

THIRD GLOBAL FORUM

People and Water: Partners for Life

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SANITATION (IRC)

Biennial Forum of the Water Supply and
Sanitation Collaborative Council

Barbados: 30 October - 3 November 1995

MEETING REPORT



**hosted by the Barbados Water Authority
on behalf of the Government of Barbados**

March 1996

*The Secretariat, Water Supply and Sanitation Collaborative Council.
Geneva, Switzerland*

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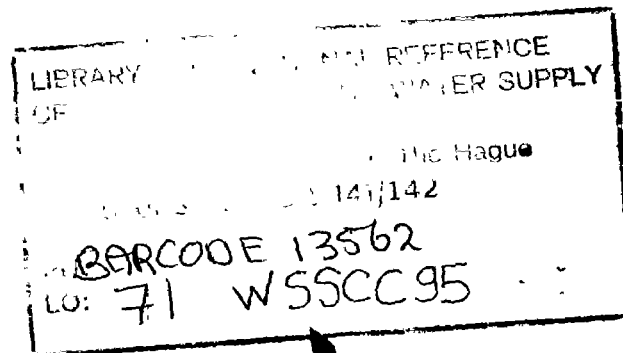
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INTRODUCTION

This report presents the outcome of the third Global Forum of the Water Supply and Sanitation Collaborative Council (WSSCC) held in Barbados on 30 October-3 November 1995. Hosted by the Barbados Water Authority on behalf of the Barbados Government, the meeting was attended by a total of 235 participants. They included 127 sector professionals from a total of 71 developing countries and 76 from 34 external support agencies. There were five participants from Central and Eastern European countries and a total of 27 participants from 24 non-governmental organizations (NGOs). A full list of participants is included as Annex 1. The meeting's theme was **"People and Water – Partners for Life"**

The WSSCC membership is open to sector professionals from national water and sanitation agencies in developing countries, multilateral and bilateral aid agencies, non-governmental organizations and appropriate international research institutions, academic institutions, information agencies and professional associations active in the field of drinking water supply and sanitation. The Council meets at two-year intervals, to provide a forum for members to exchange experiences and views and to agree on common approaches for advancing progress in water supply and sanitation, in accordance with its Mission Statement which says:

"The Collaborative Council's mission is to enhance collaboration among developing countries and external support agencies, so as to accelerate the achievement of sustainable water supplies, sanitation and waste management services for all people, with emphasis on the poor."

The WSSCC held its first Global Forum in Oslo, Norway, in September 1991 and its second in Rabat, Morocco in September 1993. At the Rabat meeting, the Council formulated a *Rabat Action Programme* to carry forward implementation of agreed recommendations. To continue analysis of key sector issues and to develop further recommendations for consideration in Barbados, the Council authorized a series of *Working Groups* and *Mandated Activities*. Executive summaries of the reports

from those Working Groups and Mandated Activities were distributed to Barbados participants and full reports were available at the Barbados Forum

In addition to the reports emanating from these post-Rabat activities, the programme in Barbados included a series of plenary presentations on topical water and sanitation sector issues on which it was intended that Forum participants should develop recommendations for appropriate action by the Council or its members.

Following plenary presentations and brief discussions on reports from the activities initiated in Rabat, those continuing from Oslo as Mandated Activities, and the new issues selected for discussion in Barbados, action recommendations were developed in a series of parallel working sessions and reported back for review and endorsement by a final plenary session.

In this report, the outcome of the initial plenary discussions, Working Session reports and final plenary reviews are presented topic by topic, grouped as follows:

1. Review of reports on Working Group activities Initiated in Rabat

This section covers the Working Sessions on:

- **Sanitation**
- **Water Pollution Control**
- **Institutional and Management Options**
- **Water Demand Management and Conservation**

2. Review of reports from Mandated Activities

This section covers the Working Sessions on:

- **Services for the Urban Poor**
- **Operation & Maintenance**
- **Applied Research – GARNET**
- **Changes for the better – Philosophy and Approach***
- **Gender Issues**
- **Country-level Collaboration and National Sector Strategies†**

* This session included consideration of the report of the Council Mandated Activity on Communication and Information

† Though the Council Working Group on Country-level Collaboration did not continue after Rabat, it was felt that updated information on this key topic would be of interest to Barbados participants.

3. Emerging Issues

This section covers the Working Sessions on:

- **Pressure of Population**
- **Small Island States**
- **Africa**
- **Decentralization**
- **Central and Eastern Europe and CIS**
- **Joint Monitoring Programme**
- **Roles of the Community and NGOs**
- **Home Page for Water Supply and Sanitation on the Internet**

4. Information Sessions

This section covers the Working Sessions on:

- **Making Large-scale Rural Water & Sanitation Projects Work**
- **UNICEF WES Strategy**

5. Council involvement with other bodies

This section covers the Working Sessions on:

- **Habitat II**
- **Proposed World Water Council**

6. Ad hoc Sessions

In addition to the programmed sessions, the Barbados Forum offered participants the opportunity to arrange ad hoc sessions to discuss topics of interest arising during the Forum. This section covers two such Working Sessions on:

- **Sanitation in Emergency Situations**
- **Lusophone Initiatives**

During the course of the meeting, a Programme Committee met regularly, to review the outcome from Group Sessions and to help formulate proposals for putting recommendations into action. Proposals from the Programme Committee were the basis for the final plenary discussions and for Council consideration and approval of future activities and action.

The outcome of those discussions, in the form of mechanisms for continuing Council activities leading up to the next Global Forum, is summarised in Section 7.

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1. REVIEW OF REPORTS FROM NEW RABAT WORKING GROUPS

Double sessions discussed the major reports from three Working Groups established in Rabat and reporting for the first time in Barbados. Participants had access to the Group's Reports and Executive Summaries and had heard plenary presentations from the Group Coordinators. The Working Sessions were intended to provide fresh insights and recommend follow-up.

SANITATION

The report of the Council-sponsored Working Group on Promotion of Sanitation was presented by Mayling Simpson-Hébert of WHO.

The findings of the Working Sessions were:

1. Update

The Working Session participants confirmed that the Sanitation Working Group has produced very useful material. It is recognized that the water sub-sector gains greater investment and competes with sanitation. Continued development of advocacy materials and strategies will be very valuable. Greater emphasis needs to be placed on locally appropriate technologies, also making production local and close to the consumer. Low-quality, cheap technologies which will need regular replacement are to be avoided.

There is a need to develop state- or country-level sanitation teams. Promotion kits, such as those presented in Barbados, are greatly needed at the community level.

2. Barriers to achievement

Constraints which may hinder implementation of recommendations include:

- Lack of knowledge of, and tools for, developing demand.
- Lack of main reports translated into Spanish and French.

3. Should the Working Group continue?

General consensus was that the working group should continue on a global level and should consider the development of *regional subgroups*, depending on availability of resources. Continued guidance is needed to develop strategies for the national levels, compiling experiences of different nations and acting as a think tank. It is also necessary to develop additional tools and strategies (see below).

4. Tools available/Tools needed

The *Promotion for Sanitation Kit* is valuable and should be adapted for local needs. Further tools should be framed in terms of environmental health and improved quality of life. Tools are also needed which address investors, e.g. cost-benefit analysis for various levels of sanitation technology, water, and water and sanitation combined. National-level studies may be needed to do this. The Working Group may consider engaging a consultant to find and review examples of using or targeting children for development of sanitation and hygiene behaviour change projects.

5. Additional Recommendations

The participants saw a need to improve existing collaboration among agencies working in the area, as has been happening between WHO and UNICEF. There is also a need for agencies to develop better evaluation tools, rather than using old-style targets.

6. Gender Implications

The session made two points for consideration by the Gender Working Group:

- Women are recognised as responsible for household hygiene and accept this responsibility as they know it has implications for their children.
- To influence sanitation behaviours, it is best to target children and thereby reach the adults in their families.

7. Advocacy Implications

Promotional messages need to stress that failure to invest sufficiently in sanitation has a serious impact on the health and development of children. When designing advocacy interventions, it should be recognized that working with women also influences the perceptions and behaviour of children.

The recommended cost benefit analyses (Section 4) will be an important advocacy tool.

8. Implications for other Council Working Groups

There is a need for close liaison with the *Network on Services for the Urban Poor*, to ensure that all issues are covered.

WATER POLLUTION CONTROL

The report of the Council-sponsored Working Group on Water Pollution Control was presented by Richard Helmer of WHO.

The findings of the Working Sessions were:

1. Update

The report focuses on newly industrialised countries. There is a need to address also the problems in less developed countries and highlight less sophisticated approaches and flexibility. How should LDCs start pollution control activities?

The report is comprehensive and seeks to demonstrate applications through case studies; the information is not necessarily new. Guidance is required on actions where pollution already exists such as in groundwater and lakes

2. Barriers to achievement

- Lack of political commitment and will
- WPC is more complex institutionally and technically than water supply
- High cost of treatment and problems of financing
- Pressures to keep industry's production costs down
- Difficulties in monitoring and enforcement (resources, independence in testing, consumption)
- Conflicting pressures (donors, suppliers, other water users)

3. Should the Working Group continue?

Yes, to complete a guidance document and develop training and dissemination tools. There is also a need to stress applications in less developed countries – this problem is growing fast. Another task is to build a case and model for integrated water pollution control.

The Working Group will need to develop guidance on how to implement water pollution control strategies in less developed countries (advocacy, policy development). Guidance is also needed on appropriate approaches for poorer countries and on effective self regulation for industries, governments and others. Promotion of wastewater reuse and appropriate standards is an important advocacy role

4. Tools available or needed

Some good materials are already available (outputs of Urban Management Programme, material from Water Pollution Control Federation). The Working Group

report should be distributed and lessons of case studies made available.

There is a need to develop a list of other reference material appropriate for developing countries, and to complete training modules under the current UNEP programme

Further work is required on aquifer pollution prevention and restoration using low cost solutions. The International Association on Water Quality (IAWQ) will endeavour take forward this topic within its specialist group on Environmental Restoration.

5. Gender implications of recommendations

There are implications for gender when considering local management of water resources and water quality (sub-catchments) with respect to possible pollution from irrigation, small enterprises and deforestation.

6. Advocacy implications

Important messages for global/national advocacy campaigns include:

- Discharges of wastewater can significantly reduce the value and potential use of receiving bodies of water.
- "Ecological problems of today will be economic problems for tomorrow" – high cost of remedial measures.

7. Implications for other Council Working Groups

Sanitation – the problem of contamination of shallow aquifers, particularly under urban areas.

Small Island States – the need to consider the particular problems of these countries

INSTITUTIONAL & MANAGEMENT OPTIONS

The report of the Council-sponsored Working Group on Institutional and Management Options was presented by Frank Hartvelt of UNDP.

The findings of the Working Sessions were:

1. Update

In considering the Working Group Report, the Session participants considered that it would be helpful to add criteria to make it easier to compare issues. More attention could usefully be given to reformed public sector management of enterprises. A distinction needed to be made between point sources and pipe network

systems, making the report applicable to urban and rural services. A focus on incentives, rules and norms of the various options would be beneficial, and sanitation options should be actively pursued

2. Barriers to achievement

Constraints hindering effective implementation of Institutional & Management Options included:

- Regulations
- Political will for policy change in the provision of Water and Sanitation services
- Bureaucracy
- Environmental and economic limitations
- Structural adjustment programmes
- Lack of demand for sanitation
- Decentralization requires community education

3. Should the Working Group continue?

Continuation of the work of the Working Group is recommended as continued dialogue will be beneficial. Further study of decentralization will be part of the ongoing dialogue. The work has created a network of informed people, including a dedicated HRD working group. Continued liaison is necessary with the O&M group, more work is needed on the regulation framework, and the information depository needs to be accessible to individual countries for assistance in IMO issues.

4. Tools available

- The book *Gestions Urbaines de l'Eau* by Dominique Lorrain
- The Working Group Report and in particular the *Matrix Options and Elements*

5. Agreed Recommendations

A. By the Council

- Council to consider a Working Group on Water Demand Management

B. By Council members, individually or collectively

- Dialogue to continue to refine options, including roles of public and private sector, decentralization, law and regulation reform, autonomy and accountability
- Intensified efforts needed for human resources development, including education and training
- Sanitation, including sewerage, needs to be addressed and also pursued in other Working Groups

- Financing for water and sanitation programmes in peri-urban areas to be pursued by private sector agencies and NGOs Perhaps a private sector/ NGO initiative could seek to create a Water Community Investment Fund

6. Advocacy implications

The IMO Working Group's conclusions on HRD, water demand management and education to create a demand for sanitation are all relevant for advocacy programmes.

WATER DEMAND MANAGEMENT AND CONSERVATION

Water Demand Management and Conservation was part of the terms of reference of the Working Group on Institutional and Management Options. Because of the importance attached to this topic, a separate session was devoted to it in Barbados, with the conclusions feeding into the session on Institutional and Management Options. The conclusions of that session were:

1. Update

The session participants agreed that Singapore's and Israel's experience should be used as models of possible demand management programmes. Work done in the Mediterranean is another example, as is the Moroccan experience where the focus is on planning.

There is a need to develop an awareness programme side by side with a demand management programme. Recognition of the true value of water must be an important aspect of a demand management programme. There must be a clear concept that water is no longer free, a considerable investment in O&M is required in most developing countries.

Other relevant points include.

- Urban centres have high demands (per capita and total)
- Cost recovery focuses too much on urban rather than rural and irrigation demands
- The equity issue has to be taken into consideration
- Note that a shift of water from agriculture to industry generally causes more pollution

2. Barriers to achievement

Constraints seen as identifying progress include:

- Cultural problem of traditional societies, where water is seen as a gift from gods and there is resistance to any attempt to control usage

- Subsidies in other sectors put pressure on water
For example, agricultural subsidies do not encourage conservation in irrigation.
- Donor agencies should support only those projects which are really sustainable and not simply what is politically expedient
- Need politicians to recognize that there will always be competitors for water and so water allocation and use must be properly managed
- Urban sprawl and its effect on demand management
- What are tangible and intangible benefits of water use? Difficult to convey real cost of piped water when ESAs are too willing to support free supplies
- Subsidies, in particular for ground water use, depend on political climate, elections, etc.
- Rural communities do not operate commercially but have to accept payment for water, which requires a cultural shift
- Poor will not be able to compete with industries
- Determine the cost of water in terms of the effect on land use and crops
- De-linking of development and environment especially through the GEF
- Food security programmes encourage unsustainable agriculture

3. Tools available

A special tool is necessary to overcome cultural problems of resistance to control of use of water in traditional societies. Recycle and reuse options in agriculture can be used to reduce consumption in agricultural sector.

Other mechanisms which can help to stimulate better water conservation include.

- User pays
- Metering agricultural water use
- Training at schools and to families about demand management

- Awareness program in line with demand management implementation
- Land use planning to take care of industries etc.
- Planning in terms of projected shortages due to population and economic growth

4. Agreed Recommendations

- Working Group needs to define the real benefit of demand management. Are we getting out of it all that it is made out to be?
- Acceptance of report presented by group
- Adopt step by step demand management and conservation strategy
- Development and issuing of a water code which regulates water use in different areas
- Recognize that population planning is a key input into demand management

5. Gender Implications of recommendations

Since women are the distributors and main users of water in households they must be involved at a meaningful level in any demand management/conservation programmes. Women have been good demand management experts in areas where resources are scarce

6. Advocacy Implications

- Donors should not support unsustainable projects
- Politicians must be sensitized (trained) not only on the expenditure of projects but other implications

7. Implications for other Council Working Groups

The O&M Group needs to include demand management as part of its focus. The IMO group must recognize that tools overlap with O&M Demand management also has implications for WPC, since strategies would effect the level of pollution control

2. REVIEW OF REPORTS FROM MANDATED ACTIVITIES

Six Working Sessions discussed Reports and Executive Summaries from Council Working Groups initially established in Oslo in 1991 and mandated to continue at the Rabat Global Forum. The work of these Groups had been briefly presented in the plenary session on the Rabat Action Programme and was amplified by the Group Coordinators. Again, the aim of the Working Sessions was to provide direction for the Council and/or the Group as to possible follow-up activities.

SERVICES FOR THE URBAN POOR

The report of the Mandated Activity on Services for the Urban Poor (SUP) was presented by Ivo Imparato of UNCHS (Habitat). The findings of the Working Session were:

Update

Session participants proposed an editorial change in the SUP report and made suggestions for incorporation in the SUP Network's work programme:

- In Section III of the Working Group's Executive Summary, add a sentence about the different roles of men and women that should be considered when implementing projects.
- The Network should address the urban poverty issues from a wider perspective including social integration and income generating activities.
- At all levels, more communication is needed between water and sanitation professionals and urban professionals within institutions.

2. Barriers to achievement

Factors influencing progress include the fact that the SUP Network is not effectively reaching municipalities, utility companies and the professional engineering sector. The network is over dependent on external funding and needs to explore ways to enhance its sustainability. There is also a noticeable resistance to change on the part of water utilities and local authorities.

3. Should the Network continue?

There was a strong feeling that the network should continue as a mandated activity of the Council.

4. Tools available

As a result of the work of the network and its predecessor Council Working Group on Urbanization, a number of tools are available, including:

- Urbanization Working Group Report that was approved in Rabat.
- List of Materials available in the Information Bank, now available in standard bibliographic format.

Linkages to INTERNET through the WENDY initiative will help dissemination and improve networking.

5. Agreed Recommendations

A. By the Council, as part of the Barbados Action Plan

- Seek funding for translation of working group documents.
- Implement pilot projects applying the principles identified by the working groups. These projects should be monitored and reported back to the Council on lessons learned.
- Increase advocacy efforts. Develop a mechanism for the diffusion of the work done by the network seeking to reach a wider audience.
- Take into consideration and put into action the recommendation from the Beijing Conference and the World Summit for Social Development (Copenhagen)
- Reach out to Engineering Societies and Utilities Associations such as: ASCE, AIDIS, CAPRE, CARILAC, etc.
- Promote regional working groups by identifying host institutions in each region with a "little" financial support from ESAs.
- Establish a mechanism for influencing members of other working groups

B. By Council members, individually or collectively

The following organizations expressed their willingness to host a working group:

AFRICA	CREPA - Regional Centre for Potable Water & Sanitation
SOUTH AMERICA	REDES - Latin American Network for Urban Researchers

ANDESAPA - Andean
Association of Water Utilities

DIAGONAL - Brazilian NGO
working in Basic Services for
Poor Urban Areas

CENT. AMERICA RWSN-CA - Regional Water
and Sanitation Network

Efforts should be made to build on existing institutions/
agencies to set up the regional networks.

6. Advocacy implications

The network has so far concentrated on the development of concepts and information material for specialists. In the next phase it needs substantially to increase its advocacy efforts aimed at decision-makers and water professionals that are not urban specialists. This implies (i) a need for development dissemination of advocacy materials, and (ii) financial resources.

The proposed regional networks could also be a good channel for advocacy, therefore the necessary efforts and resources to get them started is crucial.

7. Implications for other Council Working Groups

The network should select members to join other working groups in order to increase their interest in urban issues.

8. Miscellaneous

It has been decided that the following Agencies will join the Network Core Group:

UNICEF - Urban Basic Services Section

WRC - Water Research Commission of South Africa

IRC - International Water and Sanitation Centre

OPERATION & MAINTENANCE

The report of the Mandated Activity on Operation & Maintenance (O&M) was presented by José Hueb of WHO. The findings of the Working Session were:

1. Update

Participants saw a need for more to be done on rural community-based O&M

2. Barriers to achievement

Constraints which may hinder implementation of recommendations include:

- Lack of a mechanism for distribution of tools
- Developing countries find it difficult to standardize O&M because of donor dependency, with each donor having different insights and policies (including on O&M)
- Tools have only recently become available or are about to be ready and have not yet been introduced in the field. Most participants in the session had not received the tools yet.

3. Tools available/Tools needed

All the tools listed in the Group's Executive Summary and Full Report are relevant. For the future, the Group is asked to investigate preparation of:

- Guidelines on management of asset-holding companies to monitor performance of private-sector O&M contractors
- Guidelines for O&M in the rural sector under private management
- A guide on preparation of O&M manuals for use by Managers and staff of utilities
- Training packages for equipment and guidelines on how to develop training packages related to O&M equipment, spares stock systems, etc
- Guides for O&M in sewerage, sanitation and drainage

4. Agreed Recommendations for future action

The Session participants recommended that the Working Group mandate should be extended and that it should work with the Secretariat to:

- Stimulate use of tools at country level through national/regional workshops and training through local training institutions
- Use feedback from implementation activities for updating of tools by O&M Group; limited development of new tools (but see list above)
- Encourage two-way communication between O&M Group and Council members, including Group participation in meetings
- Enhance networking by expanding membership, issuing bulletins, pursuing electronic networking and establishing relations between lenders and borrowers on O&M using the tools.

5. Gender implications of recommendations

One or two gender representatives should become members of the O&M Group.

7. Advocacy implications

Messages to be included in global/national sector advocacy programmes include:

- O&M should have priority in investment packages
- The Council should facilitate promotion of O&M tools

8. Implications for other Council Working Groups

As an important principle, there should be more liaison with other Working Groups and in particular with *Institutional & Management Options, Sanitation, Water Pollution Control and Gender*. Communication can be achieved by annual meetings of Group Coordinators, by having cross membership among the groups and by regular exchange of progress reports.

APPLIED RESEARCH – GARNET

The report of the Mandated Activity on GARNET was presented by Andrew Cotton of WEDC. The findings of the Working Session were:

1. Update

The Caribbean and Latin American region is neglected under the GARNET Network Action is required to rectify this. The pace of enquiries has increased enormously following Internet connections.

2. Barriers to achievement

A lack of decentralisation within the GARNET system constrains network activities and by working only in English, GARNET excludes major geographical areas.

3. Should the Working Group continue?

The session participants believed that GARNET should continue as a Council mandated activity, addressing the constraints noted above. No objections were raised to the suggestion that WEDC should continue as Global Network Coordinator (GNC).

4. Tools available

The expanding use of electronic communication (including the Internet/WENDY) offers significant potential in this activity. The present form of the newsletter is satisfactory, but the frequency of publications should be increased (3 per year was suggested); the advisory panel should consider this possibility

5. Agreed Recommendations

The Council should continue the mandate of WEDC and actively seek funding for GARNET at least at the present level. Members should seek to identify regional network centres, in collaboration with the GNC.

6. Advocacy implications

The session recommended production of a leaflet explaining the aims, operation and organization of GARNET and encouraging networking which makes use of GARNET. It should also highlight relationships to other network activities in the sector.

7. Implications for other Council Working Groups

Coordinators of all working groups should ensure that research-related issues and outputs are communicated to the GARNET GNC. Regular coordinators meetings should be used to discuss areas of overlap and common interest.

8. Miscellaneous

The GNC should identify specific needs related to GARNET's mandate which need separate action and funding (e.g. ensure that patent research is included in the database) and bring these to the attention of the Secretariat. GARNET should be encouraged to look more widely for related sources of information (e.g. databases outside the water sector and national applied research databases).

CHANGES FOR THE BETTER – PHILOSOPHY AND APPROACH

The subject matter for this discussion session included both the report of the Mandated Activity on Communication & Information and presentations on the Dutch Ministerial meeting and other major global gatherings influencing sector thinking.

The presentations were given by Ger Ardon of DGIS and Hans van Damme of IRC. The findings of the Working Session were:

1. Key points of presentation

For positive impact and sustainability, **people-based programming**, based on two-way communication has to be made a part of all programmes. First, it is necessary to build the capacity of both programmes and communities to undertake problem analysis from the individual/community perspective, to understand the barriers and opportunities for change, and to mobilize all actors.

Towards this goal, a methodology and tools have been developed in the field. They can be shared and taken to scale by training, developing and testing in pilot projects and by documenting the results. The methodology is currently being implemented in Uganda (HIV), Pakistan (Environment), Southern India (Drinking Water Initiative) and, of greatest significance for the Collaborative Council in the pilot IRC/UNICEF programme in Guinea Bissau.

According to Minister Joao Cardoso, "At senior government levels, there is a commitment to developing new programming and new communication approaches, all along the line — in communities and among planners, implementors and extension workers. . . This is a programme for behavioural change at all levels "

The aim is not to replace ongoing programmes, but to support more effective implementation of current activities. In the past, programmes have been urging communities to change, but not the organizations that run the sector. Now community ownership of schemes leads to faster change in both partners, and to greater participation. Sound IEC strategies are the key to empowerment, which promotes self-help, leads to better use of resources and, in consequence justifies extra resources from support agencies.

2. Barriers to achievement

Sector leaders and donors generally understand many of the concepts of better programming through IEC, but local application has proved difficult to design and apply before now. People-based communication strategies can be difficult for traditionally trained sector planners and implementors to monitor and improve. There is a lack of adequately trained cadres at country level and those which do exist require clear guidance and more operational experience.

3. Tools available

The Executive Summary of the IEC Group describes a wide range of tools including booklets, flyers, case studies, and a 60-member network regularly sharing experiences. The joint UNICEF/IRC document *Improved Programming through Communication, Mobilization and Participation* has been widely disseminated and is having a significant effect on programming approaches.

4. Links with other Collaborative Council Working Groups

The multisectoral approaches endorsed in Rio and reinforced in Noordwijk require fresh forms of CLC, involving **Communities, civil society organizations and NGOs** as partners with sector agencies. Effective

communication is a necessity to achieve the collaboration needed. Because of the principal roles played by women in household hygiene and water supplies, this collaborative process is a means of maximizing their involvement in the early stages of project development and so has a substantial **Gender** impact. The capacity building basis of effective IEC means also close links with the **Groups and Mandated Activities dealing with O&M, Institutional and Management Options, and Services for the Urban Poor.**

5. Advocacy implications

One of the most important and most difficult issues for the Collaborative Council is that of **Advocacy** for the WSS sector. Programming which begins with a strong IEC component and a community-management perspective can achieve a great deal of good in stimulating dialogue between governments and communities. In that way, advocacy messages too can be two-way, enriching both parties. Regional and subregional conferences and consultations provide the opportunity for advocacy at national and local levels

6. Recommendations for the Council and its members

The Session recommended that the mandate of the Communication and Information Working Group should be extended and that the Group should work closely with the Secretariat, to stimulate and undertake a number of key activities at regional, subregional and country level:

- Oversee application of the programming methodology in more field situations and monitor and disseminate results. The tools need to be applied, tested and refined, with results used for further advocacy.
- Help to develop a matrix/check list of IEC principles for rapid evaluation of the application of IEC methodologies and the results achieved.
- Use dissemination through other Working Groups (two-way), to develop synergistic effects by cross-fertilization of new approaches.
- Endorse and advocate for the recommendations of the Communication and Information Mandated Activity and help convince donors that sound IEC strategies are preconditions for effective and sustainable projects.

Other agencies should follow the lead of UNICEF and incorporate communication and behaviour change into their guiding principles and strategies. At the country level, almost all of the new approaches proposed by the

Collaborative Council's different working groups depend for their success on behaviour change, and that will only be achieved at all levels by improved communication.

7. General recommendations

By applying sound IEC strategies, agencies can help to elevate the profile of sanitation, with beneficial effects on health, environment and social development. The presently low levels of social research need to be enhanced, including application and improvement of IEC strategies, methodologies, tools and evaluation.

GENDER ISSUES

In addition to discussion of the report from the Mandated Activity on Gender Issues and the Second Sourcebook, this Working Session received feedback from the other Working Sessions on any gender implications arising from their discussions.

The report of the Mandated Activity on Gender Issues was presented by Wendy Wakeman of the UNDP/World Bank Water and Sanitation Program. The findings of the Working Session were:

1. Update

Feedback received from various agencies and colleagues on the first Sourcebook for Gender Issues at Project Level in the WSS Sector was positive. Particular appreciation was given to its usefulness in planning, monitoring and evaluation.

A request was made for feedback on the 2nd Sourcebook for Gender Issues at the Policy level and a number of agencies agreed to send in feedback by the end of January 1996.

A suggestion for setting up a Network was favoured by a majority. The aim of the network would be to collect and disseminate information on gender issues, training, meetings taking place and publications offered. Particular interest was voiced in using the network to share experiences and lessons learnt giving practical examples.

It was suggested that the UNDP/World Bank Program/PROWESS would take the initiative to set up the network, with IRC assisting. The primary tasks of the network would be to publish a newsletter with basic and practical information. Articles could also be added on to other newsletters to reach a wider audience.

Reference was made to the need for information on the development of guidance for sensitizing young village boys in WSS. Added to this is also local NGOs' access

to information on experiences in gender issues in other projects of different regions.

One issue highlighted during the discussion was "girls education". With the growing need to have women participate in WSS as professionals, a suggestion was made to create opportunities for women to make careers out of WSS. The example of the SIDA initiative in Botswana to create this opportunity through education was cited. Other examples were also cited and education in water conservation was seen as essential.

Particular mention was made of the usefulness of having gender working group members participate in the other working groups.

2. Barriers to achievement

- Participants felt that unless the Sourcebook was translated into other languages, testing in the field by local agencies would not be achieved.
- Gender is not well understood, but is often considered to involve only women. Gender includes men and women, so there is a need to sensitize men on the issues and value related to WSS in particular. This misconception was also reflected in the gender implications coming out of the other working group sessions.

3. Should the Working Group continue?

The Session recommended that the Mandated Activity should continue with three main tasks:

- Establish a gender network to collect and disseminate information and experiences in gender issues.
- Address the issue of equity in education especially to facilitate the entry of women into the sector as professionals
- Advocacy, starting with a one-page flyer on the meaning of gender and a clear indication of principles

4. Tools available

- UNDP/World Bank PROWESS Sourcebooks (they contain reference lists of other tools available)
- INSTRAW training modules
- Abstract Journal

5. Agreed Recommendations

- Gender issues permeate all work in the sector, so the Council should continue to have members familiar with gender issues on all its working groups;

- All Council working groups need to consider relevant recommendations from the Beijing Conference on Women and Development;
- The Council should encourage governments to put importance on water conservation and the role that women can play in it.

6. Advocacy implications

There is a need for better understanding of gender at all levels as messages are not getting through. It must be understood however, that getting messages across is a process.

7. Assessment of gender implications transmitted by other Council Working Groups

It was felt that the gender implications submitted by the other sessions were not substantive. This was probably due partly to the short amount of time available for discussion. However, it also seemed to indicate an inadequate understanding of gender issues (see Section 2– *Barriers to achievement*)

COUNTRY LEVEL COLLABORATION AND NATIONAL SECTOR STRATEGIES

Though the Oslo Working Group on Country-Level Collaboration did not continue after Rabat, it was felt that recent country experience would be of value to the Council.

Presentations were made by George Nhunama (Zimbabwe), Patrick Kahangire (Uganda) and Gourisankar Ghosh (UNICEF).

1. Key points of presentations

George Nhunama's presentation:

Zimbabwe experience in country level collaboration in support of its rural WSS programme offers these lessons:

- A structural model of partnerships, sharing equity in facilitating and accelerating the delivery of WSS services
- A step by step process which has moved from programme definition to policy frameworks, implementation strategies, definition of activities and actors. Clear levels of interaction between partners, and a collaborative structure from the national level to the beneficial community
- A definite line of communication and information flow, to all levels
- Two years of experience have demonstrated how

such a country level collaboration approach can improve community satisfaction, facilitate NGO participation and clarity of NGO/donor roles, help focus needs more sharply, involve political support at each level, and assist coordination between a large number of concerned ministries toward better integration, more efficient service and the transfer of skills at village/community levels.

- Country level experience in collaboration can be shared at regional level; the ripple effect has been demonstrated through regional meetings in Zimbabwe and Uganda

Patrick Kahangire's presentation:

Country level collaboration reflected at the Uganda meeting indicated that

- Most countries in the region are in the process of policy formulation in WSS
- Implementation of policy is proving difficult for many. Commitment within the sector can suffer when actors fear loss of power or of their existing mandates
- Country level collaboration can ease this process
- Stressed the need to build consensus during programme formulation, to adapt existing projects within policy frameworks and to raise/create awareness of WSS needs and challenges

Country level collaboration is important regionally because

- many countries lack adequate policy frameworks
- multiplicity of national/external actors underlines the importance of learning from other's experience
- changes in official policy toward demand driven programmes requires the support of collective experience
- dependency for project formulation on donors/ NGOs needs to be reduced
- strategies need to be shared to improve coverage

The Entebbe meeting helped to promote understanding of basic principles (water as a social good management at community level). The next step is to document through case studies how these principles can be progressed. Country level collaboration at national and regional level is vital to speed improvement of service delivery. The process will continue at the Third Regional CLC workshop scheduled in Malawi. The Entebbe meeting developed indicators to help evaluate CLC

Gourisankar Ghosh's presentation:

- Attention needs to be given to improving collaboration mechanisms within government systems and between governments and other partners (NGOs, donors, institutions)
- Regional networks in Latin America and Asia should draw on the African experience and be strengthened or initiated

DISCUSSION

Speakers shared experiences of CLC in Bangladesh, Central America, India and in the Philippines. In Central America, the process has begun at the community level, rather than at the top, as in Zimbabwe. In India, government had set up an autonomous body to involve NGOs and direct funds to them. Recent political developments have made elected bodies mandatory at the district and village levels: 250,000 such bodies will be in charge of WAS operation and maintenance. The implications on CLC are staggering.

NGO roles in CLC featured in many of the contributions by participants. Questions arose whether the Zimbabwe model applied only to NGO/donor-assisted programmes or could be applied to mainstream government efforts. Criteria were requested for using NGOs more effectively in CLC, particularly when NGOs are impermanent, external agencies. A view was expressed that NGO programmes and government programmes should remain distinct

The Zimbabwe experience was recalled to stress that NGOs were fully integrated into national programmes, with identified roles. This relationship evolved over time, and trust was built up over many initial hurdles.

2. Recommended Actions

- Current initiatives in CLC need to be encouraged and sustained and extended to regional and international levels
- Continental initiatives in Africa have led to African interest in drawing on Asian and Latin American experience. Such sharing requires the support of external agencies. The Council should explore this need with UNICEF and/or others. Case studies demonstration is essential.
- Institutionalisation of CLC through existing regional associations (SAARC in south Asia, OAU in Africa were noted) would provide political support to CLC processes
- Regional and international CLC extension requires a clear focus on priority concerns, which The Council could help articulate. This would help ensure continuity of past efforts.

- Special efforts are needed to include Lusophone countries.
- Many CLC concerns focus on NGO roles, constraints and expectations. Experiences such as those of Zimbabwe need to be adequately documented for sharing through case studies.
- CLC efforts underline the importance of developing skills in communication, mobilisation and advocacy at several levels simultaneously. Developing human resources with these skills is therefore a priority.
- In countries where multiple agencies are involved in WSS, guidelines are needed on selection of agencies which can lead effective CLC. National workshops could be one means toward such effective leadership
- CLC needs funding. Where is the funding to be raised to sustain this effort? Is there a role for the Council to lobby with support agencies toward this need?

3. Gender implications of recommendations

There is a need to monitor through CLC the participation of women in sector policy development, programme design, implementation and monitoring. Feedback systems need to be established and strengthened.

4. Advocacy implications

CLC is important as:

- a means of bringing together the full range of WAS concerns and partners
- a forum and a means for resolving many conflicts which can impact performance on the ground
- an expression of intent of governments role changed from provider to facilitator
- the foundation for working groups - their *raison d'être*

5. Implications for other Council Working Groups

There are links with the groups on decentralisation, institutional and management options, NGOs, sanitation, O&M, urban poor and gender.

3. EMERGING ISSUES

The next series of Working Sessions relate to emerging issues which were not the subject of earlier Council Working Groups or Mandated Activities, but were identified during the Barbados Forum planning as requiring analysis by the Council. The discussions were based on plenary presentations (in the first two cases keynote papers).

PRESSURE OF POPULATION

This topic was introduced in a keynote paper by Professor Malin Falkenmark (paper available from the Council Secretariat). The conclusions of the Working Session were:

1. Summary of current situation

Achievements in water and sanitation are being wiped out because of population growth. The growth of megacities is causing more demand on water and sanitation facilities which are difficult to meet. Costs of future water and sanitation projects are rapidly rising. Feeding megacities is causing an imbalance in the water distribution pattern of countries and regions.

2. Barriers to achievement

- Continued and avoidable migration from rural to existing urban areas, leading to slums and poor quality of life
- Lack of effective and integrated river basin planning
- No positive action for augmentation of existing services for future population, industrial and cultural needs
- Neglect of relative needs of the different sectors for water usage, causing pollution and environmental degradation

3. Recommended Actions

- Link water and sanitation planning into broader river basin action plans
- Raise awareness at all levels for making optimal use of existing water resources, e.g. recycling upstream/downstream reuse, pollution prevention
- Advance planning of water and sanitation facilities for population which is expected, notwithstanding efforts to contain it, during the next 20-25 years

- Provide cross-subsidies and incentives to the poorer and weaker sections of society for installing water and sanitation facilities
- Check rural to urban migration by providing more job opportunities and services in and around rural areas
- Concerted efforts to check the growth of population through effective planning, as natural resources are limited

4. Advocacy implications

Global and national advocacy programmes should seek to:

- Raise awareness of the vital importance of the water cycle for human needs
- Promote options for absolute population control measures
- Encourage reduction of migration from rural to urban areas
- Promote health benefits and pollution avoidance

5. Implications for other Council Working Groups

The integrated river basin planning approach and recycling and reuse of water are seen as essential for small island nations.

SMALL ISLAND STATES

This topic was introduced in a keynote paper by Arthur Archer (paper available from the Council Secretariat). The conclusions of the Working Session were:

1. Summary of current situation

Small island states share a range of common problems:

- Fragile, vulnerable and limited resources
- A lack of directly applicable research
- Isolation in terms of access to information and appropriate expertise
- Available technology is not generally applicable.

2. Barriers to achievement

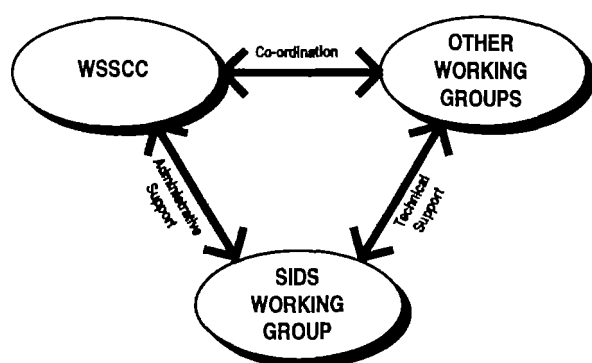
Constraints which may hinder progress include:

- Inappropriate training strategies

- Limited access to information
- Fragmentation, leading to a weak global voice and lack of self-help opportunities
- Lack of integrated sector planning
- Dysfunctional community/political attitudes

3. Recommended Actions

The Working Session participants recommended that the Council should establish a SIDS (Small Island Developing States) Working Group, structured around a small Core Group and a network of contacts. The Group's terms of reference should include establishing a relevant information data bank and register of SIDS contacts, organizing appropriate working relationships and developing a prioritized programme.



The new Working Group will need to establish a working relationship with the proposed network on Gender Issues, and the Council should encourage other Working Groups to consider small-island issues related to their specialized areas and establish linkages with the SIDS group.

AFRICA

This topic was introduced in a plenary presentation by Dennis Warner of WHO. The conclusions of the Working Session were:

1. Basis for action

Africa has special needs in water supply and sanitation, which are caused by low levels of investment, inadequate service coverage, and poor maintenance of facilities. The common problems of poverty, poor health and lack of economic opportunities in African countries are often associated with unsafe drinking water and inadequate sanitation

African societies are making great efforts to improve the quality of life for their members but are often faced

with severe economic, environmental or political problems. There are several regional initiatives currently operating to improve levels of water supply and sanitation services in Africa, among which is the Special Initiative on Africa, recently requested by the Secretary-General of the United Nations.

The Water Supply and Sanitation Collaborative Council (the Council) has the potential, within its membership and within the organizations in which they work, to influence the direction and progress of water supply and sanitation development in Africa,

The Council, therefore, can and should act through the active participation and influence of its membership to promote increased rates of sustainable water supply and sanitation development in Africa. Such development, when linked with participatory approaches to community action, contributes to poverty alleviation, fosters equitable gender roles and encourages the formation of local leadership skills.

2. Recommended action by the Council

I Establish a Working Group on Water Supply and Sanitation Development in Africa.

The first task of the working group should be to define its terms of reference regarding relevant issues, areas of actions, membership and methods of operation. The following issues and areas of action are provided as examples to illustrate the potential range of activities the working group could consider

1. Review the potential modes of advocacy available to the Council for water supply and sanitation development in Africa;
2. Identify major problems arising in the planning, implementation and operation of water supply and sanitation projects by governments in Africa;
3. Review current regional and subregional development initiatives for water supply and sanitation in Africa;
4. Review existing modalities of cooperation in Africa between governments, external development agencies, NGOs, communities and the private sector;
5. Identify the constraints to effective donor coordination in Africa;
6. Suggest ways that the Council could support existing regional and subregional water supply and sanitation initiatives;
7. Recommend to the Council:
 - (a) appropriate modalities of advocacy for African water supply and sanitation needs;

(b) appropriate modalities of cooperation between national governments, external development agencies, NGOs and the private sector;

(c) actions by which donor coordination in Africa can be improved;

(d) strategies and operational methods by which major regional initiatives in Africa can be strengthened, made more responsive to country needs, and encouraged to become more collaborative with each other.

8. Identify available Council resources for use in the above activities that can be drawn from ongoing Council working groups, current Council membership, and the many guidelines, tools and development models developed by the Council over the past few years.

II Include representatives of the major African regional initiatives to participate in the Working Group.

These initiatives include, but are not limited to, the Lusophone Initiative of the Council, Regional Orientation Committee, AFRICA 2000, UNICEF/OAU Dakar Initiative, UNDP/World Bank Water and Sanitation Programme, National Programmes of Action, Capacity Building Consortium for Utility Partnerships, and various regional programmes of bilateral support agencies and NGOs.

III Establish a strong working relationship with the UN Secretary-General's Special Initiative on Africa.

This relationship could be established in the following manner:

1. Offer direct support through the Chairperson of the Council to the UN Secretary-General for his Special Initiative on Africa; and
2. Use the Working Group to maintain close contact with the Special Initiative on Africa.

IV Begin preparations immediately for the first meeting of the Working Group.

As indicated above, this meeting should be used to develop appropriate terms of reference for the Working Group, taking into account overall Council support and the interests and influence of its members. It is recommended that the meeting take place in Africa and that a broad spectrum of African interests be invited to participate. It is further recommended that WHO and UNICEF assist in convening the meeting.

DECENTRALIZATION

Analysis of this topic took the form of a roundtable discussion.

1. Key discussion points

Presentations were given on decentralisation in Mexico, Zimbabwe (papers available) and Ghana.

- The Mexico example concludes that to achieve effective decentralisation, municipalities should be provided with the means to manage and control water and sanitation services effectively
- Decentralisation efforts in Zimbabwe began after independence in 1980, and went through several phases. First a conducive environment was created, then this was consolidated through creating a legal framework and strategies, and then implementation took place first through pilot activities. Much has been learnt through this process
- In Ghana, decentralization is supported by the legal framework, regional initiatives, the creation of district assemblies and regional plans, regionally-based NGOs and the private sector. Some of the challenges they face are: inadequate resources; no political will, lack of conviction in civil servants who implement policies; weak partnerships at local level within women's organizations

In discussion, the session noted that decentralization is a vital part of the effective management of the sector.

2. Gender Implications

Decentralization involves, among other things, partnerships at the community level. This may often include working with local women's organizations. In this and other ways gender is an important aspect of decentralization.

3. Miscellaneous - Key Issues of decentralisation

Decentralization was recognized to be a highly complex issue and not one that lends itself to general advocacy. The concept is integral to many other institutional and management questions, including accountability, privatization and community management.

The session noted both benefits and problem areas. Positive factors noted included: local ownership and control; transparency; accountability; linkage to traditional authorities; and support for communities' rights to information. Problem areas included: the weakness of local management capabilities; lack of

resources to support decentralization; and limited ability and willingness of central government to undertake financial devolution.

CENTRAL & EASTERN EUROPE AND CIS

This topic was introduced in a plenary presentation by Helmut Weidel of the Austria. The conclusions of the Working Session were:

Key points of presentation

CEE and CIS countries are going through a process of fundamental change (political, social, economical, legal and institutional), which creates enormous problems also for the development of the sector.

The main issues to be tackled are:

- Privatisation and decentralisation,
- Changing the legal framework;
- Financial resources and planning capacity;
- Environmental degradation

The main tools for improvements in these fields are: introducing tariff structures and accounting systems; institutional development by capacity building and training; and integrated water resources management.

2. Recommended Actions

The session recommended the establishment of a focal group on CEE and CIS countries. The stamp of approval of the Council for such a group should make its work a lot easier.

This group should:

- Organise a regional conference (which failed to materialize earlier due to lack of funds).
- Produce an inventory of best practices of change in the sector to be presented in a marketable form.
- Make sure of adequate representation of CEE-CIS countries in the Council's Working Groups and that the needs of those countries are reflected in their programmes.

3. Advocacy Implications

CEE-CIS countries are still unknown factors. The Council is regarded as the right forum for providing its experience to CEE-CIS countries, while they can offer their sources of information, experiences and technical skills to Council Members

4. Implications for other Council Working Groups

The following activities of the Council are of particular interest to CEE and CIS countries

- Institutional and management options
- Decentralisation
- Country level collaboration
- Operation and maintenance
- Water pollution control
- Information and communication

The CEE-CIS countries should be adequately represented in these working groups/task forces

5. Miscellaneous

There is scope for far greater involvement of CEE-CIS countries and for more reflection of those countries needs in the Council's work programme. The work carried out so far is commendable but it is not enough. Fourteen out of 26 target countries are covered by the sector review; remaining countries need to be covered as well as regional programmes (like the Danube River Basin and Baltic, Black and Aral Sea Programmes). So the good work has to be continued. Agencies, who might be willing to undertake follow-up activities and or provide information and resources are:

- Asian Development Bank
- European Investment Bank (EIB)
- EBRD (European Bank for Reconstruction and Development)
- IRC
- Respective WHO regional offices (Europe and Asia)
- EU (European Union) PHARE-TACIS

JOINT MONITORING PROGRAMME

This topic was introduced in a plenary presentation by Dennis Warner of WHO. The conclusions of the Working Session were:

1. Key points of presentation

The JMP has good experience in Latin America where the concept of monitoring has been accepted, and has led to collaboration throughout the region. Computer tools have been developed and are continuously updated.

On the negative side, the computer software is far from perfect and needs to be improved. Coverage data is

generally available, but there are problems in obtaining reliable data for financial accounting.

Because of weak government policy, it is sometimes difficult to determine parameters to be measured and this is made worse because there is no one government agency made responsible to collect and assess data. When agencies contract out data collection, they need to ensure that sufficient time is allowed to complete the work fully

It is not recommended to have a working group for the joint monitoring programme.

2. Recommended Actions

For the Council:

Advocacy for all agencies to support the joint monitoring programme, and to incorporate monitoring into all regional and other review meetings. The Council should request data to be presented every two years

For Council members:

Mobilize all existing community level data gathering systems to provide data and develop and support new ones where necessary. Agencies need to provide more human and financial support and UNICEF-WHO must redouble efforts to make the joint monitoring programme viable and successful

Everyone must support the joint monitoring programme in order to accelerate output. All agencies/NGOs must recognize the benefits of a strong and effective monitoring programme and must include monitoring in programme development

The pooling of data will ensure an updated record of coverage. Agencies should work together to establish/support community based monitoring and centralized data banks.

A gender perspective needs to be included in the monitoring software.

3. Gender implications of recommendations

Women must be encouraged and supported to be data collectors and further support should be given to help them to assess the data and use it to improve their life, health and well being.

4. Advocacy implications

Governments must develop and initiate a clear policy on monitoring and education, data collection and systems development, this is the major agenda point for advocacy.

In establishing government policy, care should be taken to ensure collaboration among government agencies.

ROLES OF THE COMMUNITY AND NGOS

This topic was introduced in a plenary presentation by Paul Peter of SDC and Willem Ankersmit of DGIS. It was amplified in the double Working Sessions by Marc Lammerink of IRC. The conclusions of the two sessions were

1. Key points of presentation

NGOs working closely with communities and users have a comparative advantage in the areas of advocacy, community mobilization and participation, users investing in WSS facilities, solutions to sectoral adjustment programmes, networking and alliance building

Six community management projects coordinated by a DGIS-funded IRC team show the diversity of experience in rural/urban areas, difficulties and issues related to lack of local empowerment, of underestimation of local capacities, of experience to deal with planning, O&M and monitoring. Emphasis is put on participatory action research in community management, with an identification of the sequence of phases. Some lessons are already drawn from preliminary results and deal with the scope of participation versus management, long term and changing partnership, role of support agencies and replication.

2. Recommended Actions

The Working Session recommended the creation of a working group on *Community Management and Partnerships with Civil Society*. Its tasks will be to present to the WSSCC best practices of community management approaches, with a view to changing policies of governments and external support agencies towards an enabling environment for such community management. The mandate of the working group will include the following components:

- to facilitate an ongoing learning process of practical lessons about such approaches and experiences, the role of different interveners, and their implications on policy making at all levels of decision making
- to ensure that effective participation and community-based approach methodologies be included in capacity building
- to highlight the development and involvement of institutional structures at grassroots level for the sustainable management of water
- to identify effective experiences of community mobilization of human, material and financial resources
- to stress the overall effects of such approaches on

planning, operation and mobilization of resources in the water sector

- to take steps to integrate findings on community management and experiences resulting from its operationalization in other working groups and mandated activities of the Council
- establish links in the countries between non-governmental organizations, research organizations and national governments in order to contribute to further development of community-based approaches in the water sector
- to disseminate worldwide in appropriate ways these best practices of community management and support strategies

The International Secretariat for Water has agreed to act as task manager of the working group and will start to work with the secretariat of the council and a core group having a geographic, gender and sectoral representation, to move this mandate into action.

HOME PAGE FOR WATER SUPPLY AND SANITATION ON THE INTERNET

This topic was introduced by Ivo Imparato of UNCHS (Habitat) in plenary and amplified in the Working Session by Stephen Parker of IRC and Peter Odendaal of the Water Research Commission (South Africa).

1. Key points of presentation

Recent developments in electronic networking through the Internet open up new possibilities for the exchange of information among institutions and professionals in the water and sanitation sector. However, information on water and sanitation on the Internet is still scattered and hard to find. The International Association on Water Quality (IAWQ) and the Water Research Commission of South Africa agreed in 1995 to support the Pollution Research Group at the University of Natal, Durban, in creating an "information gateway" in the form of a Home Page on the Internet, to be provisionally known as the Water Supply and Environmental Sanitation Services Network for Developing Country Needs – WENDY (it has subsequently been decided to change the name of this initiative to *INTERWATER*).

Principal functions of WENDY (*INTERWATER*) are:

- to provide user friendly guide/pointer to sources of information
- to provide effective machinery for the dissemination of information
- to provide effective channels of electronic communications worldwide

- to promote and propose pilot projects designed to equip selected institutions in developing countries to provide and obtain information through WENDY (*INTERWATER*) and other channels.

Potential benefits to the Collaborative Council include:

- Internet provides a way of having information available to all without multiple copies
- Internet can help working groups to share information at very low cost

2. Recommended Actions

For the Collaborative Council:

- The Collaborative Council should accept WENDY as a Mandated Activity
- The Collaborative Council should develop a dissemination strategy and incorporate WENDY as a major component of that strategy
- WENDY could be hosted by the Information and Communication working group (IRC)
- In the long term, WENDY may become a permanent Council activity.
- All Working Groups can use and benefit from WENDY as an effective means of networking.
- Start with reports from the Barbados Forum

For External Support Agencies:

- Consider funding capacity building efforts to facilitate connection of DC agencies to the Internet including:
 - procurement of hardware training
 - empowering non-profit service providers to cut costs of accessing Internet and WENDY
 - piggy-backing on efforts in other sectors.

For WENDY (INTERWATER):

- Develop tips for possible users on how to join Internet as cheaply as possible
- Develop instructions on how to empower non-profit providers

3. Possible Partners

Interest in participation in WENDY (*INTERWATER*) is expected to be very high. The working session identified as potential partners: SKAT, GARNET, NETWAS (Nairobi), CREPA (Ouagadougou), CEPIS, SANDEC, Mediterranean Water Institute, TECHWARE, Caribbean Water and Wastewater Association, CERT.

4. INFORMATION SESSIONS

Two sessions were hosted by major sector agencies (the UNDP/World Bank Water and Sanitation Programme, and UNICEF), with the aim of sharing experiences and lessons learned with Council members

MAKING LARGE-SCALE RURAL WATER & SANITATION PROJECTS WORK

This topic was introduced by Brian Grover and Bob Boydell of the UNDP World Bank Water and Sanitation Programme.

1. Key points from the presentation

Based on experiences from 20 large-scale rural water and sanitation projects, it has been found that these principles and rules are important elements in project design:

- Management at the lowest appropriate level
- Regarding water as an economic good and considering relationships involving the economic value to users, the cost of providing services and the prices
- Adaptive project designs which build on a learning approach
- Establishment and enforcement of rules and organizational procedures
- Cost-sharing rules which aim to promote a sense of ownership, reduce government subsidy, ensure effective operation and maintenance, and take into account capital, recurrent and replacement costs (contributions may be in cash, kind or both).
- Rules should be established regarding levels of service and eligibility to participate
- Monitoring and evaluation feedback mechanisms are vital

2. Recommended actions

Council members are encouraged to:

- Continue the learning process, including stimulating it by building learning capacity through HRD and training
- Share experiences at country level (within states, cities, etc) and at regional and global levels
- Establish informal networks of interested people, with the UNDP/World Bank Water & Sanitation Programme as one hub.

3. Advocacy implications

Global and national sector advocacy programmes should include the critical messages that: water is an economic good; project designs need to be adaptive; and success depends on projects having clear and transparent rules.

4. Other discussion points

The Working Session emphasized the point that new sector concepts should originate in the countries themselves. It was pointed out that moving from the old rules to new ones can be a difficult process, and that the recommended economic approach needs to include a social dimension.

5. Implications for Council Working Groups

The Working Session participants considered that the principles emerging from this session should be incorporated in any approaches developed by the *Institutional & Management Options* Working Group and by any separate group discussing *Water Demand Management*. Gender considerations should be addressed as an intermediation issue which cuts across all the principles listed in Section 1.

UNICEF WES STRATEGY

Gourisankar Ghosh of UNICEF described the development of the agency's new Water and Environmental Sanitation Strategy.

1. Key points of presentation

The presentation centred around the strategy of UNICEF's Water and Environmental Sanitation (WES) programme. The strategic emphases of UNICEF are threefold and focus on:

- sanitation and related health issues at country level;
- community management; and
- linkages between the first two and among all the active partners at country level.

The point of engagement of the WES strategy is at the critical point of primary interaction. The rationale of this is to obviate secondary and tertiary interaction and is aimed at ultimately enhancing the primary health of children and women.

The strategy is enhanced by the structure of UNICEF which is based at country level with a very small central

component in New York. At country level the role of the UNICEF WES programme is primarily one of advocacy in policy development and country level WES strategy support. The programme does not provide for programme financing at scale.

2. Main Recommendations

- there needs to be more information dissemination of UNICEF WES activities and policies at country level
- there were calls to work in both rural and peri-urban areas
- there is a need to clarify UNICEF's role in

emergencies and disaster relief

- there was an endorsement of UNICEF's advocacy rôle
- it was recommended that country level partners be engaged with UNICEF country level offices in reviewing activities and setting priorities

3. Advocacy Implications

Throughout the session it was clear that clarity of country level WES policy formulation is of critical importance to achieving a sustainable impact in the sector, and that UNICEF's WES programme has an important advocacy role in achieving this.

5. COUNCIL INVOLVEMENT WITH OTHER BODIES

Two sessions were arranged to enable Council members to help determine how the Council should respond to invitations from other bodies.

HABITAT II

Participants in this Working Session reviewed and amended a draft statement to be submitted by the Council to the Preparatory Committee for the Habitat II Conference to be held in Istanbul in June 1996. Background to the Conference was given by Ivo Imparato of UNCHS (Habitat). The resulting statement, endorsed by the plenary and transmitted to the Habitat II Secretariat by the Chair, is included here as Annex 2.

PROPOSED WORLD WATER COUNCIL

Ranjith Wirasinha described the WSSCC's involvement in preparatory meetings associated with the proposed creation of a World Water Council. In the Working Session, the background to the proposed Council and the current plans for setting it up were described by Guy LeMoigne of the World Bank.

Key elements of proposal

The Collaborative Council was invited to become a founding member of the World Water Council and a member of its Board of Governors. This Council is presently being set up through an initiative of the International Water Resources Association (IWRA). It seeks to draw (fee-paying) institutional members from among professional associations, river basin authorities, ministries, universities, etc., rather than individuals.

At the Noordwijk Ministerial Conference (1994) the Collaborative Council was asked whether it would consider expanding its mandate and forming a broader Water Council. The members of the WSSCC present at Noordwijk (including the Chairperson and Executive Secretary) indicated that this was unlikely in the immediate future, although the WSSCC would support the concept of a broader Water Council, and that it would depend on a decision taken at the next WSSCC Forum. The WSSCC was however encouraged by the Conference to work towards establishing such a world water body, similar to the Council. The new initiative which has emerged is working towards establishing a world water body.

The Executive Secretary has participated in the first two meetings of the International Founding Committee set up for the purpose. The form and structure proposed for the WWC is not similar to the WSSCC, but is more formal and questions remain.

The UNDP/World Bank Global Water Partnership is different: it is focused and implementation-oriented (budget US\$10-100 million), whereas the proposed World Water Council is an 'open' initiative with a lean secretariat (budget US\$1-2 million).

2. Considerations

A number of arguments in favour of acceptance are formulated, but at the same time serious concerns are raised

Arguments in favour are:

- The global freshwater problem is a reality, and becoming increasingly urgent. The water crisis is looming

- Addressing it necessitates cross-sectoral activities, in which the water supply and sanitation sub-sector has to cooperate with the other water users. For example, we need to reuse water, which cuts across the sub-sectors. Today, no organisation addresses integrated freshwater use or provides a forum for dialogue between users, or for advocacy.
- Numerous attempts in the past, at national and international level, to make sub-sectors cooperate on water use, have failed partially or completely. However, the prospects are now of such a nature that we will be forced in the future to make cooperation work.
- The new Council is a discussion forum for professional representatives from the different sub-sectors, not necessarily one that will itself take actions. Participating members carry on with their own activities. The Council will, to some extent, apply the informal procedures of the Collaborative Council. On the longer term, a formal 'treaty' may also be proposed to which countries can become signatory and that spells out ways for action.
- The World Water Council is very likely to be set up by 1996, with or without the Collaborative Council. The other founders believe they see a 'niche' for it. Donors are believed to have a new interest in the broader water issues. For the water supply and sanitation sub-sector, it is better to be in it, to influence the Council, to share experiences, and to avoid somebody else speaking for the sub-sector. In fact, the ministries and organisations of many members of the Collaborative Council will become also members of the World Water Council as they usually have a broader mandate than water supply and sanitation alone.

Concerns are:

- The Constitution of the new Council stipulates that the Council will not duplicate what others are doing. However, a good task division remains to be described. The new Council will have formal

membership unlike the Collaborative Council - this may prevent it from becoming as effective as the Collaborative Council.

- It is the Collaborative Council's experience that it is difficult to establish support at country level - where the work has to be done. The Collaborative Council now is succeeding in getting this support. Is the new Council not likely to become yet another ineffective bureaucracy that fails to make inter-sector coordination at country level work ?
- The novelty, and the added value, of the new Council needs to be better specified. It is not sufficiently clear how the Council will interfere with or duplicate existing international and regional comparable arrangements. One suggestion is that representations of the founding associations sit together to work this out.
- The Collaborative Council is now just starting to function well. A new Council risks diluting the attention (and perhaps also the funding) for the sub-sector. In general, a new Council emphasising water resources management may end up detracting from providing the basic service of water supply and sanitation to the poor.
- Importantly, a water resources focus is likely to have a blind spot for sanitation, hygiene education, solid waste, etc., which are essential components of the water supply and sanitation sub-sector.

There appears to exist agreement that coordination among water users is valuable. On the other hand, it is stressed that, if the Collaborative Council participates in the World Water Council, the latter's operational structure, task division and 'business plan' should encourage the Collaborative Council to retain its identity and continue all its activities.

3. Recommended actions

The Chair found insufficient support for accepting the proposal at this stage. The situation will be reviewed regarding the course of action to be taken. Collaborative Council members will be canvassed at a later stage.

6. AD HOC SESSIONS

The advance schedule of Working Sessions made provision for ad hoc meetings to be arranged by interested Council members to cover key issues which arose during the Forum. Two such sessions were added to the programme.

SANITATION IN EMERGENCY SITUATIONS

This topic was proposed in plenary by Ms Bilqis Amin Hoque of Bangladesh.

1. Summary of points made in ad hoc discussion

This is an appropriate topic for both the Council and a number of its members to focus attention on.

As well as natural calamities and man-made disasters, emergencies may be taken to include those identified through negative health indicators.

The role of UNICEF is seen as critically important, the agency being generally accepted by belligerent parties in a conflict as having a positive role to play.

One aim could be to identify potential emergencies in advance and to prepare contingency plans for assistance. The possibility of building up an emergency stock of materials should be examined, in view of the occasional delays in providing critical support. In this connection, there was a suggestion that UNICEF's purchasing policy needs re-examination, to allow for expeditious availability of materials during emergencies. Instances have been noted when materials arrived only after the intensity of the problem had subsided, largely defeating the purpose of the assistance.

Involvement of the private sector could be examined, as government purchasing can also be time-consuming. The use of local resources can expedite availability of supplies and have the additional benefit of generating economic activity during an emergency.

When emergency measures take more permanent form or are required at frequent intervals, they should be incorporated into national programmes.

Even in emergencies, there is a need for standardization. Supply of different types and makes of materials and

equipment without adequate spares results in a technically difficult mix which may lead to disuse and wastage.

Countries should themselves prepare operational plans for dealing with emergencies. There would be considerable benefits if ways were found to exchange information and views on appropriate emergency measures. It is suggested that UNICEF might act as a focal point and take the lead in bringing together a group of Council members to discuss a framework for developing action plans. Members thought appropriate to participate in such a group include representatives from Angola, Zimbabwe, Mauritania, Mozambique, Bangladesh, India, The Philippines, WaterAid, Oxfam, REDR, UNICEF, UNHCR and WHO.

LUSOPHONE INITIATIVES

1. Summary of points made in ad hoc discussion

The Lusophone Initiative should become a mandated activity of the Collaborative Council.

Coordination should be the responsibility of one of the participating countries, rotating among them at two-yearly intervals coinciding with the WSSCC Global Fora. The coordinating agency will have responsibility for convening meetings, organizing activities and promoting and coordinating fund-raising efforts.

The Lusophone African countries have undertaken to include activities of the Lusophone Initiative in their respective national programmes, making use, to the extent possible, of existing resources.

A technical meeting should be held in Brazil to establish a process for the integration of the African Lusophone countries into existing documental information systems, such as REPIDISCA (PAHO).

The Lusophone Initiative will request assistance from specialized external support agencies and will work in collaboration with other WSSCC working groups, particularly the new Working Group for Africa.

7. CONCLUSIONS AND FOLLOW-UP

Following brief presentations of the Working Session reports in the final plenary session, the Chairman of the Programme Committee, Klaus Erbel of GTZ, presented the Committee's analysis of the Forum and proposals for follow-up activities.

EFFECTIVENESS OF THE WSSCC

The Committee's analysis had included a sounding of participants views on the Council's first four years.

This indicated that, in general, the Council's planning and organization of the discussion of key topics works reasonably well, and that the publication of results from Working Groups is well received. On the other hand, feedback to members between meetings is not good.

An urgent improvement would be a published listing of all the outputs from past WSSCC-sponsored activities, which could be easily updated as new documents, tools, videos, etc, were produced through the Working Groups, Mandated Activities and Secretariat. The aim should be to produce a periodic catalogue, categorized by topic.

The Committee recognized too that past outputs may have been compartmentalized, and that there is a need to deal more effectively with some crosscutting issues which are common to many Working Groups/Mandated Activities. The Barbados Forum had attempted to provide ways of addressing crosscutting issues such as *Gender* and *Advocacy*, but it was thought necessary to improve interchange of information among the different activities between Global Fora. Examples of crosscutting issues affecting many groups include: *Capacity Building; Appropriate Technology, Dissemination Strategies; Human Resources Development; and Environmental Protection.*

There is a clear desire among Council members for more regionalization of activities, and the Committee believes that regional meetings and workshops organized by one or more Council Working Groups would have many benefits, including helping to deal with crosscutting issues more effectively.

As the WSSCC has spread its influence through the sector, it has not been easy for new participants to understand the continual references to past activities under titles like Oslo Working Groups, Rabat Mandated Activities, and so on. The Committee recommended, and the plenary participants agreed, that all activities for the next two years should come under the heading of the **Barbados Action Programme (BAP)**. For administrative reasons, the BAP will have three main operational components: Council-sponsored Working

Groups to address continuing or new issues for which periodic support from the Secretariat may be necessary, Mandated Activities, where a designated agency or agencies will take on the prime organizational role, keeping the Secretariat informed and participating in inter-group meetings to assess overall BAP progress and to address crosscutting issues; and Task Forces to provide guidance to the Secretariat on emerging issues on which decisions may be needed between Global Fora.

THE BARBADOS ACTION PROGRAMME

Participants endorsed the Programme Committee's recommendations for a total of four Working Groups, ten Mandated Activities, and, initially, three Task Forces.

Working Groups

The four topics to be addressed by Council Working Groups are: *Community Management and Partnerships with Civil Society; Promotion of Sanitation; Water Supply and Sanitation Development in Africa; and Water Demand Management and Conservation*

WG1 *Community Management and Partnerships with Civil Society*

Proposed by the Working Session on *Roles of the Community and NGOs*, this new Working Group will develop terms of reference based on that Session's recommended mandate.

The **International Secretariat for Water (Raymond Jost)** has agreed to act as task manager/coordinator and to work with the Council Secretariat to establish a Core group with representative geographic, gender and sectoral spread. DGIS expressed specific interest in participating in the Working Group.

Links will be established with the Mandated Activities on: *Institutional and Management Options and Decentralization; Services for the Urban Poor; and Operation & Maintenance.*

WG2 *Promotion of Sanitation*

The Working Group established in Rabat will continue its work, as outlined in the report of the Working Session on *Sanitation*. The mandate will include assessment of the practicality of establishing regional subgroups, and the brief will take in hygiene education. Consideration will also be given to a request that the Group should seek to address the issue of promotion of urban sewerage

WHO (Mayling Simpson-Hébert) has agreed to continue as coordinator, and **SDC** will provide support for the Working Group activities.

Links will be established particularly with the *Network on Services for the Urban Poor*.

WG3 Water Supply and Sanitation Development in Africa

The Working Session on *Africa* made a powerful case for a WSSCC Working Group to pursue this activity. The group will develop terms of reference guided by the recommendations of the Working Session and will need to build close links with the many ongoing initiatives in Africa. Particular emphasis is placed on collaboration with the UN Secretary-General's *Special Initiative on Africa*. **Ms Ebele Okeke of Nigeria** will act as Coordinator of the Working Group.

WHO and **UNICEF** have agreed to help convene an initial meeting of those interested in participating in the Africa Group, and **Zimbabwe** will investigate the possibility of hosting such a meeting as soon as possible.

As well as establishing **links** with other agency initiatives, this WSSCC Working Group will receive inputs from the Mandated Activity on *Lusophone Initiatives* and maintain liaison with most other Working Groups and Mandated Activities

WG4 Water Demand Management and Conservation

The Working Group on *Institutional and Management Options* recommended that this topic merited its own group, and that recommendation was endorsed by the Working Sessions in Barbados. The Programme Committee asks that this Group should also encompass the recommendations of the Barbados discussions on *Pressure of Population*.

UNDP has agreed to help put together a core group, with **Lester Forde of Trinidad & Tobago** selected to undertake the role of Working Group Coordinator.

Links will be maintained particularly with the Mandated Activities on *Institutional and Management Options and Decentralization* and *Operation & Maintenance*.

Mandated Activities

The ten topics identified as Mandated Activities relate closely to the Barbados Working Sessions and their mandates are generally outlined in the session reports

MA1 Small Island Developing States (SIDS)

The Caribbean Development Bank has agreed to take a lead in setting up a Core Group and network of contacts and **Peter Cox (Western Samoa)** will act as Coordinator. Financial support will be needed.

Links will need to be established particularly with the Mandated Activity on *Gender Issues* and the Task Force on *Emergency Situations*. The Working Session on Small Island States also asked the Council to ensure that all elements of the BAP include consideration of SIDS implications.

MA2 Institutional & Management Options and Decentralization

UNDP (Frank Hartvelt) has expressed a willingness to help continue the work carried out by the IMO Group established in Rabat and coordinated by UNDP.

Links will need to be maintained with many other BAP activities and particularly those dealing with *Community Management and Partnerships with Civil Society*, *Water Demand Management*, and *Operation & Maintenance*.

MA3 Operation & Maintenance

WHO (José Hueb) has agreed to continue its leadership of this activity, which will continue to expand as a network and to promote the use of tools already produced.

Links will be established with BAP activities related to *Promotion of Sanitation, Institutional & Management Options and Decentralization*, and *Gender Issues*.

MA4 Advocacy and Dissemination

This crosscutting issue picks up advocacy recommendations from each of the Barbados Working Sessions, and particularly those on *Changes for the Better – Philosophy and Approach* and *Home Page for Water Supply and Sanitation on the Internet*. **IRC (Hans van Damme)** has agreed to act as task manager/coordinator for the Mandated Activity. **Tony Milburn of IAWQ** will manage a Task Force (TF4) on *Dissemination and Documentation* and **Stephen Parker of IRC** one (TF5) on *WENDY/INTERWATER* as an integral part of this activity.

Links and inputs will be needed from all BAP activities in connection with the advocacy and dissemination role and with *GARNET* in particular in relation to initiatives on the Internet (*WENDY/INTERWATER*).

MA5 Country-level Collaboration and National Sector Strategies

The Barbados Working Session saw a need to promote CLC and to exchange experiences both regionally and on an intercontinental basis. **UNICEF (Gourisankar Ghosh)** indicated a willingness to facilitate CLC and national sector strategies, and the UNDP/World Bank Water and Sanitation Program will continue to play an active and prominent role in CLC activities.

Links are foreseen with BAP activities on *Institutional & Management Options and Decentralization, Operation & Maintenance, Services for the Urban Poor,* and *Gender Issues*.

MA6 Network on Services for the Urban Poor

Ivo Imperato of UNCHS (Habitat) will continue to act as Network Coordinator, supported by **CERFE UNICEF, IRC, USAID/EHP** (formerly WASH) and **the Water Research Commission** (South Africa) will join the Network Core Group, and the agencies listed in the Barbados Working Session Report will help to establish regional networks.

Links will be established through the Mandated Activity on *Advocacy and Dissemination* to the WENDY system for networking via the Internet. The SUP Network will also establish links with other BAP activities, in some instances by assigning SUP members to other groups. The link to the Working Group on *Promotion of Sanitation* will need to be particularly strong.

MA7 Central and Eastern Europe and CIS

Austria and **DGIS** will help to assemble a group for this Mandated Activity, with **Helmut Weidel** of Austria as Coordinator. The Working Session report also identifies a number of agencies willing to provide information and resources or undertake follow-up.

Many of the BAP activities are of interest to the CEE-CIS countries and the Working Session recommended that the core group should endeavour to assign representatives from the CEE-CIS countries to each other group.

MA8 GARNET

WEDC (Andrew Cotton) has agreed to continue for the time being as Global Network Coordinator. Funding will be required. Efforts will be made to develop regional networks and to overcome language barriers.

Links are being forged with the WENDY system to improve networking, and WEDC urges all Working Group Coordinators to let GARNET know of all applied research issues arising from their work.

MA9 Gender Issues

The UNDP/World Bank Water and Sanitation Programme (Wendy Wakeman) has agreed to continue to facilitate networking on this topic and to follow up on issues identified during the Working Session.

Gender is a major crosscutting issue and there is a strong case for gender representatives to participate in the work of all BAP activities.

MA10 Lusophone Initiatives

The National Water Directorate of Angola, through its Director, **Felix Neto**, was selected as the first coordinator of the Lusophone Initiatives, and will have the responsibility until the next Global Forum.

An early meeting will take place in Maputo, Mozambique, to discuss the institutional framework and action to be apportioned to different group members. **Links** will be important with the *Africa Working Group* and with BAP activities on *Gender Issues, O&M* and *Advocacy and Dissemination*.

Task Forces

Three discussion topics were referred to Task Forces, which will be asked to determine how the Council should address the designated topics:

TF1 Sanitation in Emergency Situations

UNICEF (Gourisankar Ghosh) will bring together interested parties (indicated in the Session Report) to develop a framework for cooperation in responding to emergencies and make suggestions for a possible Mandated Activity.

TF2 The World Water Council

The Secretariat will consult with members expressing an interest, to assemble a Task Force to advise the Chairperson and Executive Secretary on how the Collaborative Council should respond to the World Water Council invitation to become a founder member.

TF3 HRD, Education and Training

UNDP (Frank Hartvelt) has agreed to manage this activity as part of the Mandated Activity on *Information and Management Options*. **TECHWARE** indicated an interest in contributing ideas on distance learning techniques and advanced learning technologies which may be particularly appropriate for developing country professionals.

Note. Two further Task Forces (TF4 and TF5) are referred to in the description of mandated Activity MA4 on page 28.

Two further topics were raised during the plenary sessions and are summarised here.

COUNCIL CHAIR

Mr Hans van Damme, Chair of the Search Committee, reported on progress in finding a successor to Mrs Margaret Catley-Carlson. A widespread canvas of WSSCC members had led to a considerable number of names being suggested, along with an overwhelming response asking that Margaret should be asked to continue as Council Chair.

Margaret had expressed a willingness to stay on until a successor could be found, and explained that her own judgment was that the Council needed a Chair who is able to spend more time travelling around the world as an ambassador for the Council causes.

Work will now continue to seek out a successor, with Margaret discussing the role of the Chair with a short list of nominees. A process may then need to be found for transferring the responsibility between Council meetings.

REGIONAL MEETINGS

There was substantial support during the plenary for the Council to support and organize more regional activities and to develop its own regional structure.

CAPRE and the Andean Association of Water Authorities (ANDESAPA), between them representing a total of 12 countries expressed a willingness to help establish dissemination channels in the Central American region, and, if required, to help organize regional meetings on behalf of the Council

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The Water Supply and Sanitation Collaborative Council is an innovative mechanism which derives its mandate from a UN Resolution in 1990 – though it is not a UN body. Neutral and devoid of bureaucracy, Council meetings are open to sector professionals from national agencies in developing countries, multilateral and bilateral aid agencies, non-governmental organizations and appropriate international research institutions.

The Council meets at two-year intervals to provide a forum for exchange of experiences and views and to agree on common approaches for advancing progress in water supply and sanitation. The first meeting was in Oslo in 1991, the second in Rabat, Morocco in 1993 and the Third Global Forum in Barbados in 1995.

Between these Global Fora, specialist Working Groups and Task Forces develop proposals for improving the sector's performance at national and international level in key issue areas. Typical among these groups, a Council-Mandated Activity coordinated by UNCHS (Habitat) has established a *Network on Services for the Urban Poor* which is currently exchanging expertise, knowledge and experiences among more than 1,000 water supply and sanitation specialists from all parts of the world.

Other Groups have developed guidelines and tools to assist countries to address a wide range of issues, including: *Promotion of Sanitation, Water Pollution Control, Institutional and Management Options including water demand management and conservation, Operation and Maintenance, Applied Research, Gender Issues, Communication and Information, and Country Level Collaboration*.

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THIRD GLOBAL FORUM OF THE WATER SUPPLY AND SANITATION COLLABORATIVE COUNCIL

Barbados, 30 October to 3 November 1995

STATEMENT TO BE SENT TO THE PREPARATORY COMMITTEE FOR HABITAT II

The Water Supply and Sanitation Collaborative Council ("The Council") welcomes the opportunity to send this Statement to the Preparatory Committee for the United Nations Conference on Human Settlements (HABITAT II).

The Council recalls with great satisfaction that it was resolutions at the founding Habitat in Vancouver in 1976 which laid the foundations for the International Drinking Water Supply and Sanitation Decade (1981-1990). The Decade launch prompted an unprecedented acceleration in the rate at which the world's poorest people gained access to improved water supply and sanitation facilities. During the 1980s some two billion additional people obtained improved water supply services and more than one billion benefited from hygienic means of personal sanitation – double the rate of progress achieved previously.

The Decade launch, stimulated by the Habitat initiative, also spawned an unparalleled cooperative effort among water supply and sanitation specialists aimed at learning from past mistakes and establishing the principles for implementation of cost-effective and sustainable improvement programmes. Today, sector professionals from developing countries and from external support agencies continue to develop consensus on evolving issues and problems through the Water Supply and Sanitation Collaborative Council.

At its Third Global Forum – **People and Water: Partners for Life** – held in Barbados on 30 October to 3 November 1995, participants from 65 developing countries and 50 external support agencies endorsed a further series of guiding principles and implementation tools to assist governments in the developing countries, as well as donor agencies and NGOs, in the achievement of sustainable water supply and sanitation improvements as a fundamental prerequisite for sustainable economic, health and social development and environmental protection. The guidance reflects the sustainable development approaches approved by world leaders at the UN Conference on Environment and Development in Rio de Janeiro in 1992, and the specific implications of those approaches for Drinking Water Supply and Environmental Sanitation identified by Environment Ministers at their Ministerial Conference in Noordwijk, The Netherlands, in 1994.

The Council recognizes that, as in 1976, accelerated progress depends on firm political commitments, and that Habitat II provides a valuable opportunity to seek that commitment on a global basis. Accordingly, the Council has prepared a series of messages for Habitat II delegates, under the heading ***Water and Sanitation: Today's Action, Tomorrow's Hope for Millions***.

The messages stress the urgent plight of the poor in rural and urban settlements and the vital catalytic role that investment in affordable and sustainable water supply and sanitation improvements can play in poverty eradication, environmental protection and economic development.

The Vancouver resolutions brought relief and hope to hundreds of millions of the world's poorest people. Renewed commitments in Istanbul could help to satisfy the basic needs of many more and alleviate a crisis which threatens to hinder economic progress in a growing number of water-short countries.



TYPICAL WATER SUPPLY AND SANITATION PROBLEMS IN TODAY'S EXPANDING CITIES

- Grossly inadequate sanitation provision creates a health-threatening and offensive environment, particularly in low-income settlements,
- surface water sources are polluted and aquifers are depleted and degraded,
- excessive use of water by industry and agriculture and unsustainable consumption patterns put a severe strain on limited water resources,
- new distant water sources are being sought and tapped at enormous cost to cater for rising demand,
- at the same time, huge amounts of treated, potable water are wasted through leakages in distribution systems that are often old and seldom well maintained,
- water is delivered at a subsidized price to the middle and upper classes, while the underserved majority has erratic, unreliable supply or depends on informal channels such as water vendors, at a much higher unit cost;
- for a variety of reasons, many water and sanitation utilities are unable to operate and maintain existing infrastructure, to manage demand, recover service costs or make the investments that would be necessary to extend services,
- institutional responsibilities for water resources management are fragmented, and there is very little dialogue among the various institutions concerned.

WATER AND SANITATION: TODAY'S ACTION, TOMORROW'S HOPE FOR MILLIONS

1. Habitat II comes at a time when developing countries face a multitude of threats to their sustained economic growth and social development. Many of those threats are centred on the fast-growing cities, which are the central focus of Habitat II, but their economic, social and environmental impacts affect all sectors of society, with the poor as the principal victims. Urban poverty and the squalid living conditions of so many men, women and children on the fringes of the expanding cities threaten to overwhelm city administrations with unmanageable crises in housing, health and infrastructure services. Access to water of sufficient quantity and quality and to hygienic sanitation is a high priority in alleviating the health-threatening and socially damaging conditions faced by the urban poor.
2. In the two decades since Habitat I, a great deal has been learned about ways to achieve lasting water supply and sanitation improvements at affordable costs. By sharing experiences and recognizing past mistakes, water supply and sanitation professionals in developing countries and support agencies are working towards consensus on a range of appropriate technologies, institutional frameworks, cost recovery mechanisms and the management approaches which work best in a variety of circumstances.
3. The challenge remains immense and requires strong **political commitment** to improved water supply and sanitation as a *prerequisite* for sustainable development. With that commitment, the guidelines, tools and technical support can be found to implement improvement programmes which will bring lasting benefits. The Water Supply and Sanitation Collaborative Council stands ready to act as a "broker", to use its contacts and access to a wide range of capacity-building tools and guidelines in support of government or municipality initiatives.
4. One requirement for sustainability is **partnership**. Involvement of all stakeholders – users, landowners, private sector companies, NGOs, community-based organizations and service providers – in partnership with local and central government is an important way of achieving long-term success. Ways of achieving this partnership are among the guidelines developed by the Collaborative Council's specialist Working Groups which are freely available to any agency seeking to implement improved water supply and sanitation programmes.
5. As *Agenda 21* and the Noordwijk Action Programme make clear, fragmentation of responsibility for managing water resources aggravates the impending water crisis and hampers efforts to avert it. It is universally accepted now that an **integrated approach** needs to be adopted in the management of water resources, their protection from pollution and the provision and operation of environmental infrastructure — water supply,



sanitation, solid waste management and drainage. Developing countries face severe difficulties in effecting the necessary political and institutional reforms. Analyses sponsored by the Council have led to recommendations on a wide range of institutional and management options to suit differing country circumstances and needs. With commitment to adopt decentralized approaches, to involve and empower local government agencies, communities, NGOs and the private sector where appropriate, and to invest in the capacity-building programmes required to achieve those aims, governments can find the right route to integrated water resources management and hence to effective ways of conserving the quality and quantity of water resources and allocating them equitably among competing users. For the growing number of countries facing severe freshwater scarcity, efficient management of all available resources is a necessary first step, but will have to be accompanied by development planning which acknowledges and incorporates limited water availability as a severe constraint.

6. Grossly inadequate sanitation provision is already having severe health, environmental and economic impacts, particularly in crowded cities. Substantially more investment in sewerage, wastewater treatment and water pollution control measures is urgently needed to restore and protect the quality of surface and groundwater. Mobilizing and assisting low-income urban communities to obtain and use hygienic sanitation facilities needs to be a high priority in settlement planning. Only then can progress be made in combating environmental degradation, averting the risk of disease epidemics, and eradicating urban poverty. The technical means are available to bring about the necessary reversal of current trends, but there is no escaping the fact that it will, in most cases, call for **fundamental changes in approach and much higher levels of investment**. Addressing the needs of the poor requires an understanding and an acceptance of the dynamics of the informal sector and an ability to work with communities and NGOs, involving local men and women in the decision-making process.
7. The concept that **water is an economic good** has gained currency in recent years and was one of the four Guiding Principles adopted at the International Conference on Water and Environment held in Dublin in 1992, as a prelude to the Rio Earth Summit. Further endorsed at Noordwijk, it focuses attention on two especially important elements: demand-driven development as a crucial factor in achieving sustainability; and water loss reduction as an important means of conserving water and improving financial performance of water utilities. The levels of "unaccounted-for water" in many of today's cities exceed 50%. Better operation, maintenance and management of urban water systems can bring the losses down considerably, preserving water and deferring investment in development of more distant and more expensive additional water sources. Economic and regulatory incentives which encourage recycling and reuse of wastewater are also important measures for conserving precious freshwater resources and reducing pollution.
8. In most developing countries, planning, implementing and managing water supply and sanitation improvements based on the concepts of Rio and Noordwijk will only be possible if there are substantial investments in institutional reform and human resources development. Governments need



to initiate, and donors need to support, **capacity-building programmes** and participatory techniques which will equip them to effect the necessary institutional, legislative and operational reforms. The desired end point is autonomous cost-conscious institutions that are able to work in partnership with all stakeholders towards goals which will have a major positive impact on the quality of life, health and living environment of all city dwellers, and particularly the urban poor.

9. The Collaborative Council acknowledges the pioneering role of Habitat I in establishing the commitment and priority for water supply and sanitation which achieved so much in the 1980s. Istanbul provides the opportunity for another crucial initiative, supporting the recommendations of Agenda 21 and directing governments to the sources of guidance and support which could help to bring health, social and economic benefits to the world's poorest people. Human Settlements Programmes offer the ideal avenues for demonstrating the potentially huge benefits of cross-sectoral collaboration, involving shelter, health, water supply, sanitation and environment.
10. The Council commends this Statement to Habitat II delegates and offers its own support to governments committing themselves to programmes based on the established principles for successful water supply and sanitation improvements.







LIST OF PARTICIPANTS
Barbados 30 October - 3 November 1995

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