb countries (North African countries), in particular since none of the North African countries were visited in the first phase. The report was originally prepared in English and then translated to French. The participants from the French-speaking countries felt the translation was not as clear as the English version of the report.

Africa Sector Review: phase 2

After reviewing the report at the Third Global Forum, it was agreed that a fully representative document covering the whole of Africa was needed. It was further decided that the new report was to be an update of the sector review, to be undertaken by a team of experts representing all the language zones of the continent and to include at least one visit to the North African Countries.

This exercise was intended to fill in the gaps that were identified in the first sector review. The team was comprised of the following:

Len Abrams	Water Policy Africa	South Africa
Fouad Djerrari	Water Utility Partnership	Morocco
N'dri Koffi	Union of African Water Suppliers	Cote d'Ivoire
Dennis D. Mwanza	Water Sector Reform Support Unit	Zambia

Summary information drawn from the first and second phases of the Africa Sector Review are presented below.

Africa Sector Review: summary of observations

The water and sanitation sector in Africa is greatly varied and characterized by both successes and failures. One striking observation was the commitment to the sector of people throughout the continent who often work in very difficult circumstances and, particularly in the case of public servants, with very little

reward. An inadequate policy framework was one of the causes for unsustainable institutional frameworks

There is a general acceptance that the involvement of communities at the grassroots level is the key to the success and sustainability of development programs. Acceptance of the notion of community engagement, however, is very different from genuinely implementing such a policy. Similarly, there was general agreement that water supply and, in some cases, sanitation enjoyed a high political priority but this is not generally translated into adequate budgetary allocations and implementation support from politicians.

The main areas of difficulty in the water supply and sanitation sector that were observed during the country visits and as noted on the questionnaires were as follows:

- Lack of follow up political support for the sector.
- Lack of finances.
- Frequent institutional changes in government structures and lack of autonomy of the sector organisations.
- Lack of inadequate sector policies and strategies.
- Inadequate human resources resulting mainly from poor incentives for staff working in the sector.
- Low tariff levels leading to poor cost recovery.
- Different approaches by NGOs and development agencies in the same country.
- Increasing stress on water resources and the environment in many parts of Africa.
- Lack of collaboration within the sector between all players.
- General conditions of poverty and weak economies.
- Lack of genuine handing-over of responsibility and authority to local levels.
- Emphasis on physical delivery and technology without adequate local training and awareness creation.
- Ethos of entitlement on the part of people, such as "the government must provide".
- Problems with local payment for services and economic sustainability.

This list of difficulties should not mask the effort and commitment made by many people on the continent who have real concerns for those who suffer from a lack of adequate services. Many of these difficulties are inter-linked. The objective of the exercise was to attempt an honest and genuine review of these difficulties. The full report of the Africa Sector Review is available in a separate document.

Africa Consultative Forum

The second major activity of the African Working Group was the organization of the first-ever Africa Consultative Forum for Water Supply and Sanitation. The Forum which was hosted by the Government of Cote d'Ivoire formed a basis for discussions on African priorities for sector progress.

The Forum was held from 17-20 November 1998 at the Golf Hotel Intercontinental in Abidjan, Cote d'Ivoire. It was attended by 146 professionals concerned with water supply and sanitation. These included 110 from water supply and sanitation agencies in 33 African countries, 24 from donor and United Nations agencies, 8 from NGOs and collaborative agencies, and 6 from professional associations and the private sector. There were 18 women, representing 12% of the total number of participants. The representation from NGOs and the number of women participants was rather low and continues to be a concern to the Africa Working Group.

The main purpose of the Forum was to enhance collaboration among water and sanitation sector professionals and external support agencies active in Africa, thus fostering African solutions to African problems. There were three specific objectives:

- Agreement on a statement setting out the current water supply and sanitation situation in Africa: *The Africa Statement*
- Identification of priority actions to address water supply and sanitation issues in Africa at country and regional levels: *The Africa Action Programme*
- Development of priority programme areas for the Africa Regional Group of the WSSCC: *Water and Sanitation Africa Initiative (WASAI)*.

The Africa Statement

One major output of the Consultative Forum was the adoption of the Africa Statement for Water Supply and Sanitation. Much time and effort was spent on drafting the statement to ensure that it accommodated concerns of most of the participants present during the forum. The final version is as follows:

Preamble – In Africa today over half of the population is without access to safe drinking water and two-thirds lack a sanitary means of excreta disposal. It is a situation in which the poor are adversely affected to a disproportionate degree. Lack of access to these most basic services necessary to sustain life lies at the root of many of Africa's current health, environmental, social, economic and political problems. Hundreds of thousands of African children die annually from water and sanitation related diseases. There are severe problems of environmental degradation. For women and children, collecting water is physically stressful and time consuming and often results in children not being able to attend school.

Despite significant improvements during the International Drinking Water Supply and Sanitation Decade (1981 – 1990), progress has now stagnated. More people are today without adequate services in Africa than in 1990. In comparison with other regions, Africa in general has had a particularly difficult time in holding on to the gains of the past.

Although African development is said to be a growing priority among the donor community, Africa in fact receives less of its share of total international development assistance than a decade ago.

In this light, professionals working in the water supply and sanitation sector from all over Africa have come together to seek solutions to their continent's problems. They have undertaken an extensive review of the water supply and sanitation sector throughout the continent with the objective of establishing the extent of the problem, identifying its causes and finding the way forward.

We commend this statement to the political and civic leadership of Africa to respond with urgent actions for the promotion of water and sanitation services. Our vision is of an Africa in which all citizens have access to safe and affordable water and sanitation services in the shortest possible time.

Constraints to Progress – Current levels of access to safe water and sanitation services

are unacceptable, and at the current pace of progress full coverage will never be achieved. Over the past few decades a number of constraints to progress have been identified:

- Institutions responsible for water and sanitation service delivery in most countries operate in an uncoordinated and inefficient way. The enabling environment and legislative framework are often inadequate. Poor institutional management results in low cost recovery leading to infrastructure falling into disrepair and further reducing the quality and level of service in both rural and urban areas.
- Sanitation and hygiene promotion are given very low priority in sector programming and the allocation of resources.
- Women and men use water and contribute to water management in different ways. The pivotal role of women and children as providers and custodians of water supply is not given sufficient recognition in institutional arrangements for water supply and sanitation services.
- Inadequate attention to the integration of Water Resources Management leads to sub optimal, inequitable and unsustainable use, and transboundary conflicts.
- Networking with key sectors (e.g. health & nutrition, education, environment) has not been given sufficient attention, resulting in lost opportunity for synergy, information sharing and exchange of experiences
- Lack of reliable data and monitoring mechanisms have resulted in poor planning and inadequate and poorly targeted resource allocation.
- The sector has not responded adequately to the problems of urbanisation, resulting in grossly inadequate services to residents of peri-urban areas and informal settlements.
- Insufficient preparedness for and response to emergency situations, resulting from civil conflict and natural disasters, have resulted in enormous suffering, disruption of household and community economies and degradation of the environment.

Guiding principles

- **Basic Right** – Access to safe and affordable drinking water supply and adequate sanitation is a basic right and, therefore, a responsibility for all governments, who have signed conventions enjoining them to take appropriate actions.

- **Decentralisation of Service Delivery** – Government responsibility should devolve from provider of water supply and sanitation services to facilitator and regulator, while ensuring increased resource allocation to the sector. Responsibility for ownership and management of facilities should be at the lowest appropriate level, through the most effective arrangement.
- **Demand Responsive Approach** – Water supply and sanitation service delivery should be based on demand responsive and participatory approaches.
- **Partnership** – Governments need to create an enabling environment to facilitate service delivery with due involvement of all partners including the private sector and civil society organisations.
- **Cost Recovery** – Cost recovery should underpin sector investment decisions and actions for sustained services delivery. Appropriate safety nets should, however, be put in place to protect the poorest of the poor, taking into consideration willingness and ability to pay.

Actions needed – To address the huge backlog of unserved African people and achieve long term sustainability of services and optimal use of scarce resources, deliberate action and commitment are needed from everyone responsible, as follows:

- **Sector Reforms** – Appropriate sector policies, legislative support and institutional framework need to be put in place to guide the stakeholders.
- **Capacity Building** – Because of the changing roles in the sector, development of human resources and institutional strengthening at all levels is necessary to ensure sustainable water supply and sanitation services, including links to appropriate institutions for emergency preparedness, to meet the needs of all the population. Special attention should be given to data collection and management as well as sector monitoring to ensure more informed decision-making.
- **Financial Sustainability** – Questions of cost recovery, affordability and equity must be addressed and appropriate funding mechanisms for sustainable service delivery developed, with attention on effective and efficient utilisation of resources.

- *Commitment to Maintenance – Priority should be given to reliable arrangements for maintenance of installed facilities in order to prevent their premature deterioration and to safeguard investments.*
- *Commitment to Partnerships – Where sustainable solutions have been achieved, these should be regarded as models at all levels. Pan African and South-South collaboration and the participation of the international and local private sector should be encouraged with adequate protection for the consumer.*
- *Integrated Water Resource Management – Efficient water use and attention to integrated water resources management can 'stretch' the water supply from existing investments and provide the opportunity for increasing service coverage at relatively low cost.*

African Commitment and Strategic Concerns – Political commitment exists to address the issues noted above (OAU Decision 1998 No.CM/DOC. 429 (LXVIII)). With reallocation at national and international levels, there are enough resources to support water and sanitation interventions. With increased democratic governance, people expect better services, and we the professionals should rise to that expectation.

We, as African professionals in the water supply and sanitation sector, are dedicated to implement the contents of this Statement. There is room for a great deal of action – action which is urgently required in the face of appalling consequences of inadequate service in the water supply and sanitation sector.

We express this commitment through the establishment of the Africa Chapter, Water and Sanitation Africa Initiative (WASAI), to coordinate the urgent actions needed to bring the vision to reality.

Establishment of the WASAI Secretariat

Following the establishment of the AWG at the Third Global Forum in 1995, a search was begun for support for a full-time secretariat. The AWG held a series of meetings in Harare (1996), Addis Ababa (1996) and Abidjan (1997) on the subject of establishing a full-time secretariat. In the plan of action of the Addis Ababa meeting, it was recommended that the AWG become a regional group of the Council. This recommendation was accepted by the Council during the Fourth Global Forum in 1997.

As a result of this designation, the need for an operational secretariat became even more urgent. A transitional task force of the AWG was established to develop the necessary mechanisms that would lead to the establishment of the secretariat. These included identifying a host agency, developing a modus operandi for the secretariat, preparing an initial budget, etc.

A number of organizations, including WHO, UNICEF and the Economic Commission for Africa (ECA), were approached on the issue of hosting the secretariat. The offer of the ECA was accepted, and negotiations are currently underway on the hosting arrangements, including the logistical and operational issues. When these negotiations are completed, it is expected that the WASAI secretariat will have a permanent staff housed within the ECA in Addis Ababa, but will be autonomous in programmes and modes of operation. The secretariat will be headed by a Director (currently under recruitment by a search committee) and will be provided with policy direction and guidance by a team of senior sector officials.

Funding is now being sought from a number of European bilateral donor agencies. It is hoped that one outcome of the Fifth Global Forum will be sufficient commitments of funds to allow the secretariat and its director to begin their work.

VISION 21 and the African Vision

The Fourth Global Forum in 1997 endorsed the VISION 21 exercise for water supply and sanitation in the 21st century. As the Africa Regional Group, WASAI has supported and guided this effort. Five African countries (Senegal, Togo, Uganda, Tanzania and Mauritius) took part in Social Mobilisation activities involving the development of local, sub-national and national visions through a series of bottom-up consultations.

In September 1999, WASAI held an Africa Region Consultative Meeting in Nairobi, Kenya to review the outcomes of the Vision process in the five African countries that participated in the exercise. The consultation agreed on a Shared Vision for Africa, goals, changes required in the sector, strategies and follow up actions, as summarized below

The Shared Vision for Africa is stated in the following terms:

A clean and healthy Africa, in which every person lives and participates in a hygienic environment, has reliable access to affordable, safe and adequate sanitation and water for consumptive and productive use

The Vision addresses five underlying principles:

- The realisation of a clean and healthy Africa
- The role to be played by various individuals
- The need for a hygienic environment
- The need to provide reliable access to affordable, safe and adequate sanitation and water
- The need to provide water for consumptive and productive household use

The goals for the sector in Africa were agreed to be:

- To ensure that all population groups have access to affordable safe drinking water.
- To ensure that every household and locality has and uses adequate sanitation facilities and a clean environment.
- To highly reduce water-related diseases and promote good hygiene practices.
- To ensure a concerted and rational water resource management at community, sub-national, national and regional levels.

To achieve these goals and the Vision, the following changes are needed:

- People-centred approach
- Gender mainstreaming
- More emphasis on sanitation and hygiene
- Behavioural changes
- Legal framework
- Equity and access
- Poverty alleviation
- Financial sustainability
- Integrated water resources management
- Private sector participation
- Political will
- Funding
- Appropriate technologies

The Consultation adopted 12 strategies important for steering the region towards the

attainment of sector goals and the Shared Vision for Africa:

1. To adopt an integrated approach that gives due emphasis to links between health and water, sanitation and hygiene.
2. To create awareness and assist users in the selection of appropriate technological choices.
3. To promote good hygiene practices to reduce water and sanitation-related diseases.
4. To enhance awareness and knowledge of community authorities on linkages of water, environmental sanitation and hygiene with health.
5. To ensure concerted and national water resource management at local/community, sub-national, national and regional levels.
6. To ensure that gender perspective is institutionalized in the sector for effective and efficient delivery of sustainable services.
7. To create public awareness aimed at bringing about hygienic behavioural changes.
8. To ensure full involvement, collaboration and harmonization of training institutions in the promotion of safe water, environment and sanitation at community level.
9. To focus more on the rural and peri-urban poor.
10. To promote and accelerate decentralization of institutions with a view to transferring ownership and management of facilities to the lowest appropriate level, through the most effective arrangement.
11. To set up interagency coordination forums at all levels (local, district and country).
12. To institutionalize participatory monitoring and evaluation systems at all levels.

A framework for follow up activities was drawn up for two sub-regions: North and West Africa, and Eastern and Southern Africa. In the North and West Africa, strong support was given to the continuation and expansion to new areas of existing VISION 21 activities. In Eastern and Southern Africa, emphasis was given to improving the VISION 21 process at country level.

7 Regional Group: Latin America

**COORDINATOR: ALEJANDRO CASTRO,
ANDESAPA, ECUADOR**

Introduction

The Latin American Regional Group, which was formed after the Fourth Global Forum held in Manila in November 1997, has been primarily engaged in two areas: the first is related to the five working groups that were ratified in Manila and the second is related to VISION 21.

The working groups ratified at the Fourth Forum were the following:

1. Modernization of Potable Water and Sanitation Sectors in Latin America
2. Rehabilitation of Potable Water and Sewage Systems
3. Waste Water Management and Treatment
4. Regional Standardization and Certification
5. Community Management and Collaboration with Civil Society.

Activities of the Working Group

Modernization of Potable Water and Sanitation Sectors in Latin America

The National Association of Potable Water and Sewage Service Firms and Institutions (ANDESAPA) in Ecuador is responsible for coordinating this working group.

The group held two important meetings:

- A regional meeting on Modernization of Water and Sanitation Sectors in Latin America was held 16-19 November 1998 in Santa Cruz de la Sierra, Bolivia.
- A second network meeting, Seminar on Solutions and Trends for Modernization of Potable Water and Sanitation Sectors in Latin America, was held from 27-29 April 1999 in Tegucigalpa, Honduras.

The Modernization Network Secretariat was created at ANDESAPA headquarters. It is responsible for collecting data from several fields regarding potable water and sanitation services and their modernization.

Data requirements and exchange are made via E-mail.

Rehabilitation of Potable Water and Sewage Systems

This group, whose coordination is under the responsibility of the National Autonomous Water Pipeline and Sewage Service (SANAA) in Honduras, focused their efforts on experiences in non-accounted-for water reduction and control in Latin America. Examples from Ecuador, Colombia, Venezuela, Bolivia, Peru, Mexico, Cuba, Chile, Dominican Republic, Brazil and Central America have been compiled, systematized and analyzed in the report presented by this working group.

Waste Water Management and Treatment

This working group is coordinated by the Colombian Association of Sanitary and Environmental Engineering (ACODAL). It held a meeting attended by representatives from Argentina, Brazil, Costa Rica, Chile, Colombia (3) and Ecuador who brought up successful experiences on waste water treatment in their countries and worked out an operating plan for 1999-2000. The report prepared by this group included a proposal for future actions that considered sanitation to be waste fluid collection, treatment and disposal. This is to be done in such a way that it will lead to the achievement of service goals for a large population and the improvement of standards of living and social and economic development.

Regional Standardization and Certification

This group is coordinated by HIDROVEN in Venezuela and uses work developed by the regional technical committees for material quality improvement from CAPRE and ANDESAPA. Additional support has been provided by GTZ through the Colombian Technical Standards Institute (ICONTEC) to harmonize 42 technical standards for products and materials used in potable water and sewage systems.

Community Management and Collaboration with Civil Society

This working group is coordinated by CINARA, which is headquartered in Cali, Colombia. An organizing meeting was held in Cali in December 1998 attended by representatives from several Latin American countries. This group presented a document containing a

proposal entitled, "Community Management: An Essential Factor for Water and Sanitation Sector Sustainability", in which community management strengths, limitations and perspectives are emphasized.

VISION 21 in Latin America

VISION 21 Process

ANDESAPA was responsible for coordinating activities included in the formulation of VISION 21 in Latin America. This was agreed upon at the meeting held in Abidjan, Ivory Coast in November 1998. Subsequently, two key meetings marked the development of VISION 21:

- *Meeting of the Regional Coordinator, national coordinators and the VISION 21 Director in Miami occurred in January 1999.* This led to the formulation of the following:
 - *National Vision for Chile.* The process started in March 1999 and ended in July 1999. One hundred and forty people from 72 communities participated in the effort.
 - *National Vision for Ecuador.* The Ecuadorian process started in March 1999 and ended in June 1999. A total of 164 participants from 111 locations were involved.
- *Second Regional Meeting of Water and Sanitation Supply Collaboration Council for Latin America:* This meeting was held in Quito, Ecuador over 25-27 August 1999 under the leadership of ANDESAPA and CAPRE, supported by the WSSCC and GTZ. The objectives of the meeting were:
 - To review the progress and outcomes achieved by working groups in formulating recommendations for the future.
 - To formulate a participatory VISION 21 for potable water and sanitation for the 21st Century in Latin America.

A total of 25 participants representing 16 countries from the region and six international bodies attended the Quito meeting.

The VISION 21 Statement for Latin America

The wording agreed upon for the regional VISION 21 statement is as follows:

VISION 21

A Healthy and Clean World:

A world where every person has potable water and sanitation, participates in its sustainability and lives in a healthy environment.

To achieve the above VISION, the following goals were established:

Items	2015 Goals	2025 Goals
Potable Water	Reducing current population lacking service by 50%	Reducing population lacking service in the year 2015 by 50%
Sanitation	Reducing current population lacking service by 50%	Reducing population lacking service in the year 2015 by 50%
Sanitary Education in Schools	80% children receive it	95% children receive it
Sanitary facilities in schools	100% schools have them	100% schools have them
Reducing incidence of diarrhea illnesses	Reducing it by 50%	Reducing it by 80%

Next Steps for VISION 21

- *Actions at Country Level:*
 - Replication in other countries of visions developed in Chile, Ecuador and Colombia;
 - Developing VISION 21 in countries on the basis of data from "Assessment 2000", which was prepared by WHO and UNICEF.
- *Actions at Regional Level:*
 - Enlisting AIDIS in the spread of VISION 21;
 - Involving the IDB, World Bank, KFW (Germany), and GTZ (Germany) to support countries to build their VISION 21;
 - Asking for support from WHO and PAHO;

- Collaboration in the final formulation of the Regional VISION 21 (ANDESAPA, CAPRE and with GTZ support);
- All participants will make comments on VISION 21 documents.
- *Actions at World Level:*
 - Continuing WSSCC leadership;
 - Coordination between WSSCC and WHO on VISION 21 and Assessment 2000 proc

Participation of the Regional Coordinator for Latin America in Regional and World Meetings on VISION 21

Over the last two years the Regional Coordinator for Latin America participated in the following regional and global meetings:

- Regional Consultation in the Caribbean at Puerto España, Trinidad, September 1999;
- World Consultation on VISION 21 at Ahmedabad, Gujarat, India, November 1999;
- Second World Water Forum. Presentation of the final version of VISION 21 at The Hague, Netherlands, March 2000.

Follow Up Meeting to The Hague Forum

Subsequent to the World Water Forum in The Hague in March 2000, two follow up meetings were held to promote the final version of VISION 21:

- *Meeting in Panama, 6-7 April 6-7 2000.* Participants included representatives from Honduras (2), Panama (2), Nicaragua (2), Costa Rica (2), Guatemala (2), Dominican Republic (2), GTZ (1) and the Regional Coordinator (Ecuador);
- *Meeting in Quito, 20-21 July 2000.* Participants included representatives from Honduras (1), Venezuela (2), Colombia (2), and Ecuador (4) including the Regional Coordinator. The final version of VISION 21 was translated into Spanish by CINARA in Cali, Columbia and distributed to participants at the Quito meeting.



8 Regional Group: Southeast Asia

**COORDINATOR: LILIA RAMOS,
APPROTECH ASIA,
THE PHILIPPINES**

Background

The Asia Regional Group was established as a result of discussions at the Fourth Global Forum held in Manila in 1997. The region was subsequently further divided into two regional sub-groups: the Southeast Asia group and the South Asia Group.

Activities

SEA Core Group Meeting

As a follow up to the Manila Action Programme, APPROTECH Asia, as focal point for Southeast Asia and in consultation with the Water Supply and Sanitation Collaborative Council (WSSCC), convened a core group meeting in Bangkok in July 1998 to draft an action programme for the region. The meeting also discussed GESI, VISION 21 and the Asian Regional Session Report. The following countries were represented: Cambodia, Laos, Indonesia, Myanmar, Thailand and The Philippines.

Liba Taylor/WaterAid



The core group reviewed the priority issues as enumerated in the Asian Regional Session Report and agreed that the following areas should be prioritized:

- Community management and support for people's efforts
 - Control over the management of resources
 - Gender equity in decision-making and the management of WATSAN activities
- Sanitation
- Capacity Building
- Institutional Reforms
- Partnership Issues (ESAs and government)

Joint Southeast Asia-South Asia Regional Consultation on MAP

An Asian Regional Consultation was convened to coordinate action programmes in the Southeast Asia Subregion (SEA) and the South Asia Subregion (SA). The Asian Regional Consultation was convened on December 1998 in Bangkok and was hosted by ESCAP. Fifteen participants came from 10 Asian countries (Bangladesh, Indonesia, Lao, Myanmar, Nepal, Pakistan, Philippines, Thailand, Sri Lanka and Vietnam).

The program coordinators of VISION 21, Hans van Damme and Ashoke Chatterjee, attended the consultation. They explained the VISION 21 activities of the WSSCC, its purpose and processes, and the bottom-up consultation approach in which local catalysts, national coordinators and regional coordinators are involved.

The action plans prepared by the sub-regional core groups were ratified. Collaboration arrangements between SEA and SA were discussed as well as the logistics for the VISION 21 exercise.

The following individuals volunteered as national coordinators for VISION 21 in Southeast Asia: Dr. Khin Maung Lwin (Ministry of Health) for Myanmar, Ms. Rory Villaluna (The ITN Foundation) for The Philippines and Mr. Wilas Techo (Population and Community Development Association) for Thailand. Their appointments were confirmed by the VISION 21 Program Coordination team of the WSSCC.

The consultation also endorsed VISION 21 as a major exercise of the Council.

Meeting of the VISION 21 National and Regional Coordinators

A meeting of the national coordinators and regional coordinators from Southeast Asia and South Asia was held on January 1999 to discuss the VISION 21 process in greater detail as well as the terms of reference for VISION 21 activities. Plans for local, provincial and national consultations were discussed and funds from the WSSCC were made available for these activities.

National Consultations

Myanmar

Local consultations were held in four different regions of Myanmar. Outcomes from the local level consultations provided the inputs for the intermediate level consultations held in three townships. The national consultation was held on 30 April 1999 with the theme, "Myanmar Vision for the 21st Century on Water and Sanitation".

The shared vision of the Myanmar national consultation included the following aspects:

1. Every village has at least one safe drinking water source.
2. Villagers use appropriate technology to get safe water for drinking in the houses and water for agriculture.
3. Every town has a water supply system with a treatment plant.
4. Every school has safe water supply system and sanitary latrines.
5. Every town has a sewerage system and solid waste management system.

Philippines

Local and provincial consultations were held in five barangays (villages) in Cebu Province.

The national consultation was held concurrently with World Water Day, 22 March 1994.

A total of 250 people representing users, governments and NGOs participated. Representatives from five villages were present to link community outputs to the national VISION 21 exercise.

At the end of the consultation, the participants were divided into groups, which adopted the following statement on an integrated national vision: "A world class, affordable and sustainable water supply, sanitation and sewerage system accessible to every Filipino."

The national consultation also identified the factors facilitating the attainment of the vision, such as: political commitment and societal support; long-term mindset; integrated water, health and environment policy tools; comprehensive economic, financial and technological strategies; and international networking and cooperation.

Thailand

Local and state level consultations were held in three of the four regions of Thailand -

North Eastern Region (Maha Sarakham and Surin), Central Plain Region (Kanchanaburi) and Northern Region (Phitsanulok and Chiang Rai).

The national consultation on water and sanitation was held in Bangkok on 18-19 May 1999. The themes of the consultation were "The Past and Present Situation of Water in Thailand" and "Trends and Resolutions in Water Resource Management for the Next Century."

Knowledge Synthesis Meeting

The SEA and SA Subregional Coordinators were also invited to participate in the Knowledge Synthesis Meeting held in Wageningen in April 1999.

Asian Regional Consultation on VISION 21

In September 1999, an Asian Regional Consultation to forge an Asian VISION 21 was convened. A total of 55 participants came from 14 countries (Bangladesh, Cambodia, India, Indonesia, Lao, Malaysia, Maldives, Myanmar, Nepal, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam).

Highlights of the Asian Regional Consultation included the presentation of the national visions of Myanmar, Philippines, Thailand, Bangladesh, India, Sri Lanka and Nepal.

At the end of the consultation, the participants adopted the following Vision statement for the Asia Region:

By the year 2015, we, the people of Asia, living in harmony with our environment and as one earth community, interconnected with one another, upholding the principles of ethics and human rights, individually and collectively own and take responsibility to ensure an equitable and good quality of life through adequate hygiene, sanitation and safe domestic water supply with equity for all.

The full Asian Vision was stated in the following terms:

- The men, women and children of Asia, irrespective of social, political and economic standing, acknowledge that we are part of one global community, enjoying the resources of the earth both for our survival and livelihood. We are grateful for such blessings and accept the responsibility of stewardship for the protection, management and care of such a vital resource.
- Water Supply, sanitation and hygiene is a fundamental human right. It is a prerequisite for human survival and for a life of dignity and well-being because water is gradually becoming a scarce resource and efforts need to be made to minimize wastage.
- It requires urgent action to reach the underserved and unserved population. We see ourselves as part of the problem and agree to become part of the solution. Changes in lifestyle, habits, attitudes and mind-sets are necessary. This awareness and realization must move from vision to tangible action beginning with each individual and institutions leading to a united Asian movement.
- It requires good governance and compassion for transparency and accountability and corruption-free and practices.
- We agree on a gender sensitive people-centered and self-reliant development model that promotes consultation and dialogue between and among all stakeholders, empowering those who are socially and economically disadvantaged.
- It includes the use of people centered technologies of high quality work. People's informed choices are respected and not compromised. It should be appropriate for meeting the inter-generational needs of the various societies.
- In the sustainable management of water resource, allocation and utilization for domestic purposes is of the highest priority.

In line with the recommendations of the MAP and the Asian Regional Session of the Fourth Global Forum two back-to-back meetings were conducted focusing on Gender and Capacity Building.

- (1) *Special Meeting on Mainstreaming Gender in the VISION 21 Process*, organized by IRC and APPROTECH Asia. The participants agreed to develop an Asian conceptual framework for mainstreaming gender which would be presented at the Global Forum Meeting in Ahmedabad in February 2000 and the World Water Forum in The Hague in March 2000. The conceptual framework was intended to define gender according to the Asian context and to set out an operational approach for all levels which would include a plan for capacity building.
- (2) *Consultation Workshop of the Alliance of Resource Centers* – Twelve participants/organizations were involved in the implementation of STREAM, which analyzes

development processes and experiences in order to strengthen resource centers.

VISION 21 Global Forum

The Asian Regional Vision was presented at the Global Forum in Ahmedabad, India on 15-16 November 1999. The VISION 21 document was considered and finalized for presentation at the World Water Forum in March 2000.

VISION 21 Asia Regional Framework for Action Meeting

On February 14-15, 2000, a meeting on the VISION 21 Framework for Action was convened in Yangon, Myanmar. The purpose was to further develop the framework for translating the Asian vision into action. All the national coordinators from Southeast Asia and South Asia participated in the meeting, which was coordinated by the Southeast Asia Subregional Coordinator in consultation with the South Asia Subregional Coordinator.

To maximize resources and the presence of the participants, two additional back-to-back meetings were also held:

- (1) The first was the Regional Consultation of the Alliance of Asian Resource Centers – held to determine ways of strengthening of resource centers to serve as catalysts for the realization of VISION 21. This consultation also launched the roving seminar on VISION 21, “From Vision to Action”.
- (2) The second meeting was the Advocacy Planning Workshop, held 18 February with WaterAid sponsorship. The workshop involved the same participants as the first meeting. The purpose of the workshop was to identify major policy issues in water and sanitation as well as a programme of action to be undertaken at country and regional levels. Advocacy strategies for the World Water Forum were also discussed.

World Water Forum, The Hague

The SEA Subregion was represented in the World Water Forum, held in The Hague 20-23 March 2000, by the SEA Subregional Coordinator and the National Coordinators from Myanmar, Philippines and Thailand. These individuals actively participated in the various workshop sessions on gender, vision to action and GESI.

At the final plenary session of the World Water Forum, the SEA Coordinator, in consultation with the VISION 21 programme coordinators team, made this remark from the floor: *“The Forum has underlined the importance of a genuinely participatory process. VISION 21 has demonstrated the practical application of this process and the Water for People Team of the Collaborative Council pledges to take this forward to share its experience.”*

In addition to actively participating in the VISION 21 process, the SEA Subregion has pursued relevant MAP activities, such as:

- Participation in the research study, “Water Supply and Management in the APEC Economies”, conducted by the PEC Center for Technology Foresight; August 1998.
- Participation in the discussion meeting of the World Bank, “Assistance to the Water Supply and Sanitation Sector in the Philippines”, Manila, Philippines; 27 August 1998

- Successfully lobbied for inclusion in the Sydney communique of the significance of water supply as an issue in the 21st century; UNESCO Asia-Pacific Conference on Science for the 21st Century, Sydney, Australia; 1-6 December 1998.

In pursuance of the Manila Action Programme recommendations for the SEA Subregion, the following activities were also undertaken:

- 1) Technology Exchange and Networking – Encouraged the network members of APPROTECH Asia to participate in technology development and exchange and the sharing of experiences. The resulting activities of network members included:
 - a) Foundation of Occupational Development (Chennai, India) – Ferrocement structure for toilets.
 - b) VIKAS (Ahmedabad, India) – Desalination technology.
 - c) Yayasan Dian Desa (Yogyakarta, Indonesia) – Water purification.
 - d) Sarvodaya Shramadana Movement (Moratuwa, Sri Lanka) – Installation and maintenance of handpumps.
 - e) Village Education Resource Center (Savar, Bangladesh) – Ringwells, tube wells and sanitary latrines.
 - f) NGO Forum for Drinking Water Supply and Sanitation (Dhaka, Bangladesh) – Under the Integrated WATSAN Programme, they provided material support to improve water and sanitation including Technology for safe water supply; Deep set pumps; Iron removal plants (IRP); Rainwater harvesting plant; Pond sand filters; Spring water capping systems; Lake water purifying plants; and Ring wells.

In moving from Vision to Action, a proposed short-term action plan (April 2000-May 2001) was submitted by the SEA Subregional Coordinator to the VISION 21 Program Coordinator, which involved, among other issues: Feedback to the people as follow up; Liaising with partners at various levels toward joint efforts; Promotion and advocacy; Broadening the VISION 21 constituency; Prioritizing hygiene and sanitation; Mainstreaming gender; Resource identification; and Vision-to-Action programme development for the long-term.

9 Regional Group: South Asia

COORDINATOR:

**DINESH C. PYAKURAL, MELAMCHI WATER
SUPPLY DEVELOPMENT BOARD,
KATHMANDU, NEPAL**

Background

The Asia Regional Group was established as a result of discussions at the Fourth Global Forum held in Manila in 1997. The region was subsequently further divided into two regional sub-groups: the Southeast Asia (SEA) group and the South Asia (SA) group.

Objectives

The August 1998 meeting of the South Asia Core Group reviewed the priority issues enumerated in the Asian Regional Session Report of the Manila Forum and outlined a draft terms of reference for the South Asia Regional Initiatives (SARI). The overall objective of SARI was to improve the quality of life of people of South Asia by ensuring safe water supply and improved sanitation services through effective collaboration among countries of the subregion. The specific objectives were to:

- promote and facilitate collaboration among global, regional and subregional agencies and networks dealing with water supply and sanitation;
- form working groups, task forces and national focal points to find ways and means to overcome barriers to water and sanitation progress;
- coordinate and facilitate collaboration with the Collaborative Council.

Activities

SA Core Group Meeting

As a follow up to the Manila Forum, Dinesh C. Pyakural, the focal point for South Asia, convened a core group meeting of interested individuals in Kathmandu on 10-11 August 1998 to discuss the Manila Action Plan and formulate a detailed draft Action Program for the subregion. The meeting also discussed GESI, VISION 21 and the Asian Regional Session

Report. The following countries from the sub-region were represented: Maldives, India, Bangladesh, Pakistan, Sri Lanka and Nepal. Ranjith Wirasinha from WSSCC, as well as local UNICEF, WHO and SAARC representatives, also attended the meeting.

The following areas were identified as areas for priority action:

- Community management and support to people's efforts
 - to promote initiatives and partnerships that ensure and strengthen community based management;
 - to develop and disseminate community initiatives;
 - to ensure gender participation and the participation of socio-economically disadvantaged groups;
- Sanitation – to advocate for national policies on Sanitation For All with emphasis on integration with water supply;
- Capacity Building – to identify and strengthen capacity at the institutional and the individual level;
- Institutional Reforms – to promote/develop demand-responsive participatory water supply and sanitation services;
- Information and Expertise Sharing and Country Level Collaboration.

Joint Southeast Asia-South Asia Regional Consultation on MAP

The Core Group meeting of August 1998 decided to convene an Asian Regional Consultation in coordination with the South East Asian subregion to discuss and coordinate the SEA and SA action programmes. The resulting Asian Regional Consultation was held in December 1998 in Bangkok, where it was hosted by ESCAP. Fifteen participants came from 10 Asian countries (Bangladesh, Indonesia, Laos, Myanmar, Nepal, Pakistan, Philippines, Thailand, Sri Lanka, Vietnam). The programme coordinators of VISION 21, Hans van Damme and Ashoke Chatterjee, attended the conference and explained the VISION 21 activities of WSSCC, its purpose and processes and the bottom-up consultation approach where local catalysts, national coordinators and regional coordinators are to be involved.

Collaboration arrangements between the SEA and SA subregions were discussed as well as the logistics for the VISION 21 exercise.

The following volunteers became national coordinators for VISION 21 in Southeast Asia: Mr. Umesh Pandey from Nepal, Mr. Lal Premnath from Sri Lanka and Dr. Bilqis Hoque from Bangladesh. Also volunteering was Utthan, a local NGO from Gujrat (India). The appointments of the national coordinators were endorsed by the WSSCC VISION 21 Program Coordination team.

The Regional Consultation also endorsed VISION 21 as a major exercise of the Council.

Meeting of the VISION 21 National and Regional Coordinators

A meeting of the national coordinators and regional coordinators from Southeast Asia and South Asia was held on January 1999 to discuss the VISION 21 process in greater detail as well as the terms of reference. Plans for local, provincial and national consultations were discussed and funds from WSSCC were ensured to pursue these activities.

National Consultations

Bangladesh

The Vision exercise was implemented through the GARNET-SA network with the involvement of more than 250 government and non government members. The local consultations were carried out by selected NGOs in their project areas and the national consultation was organised in Dhaka by the Environmental Health Programme of ICDDR,B, Garnet, Bangladesh Department of Public Health Engineering, UNICEF and WHO. The attendance of key decision makers helped ensure ownership of the vision at the national level.

The Visionary approach reflected by the consultations highlighted the need to recognize the self-sustained and self-reliant approach in water supply and sanitation. The people and community-centered approaches emphasized the identification of needs and planning on the basis of informed choices. Facilitation from outside agencies in the form of technical, financial and local capacity building reflected the desire of the people to deal with their water and sanitation needs.

Nepal

Two communities, one with an existing water supply and the other without were selected for community consultations. Efforts were also made to bring out the vision of the school children in both of the community consultations. District-level consultations were held in these two areas. In addition, a national consultation was held in Kathmandu with the participation of key policy makers who could influence desired policy reforms to fulfill the national vision.

One of the lessons from this social mobilization process was the awareness of a gap in the levels of perception of the problem, expectations and desired means of achieving the overall vision between community, district and national levels. It was also learned that the community would like to see their dreams fulfilled in an integrated approach rather than the present way of viewing problems in a narrow sub-sectoral manner.

To fulfill the national Vision of providing water supply and sanitation services to all by 2015, the necessary conditions and policy directions were identified as follows:

- Optimum and effective utilization of social capital;
- Establishing a system of good governance (transparency, accountability, decentralization, ethical and moral values and so on);
- Improved sanitation (political will, awareness, coordination and so on);
- Increased and equitable participation of women in decision-making and mainstreaming gender in water and sanitation programmes.

Sri Lanka

Grass roots community-level meetings were held in seven localities of the two districts selected for district-level consultations. A national-level consultation also was held in Colombo with the representation of the key policy making authorities. During the consultation process, barriers to achieving the desired goals were given due consideration in line with key influential factors anticipated over the next 25 years. Key issues, such as conservation and protection of water resources, improvement of environmental health, indicators for improved systems, mechanisms for general access to and dissemination of technology and desired

changes in institutional roles, were discussed at length. The following policy directions (PER-FUM) were recommended:

- Partnership
- Empowerment
- Resource Optimization
- Facilitation
- Utilize Science and Technology
- Managing Demands

Gujrat (India)

The local NGO initiative to establish a vision for Gujrat (India) through a series of field consultations, field investigations and focus group discussions resulted in goals, strategies and action plans in the form of Gujrat VISION 21. For 2010, it is envisioned that there will be greater equity in distribution and access, greater responsiveness to the special role of women and children, enhanced awareness of the underlying issues, elimination of water borne diseases, buildup of related infrastructure based on appropriate technology, development of decentralized management and ownership systems and the integration of water and sanitation with ecological management.

Knowledge Synthesis Meeting

The SEA and SA Regional Coordinators were also invited to participate in the Knowledge Synthesis Meeting held in Wageningen, Netherlands in April 1999.

Asian Regional Consultation on VISION 21

In September 1999, an Asian Regional Consultation to forge an Asian VISION 21 was convened. A total of 55 participants came from 14 countries (Bangladesh, Cambodia, India, Indonesia, Lao, Malaysia, Maldives, Myanmar, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, Vietnam).

Highlights of the Asian Regional Consultation included the presentation of national visions of Myanmar, Philippines, Thailand, Bangladesh, India, Sri Lanka and Nepal.

At the end of the consultation, the participants adopted the following Asian Vision:

The full Asian Vision was stated in the following terms:

By the year 2015, we, the people of Asia, living in harmony with our environment and as one earth community, interconnected with one another, upholding the principles of ethics and human rights, individually and collectively own and take responsibility to ensure an equitable and good quality of life through adequate hygiene, sanitation and safe domestic water supply with equity for all.

- *The men, women and children of Asia, irrespective of social, political and economic standing, acknowledge that we are part of one global community, enjoying the resources of the earth both for our survival and livelihood. We are grateful for such blessings and accept the responsibility of stewardship for the protection, management and care of such a vital resource.*
- *Water Supply, sanitation and hygiene is a fundamental human right. It is a prerequisite for human survival and for a life of dignity and well-being because water is gradually becoming a scarce resource and efforts need to be made to minimize wastage.*
- *It requires urgent action to reach the underserved and unserved population. We see ourselves as part of the problem and agree to become part of the solution. Changes in lifestyle, habits, attitudes and mindsets are necessary. This awareness and realization must move from vision to tangible action beginning with each individual and institutions leading to a united Asian movement.*
- *It requires good governance and compassion for transparency and accountability and corruption-free and practices.*
- *We agree on a gender sensitive people-centered and self-reliant development model that promotes consultation and dialogue between and among all stakeholders, empowering those who are socially and economically disadvantaged.*
- *It includes the use of people centered technologies of high quality work. People's informed choices are respected and not compromised. It should be appropriate for meeting the inter-generational needs of the various societies.*

- *In the sustainable management of water resource, allocation and utilization for domestic purposes is of the highest priority.*

In line with the recommendations of the Manila Action Programme (MAP) and the Asian Regional Session of the Fourth Global Forum two back-to-back meetings were conducted with a focus on gender and capacity building.

1. *Special Meeting on Mainstreaming Gender in VISION 21 Process*, organized by IRC and Approtech Asia. The participants agreed to develop an Asian conceptual framework for mainstreaming gender to be presented for approval to the Global Forum in Ahmedabad in November 1999 and then to be presented to the World Water Forum at The Hague in March 2000. The conceptual framework was intended to define gender according to the Asian context and to propose an approach for operationalization at all levels, including a plan for capacity building.
2. *Consultation Workshop of the Alliance of Resource Centers*. Twelve participants/organizations were involved in the process of implementing STREAM, which analyzes development processes and the experiences in order to strengthen resource centers.

VISION 21 Global Forum

The Asian Regional Vision was presented at the Global Forum in Ahmedabad, India in November 1999, where the VISION 21 document was considered and finalized for presentation at the World Water Forum in March 2000.

VISION 21 Asian Regional Framework for Action Meeting

In February 2000, a VISION 21 Framework for Action Meeting was convened in Yangon, Myanmar. The purpose was to further develop the framework for translating the Asian vision into action. All the national coordinators from Southeast Asia and South Asia participated in the meeting which was coordinated by the Southeast Asia Regional Coordinator in consultation with the South Asia Regional Coordinator.

To maximize resources and the presence of the participants, two back-to-back meetings were also held:

1. **Regional Consultation of the Alliance of Asian Resource Centers** – held to determine ways of strengthening resource centers to serve as catalysts for the realization of VISION 21.

The Roving Seminar on VISION 21, "From Vision to Action", was also launched.

2. Another activity, the **Advocacy Planning Workshop**, also held in February 2000 with the sponsorship of WaterAid, involved the same participants as the earlier meeting. The purpose of this workshop was to identify major policy issues in water and sanitation as well as a programme of action to be undertaken at the country and regional levels. Advocacy strategies for the World Water Forum were also discussed.

World Water Forum, The Hague

The SA subregion was represented in the World Water Forum by the SA Regional Coordinator and the national coordinators from Nepal and Sri Lanka and India (Gujrat). They actively participated in the various workshop sessions on gender, vision to action, GESI and House of Citizen. Four school children (girls) from a village in Nepal, who had been involved in the social mobilization process, were also present at the Forum and presented their Vision on water and sanitation in the form of mime drama at the Forum youth session.

Water Utility Partnership-South Asia

Expanding access to safe water and sanitation services for the rapidly growing urban populations in South Asia is an absolute necessity, on the one hand, for health and environmental protection, and on the other, for economic well-being and poverty reduction. Most of the water utilities in South Asia are operating at low efficiencies with deteriorating quality of services while the unserved and the poor are further marginalized. Institutional reform is imperative and of high priority. Such reforms will also encourage and attract the funds needed for improvement and speedy expansion of services. For this reason, the Collaborative Council (WSSCC), in cooperation with other international organizations assisted in launching the Water Utility Partnership for Capacity Building in South Asia (WUP-SA). The convener of the GWP-SA was the South Asia focal point of the WSSCC.

To enhance present service levels and to expand services to the unserved in an effective

and equitable manner, the networking of water utilities initially will focus on:

- knowledge management in South Asia for reform and institutional development of urban water supply and sanitation;
- increased capacity in preparing and implementing reforms in the urban water supply and sanitation sector.

This initiative is also supported by the World Bank, Asian Development Bank and other bilateral funding agencies and has been endorsed as an associated programme of the Global Water Partnership.

Stakeholders Workshop

A stakeholders workshop to launch the GWP-SA was hosted by the Nepal Water Supply Corporation in Kathmandu, Nepal in July 2000. The WSSCC, WBI and PPIAF co-sponsored the workshop. The objectives of the workshop were to:

- i. Build consensus for the WUP-SA initiative within the region;
- ii. Obtain endorsement and support, and identify priority activities;
- iii. Agree on partnership governance arrangements;
- iv. Establish interim steering committee;
- v. Agree on next steps.

The concept proposal for launching the Water Utility Partnership in South Asia was reviewed at the workshop. The participants endorsed the Partnership with suggestions for improvements in its governance and management structure. The composition of the Interim Steering Committee to guide partnership until June 2001 was discussed and affirmed. Based on the outcome of the discussions and recommendations of the workshop, the concept paper was finalized. The updated concept paper and outcome of the stakeholders workshop is available as a separate document.



Frank Charton/UNICEF

10 Regional Group: Central and Eastern Europe and the Newly Independent States

COORDINATOR:
HELMUT WEIDEL,
MOUNTAIN UNLIMITED, VIENNA

Background

The Regional Group on Central and Eastern Europe and the Newly Independent States was established at the Third Global Forum in Barbados in 1995. The region includes many countries, which have been divided into three main sub-groups to take account of different political, economic and cultural backgrounds, as follows:

Central and Eastern Europe (CEE)

Central Europe: Czech Republic, Hungary, Poland, Slovak Republic

Eastern Europe: Bulgaria, Romania

Baltic Countries: Estonia, Latvia, Lithuania

Southern Europe: Albania, Bosnia-Herzegovina, Croatia, Macedonia, Slovenia, Yugoslavia

Newly Independent States (NIS)

Belarus, Russian Federation, Ukraine

Central Asia

Central Asian Republics: Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan

Caucasian Republics: Armenia, Azerbaijan, Georgia

These countries are also called "countries in transition" as they have abandoned the economic and administrative structures of a centrally-planned economy and are moving towards the establishment of structures influenced by a "market economy".

Existing Problems

Many of the problems are similar within the region, however, economic and political development and their impact upon problems differs from country to country. This is particu-

larly true of administrative structures, including the institutional set-up and its vertical integration, as well as the legal framework. There are great differences not only between the CEE and the NIS countries but also among the CEE Countries. While Central Europe exhibits positive results, the southeast of Europe struggles with political turmoil.

The general division into three groups of countries (CEE, NIS and the Central Asian Republics) remains valid. Two areas, namely Southeast Europe and the Caucasus, however, are marked by enormous emergency and rehabilitation needs.

Countries in transition have abandoned one political system but have not yet fully established a new one. Elements of a market economy can be seen in these countries along with those of a centrally-planned economy. This results in several impacts:

- some political instability;
- absence of a fully functioning legal framework;
- an institutional set-up with limited vertical and horizontal integration.

In addition, the region has to develop a new culture of dialogue and create a representative civil society.

The NIS and the CEE countries both experienced a sudden reduction of management by the state. Government input in the form of investment and financial support has been reduced throughout the region. The outcome is a variety of problems, such as the growing shortage of experts, planners and science advisors in the service and administration sector. Poor operation and maintenance of water and sanitation systems and minimal investment in production, treatment and distribution facilities accentuates the overall problems. In the past, centralised planning was a top-down approach which did not regard communities and community groups as elements within society to be given responsibility for infrastructure, such as water supply and sanitation. Today, the single community is confronted with inadequate infrastructure capacity, and it can neither properly operate nor replace systems.

Access to water is not the problem in the countries of transition. Instead:

- Environmental pollution due to improper collection and disposal of wastewater and other wastes has enormous social costs.

- There are significant emergency situations in the Balkans and the Caucasus areas.
- Both knowledge of and political will for implementation of integrated water resources management is to be developed.

What can be done?

- Enhance dialogue. People should be made aware of their problems in the sector and of their own potential to deal with them. They should be given access to information at both the sector and community levels.
- Develop a legal framework and instruments. There is need to establish regulations intended to attract private investments.
- Establish effective benchmarking of service structures. There should be transparent indicators and tariffs.
- Decentralise planning.
- Establish affordable standards.
- Enhance waste and wastewater treatment of communal and industrial effluents.

Transition often appears to be a no man's land, but it provides major opportunities. Innovation today has great potential in countries undergoing transition.

The water supply and sanitation sector in the Central and Eastern Europe and in the Newly Independent States is blessed with good natural and human resources and, therefore, has considerable potential. On the other hand, these countries have serious structural, managerial and financial constraints as well as behavioural problems which can hinder progress.

Changes Needed

As a result of the transition process, existing infrastructure, attitudes and behaviours are undergoing rapid change whose ultimate outcome is unknown.

In order to conserve water resources for future generations it is necessary to:

- Define clear responsibilities and competencies for the management, development and protection of water resources and water infrastructure.
- Ensure appropriate co-ordination, finance and legislation.
- Establish management principles for transboundary waters to support the maintenance of desired water quality, the prevention of transboundary water pollution and the response to water infrastructure emergencies.
- Unify and harmonise monitoring and information exchange systems by using standardised databases, appropriate models and current technologies to make water resource protection more efficient.
- Enforce complex measures to promote rational water consumption.

The water supply and sanitation sector as a whole is characterised by a complex and interactive structure which needs to be approached and engaged by all stakeholders.

Objectives

During the Fourth Global Forum the Regional Group was mandated by the Council to continue networking among the countries and to bring sector professionals closer to the Council.

Activities

The main activity of the Regional Group was the preparation of the regional vision within the framework of the VISION 21 process. The group worked on both the local and national levels in three countries (Bulgaria, Latvia, Kyrgyzstan). The regional vision was defined during regional consultations held in Moscow in August 1999.

The group also organised in Innsbruck, Austria a workshop on privatisation and private-public-partnership in the sector. It also participated in ECWATECH 2000 in Moscow, the most important water forum in the NIS.

Recommendations

The Regional Vision

The water supply and sanitation sector in the countries of the CEE and the NIS has poten-

tially huge natural and human resources on one hand but enormous structural and managerial deficiencies on the other. Infrastructure, attitudes and behaviour must be changed to use this potential effectively.

During the Moscow consultation, the following regional vision was defined:

From awareness to responsibility. Bringing change through responsibility. "Through transition to a unique potential in the water sector".

To implement this vision, the Regional Group created the concept of the "Water House".

World Water Forum and Its Follow Up – the Water House

The overall goal of Water House is to empower women and men in communities and local organisations (NGOs, community mens groups, local decision makers, utilities, and private companies) in the water supply and sanitation sector in the CEE and NIS countries to plan and execute programmes, activities and projects. This is to be carried out in a professional manner using the principles of sustainable water supply and sanitation as set out in VISION 21 and in the concepts of integrated water resources management. A special focus is given to the issues of decentralisation and participation.

The objectives of Water House are:

1. To link people and local organisations for the exchange of services, knowledge, and technologies;
2. To gather and synthesis regional knowledge and to make it available to stakeholders in the CEE and NIS countries;
3. To build capacity on specific issues in water supply and sanitation;
4. To facilitate specific water and sanitation projects in the CEE and NIS countries.

The immediate beneficiaries of Water House include community-based organizations, NGOs and local government institutions in the CEE and NIS countries. Ultimately, the beneficiaries of the project will be the people

of these countries and of others where better, integrated water resource management will be established on the basis of the lessons learned. The longer-term impact of the proposed network will result in:

- increased access for the unserved to safe water and sanitation, enhanced levels of equity and efficiency and improved quality of services – all of which should be attainable at a reduced cost through better use of resources, and
- attitudinal change among decision makers towards the planning and provision of water supply and sanitation services.

The project is structured into four components that correspond with the four project objectives given above. The specific outputs associated with each component are given below:

1. A people's network, which includes:

- Local, national and regional people-to-people meetings and workshops to improve network development and to examine and share experiences.
- A "data bank" on services within the region. The data bank will provide a pool of experts in the field of law, tax, financing and public relations, plus access to services, such as market analysis and forecasting, basic programming, strategic planning, operations planning, logistics, project execution and evaluation. The databank will assist communications between potential partners in all relevant sectors and will make feedback and evaluation possible.
- A communication and cooperation network to enable stakeholders to exchange, acquire and develop professional contacts at the local, national and international levels. This communication network will assist stakeholders to exchange information on starting common initiatives, searching for common solutions, and collaborating on needs assessment at the communal level. It will assist in the definition of objectives and development of strategies.

2. A physical and virtual information and documentation centre, consisting of:

- An information and documentation centre at the host institution that gathers, processes, translates and disseminates

updated information. The centre will focus on new developments in financing and the fundraising market, juridical expertise and regulation, economics and financing, management know-how and strategic planning, organisation and institutional development and new technologies. It will also disseminate information on:

- special events, such as training courses, workshops, conferences and meetings;
- mailing lists, forums for discussion and electronic conferences on various topics;
- links to existing organisations, training facilities and service providers;
- products and companies relevant to the sector;
- a website that serves as a portal to information for organisations, members and applicants (interested persons). The website will provide access to key resources for all partners and will provide for the exchange of information outside of regional networks;
- a bi-monthly newsletter;
- information on financing issues relevant to private companies.

3. Courses and training materials, involving:

- workshops and training courses on specific issues in water supply and sanitation, such as community management, decentralisation, privatisation, environmental degradation, public health, financial resources, planning capacity, information and communication;
- training of trainers courses that empower community leaders to train their community;
- e-conferences and video conferencing on specific issues;
- generic and adaptable packages for awareness raising.

4. Activities, in all four components, including:

- organisation of people-to-people meetings and workshops;
- use of ongoing seminars and events to increase networking;

- development of partnerships with institutions and organisations outside the region;
- establishment of a "data bank" on professionals and services within the region;
- building a communication and cooperation network;
- establishment of an information and documentation centre at the host institution;
- identification and prioritisation of decentralisation needs;
- participation in CEE and NIS;
- identification of tools to meet those needs;
- collection of information sources and resources;
- identification, documentation and synthesising of case studies and best practices;
- identification and further development of innovative approaches and methodologies in water and sanitation;
- technical set-up of a website;
- set-up of a bi-monthly newsletter;
- identification and assessment of experts and knowledge institutions as resource centres;
- organisation of workshops and training courses on specific issues;
- training of trainers courses;
- testing of innovative networking tools, such as E-conferences and video conferencing;
- compilation of awareness-raising packages.

Financing of Strategic Partnerships

Another "product" of the Regional Group is the intention to use international fora for the presentation of ideas and innovations to institutions, organisations and companies working in the water sector. This will help enhance the distribution of solutions and know-how. The objective is to promote partnerships and capital transfer with a high rate of return.

12 Task Force: Water Supply and Sanitation and the 20:20 Principle

**COORDINATOR: WILLEM ANKERSMIT,
DGIS, NETHERLANDS**

Background

The Fourth Global Forum, held in Manila in 1997, highlighted the conditions of the poorer sections of society and called for options to better respond to their needs. A Task Force was established to explore this issue. Financial support was provided by the Government of the Netherlands (DGIS) and the IRC took on a leading role in directing the task force.

Activities

Under the aegis of the task force four main activities were developed:

- A paper was prepared: *"Towards Water and Sanitation as Sustainable Basic Social Services for All"*, by François Brikké, Jan Teun Visscher and Willem Ankersmit for the Harare Expert Group Meeting on

Strategic Approaches to Freshwater Management, 28-31 January 1998.

- Comments were provided on the "Guidelines on water and sanitation within basic social services for all (BSSA)" that was prepared by UNICEF for the Inter-Agency Task Force on Basic Social Services for All. These guidelines mirrored similar guidelines prepared for education, reproductive health and nutrition. Their purpose is to provide a framework for the implementation of the 20:20 initiative in water and sanitation within the United Nations System.
- An electronic discussion list was created under the WSSCC. This was established to provide a discussion platform on the 20:20 topic and to formally set up the task force by inviting participation by WSSCC members who had earlier indicated interest in a task force that would primarily work electronically.
- A discussion paper was prepared and put on the electronic discussion list in August 1999. Comments were invited from the 70 subscribers to the list. This paper looked at water and sanitation as basic social services and at the implementation of the 20:20 initiative. Data were included on four countries that had monitored their progress in increasing national and official development assistance (ODA)



Caroline Penn/WaterAid

funding for basic social services. Several factors limited the extent of the analysis. Statistics and data on expenditures for basic social services were found to be very scanty. Moreover, investments on water and sanitation were even more difficult to monitor because data are scattered and do not include the direct investments of individual users. The paper can be accessed at: <http://www.mailbase.ac.uk/cgi-bin/files?wss2020>

As a result of the heavy workload arising from the preparation of VISION 21, relatively few responses were received on the discussion paper on the 20:20 initiative. In general, the comments that were received were supportive of the arguments in the paper. A summary of the key issues of the paper prepared for the Fifth Forum is presented below.

- **Moving from input to outcome targets.** The 20:20 initiative is meant to ensure that governments and the donor community spend at least 20 percent of their funding on basic social services. The intention is to make more financial resources available for the sector. The administrative difficulties of monitoring these allocations proved to be considerable and have not yet been overcome. For this and other reasons, the 20:20 initiative has not succeeded. It is a problem of both the level of funding and the results that need to be obtained with this funding. Therefore, it is necessary to explore better ways for sector staff and governments to be accountable for the outcomes of their efforts.
- **Defining the basic service level.** What level of basic services will be guaranteed to the population, and particularly the poor, and what time frame needs to be established on a country by country basis. It is preferable that the basic service levels (access, quantity, continuity, quality and cost) are adopted through a transparent

process, in which the implications of the choice are reviewed and clarified. An approach calling for incremental service levels can also be used, whereby the definition of acceptable basic services is made increasingly more demanding over time. Service levels also can be differentiated within a country to reflect regional variations. Concerning basic social services, communities may be entitled to receive support for the construction costs of the basic service level. It would be even better to provide direct support to the poor.

- **Reviewing the situation to make proper plans.** At present, the status of the sector is not fully clear in most countries. The improved Joint Monitoring Programme (JMP) is providing better data than before, but these data are still not gender specific nor do they address the particular situation of the poor. Further improvements in data and data collection are needed. The use of participatory sample surveys, such as the MPA method developed by the Water and Sanitation Program and the IRC, seems to be a very good strategy. This could provide a very effective way of getting a picture of water supply and sanitation in a country and could be a sound basis to prepare an action plan with a strong focus on the poorer sections of society. The essence of such a participatory review is to truly involve the key players in the sector as well as the recipient communities.

These findings and suggestions closely match some of the key issues included in VISION 21 process. They need, however, to be put into action to ensure that the basic human right of access to adequate water and sanitation is satisfied. The discussions in the Fifth Global Forum will be very useful in keeping water and sanitation high on the political agenda.

14 Network: Operation and Maintenance

COORDINATOR:
JOSE HUEB, WHO

Background

Operation and Maintenance (O&M) was one of the seven topics chosen as a priority by the Water Supply and Sanitation Collaborative Council (WSSCC) at its First Global Forum in Oslo, Norway in 1991. The Oslo Forum requested the O&M Working group to take on the challenge of improving the performance of the water supply and sanitation sector. The mandate was extended at each of the WSSCC Global Fora – at Rabat (1993), Barbados (1995) and Manila (1997). Throughout this period, yearly meetings of the O&M Working group were held and reports produced.

Within the working group, the focus on O&M has evolved from concepts which were predominantly of a technical nature to a comprehensive approach covering activities carried out both by water and sanitation utilities and by communities. This approach now emphasizes the sustainability of public services and the maintenance of capital assets. In this context, O&M takes into account the aspects associated with the overall performance of water supply and sanitation facilities, such as institutional arrangements, organization of services and sound resources management, as well as human resources, community management and environmental, financial and economic issues.

In 1997, the Fourth Global Forum, meeting in Manila, requested the O&M Working Group to change its status to a network. The first meeting of the O&M Network was held in The Hague, Netherlands, in February 1998, during which the objectives and structure of the Network were established. Subsequent activities were linked to upgrading and implementing O&M tools (see list below), to organizing national workshops for advocacy purposes, and for participating in international events. The coordination of the network will be handed over to an interested institution at the Fifth Global Forum. After more than ten years of active involvement with the group, WHO now wishes to transfer its support and leadership of the network to another organization willing to continue this important work.



Nicaragua/Balaguer/UNICEF

It is important to recall the achievements of the O&M Working Group and its successor, the O&M Network, over the past decade. These include the following: (a) advocacy on O&M, (b) information exchange on O&M, (c) production of manuals and guidelines, (d) promotion and dissemination of O&M tools and (e) training and capacity-building at regional and country levels.

Objectives of the O&M Network

The objectives of the network were consolidated during its last meeting in The Hague, February 1998. They are to:

- Develop and consolidate the networking of service providers and users in order to exchange experiences, knowledge and information through an open dialogue (both demand and supply-based) on O&M of water supply and sanitation systems;
- Provide a platform for collection and dissemination information on O&M;
- Support information process on O&M by regional or national resource centres;

Main activities	Outputs
Advocacy for O&M	<ul style="list-style-type: none"> • Regional and national workshops on O&M¹ • Participation in major meetings and events²
Information exchange	<ul style="list-style-type: none"> • Meetings of the core and advisory groups of the O&M Working Group • Information on O&M in the IRC Newsletter and on the web pages of the WSSCC
Production of manuals and guidelines	<ol style="list-style-type: none"> 1. elected case studies on O&M of WSS systems (in English) 2. Tools for the assessment of O&M status of urban and rural WSS (in English) 3. O&M of urban WSS: a guide for managers (in English and Portuguese) 4. Training course on leakage control (in English) 5. Upgrading of water treatment plants (in English) 6. Training package on management of O&M of rural WSS (in English, French and Portuguese) 7. Models of management systems for the O&M of rural WSS (in English, Portuguese and French) 8. Manual on linking technology choice with O&M in the context of community – managed WSS (in English and Portuguese)
Promotion and dissemination	<ul style="list-style-type: none"> • Promotional posters on O&M; flyers on O&M tools distributed at meetings • Documents distributed at national workshops and major meetings • Dissemination of publications through WHO and the IRC network
Training and capacity-building	<ul style="list-style-type: none"> • Management of urban water supply and sanitation systems³ • Management of O&M of rural water supply and sanitation systems⁴ • Leakage control⁵

1. Bénin (1999), Botswana (1997), Burkina Faso (1994, 1996), Ghana (1996), India (1997) Kenya (1996), Lesotho (1997), Malawi (1997), Mali (1998), Mozambique (1995), Niger (1998), Swaziland (1997), Tanzania (1999), Uganda (1999), Zambia (1997), Zimbabwe (1993, 1996)
2. WSS Collaborative Global Forum (1991, 1993, 1995, 1997, 2000) ; meeting of national task force on O&M in India (1997) ; First regional meeting of the WSSCC for Latin America (1995) ; regional Workshop GTZ Africa (1997) ; Council's Eastern European group (1997) ;Congress of the International water Supply Association (1997), meetings of the AFRICA 2000 Initiative.
3. Bangladesh (1996), China (1997), Malaysia (1995), Vietnam (1997)
4. Burkina Faso (1994, 1995, 1996, 1997) Mozambique (1997), Vietnam (1997)
5. Pakistan (1995), Egypt (1995), Morocco (1997), Indonesia and Thailand (1998)

- Promote available O&M tools prepared by the O&M Working Group;
- Revise, upgrade and adapt (to local context) O&M tools;
- Promote country level policy formulation for O&M and its sustainability; and
- Contribute to a more efficient and effective use of limited resources.

Structure of the O&M Network

The basic principles behind the structure of the O&M Network have been to decentralize its operation, to use electronic means to promote its composition and dynamism, to preserve some of the strong elements of the previous working group, to upgrade and implement the O&M tools and to transfer the coordination of the network to other organizations.

Governance of the O&M Network

The governance of the network is done under the auspices of a core-group. This governance ensures leadership, values and clear orientations. It has been proposed that the composition of the core-group should be reviewed and adapted to represent a wider group of professionals and institutions dealing with O&M in the sector, but this has not yet been done. The *values* should include complementarity, free flow of information, autonomy of partners, high quality of services and products, and the use of existing organizations and networks. The present core group is composed of representatives from WHO, SKAT, World Bank and IRC. The network is coordinated by a secretariat, which in the future should be attached to the most suitable network partner capable of providing the necessary facilities.

Structure

Although the present structure of the O&M Network has not completely changed from that of the O&M Working Group, consideration has been given to the network relying on a more decentralized structure in order to be closer to realities and implementation. The present network counts more than 300 members, representing a wide range of professionals from both the South and the North, and representing both public/private institutions and bilateral/multilateral organizations. It is proposed that the future network includes the following elements:

- core group members (governance)
- secretariat (coordination)
- regional focal institutions (resource centres, members of the network)
- technical resource centres (e.g. IHE, SKAT, IRC, WB/UNDP; UNICEF and others)
- sector professionals/resource persons
- ordinary members/subscribers/occasional visitors

The future success of the decentralization of the O&M Network and the dissemination of its outputs will rely on the support of regional/national institutions, which will be members of the network. The regional focal institutions⁶ should act as regional/national or local focal centres of local networks, and they should give access and provide a platform for local participants not having direct access to information. They should be able to provide a minimum set of services/products (internet, training, newsletter, capacity to organize workshops, awareness raising, information broker, local network, advocacy, consultancy, etc.). Some of these services are related to the implementation of the O&M tools. The members of the core group, as well as other members, could help to initiate and support O&M processes and build capacities of these institutions in a sustainable way.

Sources of financial support

The financial sources of the present O&M Network have been the Italian Ministry of Foreign Affairs, WHO headquarters and

Regional Offices (Africa and South Eastern Asia/Pacific), inputs in professional time from organizations such as IRC and SKAT, and various donors who have contributed by sponsoring training events, including the Swiss Development Corporation (SDC) and the Ministry of Foreign Affairs (DGIS) of The Netherlands. The future of the O&M Network will rely on its capacity to mobilize additional resources, for which a strategy needs to be developed.

Activities

Since the Fourth Global Forum, the network has accomplished the following:

Major events

Meeting of the O&M Network, The Hague, February 1998 (with report)

Participation in World Water Forum, The Hague, March 2000, and the VISION 21 exercise

Upgrading of O&M tools

Management of operation and maintenance of rural water supply and sanitation – A training guide for managers and planners

Linking technology choice with operation and maintenance in the context of community-managed water supply and sanitation (translated to Portuguese)

Tools for assessment of operation and maintenance

Source document on leakage control

Completion of the document "Upgrading of water treatment plants"

Advocacy workshops

Benin (1999), Mali (1998), Niger (1998)

Training and capacity building

Course on management of O&M of rural water supply and sanitation: Burkina Faso (1998, 1999, 2000), Mozambique (2000), Vietnam (1998)

Course on leakage control in Vietnam (1998)

6. For example: Ministerial departments, universities and research/training centres, regional NGO's, ITN centres, WHO collaborating centres, IRC regional partners, RWSG's / WB/UNDP, UNICEF

Audit of a water agency in Vietnam and national seminar to discuss the findings of the audit (1998)

Networking

Consolidation of the list of members of the O&M Network

Recommendations for Follow Up

In order to consolidate knowledge and implementation of O&M at international, regional and country levels, the present coordinator and members of the core group recommend the continuation of the O&M Network. Several issues important to the future of the network will need to be clarified, such as (a) coordination, (b) network development, (c) promotion and implementation of existing tools and (d) development of tools for new issues.

Coordination

The coordination of the O&M Network is in process of being handed over by WHO to another organization. This transfer is expected to occur officially at the Fifth Global Forum. The new organization will have the task of coordinating the network institutionally, professionally and financially. The main tasks of the coordinator will be to meet with the core group members regularly and to follow their recommendations, (b) to consolidate the network and promote the development of decentralized activities at regional or national level with inputs of the members of the network, (c) to help in raising funds for the implementation of activities and (d) to monitor and report on activities to the Executive Secretary of the WSSCC.

Network development

The network offers a platform to share knowledge, experience and information on O&M in the sector world-wide. The network, therefore,

should provide or allow for (a) a site for discussions on O&M related issues (email-based with archive accessible also on websites), (b) sharing relevant O&M information and experience (email-based), (c) web page of the O&M Network with links to the WSSCC and related Council groups/networks, (d) access to relevant links to the O&M materials of other institutions and a database of resource materials of the O&M Working Group, (e) database of resource institutions and their services, (f) database of O&M resource persons and (g) a newsletter.

It is recommended that an experienced organisation or resource person maintain the network as there is still a huge demand for the assistance that it provides to the sector. The new coordinator of the network should be provided with all the assistance that he/she might require for a smooth handover.

It is also recommended that the network makes optimum use of existing networks (STREAM; CAPNET; GARNET) and improves the linkages with other WSSCC networks

Promotion and implementation of existing tools

The network provides a platform for the promotion and distribution of existing tools. It is recommended that resource centres at regional and national levels be advised on the availability of existing tools (produced either by the network or elsewhere), as well as their implementation on a sustainable basis.

Development of tools on new issues

It is recommended that the network develops tools in partnership with other WSSCC working groups on the O&M of sanitation services both at urban and rural levels as well as O&M in water supply systems in low-income urban areas.

15 Network: GARNET

COORDINATOR:
ANDREW COTTON,
WEDC/LOUGHBOROUGH UNIVERSITY,
UNITED KINGDOM

Background: What is GARNET and how does it work?

Applied research has been a key issue area for the Collaborative Council since the first Global Forum in Oslo in 1991. The Global Applied Research Network (GARNET) promotes the exchange of research-related information between groups and individuals working internationally in the water supply and sanitation (WS&S) sector. It does so through low cost, decentralised networks linking users, funders and practitioners of research.

Objectives

GARNET aims to broaden and encourage stakeholder participation in the applied research process through:

- Facilitating the sharing and exchange of applied research in the WSS sector;
- Promoting the concept of applied research and demonstrating its value and impact;
- Acting as a focal point for applied research activities both for the sector and for the Collaborative Council.

Structure

GARNET works both globally and with a local focus. Network members are drawn from a variety of institutions, including higher education establishments, NGO's, government ministries, international organisations and consultancies. The structure consists of:

- **Global network centre (GNC:** responsible for promoting the network globally);
- **Topic network centres (TNC:** which are based on specific subject themes, and;
- **Local network centres (LNC's)** in Latin America, West Africa and South Asia. These have been established since the Barbados Global Forum in 1995.

The current global network centre is the Water, Engineering and Development Centre (WEDC) at Loughborough University in the United Kingdom. Financial support for the centre comes through the Department for International Development of the UK government. The GARNET advisory committee receives financial support from the Department for International Development (DFID) and Swiss Development Cooperation (SDC).

What has GARNET accomplished?

The level of **networking activity** has grown significantly since 1993, and opportunities for information exchange have increased following the introduction of new topic and country based networks (See Annex). Since the Barbados and Manila Global Fora emphasis has been placed on:

- Establishment of local network centres (LNC's) as a way to decentralise GARNET's global operations and to encourage operating languages other than English;
- Rationalising the network to ensure that only active and effective networks are present;
- Exploring opportunities for developing new networks of interest;
- Strengthening electronic forms of networking and document delivery (including listservers, conferencing and Internet websites);
- Periodical networking updates

Promotional activities include initiatives that are designed to complement information exchange and to generate a higher profile for applied research in the sector in general. The main initiatives include:

- *Promotion of WSSCC activities:* Highlights from the Council's working groups and mandated activities are regularly featured on GARNET's website and e-mail fora, and in periodical networking updates. GARNET has also established listservers for selected Council working groups and activities.
- *Outputs:* including:
 - dissemination of a *Guide to Applied Research*, a compilation of four papers on the process, priorities, quality and funding of applied research;

- transferring the *Directory of UK Based Research in WS&S sector, 1992-95* to the Internet;
 - revising/updating the *Directory of Donor Agencies Funding Applied Research* in the WS&S sector;
 - publicity material on *How to use GARNET*, disaggregated for different target groups;
 - database of applied research projects identified through GARNET, with a searchable, web based version on the GARNET website;
 - an *Issues Paper on Networking*, distilling GARNET's experiences with establishing, stimulating, managing, sustaining and evaluating networks;
 - a briefing note on *Management and Maintenance of Networks* for those planning to establish networks;
 - a briefing note on *Planning Electronic Conferences* providing a description of the critical steps and issues involved in formal on-line consultations;
 - results of an *Evaluation of the use of GARNET electronic listservers*;
 - an *Evaluation Report on the Global Applied Research Network* (March 1998);
 - a *Vision for Applied Research* (March 1999) developed as part of the VISION 21 process by GARNET's advisory committee;
 - an electronic conferencing series (OneWorld Water Think Tank), co-produced by GARNET (in partnership with OneWorld, IRC International Water and Sanitation Centre, WaterAid and the World Bank.
- *On-going activities:* GARNET continues to update its research database of projects, and is embarking on a second phase of electronic conferences in the sector.

What can members expect from GARNET?

On joining GARNET, members can expect the following services:

- *From topic network centres* – information relating directly to applied research in the

topic. This will include periodic updates from the network co-ordinator, normally in the format of a network newsletter distributed by post or e-mail, detailing recent or on-going research projects, developments, and insights from the field. Selected topics run electronic forums to facilitate discussion on the subject. Co-ordinators are typically experts in their field and can assist network members with technical queries.

- *From local network centres* – information relating directly to applied research activities in the local area. As with topic centres this includes periodic updates from the centre normally in the form of a bulletin. Activities include publication of outputs such as digests of research projects, and consultation events such as workshops or electronic conferences (typically arranged on demand from local network members). Centre staff provide a question and answer service to local members, where appropriate.
- *From the global network centre* – information relating to the initiative as a whole and applied research in the sector in general. Outputs include the periodic *Global Network Newsletter*, miscellaneous products including directories and case studies, working papers covering specific themes relating to applied research and on-line information access via electronic listservers and an Internet site.

Networking is a two way process which depends on mutual exchange of information, findings and experiences. All members, whether associating with a topic or local network, should expect to contribute, as well as to receive.

How GARNET has made a difference: a few brief examples

Spreading examples of applied research and best practice

Members of the pit latrine network helped to identify and contribute sufficient research related information to produce a short frequently asked question (FAQ) response on composting latrines. The co-ordinator of the network was able to edit the information received and present it in the form of a FAQ. This was subsequently distributed to all

network members, free of charge. The questions highlighted responses in relation to:

- Examples of project using compost latrines;
- A commentary on user's perceptions of compost latrines;
- User's motivation for adopting the technology;
- Operational problems with the technology (if any);
- Indication of capital cost, affordability and willingness to pay;
- Key advantages and disadvantages of compost latrines (professional's perceptions)

Locating key informants and sources of information

Eva Kaltenthaler, co-ordinator of the Hygiene Behaviour Network, organised the collection of biodata on network members, and published the outcomes in a network newsletter in 1999. This was distributed to all network members in hard copy format and made available electronically. Compilations of this kind are noted by members' as valuable ways to identify areas of interest and specialism, and as such facilitate collaboration.

Drawing on wider practice and experience

"I found the responses I received from the WASAR list (GARNET's electronic listserv) to be really useful. I received something in the region of 20 responses over the space of a week or so following a single request, offering references to people, documents and other related research projects. It was notable that many of those who responded to me had not seen the request first hand, but had been informed by colleagues who used the list and thought it might be of interest to them. There are effectively many more people connected to the list than are subscribed to it!

As a result of the responses I received, I believe the research proposal I came up with was informed with current thinking rather than that derived from books and journals. I actually met with a researcher from the Water Research Centre in Pretoria (South Africa) following correspondence, and we are hoping to collaborate further in the future, such that my proposed research project remains relevant to their requirements". (Leon Miles, University of Surrey, UK)

Recommendations for follow up

GARNET undertook an internal evaluation of activities in March 1998, the results of which are available in the main report. The central recommendation from GARNET's advisory committee is that the initiative continue during the next biennium, that WEDC continue to act as a global network centre and that the action plan developed to address these recommendations should continue to guide GARNET's direction.

Provisionally, GARNET's activities during the next biennium will seek to:

- Complete activities in respect of the Evaluation report's recommendations;
- Develop the local network centres as independent entities;
- For the GNC to reduce its overall management role, and instead provide assistance and advice to TNC's and supporting the process of network development across the sector (particularly in relation to the WSSCC activities);
- Provide stronger support to the topic network centres to expand their activities wherever possible;
- Strengthen and develop electronic forms of networking and document delivery (such as electronic conferencing, electronic listservers, automated document delivery, interactive web site).

We believe that GARNET is at the forefront of electronic networking and conferencing in the sector and we have learned many valuable lessons particularly through the proactive approach adopted by our Local Network Centre Partners in Bangladesh and Colombia. There are exciting possibilities here which have a much wider application to the Council as a whole. The WSSCC may wish to consider how this experience can be mainstreamed into the operation of other mandated activities and networks of the WSSCC given the expansion in the number of these activities and the increasing problems of funding sufficient face to face meetings.

Future activities can only be determined and prioritised once funding has been secured. GARNET has to seek a level of funding sufficient to meet a critical minimal level of activity, and this will require support from donor agencies in addition to those who have generously supported the activities to date.

Linkage with Core Points of Framework for Action of VISION 21

GARNET's potential overlap with the core recommendations from the Framework for Action are summarised in the following table:

Core Point	GARNET overlap (actual and potential)
Assist in process of identifying areas for action (community, country, regional, global)	<ul style="list-style-type: none"> • LNC surveys of applied research needs • TNC identification of research priorities within subject • LNC national/regional workshops on selected topics • On-line consultations (ie, electronic conferences aimed at practitioner community)
Enlist commitment of national government and partners	<ul style="list-style-type: none"> • LNC development of advocacy material arising from national/regional workshops
Mobilise global community to support development of country visions	
Provide supporting tools	<ul style="list-style-type: none"> • Website (space allocation) • E-mail for a • Electronic conferences • Briefing notes on network development • LNC and TNC outputs

Issues for discussion at the Fifth Forum

GARNET is a growing network of information exchange and promotion in the applied research field. As such, it benefits and improves its services through increased use by, and contributions from, members. In the Regional Sessions in Brazil, participants are invited to consider:

- the range of networking experience and services that GARNET can now offer. Where appropriate, GARNET can support knowledge networking activities (listservers, conferencing, network development);
- consider topics on which there is a demand and in which they have experience. In turn, make contact with the appropriate topic co-ordinator, local network centre, or the global network centre to formalise GARNET membership.

Annex A: Networking Issues

As WSSCC activities continue to develop and expand, and as expectations build regarding delivery of practical tools to aid those working in the sector, there will be an increasing need to look at new modes of operation. WSSCC has previously established or reoriented working groups as information networks (GARNET, O&M, Services for the Urban Poor, and Gender Issues). These operate in ways that address the key recommendation above, namely by developing 'communities of practice' on a selected issue, by raising awareness on issues of collective interest and by including a wide range of stakeholders in the networks. A shift from traditional working groups to knowledge networks, similar in operation to those already established, offers a potential route for future development of WSSCC activities.

The following experiences with networking are relevant if this mode of operation is to be adopted:

GARNET experience with networking

Applied research has been a key issue area for WSSCC since the first Global Forum in Oslo in 1991. Since that time, the Global Applied Research Network (GARNET) has developed and adapted to changing needs and circumstances in the sector. Although a small initiative, it has been progressive in documenting and sharing its experiences. This has led to many valuable lessons being learned, many of which have been (and continue to be) shared with Council members.

The emphasis of GARNET's operations has shifted over time in response to changing needs and circumstances. In particular, there has been a decentralization of activities to three geographic centres to widen the footprint of the initiative, and GARNET has embraced electronic networking as a means to enhance the immediacy of information exchange (while at the same time retaining a hard copy document delivery system). The creation and activities of 'Local Network Centres' in Latin America, West Africa and South Asia, and the development of a website, e-mail list-servers and e-conferences are manifestations of these changes.

Note on networks

The apparent popularity of networking can be explained by examining the benefits that it offers to the sector's key stakeholders. Funders, practitioners, researchers and decision-makers all gain significantly from networking and have an incentive to nurture and encourage its development. Funders advocate their use as a way of facilitating dissemination across country and regional boundaries and permitting resource sharing which may deliver cost savings. Practitioners support networks because they reduce professional isolation and deliver insights into the discipline which may otherwise be lost. Researchers gain from higher quality and targeted information sharing.

Networks have much to offer, and at times the water and sanitation sector can seem awash with them. But do we fully understand what they are for, what they mean and where their value lies? In the rush to be part of the latest network, are we sure we know why we are joining and what the likely benefit will be?

Networking is difficult to explain simply and clearly. It is frequently used in conjunction with other terms (research-, information exchange-, and co-operative-) which may breed confusion about the general purpose of networks. In addition, common usage implies widely divergent meanings – to some it refers to exchanging business cards and talking informally at conferences, for others it is a formal mechanism by which opportunities within a given field can be tapped and exploited. Without clear definition, networking can mean all things to all people. Despite this apparent divergence in meaning and usage, certain common features are recognizable. Typically, networks include *associations* (formal/informal; individuals/institutions), who share a *common goal or purpose* (open-ended/task specific); and who *contribute resources or time in two-way exchange or communication*.

Clearly then, networks imply more than a list of names on a database who are contacted periodically; they are defined by their levels of participation and interaction.

Lessons from experience

The following represents those lessons have been learned about the planning, implementation and management of networks based both on the GARNET experience and the wider networking experience:

- **Sustainability:** The key to sustainability of a network is whether the members perceive the benefits of membership to outweigh the costs of contributing to the network. Enthusiasm for networking activities depends on how useful the members perceive the objectives of the network to be and whether they consider these objectives to be achievable.
- **Member participation:** Network members should be involved in the planning, goal setting and work plan for networks. A sense of ownership is crucial if the network is to be vibrant, dynamic and meet the needs of its members. The degree to which people and organizations contribute to network building will depend on the calculation of future benefit they perceive.

- **Membership is not participation:** Although a network may list hundreds of members, in reality a small core group may be driving and shaping the network's agenda. If these individuals lose interest or leave, the network may flounder. Fostering comprehensive participation and providing a sufficient incentive structure for participation is a major (and problematic task) of any network.
- **Define objectives:** Defining goals and objectives firmly will help establish the parameters for who participates and help prevent the network from being re-aligned.
- **Networks need to be user driven:** Networks should arise from an expressed need within the sector to which individuals or organizations are prepared to commit time and resources. Creating networks without identifying the expressed need is an empty exercise and commonly leads to limited network sustainability.
- **Think holistically:** Networks should not restrict membership only to those who are *perceived* as its natural target audience. GARNET, for instance, endeavors to include all the key stakeholders in the research process, including the funders and users of research, in addition to practitioners. An inclusive network is one that may develop greater long-term sustainability and achieve higher quality outputs through the insights that such inclusion can bring.
- **Evaluate, monitor and reflect:** Evaluation and feedback from network members need to be constantly sought and incorporated into network activities and terms of reference. Networks do not exist in a vacuum, rather they are likely to shift their emphasis over time. Networks need to be able to identify such shifts and know how to respond to changing needs.
- **Clear focus and remit:** A clearly stated problem or subject will help define the network's purpose and objectives. This will reduce confusion among network members and enable all to work towards common goals.
- **Operating languages:** If networks are to draw on the experiences of members drawn from diverse regions internationally, some provision must be made to allow for different operating languages other than English. There is a danger of raising expectations within a subregion if network outputs or dialogues are offered in several languages. Crucially, networks must avoid tokenism and possess a mechanism with which to operate multi-lingually.
- **Specific funding:** Network coordination takes time and resources to be effective. Funding (or assistance in kind) is a crucial part of enabling the work of coordinators. Ideally, co-ordinators should receive some form of incentive for the work that they undertake (this simply represents the reality of coordination - which is frequently voluntary and additional to existing workloads). Networks that rely on surplus funds and voluntary labour will suffer as a result.
- **Flexibility and openness to new ideas:** Networks need to be prepared to adopt new practices and to adapt to change, otherwise they are likely to become locked into obsolete ideas and practices which do not serve anyone's interest.
- **Communication channels:** Networks should not assume that the medium by which they communicate exists or operates reliably in other countries where network members are resident. New developments offered through information technologies may not be available to the NGO network member working in rural Tanzania, for instance. Networks should endeavour to use electronic mail, listserver forums and discussion group variations to build the network into a participatory structure and help to confirm strategy and policy.

Annex B: Topic Network Centres/Local Network Centres

Topic Networks:

- Institutional development** Dr Richard Franceys, IHE Delft, Westvest 7, PO Box 3015, 2601 DA Delft, THE NETHERLANDS. Tel: +31 015 151715; Fax: +31 015 122921; E-mail: rwf@ihe.nl
- Hygiene behaviour** Dr Eva Kaltenthaler, ScHAAR, University of Sheffield, Regent Court, 30 Regent Street, Sheffield S1 4DA. UNITED KINGDOM. E-mail: e.kaltenthaler@sheffield.ac.uk Participatory approaches
Nilanjana Mukherjee / Priya Tuli, Regional Water & Sanitation Group for East Asia and Pacific, UNDP/World Bank Water and Sanitation Program, P.O. BOX 1324 /JKT, Jakarta 12940, INDONESIA. Fax: 62-21-252 0432, E-mail: Mukherjee@worldbank.org
- Gender Issues** IRC International Water and Sanitation Centre, PO Box 93190, 2509 AD The Hague, THE NETHERLANDS. Tel: +31 (0)70 30 689 30. Fax: +31 (0) 70 35 899 64. E-Mail: wjk@irc.nl or francis@irc.nl
- Urban environmental health DECNET** No current co-ordinator. Passively managed by GNC
Mr Dan Campbell, Environmental Health Project, 1611 N. Kent Street, Suite 300, Arlington, Virginia 22209, USA. Tel: +703 247 8730, Fax: +703 243 9004; E-mail: CampbellDB@EHProject.org
- Roofwater harvesting** Dai Rees, Development Technology Unit, School of Engineering, University of Warwick, Coventry CV4 7AL. UNITED KINGDOM. Tel: +44 2476 522339; Fax: +44 2476 418922; E-mail: dgr@eng.warwick.ac.uk
- Water quality monitoring** Dr. Gilles Forget, Senior Scientist (Toxicology), Programs Branch, IDRC, 250 Albert St., P.O. Box 8500 Ottawa, Ontario. CANADA K1G 3H9 Tel: +613 236-6163 ext. 2545; Fax: +613 567-7748; E-mail: Gforget@idrc.ca
- Solar disinfection & distillation** Mr T A Lawand, Brace Research Institute, Macdonald Campus, PO Box 900, Ste Anne-de-Bellevue, Quebec HDX 1C0, CANADA. Tel: +514 398 7833, Fax: +514 398 7767; E-mail: AE12@MUSICA.MCGILL.CA
- Iron and manganese removal** Sean Tyrrel, Lecturer in Microbiology, Institute of Water and Environment, Cranfield University, Silsoe, Bedford, MK454DT. UNITED KINGDOM. Tel: +44 1525 863293; Fax: +44 1525 863300; E-mail: s.tyrrel@cranfield.ac.uk
- Handpumps** Mr Eric Baumann, Head of Department, SKAT, Vadianstrasse 42, CH-9000, St Gallen, SWITZERLAND Tel: +41 71 23 74 15; Fax: +41 71 23 75 45; E-mail: erich.baumann@skat.ch
- Pit latrines** Mr Darren Saywell, WEDC, Loughborough University, Leicestershire LE11 3TU. UNITED KINGDOM. Tel: +44 1509 222885; Fax: +44 1509 211079; E-mail: d.l.saywell@lboro.ac.uk
- Nightsoil/sludge treatment** Mr Martin Strauss, SANDEC, Ueberlandstrasse 133, CH-8600, Duebendorf, SWITZERLAND. Tel: +41 1 823 50 20, Fax: +41 1 823 53 99; E-mail: strauss@eawag.ch
- Low cost sewerage** Professor Duncan Mara, Civil Engineering Department, University of Leeds, Leeds LS2 9JT, UNITED KINGDOM. Tel: +44 113 233 2276; Fax: +44 113 233 2308; E-mail: d.d.mara@leeds.ac.uk
- SWM Recycling** Dr Mansoor Ali, WEDC, Loughborough University, Leicestershire LE11 3TU. UNITED KINGDOM. Tel: +44 1509 222885; Fax: +44 1509 211079; E-mail: s.w.ali@lboro.ac.uk
- Wastewater management** Shaaban Mgana, Dept of Environmental Eng. University College of Lands and Architectural Studies (UCLAS), PO Box 35176, Dar Es Salaam, TANZANIA. Tel: +255 51 71272, 75004; Fax: +255 51 71853; E-mail: mgana@udsm.ac.tz

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Country Networks:

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Rosario Aurora Villaluna, Philippine Centre for Water and Sanitation:
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John Isaac/UNICEF

16 Task Force: Gender Network

COORDINATOR:
JENNIFER FRANCIS, IRC,
THE HAGUE

Background

Recognising the significance of gender concerns in the water and sanitation sector, the Water Supply and Sanitation Collaborative Council has identified gender as one of seven priority issues to be addressed by specific working groups since 1991. The Working Group on Gender Issues was designated a mandated activity of the Council at Oslo (1991), Rabat (1993), Barbados (1995) and Manila (1997). In 1995 the Gender Issues Working Group became the Gender Issues Network, coordinated by Christine van Wijk of IRC International Water and Sanitation Centre. In 1997 gender continued as a network as well as becoming one of the cross cutting issues of the Manila Action Programme.

The Gender Network of the Council has been used since 1997 to mobilise action for mainstreaming gender in the development of VISION 21 and the overall World Water Vision process. The Council's activities within VISION 21 have been supported by gender ambassadors from various regions attending consultations to ensure mainstreaming of gender issues within the development of the VISION 21. The Network also provided support to the Council in the preparation of the VISION 21 document where gender was mainstreamed.

At the Second World Water Forum in March 2000, gender mainstreaming was placed high on the agenda of the water sector and a Gender and Water Alliance was launched to help implement water visions. A total of 110 individuals and organisations are presently members (including some of the members of the Gender Network, or GEN NET) with IRC acting as the secretariat for the alliance. In view of the synergies established at the Forum and the international recognition received for the alliance, it has been suggested that the alliance now be responsible for mainstreaming gender within the Council's activities. This would allow coordination to be continued by the IRC through Jennifer Francis in close collaboration with regional alliance members.

Objectives

The aim of the network is "to collect and disseminate information on gender issues, training, meetings and publications". The network also "share(s) experiences and lessons learnt, giving practical examples". The primary tasks of the network are to publish the GEN NET newsletter and prepare a brochure on Gender in water supply and sanitation. Furthermore, the network focuses on new job opportunities that the sector offers to women and the relationship of this development to the access of girls to basic education and the access of women to various types of training.

Structure

Since its inception, the Working Group on Gender Issues has grown in size and global representation. At the time of preparing this report the network had a total of 61 members from 29 countries. Members come from many regions, including Africa (8), Asia (16), the Caribbean (3), Europe (6), North America (10), the Pacific (1) and South America (3). Fifteen of the network members are male.

At the Fourth Global Forum in Manila, it was decided that the Council would also operate on a regional basis. Thus, work on gender issues became part of the work of five regional chapters (or focal points) on water supply and sanitation. In Manila, the Council promised to assist GEN NET in getting some external financing for its work from 1998 onwards. An immediate step was to identify the regional coordinators for GEN NET. These coordinators are Aurora Villaluna for South East Asia and Mariella Garcia for Latin America. With the assistance of Christine van Wijk, the coordinators prepared a proposal for the Council to secure sources of financing to continue the work on a regional basis. Unfortunately, funding has not yet materialised and, therefore, the GEN NET members have continued to carry out their tasks on a voluntary basis.

Activities Since Manila

Activities in the MAP

Specific activities for the Gender Network identified in the Manila Action Programme (MAP) were:

- expand contacts with organisations and persons working on gender issues in other water-related sectors;

- strengthen links with the Global Water Partnership and several institutes dealing with gender and agriculture, irrigation and environment;
- establish regional networks to facilitate the sharing of knowledge, capabilities and contacts on gender in water supply, sanitation and hygiene;
- expand working relationships with sector ministries, departments, utilities and boards;
- contribute to the UNDP/World Bank initiative to assess the linkage between gender-sensitive and demand responsive approaches in water supply and sanitation projects.

Global Participatory Learning Initiative

Over 1998-1999, the Water and Sanitation Programme (WSP) of the UNDP/World Bank carried out a Global Participatory Learning Action Initiative (PLA) in partnership with IRC. The overall objective of the PLA initiative was to increase the sustainability of water supply and sanitation services for poor communities by increasing understanding of the links between gender, poverty, demand and sustainability. A methodology for participatory assessments (MPA) was developed and 18 assessments were carried out in partnership with project implementation agencies, sector partner institutes (including GEN NET member organisations such as CINARA and ITN Philippines) and 88 communities in 15 countries in the five regions in which the WSP operates¹.

The study used participatory assessment tools presented in the Metguide² at the community and institutional levels. It tested the assumptions that water and sanitation services are more likely to be sustained under the following conditions:

- they meet the demands of both women and men, rich and poor;
- men and women have a voice and choice in what services they will support and in the ways they will support them;
- gender-sensitive approaches in service establishment give women and men choices and voices;

1. Cameroon, Ghana in West and Central Africa; Kenya, Malawi, South Africa and Zambia in East and Southern Africa; India, Nepal, and Sri Lanka in South Asia; Indonesia and the Philippines in East Asia; Bolivia, Colombia, Ecuador and Peru in Latin America.
2. Metguide: Methodology for Participatory Assessments, with Communities, Institutions and Policy Makers, Linking Sustainability with demand, Gender and Poverty by Rekha Dayal, Christine van Wijk and Nilanjana Mukherjee. March 2000, Water and Sanitation Programme, The World Bank, USA.

- staff practising gender-sensitive participation is more likely to be supported by their institutions than staff not practising this approach.

The Metguide is a practical tool for all professionals committed to providing sustainable services to the poor through the use of participatory methods and learning evaluations. It is of particular value to development agencies and governmental and non-governmental agencies as well as to researchers and policy makers to integrate gender and development analysis into sustainability assessments of community water supply and sanitation services.

The challenge now remains to integrate the MPA into new projects and programmes and to adjust it for use in sectors related to drinking water supply and sanitation, such as health, hygiene and watershed development.

Gender Mainstreaming in VISION 21

The World Water Vision exercise from 1999 leading up to the Second World Water Forum in March 2000 was the period when the first four specific activities identified in the MAP (mentioned above) were achieved.

The IRC was responsible for mainstreaming gender in the Vision process, and particularly in the VISION 21 sector consultations on water supply and sanitation. Gender ambassadors (including GEN NET members) participated in regional consultations of VISION 21 in Africa, Asia, Latin America and the Caribbean to ensure sufficient attention and strategic application of gender mainstreaming within regional visions for the 21st century. The ambassadors also assisted in reviewing regional vision documents as well as the final VISION 21 document in order to mainstream gender. The results of mainstreaming gender in VISION 21 have been documented in "World Water Vision - Results of the Gender Mainstreaming Project: A Way Forward", World Water Council Secretariat, France, March 2000.

Gender at the Second World Water Forum

On 17 March 2000, the Gender and Water group session was held at the Second World Water Forum in the Hague with a threefold

aim: (1) to demonstrate the relevance of addressing gender issues and constraints, (2) to define the gaps in the application of a gender perspective and (3) to raise commitment for proposed strategies and activities in the future. Projects and partners from around the world shared their experiences and successes in applying a gender perspective. Four parallel workshops were organised to address gender issues within (a) hygiene education and the promotion of sanitation, organised by UNICEF, (b) bridging the gaps between policy and action, organised by the Netherlands Women's Association, (c) tools and methodologies for mainstreaming gender, organised by the World Bank and IRC and (d) "From Vision to Action", organised by IRC.

Gender and the Global Water Partnership

The Vision to Action parallel of the Global Water Partnership (GWP) workshop in the Second World Water Forum focused on institutionalising gender after the Forum, stressing on the fact that a gender and poverty angle for action is not a separate issue, but is crosscutting. A concept proposal for operationalising gender in integrated water resources management was prepared by IRC on behalf of the Mainstreaming Gender in The Vision Project Team. This proposal was discussed with a mixed panel, led by Ismael Serageldin, from the Global Water Partnership, ITN Philippines, IDS/Sussex University, UNIFEM and WaterAid. It was at this point that partners that had been involved in getting gender balance in the Vision consultations agreed to form an alliance to continue the push for the inclusion of gender considerations in water resources management and for the equal involvement of women and men in the water sector. The alliance now has 110 organisations and individuals representing all levels (from political to grassroots) in nine regions.

Water for People Day

The Collaborative Council organised the Water for People Day on 18 March 2000 and held one workshop to address gender issues within the water supply and sanitation sector.

Gender Action Programme

The Global Water Partnership welcomed a concrete proposal from the alliance to map out an action programme and Bill Cosgrove, Director of the World Water Vision Unit in Paris, pledged funding to host a first meeting

with alliance members to work out the action plan. In May 2000, the proposal for mainstreaming gender in integrated water resources management was endorsed as an associated programme of the Global Water Partnership. In Stockholm in August 2000, the Financial Support Group of the GWP reviewed the Gender and Water-associated Programme and the Dutch Ministry of Foreign Affairs and the UK department for International Development (DFID) have in principle pledged partial funding to support it. Discussions are on going with several other donors for the remainder of the required financial resources.

Preparations for the Fifth Global Forum of the WSSCC

For the Fifth Global Forum in Brazil, the Gender and Water Alliance is mainstreaming gender into the preparations for the meeting. The coordinators of the email conferences preparatory to the Forum were provided with gender and equity-specific questions to address. Results from all the email conferences pertaining to gender will be reported back during the Forum working group sessions. Gender ambassadors participated in the email conferences and will be present in Brazil to influence the thematic discussions and future work. It is hoped that the Gender and Water Alliance will be officially launched in Brazil.

Recommendations for Follow Up

To enable the Gender Network to fulfil its supportive and facilitating roles, the Council is requested to reconfirm the gender issues mandate as a cross cutting issue and agree that it be coordinated by the Gender and Water Alliance.

Furthermore, the Gender and Water Alliance should be used in support of the work of the Council in the regions. Regional coordination should continue to be located in one centre in each region. Associating the coordinating centres in the regions with international centres working on gender in the water and sanitation sector would facilitate the sharing of knowledge, capabilities and contacts. It is essential that regional centres translate key materials on gender and incorporate them into their programmes.

For the Gender and Water Alliance to carry out the above recommendations, the Council is requested to help find adequate financial support from Council members.

17 Task Force: Development and Maintenance of Council Websites

COORDINATORS:
HARRY OOSTERVEEN, IRC,
THE HAGUE AND
COR DIETVORST, IRC, THE HAGUE

Background

Advocacy and documentation/communication support for the sector are cross cutting issues for the WSSCC activities. The Report on the Evaluation of the Council clearly indicated the need for improved communication and information-sharing both internally (among members) and externally. The Evaluation Report recommended the introduction of a newsletter (electronic and hard copy version for those having no access to email/Internet) and information-sharing through a Council website on the Internet, provided it is well maintained. This need for improved communication was recognised in 1997 at the Fourth Global Forum in Manila, where the prototype of a WSSCC website, jointly developed by IRC and WEDC, was demonstrated at the INTER-WATER information booth. Since then further development work on the WSSCC website has been carried out by IRC.

Objectives

The main objectives of this cross cutting activity are:

1. to create a Council website,
2. to develop and maintain the Council website;
3. to create a GESI website;
4. to develop and maintain the GESI website;
5. to further develop, update and maintain the InterWATER Guide to Information Sources (part of the Council website);
6. to further develop and deliver SOURCE Water and Sanitation News Services comprising:
 - a. SOURCE Weekly in e-mail and www version;

- b. SOURCE Bulletin (bi-monthly) in hard copy, email and www version;
- c. SOURCE Archive on the Council website.

Structure

The structure of this activity consists of direct collaboration between IRC and the Council Secretariat and with UNICEF (for GESI). WEDC maintains the list server for GESI. The funding for this activity is shared between the Council and IRC.

Activities since Manila Forum

Events

- Brainstorming meeting on the development of GESI on 26 February 1998 at IRC in the Netherlands, <http://www.wsscc.org/gesi/brainstorm.html>
- Several consultative planning/progress meetings between WSSCC, IRC and UNICEF on websites
- Several planning meetings between WSSCC, IRC, WHO and WEDC on the development of a clearing house of information on sanitation (Sanigate)
- Several planning meetings between WSSCC/IRC/WEDC on design of a website design and on a list server for the Water for African Cities project of UNCHS and UNEP.

Outputs

1. The Council website was created in August 1998; in October 1998 it obtained its own domain, see: <http://www.wsscc.org>
2. Further development, frequent maintenance and new information were given to the Council website.
3. The GESI website was created in October 1998, see: <http://www.wsscc.org/gesi/>
4. Further development and frequent maintenance was made on the GESI website by adding new information, documents and hyperlinks.
5. With the aid of the GESI list server, WEDC ran the second electronic conference of the World Bank/One World Think Tank on *Strategic Sanitation Approaches*

(SSA) at the end of 1999, <http://www.oneworld.net/thinktank/water/index.html>

6. Announcements and summary news items on GESI and the Strategic Sanitation Approach electronic conference were carried in Source Weekly and Source Bulletin.
7. Further development, updating and maintenance of the InterWATER Guide to Information Sources (part of the Council Website) were carried out, see <http://www.wsscc.org/interwater/>
8. The SOURCE Water and Sanitation News Services (in partnership with IRC since October 1998) was produced, see: comprising: <http://www.wsscc.org/source/>
 - a. SOURCE Weekly in e-mail and www version;
 - b. SOURCE Bulletin (bi-monthly) in hard copy (5,000 copies), email and www version is the continuation of the earlier Water Newsletter and now include a WSSCC section;
 - c. SOURCE Archive on the Council website.

For the second phase of the project (September 1999 to May 2000), the following additional activities were carried out:

- a. survey on users satisfaction regarding SOURCE Weekly and Bulletin, and recommendations for adjustments of the News Services to meet the comments of the readers;

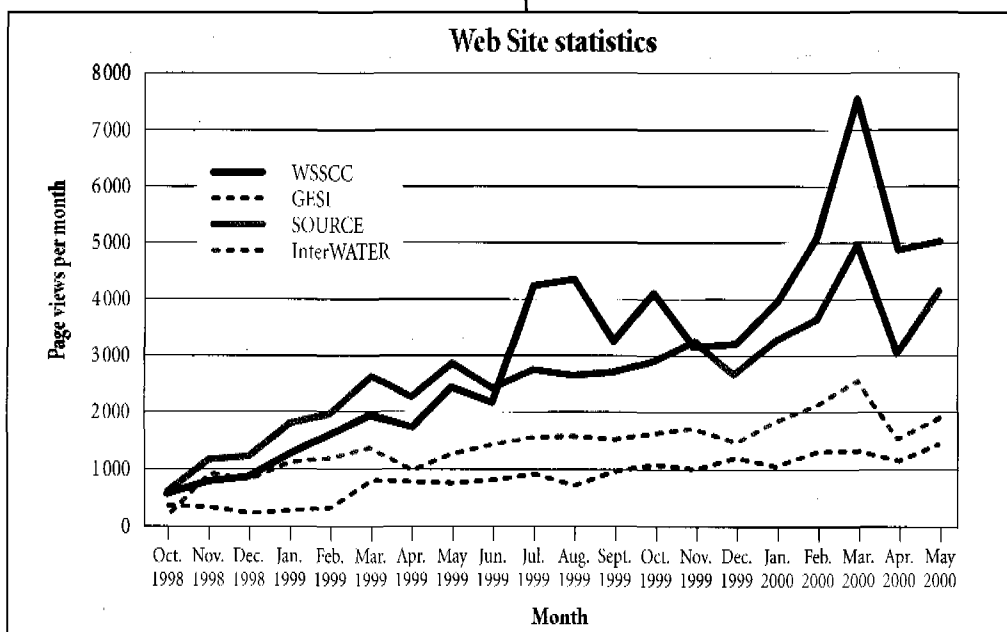
- b. dissemination of special issues of SOURCE Weekly and Bulletin on the activities of the World Water Forum and Fair;
- c. on-line and hard copy promotion of the World Water Forum at the Streams of Knowledge Global Alliance booth. This promotion included the WSSCC and GESI websites, SOURCE Weekly and Bulletin, and InterWATER. Promotional material was developed with screen shots of the different websites.

Finally, support was given to the development of VISION 21 through the creation and maintenance of a comprehensive website on VISION 21, see <http://www.wsscc.org/sivion21/>

Discussion of Outputs

- The statistics for the WSSCC sites over the period 1998 to May 2000 are shown in the graph below. These sites include the WSSCC site, the GESI site, Source Water and Sanitation News and InterWATER. The graph covers the period from October 1998 to May 2000 and shows the number of page views per month, which is the number of times that visitors requested a web page or PDF document.

The graph shows two distinctive peaks. The July/August 1999 peak is related to the availability of the VISION 21 draft documents. The peak in March 2000 is obviously the result of the increased interest in water and sanitation at the launch of VISION 21 at the World



Page views per month	May 1999	Nov 1999	May 2000
WSSCC	2,427	3,129 (+29%)	5,018 (+107%)
GESI	802	1,025 (+28%)	1,455 (+81%)
SOURCE	2,834	3,254 (+15%)	4,145 (+46%)
InterWATER	1,254	1,699 (+35%)	1,875 (+50%)
Total page views per month	7,317	9,107 (+24%)	12,493 (+71%)

Water Forum in The Hague. There have been two interruptions in the server that keeps track of the statistics, once in April 1999 and once more in April 2000. As a result, the figures for these months are slightly lower.

Although the number of page views fluctuates over time, all sites show a significant increase in the average number of page views per month. The table below shows the number of page views per month in May and November in 1999 and 2000. The figures in brackets indicate the change since May 1999.

- The GESI web page was regularly updated with sanitation news items. Interesting sanitation tools and documents were added. The section on links was substantially expanded with new hyperlinks to organisations and initiatives dealing with sanitation and the database on sanitation subjects was expanded. An electronic communication link was established with UNICEF-WES Section and the Council Working Group on Environmental Sanitation.
- SOURCE Weekly has been produced regularly since October 1998 when it was jointly initiated by the WSSCC and IRC. The total number of SOURCE Weeklies since that time is 89. The number of subscribers grew from 499 to 1413 over the period October 1998 to August 2000, corresponding to an increase of 183%. Many SOURCE Weekly readers share the document with their colleagues. According to the user survey, two-thirds of the readers share it with an average of five other readers. This results in a total of approximately 6,800 readers per week, including the 800 hits per week on the SOURCE website. Towards the end of 1999, a survey on users' satisfaction regarding the SOURCE Weekly and Bulletin reached 1275 subscribers, of which 266 (21%) replied. Readers indicated that they found SOURCE Weekly good (54%) to very good (39%). On the basis of the results of the survey, several adjustments were made

A few users' quotes on Source Weekly:

"SOURCE offers an unrivaled source of information for researchers and practitioners alike. I find it hard to suggest how to improve the service".

"WaterAid in the UK find SOURCE one of the best sources of information available on the sector".

"Source weekly is one of the few news sources I have time to look through. Its strength is providing a rapid overview from which to select items of interest. I recommend it widely".

to meet the comments of the readers. Two news categories were added: a technology update and lessons learned, including best practices and project evaluations. In addition, a number of water legislation websites will be added in the future.

- Eleven issues of SOURCE Bulletin (bi-monthly) has been produced since October 1998. They were sent by airmail to some 5,000 addresses in 126 countries. The hard copy version is sent mainly to Council members and professionals in the South having no reliable access to Internet or email. Every week some 800 people visit the SOURCE website. The email version of the SOURCE Bulletin has 1,032 subscribers. Two-thirds of them indicated that they print the Bulletin and pass it on to an average of 2.3 people. Assuming the same happens with the hardcopy version, then around 20,000 people read SOURCE Bulletin. The user survey among the 930 email subscribers of SOURCE Bulletin resulted in 70 reactions (8%). Over 90% of the respondents judged the quality as 'good' or 'very good'. General sector news and the resources section scored as the most useful sections.

A few users' quotes on Source Bulletin:

"A tremendous resource that helps to provide specific focus on projects helping my company to stay on 'track' with latest issues and needs. Has also helped to provide better focus with current project."

"The Source Bulletin is an invaluable source of information in an easily capsule form."

"Both Source Bulletin and Source Weekly are invaluable and very well respected in the sector. If we did not have it, it would have to be invented."

- InterWATER was further updated and upgraded. Over 550 sector organisations involved in water, sanitation and hygiene promotion are now in the database with hyperlinks to their websites. InterWATER receives about 400 page views per week (see table above).
- For the World Water Forum in March 2000, on-line and hard copy promotion was done on the WSSCC and GESI websites, SOURCE Weekly and Bulletin, and InterWATER. Promotional material was developed with screen shots of the different websites.

Linkages to Other Council Groups and VISION 21

- Regular information exchange took place with GESI, Working Group on Environmental Sanitation and the VISION 21 Council activities.
- For the Water for African Cities project, a web site design and listserv set up was provided as a joint WSSC/IRC/WEDC support to UNCHS and UNEP.

Recommendations for Follow Up

- The importance of good communication on Council activities can not be overemphasised. These communication mechanisms, therefore, must continue and must follow the new trends in information and communications technology development in the South, as well as be based on demands from Council members and other users.
- There should be enhancement of direct communications between the WSSCC web site manager and the Working Groups, Regional Groups, Task Forces and Networks to achieve regular updates of the web-pages.
- Francophone (electronic) news services should be developed in collaboration with Francophone partners. Demand and needs for Lusophone and Spanish (electronic) news services should be further explored.

18 Secretariat Activity: Global Environmental Sanitation Initiative

COORDINATOR:
WSSCC SECRETARIAT

Background

The Global Environmental Sanitation Initiative (GESI) resulted from the open forum discussions at the Fourth Global Forum in Manila in November 1997. Jointly proposed by Dennis Warner of WHO and Gourisankar Ghosh of UNICEF, GESI was envisaged to be a concerted response to the "shameful" sanitation coverage and the resulting health threat and indignity suffered by half of the world's population. The proposal was overwhelmingly endorsed at the Forum and the Council was mandated to coordinate a global campaign of advocacy and information sharing.

Objectives

The Manila mandate made clear that GESI should not in any way seek to intervene in the programmes of individual agencies. Its goals should be to stimulate greater attention to the sanitation issue, help to mobilise more

resources for serving the rural and urban poor with appropriate sanitation services, and help all those active in the sector to share information on current and future programmes.

The GESI proposal called for the establishment of a representative Steering Committee to provide a neutral forum to assess progress and discuss problems and for the development of common advocacy materials for use by all agencies in generating political will to tackle the huge sanitation backlog.

Activities and Outputs

Soon after the Manila Forum, the Council called together the principal stakeholders for a planning meeting on implementing the GESI mandate. A provisional list was drawn up of members of a GESI Steering Committee, which would have a rotating membership to broaden the opportunity for as many stakeholders as possible to be represented. Tentative plans were also prepared for the two main components of GESI: advocacy and information exchange.

Unfortunately, pressure on Secretariat resources at the Council and the concentration of available resources on VISION 21 activities meant that momentum was not maintained. In particular, the Steering Committee was not formalised and there was a significant delay in the intended development of advocacy materials.



IRAQ/Pirozzi/UNICEF

Efforts to implement the GESI mandate, however, have continued. The main outputs to date of GESI are:

- **A GESI Website**

Generated and maintained by IRC as part of the WSSCC family of web pages, the GESI page () contains regularly updated news items on sanitation issues, a list of key documents and tools, links to organisations and initiatives in the sanitation field and the start of a database on sanitation subjects.

- **A GESI list server**

Established through WEDC, the GESI list has approximately 250 members who have expressed an interest sanitation promotion and information exchange. It provides the opportunity for the subscribers to discuss key issues or seek assistance with their own particular problems. The GESI network was used to run a successful electronic conference on the *Strategic Sanitation Approach*, one of the World Bank/OneWorld series of E-conferences.

- **A GESI information pack**

Produced with support from UNICEF and managed by Eirah Gorre-Dale in parallel with the VISION 21 promotion campaign, the GESI package contains a flyer calling for greater attention to sanitation, and six case studies illustrating successful approaches in hygiene and sanitation improvements. It is currently available in English and is being translated into French and Spanish for the Brazil Forum.

- **A roundtable discussion and GESI "relaunch" at the Second World Water Forum**

As part of the *Water for People* day organised by the WSSCC at the Second World Water Forum in The Hague in March 2000, Gourisankar Ghosh from UNICEF chaired a successful roundtable discussion on sanitation issues, which was taken as the opportunity to relaunch the GESI initiative, using the information pack.

- **Support for the multi-agency Sanitation Connection**

To increase the information support role of GESI, WSSCC is supporting this new Web-based system to enable users to find key documents on any aspect of environmental sanitation, identified by a wide range of partner agencies. WSSCC is a sponsoring partner, along with WHO, UNEP and the Water and Sanitation Program. Many other partners are being invited to take place in the activity, which is being implemented by WEDC and IRC on behalf of the sponsoring partners. *Sanitation Connection* was announced at the 2000 Stockholm Water Symposium and will be demonstrated in full working form at the Fifth Global Forum.

Conclusions and Recommendations

Resource constraints have meant that GESI has advanced only slowly and its level of activity is significantly less than was envisaged at the Manila Forum. However, the GESI site, the list-server, the information pack and the *Sanitation Connection* are useful tools for more intensified efforts to promote greater attention to sanitation – a prime goal of VISION 21. The concept of an international steering committee to review progress regularly may need to be revisited, depending on the outcome of Fifth Forum discussions on the sanitation issue as a whole. It would seem more effective to put the advocacy and information exchange goals of GESI into a sanitation activity of any future Iguazu Action Programme, rather than leave it as an activity to be managed by the overstretched Geneva Secretariat. WSSCC's sponsorship of the *Sanitation Connection* should continue, as it becomes a primary source of information and query handling in the sector. There would also be merit in developing the GESI website (as originally envisaged) into a source of information on sanitation activities on an agency-by-agency and country-by-country basis.

19 Task Force: Managing Water for African Cities

COORDINATOR:
JO SMET, IRC, THE HAGUE

Background

Within the framework of the United Nations Systems-wide Special Initiative on Africa, funded by the United Nations Fund for International Partnerships (UNF/UNFIP), African Nations are being helped by UNCHS (Habitat) and UNEP to develop and test strategies to:

- Use freshwater more efficiently through water demand management;
- Minimise the impact of urbanisation on freshwater resources.

The information and awareness component of this effort is intended to help practitioners in utilities and municipalities share knowledge and experience, promote dialogue with politicians and policy advisors, and raise the awareness of citizens and consumers.

A supporting programme within the Special Initiative has been developed under the auspices of the WSSCC Secretariat and implemented by WEDC and IRC International Water and Sanitation Centre. Financial support is provided by UNCHS (Habitat) and UNEP.

Objectives

Under the auspices of the WSSCC, WEDC and IRC have been charged to:

- Develop an electronic network with its own listserver for water managers in African cities.
- Develop a web domain (url: un-urbanwater.net).
- Draft a set of tasks for resource centres to carry out in accordance with the needs and wishes of city managers.
- Propose a set of criteria to assess a priori the performance of a resource centre, i.e. before selecting them to carry out a set of tasks.

The overall objective is to enable resource centres in Africa to assist utilities and local authorities to replicate good practices and launch local initiatives. Web-based resources are a key means to achieve this objective.

Activities

The web domain has been online since mid-March 2000, but essentially only in an English version. Its functions, features and content will continue to be developed as practitioners consult the online resources and voice their needs and preferences. A French version for the domain is being developed but content material is not as abundant.

To date, an average of 80 page views per day (maximum = 188) have been recorded. Users are distributed as follows

45.60%	[unresolved numerical addresses]
7.06%	.com (Commercial)
6.69%	.net (Network)
5.95%	.uk (United Kingdom)
5.54%	.org (Non-Profit Making Organisations)
4.59%	.edu (USA Educational)
3.09%	.de (Germany)
2.12%	.nl (Netherlands)
2.04%	.fr (France)
1.93%	.ca (Canada)
1.42%	.no (Norway)
1.39%	.se (Sweden)
1.29%	.za (South Africa)

The WACNET (Water for African Cities) network and listserver achieved the following:

- WACNET listserver established and archives accessible at: <http://www.mailbase.ac.uk/lists/wacnet/>
- Key facts on WACNET are: (i) 212 current members and (ii) an average of 9 messages a month
- WACNET has been publicised in: Source Weekly, Waterlines, DFID Urbanisation, NAERUS network, and in various e-mail listservers including water-and-san-applied-research@mailbase.ac.uk and sup@mailbase.ac.uk

Through WEDC's input the following products were produced:

- Protocol document on how to use the listserver (for WACNET members)

- Briefing note on planning electronic conferences (for UNCHS)
- Issues paper on networking (for MWAC members)
- Training need assessment form (under review by UNCHS)
- Publicity material on WACNET

Through IRC's input the following products were developed:

- *African Resource Centres & Urban Water Management*, a paper which includes a draft TOR for resource centres in the MAWAC programme, an indicative

description of specific tasks of resource centres in which they could be involved, and a checklist to assess the capacity and quality of potential resource centres.

- *Managing Water in African Cities: developing e-mail and Internet tools*, a paper which addresses how to develop the functions and features of e-mail and web-domain to help African cities' water managers.

Efforts to involve resource centres in using the internet as a tool to serve their potential clientele have been timid and not very successful.

Issues and Recommendations for the Sector

Issues	Recommendations
The <i>digital divide</i> goes beyond inadequate infrastructure. Field practitioners in Africa are stifled in their efforts to adopt the internet because facilities are insufficient, services are costly, and possibly because their immediate boss does not see the benefits.	Encourage an <i>information age ethos</i> within governments and para-statal organisations: favour access to communication facilities, make information widely available. Initiate and train people to use internet facilities.
Too much information is available on the internet for an individual to absorb, let alone to identify and discard <i>dis-information</i> and instead focus on valid practices that have proven to be effective.	Information on the net must be validated by peer or a neutral third party in a manner that is practical and cost effective (e.g. scoring generic practices, providing critical reviews, etc).
Assistance is not driven by the needs of practitioners. Managers working in utilities and local governments should be able to hold programmes and resource centres accountable for the support services they offer even if they are made available free of charge (e.g. via subsidies or multilateral programs). Whenever possible, aid-programs should result in client-supplier relationship between resource centres and the managers at city level they are meant to assist.	Develop a set of controls to gauge the satisfaction of practitioners taking part in capacity building programmes that are <i>driven from the top</i> and provide a channel for them to openly voice their concerns. To hire the expertise they need to build capacity in their organisation, African managers could request financial support from a <i>fund for capacity building</i> . Flexible, decentralised and non-bureaucratic, the fund would help managers contract the services they need.
Resources centres must be encouraged to be proactive in the way they reach out to their prospective clientele at city level.	Involve resource centres from the start in the development of the internet tools. In this way they will incorporate the features they believe are most suited to the needs and situation of their partners at city level.

20 Secretariat Activity: Arsenic Mitigation in Drinking Water

COORDINATORS:
BILQIS AMIN HOQUE,
(HONORARY COORDINATOR),
BANGLADESH AND
SOMBO YAMAMURA, WHO, GENEVA

Background

In response to a request by the Fourth Global Forum in Manila in November 1997, the WSSCC, WHO and the Water Supply and Environment Department (WSED) of the Ministry of Health and Welfare of Japan agreed to start a joint WSSCC/WHO collaborative arsenic mitigation project in 1999. The project included Activity A, a Council study on arsenic mitigation focused on conditions in Bangladesh, and Activity B, staff secondment from WSED to WHO to carry out the WHO arsenic mitigation project. Activity A is directed to local conditions and concerns of the arsenic problem in Bangladesh while activity B has a global concern. Both activities complement each other and the outcome of both is intended to address the original objective of the Council.

Activity A: Arsenic Mitigation In Bangladesh Under the WSSCC (*Bilqis Amin Hoque, Coordinator*)

Background

Until the recent observation of high arsenic concentrations in the groundwaters of Bangladesh, the country was recognized as one of the few developing countries that had achieved remarkable success in supplying safe drinking water through tube wells. Now, however, around 30 million people of the country are exposed to arsenic levels exceeding 50 ppb from tube wells. Bangladesh is the country most severely affected by arsenic in the world. It is burdened with one of the highest population densities, lowest literacy rates, highest water and sanitation-related disease rates, lowest per capita income and most serious malnutrition problems in the world.

One of the Council activities is GARNET, and GARNET-SA is one of the regional local networks (see separate report included on GARNET). GARNET has been in action in Bangladesh since 1993. GARNET-SA aims to contribute to the improvement of the water and sanitation sector by facilitating the use of applied research information through dissemination/information sharing and capacity building of stakeholders. It is a non-profit voluntary association located in Dhaka, Bangladesh. It has carried out the following activities: (1) workshops, seminars, training, and small collaborative studies, (2) production of monthly newsletters, and (3) preparation of proceedings of selected workshops. There are approximately 400 governmental, non-governmental, UN and donor agencies, most of which are from Bangladesh. GARNET-SA is advised by a multi-agency Advisory Committee, comprised of representatives from governmental, non-governmental, United Nations and research institutions. Its secretariat is located in Dhaka. The activities of GARNET-SA are funded by DFID and WEDC through GARNET headquarters and by various local agencies and participatory members. Local and regional organizations have provided resource persons in all of the workshops held to date. A member of GARNET-SA proposed an arsenic mitigation study to the Fourth Global Forum in 1997. Following this meeting, GARNET-SA undertook GEMA (Activity A), a multi-staged initiative to contribute to national and international efforts towards arsenic mitigation. This activity became one of the main agendas of GARNET-SA. The following describes the activities and results of GARNET-SA and GEMA.

Objectives

One of the main challenges of arsenic mitigation in Bangladesh has been a lack of knowledge and a failure to properly use the knowledge available. The main objective of GEMA is to strengthen the capacity of GARNET members to address arsenic issues in Bangladesh through the dissemination and exchange of information, training courses, seminars, technical assistance, and selected publications at national as well as international levels. The particular focus of the activity has been on the need for activities at the grass roots level.

Structure

The GEMA activity is being conducted by GARNET-SA in collaboration with WHO

(Sombo Yamamura and Han Heijnen), the Department of Public Health Engineering (A.M. Huq), CARE Bangladesh (Z.Rahman), WSSCC (R. Wirasinha), WEDC/GARNET (Darren Saywell), selected GARNET NGO members as appropriate and the All India Institute of Public Health and Hygiene, Calcutta (Professor Nath and Professor Majumdar). Bilqis Amin Hoque is the Principal Coordinator (Honorary).

Activities

(1) During 1998

- Two workshops (one international and one national) on water supply mitigation were conducted at the field level with proceedings of the workshops prepared and distributed. These included technical paper presentations, discussions and development of recommendations to address the identified problems.
- One training workshop (lecture and demonstration) on the screening of tube wells in Bangladesh was held. Laboratory techniques as well as field techniques available in the country were included.

(2) During 1999

- Sixteen awareness and information-exchange workshops were carried out in Bangladesh; two national in scope with the remainder addressing specific areas affected by arsenic. Most of the workshops were held in collaboration with the members.
- Two field visits were organized for GARNET members to (1) selected organizations in Calcutta and (2) an arsenic mitigation project site in Manikganj, Bangladesh.
- Field-testing of the GARNET home-made emergency filter for arsenic treatment was begun in collaboration with CARE and other selected NGOs.
- A web-site was launched (but discontinued in 2000 due to limited funds).
- A small arsenic mitigation action research study was initiated with two NGO members of GARNET.
- Three information exchange workshops were organized by the All India Institute of Public Health and Hygiene, UNICEF and the Public Health Engineering Department of Calcutta, India. Particip-

ants included government, non-government and UN agencies.

- Two technical papers were presented at the International Conference on Fluoride and Arsenic in China. One paper was a report on GEMA activities and the other on data collected on research needs.
- Two issues of GARNET newsletters were produced on arsenic mitigation aspects.
- A Bangla brief was developed from the Executive Summary of Groundwater Studies for Arsenic Contamination in Bangladesh, Phase I, 1999, prepared by the Government of Bangladesh Department of Public Health Engineering, DFID, Bangladesh Geological Survey and Mott MacDonald Engineers.
- Arsenic-related issues were incorporated in the VISION 21 exercise in Bangladesh. In addition, emphasis was given to the inclusion of arsenic and water quality aspects during Vision-related exercises in other countries and in global consultations.

(3) During 2000

- One national workshop on rainwater harvesting, practices and constraints was organized. This emphasized the use of rainwater as an alternative source in arsenic affected areas
- An issue of the GARNET Newsletter with special focus on rainwater harvesting within the rainy season was prepared.
- Technical assistance was provided to CARE, Bangladesh in preparing arsenic mitigation communication materials.
- Rapid surveys were conducted on arsenic mitigation in selected areas in collaboration with GARNET members.
- Collaboration and technical advice on arsenic mitigation action research were continued.
- A brief report based on selected findings of WSSCC-supported arsenic mitigation activities in Bangladesh (to be submitted during the Fifth Forum) was prepared.
- Approximately 10 awareness and training workshops are being organized.
- Approximately two field visits are being organized for members interested in arsenic mitigation project sites in Bangladesh.
- An annual WSSCC report is being prepared.

Results

As this is the only informal water and sanitation association to organize regular scientific meetings for professionals from government, non-government, and development partner organizations, universities and research institutions, GARNET-SA and GEMA have provided opportunities to exchange information and establish professional contacts. Out of approximately 400 members, an average of 60 participants were present in each of the workshops. These members represented organizations from all over the country and they have participated in these workshops at their own expense. Small development partners working at the grass roots level (particularly those having limited access to modern information technology and to research communities) obtained access to reliable information about the arsenic problem and various mitigation issues. They also learned about arsenic measurement and removal through demonstration meetings at laboratories and field sites and received communication materials from various organizations such as CARE, UNICEF, ICCDRB, WHO, etc. Field visits to institutions in Calcutta, Singair and Manikganj were highly appreciated by the participating members. The exchange of information at the international level (in India and China) contributed to an understanding of similarities and dissimilarities in mitigation issues and stimulated interest in exchange visits among professionals, e.g. the visit of participants from West Bengal and Chile to Bangladesh. The collaborative workshops and action research contributed to capacity building of the participating grass root organizations in coordinated approaches to the problem. Field-testing of the GARNET home-made filter by interested members has shown their interest in mitigation while addressing the problem in a coordinated way. The undertaking of the VISION 21 consultations by GEMA and GARNET-SA, particularly at the village level, created awareness about the importance of arsenic mitigation in the water and sanitation context. This partnered mechanism for information exchange on arsenic has proved to be cost effective as well.

Recommendations for follow up

The following recommendations were developed during various workshops, meetings, and studies:

- Mechanisms of information exchange and dissemination should be further developed. Because the arsenic problems are so huge and complex, national initiatives will need support from as many partners as possible. Lack of proper information exchange and use of available knowledge still remains one of the main challenges in arsenic mitigation.
- Focus should be made on small NGO and grass roots activities. Small NGOs are directly accountable to the people but have limited access to means and information.
- The number of training workshops and field visits should be increased.
- Sustainable development of knowledge and human resources through small collaborative action research projects should be sustained.
- Mechanisms for effective networking and information exchange between organizations in Bangladesh and other countries through GARNET-SA should be explored and established.
- Links should be established with other WSSCC activities on water supply options and water quality.

Activity B: WHO's Arsenic Mitigation Projects (Sombo Yamamura, Coordinator)

Background

WHO has been concerned with arsenic in drinking water quality since the late 1950s. The International Programme on Chemical Safety, which is managed by WHO, has provided useful information to assess the health risks of drinking water containing arsenic since the early 1980s. Through its regional and local offices, especially those in India and Bangladesh, the early stages of the problem in West Bengal (India) and Bangladesh were recognized. In 1998, WHO expanded its program activities on arsenic following the recommendations of a task force meeting on the

International Guidelines for Drinking-Water Quality. One of decisions was to prepare a technical monograph on the control of health hazards from arsenic in drinking water. Follow up activities, including Activity B of the WSSCC/WHO collaborative arsenic mitigation project, are now under the WHO office for Water, Sanitation and Health.

Objectives

WHO's arsenic mitigation project deals with global concerns of drinking water safety, but it focuses on the particular condition in Bangladesh and India (West Bengal). A technical monograph is under preparation which addresses the poor synthesis of available information, develops a basic strategy to cope with the problem and deals with the chemical, toxicological, medical, epidemiological, nutritional and public health issues, as well as removal technology and water quality management.

Structure

The WHO work plan on drinking water quality control, which is intended to develop guidance on the assessment and management of contaminants in drinking water, includes arsenic mitigation. It sets out three major activities: (1) guidance text on arsenic in drinking-water, (2) technical cooperation with countries on arsenic in drinking-water and (3) inter-regional collaboration on drinking-water quality control. Sombo Yamamura is in charge of Activity B of the WSSCC/WHO collaborative arsenic mitigation project.

Activities

(1) Guidance text on arsenic in drinking-water

In September 1998, the United Nations ACC Sub-Committee on Water Resources (SWR)¹ recommended the preparation of a synthesis report on the arsenic issue. As WHO had already initiated the development of a technical monograph, WHO proposed at a UN Round Table meeting held in Dhaka in March 1999 to merge these two ideas into a single document to ensure a consistent UN position. This resulted in an ongoing WHO-coordinated joint endeavour on a *UN synthesis report on arsenic in drinking water*, which includes participation of both UNICEF and the World Bank. This report is to be a synthesis of "state-

of-the-art" knowledge of arsenic in drinking water. Planners, government officials, development aid agencies, and other stakeholders at the national and regional levels, as well as the scientific community, are expected to use the report as a primer. The report will also identify current knowledge gaps and research needs and encourage relevant agencies to take necessary actions. The report will cover the following areas: (1) Sources of Contamination, (2) Environmental Health and Human Exposure Assessment, (3) Exposure and Health Effects, (4) Diagnosis and Treatment of Chronic Arsenic Poisoning, (5) Drinking Water Quality Guidelines and Standards, (6) Safe Water Technology, (7) Communication for Development, and (8) Development of Mitigation Strategies. A draft of the report is currently under peer review and will be put on the internet for comments from the public. Plans are to finish the report by end-2000 and to publish the document in early-2001.

(2) Technical cooperation with countries on arsenic in drinking-water

The WHO work plan also includes technical cooperation with countries on arsenic in drinking-water. Specific emphasis has been given to the development of protocols for the assessment of technologies, which will be useful for selection of appropriate methods in developing countries. On-going efforts include the development of a protocol for the verification of arsenic removal, which will address not only middle to large-scale community systems but also smaller-scale systems, including point-of-use technologies, well-head technologies and household-level technologies. Another protocol to select appropriate field testing methods that meet the local conditions in developing countries is also being prepared.

Existing problems cannot be solved without tackling the actual problems in the field. In this regard, a model project on "Arsenic Mitigation in Three Sub-districts of Bangladesh", proposed jointly by WHO and UNICEF, recently received approval for a two-year grant of \$2,500,000 from the UN Foundation. The objective of this project is to provide clean drinking water to people in three Bangladeshi sub-districts that are amongst the most severely affected by arsenic contamination of tubewells. The project represents an

1. ACC stands for Administrative Committee for Coordination. It is a high-level UN internal coordinating mechanism chaired by the Secretary-General and comprises heads of UN programmes, funds and agencies.

integrated approach to arsenic mitigation involving communication, capacity building, tubewell testing, patient management and the provision of alternative water supply options. The project will directly benefit 1.1 million people spread across 705 villages in the three sub-districts. The project will start shortly and it is expected to be a highlight of the mitigation project.

(3) Inter-regional collaboration on drinking-water quality control.

High levels of arsenic in drinking-water have been reported in more than ten countries, including Argentina, Bangladesh, China, Chile, Finland, Ghana, Hungary, India, Mexico, Thailand and the USA. Although there has been substantial international and national action in reducing exposure to arsenic in drinking-water, major constraints remain. Information exchange between countries and regions is of utmost importance. In this regard the WHO work plan supports inter-regional collaboration on drinking-water quality control in order to encourage the initiatives in the region. Particular attention has been given to the South East Asia region, the Western Pacific region and the Americas region.

Recommendations for follow up

Activity B of the WSSCC/WHO collaborative arsenic mitigation project will be concluded in late-2000 with the completion of the UN synthesis report. The assignment of Sombo

Yamamura as head of Activity B will terminate end-2000, although the overall objective of Activity B on arsenic mitigation will continue to be pursued by WHO. Starting in 2001, regional and country offices of WHO will play an active part in the implementation of the project on "Arsenic Mitigation in Three Sub-districts of Bangladesh", whereas the role of the Water, Sanitation and Health unit in WHO headquarters will primarily be the coordination of inter-regional activities.

Overall Recommendations

WSSCC activities on arsenic mitigation in drinking water since the Manila Forum have led to various developments, both grass roots and globally. It is expected that the UN synthesis report, the main outcome of Activity B, will be utilised for project planning and implementation, as well as the development of human resources. On the other hand, it is recommended that Activity A on information exchange and dissemination should receive continued support and be encouraged to focus on small NGOs and grass roots-level activities. As Japanese support to the WSSCC/WHO collaborative arsenic mitigation project is scheduled to terminate soon, new funding mechanisms should be explored.

21 Task Force: Guidelines for Disaster Management in Small Island States

COORDINATOR: ALF SIMPSON,
SOUTH PACIFIC APPLIED
GEOSCIENCES COMMISSION,
SUVA, FIJI

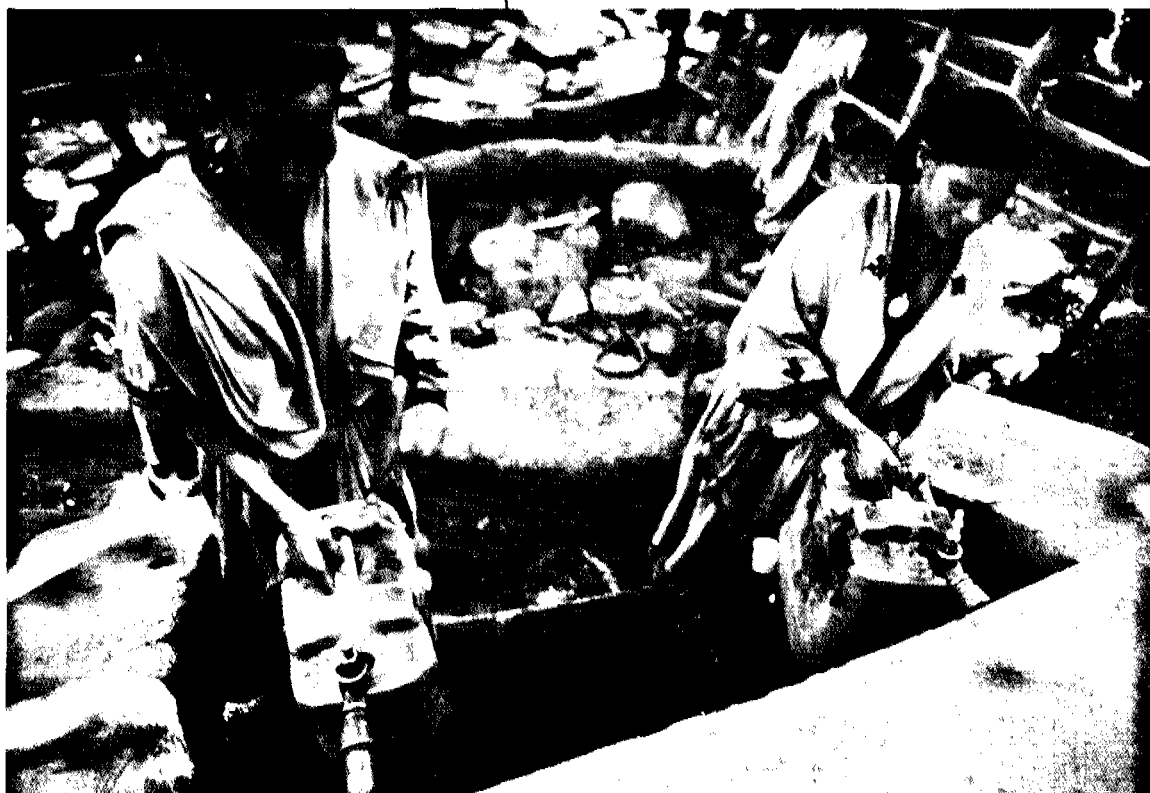
Background

The South Pacific is a very diverse region in which countries range from being large natural resource base entities through smaller atoll countries that have very few natural resources other than the sea. There are also wide differences in rates of population growth and density, the distribution of amenities and services, ethnic and gender disparities, availability of skilled local labour, educational opportunities and expanding urbanisation, particularly in capitals. Pacific Island countries are also relatively small and in many cases there is a strong dependence on the subsistence sector. This makes them particularly vulnerable to external influences such as those associated with environmental hazards including droughts and cyclones.

Disaster management is everyone's business. It is a fundamental component of individual, community, business, non-government (NGO) and government safety and well-being. It is an essential prerequisite for the development of community resilience and continuity. Nonetheless, disaster management practice tends to be marginalised within individual, corporate and community thinking; more often than not, it is regarded as an exclusive issue for national governments assisted by NGOs. To redress this imbalance and ensure an integrated and sustainable approach to risk and disaster management is achieved, a major function of the Disaster Management Unit (DMU) at the South Pacific Applied Geoscience Commission (SOPAC) will be to act as a coordinator to bring together major stakeholder groups representing community, corporate, NGO and government interests. In this broker/facilitator role, the DMU will play a pivotal part in identifying, encouraging and assisting in risk management and disaster management activities throughout the region and within Pacific Island countries.

SOPAC Disaster Management Unit

Establishment of a regional Disaster Management Unit at SOPAC to develop and coordinate the implementation of regional and



in-country comprehensive disaster management programmes (CDMP) is widely held by Pacific Island and donor countries as a key to optimising the efficacy of donor aid and achieving sustainable outcomes, such as in-country capacity building and community resilience to hazard impacts.

In the past several years, significant work has been undertaken under the auspices of the South Pacific Disaster Reduction Programme (SPDRP) to enhance the existing national disaster management capacities and to strengthen institutional mechanisms, particularly those related to achieving effective response coordination. While it is recognised that there is still a great deal of work to be undertaken to complete these strategies in many countries, it is now considered timely that renewed efforts be directed toward more comprehensive programming that contextualises disaster management within a broader risk management framework.

Internationally, the conventional disaster management model (with its focus toward response and recovery) is being replaced by a more holistic approach, wherein the processes of hazard identification and mitigation, community preparedness, integrated response effort, and recovery are planned for and undertaken contiguously within a risk management model.

There now exists, within the Pacific region, a knowledge base and institutional arrangements sufficient to commence developing in-country programmes and regional collaboration that will see country capacity developed and risk and disaster management mainstreamed as a core business activity of governments.

A Pacific region DMU at SOPAC will effectively drive this development by undertaking regional coordination and project management functions. It will have as its key outcomes:

1. The professional development of key personnel within countries (from within government, NGOs and the private sector) able to:
 - Competently undertake programme design, management and evaluation;
 - Advocate for CDMP at a "whole country" level;

- Enhance response arrangements and integrated relief efforts;
- Achieve greater levels of community preparedness through effective education and awareness programmes.

2. An adjustment in the perceptions of governments so that CDMP is acknowledged as having to be integrated within core business.
3. Increased collaboration among regional partners in support of country programmes, making more effective use of limited resources.

This DMU Project Design Document (PDD) sets out the nature of the work that will need to be undertaken, firstly, to establish a highly functional DMU at SOPAC that can add value to work already being undertaken by country, regional and external organisations (leverage) and, secondly, to strengthen the capacity of country National Disaster Management Officials (including NGOs) to undertake effective disaster management programming domestically. The PDD recognises that there are currently no formal mechanisms to promote and achieve collaboration at regional level in support of country programmes and that, therefore, such mechanisms must be a priority.

The PDD also recognises that CDMP strategies may lead to a redefinition of NDMO roles and responsibilities in a number of countries, as risk and disaster management is integrated within mainstream government business, rather than marginalised as is often the case now. High level advocacy and appropriate professional development strategies will receive priority.

Programmed activities seek to build the capacity of countries to undertake sustainable CDMP on a "whole country" basis, using in-country resources, thus diminishing the reliance on external expertise and aid. NDMOs will be assisted to act as the brokers of information and expertise and to undertake programme design, management and evaluation. The DMU will have as a major function the role of bringing together major stakeholder groups representing community, corporate, NGO and governmental interests.

The effectiveness of DMU programmes will be monitored at regular intervals by a SOPAC-appointed Project Technical Advisory Group (PTAG) and donor representatives

directly through the Regional Disaster Management Ad Hoc Sub Committee. At the end of the three-year term covered by the PDD, a comprehensive review will precede a second three-year programme. In this context the first three-year period is one of developing robust foundations and implementing programme delivery, while the second period is one in which to maintain programme delivery and consolidate sustainable outcomes.

The strategies set out in the PDD represent a significant advance over activities provided in previous SPDRP plans. The reflects the desire of donors to build on successful achievements to date and the requirement for governments to work towards internationally recognised best practices in the field of risk and disaster management. The PDD recognises that the DMU and NDMOs will need the technical support of other regional organisations, particularly SOPAC, PIANGO, UN agencies and the expertise of donor country agencies.

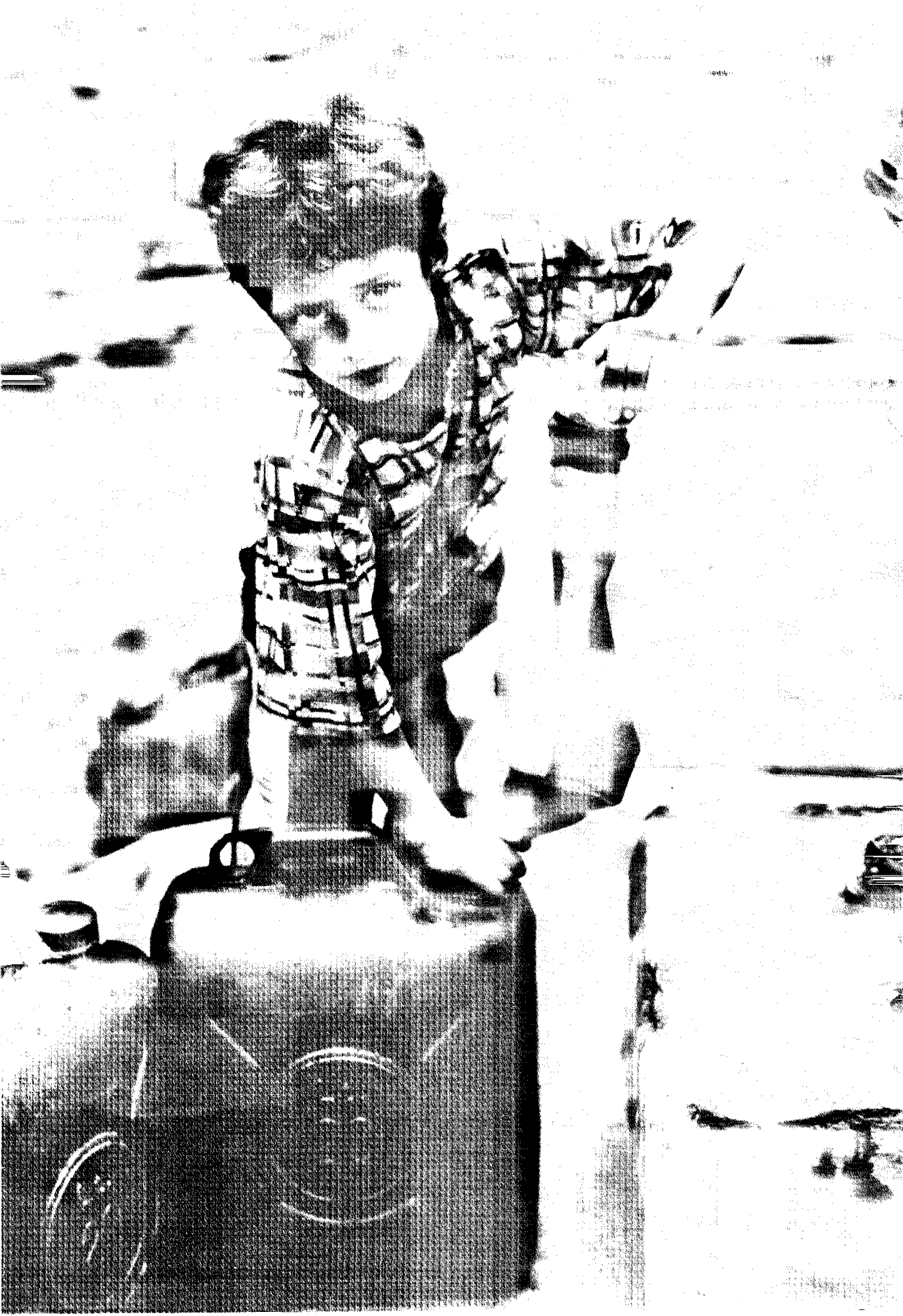
Detailed work plans will be developed once the DMU Unit Head and key staff are in place at the SOPAC Secretariat. An indicative framework, based on consultation with NDMOs, SOPAC Management, UN agencies, SPDRP programme staff and donor representatives, has resulted in a logical framework being developed and annexed to the PDD. This framework spells out the initial work of the DMU and is targeted toward developing risk-based disaster management planning as a

whole country activity. It also defines regional and country-level institution strengthening and capacity building, professional support and development for key functionaries and, finally, adding value to country programmes through the brokering of regional and international resources.

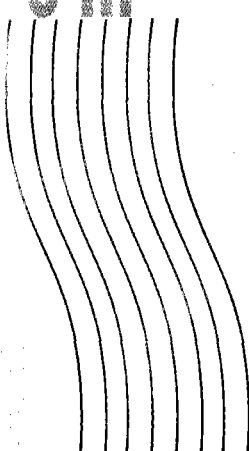
Disaster Preparedness of Water and Sanitation Programmes

Natural hazards such as cyclones, earthquakes and tsunamis can strike without warning; therefore, the development of effective preparedness plans is a critical element in strengthening community resilience and reducing vulnerability. One such plan has been developed to the draft stage to specifically address contingency planning for water and sanitation systems in Pacific small island development states. This plan identifies vulnerability issues associated with water facilities and sets out a framework for the development of an operational response plan to assist water and sanitation utility staff to effectively respond in times of disasters.

This planning document, entitled "Recommendations for Disaster Preparedness for Water and Sanitation Systems in Pacific Small Island Developing States", will be finalised through a joint approach by the DMU and the Water Resources Unit at SOPAC and become a model for the region.



E-Conference Issues Papers



THEME 1: People-Centred Approaches

Introduction and key challenges

This introduction to the e-conference on people-centred approaches presents a set of statements and hypotheses that are intended to serve as a starting point for discussion. The purpose of Theme 1 is to discuss and agree on priorities and strategies using people-centred approaches to reach the shared VISION: a world in which every person has safe and adequate water and sanitation and lives in a hygienic environment.

“The essence of VISION 21 is to put people’s initiative and capacity for self-reliance at the centre of planning and action. VISION 21’s foundation is recognition of water and sanitation as basic human rights, and of hygiene as a prerequisite. Together they form a major component in poverty reduction. Such recognition can lead to systems that encourage genuine participation by men and women, resulting in the acceptance and practice of hygiene, coupled with safe water and sanitation at the household level, which is the prime catalyst for change. Change demanded and achieved at the household and neighbourhood level leads on to ripples of cooperation and action involving communities, local authorities, private sector and then beyond, to actions required of district, state and national authorities.” – from VISION 21

To bring this VISION into reality, two complementary challenges can be identified:

- The challenge of extending community management methodologies for hygiene, sanitation and water supply. This is the challenge of building on and extending the past ten years success in ‘community based’ water supply and sanitation projects; to move beyond the ‘case studies’ and ‘pilot projects’ and start to make a noticeable impact on the unacceptable number of people left without any service. For this to happen community-based and people-centred approaches need to be incorporated at the national level and be integrated in enabling policies and financing. VISION 21 highlights the importance for bottom-up initiatives being complemented with government policies and programmes. Crucial to this challenge is a widening of the ‘community focus’ to include partnerships with stakeholders in government, NGOs, the private sector who can provide the framework within which community management can be extended and strengthened.
- The challenge of broadening people’s and community’s development choice and perspective through *empowerment and rights-based approach*. This is a new area for most WSSCC partners. Such an approach can ultimately be measured by the capacity for people and communities to enter into equal partnerships with stakeholders, make informed decisions, have ownership and control of the process and service delivery.

Moving ahead

Some questions are listed below for stimulating discussions. Participants to the e-conference are invited to base their inputs on relevant

case studies and experiences in their country and region.

- What factors are positively or negatively associated with scaling up people-centred schemes to district and national levels?
- Based on your experience, what are the main ingredients of empowerment and rights-based approach? How does this approach interact with people-centred schemes in hygiene, sanitation and water supply and other areas of development such as literacy, promotion of women and youth leadership, housing, AIDS and other health issues?

Prepared by International Secretariat for Water in collaboration with IRC and Water Aid.

THEME 2:

Sanitation and Hygiene Promotion

A. Background

The 5th Forum of the Water Supply and Sanitation Collaborative Council will be held in Iguazu Falls from 24-29 November 2000. Discussions will be divided into seven theme areas. The themes have been chosen to reflect the essential elements of VISION 21, the work undertaken by the Council's Working Groups, Networks and Task Forces since the Fourth Forum in Manila. The seven theme areas will be discussed in parallel sessions at the Forum. In order to make best use of the limited time available in Iguazu and to give the opportunity to those people who will not be attending the Forum to contribute to the deliberations, it was decided that during September and October, each of the seven themes will be the subject of an electronic conference.

One of the chosen theme areas is "Sanitation and Hygiene Promotion" and the authors of this paper have been asked to be the theme-leaders responsible for preparing and conducting the discussions at the Forum and

for moderating the e-conference prior to the Forum. The e-conference on our theme will be held from 11 September – 13 October 2000. The main purpose of this document is to lay a common ground for a focused discussion during the e-conference.

In the past, two different working groups of the WSSCC have identified the main reasons and barriers to progress in sanitation and came up with suggestions how these barriers can be overcome. A Working Group on Promotion of Sanitation, which was established at the 2nd Global Forum in Rabat, addressed the question why sanitation is so badly neglected and poorly implemented and produced the book *Sanitation Promotion*¹ that is a collection of articles, case studies, checklists, worksheets and stimulating ideas aimed at raising the profile of sanitation. Noting that tremendous efforts over the past two decades have had little impact on sanitary conditions for much of the world, the book calls for a revolution in the way the sanitation sector defines its objectives and conducts its work. Although all areas of sanitation are considered, the major emphasis is on the management of human liquid wastes. At the 4th Global Forum in Manila in 1997, a new Environmental Sanitation Working Group (ESWG) was established given the mandate to develop a vision for Environmental Sanitation in the 21st Century². The ESWG confirmed the assessment by the earlier working group that conventional approaches to environmental sanitation are unable to make a significant dent in the service backlog, which still exists. It reached consensus on four basic principles, which should govern the new approach in Environmental Sanitation (Bellagio Principles) and developed the Household-centred Environmental Sanitation Model, which responds largely to these principles. The Bellagio principles have been included in the document of VISION 21.

The discussions during the e-conference and at the Forum in Iguazu will be based on the conclusions and recommendations of the mentioned working groups as well as on the Framework for Action (FFA) suggested in the VISION 21 document.

1. Sanitation Promotion; WSSCC Working Group on Promotion of Sanitation edited by M. Simpson-Hébert and S. Wood; (1998) WHO/EOS/98.5, Order no. 1930147
2. Environmental Sanitation has been defined as: "Interventions to reduce peoples' exposure to disease by providing a clean environment in which to live, with measures to break the cycle of disease. This usually includes hygienic management of human and animal excreta, refuse, wastewater, stormwater, the control of disease vectors, and the provision of washing facilities for personal and domestic hygiene. ES involves both behaviours and facilities which work together to form a hygienic environment."

B. Goal and objectives of the thematic discussions on "Sanitation and Hygiene promotion" at the 5th Forum of the WSSCC

As mentioned before, the main purpose of the planned e-conference is to prepare the discussions to be held at the Forum of the WSSCC in Iguaçu. Therefore, it is important that first of all we identify what we want to have achieved at the end of the Forum in Iguaçu. According to the overall theme of the Forum "VISION 21: From shared vision to shared action", the discussions before and at the Forum should lead to (a) the identification of tools and case studies in the field of sanitation and hygiene promotion which are required for the implementation of the FFA at the regional and country level, (b) an overview of those tools which already exist, and (c) a common strategy how the missing tools will be developed after the Forum. This strategy should also identify the main actors and institutions taking leading roles in developing these tools. The outcome of the thematic discussion group will be an important input for the regional and national action plans developed by the regional working groups.

Fortunately, the problems related to sanitation issues have been receiving increased and wider attention over the last few years, especially by ESAs and researchers. As a consequence, more and more people and institutions are getting involved in this field. In order to make best use of this basically very positive development and of the limited financial resources, we would like to suggest that these ongoing initiatives and activities are conducted as much as possible within an overall framework. Decision makers and problem holders looking for solutions to their sanitation problems should not get confused by too many different and often contradicting messages.

C. Organisation of the discussions during the e-conference and at the Forum

Sanitation and Hygiene promotion is a very wide and complex theme covering a large range of issues and questions. For being able to reach consensus within the time available at

least on the main issues and required actions, it is crucial to structure the discussion in an appropriate way and to conduct the e-conference in different phases. The discussions will be divided into four parts:

1. Issues related to Advocacy of Sanitation at all levels;
2. Issues related to *Basic Principles which should govern Environmental Sanitation Solutions* and issues related to the *Planning process of Environmental Sanitation Systems*;
3. Issues related to Hygiene Promotion;
4. Issues related to *Alternatives to Conventional Environmental Sanitation Solutions*.

The following is describing roughly what kind of questions and issues we would like to address in the different parts of the conference.

I. Advocacy of Sanitation

VISION 21 calls for Sanitation as a priority. The working group on Promotion of Sanitation identified lack of political will, poor policies at national and local levels and ineffective promotion as key reasons why improvements in sanitation aren't happening in the countries and communities where it is needed. In the last couple of years, a few countries have carried out important efforts to create political will and to develop national sanitation strategies and policies. Known examples include South Africa, Zambia and Uganda.

Therefore, in this first phase of the e-conference we would like to focus on identifying other experiences in countries or local communities where the profile of sanitation has been raised and new policies and strategies have been developed. What have been the results and lessons learned? What kind of actions are required to be able to give specific advice and guidance to policy makers, professionals, NGOs, etc. We would like to learn from concrete examples of successful and less successful efforts in sanitation advocacy. But we would also like to hear from people in the countries and regions what kind of information, tools, etc. they need in order to be able to raise the profile of sanitation at all levels and develop appropriate policies.

2. Basic Principles and issues related to the Planning process of ES Systems

Both working groups of the WSSCC on sanitation came to the conclusion that conventional approaches to environmental sanitation are not able to improve the unhygienic and abusive situation billions of people are living in and called for a radical overhaul of conventional policies and practices worldwide, and of the assumptions and principles they are based on. During a workshop convened in Bellagio by EAWAG/SANDEC on behalf of the ESWG, a group of 25 experts drawn from a wide range of international organisations involved in environmental sanitation reached consensus on a statement on *Clean, healthy and productive living: A new approach to environmental sanitation* (Bellagio Statement³). This statement formulates that the following basic principles should govern the new approach in environmental sanitation:

- *Human dignity, quality of life and environmental security should be at the centre of the new approach, which should be responsive and accountable to needs and demands in the local setting.*
- *In line with good governance principles, decision-making should involve participation of all stakeholders, especially the consumers and providers of services.*
- *Waste should be considered a resource, and its management should be holistic and form part of integrated water resources, nutrient flows and waste management processes.*
- *The domain in which environmental sanitation problems are resolved should be kept to the minimum practicable size (household, community, town, district, catchment, city) and wastes diluted as little as possible.*

When analysing the present situation, the ESWG came to the conclusion that poor planning lies often at the heart of current shortcomings in environmental sanitation and suggested the Household-centred Environmental Sanitation (HCES) model⁴ as a new approach to ES planning which responds to the Bellagio principles.

In this phase of the discussion first we would like to find out how wide the consensus is on the Bellagio principles and on the HCES approach, if there are reservations and concerns raised about the basic principles and the suggested approach, and to what extent they have to be adapted. Secondly, we would like to identify the main actions required for the implementation of the Bellagio Principles and the HCES approach.

3. Hygiene Promotion

The major rationale for making sanitation a priority is because of the recognition that it is an essential and necessary ingredient for good health and there is now a clear consensus that building hardware systems alone will not result in improved health conditions. Hygiene promotion is a systematic and planned approach to preventing diarrhoeal diseases through the widespread adoption of safe hygiene practices. Key practices proven to reduce diarrhoea include handwashing, proper latrine use, and management of children's excreta. Parallel with the development of new and alternative technologies, tools are being produced to assist with designing and implementing effective hygiene promotion programs to compliment WS&S programs. For example, UNICEF has recently produced a manual on school sanitation and hygiene education that deals with aspects needed to bring about changes in hygiene behaviour of students and, through these students, in the community at large.

We are interested in learning about other tools and recent experiences and lessons learned in implementing such programs.

4. Alternatives to Conventional Environmental Sanitation Solutions

Over the last couple of years, a range of technical alternatives to conventional environmental sanitation solutions have been suggested and tried on different scales. Many of them are in accordance with at least some of the Bellagio principles. For instance, the development and application of systems where urine and faeces are stored and treated separately in order to be able to recycle the nutrients in agriculture

3. The full Bellagio Statement is available from SANDEC (schertenleib@eawag.ch)

4. Documents on the HCES approach are available on website www.wsscc.org/vision21/docs/index.html

("Ecological Sanitation") is fully in accordance with the principle that "waste should be considered a resource and its management should be holistic and form part of integrated water resources, nutrient flows and waste management processes". Different low-cost alternatives to conventional sewer systems have also been suggested and applied in different cases. Another example of an alternative approach is to treat wastewater in ponds with duckweed, which is then used as protein-rich animal food. In accordance to the principle that "the domain in which ES problems are resolved should be kept to the minimum practicable size", modifications of existing small-scale wastewater treatment systems have also been suggested in order to improve the treatment efficiency while keeping the requirements for operation and maintenance minimal. Most of these alternatives have been applied at several occasions but almost none of them have been evaluated systematically and independently with regard to their potential and limitations. Therefore, it is very difficult for decision makers and practitioners in the field to judge if the suggested alternatives are appropriate to their specific conditions. Too often, these people are given the impression that there is one-for-all solution, be it conventional or non-conventional.

It is of course beyond the scope of this conference and the discussions at the Forum in Iguacu to discuss in detail the potential and limitations of the different alternatives and to come up with specific conclusions and recommendations related to these alternatives. But what we would like to do in this part of the discussion is to identify what alternatives have been suggested and seem to be most promising, under which conditions and to what extent they have been tested and evaluated, and to identify what kind of actions and activities are required in order to give unbiased advice and guidance to decision makers and practitioners at all levels. It will also be important to address the question what kind of permanent mechanisms for the exchange of information on innovations already exist and if additional ones need to be established.

5. Here a utility is taken to mean any private or public entity charged with providing water supply and/ or sanitation to urban areas.
6. In some cases utilities are explicitly prevented by policy or regulatory stricture from serving such customers, but many others are mandated by law to provide at least a minimum basic level of supply to all.
7. Technologically these communities may present a genuine challenge because they occupy dense settlements on unstable or marginal land
8. These would include environmental and public health concerns and the need for overall technical and financial integrity in the system.

THEME 3:

Serving the Urban Poor

1. What is special about serving the urban poor?

Urban utilities⁵ often fail to provide service to low-income customers, those settled on illegal or low-grade land, and those residing in transient communities.⁶ This is because low-income communities are perceived to be financially unreliable, transient, difficult to identify and expensive reach⁷; serving "informal" consumers is often left to social welfare departments. Investments in such communities are usually supply-driven. While the rural sector has recognised the power of demand-responsive approaches it is difficult to replicate these lessons in urban settings where individual demand must be aggregated and community demand balanced against the needs and constraints of the urban system⁸. Services also break down because of the low priority given to operational budgets.

Low-income consumers themselves may regard the utility with mistrust and be unwilling to cooperate. Conventional networked services are often unaffordable (and utilities do little to explore ways to spread costs and provide financial services). Low-income communities may be actively excluded from decision making and therefore see themselves as having no role as partners in service provision.

The irony of the situation is that the poor do access services for which they often reliably pay a much higher rate than that demanded by the utility.

The improvement of service provision to the urban poor will be driven by a combination of institutional and technological innovations, which increase the participation of the community and decentralise elements of the system. Institutional innovation can occur at three levels: within the community; at the interface between utility and community; and at the levels of financial and political decision making above the utility (i.e. in state or national government policy and strategies).

2. Community level institutional innovations

Small Scale Independent Providers: The entry of alternative service providers into the market creates choice and options for householders. Small-scale independent providers can provide: tanker supplies of water; small-scale distribution (e.g. Aquateros); bulk purchase and on-selling of utility supplies (e.g. water kiosks and meter batteries); services (e.g. septic tank emptying); and operation and maintenance services (e.g. management of public latrines). Small-scale independent providers are usually regarded with suspicion by utilities, often operate illegally and are rarely subject to constructive regulation and quality control. In some cases collusion between providers or with the utility creates a "cartel" and poor consumers end up paying more than they should for poor quality services.

Community Management: In some cases communities themselves are willing and able to take on some or all of the investment in and management of their local services. Community management enables the utility to interact with a single point of contact within the community while securing suitable services to all households. The degree to which the community finances the infrastructure can vary; the most important challenge is to manage the relationship with the utility without which community investment is unlikely to lead to well functioning and sustainable service provision.

Social Intermediation: Effective social intermediation, including awareness raising and social marketing, demand aggregation, user group and CBO formation, micro financial services, health education, hygiene promotion and consumer education has a huge positive impact on effective service delivery even in conventional networks and is essential for community management. Social intermedia-

tion can be provided by CBOs, NGOs, small-scale private providers, the utility or by local government.

Issues/ Action: There is a widespread recognition of the power of decentralised management arrangements within urban systems but limited practical experience. A few examples of sustained success tend to dominate the debate. More work is needed:

- to establish the best ways for utilities to foster community level innovation;
- to identify and demonstrate more institutional options for community level management;
- to build more capacity for appropriate social intermediation in urban areas;
- to develop simple and robust approaches to demand assessment and aggregation, and the negotiation of local with city level needs;
- to identify the most appropriate institutional arrangements within the utilities themselves to interact with the community (should there be special units for example to provide services to the poor); and
- to understand the tension between over- and under-regulating both SSIPs and community operations – to secure safe minimum standards of service without adversely affecting the creativity and flexibility of the informal sector.

3. The special case of technology (sanitation and water supply solutions)

One of the key constraints to decentralisation within urban systems is the persistence of "conventional" water supply and sewerage technology, which require communities to connect to the city infrastructure. This limits choice, and precludes much independent action by communities. It also explains why solid waste management is an attractive entry point for community management, as it does not rely on linkages to a fixed trunk infrastructure. In water supply, drainage and human waste disposal some suitable technical options exist (tubewells in a few cities and towns, on-site sanitation, ecological toilets etc) but the choices are limited and the concept that community level solutions are "second rate" persists.

Issue/ Action: The challenge here remains:

- *how to stimulate technological innovation (does it lead or follow institutional change?);*
- *how to "mainstream" appropriate technologies so they are no longer regarded as 'second rate';*
- *how to re-educate engineering professionals and work in a more interdisciplinary mode to balance the institutional and technological challenges.*

4. Creating incentives for change: innovating while protecting the poor

Within a democratic set-up one of the strongest incentives for improvement should be the demand of consumers for better services. Incentives can also be financial (such as challenge funds available for municipal governments and utilities willing to try and innovate) and here there is a clear role for the public sector. One of the reasons why private sector participation is attractive to many sector reformers is that it provides an opportunity to develop incentives through the contracting and regulatory process⁹. Whatever the instrument used, incentives should be practical and there must be capacity and willingness to enforce them.

Issues/ Action: The challenge here is

- *to actively seek innovative ways of encouraging utilities and local government to serve poor consumers;*
- *to encourage consumers to demand adequate levels of safe water and access to sanitary latrines, proper waste disposal and drainage;*
- *to ensure that the implications of "business as usual" are well understood at the political level;*
- *to explore current experiences with financial, regulatory, legislative and contractual instruments and to develop and understand of how these impact on services to low-income consumers;*

9. There is however limited experience of how exactly to do this and, even where instruments have been developed, many countries currently lack the strong and competent authority required to effectively regulate them.

- *to develop new and much more effective ways of protecting the needs of low-income consumers; and*
- *to ensure that the special requirements of the water and sanitation sector are well understood and included in any process of institutional reform, decentralisation or private sector participation.*

5. Land Tenure

In many urban areas provision of water supply and sanitation is linked to security of tenure (because secure tenure either secures the right to services or creates a willingness to invest on the part of the householder). Because the poor are most likely to lack security of tenure they are further discriminated against when it comes to service provision and through this linkage water supply and sanitation often become highly politicised. There are increasing attempts to challenge prevailing practice regarding the linkage between tenure and access to services.

Issues/ Actions: There is an urgent need:

- *to develop innovative institutional and legal models to circumvent constraints of tenure;*
- *to ensure that those working in water supply and sanitation are informed by ongoing research and campaigning around tenure issues; and*
- *to ensure that political action around tenure is informed about the implications of policy change for water supply and sanitation services.*

6. Access to Information – Inclusive Consultative Processes

Much of the reason why poor customers do not receive effective services hinges on information. The utility lacks information about its customer base (preferred levels of service, willingness and ability to pay, willingness to participate in service provision) or existing modes of service delivery (the small scale independent sector for example). Low-income consumers are often ill informed about prevailing policies or plans for new investment or institutional

reform. On both sides the transactions cost of obtaining useful information is very high. This affects both the delivery of services and the potential for effective reform. For this reason, whether in the context of public or private sector reform it is vital to develop an inclusive consultative process to share information at the lowest possible cost.

Issues/ Action: The real challenge here is to encourage policy makers to make a commitment to the transparent flow of information and to develop simple and effective mechanisms that are embedded in the usual business of local government and utilities.

THEME 4:

Water Supply and Sanitation in a Broader Context

Introduction

'Water Supply & Sanitation in a broader context' requires professionals individually and through the institutions in the sector to think more deeply about the context in which they work, and to build new relationships and linkages.

The fulfilment of a human right to an adequate and safe water supply cannot be achieved in isolation to the wider management of freshwater water resources. There are issues in water resource management, such as environmental sanitation and quality of water, that are acknowledged immediate concerns. There are other issues that have not necessarily been at the centre of discussions by WSS specialists – e.g. competing demands of the agricultural and industrial sectors. WSS professionals are also challenged to ensure that they understand the social and economic factors that influence the watsan sector: and the social and economic factors that the sector influences.

This E-Conference is a survey of what is already happening between WSS and the wider context, especially in integrated water resource management and sustainability debates. The workshop at the 5th Forum will seek to identify the community, national, regional and global-level opportunities for understanding and engagement with this wider context; skills and resources required for this engagement; the

role that WSSCC should have in supporting these activities. The aim is to support members of WSSCC in planning activities to carry forward this agenda within the development of taking VISION 21 from a shared vision to shared action.

The nature of this E-Conference means that the complex range of activities will not necessarily been covered. In planning for the E-Conference, the following topics were included within the scope of the Theme: WSS within an Integrated Water Resources Management framework; Linking VISION 21 into national development planning; Methods of achieving real impact and change nationally and globally; Co-ordination of WSSCC's work with GWP and other water sector actors; Enhanced networks (e.g. among NGOs) using the VISION 21 title; Improving our mutual understanding with people in other sectors (e.g. health and environment); Influence of climate change on WSS sector?

In your opinion, what do you consider to be the most important issues in 'WSS in a broader context': what specific relationships do you want to highlight: in all cases, please give examples of where innovative relationships have been developed: the factors that led to successful relationships: the constraints and barriers on develop new relationships.

Phase I: Current knowledge / links

This phase is a survey of current the WSS sector's organisational links with the wider freshwater and sustainability debates / mechanisms.

1. What are the national or regional mechanisms for debate and decision-making on IWRM? Are you involved? Do you link up and network with other agencies and coalitions in freshwater management: who and how? What is your experience with links to GWP mechanisms, regional and national Framework for Action, area / country / regional water partnerships.

Give examples of effective WSS involvement in IWRM debates: what have been the challenges for your engagement?

2. What are the main issues of WSS in the broader context of national sustainable development programmes. Are you engaged with: (i) area development plans; (ii) national financing debates; (iii) Poverty Reduction Strategy Papers where they are being written? Are you involved

in any activities leading to Earth Summit in 2002; e.g. links with Agenda 21 Action Plans, National Strategies for Sustainable Development.

Give examples of effective WSS involvement in national sustainability debates.

Phase II: Needs assessment for greater WSS impact

This phase asks participants to identify their needs and resources that are necessary to enable them to engage more successfully with and have greater impact on the broader freshwater / sustainability context.

1. What are your own constraints that limit your ability to engage in the broader context? Do you need: (i) more knowledge and information of opportunities and processes for engagement; (ii) additional support from networks and alliances; (iii) changes in your legal or constitutional mandate; (iv) new skills in researching and lobbying; etc.

Give examples of how you have gained additional support: or of resources you would like to be able to use.

2. In your experience, what external constraints do you face? Do other organisations / networks pose barriers to access? What resources or actions are necessary to overcome such barriers where they exist?

Give examples of situations where barriers have been challenged: what happened, who was involved?

THEME 5:

Institutional Frameworks

Institutional reform and capacity building of public sector agencies

Institutional reform of the water and sanitation sector has been one of the key approaches to attempt the improvement of sector performance. Reform has included, among others quality and price regulation, the development of standards, and most drastic perhaps, the

institutional reform of water utilities. The tendency in institutional reform is one where government steps back as a direct provider of services, and private parties take a larger role in the operation of services. Institutional reform of this nature is a time consuming and complex, multi-faceted process that requires careful situational analysis, selection and detailing of the new model, and the planning for its implementation. Institutional reform cannot be successful without explicit political support and leadership, the involvement and co-operation of the sectors' many stakeholders, the formulation and approval of the necessary legislation and regulation, and the adequate capacitation of individuals and organisations for their roles in the reformed sector. Inadequate planning and guidance of the institutional reform process can easily halt or even set back progress by years.

Action: Documentation of the reform process in countries that have undergone institutional reform is important in helping others understanding the steps and sensitivities, and in setting up a well planned and realistic path for it, including the necessary structures and procedures to manage the change process.

Governance in the water sector

The recognition that water supply and sanitation are essential and basic services to which each citizen is entitled, and the general absence of choice for technology or provider that comes with the monopolistic nature of the services, is pressing the need for user control of the decision making processes in the water sector.

At the same time, the sector is characterised by high investments, complex technology and monopolistic provision through highly specialised public and private agencies. These characteristics complicate the popular governance of the sector because of the inherent requirement for advanced levels of knowledge in a variety of disciplines among the overseers of the sector. By consequence, the governance structure of water and sanitation providers has traditionally been filled in by technocrats, i.e. engineers, accountants, economists, etc. These people, either by chance or design did however have little if any direct linkages to the users of the services.

Action: Governance structures need to be identified that pair the need for professional supervision with effective democratic control of the monopoly. The structure and functioning of the governance structure of the wide variety of institutional modes practised in the water and sanitation sector needs to be studied, so that guidelines can be formulated on good governance for the water sector. Relevant experiences in other sectors could be looked at also.

Roles of Key Stakeholders

The provision of water supply and sanitation services involves and affects a host of organisations and people. Those most directly involved are the customers, the staff of the water utilities (provider), politicians (legislation) and the government (regulator). For customers institutional reform is an opportunity to be represented in the governance structure of the reshaped water sector. For utility staff, reform is an intervention with often very important implications for their working environment. Utility staff and their union representatives increasingly demand access to the process of sector reform, so that they may table their (insiders) view on the effects of reform on service provision, and to represent their direct interest as employees.

Action: Institutional reform provides for an opportunity to reconsider the representation of consumer interest. The documentation and analysis of experiences with consumer representation needs to be taken up. Institutional reform inevitably brings about important changes in the operation of water utilities, and these may have considerable impact on its staff. Changes may include staff numbers, their tasks and their conditions of service. Appropriate labour policies to facilitate and smoothen institutional reform need to be documented for guidance in planned reform processes.

Private sector participation

(Privatisation, PSP, contracts and regulation)

When considering institutional reform of the water sector, there is an entire landscape of institutional modes to choose from. The models range from direct public management (by government) to direct private management (by a private operator), and from delegated management by a utility to community self-management. The choice of a management model that best fits the particular circum-

stances is a critical step in the reform process. A pre-requisite to making an informed choice from the available models is that the knowledge on them and experiences with them are available. Some of the models have however not been well described.

Two particular areas of concern in relation to private sector participation in water supply and sanitation are the provision of services to the poor, and the protection of the environment. Some would say that PSP will ignore the poor and destroy the environment, and others will argue the opposite, namely that effective regulation of private providers will finally bring the provision of services to the poor and enable adequate environmental protection. The reality is that PSP is showing varying results, meaning that it may not be PSP itself, but rather the intentions and arrangements between government and the private sector that determine the impact of PSP on the poor and the environment.

Action: The ongoing description of institutional models and ultimately, the preparation of guidelines on the choice between them in function of the particular local circumstances, are of great importance to those wishing to improve water and sanitation sector performance. Concerning the benefits for the poor and the environment, the experiences in these areas need to be documented and contribute to the preparation of guidelines on effective policies, regulation and contracts.

Institutional arrangements to accelerate sanitation

The bad news in water supply and sanitation is that not much progress has been made in the provision of sanitation. The provision of sanitation is urgent particularly in developing countries and one of the challenges is to design appropriate institutional formats for the sanitation sector that accelerate the expansion in the provision of services. One problem that these institutional formats may attempt to find solutions for is the combination of the high per capita investments in sanitation and the low potential for effective cost recovery/absence of effective demand. Questions about the effectiveness of combined or separate provision of water supply and sanitation (by the same operator), the combined billing of these services, the effective use and impact of subsidies, sanctions for non-payment of sanitation bills, need to be answered.

Action: The documentation of successful institutional arrangements in the provision of sanitation including the role of the parties involved (public or private), the incentive schemes for the parties responsible, the regulatory environment and monitoring systems, the cost recovery arrangement if any, etc.

Methods to allocate water equitably between different uses

Water resources are becoming increasingly scarce, and competition between different uses has become a reality. The recent World Water Forum distinguished three major uses: water for food, water for nature and water for people. In terms of quantity the demand for water for people, being water for domestic and industrial purposes, is limited (on average 20% of the total). Also the demand for water for nature is not a major problem per se. The picture gets slightly grimmer when under the latter category also water demand for the effective dilution of pollution is comprised. The big bulk of water demand, however, consists of water for food or agriculture and this sector is also responsible for the majority of the "water losses".

The application of the principle of allocating water according to the "priority of use" concept based on reasons of social justice and environmental sustainability is gaining momentum. Increasingly, this principle is directing new water legislation and plays a more dominating role in various institutional arrangements. For the water supply and sanitation sector this implies that in the overall raw water distribution the allocation of water for basic domestic and industrial purposes gets first priority and will by all possible means be secured. However, to justify the application of this principle a sincere effort to save and wisely use water is a must! In addition, to guarantee economic sustainability and achieve maximum service coverage, cost recovery and water pricing systems based on capacity to pay are required!

Action: To make an inventory of existing legal systems /institutional arrangements for raw water allocation attempting to combine social justice, environmental sustainability and cost recovery. To identify, document and analyse cases of success and failure.

Frameworks for conflict prevention and resolution

In water resources allocation between competing uses, but also within the water and sanitation sector, there is much potential for conflict. It goes without saying that the care for conflict *prevention* should have priority over the care for conflict *resolution*. In conflict prevention, integrated and decentralised planning models with effective stakeholder participation and, if needed, transparent appeal procedures can be very instrumental. Precondition, of course, is that stakeholders are equipped with accessible information systems and relevant capacities.

Nevertheless, water conflicts will always continue to exist and formalised resolution procedures are needed in the sequence fact finding and establishment, mediation, arbitration and ultimately (international) legal action and enforcement.

Action: To make an inventory of integrated and decentralised planning systems with substantial stakeholder participation, with particular emphasis on the structures and procedures for stakeholder participation; the availability, distribution and accessibility of information by stakeholders; and the comparative capacities of stakeholders to participate in the conflict prevention process.

THEME 6:

Resource Mobilization and Sustainability

The present Issue Paper is meant to provide a broad-brush introduction to its title theme and to identify issues, which are seen as critical for the implementation of VISION 21 and the GWP-FAU.

Consistent with the mission of WSSCC and the focus of VISION 21, the Issue Paper considers the *problematique* of developing countries and is focused on services to the poor.

Resource mobilization and financial policies are cutting across all aspects of WSS and are inextricably linked with institutional frameworks in particular private sector participation and decentralization. Overlapping with the other themes of the Forum is

inevitable and may in fact enrich the outcome. The paper is organized along five sub-themes.

Global and regional conferences and policy development have established a broad measure of consensus on definition of long-term challenges and needed responses for water services development and management. The present issue paper takes the Dublin-Rio-The Hague consensus as the overarching policy framework. Its focus is primarily on "how to" issues.

SUB-THEME 1:

Water as an Economic Good¹⁰

As it is the case for all truly seminal statements, the Dublin Principles are known but rarely read. So, here is Principle # 4 in full:

"Water has an economic value in all its competing uses and should be recognized as an economic good. Within this principle, it is vital to recognize first the basic right of all human beings to have access to clean water and sanitation at an affordable price. Past failure to recognize the economic value of water led to wasteful and damaging uses of the resource. Managing water as an economic good is an important way of achieving efficient and equitable use, and of encouraging conservation and protection of water resource".

1.1 Economic pricing and basic services to all: does the former help the latter?

The underlying belief of the Dublin drafters was that economic pricing¹¹ would not only lead to the sound development of the sector but would also facilitate equity objectives; i.e. basic WSS services for all. This proposition is supported by the fact that: (i) inadequate tar-

iffs are a key factor in locking WSS utilities in a "low performance-lagging coverage" trap; and, (ii) that "it is expensive to be poor", i.e. all surveys of urban WSS services markets show that those who have no access to utility services pay in fact more than the economic value of whatever services they get.

The underpinning vision is one of efficient, autonomous and financially viable utilities expanding coverage and recognizing the poor as valuable customers working in partnerships with public-funded programs to ensure access to basic services for all.

Q: Realistic?

Q: Can you point out to case studies linking financial viability of utilities with good performance in extending coverage to the poor?

1.2 What basic rights means for financial policies?

Definitions of basic level of services are linked with financial policies as they are used to assess unit costs for subsidies and transfer schemes.

For water the definitions typically includes:

- for house connections and yard tap: "life-line" quantity (based on 20 to 40 lcd) at reduced rates (through discounts and/or low block rates).
- for public tap or kiosk: 20 lcd within specific distance (200 to 400m).

For sanitation the definition includes at least access to an improved latrine.

There is consensus on the idea that users should pay (albeit in most cases at reduced rates) for consumption and that subsidies should be focused on facilitating access rather than usage (more on this under sub-theme 4).

Q: How should basic WSS rights be used to design tariff structures and assess the need for investment? Do you have a country case?

10. NB: Issues related to financial incidence of conservation and protection on WSS services used by the poor are briefly reviewed at the end of the paper; they fall more appropriately under the Theme: Integrated Water Resource Management.

11. The Hague consensus advocates full cost pricing with targeted subsidies for basic level of services. Full economic cost means the long-run marginal cost of providing the services (i.e. the cost of O&M plus the cost of incremental capacity (longer term horizon for basic production facilities, medium to short term horizon for distribution and support services) plus externalities). Marginal cost pricing should be based on efficient operation; i.e. not passing on to consumers the cost of high unaccounted for water, over-staffing and over-designed capacity.

Price regulation is central to utility oversight (either public or privately managed); two basic models:

- rate or return (input-based US model)
- price cap (inflation minus mandated efficiency gains; outcome-based UK model)

For peri-urban areas as well as for rural communities pre-defined basic services have, in cases, run counter to demand responsiveness; e.g. many cases of users preference for house taps with higher-cost-to-users, over communal taps or hand-pumps.

Q: How to reconcile basic services definition with demand responsiveness?

SUB-THEME 2:

Capital Investment Needs for Water and Sanitation

VISION 21 emphasizes empowerment and the build up of social capital as a way to redirect existing flows and to mobilize community resources and local capacity.

World Water Vision and GWP-FFA stress that mobilizing and redirecting resources will be critical for implementing the action plans that came out of the Second World Forum. Their financing scenarios concur on the following fundamental points:

- (i) the pace of investments in WSS will at least need to double; with
- (ii) most of the increase will have to come from private sources and from users themselves;
- (iii) public funds will need to be redirected toward overall sector management, capacity building and public good expenditure including services to the poor and environmental protection and conservation measures; and,
- (iv) substantial increase in investments for sanitation and hygiene promotion with the caveat that funds for sanitation may be much harder to mobilize because: (a) demand and willingness to pay must be generated; (b) private sector funding will take time therefore initial investments will have to come from public funds and the communities themselves.

12. As for the sources of funds GWP-FAU anticipates that:
- (i) in-country public funding will remain at its current level of about US\$50 billions per year (bpy);
 - (ii) ODA will grow modestly from US\$9 to 12 bpy;
 - (iii) most of the additional funding is expected from in-country PS (including small scale) from US\$14 to 70 bpy, and to a lesser extent from the international PS from US\$4 to 48 bpy.

GWP-FAU Indicatives Annual Investment (US\$billions)

	Today	2000-2025
Access to drinking water	13	13
Sanitation and Hygiene	1	17
Municipal waste water treatment	14	70
Others: Industrial Effluents, Agric. & Env.	47	80
Total	75	180

2.1 How much?

Both the GWP-FFA and VISION 21 projections focus on developing countries.

VISION 21 calls for **US\$ 9 billion per year over the period 2000-2025** for incremental external capital costs of basic services (i.e. including neither investments in trunk urban systems nor users/communities own contributions).

Average unit costs per person (US\$ per person)

VISION 21 Basic services		GWP-FAU	
Urban water	50	WS standpipe	50
		Household connection	200
Urban sanitation & hygiene	25	Basic pit latrine	25
		Condominial	75
Rural water	15	Potable water	15
Rural sanitation & hygiene	10	Sanitation & hygiene	10

Q: Do countries or governments really know how much flows into WSS?

Q: How can we get sector planners and policy makers to think beyond government budgets and visualize the whole range of resources that could be mobilized for the WSS sector?

Q: Funding targets; what for? Return to central planning?

2.2 Where from?

GWP-FFA¹² points out that the shift in funding pattern will depend on institutional reform and capacity building with governance and tariffs at the heart of the matter. It sees public

funds freed from more efficient management of existing services and programs being directed toward services to the poor in particular sanitation and hygiene, and environmental measures.

However, the reality in many countries is still that resources flow the other way, i.e. water revenues are diverted to other uses by municipalities. Funds collected from rural schemes managed by districts or central water departments are not retained locally but fall into general treasury accounts. Public agencies are often delinquent in paying their water bills.

Q: What sector-specific measures can be taken to re-direct public funds toward more effective uses in the WSS sector?

WSS has attracted a minimal share of private investment flows into infrastructure in developing countries; about 10% of a total of US\$250 billion over the last ten years with none in South Asia and only US\$0.25 billions in Africa. Among the key reasons: (i) high political risks; (ii) long term nature of investments; and, (iii) for out-of-country investors: lack of reliable foreign currency revenues to support debt service and remittance of dividends.

Q: Are PS funds a pie in the sky for WSS?

Q: What can be done to entice private funding of WSS especially local long-term capital?

Q: Do you have a case of successful program to attract private capital in WSS: either as equity investors or loans from formal financial institutions or community finance?

A large share of the funds will have to come from the users themselves either *through internal cash generation* in urban areas or through *community contribution* to rural schemes. Internal cash generation will be critical for utilities confronted with the challenge of expanding coverage for a fast growing urban population. Higher level of self-financing means higher rates which is the way urban users contribute to capital expenditure. If rural communities are asked to contribute to the capital cost of their WS services why shouldn't served urban consumers (i.e. usually privileged) do the same?

Q: How to bring recognition for the need for internal cash generation by utilities?

Q: How to make sure that pro-poor investments are included in programs funded by these resources

2.3 Stretching and leveraging public funds

More effective use of public funds allocated to the WSS sector is critical, in particular for countries that stand to benefit from debt reduction programs (HIIPC) linked with increase in social expenditure (equally relevant for the implementation of the 20/20 Copenhagen principles). As sound policy framework and the capacity to manage and monitor expenditure flows will be required in order for the WSS sector to take full advantage of the increase in social expenditure under Poverty Reduction Strategies.

Q: How to ensure that the WSS sector is fully included in Poverty Reduction Programs?

Country cases, methodological framework for monitoring flows and use of expenditure for WSS?

The programming of expenditure for sanitation and hygiene will raise a special challenge for planners at municipal and state levels as they to give sanitation and hygiene a higher priority while at the same time limiting the use of public funds to software items: social mobilization, training, research, M&E and public institutions especially schools.

Q: How to benchmark and monitor effectiveness and efficiency of software expenditure for sanitation?

Q: Case of good practice (India WSS Mission).

2.4 More effective funding mechanisms for community WSS

The design of funding mechanisms to channel public funds (from budget and donors) to support community WSS is critical for program effectiveness. India's WSS Mission, RSA's Mvula Trust and the Social Investment Funds show that direct community access is essential. Social Investment Funds have emerged as a major source of financing for community WSS (in Africa as well as in LAC). Access rules are a powerful tool to promote through incentives lower cost technologies and foster mobilization of community resource.

Q: How to spread innovations in funding mechanisms for community WSS?

Q: Case study of incentives incorporated in access rules?

SUB-THEME 3:

Sustainability and O&M

The consensus on the need to mobilize resource necessary to cover O&M expenditure from the users themselves and to set up the necessary institutional framework for the purpose is founded as much on the principle of empowerment as on the lessons of experience. Its application to community managed schemes raises a number of issues:

- how to ensure funding of major repairs?
- how to ensure technical support after the investment or project phase?
- how to foster the development of reliable supply chains for parts and services?

3.1 O&M, yes, of course, but quid of repairs and renewal?

If O&M is meant to include only short term cost (say three to six month horizon) communities will need external support (grants or credits) to fund major repairs and renewal lest they fall in the cycle of: investment - light maintenance - break down - rehabilitation.

The inclusion of provisions for repairs and renewals (O&MR) in scheduled charges would require communities to deal with the practical problem of safekeeping. In relatively developed areas community finance institutions can play a role. The experience with sector-specific fund pooling mechanisms has generally been disappointing. Communities may also rely on exceptional contributions from members

Affordability should be built in by design. There are however situations where communities may not afford the full O&MR cost either because they occupy low potential areas (semi-arid) and/or the relative difficulty and higher cost of developing basic drinking water services in their particular location.

Q: How to define O&M for rural schemes, affordability test?

Q: How to ensure financing for repairs (scheduled or unforeseen) and renewal?

3.2 Supply chains and after-project support

Thin markets, long distances and poor logistics are perennial problems. The goal of programs to develop sustainable support services is to reach a point where communities are able to access them on a commercial basis. Such programs rely on capacity building and training as well as on financial support measures to facilitate access to technical services and to establishing and maintain inventories of parts and supplies (revolving funds and/or subsidies in the form of community vouchers, scheduled rates for services etc.).

Q: How to design the financial components of programs to develop community support services? Case of good practice?

SUB-THEME 4:

Subsidies, Cost Recovery and Willingness to Pay

4.1 How to make subsidies work better and harder?

Subsidies are at play whenever users pay less full costs (re. sub-theme 1). The typical scenario in many cities is one of tariffs well below costs subsidizing the privileged at the detriment of the expanding number of people to whom a dysfunctional utility cannot extend services.

Subsidies are imbedded in tariffs. A good understanding of the resulting incentives structure is important for the design of pro-poor WSS strategies.

Key considerations for subsidy schemes:

- (i) *outcomes rather than inputs*: subsidy should go to the users not to the provider. Usually achieved through discounted rate for lifeline level of consumption. Vouchers (re. the Chilean experience) go one step further in empowering users whilst allowing the utility to charge full cost.

– (ii) *stay within the family*: cross subsidies are simpler and, more importantly, they do not put the financial autonomy of the utility in jeopardy. The reliability of regular transfers from state or municipal treasuries will always be questioned. Better to apply public funds to pro-poor investments and environmental programs.

Q: Pro and con of direct subsidies (e.g. vouchers) vs discount?

Cross-subsidies are not without hazards. Many tariff systems combine cross-subsidies between categories of users (from industrial to residential and public sector institutions) with cross-subsidies between users in the same category (from high income to low-income). High differentials between categories can foster fraud and provide large industrial users incentives to seek their own supply or to relocate. The utility may also give low priority to low tariffs areas.

Q: Lessons from cross-subsidization

Many utilities have adopted a *banded or block tariff system* whereby tranches of consumption are charged at increasing unit rates. The drawbacks are lack of simplicity and clarity for the users. Such systems discriminate against households who supply water to their neighbors. Re-vending is an important mode of supply for low-income households to whom the resellers will pass the higher block charge.

Hence the current preference for *flat rate with a discount* applied to the lifeline services (20 to 40 lpd).

Q: Block vs flat rate with discount, pro and con?

Pro-poor WSS strategies will also have to deal with issues arising in planning the *transition from low to full costs tariffs* which would create hardship for low-income customers already connected including, typically low-ranking civil servants.

Q: How to manage the transition from far-below-cost to full-cost? Country cases (e.g. Guinea).

4.2 Access vs. usage?

Households without yard connection spent typically more for lesser quality service. In many countries high connections charges and unnecessary legal requirements restrict access for low-income households. Social connection

programs whereby access is subsidized and facilitated have resulted in the rapid expansion of coverage to low-income households (e.g. SODECI).

Once connected poor households have often difficulties in saving the lump sum needed for their monthly water bill, although it may in fact be a much lesser amount than the total of the daily payments they used to make to vendors and kiosk operators. Community finance systems have formed partnership with utilities to alleviate the problem (and cut down on disconnection costs). Other responses include pre-paid meters.

Q: How to ensure the options for facilitating access are fully considered?

Q: How to design "social connection" programs? Country cases.

Q: How to make sure that once connected the poor can stay so? Good practice in facilitating saving for monthly utility bill.

4.3 May be willing but not necessarily able?

Demand responsiveness implies that users are fully informed about the services that they are getting and have determined that they will be able to pay for it. Willingness to pay (WTP) surveys are the tool of choice to help such assessments. As the method spread, awareness of its limitations grew. It is generally accepted that its predictive value is best in situations when: (i) the services offered is known in the communities because it is used by some households or it can be observed in similar neighboring communities; (ii) people are already paying for whatever services they get.

Q: Way forward in methods to assess future ability to pay?

SUB-THEME 5:

Mobilizing Private Capital

5.1 Harnessing micro-finance and saving cooperatives

The paradox of financing access to WSS services for the poor is that it has failed to attract investment in spite of the fact that the present value of the flow of payments they make to kiosks and small operators is usually a multiple of the present value of the capital expenditure and monthly bills that they would face once connected.

Micro-finance is increasingly recognized as an enabling tool for the provision of improved water and sanitation services in informal urban settlements. India's experience (e.g. SEWA Bank) provides useful lessons on the framework under which micro-finance can support local infrastructure in informal settlements; namely:

- access to technical advisory support;
- reliance on mutual guarantees rather to secure loans;
- four way partnerships between community finance
- organization, NGO, CBO and municipal agencies;
- regular savings and effective field workers;
- choice of delivery and implementation mechanisms.

Micro-finance and savings cooperatives have also emerged as enablers for housing and local infrastructure programs in I.A.C. In Africa the role of micro-finance and saving cooperatives in investing in local infrastructure and WSS is presumed to be limited although not well documented.

Q: How to build on the emerging lessons from India and LAC?

5.2 Supporting private providers

A recent survey has estimated that small scale independent providers (SSIP) of WSS services in ten African cities has been estimated at US\$30 million p.a. serving 30 to 70 percent of households for water and 70 to 90 percent for latrine emptying. In Paraguay, aguateros have

invested in mini-utilities serving entire neighborhoods.

The next step is to design measures to improve the environment under which they operate and to enhance coordination with trunk services; such program should focus access to local financing and on the securization of existing investments. Eventually SSIP may grow into formal operators for systems serving small towns and peri-urban areas.

Q: Financing for SSIP, how to involve formal financing institutions?

ADDENDUM. ISSUES FOR THE INTEGRATED WATER RESOURCE MANAGEMENT THEME

Will conservation and protection increase the price to, or restrict opportunities for the poor?

In urban contexts, the poor stand to benefit from environmental programs provided their participation is ensured and their rights are protected by land tenure and resettlement measures. The direct financial incidence of such programs on WSS services used by the poor will, as a rule, be second to their contribution to health and improved living conditions. Demand management programs should reduce wastage and cut down on low-priority uses, thereby making water available for re-distribution to unserved communities if accompanied by targeted programs with this objective. By delaying the need to develop higher cost sources, they should also help to keep down rates. The incidence of coverage expansion to low-income communities on total demand for water can be expected to be marginal as their daily consumption is relatively low.

Q: Your perception of the impact of urban environmental programs on the poor?

Q: How to ensure that the demand management programs are coupled with measures to improve services to the poor?

In rural contexts, measures to conserve and protect water resource resources intended for urban areas have the potential to disfranchise rural communities and impact on their livelihoods. This is particularly the case for watershed protection. As long as resource flows are not aligned with the allocation of economic costs and benefits the economic valuation is of limited value as a policy tool. Definition of property rights and of the institutional framework to handle related transfers are critical.

Q: Danger real?

Q: How to ensure that the economic value of watershed protection is passed on to custodian communities?

1.4 How will pricing work to allocate water between different uses?

Both the World Water Vision 2025 and of the GWP-FAU call for rapid productivity gains in the use of water for irrigation and an increase in the share of water for municipal use (such re-distributions are underway in the USA through the emergence of trading markets for water). WWV and GWP-FAU see pricing combined with investments in technological innovations and farmer's empowerment as the key tools to spur this evolution.

Q. Is it really an either-or situation?

Q. How to manage the transition and ensure that small farmers are not priced out of their livelihoods?

THEME 7:

Targets, Indicators and Monitoring

Purpose

The purpose of the Theme 7 Issues Paper is to outline the issues and questions that relate to:

- Setting global and national goals, and relating national goals with local targets;
- Validity and reliability¹³ of existing water supply, sanitation and hygiene (WSH) indicators and the need for developing new indicators where necessary to fill gaps in our knowledge about access, quality and hygiene behavior;
- Appropriate global, national and local level monitoring and data collection methods.

Water Supply and Sanitation Collaborative Council (WSSCC) members will have an opportunity to discuss these issues and questions during an electronic conference in

13. The terms "validity" and "reliability" of WSH indicators are used here from an evaluation perspective. Translated liberally, validity means that an indicator measures what it is supposed to; and reliability implies that an indicator can be measured with precision. Later the paper talks about "service reliability" from the perspective of water and sanitation utilities, which is obviously a different concept.

September and October 2000 and to share ideas about future actions to address them. These inputs will form the basis for the thematic discussion in Iguacu.

Water Supply and Sanitation Policies for the 21st Century: Monitoring a Priority

In its VISION 21, the WSSCC emphasizes the need to set numerical targets for safe and adequate hygiene, sanitation and water, as an important strategy for international development and poverty reduction in the 21st century. To motivate people to achieve targets suggested for the years 2015 and 2025 (see Appendix 1), progress needs to be measured by using reliable indicators and appropriate monitoring methods. Because the conceptual framework underlying VISION 21 clearly links hygiene, sanitation and water with health and development, indicators should not only count the inputs provided, such as access to taps, pipes and latrines, but also measure health and social benefits provided by programs improving water supply, sanitation and hygiene. While monitoring has improved through guidance from WHO, UNICEF and other organizations, important challenges remain to measure progress towards the proposed targets. Appropriate indicators need to be established that are measured by monitoring systems at local, country and national levels using participatory approaches. Effective monitoring involves stakeholders, measures changes of hygiene behaviors, and emphasizes the timely use of data. This issues paper highlights significant questions and is intended to stimulate the discussion about actions necessary for achieving the VISION 21 goal of hygiene, sanitation and water for all.

Types of Monitoring

There appear to be at least two distinct levels and types of monitoring of WSH indicators that need to be considered:

- Local (sub-national) level monitoring
- National and global level monitoring

Firstly, countries may monitor aspects of their water supply and sanitation services at different levels. A municipality may for instance just monitor cost recovery of services at a local level. Financial and operational aspects of services are perhaps a greater concern to those providing services at this level than coverage of population. At the other end of the scale, countries are increasingly being asked to adopt national and local service coverage targets and to monitor their progress towards them. The perceived utility and capability of doing so varies both between and within countries.

The second level and type of monitoring is that undertaken by the international community at national, regional and global levels. This monitoring is for the purposes of measuring progress and advocacy for the sector at a global level. The WHO/UNICEF Joint Monitoring Programme, as detailed below, is one of the chief activities in this field, with a remit to provide information to the United Nations Secretary General, and to the overall stakeholders of the water supply and sanitation sector, on an ongoing basis.

A challenge now being posed is how to use these survey data to inform monitoring and targeting within countries. Little is known about the need and interest in local monitoring of WSH indicators, and appropriate data collection instruments are not readily available for routine use.

Existing Data Sources and Indicators

Historically, data about water and sanitation coverage have been collected from two sources: from service providers and households. The most relevant efforts are described below.

WHO/UNICEF Joint Monitoring Programme for Water Supply and Sanitation (JMP)

WHO established routine monitoring of water supply and sanitation during the International Drinking Water Supply and Sanitation Decade from 1980 to 1990. Several assessment reports were produced during the Decade. Based on the fact that water supply and sanitation data were frequently unavailable or unreliable at the country level, WHO and UNICEF decided to establish, in 1990, a WHO/UNICEF Joint Monitoring Programme (JMP) to strengthen the local capacity to generate and use sector

data. The basic JMP approach contained three parameters: service coverage, operation and maintenance, and capital investment. Data collected over the 80's relied entirely on information given by the providers of water supply and sanitation services. Information in the mid-decade JMP report on coverage between 1990 and 1994 started to introduce some information obtained from the users' side.

WHO/UNICEF Global Water Supply and Sanitation Assessment 2000 (GA 2000)¹⁴

Data from service providers and government sources were not always available or reliable and therefore may not have given an accurate estimate of people's access to water and sanitation. Recognizing these shortcomings, WHO and UNICEF have sought out nationally representative household sample surveys as data sources for their year 2000 assessment. Consequently, most of the information generated for the Global Assessment of the Water Supply and Sanitation Sector is given by the users of services. These population-based estimates are derived from different types of surveys and vary among sources. In addition, countries were asked to estimate some indicators of service quality, but these are based on information given by water and sanitation service providers and government officials. Some of the most relevant surveys are listed below.

- Demographic and Health Survey (DHS) conducted by MACRO in intervals of five years or less
- UNICEF Multiple Indicators Cluster Survey (MICS) conducted every few years
- National Census conducted every 10 years in most countries
- Other national surveys: for example, national socioeconomic surveys, WHO diarrheal disease surveys, World Bank/RAND Living Standard Measurement Survey (LSMS)

Indicators included in the GA 2000 are listed below. The questionnaires used by WHO and UNICEF to collect data from various sources offer an illustrative definition of some terms, for example, "functioning" (see Appendix 2 for details). Most others are left for countries to define.

14. Water and Environmental Health at London and Loughborough (WELL), a United Kingdom's Department for International Development (DFID) resource center, provided technical assistance for the assessment.

- Water service
 - Population currently with access to functioning safe water supply (population-based estimates)
 - Population served with household connection
 - Population without household connection but with reasonable access to a public water point
 - Percentage of urban water systems providing intermittent supply (provider-based estimates)
 - Typical number of hours per day when water is available in urban areas (provider-based estimates)
 - Percentage of urban drinking-water systems using disinfection (provider-based estimates)
 - Percentage of rural water supplies functioning (provider-based estimates)
- Sanitation service
 - Population served with adequate excreta disposal (population-based estimates)
 - Percentage of the total volume of wastewater collected by public sewers that is treated by functioning sewage treatment (provider-based estimates)

Population-based surveys that were used as a data source for GA 2000 collected additional indicators on water and sanitation service type, quality and hygiene practices. As yet there is no established standard set of defined indicators that is used in all major surveys. However, as greater use is being made of the data, there is now more discussion about indicators between survey-implementers.

African Water Utility Partnership (WUP) Assessment

The African WUP developed a list of 15 indicators that measure the performance of water utilities related to institutional capacity and sustainability. Lessons from 21 water utilities that participated in the assessment revealed difficulties in collecting data and maintaining adequate records.

Summary of Key Issues

Five issues of greatest priority have emerged for the targets, indicators and monitoring theme. They originated from discussions at the Second World Water Forum at The Hague in March 2000, the WSSCC Manila Action Program in 1997, the 20/20 Principle, and the monitoring experience of WSSCC partner organizations and programs.

Before getting into specific issues, it will be important to recapitulate what we know about monitoring needs and the degree to which organizations and countries agree on a monitoring strategy. This step should ensure that the issues identified below and the ensuing discussions respond to needs expressed by countries, providers of water and sanitation services and local government. If stakeholders and their general expectations about monitoring are not well understood yet, the following questions should be answered before proceeding to specific issues.

- In the water supply and sanitation sector, who has an interest in monitoring?
- Where do different stakeholders agree on what to monitor, where do they have important disagreements?
- What information intend stakeholders to use and for what purpose?

I. Setting Global and National Goals

VISION 21 stresses the importance of setting goals and targets and suggests global targets for 2015 and 2025 (see Appendix 1). However, little evidence exists that national goals and targets are developed systematically, although the GA 2000 has asked countries for this information, or whether such targets are shown in national action plans. This perhaps reflects the lower priority attached to targets within countries and the fact that their very development is often driven by external (funding) agencies. Countries cannot be expected to adopt data that they may disagree with and to use them to develop or revise their national targets.

Questions

- *Do countries accept household survey data that are collected at national and local levels as valid and relevant (as compared to provider-based data)?*
- *Is there a demand or perceived need for service monitoring and target setting for service coverage, reliability and quality within countries?*
- *Are national targets perceived as being helpful within the country?*
- *If they are, what is the most effective process for countries to formulate national water and sanitation goals and targets by taking available data into account, and how best can the international community assist?*

2. Relating National Goals To Local Targets

Access to water and sanitation services and service quality varies substantially within a country. Major differences often exist between urban and rural areas, or disadvantaged populations living in certain areas of cities that in principle provide reliable services may have no access to water and sanitation at all. Therefore, national targets need to be adapted locally to be useful for local planning. Otherwise, targets may be unrealistically high for under-served areas or too low for regions with a good water and sanitation infrastructure. In both instances it would lead to inappropriate planning and diminish the motivational effect of setting ambitious but also achievable targets. As for the national level, decisions about local targets should be based on valid and reliable data. Even if these data become available, targets cannot be easily set without minimum standards of performance and benchmarks that indicate what might be attainable in a certain socioeconomic and cultural context. The persistence of centralized systems, top-down planning and weak institutional capacity pose major obstacles to meaningful local target setting.

Questions

- *Do local targets exist and where?*
- *Is there demand for target setting at a local level?*
- *If there is, what are the constraints, enabling factors and solutions for setting realistic targets for core WSH indicators at the local level?*
- *Should and can minimum standards of performance and benchmarks be developed for existing indicators to guide target setting; and what should be the process?*
- *How can standards of performance and benchmarks be disseminated effectively?*

3. Choice Of Indicators, Including VISION 21's Basic WSH Requirement

Issues related to the choice of indicators are complex and raise several questions. Limitations of available data suggest that important gaps exist in information about access, quality and hygiene behavior. However, the desire to collect more data systematically needs to be balanced by a realistic judgement of what is doable under existing capacity and resource constraints. The first step should therefore be to concentrate on existing data and their potential use to set targets.

VISION 21 describes basic WSH requirements as:

- A minimum quantity of safe water of 20 liters per person per day
- A limited number of key hygiene practices that are essential to good health
- Disposing of human waste without contaminating the environment

Information whether these basic requirements are met is not routinely available from existing data sources. Either appropriate indicators do not exist at all, or there is no consensus about which indicators to measure.

Questions

- *What additional WSH indicators should be developed to measure the fulfillment of basic WSH requirements (household and provider levels)?*
- *At what level should and can data be collected (national and local levels)?*
- *What is the most efficient and affordable approach to collect data for these indicators; who should collect them and how; who will provide resources?*
- *How to improve the reliability of data given by the providers and those given by the users?*
- *What should be the process¹⁵ to reach consensus, test and validate new indicators?*
- *What products are needed as references or guidelines for local, national and international decision-makers, and how will they be disseminated effectively?*

So, for the purposes of VISION 21:

The following examples illustrate some issues related to monitoring basic WSH requirements that could require a solution in the form of new or improved indicators of access, quality and hygiene behavior.

Access

- To set local targets for WSH, monitoring needs to be able to identify under-served population groups, as mentioned before. However, techniques of stratification or population segmentation are not routinely applied for specific indicators, and the effective use of mapping technology such as GIS as a tool to visualize differences of need is rare. *Equity* in access to adequate water and sanitation cannot be achieved without a risk assessment approach that is sensitive to local differences in service coverage, reliability and quality.

15. "Process" should describe what needs to be done, by when it will be done, who will be responsible for which task, what are the important milestones, and what are the key products.

- Substantial resources are invested in improving access to water and sanitation. However, little is known in many cases about the *sustainability* of these services and the institutional capacity to maintain services of acceptable quality. Indicators may be needed to measure water wasted, costs recovered, or infrastructure and human resources available.

Quality

- Even when population-based access to services is known, this does not necessarily mean availability for use when needed. Better information needs to be available about the *reliability* of water and sanitation services.
- As experiences from the African Water Utility Partnership assessment have shown, data about service reliability are difficult to obtain from utilities, and they are usually not collected from customers. Even less is known internationally about *water quality* and harmful biological or chemical contaminants, for example, coliform bacilli or arsenic in well water.
- Once solid and liquid waste leaves the household people may still be at risk, if *safe disposal*, e.g., without contaminating the environment, is not assured. Information about how waste is disposed and whether it is biologically and chemically safe is not available.
- On the household-level, people's access to formal and informal water and sanitation facilities is already monitored by surveys mentioned in the context of GA 2000. It may require explicit policy and legislative action to ensure that data for essential indicators of service quality can be collected from *public* as well as *private* service providers. This may require careful choices to avoid legally requiring information which may not be readily available and would be time consuming and expensive to collect.

Hygiene Behavior

- Availability and reliability of, say, sanitation facilities at the household level cannot be equated with actual use. Research has documented that *feces disposal*, especially that of young children, is critical for reducing diarrhea prevalence, but this behavior is not monitored systematically.
- While water and sanitation programs have recognized the importance of changing hygiene practices, efforts are often scattered by addressing too many behaviors. Attention can be refocused on actions that maximize health impact by monitoring a *few key behaviors*, such as handwashing practices and feces disposal.

Choice of Indicators: Health Impact versus Service Use and Behavior

In its VISION 21 strategy the Water Supply and Sanitation Collaborative Council (WSSCC) states that water and sanitation "...can contribute significantly to sustainable and self-reliant patterns of human development and wellbeing." and "VISION 21 underlines the importance of hygiene if basic water and sanitation services are to actually achieve better health." The importance of this link between water supply and sanitation interventions, hygiene behaviors and health outcomes has been documented, for example, by Esrey for USAID's Environmental Health Project (EHP, 1991), and is reflected in more recent water and sanitation program designs. However, the effectiveness of these programs to improve health status, i.e., reducing morbidity and mortality from diarrheal diseases, is not systematically assessed. Ideally we would want to measure the health and social benefits provided by programs improving water supply, sanitation and hygiene more regularly, but surveys to quantify health impact are technically difficult and expensive. Large-scale national household surveys like the DHS should continue to collect this type of data and WSH indicators as well. A more realistic approach for the local level may be to limit the choice to indicators that allow an approximation of health impact by measuring the "use" of services and hygiene "behaviors" instead of assessing health outcomes directly.

Questions

- *Is enough known about the contribution of hygiene behaviors to rely solely upon monitoring behaviors as proximate measures for health improvements? If not, where is further research required?*
- *Should health outcomes be included routinely in household surveys that measure WSH indicators at the local level, or should only proximate measures like access, quality and behavior be recorded that are easier to assess?*

GA 2000 Indicators and Definitions Of Service Improvement

A comparison of information about access to adequate water supply and sanitation from different types of household surveys shows substantial differences although assessments took place at about the same time. Such inconsistencies between data sources are partly due to the lack of a clear and uniform definition of indicators, for example, what exactly constitutes an "adequate" or "safe" water supply, or a "functioning" sanitary facility? The absence of consensus about definitions is partially a reflection of the fact that few of the surveys used are actually dedicated to seeking information about the sector and may treat WSH indicators as an add-on. In the case of hygiene behaviors, handwashing at appropriate times and employing an appropriate technique has been shown to reduce significantly diarrhea prevalence in young children in studies specially designed to explore this relationship. However, when a small subset of these behavior indicators was tested on a large scale in recent DHS they seemed to have little discriminatory power. This may be due to both the difficulty of accurately measuring un-observed behavior and using a set of information that is reduced to one or two causal factors to explain a health outcome such as diarrhea prevalence that has multiple causes. A consensus about definitions and the minimum amount of information that should be collected to allow a meaningful analysis needs to be reached not only for existing indicators, but also for any new indicators to assess basic WSH requirements.

Questions

- *Which indicators and terms need to be defined; what process should we adopt to reach consensus; who should be involved; and how will definitions be tested?*
- *For which indicators should minimum standards of data collection be developed, what should be the process to develop these standards?*
- *How can standards of data collection be disseminated effectively?*

Monitoring and Surveying Methodologies

Household surveys like the DHS and MICS are well-tested and valid methods for collecting nationally representative information. Except for the need to standardize the definition of WSH indicators, these instruments provide the information necessary to monitor the achievement of global and national goals and targets. By their nature, these large-scale surveys cannot be participatory at the local level.

Valid WSH indicators, when used in large national population surveys or in national census, are mostly useful on an international level. Usually, sample size and cluster sampling techniques do not allow estimates at sub-national levels other than perhaps for larger regions within a country. Although sampling may be less of an issue for a national census, intervals between censuses are too long to be useful for local planning. Little is known about how much effort is devoted to local monitoring of WSH indicators today, and efficient and accurate methods for collecting WSH data at local levels are lacking. However, such information is necessary to empower local government, providers and communities to take greater ownership in planning and executing activities that improve the coverage and quality of services and to develop IFC strategies for changing hygiene behaviors. In addition, data collection instruments for the local level can improve the reliability of information about WSH by including direct observations rather than relying mainly on responses from inter-

viewees. As has been noted by many authors, for example, Shordt, monitoring needs to be participatory and include stakeholders in the process to lead to the timely use of data for decision-making.

Questions

- *What do we know about how much monitoring is happening on the ground: what methods are used; what data are collected; who collects them; how are they used; how much does it cost; are these efforts perceived as useful?*
- *Are two types – local and international - of monitoring (and information) with distinct sets of actors and ultimate aims needed; if yes, why?*
- *What types of participatory¹⁶ methods are needed to monitor WSH indicators at the local level; how will they be tested?*
- *When are household surveys most appropriate; when should one rely on routine information systems maintained by public or private utilities?*
- *What is the status of information systems in the water and sanitation sector: are they seen as useful; is there demand for them; are they used? If they are, how can existing systems be strengthened?*
- *Who has the capacity, who should be responsible for monitoring and survey functions, and who should provide funding?*

How to proceed?

These may be more issues and questions than we can address during the five-week electronic conference that is planned between September and November and during the Forum itself. One of the first steps could be to prioritize and select what should be discussed now, what could be addressed later, or what could be dropped entirely. Once the key issues have been identified they may need to be refined, and we may want to specify the desired

16. Participation is understood here in a broad sense and includes community groups, water and sanitation utilities, local government, Non-Governmental Organizations (NGO), and households.

outcome of the discussions. Most issues are too complex to be completely resolved in the near future, but we should have an idea how far we can advance and where we want to be in November.

Appendix 1

VISION 21: Suggested Targets for 2015 and 2025

2015

- universal public awareness of hygiene
- percentage of people who lack adequate sanitation halved
- percentage of people who lack safe water halved
- 80% of primary school children educated about hygiene
- all schools equipped with facilities for sanitation and hand washing
- diarrhoeal disease incidence reduced by 50%

2025

- good hygiene practices universally applied
- adequate sanitation for everyone
- safe water for everyone
- all primary school children educated about hygiene,
- diarrhoeal disease incidence reduced by 80%.

Appendix 2

WHO/UNICEF Global Assessment 2000

The Global Water Supply and Sanitation Assessment 2000 Water Supply and Sanitation Sector Questionnaire – 1999 summarizes potential types of water and sanitation services.

The following technologies were included in the Assessment as representing “improved” water and sanitation:

Water supply

- Household connection
- Public standpipe
- Borehole
- Protected dug well

Protected spring

Rainwater collection

Sanitation

Connection to a public sewer

Connection to septic system

Pour-flush latrine

Simple pit latrine

Ventilated Improved Latrine

The following technologies were not considered “improved”:

Water supply

Unprotected well

Unprotected spring

Vendor-provided water

Bottled water

Tanker truck-provided water

Sanitation

Service (or bucket) latrines (where excreta are manually removed)

Public latrines

Open / uncovered latrines (referring to the hole not to a lack of superstructure)

Indicative examples: definition of “functioning”

The following definitions are examples only. They should be adapted at country level to suit local conditions.

Water systems:

- For reticulated systems leading to household connections, yard taps or standpipes to be considered “functioning”, they should operate at over 50% of design capacity on a daily basis.
- For handpumps, “functioning” means those operating for over 70% of the time, when the time lag between breakdown and repair does not exceed two weeks.

Sanitation systems:

- “Functioning” means that the facility is structurally and operationally sound and is attractive for and encourages use.

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Lebanon/Totounji/UNICEF

List of Acronyms

ABES	Associação Brasileira de Engenharia Sanitaria e Ambiental
AIDIS	Asociacion Interamericana de Ingenieria Sanitaria
CBO	Community-based Organisation
CEENIS	Central and Eastern Europe & New Independent States
CEHA	Centre for Environmental Health Activities
CERFE	Centro di Ricerca Febbraio '74
CIDA	Canadian International Development Agency
CINARA	Centro Inter-Regional de Abastecimiento y Remocion de Aguas
CMPCS	Community Management and Partnerships with Civil Society
CSD	Commission on Sustainable Development
DC	Developing Country
DFID	Department for International Development
ECLAC	Economic Commission for Latin America and the Caribbean
EHP	Environmental Health Project
ESA	External Support Agency
FRESH	Focussing Resources for Effective School Health
GARNET	Global Applied Research Network in water supply and sanitation
GENNET	Gender Issues Network
GESI	Global Environmental Sanitation Initiative
GWP	Global Water Partnership
HRD	Human Resources Development
ICDDR,B	International Centre for Diarrhoeal Disease Research, Bangladesh
IAP	Iguaçu Action Programme
IHE	Infrastructure Hydraulics Environment, Delft
IRC	IRC International Water and Sanitation Centre
ISW	International Secretariat for Water

JMP	Joint Monitoring Programme of WHO and UNICEF
JMP 2000	Global Assessment on the Status of Water Supply and Sanitation 2000
MAP	Manila Action Programme
NGO	Non-governmental Organisation
OAU	Organisation of African Unity
O&M	Operation & Maintenance
PAHO	Pan-American Health Organization
REPIDISCA	Red Panamericana de Informacion y Documentacion en Ingenieria Sanitaria y Ciencias del Ambiente
SANDEC	Water and Sanitation in Developing Countries
SEDU	Secretaria Especial de Desenvolvimento Urbano
SIDS	Small Island Developing States
STREAM	Streams of Knowledge Coalition
UNCHS	United Nations Centre for Human Settlements (Habitat)
UNDESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UNICEF	United Nations Children's Fund
WEDC	Water, Engineering and Development Centre
WELL	Water Engineering at London and Loughborough
WHO	World Health Organization
WSP	Water and Sanitation Program
WSS	Water Supply and Sanitation
WSSCC	Water Supply and Sanitation Collaborative Council
WUP	Water Utilities Partnership
WWD	World Water Day

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