Sustainable Services Initiative

Toolbox for Practitioners and Strengthening Sanitation & Hygiene in the WASH Systems Framework
Sustainable Services Initiative (SSI)

- Initiative of Welthungerhilfe in partnership with Aguaconsult, German Toilet Organization and financially supported by Viva con Agua

- Aims to improve sustainability of Welthungerhilfe’s WASH programmes, through encouraging the uptake of a systems strengthening approach

- Towards sustainable and long-lasting WASH services instead of a project-based approach (often focussing on first-time access only)

- To advocate in the sector and partner countries for a more sustainable approach to WASH programming and make acquired knowledge available

- Piloted in 4 countries and currently extending to 5 additional countries
Sustainable Services Initiative (SSI)

STRENGTHENING SANITATION AND HYGIENE IN THE WASH SYSTEMS CONCEPTUAL FRAMEWORK

DISCUSSION PAPER
AUGUST 2019

STRENGTHENING WASH SYSTEMS: TOOLS FOR PRACTITIONERS

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Particularities of Sanitation & Hygiene

- Public vs. private good and corresponding responsibilities
- Hygiene as a cross-cutting software issue
- Actors landscape more fragmented for S&H
- Different systems definitions
- Low demand and priority for sanitation and hygiene
- Water is a necessity, sanitation is culture

WASH

Water Supply + Sanitation + Hygiene
Building Blocks for SS

Related Systems
- Education System
- Health System
- Agriculture & Environment Systems

WASH System
- 1. Institutional Arrangements & Coordination
- 2. Service Delivery Infrastructure
- 3. Regulation & Accountability
- 4. Inclusive Planning
- 5. Finance
- 6. Monitoring
- 7. Water Resources & Environment
- 8. Learning & Adaptation
- 9. Demand, Behaviour & Political Will

Political Economy & Governance

Actors
- National Level Authorities
  - Service Authorities
    - Support / Backstop
    - Regulation
  - Service Provider
    - Public
    - Community
    - Market-Based
  - User
    - Individual
Suggested New Elements in the BB

Adequate structures and harmonised approaches in place in case WASH is administered by different service authorities and institutional mandates for ongoing monitoring and enforcement are clear and embedded in permanent entities.

SA using rural sanitation and behaviour change approaches (e.g. CLTS, PHAST, CHC) include regular post monitoring and consider follow-up activities, if needed. Respective costs are included in overall planning.

Market-based approaches for sanitation in place, where needed, to strengthen markets and supply chains (e.g. sanitation marketing, sanitation as a business)

Sanitation and hygiene is given adequate priority in planning/budgeting and is anchored in WASH plans.

Users are motivated and willing to pay for WASH services.

WASH related practices, behaviours, taboos and cultural characteristics are integral part of WASH assessments and findings considered (on a continuous basis) in WASH planning.
Examples of S&H System Strengthening

1. Undertake a building block and institutional analysis, and develop joint plans to address areas of weaknesses
2. Ensure roles and responsibilities for S&H aspects are clear for all stakeholders, and analyse capacity to fulfil mandates
3. Strengthen coordination and joint planning between entities working on elements of WASH
4. Undertake assessments (e.g. KAP, SFDs, ...) across the area of jurisdiction of the service authority, to enable evidence-based district-wide planning and to provide market intelligence
5. Support the development of joint WASH plans which cut across WASH, environment and health sectors, and encourage multi-stakeholder dialogue on S&H
6. Strengthen capacities of market-based service providers (e.g. FSM actors, reasons)
7. Legally formalise, and professionalise FSM service providers

2. Pilot and refine service delivery models and appropriate technologies for sanitation services
3. Ensure ongoing availability of technical guidance for construction of domestic sanitation and hygiene facilities
4. Encourage investment in FSM enabling infrastructure
5. Encourage market-based players to provide (quality) sanitation and hygiene products, and FSM equipment
6. Support the establishment or operationalisation around service standards across entire sanitation service chain
7. Ensure mandates for regulation in S&H are clear and efficiently coordinated
8. Encourage market-based "internal" regulation, such as through FSM operator associations
9. Strengthen local social norms (e.g. against open defecation) and protocols to hold defaulters to account
10. Strengthen sanitary inspection and enforcement processes

4. Undertake business / financial modelling of FSM services across service chain and engage financing institutions and market-based players to offer customer and service provider financing products for S&H
5. Undertake business development support to service providers, to increase their creditworthiness
6. Help service authorities and providers calculate life-cycle costs of sanitation services
7. Advocate for targeted subsidies to ensure viability across sanitation service chain, and where needed to support vulnerable households
8. Advocate for and track budget allocation for direct support costs to ensure funds for ongoing monitoring, enforcement, reinforcing hygiene messages / social norms, etc.
9. Strengthen mechanisms for post-ODF monitoring, and ongoing monitoring of hygiene practices and social norms
10. Strengthen monitoring processes on FSM services (which may include monitoring by service authority, FSM associations or other market players)

7. Support feasibility assessment / pilots of ‘closed sanitation loop’ approaches and technologies
8. Build stakeholders capacity on SFDs, Water Safety and Sanitation Safety Plans and sludge treatment approaches
9. Encourage multi-stakeholder platforms for sharing and discussing learning on S&H initiatives
10. Strengthen information flows between sector / local-level learning platforms

9. Raise political and institutional awareness on the importance of sanitation, and of the wider sanitation service chain (undertaking Shit Flow Diagrams can be powerful tools for this)
10. Advocate for and track budget allocation for sanitation, and engage civil society and journalists

11. Support widespread demand creation for S&H in communities, not only toilets, but for ODF and a clean and healthy environment. Undertake this in partnership with market-based actors, to link demand and supply
12. Help to establish and strengthen social norms relating to S&H, such as on ODF, sanitary toilets, and avoiding informal sludge dumping
13. Ensure ‘project based’ hygiene promoters/natural leaders and other ‘volunteers’ are progressively incorporated into wider system
• Systems Strengthening is a large concept and remains abstract to many

• Makes it difficult to know where to begin and to decide on specific interventions to undertake

• Developed from the perspective of an NGO wishing to engage in systems strengthening

• Aims to have practical value and be a resource that can be continuously used in day-to-day work
SSI Toolbox | Structure

- Provides an introduction to a range of relevant systems strengthening topics and over 100 resources and practical tools.

- Structured around the project cycle and consisting of 21 topic briefs (each described on 2 pages and linked to relevant resources).

- Includes many resources & tools from other SS advocates (e.g. IRC, WaterAid, Agenda for Change).
sustainable sanitation alliance

www.susana.org