User needs for tools and previous toolkit initiatives

SuSanA meeting, Dakar 23rd of May 2015

in co-operation with hydrophil

funded by
Learning lessons

Results of a sector-wide user need analysis for tools in the FSM sector

Lessons learnt from similar toolkit initiatives in the WASH sector
Tools

Practical handbook on Technical Assessment and Planning Guidelines for Fecal Sludge Management

By Dr. T.
Tools
The project: hydrophil

- Regulatory
- Institutional
- Financial
- Capacity building
- FSM Baseline Assessment
- Technology
- Advocacy
- Monitoring

Requirements:

- Investor/Donor
- Consultant
- City manager/Planner
Sources of information

1. Consultative workshop in Manila
2. Desk study and interviews with organisations that launched similar initiatives
3. Advisory panel
4. City Partners meeting and planning workshop at FSM III conference in Hanoi
5. Structured User Need Survey
6. Workshop for city planners and consultants in Bangalore
7. NEXT STEPS:
   • Verification through AfricaSan
   • Continuous verification through users
1. Consultative workshop in Manila

• June 2014; 17 participants

• Competency preparatory tools on FSM for investors, planners and consultants

• Aim to develop practical assessment tools for development of FSM business at scale

• Decision to focus on city planners/managers, consultants and donors/investors
2. The advisory panel

- Consisting of 12 African and Asian key players:
  - 4 city planners/managers
  - 4 consultants
  - 4 donors/investors

- Continuous backstopping support on the development of the FSM toolbox

- First meeting in Hanoi at FSM III conference with the aim to synthesize tools
3. Desk study Interviews with organisations that launched similar initiatives

“There is a notable lack of clarity and consensus in the sector...” (WSP, 2012)

A tool is only a tool as long as it is used; and more than that, used correctly!
3. Desk study Interviews with organisations that launched similar initiatives

- CEPT, C Step, GWP, IBNET and GIZ
- UN-IHE, eawag, WEDC and Emory University
- ADB, AfDB and World Bank
- BMGF
- IRC, WaterAid, WSUP
- Seecon
- WSP
- Several smaller initiatives
4. City Partners meeting and planning workshop at FSM III conference in Hanoi
First conclusions drawn

• Structure of the toolbox is essential
• Assure relevance of the tools
• Provide financing for maintenance strategy
• Consider EE to trigger change
• Early field-testing and consultation of experts
• Assure holistic view beyond infrastructure development
• Target and reach the right people
• Create and link tools to incentives for use
5. Structured user need survey

- Donor: 9
- Consultant: 24
- City Planner: 23
## 5. Structured user need survey

<table>
<thead>
<tr>
<th>DONOR</th>
<th>CITY PLANNER</th>
<th>CONSULTANT</th>
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<tbody>
<tr>
<td><strong>Regulatory</strong></td>
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<tr>
<td>• Discharge requirements</td>
<td>• Guide on tariff setting</td>
<td>• Incentives and monitoring</td>
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<td>• Service pricing</td>
<td>• Stakeholder dialogue steps</td>
<td>• Penal provision</td>
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<td>• Country specific guidelines</td>
<td>• Enforcement</td>
<td>• Technical regulations</td>
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<tr>
<td><strong>Institutional</strong></td>
<td></td>
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<tr>
<td>• Roles and mandates for different stakeholders</td>
<td>• Institutional structuring</td>
<td>• Best practise examples</td>
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<td></td>
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<td>• PPP options</td>
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<tr>
<td><strong>Technical</strong></td>
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<tr>
<td>• Risk evaluation, finance, management, maintenance &amp; environmental issues</td>
<td>• Technical difficulties and probable solutions</td>
<td>• Guidelines for operation and maintenance of treatment plants</td>
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<tr>
<td>• Financial and technological sustainability</td>
<td>• Rating scheme to aid in the selection of the most applicable FSM</td>
<td>• Technology options available for a range of service areas, with corresponding development and unit O&amp;M costs</td>
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### 5. Structured user need survey

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<tr>
<td><strong>Financial</strong></td>
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<tr>
<td>• Total costs of interventions</td>
<td>• Business models</td>
<td>• Risk assessment tools</td>
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<td>• Financial indicators</td>
<td>• Cost-benefit analysis tools</td>
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<td>• Risk assessment tools</td>
<td>• Financial incentives approach</td>
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<td>• Grant funding sources</td>
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<tr>
<td><strong>Monitoring</strong></td>
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<tr>
<td>• Uniform performance indicators for benchmarking</td>
<td>• Enforcement of the sanitation code</td>
<td>• Compliance with service contracts</td>
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<tr>
<td>• Rating systems</td>
<td>• Certification of the private sector</td>
<td>• M&amp;E guidelines</td>
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<tr>
<td>• Impact assessment Regulations for service delivery and construction standards</td>
<td>• Guidelines for M&amp;E plan</td>
<td>• Costumer satisfaction</td>
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<td></td>
<td>• Control mechanisms</td>
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<tr>
<td><strong>Advocacy and Capacity building</strong></td>
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<tr>
<td>• Publications – papers, posters, flyers, brochures</td>
<td>• Wideo – TV spots, videos, CD/DVD</td>
<td>• Audio: Jingles, radio, spots, songs and other audio formats</td>
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<td>• Behaviour change communication</td>
<td>• Media: press release, press conferences, interviews</td>
<td>• Events and seminars</td>
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<td>• Community Mobilisation</td>
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6. Workshop for city planners and consultants in Bangalore

April 2015; 20 city planners & consultants from South and South-East Asia

- **Regulatory:** Consider economic inference related to high service fee

- **Institutional:** Provide sufficient information to understand current structures
6. Workshop for city planners and consultants in Bangalore

- **Technical:** Not to miss FS treatment discharge and end-use standards

- **Financial:** Include baseline assessment guidelines, economic analysis, unbundling of FSM activities and financial management analysis

- **Monitoring:** Consider as a cross-cutting issue

- **Advocacy and Capacity building:** Introduce clear and consistent messages linked to policy change
What we aim to do differently

• Not a compilation, but point user to specific tool based on assessment

• Using a bottom-up analysis

• Putting city-wide urban solutions in the centre rather than household-level

• Rate, prioritise and define the toolkit in a quick, user-friendly and easily accessible way
Timeline

• Web access for 2016
• Toolkits ready by Oct 2015
• Training & capacity building by Feb 2016

Seeking partners for field testing, capacity building and trainings for African knowledge hubs!

Please get in touch: m.baeuerl@hydrophil.at
Thank you for your attention!

**Picture credits**


- [http://www.amazon.de/Metall-Ornament-Griffe-Vintage-Pflanz-%C3%9Cbertopf/dp/B00I9CK20O](http://www.amazon.de/Metall-Ornament-Griffe-Vintage-Pflanz-%C3%9Cbertopf/dp/B00I9CK20O)

- Luncz et al. 2009 in Current Biology