

# CAPACITY BUILDING FOR AN IMPROVED FECAL SLUDGE MANAGEMENT SERVICE CHAIN

---

Yaye Sophietou Diop

# BACKGROUND

## COUNTRY PROFILE

Total of population: 15 084 690

Total area: 196 722 km<sup>2</sup>

Population density: 71,8 /km<sup>2</sup>

Population below the poverty line: 36%

Rate of access to improved sanitation:

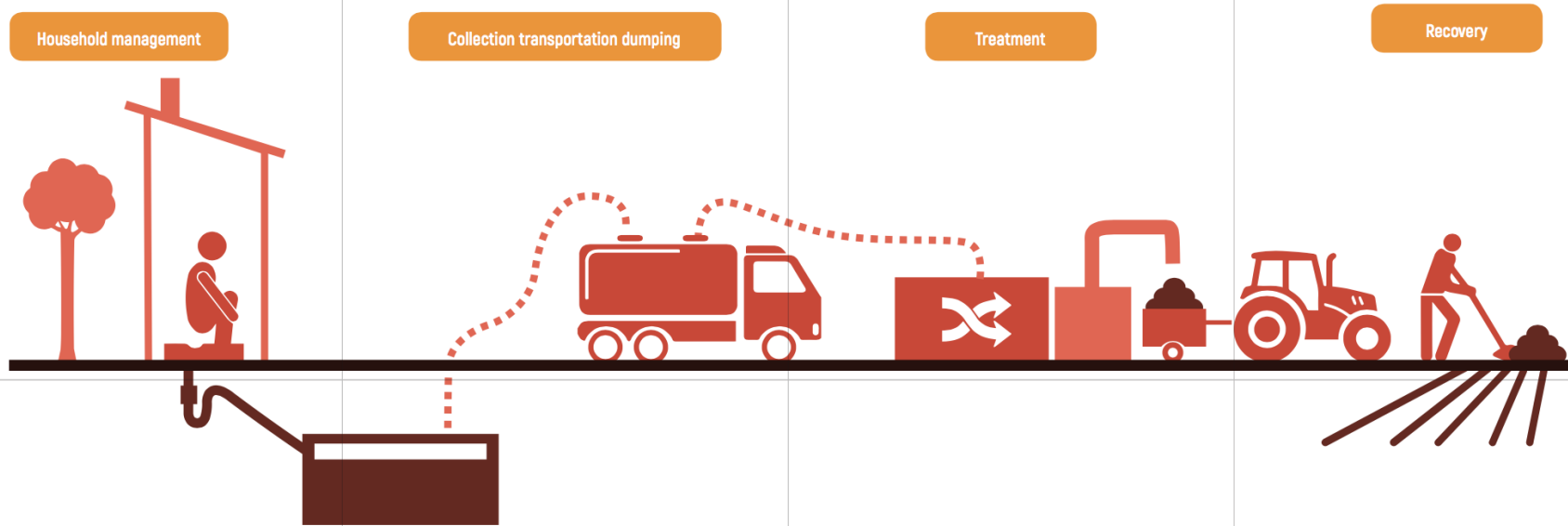
- In rural area: 42,3%
- In urban area: 67,4%

Rates of open defecation:

- In rural area: 29%
- In urban area: 4,3%



# KEY CHALLENGES



Respect of hygiene standards and toilets construction standards

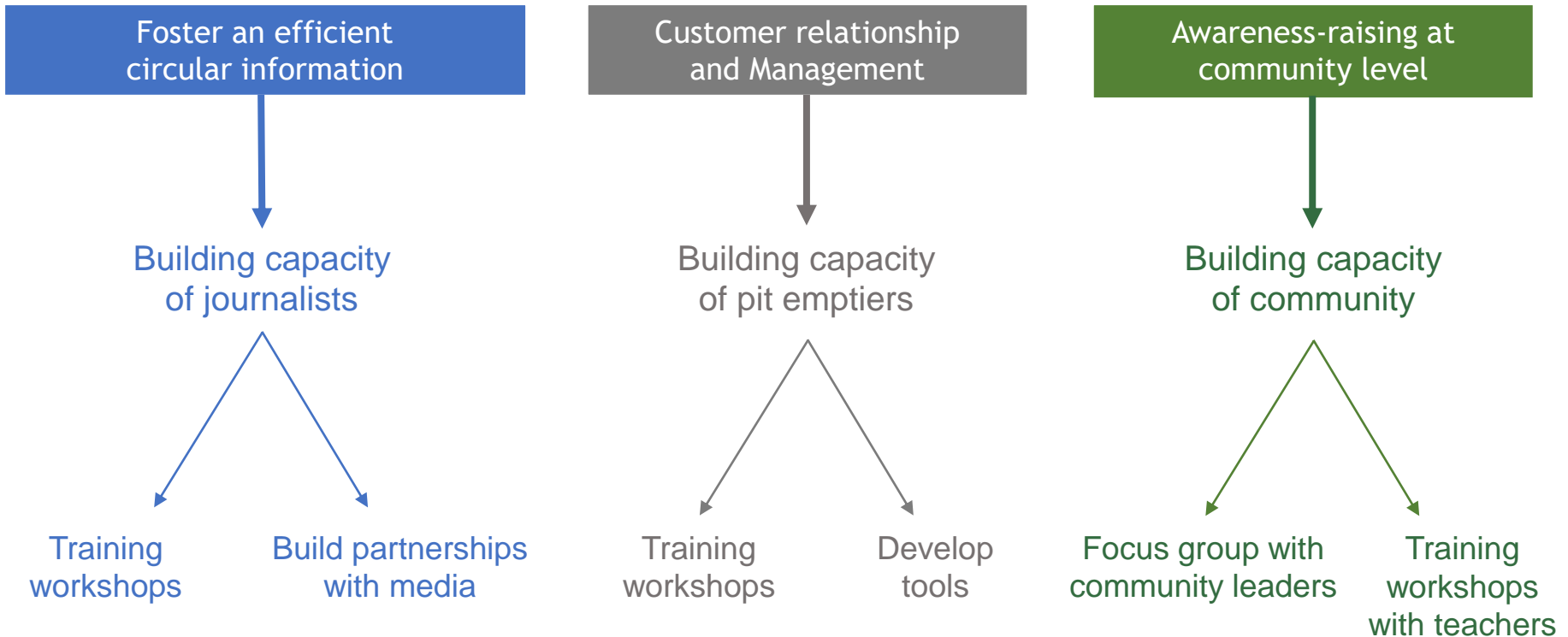
- Clear definition of collection and dumping standards
- Quality of services at collection, transport and dumping

- Insufficient fecal sludge treatment plants
- Open air dumping

Lack of knowledge on recovery process and value by emptiers and population



# MODEL



# KEY RESULTS

## CUSTOMER RELATIONSHIPS AND MANAGEMENT



*Manual on good emptying practices*

- **150 emptiers** trained on customer service
- **70 emptiers** trained on hygiene, quality and safety management for the collection, transport of sludge and access to FSTPs
- **Pit emptiers** acquired necessary tools, behaviors, attitudes and practices



# KEY RESULTS

## FOSTER AN EFFICIENT CIRCULAR INFORMATION



*Commitment pacts  
for media outlets*

- Journalists from 6 key media outlets were trained on sanitation and how to cover sanitation issues
- Engage with selected medias outlets as key stakeholder within the service chain
- Journalists strengthened their capacity in writing articles, reports or advertorials on non-sewered sanitation.



SpeakUpAfrica.

# KEY RESULTS

## AWARENESS-RAISING AT COMMUNITY LEVEL



Awareness video on hygiene and emptying practices

- 20 focus groups organized with 500 community leaders
- 100 students sensitized on handwashing techniques
- 12 teachers trained on menstrual hygiene management and hygiene



# KEY FINDINGS

- Lack of budget lines dedicated to communication activities in sensitive sectors impacting sanitation
- The poor dissemination of sanitation experiences and good practices
- Insufficient involvement of traditional /religious leaders
- Deficit of information by the population on the importance of sanitation and management of fecal sludge.





# LESSONS LEARNED

- The importance of constant communication with people for long-term behavioral change
- Involvement of all actors in the value chain, especially emptiers & the importance of considering journalists as real actors in the sector.





*« If you want to find the secrets of the universe, think in terms of energy, frequency, information and vibration ».*

**Nicola Tesla**



**SpeakUpAfrica.**