Demand for Desludging services in Freetown
A Household Survey
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Objectives

• Ultimate development of city sanitation strategy
• Development of commercially viable management models
• Investigate pre-treatment, treatment and re-use options
• Development of a monitoring and regulation system
• Capacity building plan for FCC developed
Household Survey

- Assess commercially viability of businesses
- Results facilitated financial analysis
- Five parts to the survey:
  - Existing type and quality of service
  - Costs for existing services
  - Affordability (in relation to other expenditure)
  - Willingness to pay for improvements
  - Financing options
Results

• 50/50 split between manual and mechanical method
• 88% emptied their latrine once per year or more
• 60% of HH had to wait more than a day, whilst 12% of HH waited more than a week
• According to HHs 27% of removed for disposal with 45% buried on-plot; approx. 25% is dumped illegally
• Average emptying cost approx. USD 92 (19 - 238)
• High level of HH satisfied with service – 70%
• Would pay USD 19 more for improved services
### WTP For Improvements

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>A</strong></td>
<td>The pit emptier can be contacted more easily and will come to do the job more promptly</td>
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<tr>
<td><strong>B</strong></td>
<td>The pit emptier comes to do the job at the time of day that I would like and completes the job faster</td>
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<td><strong>C</strong></td>
<td>The pit emptier leaves my compound cleaner and leaves less dirt behind in my compound</td>
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1. A - The pit emptier can be contacted more easily and will come to do the job more promptly
2. B - The pit emptier comes to do the job at the time of day that I would like and completes the job faster
3. D - The pit emptier definitely takes the shit out of my compound
4. C - The pit emptier leaves my compound cleaner and leaves less dirt behind in my compound
5. E - The pit emptier definitely takes the shit out of my neighbourhood
6. F - The shit is disposed of more safely once they have taken it out of my compound
Payment Options

- 89% satisfied with current payment methods
- 53% pay in a lump sum and 48% in instalments
- 89% of households need payments to be flexible to combat seasonality and income variability
- Cost of emptying is approx. 1.8% of annual income; more than 0.5% deemed reasonable
FCC (Sanitation Unit and Contact Center) to provide information to customers, promote improved quality of service and ensure accountability of service providers

**FCC to provide licences for sludge truck operators and contracts for leasing of transfer stations**

Licenced and regulated operators with incentives to serve more customers via improved contractual benefits according to increasing volumes deposited at King Tom

**FCC to manage contract with Masada**

Masada to hold contractual responsibility for sludge processing/treatment and bulk transportation

<table>
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<tr>
<th>Institutional and commercial properties</th>
<th>Middle/high income residential areas</th>
<th>Accessible low \ income areas</th>
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<td>Various private sector operators</td>
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**Inaccessible low—income areas**

Manual emptiers employed by transfer station operators

Performance based lease contracts for operation and maintenance of transfer stations

Sludge thickening at King Tom (Phase II) prior to bulk collection and transportation to Kerry Town

Final treatment and resource recovery

Sludge thickening to reduce costs of transport to Kerry Town and improve treatability of sludge
Transfer Station Management

Service Provider holds lease contract from FCC for use of transfer station and truck

$ Number of truck full loads arriving at King Tom is monitored by FCC.

Sub-contractor pays for use of washroom to sludge operator who is responsible for maintaining assets.

Households pay per use for washing facilities and communal toilets.

Service Provider pays MPEs, receives feedback from Contact Center and ensures that householder is satisfied with quality of service.

MPEs can utilize equipment stored at the Transfer Station.

Supervision of Transfer Station and MPEs

Service Provider might offer onward transportation of sludge after emptying

$ Householder places order for desludging with Contact Center which is relayed to Transfer Station

Sludge truck can be used by operator for other business when not being used for desludging of Transfer Station
Long term two-way relationships to be enhanced and solidified under the action. Investment activities intended to support certain groups and strengthen long term relationships.

Communities, Households, Clients, Civil Society

Clients purchase demanded services at affordable prices

Service providers provide a reliable and effective service meeting client demands

Service Providers

THE PUBLIC

Freetown City Council and FSM Unit

GOAL + WSUP Advisory + Dalberg

Intermediate Outcome 1

Delivery of effective, efficient services

Intermediate Outcome 2

GOAL + WSUP Advisory + Dalberg

Intermediate Outcome 3

Responsibility to appropriately manage fecal sludge

Direct voting power and feedback from civil society

Regulation and monitoring, enabling pro-poor business

PUBLIC SECTOR

PRIVATE SECTOR
Lessons/Way Forward

- Accurate financial flows difficult
- Civil Society reporting mechanisms to be developed
- City-wide solution is a challenge (multi-phase)

- Small scale FSM work continues under other funding
- Continue to seek funding for the phase 2 proposal
- FCC support particular priority
- Ebola response has affected FSM work in recent months
Thank You!