Synopsis of 4th Sanitation Community of Practice Meeting
- Changing Behaviour for Better Sanitation -
29th April 2009 @ Building Partnerships for Development (BPD)

- Keynote: Getting the education sector to fully buy-in to sanitation and hygiene education in South Africa - Teddy Gounden, eThekwini Metro Water Services*
Teddy spoke on the successful of eThekwini Sanitation program where a comprehensive sanitation and hygiene education program accompanied a wide scale sanitation intervention. Through engaging teachers in the sanitation program, sanitation and hygiene messages were brought onto the school curriculum and into individual households via the children.

**Knowns**
- Behaviour change is complex.
- Behaviour change tends not to be individualised, (talk of agents of change).
- Importance of sharing knowledge and expertise.

**Unknowns**
- How to do we achieve sustained behaviour change?
- School children as agents of change – to what extent does the knowledge go back to the households?
- How to deal with lapsed behaviour, how to re-engage again?

- Morning debate: Institutional Change for Watsan Services, the case of the National Water & Sewerage Corporation (NWSC) in Uganda – Sam Kayaga, WEDC*
The NWSC is an example of utility with poor operational efficiency and service levels which was turned around to become a successful and operational organisation. The change process de-emphasised engineering skills; reviewed tariff & strategies ad improved corporate image.

The key drivers of change were
- Enabling macro-environment ;
- dynamic leadership;
- highly skilled workforce;
- performance based incentives / disincentives

Discussion on the management of change process
- partners in change need to be coherent with one another
- maintain dialogue

* Presentations are on [http://sanitationcommunity.grouphub.com](http://sanitationcommunity.grouphub.com); for a login email p.c.scott@lboro.ac.uk
- Afternoon session: Financing change: meeting software and hardware costs for sanitation – Nat Mason WaterAid*

WaterAid are seeking to map financing mechanisms in sanitation. Small groups of participants were asked to identify appropriate mechanisms or case studies of various ‘software’ and ‘hardware’ cost components of the sanitation chain against a conceptual framework. The value and limitations of the framework were explored through this exercise.

**Please see Nat Mason’s feedback document on this for more details.**

- Feedback on future of CoP

Future event style
- Preference for regular, 1 day events, adaptive informal model (because of time and financial commitments), current model works.
- Social aspect (hold event after work, social networking)
- Centrally based (London)

Content
- Tie in to other events for wider access to external speakers
- Use of skype / video conferencing to link internationally

Extend network / Young professional development
- Need for student / graduate support, no graduate entry into sanitation sector.
- Contact career representatives of professional organisations.

Dissemination and reach of CoP
- Maintain/ identify output channels from CoP
- Expanding linkages to other organisations
- Share practice based experience & real knowledge

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