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## **NETSSAF**

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## Background

Experiences over the past decades have demonstrated that one of the problems with sanitation is that it is rarely a strongly field need, especially in rural areas. Few people realise that many diseases are caused by lack of adequate sanitation facilities and poor hygiene behaviour. Very little have understanding of the way these diseases are transmitted. Similarly, they doesn't realise that a sustainable sanitation approach can contribute to improve their agriculture incomes and create job opportunity. The concept of sustainable sanitation may offer a unique solution to these challenges as it integrates all aspects of sanitation ranging from awareness building to hygiene promotion and the long term operation and maintenance facilities. Successful sanitation programs (planning, dissemination or implementation) depend critically on effective awareness and engagement of decision makers at all levels.

The lack of capacity is presently considered as a crucial limiting factor for authorities of West Africa countries, to change their vision on sanitation system, as well as for dissemination of sustainable sanitation, especially in developing countries. Therefore, most actions aimed at involving national, regional and local institutions are limited. Awareness can be created and strengthened in authorities through information, education and training.

Obviously, even the technically best designed programmes fail or produce meagre results, because authorities and intended beneficiaries were not adequately involved in the planning and implementation process. For that reason, NETSSAF recognises that the elaboration of a capacity building strategy for authorities will have to strongly involve regional and local training institutions and organisations, is the first and critical step in a dissemination program. In West Africa, authorities not only wield considerable influence over the populations but control most of the communication channels and have a good mastery of the local set up and customs. Against this background, Netssaf will organise capacity building activities for these key persons with the aim that they will play a lead role in subsequent capacity building and dissemination activities.

In this report, emphasis is placed on methodologies to introduce and interest to authorities to sustainable sanitation as well as providing them with the requisite knowledge that will enable them to develop institutional mechanisms to extend the strategy to specific local levels, base on the cultural, religious, communication channels and economical capacity to pay for sanitation services.

Special attention is given to define the relevant target groups of this task of dissemination. Each of them will have different roles to play in the dissemination process. This report is designed as a route-sheet to all NETSSAF members, to whom it is assigned the task of conducting workshops for building capacity of authorities.

# 1 Introduction

This report is presented as a guide containing methods, tools, and planning elements for capacity building of authorities to be used by Netssaf partners in West African countries.

The guide recommends approaches that could be applied to authorities at all levels (local, national or regional).

The sequential steps to be followed are provided in this report, in order to clarify key preparatory and conducting issues. While these steps are presented in a certain logical sequence and recommended for a successful capacity building programme, they should be adapted to the specific conditions. The guidelines also need to be reviewed periodically to cater for changing circumstances.

## 1.1 Objective of Authorities capacity building

The major objective of this task is to build the necessary capacities for the local authorities to be able to further disseminate and exploit the findings of NETSSAF's initiative.

Emphasis will be place on methodologies which can motivate authorities not to abandoned what they know

The specific objectives can be formulated as follows:

- To formulate strategies for educating and training local authorities in the field of sustainable sanitation.
- To bring to the authorities the findings of the consortium, including the technical and economic aspects as well as the policy and institutional requirements for the large-scale application of sustainable sanitation in West African countries (please refer to NETSSAF document D33&D36&D39).
- To equip the local authorities with the requisite knowledge for using the West African database of Sanitation Supply and the West African database of potential technology transfer associations.

## 1.2 Definitions and terminology

### 1.2.1 Sanitation<sup>1</sup>

Sanitation involves interventions to reduce people's exposure to diseases by providing a clean environment for living and measures to break the cycle of disease. This usually includes disposing of or hygienic management of human and animal excreta, refuse and wastewater, the control of disease vectors and the provision of washing facilities for personal and domestic hygiene. It also involves both behaviours and facilities which work together to form a hygienic environment.

A sanitation system encompasses the users of the system, the collection, transport, treatment and management of end products of human excreta, greywater, solid waste, storm water and industrial wastewater (Kvarnström *et al.*, 2004; Bracken *et al.*, 2005).

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<sup>1</sup> Source: [http://www.worldbank.org/html/fpd/water/topics/hsp/hsp\\_definitions.html](http://www.worldbank.org/html/fpd/water/topics/hsp/hsp_definitions.html) (accessed Oct. 10th, 2007)

### **1.2.2 Sustainability in the field of sanitation**

Sustainable sanitation systems and services protect and promote human health, are technically and institutionally appropriate, economically viable and socially acceptable (Bracken *et al.*, 2005; Kvarnström *et al.*, 2004). This definition is expanding the triple bottom line definition of sustainability (ecological, economical and social) with two categories that are specific and extremely important for sanitation systems: health and technical sustainability. Health, since the prime objective of a sanitation system is improved health, and technical since the technical function of sanitation systems is crucial for its sustainability.

### **1.2.3 Capacity building**

Capacity building is directed at specific aspects of education and training in the field of ecological sanitation for stakeholders, particularly authorities whose work could support sustainable sanitation implementation. Emphasis is placed on the methodologies for transferring the paradigm shift in sanitation to authorities as well as those who will implement the technologies and systems and those likely to embrace the ecological sanitation concept.

### **1.2.4 Authority**

The main target stakeholders for this exercise, elaborated in section 2.2, are authorities in the field of sanitation involving an inter-disciplinary group of national, regional and local top-level decision making authorities and professional practitioners who are currently working in the field of water, environment, civil engineering or related disciplines as well as “new comers” in the ecological sector.

## **2 Capacity building strategy**

NETSSAF capacity building approach for sustainable sanitation promotion for authorities in West African countries, can respect the steps below.

### **2.1 STEP 1: Identification of target audience**

A capacity building programme for authorities should be focused on training and educating of national, provincial or divisional and local authorities from top to low level decision makers, all those whose work support sustainable sanitation facilities implementation (sanitation systems in general), so that they should have a vested interest in raising awareness and promote sustainable sanitation systems to the various stakeholders with whom they deal, enabling them to pursue sustainable sanitation projects and select the appropriate technologies.

A non-exhaustive list of target audience groups has been identified by members of the NETSSAF consortium within the relevant authorities and decision makers:

- Decentralised government services:
  - Ministry in charge of
    - Water Resources,
    - Public infrastructures
    - Agriculture,
    - Finance,
    - Town Planning and housing

- Rural Developement,
- Urban Developement,
- Energy,
- Health,
- Environment,
- Education and Research
- Municipalities (Mayor, municipal technical service related to sanitation...)
- Civil servants (local organisations)
  - Youth organisations
  - Women organisations
- Traditional and Religious authorities
- Micro-credit/micro finance cooperatives
- Local professionals
  - Planners
  - Engineers
  - Suppliers
  - Farmers, etc.
- Opinion leaders

Specifically, there is the need to reach those who can potentially influence or actively contribute to the dissemination and the implementation of sustainable sanitation systems. The stakeholder analysis below will also help in identifying the “right” target audience among the relevant authorities and decision makers identified.

### **Stakeholder analysis**

To ensure that the most relevant target groups are included in the programme, the programmer organizer should first perform a stakeholder analysis. This step will be important to make sure that the ‘right’ people attend, participate in, and disseminate the knowledge of the training course in the most effective manner possible. For example, rather than simply inviting a member of the Ministry of the Environment, a thorough examination of the department should be done to see if there is perhaps a group devoted to the regulation of organic material, nutrient reuse policy, or another specific target group that would be key to the success of a cross-cutting training programme. There are 5 substeps to the stakeholder analysis: 1) Stakeholder identification, 2) Stakeholder characterisation table, 3) Quantification of decision making power and interest of each stakeholder → Stakeholder diagram, 4) Classification of stakeholder types: key, primary and secondary stakeholders, and 5) Validation and revision

#### **Substep 1: Stakeholder identification**

To identify the stakeholders, several methods can be employed:

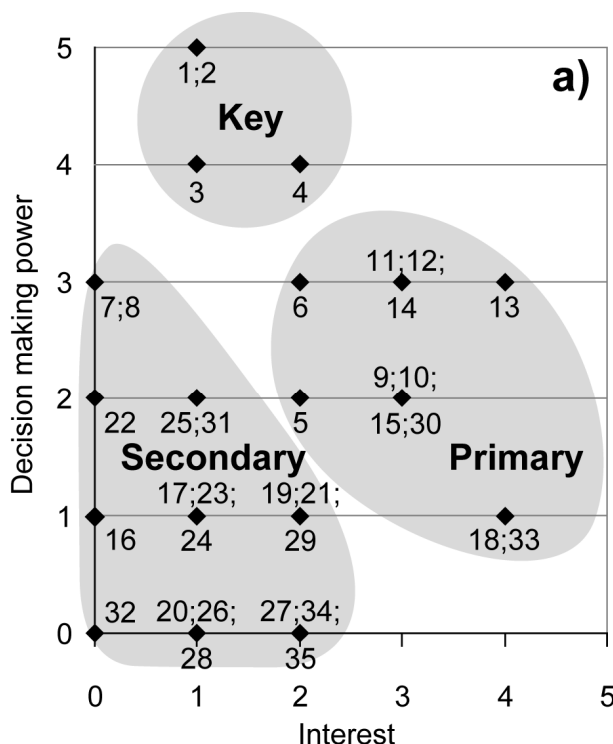
- Information by staff of key agencies and local contact persons
- Stakeholder self-selection by announcements at meetings, in newspapers or other media
- Verification by other stakeholder
- Random method

#### **Substep 2: Stakeholder characterisation table**

The goal of the stakeholder characterisation table is to list

- All potential stakeholders
- Their priorities in relation to the programme
- The impact of the /programme on their priorities

The characterisation table is a matrix between Decision making power and Interest. Decision making power describes the extent to which stakeholders are capable of persuading or forcing others to take particular decisions or act in a certain way. **Interest** describes the extent to which stakeholder has an interest in the successful implementation of the project (negative/neutral/positive interest).



Substep 3: Quantification of decision making power and interest of each stakeholder

The scale is designed such that a score of 0 means that the decision power is minimal and there is no, or negative interest. A score of 5 means that the decision making power is maximal and there is very high interest. Each stakeholder should be assigned a value of 0-5 on each scale and the diagram should be filled in accordingly. This visual method of organizing stakeholders is important for the subsequent classification step.

#### Substep 4: Classification of stakeholder types

Based on the scores given, different groups of stakeholders can be identified: Key, Primary and Secondary stakeholders. This will allow the programme organizers to determine the level of the training material such that is most effective and geared toward the right stakeholders.

#### Substep5: Validation

To ensure that no important stakeholders have been overlooked the following checklist can be used:

- ✓ Have all primary and secondary stakeholders been listed?

- ✓ Have all potential supporters and opponents of the project been identified?
- ✓ Has gender analysis been used to identify different types of female/male stakeholders?
- ✓ Have the interests of vulnerable groups been identified?
- ✓ Are there new stakeholders likely to emerge as a result of the project?

## **2.2 STEP 2: Identification of constraints in capacity building of authorities**

The lack of sanitation strategies and policies in most countries in West Africa is a limiting factor for the dissemination of alternative approaches to sanitation. Changing the conventional sanitation mindset and creating a favourable environment for the implementation of ecological sanitation will not be an easy task. It will require time and will not happen overnight.

Capacity building of authorities is a challenging process that will have to take place at national, regional and local levels over a longer period of time. This is due to several facts such as:

- The diversity of authorities ranging from civil servants to politically nominated decision makers;
- The ongoing decentralization process that requires reinterpretation of roles and responsibilities and reallocation of resources;
- Lack of time of authority representatives to undergo lengthy training courses;
- Term of office and job rotation.

Thus, one of the main constraints in designing and proposing a strategy for capacity building of authorities in the field of sustainable sanitation is the highly-interdisciplinary character of sustainable sanitation, requiring it to involve not only different authorities (e.g. Ministries of Agriculture, Finance, Planning, Rural Development, Renewable Energy, Health, Environment, Water Resources Management, Science & Technology, etc.) but at all levels (i.e. national, regional and local) of stakeholder/authority involvement.

## **2.3 STEP 3: Identification of key capacity building requirements**

The high and variable expectations of sustainable sanitation systems are related to the different scales of the systems spanning rural to urban environments. These include:

- Benefits of using sanitation facilities;
- In urban areas, adequate number of public toilets or latrines which are safe with reliable water supply and reuse disposal facilities; and
- In rural areas, how the use of the sanitation waste streams can improve agriculture and food production, security and safety

At the end of the training programme, it would be necessary to assess the impact of the training on the expectations and changes in the mindset of the participants towards ecological sanitation. This could be done before and after the training programme by assessing the changes in the Knowledge (K), Attitudes (A), Skills (S), and Aspirations (A), (KASA) of the participants (FAO, 1990). The major advantages of the KASA analysis are:

- Addressing changes in views, opinions, behaviour and feelings;
- It is useful for all kinds of stakeholders
- It is useful as a tool for PRA/PME (Participatory Rural Appraisal/ Participatory Monitoring and Evaluation) and to verify achievements in logical project frameworks



## **2.4 STEP 4: Setting objectives and goals**

The training programme objective and expected outputs must be defined according to parameters such as training duration, the needs, financial resources available, etc. Each objective will be related to complementary outputs, activities and inputs. Outputs will reflect capacities achieved, while activities will describe the actual acquisition and development of capacities and the related changes.

The objectives must be simple, achievable and verifiable.. This can be achieved by enhancing the authorities' knowledge in participatory community planning (PCP) methodologies. The PCP aims at enabling communities to develop their own visions, assess their needs, and identify resources available to meet their needs, set priorities and prepare plans to be implemented by them whilst assistance is sought from other development partners.

## **2.5 STEP 5: Preparatory and conducting activities of capacity building**

### **2.5.1 Preparatory activities**

Any training programme such as that of the capacity building of authorities has to be carefully planned. Systematic preparations are required to be undertaken, followed by selection of the didactical methodology, teaching/training material, adjusted to the target audience (authority) and the local circumstances. It must be recognized that a training program in the context of sustainable sanitation, is a program that touch specific aspects of sustainable sanitation. It may last only one day, with the possibility of spreading it out to over several days when necessary.

#### *2.5.1.1 Preparation for the training program*

Preparations for running training programme may differ from one case to the other, but generally it has to take into account the local socio-economic situation, availability of sustainable case studies, availability of qualified trainers, technology level and public perception and acceptability. It is recommended that the training programme content simultaneously reinforce the authority's current knowledge gaps on sustainable sanitation concept. This is especially important because capacity building process aimed to raise authority expectations for actions and change.

For capacity building of authorities in sustainable sanitation, the following activities need to be considered:

- Assessment of training needs
- Definition of the training objectives
- Decision on length of programme
- Selection of candidates
- Planning for provision of resources such as human (local or international), financial, logistics etc.
- Design of the curriculum (course outline and content)
- Include social and cultural aspects (consult specialists if needed) to address the local area specific issues
- Selection of training methods (e.g. up-front teaching, hands-on training, field trips for on-site training, workshops, excursions, discussion for a, seminars or other methods
- Preparation of rooms, computers, projectors, copiers
- Preparation for field trips, access to the site, local champions, transportation, accommodation and subsistence

- Provision of the safety and hygiene at work
- Preparation for reporting, evaluation, post-training follow-up
- Planning of promotional activities and publishing (if appropriate) and analysis of the feedback (taken and adapted from UNESCO/IHP & GTZ, 2006)

### *2.5.1.2 Overview of the training content*

As has been stated previously the most relevant aspects of sustainable sanitation to be considered should cover:

- Health, hygiene and nutrition
- Environment and natural resources (required resources, risks of emissions and recycling and reuse practices and potential)
- Technologies and operation (context specific)
- Financial and economic issues
- Socio-cultural considerations
- Institutional set-up

The basic principle of sustainable sanitation is to close the loop between sanitation and agriculture, enabling reuse and recycling rather than disposal. Therefore, a wider range of subjects need to be included in training programs involving dissemination techniques and processes, when compared to processes in conventional sanitation. Included in these are, for example, training in techniques for the assessment of the current agricultural situation with respect to soil quality, types of crops cultivated, agricultural practices, water and fertiliser needs, practices concerning the treatment and reuse of manure.

As sustainable sanitation solutions also aim at reducing water consumption for sanitation (e.g. by integrating rainwater harvesting systems along with grey water treatment and reuse), water supply systems may often have to be reviewed and modified within a sustainable sanitation project. Hence, it is important that training integrates sanitation with issues of water supply, water efficiency, and water productivity.

Sustainable sanitation solutions ideally lead to the closing of material flow cycles as at practical levels as possible (e.g. reuse close to the point of generation of excreta or wastewater). Urban planning needs to consider these aspects in order to provide space and facilities to support urban agriculture, or to provide small scale service providers with an area for the treatment and storage of sustainable sanitation products in the neighbourhood. Sustainable sanitation training, therefore, should include the methods and theory of integrating the various sectors in urban environmental planning and practice.

The materials that can be recovered from a sustainable sanitation system may have a high nitrate concentration and therefore lend themselves to integrated management of water and waste: they can be treated together with organic kitchen, garden and animal wastes from households and even paper and cardboard from households, institutions, and businesses. For this reason, it is important to teach the integration of sanitation with certain aspects of solid waste management (especially organic solid waste treatment).

The content of the training programme should be broadened to include a mix of centralised and decentralised, conventional and closed-loop, high-tech and low-tech, traditional and innovative, separate-stream technical solutions. The content of capacity building training programmes for both authorities and end users should be developed to equip them not only with technical approaches, but also with the corresponding institutional and management solutions. In practice,

an array of different technical and operational combinations may represent a considerable challenge for trainees.

The consideration of appropriate sanitation technology in a sustainable sanitation approach will require that authorities acquire more varied know-how and experience than is currently the case. They should then be able to consider a larger range of technical and service options, rather than focussing the dissemination process on a narrow range of commonly implemented systems (e.g. sewer networks or pit toilets).

Another issue is that authorities must understand that an entirely different approach will be necessary to supply the relevant information to stakeholders so that they can make an “informed choice”. Sanitation professionals of the future need to understand the necessity to focus on the needs of the users of the sanitary facilities and other relevant stakeholders of the sanitation system (particularly the service providers and the end users of the recycled products). They also need to have adequate knowledge of the techniques for doing so. This will require knowledge and skills in the participatory technology development and participatory community planning (PCP).

These tools will enable the authorities to arrive at site specific and implementation solutions with the requisite performance indicators to deal with sustainable sanitation in different environments and circumstances.

#### *2.5.1.3 Selection of relevant areas for capacity building for authorities*

According to each locality particularity, trainers should make a careful choice of subjects on the following topics in order to make the training programme more meaningful to the local authority.

The major areas to be covered in the authority capacity building training include:

- The concept of sanitation
- The benefits/advantages of using sustainable sanitation at the local level
- Planning, construction, operation and maintenance of the sustainable sanitation systems
- Financial and human resources requirements and management
- Dissemination of sustainable sanitation systems
- Sustainable sanitation as a potential for job creation

As have been previously mentioned, the training programme should be adapted to the target audience, as well as the relevant subjects. Thus, trainers should make a careful selection of subjects enable to raise authorities’ awareness, and makes them understands well sustainable sanitation approaches for further dissemination. A broad range of subject’s related to sustainable sanitation, including technical and non technical requirements, is listed in the table below.

This list should be seen as a guide only. Final selection and shaping of the training programme should be based on a case-by-case investigation, taking local conditions into consideration.

**Table 1:** Range of subjects which can be discuss during the training session

1	<b>INTRODUCTION TO SUSTAINABLE SANITATION</b>
.	Basic principles
.	Benefits to be achieved by sustainable sanitation and integrated solutions
.	Advantages and disadvantages of sustainable sanitation vs. conventional sanitation systems
.	Resources needs and availability
2	<b>TECHNOLOGIES APPLIED IN SUSTAINABLE SANITATION</b>
.	Potential for co-management of liquid and solid flows from households; separation at the source

.	Relevant toilet types (e.g. Dry/wet sanitation, urine separation, vacuum toilets)
.	Sanitisation of faeces or black water (e.g. Anaerobic digestion, composting, dehydration)
.	Water saving and water reuse principles and technologies
.	Balance of resources (including energy efficiency)
3	<b>RESOURCES RECOVERY AND AGRICULTURAL REUSE (NUTRIENTS, ORGANICS, WATER AND ENERGY)</b>
.	Principles and pre requirements
.	Technologies and selection principles
.	Wastewater reuse (principles, technologies, health and safety)
.	Bio-solids, e.g. Organic kitchen wastes (recovery, application, disposal)
.	Food safety
.	Energy recovery (small scale-decentralised vs. centralised facilities)
.	Climate and factor affecting suitable and efficiency
.	Marketing of the recyclates in agriculture or the areas
4	<b>ECONOMIC AND FINANCIAL ASPECTS</b>
.	Full cost comparison between different ecosan/conventional options, influence of system boundaries,
.	Impact of health related costs, private versus national economy, shadow prices,
.	Micro credit financing schemes, impact on job creation, small scale enterprises,
.	Role of the private sector, potential cost recovery, infrastructure ownership, fees and charges
5	<b>SOCIAL AND CULTURAL ASPECTS</b>
.	Social perception, motivation and obstacles for broader application
.	Cultural issues
.	Gender: sanitation and men, women and children
6	<b>POLICY AND LEGAL ASPECTS</b>
.	Local legal framework affecting implementation of sustainable sanitation and reuse
.	Building codes and permits
.	Strategies for the future
7	<b>INSTITUTIONAL AND ORGANISATIONAL ASPECTS</b>
.	Institutional framework (stakeholders, relationships, decision making)
.	User management, monitoring, evaluation
.	Preparatory principles (with respect to users of services)
.	New roles for formal institutions
8	<b>CASE STUDIES: SUCCESSES AND FAILURES</b>
9	<b>PROMOTION AND PUBLIC AWARENESS</b>

#### 2.5.1.4 Matrix of subjects and target audience

The table 2 attempts to select relevant subjects for the target audience identified in section 2.2 (“Identification of target audience”). This should be seen as a guide only. Final selection and shaping of the training programme should be based on a case-by-case investigation by each Netssaf organizer.

**Table 2:** Relevant subjects for the target audience identified in section 2.2

<i>Subjects</i>	M o A	M o F	M o P	M o R D	M o U D	M o E	M o H	M o E n	M o W R	M o E d	L G	M	C S
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<i>Introduction to sustainable sanitation</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Social-cultural and gender aspects</i>			■	■	■		■			■	■	■	■
<i>Institutional and organisational aspects</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Policy and legal aspects</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Resources recovery and agricultural reuse</i>	■					■		■	■	■			
<i>Environmental and health aspects</i>	■						■	■	■		■	■	■
<i>Economic aspects of s.s.</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Evaluation criteria for sanitation systems</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Technologies applied in s. s.</i>	■	■	■	■	■	■	■	■	■	■	■	■	■
<i>Interactions of ecosan projects with existing infrastructure</i>			■	■	■				■	■	■	■	■
<i>Implementation, operation and maintenance</i>	■		■	■	■				■	■	■		
<i>Case studies: successes and failures</i>	■	■	■	■	■	■	■	■	■	■	■	■	■

MoA = Ministry of Agriculture; MoF = Ministry of Finance; MoP = Ministry of Planning; MoRD = Ministry of Rural Development; MoUD = Ministry of Urban Development; MoE = Ministry of Energy; MoH = Ministry of Health; MoEN = Ministry of Environment; MoWR = Ministry of Water Resources; MoEd = Ministry of Education; LG = Local Governments; M = Majors; CS = Civil society; O = Others

#### 2.5.1.5 Assessment of available methods and tools for capacity building

Once we have selected the appropriate subjects for the training programme, appropriate training tools and didactical method, will be identified, taking into considerations the principles of “interactive learning<sup>2</sup>” approaches. In order to make capacity building more meaningful to participants, theory should be put into practice as much as possible. The resources available for capacity building programme include didactical tools and human resources.

#### ➤ Training methods and tools

Possible training methods and didactical tools to enable an interactive learning environment include:

- Practical workshops
- Field trips
- Conferences and seminars following by debates
- Specialized training courses
- Seminars, chat group
- In-service training

<sup>2</sup> “Interactive learning” refers to a mode of learning where the trainers as well as trainees take an interactive role in acquiring the knowledge from both the trainers and the trainees. It is a kind of “give and receive training”.

- Working or focus groups on specific topics, e.g. appropriate technologies selection, analysis of sustainability and risk associates, and analysis of interactions with other infrastructure projects
  - Presentation of case studies
  - Learning by doing (analysis of successes and failures of existing sustainable sanitation projects, analysis of interactions with other infrastructure projects)
  - Briefing sessions with up-front teaching
  - Work with local users of the facilities or with a specific stakeholders' group
  - Website for mass dissemination (NETSSAF software programme – Beta version of the decision making support tool)
  - Networking and partnership development
  - Internship, etc.
- **Training material**
- Books
  - Brochures
  - Guidelines (already available)
  - Leaflets (already available)
  - Awareness kits (already available)
  - Posters, etc.
- **Multimedia training material<sup>3</sup>**
- Video clip or films on sustainable sanitation
  - Documentary films
  - PowerPoint presentations, etc.
- **Human resources**
- National and local experts
  - International experts
  - Users (with experience in the subject matter)
  - Lecturers on sanitation in national or international universities or research institute
  - Governmental or municipal officers with a large experience in sanitation, etc.

As mentioned before, each trainer or group of trainers will tailor the training content, program and didactical tools to the specific local conditions, taking into account technical, socio-economic cultural and institutional aspects.

## 2.5.2 Guidelines for implementation

To ensure a successful implementation, following points should be considered for the training activities:

- ***Funds are a prerequisite:***  
Implementation of the strategy and of capacity building activities will require the development of well-targeted proposals for funding, at both the national and international level.
- ***Potential obstacles and issues that should be addressed before the workshops:***

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<sup>3</sup> For web based material and other on-line training courses and materials, refer to eg. SDC/mynetworks2003, EMWater2005, UNESCO-UWETTT training material (in preparation)

- Language: the instruction and training materials must be in a language that does not exclude the participation of key stakeholders regardless of their language abilities and backgrounds
- Finances: the finances must be carefully organized and planned such that there is an incentive for employers (e.g. ministries, NGOs) to allow their staff members to attend the course without suffering a financial loss. Per diems and/or travel must be accounted for in the budget
- Political will: it may be difficult to convince an already overworked, underpaid group to allow staff members to attend a workshop that is already viewed with suspicion. There must be a strong incentive for ministries to send effective, competent staff members
- Loss of power/control: it may be difficult to convince some groups to attend who may sense that they would be forced to surrender or lose power over certain sectors or projects. A skilled facilitator/moderator should be involved from the beginning to ensure that participants are willing to collaborate and bridge gaps without feeling threatened or undervalued.

➤ ***All needed tools and materials should be ready:***

- design of the outline of the training programme and the relevant content preparation
- include social and cultural aspects (consult the specialist if needed) to address the local area specific issues
- selection of training methods (e.g. up-front teaching, hands-on training, field trip for on-site training, workshops, excursions, discussion for a, seminars, or other methods)
- preparation of training material and production of learning kits and handouts for the participants
- preparation of rooms, computers, projectors, copiers
- preparation of field trips, access to the site, local champions, transportation, accommodation and subsistence
- provision of the safety and hygiene at work
- preparation for reporting, evaluation, post-training follow-up
- planning of promotional activities and publishing (if appropriate) and analysis of the feedback

➤ ***Authorities expectations of sustainable sanitation systems should expressed:***

Increasingly, expectations are very high on sanitation systems, and they vary from one context (rural) to another (urban).

- People want to see the benefits of using sanitation facilities
- Urban sanitation expectations is to have enough public toilets or latrines which are safe, and adequate, with and reliable water supply and adequate and efficient reuse disposal facilities
- In rural areas (for those who are really in need of their daily bread, sanitation is of less importance) people want to see how the use of the sanitation waste streams can improve their agriculture and make them have more food safe.

But, the best way to identify authority expectation is to let them express themselves on that matter during the training, especially at the beginning of the training. This important point is mention at the outline of authority capacity building enclosed in annex. Before

participants break into working group, we should allow them to present their image of the sanitation situation, and their expectation on which kind of sanitation system or technology can be a solution. Communicating these ideas can inspire ambition and excitement in the dissemination as well as the implementation process. Ultimately, the vision of authority should identify key principles or values that all stakeholders can agree to as fundamental to their notion of sustainability in sanitation system.

➤ ***Interactivity should be ensured through group working:***

Because a training programme for capacity building of authority involves a variety of activities, the organisers will most likely not be able to design it in such a way as to address a full array of local issues. In order to facilitate the participation of these authorities during the workshop, for instance, the organisers must establish a variety of specialised working group. It is very important because authorities are from different disciplines, backgrounds, sectors, and levels of expertise. So, these working groups must discuss on the topics selected at the outline of the training for instance a key actor as municipal delegates could examine how to integrate certain actions or proposals in municipality plans.

## **2.6 STEP 6: Monitoring and evaluation**

Capacity building of authorities is a long process, which needs to be planned, and monitored and evaluated over the time. To do it, a plan should be developed. This plan should include all training activities, corresponding timeframes, and the involved actors (Capacity Building Group) with their respective roles and responsibilities.

Furthermore, some provisional targets should set out. One of the tasks of the will be to refine these targets and timeframes.

Each capacity building activity should specify the objectives, anticipated results and expected schedule against which the success of the activity can be judged. For this, an evaluation form should be developed, and used during a training session.

Globally, for a capacity building project on sustainable sanitation, performance measures<sup>4</sup> should be defined and might include, for example:

***Input Measures***, such as:

- Expenditure on education, training and technical cooperation;
- Sources and amounts of new funding;
- Number of staff managing education, training and technical cooperation;
- Number of experts aiding in these activities.

and

***Output Measures***, such as:

- Number and type of education activities;
- Number and type of training activities;
- Number and type of capacity building workshops;
- Type and amount of technology transfer;
- Number of reports resulting from the activities;
- Number of publications resulting from the activities;

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<sup>4</sup> International Council for Science, SCAR Strategy for Capacity Building (Education and Training), SCAR report, No 27, November 2006



- Number of men/women participants;
- Countries of people participating;
- Examples of key achievements
- Outcomes (e.g. improvements in the scope, quality and quantity of data from observing systems)
- Impacts (e.g. impacts on the sanitation and environmental situation that would not have been possible without the activities)

## Conclusion

It is our responsibility to assist decision makers to find sound solutions to their requirements for capacity building and to ensure that all countries can equally participate in and benefit from the NETSSAF project.

Promoting and implementing sustainable sanitation depends on the combined efforts and continuing involvement of all member countries. This requires the sharing of basic and specialized skills as well as of experience and knowledge.

A central element of capacity building is education and training, for example in methods and skills in data management, sustainable sanitation promotion and planning, and environmental monitoring. Other elements include the building of appropriate national and regional institutional support structures, the strengthening of infrastructure elements, and the development of communication networks for data and information exchange.

The strategy, developed within the NETSSAF project, should be flexible, recognising that different countries have different needs. It should be creative, to leverage expertise, equipment, facilities, capital and funding sources to increase the scope and impact of the project. It should capitalise on growing Internet access for disseminating information that can be used for training.

The strategy should exploit the various capacity building initiatives of other institutions, such as CREPA, EcoSanRes programme, Seecon, and others, and the contacts that these organisations have within Africa. It should also exploit the existing capacity building initiatives. As a first step it will be instructive to compile an inventory of ongoing capacity building initiatives, not least as a means of identifying possible gaps.

Implementation of the strategy should consider the needs of different African regions, with a focus initially on West Africa, and will require the development of well-targeted proposals for funding, at both the national and international level.

## References

1. Bracken *et al.*, 2005;
2. FAO (1990). Agricultural Extension – A Reference Manual (2<sup>nd</sup> ed.) Rome. FAO
3. International Council for Science, SCAR Strategy for Capacity Building (Education and Training), SCAR report, No 27, November 2006
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5. UNESCO/IHP & GTZ. (2006). Capacity building for Ecological Sanitation – Concepts for ecologically sustainable sanitation in formal continuing education (<http://www.gtz.de/de/dokumente/en-ecosan-capacity-building-2006.pdf>)
6. World Bank: [http://www.worldbank.org/html/fpd/water/topics/hsp/hsp\\_definitions.html](http://www.worldbank.org/html/fpd/water/topics/hsp/hsp_definitions.html)

## **ANNEX 1:**

### **THE WORKSHOP OUTLINE DEVELOPED BY NETSSAF PARTNERS FOR THE LOCAL WORKSHOPS IN WEST AFRICA**



## M 23: LOCAL CAPACITY BUILDING WORKSHOP

### 1. Global objective of the workshop

Build and reinforce capacity of local authorities to be able to:

- Take decisions on the sanitation field based on their knowledge on different sanitation options, including technical and economical aspects, policy and institutional requirements
- develop dissemination strategy and initiate dissemination programs regarding capacity building on sustainable sanitation systems

### 2. Outputs

- Authorities are aware and have knowledge on potential sustainable sanitation systems applicable to their municipalities/regions.
- The routes of dissemination of sustainable sanitation are well-known by the local authorities and a specific strategy of dissemination of sustainable sanitation is set up for the locality and the authorities have the capacity and skills to implement the dissemination programs
- For the locality, the main aspects (strengths, weaknesses, opportunities and threats) with regard to the variety of sustainable sanitation systems have been identified and clarified.

Topics covered are “community based management”, “governance and institutional setup” and “socio-economics”

### 3. Local capacity building workshop design

### 4. Time frame: 1 day

### 5. Participants (Target group) and number

- Sanitation officers of the Municipalities (*through ongoing devolution process in most West Africa countries, municipalities are keys factors for implementation and dissemination*)
- *Municipal decision makers (one member of the mayor's office)*
- Deconcentrated government services (education, agriculture, health, etc.)
- Locals organizations (youth and women organizations)
- Traditional and religious authorities
- Micro credit/microfinance cooperative
- Local professionals (planners, engineers, etc)
- Private sector representatives (suppliers, farmers)
- Opinion leaders
- Communication sector (radios, etc.)
- Representatives of civil society

The type and number of participants are important factors to influence the output of workshop. Even though the number of participants will vary from one locality to another it is suggested to aim at a group of **25 - 30 participants**.

### 6. Design

The basic frame work of the workshop will be developed and adjusted according to the specificities of each locality

## 7. Language

The workshop will be conducted in the country official language (French or English). Where appropriate, translators will be used, in order that the workshop will be more meaningful to the local participants.

## 8. Support materials needed (see table below)

- Awareness kit (developed by UAA in French and KNUST in English):
- NETSSAF deliverables, including software and manual support tool for planning, and NETSSAF flyers
- Handouts (Presentations, questionnaire for evaluation, etc.)

WP n°	Deliverable N°	Deliverable title	Expected delivery date	Responsible
WP2 / Task 2.3	D13	Database compiled: West Africa key actors and stakeholders for future dissemination	Month 8 (February 30, 2007)	CREPA
WP5 / Task 5.3	D48	West African database of sanitation supply and of potential technology transfer	Month 21 (February 30, 2008)	TTZ
WP 6 / Task 6.1	D55	Beta version of the decision making support tool	Month 24 (may 30, 2008)	TTZ / TUT
WP 6 / Task 6.2	D46	Guide for large scale planning and implementation of low cost sanitation technologies	Month 21 (February 30, 2008)	TUHH
WP 8 / Task 8.1	D49	Printed materials to be used by the members in each country as part of the awareness campaign in target localities. Awareness kit prepared	Month 21 (February 30, 2008)	BOATA
WP 8 / Task 8.1	D50	Strategy of dissemination and extension for end-users: bringing sustainable sanitation to the rural and peri-urban areas of West Africa	Month 21 (February 30, 2008)	BOATA
WP 8 / Task 8.2	D59	Strategy of authority capacity building. Empowering local and national authorities for the deployment of dissemination programs for sustainable sanitation in rural and peri-urban areas of West Africa.	Month 21 (February 30, 2008)	Ville de Sya

## 9. Evaluation

A general presentation on all the WS will be prepared for the final WS in Ouagadougou.

It's very important to get the feedback of the workshop during the final workshop at Ouagadougou D67.

In this subject, a questionnaire for the evaluation will be developed. This questionnaire will be distributed to the participants, who have to fill it out. The WS organizer has the responsibility to collect them and to analyse them for the WS report.

In addition, each international expert, invited as presenter for a WS, should prepare a short report on the WS, which has to be sent to the local organizer and to gtz (as Leader of Task WP8.2).

## 10. Location of the workshops (Please, to be completed by each organizer)

Location	Selected localities	Urban, rural or peri-urban	Organisers
Burkina Faso	Sector 30, Ouaga	Peri-urban	CREPA
Mauritania	Hay Saken (Nouakchott)	Peri-urban (slum area)	CREPA
Mauritania	Satara (Rosso)	Peri-urban (slum area)	CREPA
Burkina Faso	Loumbila	Rural	Ville de Sya
Burkina Faso	Dogona (Bobo Dioulasso)	Peri-urban	Ville de Sya
Mali	Bamako	Peri-urban	BOATA
Niger	Niamey	Not applicable	BOATA
Niger	Zinder	Semi-urban	BOATA
Côte d'Ivoire	Anyama (Dioulabougou)	Peri-urban	UAA
Côte d'Ivoire	Songon	Peri-urban	UAA
Senegal	Matam	Urban	MATAM
Senegal	Yarakh	Peri-urban	MATAM
Ghana	Kobore	Rural	KNUST
Ghana	Dedesua	Rural	KNUST
Ghana	Ashakoko	Rural	KNUST

## 11. Total number of local workshops, and selected topics

Workshops	Countries	Local partners
15	7	6

Selected subjects to be developed or discussed during the workshop

- Introduction to sustainable sanitation
- Existing sanitation systems and technologies
- Appropriate sanitation systems and technologies
- Reuse of products

- Case studies
- Needs and desire of local population
- Typology (mapping) of knowledge of authorities – what do they know? What are their knowledge and their capacity building needs?

## 12. Preparing activities

Systematic preparations are required to be undertaken, followed by selection of didactical material, methodology, and training material, adjusted to the particular target audience (authority) and locality specificities.

Identified presenters have to develop their “inputs”, and will be involved in the elaboration of the workshop agenda, and in the selection of didactical and training material

<b>Actions</b>	<b>Period</b>	<b>Comments</b>
Selection of sites	8/2007	WP 2
Elaboration of lists of participants	9/2007	
Choosing of the venues	11-12/2007	In the selected localities
Choosing of dates	11-12/2007	Between March-May 2008
Preparation of the workshop agenda <ul style="list-style-type: none"> <li>- identification of the subjects</li> <li>- identification of local/international presenters</li> <li>- identification of the implementation logistic</li> </ul>	12/2007 - 01/2008	One draft agenda by Mid-December 2007 Final draft by End January 2008
All invitations and the workshop agendas are distributed	01-02/2008	Make sure that all the authorities have received their invitation/ workshop agenda/brief description
Awareness campaign in the selected localities is launched, via medias and distribution of NETSSAF flyers	03-05/2007	Specially in the local language to inform many people of the event

### **Practical information**

#### Concerning the organization of the workshop

- According to the outcomes of the Ouagadougou ad-hoc meeting, the workshop will last one day. The agenda will be adjusted to the workshop duration.
- In order to enhance the participation of the the participants the invitation letters should include a short presentation of the NETSSAF coordination action, an introduction to sustainable sanitation, and the purpose of the capacity building workshop.
- Each presenter (local or international) will be informed two months in advance and provides a detailed document of his/her contribution two weeks in advance.

Concerning the organization of the working groups

- Each working group will choose among their members a reporter and a facilitator  
The facilitator of the group is responsible for leading the debates (allow people to express themselves, avoid frustrating them), directing people's attention to the goals of the working groups and its expected results.

## M 23: LOCAL CAPACITY BUILDING WORKSHOP

### *DRAFT CONTENT OF THE DAY AGENDA*

TIME ACTIVITY	CONTENT	PRESENTED BY	ACTION / HOW	FOCUS ON
<b>9.00-11.00</b> <i>Section A</i>  <i>(2 hours)</i>	Opening remarks (5 minutes)	Local official (a mayor or his representative)	Short speech	Welcome remarks to the participants
	Introduction of participants (15 minutes)	Moderator	The introduction list is passed around the table Self introduction of each participant	<ul style="list-style-type: none"> <li>- workshop agenda</li> <li>- expected results</li> </ul>
	Objectives and program of the workshop (10 minutes)		a brief speech on the aim of the workshop, and identification of a workshop reporter	
	Presentation of NETSSAF coordination action (10 minutes) Introduction to sustainable sanitation (20 minutes)	Local/international experts	Brief reminder	<ul style="list-style-type: none"> <li>- Objectives and partners</li> <li>- Difference to conventional sanitation</li> <li>- Productive aspect of sanitation, link to agriculture and/or energy recovery (biogas)</li> </ul>
	Local sanitation situation: Role and activities of the respective authorities in sanitation (30 minutes)	Key actor (municipality), local representative (Government technical service)	Participants' own experiences and problems concerning sanitation	<ul style="list-style-type: none"> <li>- Existing water and sanitation infrastructure or system</li> <li>- Existing ongoing/planned programs/activities</li> <li>- Existing legal framework, policies</li> </ul>
	Existing low cost conventional and innovative sanitation systems and technologies (outputs of WP.3) (30 minutes)	Local/international experts	PowerPoint presentation of the findings of WP3	<ul style="list-style-type: none"> <li>- Existing sanitation system</li> <li>- Adequate systems for low incomes countries (West-Africa)</li> </ul>



<b>11.00-11.15</b>	<b>Short break (coffee time)</b>			
<b>11.15 -11.45</b>	Sensitizing video films followed by discussion	By the moderator and the reporter of each group		
<b>11.30-11.45</b>	Break participants in working groups	Moderator and participants		Identification of facilitator and reporter of each group
<b>11.45-12.00</b>	Expectations of participants and key questions	Moderator and participants	Participants will write down their expectations on a sheet of paper	Capacity needs for a good contribution in dissemination and implementation of sustainable sanitation programs
<b>Section B</b> <b>12.00-13.00</b>	<b>Group 1</b> - Discussion on: - Supporting the development of local suppliers - Database on suppliers of technologies and soft services	<b>Group 2</b> - Discussion on: Health and environmental aspects of sustainable sanitation reuse	<b>Group 3</b> - Discussion on: Reuse (agriculture, energy) aspects: needs and practices	<b>Group 4</b> - Discussion on: - Needs and desires of local population in regard to sanitation systems, practices and behaviours - Identification of potential locations for end users workshops
<b>13.00-14.00</b>	<b>Break (lunch)</b>			
<b>14.00-15.00</b> <b>Session B</b>	Working groups continue (finalizing their outputs)	Group facilitator		
<b>15:00</b>	<b>Tea time (on-site)</b>			
<b>15.15 -16.00</b>  <b>16.00 – 17.30</b> <b>Session C</b>  <b>(2,5 hours)</b>	Presentation of the output of the working groups ( <b>40 minutes</b> )	Group reporter	10 min (5 presentation + 5 discussion) for each group	
	Identification of appropriate sustainable sanitation systems (outputs of WP4) ( <b>30 minutes</b> )	Moderator		- Appropriate sanitation systems for typical settlements - Technical and non technical requirements for large scale implementation
	Presentation of the planning tools: the software and the manual (outputs of WP6) ( <b>30 minutes</b> )	Local/international experts	PowerPoint presentation	- How they look like and how to use them - Pratical examples

	What steps are now needed for a dissemination and implementation ( <b>30 minutes</b> )	Moderator	Discussion /Debate	
	- Refer back to expectation and questions and check if they have been achieved ( <b>10 minutes</b> )	Moderator		
	- General conclusions ( <b>10 minutes</b> )	Reporter		

## **ANNEX 2**

### **EVALUATION QUESTIONNAIRE FOR THE LOCAL WORKSHOP**

*“Your views are important for us”*



## NETSSAF: Preparing an enabling environment for a large scale implementation of sustainable sanitation in Africa

This questionnaire is designed to evaluate the workshops for local authorities, and to provide input to the workshop which will be held in Ouagadougou during the Final Conference (24-28 September 2008).

Please fill it in (by putting X in the right column), and return it to the local organizer. You can also download this questionnaire from <http://www.netssaf.net/>, and send it back to (give here the mail address of the organizer)

### M23: Workshops for local authorities in (selected sites / Country)

**Organiser:**

**Date:**     /     /2008

1 = strongly disagree, 5 = strongly agree		1	2	3	4	5
<b>1</b>	<b>Intent: I have come to the workshop to:</b>					
1.1	Learn about sustainable sanitation issues and related technologies					
1.2	Meet with water and sanitation colleagues, and farmers, and establish new partnerships					
1.3	Promote and advocate ideas of sustainable sanitation					
1.4	Learn about the NETSSAF project					
1.5	Learn more about planning process for sustainable sanitation					
1.6	Be aware of new products or services of sustainable sanitation					
1.7	Learn more about the roles and responsibilities of authorities, users and sanitation technologies and systems suppliers					
1.8	Other (explain)					
<b>2</b>	<b>Content</b>					
2.1	I have found sufficient substantive content in the workshop					
2.2	The majority of the issues addressed are relevant and cutting edge					
2.3	I have learned about new sanitation technologies and systems, and theirs related aspects to Health, Environment, Agriculture and Energy					
2.4	The workshop programme makes it easy to interact					
2.5	The topics of the workshop attracted me to attend it					

2.6	I have participated in the preparatory process of the workshop					
2.7	Other (explain)					
1.9a	The most important and useful topics for me were:					
1.9b	Any topic or aspect which I would have liked to be included in the programme					
<b>3</b>	<b>Networking</b>					
3.1	I had good networking opportunities at the workshop					
3.2	The programme format helps me to network					
3.3	More networking opportunities need to be provided					
<b>4</b>	<b>Organisation</b>					
4.1	Information on the workshop has been provide sufficiently in advance					
4.2	I have had easy access to the organizers					
4.3	The workshop venue is easy to access					
4.4	The facilities are well suited for the workshop					
4.6	The food and beverage are good					
4.7	The transport is well organised (in case it is arranged by the organizer)					
4.8	The next steps (follow up) are well defined					
<b>5</b>	<b>Final remarks</b>					
5.1	Attending the workshop was worth my time, effort and resources					
5.2	I will attend next workshops organised within the NETSSAF project					
5.3	I agree with the workshop's main outcomes					
5.4	The objectives of the workshop were met					
5.5	I will disseminate the information and recommend adapted sustainable sanitation systems					
5.6	I feel able to and want to be involved in planning and implementing processess of appropriate sustainable sanitation facilities for my locality					

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Other Comments

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## About you

### Organisation:

Intergovernmental	<input type="checkbox"/>	Local or national government	<input type="checkbox"/>	Parliamentarian	<input type="checkbox"/>
Private company	<input type="checkbox"/>	Public Utility	<input type="checkbox"/>	Media	<input type="checkbox"/>
Research/education	<input type="checkbox"/>	Professional network	<input type="checkbox"/>	Other	<input type="checkbox"/>
				Civil Society	<input type="checkbox"/>

Age : <30 ☐ 30-40 ☐ 40-50 ☐ 50-60 ☐ >60 ☐

Gender: M ☐ F ☐

Country: .....

### Optional:

Name: .....

Phone: .....

@mail: .....

Thank you for taking the time to complete this questionnaire!

« Vos points de vue sont très importants pour nous »



## **NETSSAF: Préparer un environnement favorable à une mise en œuvre à grande échelle des solutions d'assainissement durable en Afrique**

Ce questionnaire est conçu pour évaluer le workshop dédié aux autorités locales, et pour fournir des données pour le workshop qui se tiendra à Ouagadougou, en marge de la Conférence finale (24-28 septembre, 2008).

Prière de le remplir [en marquant d'une croix (x)] et de le retourner à l'organisateur local. Vous pouvez aussi télécharger le questionnaire à partir du Site Web : <http://www.netssaf.net/>, le remplir et l'envoyer par courriel à l'adresse suivante : *indiquer le courriel de l'organisateur*

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### **M23: Workshops pour les autorités locales à (indiquer le nom du site et le pays)**

**Organisateur:**

**Date:**     /     /2008

	1 = ne me correspond pas du tout; 5 = me correspond tout à fait					
		1	2	3	4	5
<b>1</b>	<b>Intention: Je suis venu au workshop pour :</b>					
1.1	Apprendre ce qu'est l'assainissement durable et les technologies associées.					
1.2	Rencontrer des collègues travaillant dans l'eau et l'assainissement, et des fermiers afin d'établir de nouveaux partenariats					
1.3	Promouvoir et partager les vues sur l'assainissement durable					
1.4	Connaître le Projet NETSSAF					
1.5	Mieux connaître les processus de planification pour un assainissement durable					
1.6	Explorer de nouveaux produits ou services d'assainissement durable					
1.7	Mieux connaître les rôles et responsabilités des autorités, utilisateurs et des fournisseurs de technologies d'assainissement					
1.8	Autres (Expliquer)					

<b>2</b>	<b>Contenu</b>					
2.1	J'ai trouvé le contenu du workshop très intéressant et captivant					
2.2	Les thèmes abordés sont appropriés et transversaux					
2.3	J'ai beaucoup appris à propos des nouvelles technologies et systèmes d'assainissement durable, et de leurs liens avec la santé, l'environnement, l'agriculture et l'énergie					
2.4	Le programme du workshop facilite l'interactivité					
2.5	Les thèmes proposés m'ont incité à venir au workshop					
2.6	J'ai participé à la phase préparatoire du workshop					
2.7	Autres (expliquer)					
1.9a	Pour moi, les thèmes les plus importants et les plus enrichissants sont:					
1.9b	Les thèmes ou aspects que j'aurais voulu voir inclure dans le programme d'activités sont:					
<b>3</b>	<b>Travail en réseau</b>					
3.1	J'ai eu beaucoup d'opportunités de rencontres et de contacts au workshop					
3.2	L'agencement du programme a facilité les rencontres et les interactions					
3.3	Plus d'opportunités de mise en réseau devraient être prévues					
<b>4</b>	<b>Organisation</b>					
4.1	Les informations sur le workshop ont été suffisamment fournies à l'avance					
4.2	J'ai eu facilement accès aux organisateurs					
4.3	L'emplacement du workshop est facile d'accès					
4.4	Les infrastructures et équipements étaient appropriés					
4.6	Les repas et les boissons étaient de bonne qualité et suffisants					



4.7	Le transport est bien organisé (si le transport géré par l'organisateur)					
4.8	L'après-workshop est bien pris en compte et les étapes bien définies					
<b>5</b>	<b>Dernières remarques</b>					
5.1	La participation au workshop a été bénéfique et donc en valait la peine					
5.2	Je participerais à d'autres workshops qu'organiserait le projet NETSSAF ultérieurement					
5.3	Je partage parfaitement les conclusions du workshop					
5.4	Les objectifs du workshop ont été atteints					
5.5	Je vulgariserais les informations et les résultats et recommanderais l'adoption des systèmes d'assainissement durable adaptés					
5.6	Je me sens à présent capable, et voudrais participer aux processus de planification et de mise en œuvre d'infrastructures appropriées d'assainissement durable dans ma localité.					

Autres commentaires/observations .....

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## Informations vous concernant

### Votre organisation:

Intergouvernemental ☐ Municipalité/Gouvernement central ☐ Parlementaire ☐

Compagnie privée ☐ Société d'utilité publique ☐ Média ☐

Société civile ☐ Recherche/Education ☐

Réseau professionnel ☐ Autre (spécifier) ☐

### Vous-même :

Age : <30 ☐ 30-40 ☐ 40-50 ☐ 50-60 ☐ >60 ☐

Sexe: M ☐ F ☐

Pays:

### Facultatif:

Nom & Prénoms:.....

Téléphone: .....

Courriel (@mail):.....

***Merci d'avoir pris du temps pour remplir ce questionnaire!!!***