



# Sanitation Policies

**Thematic Overview Paper**

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The structure of the TOP web pages is different from that of the paper documents. We have tried to accommodate that by placing the links in footnotes of this document and also by placing information that is not part of the running text of the web version, in the annexes of this paper version.

However, you may still come across some sentences or paragraphs that seem a little strange in this paper version. If you do, then please keep in mind that the TOPs are primarily intended to be web pages.

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## Thematic Overview Papers (TOPs): an effective way to TOP up your knowledge

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Each TOP consists of:

- An Overview Paper with all the latest thinking
- Case studies of best practice
- TOP Resources:
  - links to books, papers, articles
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Not all the information will be of interest to everybody. The strength of the TOPs is that you can easily find the parts that matter to you. So, if you want to be up-to-date on what is happening in this important sector, don't search around aimlessly; go straight to the TOP!

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How to make the most of this TOP

IRC's Thematic Overview Papers (TOPs) aim to give their readers two kinds of help:

- Easy access to the main principles of the topic — in this case Sanitation Policies — based on worldwide experiences and views of leading practitioners<sup>1</sup>
- Direct links to more detailed explanations and documented experiences of critical aspects of the topic on the world wide web

To find out what this TOP is about, read the Summary before you go into the document.

You'll find the main components of this TOP in the menu on the left. If you want to read the TOP from start to finish go to the Introduction and click on 'continue' or 'read on' at the bottom of every page. This will take you through the whole TOP. If you wish to short-circuit the full read, the menu on the left allows you to hop to any special area of interest you may have within the TOP.

As you read, you will find various temptations to link to other documents with useful and more detailed advice or experiences. In most cases, the underlined link will take you first to an abstract on this website telling you more about the linked document. You may then decide whether to let your browser take you to the full reference for reading, printing or downloading.

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<sup>1</sup> Please note that this TOP is based on the larger EHP document "Guidelines for Assessing National Sanitation Policies" written by Myles F. Elledge (see TOP Books, manuals, articles)

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## Summary

The starting point for this TOP is the demonstrable reality that, despite the best efforts of the global water sector over several decades, a major part of the developing world continues to lack adequate sanitation.

This failure, say the authors, stems from shortcomings at the national policy level. Often there has been no national sanitation policy and in other instances a declared policy has been unclear, or even contradictory, in its aims and objectives.

Without a sound national policy there is no focus for the planning of sanitation programmes and no sure basis for developing the multi-layered organisational structures needed to devolve responsibility for sanitation down to lower levels of government.

When these essential support mechanisms are missing there is little hope of extending sanitation coverage at any meaningful scale. Conversely, when NGOs or other sub-national agencies implement a worthwhile local pilot sanitation project the same missing links prevent a scaling up to state, regional or national level.

One principal reason put forward for this is that, although many countries are now moving to water and sanitation sector reform, the national policy emphasis is on water supply. While that is no different from past practice in all countries the authors point to the need for separate sanitation policies with a clear line of responsibility to one or more specified institutions. Too often responsibilities have become blurred because of overlapping and sometimes conflicting interests in government departments or other institutions variously responsible for housing, rural development, environmental protection, or other aspects of national life.

Increasingly these lessons are being learned by external support agencies and governments and there is growing recognition too that the benefits of providing adequate sanitation are not limited to public health. Poverty can be reduced and overall quality of life improved in the target populations that lack this basic human right, and good sanitation inevitably improves the local environment and reduces threats to ground and surface waters.

While policy inadequacies are the root cause of the failures in expanding sanitation coverage the paper cites examples of countries that have overcome this initial difficulty but have yet to demonstrate the results in terms of widespread implementation. Translating policy into action on the ground is shown to be a highly complex matter. Many issues are involved but the guiding principle must be the creation of an enabling environment promoted by political will at the highest level and assured by appropriate budgetary allocations and a sound legislative framework.

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Above all, as this TOP emphasises, no sanitation policy will be effectively implemented without the full involvement and participation of stakeholders at all levels. There must be belief in the policy aims and objectives, and, at the implementation end, a trusting relationship between beneficiaries and implementing agencies, a fact best illustrated here by the projects in West Bengal and Kerala, India.

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## 1. Introduction – Sanitation Policy and Purpose of this TOP

More than 2.4 billion people currently lack access to adequate sanitation and are forced to dispose of their excreta in unimproved and unsanitary conditions. Those who suffer from the lack of this most basic human need, also tend to be victims of poverty, ill health and an overall poor quality of life.

Sanitation is a critical intervention needed to improve living conditions among the world's poor and to reduce or prevent diarrhoea and other seriously debilitating conditions, especially among children.

The absence of supportive policies to provide the basis for planning and implementing sanitation programmes is a missing link to improving coverage at a large scale. This Thematic Overview Paper (TOP) focuses on policies designed and implemented to effectively close this gap. Its aim is to present an overview of recent experiences and trends along with ready-to-use references to links and important publications on the subject.

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## 2. Importance of Policies and Key Concepts

### Importance of Policies

Sanitation policies have often been unclear, contradictory or non-existent. With a few exceptions national level sanitation policy frameworks, within which national, state and municipal government agencies and the private and non-profit sectors operate, have not been adequate.

A growing body of practitioners and policymakers has come to recognise this as a key constraint to improving sanitation coverage and programme quality.

How can sanitation policies help improve sanitation coverage and programme quality?

- Good sanitation policies help to create an enabling environment that **encourages access to and use of sustainable sanitation services**. In turn this greatly facilitates the tasks of those concerned with sanitation provision on a large scale; good policies are critical for the replication and scaling-up of successful pilot programmes, improving access to services on a scale that matters.
- National sanitation policies can serve as a **key stimulus to local action by including local initiatives in the overall strategy**. By articulating needs and promoting the importance of sanitation, an effective national policy can promote the setting of priorities and provide the basis for translating needs into actions at different levels. In effect, sanitation policies help to create the conditions in which sanitation services can be improved.
- Sound policies **set the scene for more sustainable and effective programmes**. When widely accepted such policies are an expression of commitment and serve to articulate priorities and allocate resources for implementation. Without such policies in place, efforts to improve access to services will remain local in scope and will not have the support needed to expand efforts on a large scale.
- **Policies help shape incentives**. Policies and programmes are linked and each is linked to organisations. Policies often directly influence organisational actors. As programmes are implemented over lengthy periods they impact the incentives framework, challenging programme managers to maintain a fit between activities and policies. Thus, understanding the incentives at work and the interplay between policies and programming actors and interest groups, is essential to success.

### Recent efforts

Over the past five years many external support agencies and some national governments have made increased efforts to promote sanitation and seek ways to create political will in

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support of sanitation programmes. Others have evaluated existing sanitation projects and programmes to determine what lessons have been learned from their successes or failures. These efforts have contributed to sector thinking on principles and best practices, particularly as they relate to community and household-based approaches to sanitation.

Many external support agencies and selected national and sub-national governments have also implemented and documented pilot sanitation projects that have demonstrated the effectiveness of a particular programming approach, technology, or management model. Progress has also been made in improving the connection between lending institutions and NGOs who operate at the local level – an important advance because scaling up has often failed due to a disconnection here.

Despite these efforts the recent Global Water Supply and Sanitation Assessment 2000 Report showed that sanitation coverage still lags far behind water supply coverage throughout the developing world, particularly in Africa and Asia. In addition, coverage in rural areas is less than half of that in urban areas. The majority (80%) of those lacking adequate sanitation services live in rural areas.

Significant, and in many cases growing, numbers of rural and urban poor families are living in unhealthy environments because they lack access to adequate sanitation and have not been made aware of appropriate hygiene practices.

It is increasingly recognized that health risks in urban areas are often greater than in dispersed rural areas. Many of the pilot projects have targeted these families, but increasingly it appears that the successful sanitation pilots are not being replicated elsewhere in the country, much less scaled up to a national level.

## Key Concepts

**Sanitation** here refers mainly to the facilities and hygiene principles and practices related to the safe collection, reuse and/or disposal of human excreta and domestic wastewater. Policies should also address the public health aspects of dealing with solid household wastes and wastes from animals even though separate policies might be planned to cover removal and reuse of these residues.

**Policy** is the set of procedures, rules and allocation mechanisms that provide the basis for programmes and services. Policies set priorities and often allocate resources for their implementation. Policies are implemented through four types of policy instruments:

1. **Laws and regulations.** Laws generally provide the overall framework. Priorities and regulations provide the more detailed guidance. Regulations are rules or governmental orders designed to control or govern behaviour and often have the force of law. Regulations for sanitation can cover a wide range of topics, including the practices of service providers, design standards, tariffs, discharge standards,

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environmental protection and contracts. These regulations, and especially design and discharge standards, have to be carefully adapted to local conditions and cannot be copied from regulations applied in the industrialised North. National agencies may also issue official guidelines that serve to define policies.

2. **Economic measures.** Examples of economic measures are user charges, subsidies, incentives, and fines. User charges, or tariffs, are charges which households and enterprises pay in exchange for the removal of human excreta and wastewater. Subsidies are allocations in cash or kind to communities and households for establishing recommended types of sanitation facilities or services. Creating the right economic incentives is often the most efficient way to find appropriate solutions. Fines are monetary charges imposed on enterprises and people for unsafe disposal, emissions and/or risky hygiene behaviours and practices, which are a danger to people and to the environment.
3. **Information and education programmes.** These programmes include public awareness campaigns and educational programmes designed to generate demand and public support for efforts to expand sanitation services.
4. **Assignment of rights and responsibilities for providing services.** National governments are responsible for determining the roles of national agencies and the appropriate roles of the public, private, and non-profit sectors in programme development, implementation, and service delivery.

Although the focus here is on national policies, sub-national policies must also be considered, especially in large countries.

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### 3. Case Examples of Sanitation Policy

Concerns for national sanitation policies are evident in most countries despite wide variations between countries. It is widely accepted that, without political will, sanitation policies will not be effective. The importance of clearly defined institutional roles and responsibilities is also widely accepted. Other aspects of sanitation policies are country-specific, for example, levels of service, the nature and level of subsidies, or views on what responsibilities should be assigned to different levels of government.

Countries vary greatly in population, level of development, household incomes, availability of water resources, and in many other ways. In large countries such as China, Brazil, India, Indonesia or Nigeria, the role of sub-national government in policy formulation is much greater than in smaller countries. In some countries, state, provincial and local governments play an important policy role and have the resources to plan and implement sanitation programmes.

Few countries have developed specific sanitation policies. Many are undergoing a water supply and sanitation sector reform process, but the majority of these policy and sector reform efforts focus on water supply. Sanitation is often addressed in an ad hoc manner and as an afterthought.

A recently conducted desktop review identified four countries that made substantial progress in developing national sanitation policies. South Africa and Uganda probably offer the best examples of well-written national policies, and both now wrestle with implementation in a decentralised environment. Nepal represents a case probably similar to a number of countries, where sanitation has been singled out as a problem and a focus for attention in key national planning documents but full-policy dialogue and policy implementation has not followed. India has established a national sanitation policy, but implementation is in the hands of the State Governments. So far only two states, Kerala and West Bengal, have established large and innovative programmes.

In all the above cases the major difficulty is in creating an environment in which national policy is implemented at the lowest level of government.

A brief synopsis of each country case follows.

#### **South Africa**

South Africa is one country that has developed a strong national sanitation policy. The process began in 1994 with development of a White Paper on Water Supply and Sanitation in which the importance of developing a national sanitation policy was highlighted. The National Sanitation Task Team was then formed and published the draft National Sanitation White Paper in 1996. That draft Paper was never formally approved but it served to launch an initial two-year sanitation programme focusing on policy and strategy development, capacity building, establishment of coordination mechanisms at all levels and development of monitoring and evaluation systems. Sanitation implementation on a national scale was started. >>

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In 2001 the National Sanitation Task Team published a National Sanitation Policy. This comprehensive statement defines sanitation, discusses the sanitation problem in South Africa, lists 12 clear policy principles, articulates the strategic interventions, clarifies the institutional arrangements at all levels of government, describes sources of financing and discusses the importance of monitoring and evaluating policy implementation.

The attention to a national policy has served to galvanize support for sanitation across a range of national agencies and local governments. It has also fostered wide agreement on the approaches and elements needed to improve access to sanitation services.

Nevertheless implementation of the policies, especially at the local level, has been uneven. Local governments generally lack the technical, managerial, and financial capacity to address sanitation needs. Programmes also tend to focus on facilities and give less attention to software such as health and hygiene promotion. South Africa does, however, provide an excellent example of national sanitation policies and how they can be used as a starting point for a national effort to improve access to sanitation services.<sup>2</sup>

### **Uganda**

Over the past 15 years Uganda has created a dynamic environment for the formulation of sanitation policies that address national needs while taking into account both the constraints and the resources of the national economy. New policies have been established for sanitation in terms of health, water, environment and local and national governments.

However, although these policies were accompanied by considerable political and governmental support when they were first created, the original high levels of enthusiasm and political support have declined somewhat in the last few years. Moreover, implementation programmes have not matched the initial enthusiasm for policies, and sanitation services, especially in rural areas and small towns, have received little attention.

Overall, Uganda has a reasonably well-developed framework of national sanitation policies. Laws and regulations have been established or revised to support these policies, a process that is incomplete but currently continuing. The new constitution established in 1996 states that every Ugandan has the right to a clean and healthy environment. In 1997, the Kampala Declaration on Sanitation—considered a major indication of political will—defined ten areas of action to improve sanitation.

There have also been several efforts to develop an official national sanitation policy, the latest being the draft National Environmental Health Policy for Uganda. These policies take into account the needs of different population groups— people in urban centres, small towns, rural growth centres and rural communities—and have led to the preparation of development approaches and technical guidelines appropriate to the social and >>

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<sup>2</sup> Additional information on South Africa's Sanitation policy is available on the internet at [http://www.dwaf.gov.za/dir\\_ws/content/lids/pdf/summary.pdf](http://www.dwaf.gov.za/dir_ws/content/lids/pdf/summary.pdf).

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economic conditions of the user communities. The approaches are based on sound methodologies (stakeholder participation, hygiene education, behaviour changes, low-cost technologies, etc.), reflecting the combined inputs of government, donor, and non-governmental organisations to the policy formulation process.

As statements of well-informed government intentions in Uganda, the national sanitation policies provide good guidance to all organisations concerned with sanitation, and a starting point for programme planning, budgeting and eventual field implementation. Responsibility for implementation, however, is found primarily at the local government level where sanitation rarely receives priority because of competing political, financial and resource issues.

To some extent the essential follow-on activities are occurring primarily through donor-funded programmes for water supply and sanitation. The emphasis, however, tends to be on water supply projects, and funding allocations tend to favour urban over rural areas. Sanitation is not considered to be a separate programme area, either in funding or project development terms. Moreover, individual households, where sanitation needs are greatest, generally receive no material support for the construction or maintenance of latrines. Promotional and technical guidance for sanitation is available at the household level, but even these means of assistance are inadequate to meet the need.

In summary, national sanitation policies in Uganda are strong in concept, based on sound, state-of-the-art methodologies and mainly well developed at the national level. At the local government level they are weak and, to date, have had a relatively minor effect on the delivery of improved and expanded sanitation services.

## **India**

Encouraged by its success in rapidly improving access to safe water through the introduction of one standard, quality-controlled hand-pump design (the India Mark II), the Indian government applied the same approach to sanitation. In 1986 a Technology Advisory Group (TAG) comprising representatives from the Indian Government, UNDP, UNICEF and the World Bank, recommended one standard design for rural and urban on-site sanitation, the double vault pour flush latrine.

The Centrally-Sponsored Rural Sanitation Programme provided 100% subsidy for this latrine for Scheduled Castes, Scheduled Tribes and landless labourers. Subsidies for other user groups were decided by the respective states.

Achievements in coverage and use were low. The cost of the double vault permanent model was relatively high and the focus was on construction, with little attention given to demand creation, loan repayment where applicable, or to user participation in such matters as latrine siting, superstructure design or future maintenance needs. Coverage in the rural areas through government support hardly increased: from 0,5% in 1980 to 2.7% in 1992. The greater part of progress – to 11% in 1989 – was achieved by households who preferred and could afford to use the private sector. >>

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In 1992, following a National Seminar on Rural Sanitation, the Government launched a new strategy. Subsidies for households below the poverty line were reduced to 80% and the policy stressed participation of householders in the choice of four latrine options with different cost levels. It also directed implementing agencies, both government and non-governmental organisations, to use 10% of the government funds for promotion and hygiene education. Implementation remained driven by the implementing agencies.

This changed in the policy guidelines of 2001 when the programme moved to a 'Total Sanitation Campaign' with an emphasis on informing and educating rural households without sanitation about the importance of having and using sanitary latrines. Interested households can apply for a flat subsidy of Rs. 500-600, depending on the type of latrine. The implementing agencies can set up outlets where households can buy the required materials.

State Governments decide which agencies can implement the programme under a separate bank account - various government departments, NGOs and CBOs, district water and sanitation missions etc. Community Governments (Panchayats) can also carry out the programme in their communities, together with local committees. The latter approach is the state policy in Kerala (developed in cooperation with an NGO), while sanitation in West Bengal has been promoted to rural households directly through NGOs and CBOs.

The Total Sanitation Campaign is part of the Sector Reforms Project introduced in April 1999 to make rural water supply and sanitation more sustainable. It is piloted in 200 districts. Limitations on success arise from the absence of guidance and training opportunities and from a lack of appropriate expertise in some implementing organisations, particularly in knowledge of current gender and poverty-sensitive promotion and participation strategies. Similar deficiencies are seen in the organisations responsible for allocating funds and monitoring implementation. Without all preconditions in place it is likely that only part of the funds will be used effectively.

## **West Bengal and Kerala, India**

### *West Bengal*

While Central Government formulates national policy for jointly financed programmes such as rural sanitation, Indian states formulate their own state policies and programmes. Two relatively successful approaches are those of West Bengal and Kerala. The approach in West Bengal emerged as the most successful of a series of pilot projects which UNICEF undertook with the respective state governments. It has had a considerable impact on the change in national policy.

The Mednipore Intensive Sanitation Project in West Bengal was formally launched in 1990 after some five years of work with the local NGO, the Rama Krishna Mission. The policy was, from the outset, to offer no subsidy to any households. A network of trained local >>

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volunteers offers a variety of technical options in latrine construction, with different costs to suit different abilities to pay. The volunteers get a small incentive when a household decides to build a latrine. Credit is available for the poor.

Associated policies generate local employment through training of masons, and demand for latrines through information and education. The Gram Panchayat is actively involved, and the "promotion" of latrines occasionally resorts to peer and local government pressure on community members. Important factors in the success are the extensive network and deep roots of the principle NGO, the high population density and consequent reduction of private places for defecation, high literacy rates and strong community organisation.

### *Kerala*

The policy and programme in Kerala emerged from a bilateral sanitation project supported by Denmark and The Netherlands since early 1980. As in West Bengal there are specific factors at play: a high population density, reduction of private places for defecation, high literacy rates (including amongst women) and strong community organisation. Like West Bengal also, the NGO linkage is strong – in this case with two local NGOs, the literacy movement for public information and the Socio-Economic Unit Foundation which developed and tested the strategy and now provides training and backstopping to the national programme. Differences in the Kerala approach are the focus on community management - with cooperation between the local government, specially elected neighbourhood sanitation committees and other civic groups - and a stronger gender element in participation.

Characteristic for the Kerala policy and programme is the formation of local ward committees, each representing some 500 families and with a balance between women and men members. These committees make an inventory of sanitation in their areas and identify the households that need a subsidy for building a latrine. Subsidies are provided by the local government from its local resources, supplemented by voluntary support from the neighbourhoods and/or local voluntary groups. Central and State Governments only contribute funds for information and training.

Fundamental to the local successes of policy and programme are: low cost technology, transparency in household selection and fund use, promotion to men and women householders, construction by trained masons, many of them women, and monitoring of construction quality. Subsequently sound operation and use is also crucial to success.

In Kerala many males work overseas so there was a shortage of male masons. Moreover, men and women households preferred to have female masons for work in their house or compound since costs were the same and the quality of the work was equally good or better.

In 1997 five districts launched a programme for 100% sanitation coverage by 2000. Clean Kerala ("sanitation for all") became an all-state policy and programme soon after when >>

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sanitation had come out as the second priority of rural women and men in the People's Planning Campaign. This campaign set the priorities for decentralisation of development initiatives and funding from State to Local Government.

### **Nepal**

Over the past 10 years Nepal has made a more concerted effort to raise awareness and formulate clearer sanitation policies. Considerable change has resulted.

The importance of sanitation was noted in national planning documents, giving recognition to the health and environmental impacts of the lack of coverage for more than 60% of the population. This focus was most evident in the development of the 8<sup>th</sup> Five Year Plan (1992-1997), and the commitment to improved sanitation coverage was further expanded in the 9<sup>th</sup> Five Year Plan (1997-2002). The high goals of the latter were ambitious – to double the population coverage of sanitation by 2002.

International attention to Nepal's sanitation coverage is in part responsible for these advances. Meetings of the regional South Asia nations' forum (SAARC) in 1992 brought out the very low position of Nepal in relation to its neighbours. The 1992 Enhanced 8<sup>th</sup> Five Year Plan increased the allocation for water and sanitation four-fold and called for organisational changes to support improved and expanding sanitation implementation. In 1994 Nepal adopted the National Sanitation Policy Guidelines for Planning and Implementation of Sanitation Programmes and, in 1995, formed National and District Water Supply and Sanitation Coordination Committees. These new Nepalese government commitments in turn spurred increased international donor support for sanitation.

These new national policies were accompanied by considerable political and governmental support when they were first created and this important high-level backing continued in 2002 with a renewed push to endorse a national sanitation policy agenda. Implementation programmes however have ebbed and flowed, largely because the enthusiasm for sanitation-specific policies and programmes has not been accompanied by continued budget allocations or attention to decentralised management.

### Importance of Country Examples

The above examples of country experiences highlight three important factors.

- 1. They serve as models for understanding key components and levels of sanitation policy.** As documents the policy statements are quite comprehensive and thorough in coverage of the various dimensions to the sanitation issue. As governments and advisors look to support the development of sanitation policy the developments in Uganda, Nepal, India and particularly South Africa stand out as key references for policy content.

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- 2. Policies are seen to be an important motivating force for focused programme planning on sanitation.** Policy sets the stage and provides incentives. Too often sanitation is not singled out, or is lost behind water supply programming initiatives. The sanitation policy statements as seen in South Africa, Uganda and Nepal are effective in placing a spotlight on sanitation and mobilising resources for addressing service shortfalls.
- 3. The presented country examples help to illustrate the complexity of policy implementation, and the many stages and facets of policy change.** Enacting a sound policy, while an important step, is not sufficient. Results will be realised with full implementation. As part of decentralisation, sanitation is being devolved to local governments. This transition un-bundles the roles of policy-makers by level of government, creating challenges to sustain national-level momentum by working through varying levels of capacity at the sub-national levels. Each country case reinforces the fact that success depends on implementation, and implementation is a slow and challenging process. In fact, the major difficulty in all cited cases is how to get the policy implemented at the lowest level of government. Therefore, large countries need to have general national policies with increasingly more specific policies for lower level political sub-divisions such as provincial, county, municipal, village or community.

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## 4. Nature of Policy

What makes up adequate national sanitation policies?

A series of key elements has come to be recognised as defining in outline the essential ingredients of good sanitation policies.<sup>3</sup> These elements cover a range of important issues.

### 1. **Political will**

Political will refers to the support given to policies by politicians, government officials and representatives of influential organisations. Political will may be influenced by human resource commitments, budget allocations, high profile events, or voting.

### 2. **Development of policies that includes all stakeholders**

To be effective in guiding changes in sanitation services sanitation policies must be developed and formulated with the involvement and participation of the stakeholders. Policies have legitimacy to the extent that all stakeholders (including political leaders, government officials, donor representatives, the private sector and men and women in the general public) collaborate in their development and see them as a valid expression of current government actions and future intentions. There has to be belief in the policies and their purposes and this can only come when stakeholders have been included in formulating the policies and in participating in making informed decisions.

### 3. **Legal framework**

A major aspect of legitimacy for sanitation policies is the legality of the policy statements. A legal basis is important and may take the form of laws, legislative acts, decrees, regulations and official guidelines. To be comprehensive this basis should encompass the full range of legal instruments, from the essential legal statutes to the practical technical guidance materials used to implement the policies. Without a legal framework to guide overall policy implementation, sanitation programmes and projects run the risk of violating societal norms and failing to address the objectives for which the policies were established.

### 4. **Population targeting**

Sanitation services are usually designed to serve the needs of specific population groups. Three population groups generally need priority attention because of their inadequate sanitation services. These groups, which can be found in almost all developing countries, are the urban poor in large cities (especially in the poor and peri-urban areas of large cities), residents of small towns, and most of the rural population. National sanitation policies are more likely to be effective if they specifically target

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<sup>3</sup> These elements of adequate policy are a work in progress and will be tested and revised in 2003 and beyond. As the experience base grows with sanitation policy formulation and implementation these ingredients may need to be revised.

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such groups when it can be shown that they are underserved in comparison to other groups, such as the urban elites and wealthy populations in general. Population targeting involves not only statements of priority but also meaningful action programmes and budgets.

**5. Recognition of dimensions of gender and poverty**

Among households poor families are generally the last to improve sanitation, not because of differences in hygiene perception but because of reduced access to relevant information and to means of, or preconditions for, installation - such as land, or, for poor female heads of households, labour. Within households men and women have different interests in sanitation, different reasons for installing a disposal system and different roles in the installation process. In managing sanitation programmes it is also important that women and men of the different social and economic groups are equitably represented and involved. Recognising and catering for differences in means and interests, and achieving equity for women and men in the various strata, contributes to the effectiveness and sustainability of programmes. In contrast, excluding individual groups from sanitation policies, or overburdening them, may result in negative effects.

**6. Levels of service**

Sanitation services can range from indoor flush toilets connected to sewers to simple pit latrines located some distance from the house. In most cases the level of service is determined by costs, the economic status of communities and households, and the willingness of users to pay for or otherwise contribute to the installation. The availability of water - as a transporting agent, a cleaning agent, or a personal hygiene agent - also affects the level of service provision, as do several other factors such as convenience, status (in terms of attractiveness and modernity) and perceptions of health impacts. To be sustainable, the minimum adequate levels of service for any given community are determined by all of the above factors. Considering that these will change with time, people should be given the opportunity to start with modest (but safe) facilities and improve as their financial capacity grows.

**7. Health issues as key rationale**

The health impacts of sanitation and the associated economic implications for national and household economies are a primary reason for developing sanitation policies. Adverse health impacts can result from unsanitary handling, disposal or reuse of human excreta and domestic wastewater. Although decisions may be made on the basis of service levels, convenience, costs or regulatory factors, the health consequences of sanitation provision should be the key rationale for formulation of policies. These policies should guide the subsequent implementation of sanitation programmes so as to encourage the desired health outcomes. To accomplish this the policies should address identified sanitation-related health concerns, such as diarrhoeal rates, infant mortality, helminth infections or cholera epidemics. It is essential that the general public is made aware of the problems that arise from poor

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sanitation and understands the role that proper sanitation services can play in addressing these problems. (For more information on hygiene promotion, see the TOP on hygiene promotion).

**8. Environmental considerations**

Increasingly sanitation is being seen as a major issue in environmental protection. Improper disposal of human wastes can pollute surface and groundwater bodies and the land surface, causing great risks to health and impacting the local economy; and such practices can adversely affect general aesthetics and the overall quality of life for those living in the vicinity. A growing problem in many countries is the economic impact of environmental degradation on tourism, fisheries and other industries sensitive to pollution. The most serious problems occur when large quantities of human excreta are concentrated in limited areas, such as at sewer outfalls, sludge beds or septic tank disposal sites.

**9. Financial issues**

The costs associated with implementing national sanitation policies include: (a) the capital costs required for sanitation infrastructure and facilities; (b) the recurrent costs required to operate and maintain the facilities and; (c) the programme costs for such aspects as training, institutional development, community organisation and hygiene improvement. Capital costs are those of the initial investment, provided either in the form of a loan or grant, and are much higher in the beginning than over time. Recurrent costs are those needed for ongoing management of the facilities and are paid by individual households through user fees. In addition to operation and maintenance, recurrent costs for seweraged systems should include depreciation, debt service, and expansion of facilities. Programme costs include such activities as training, promotion and technical assistance. These costs are generally ongoing, but are higher in the early stages of a project when the facilities are constructed. These three categories of costs can be allocated to various parties or stakeholders. Sources of funds typically include national governments, local governments, external donors and users. The national budget process is an important factor in determining how these costs are allocated.

**10. Institutional dimensions**

To be effective, sanitation policies and associated programme development and implementation must be the responsibility of one or more institutions. In most countries responsibility for sanitation is divided among a number of ministries, based on their involvement in urban affairs, housing and public services, rural development, environmental protection and local government administration. This can lead to a confusing mix of institutional activities, sometimes resulting in overlapping authorities or in a situation where no organisation seems to have clearly defined responsibilities, thereby resulting in gaps in sanitation coverage, or even conflicting directives. To avoid such problems the sanitation needs of all population target groups should be the clear responsibility of specified institutions.

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Each of these elements, if well-addressed in policies, will help define an enabling environment for sanitation improvements.

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## 5. Issues to Consider

This section addresses some issues to consider in working with national sanitation policies, including the importance of policy process. Topical issues, the “drivers” of a particular policy-making effort, will change over time, though a number of important dimensions to sanitation policies appear particularly relevant.

- **International attention to the importance of sanitation is on the rise.** There is a growing consensus that sanitation is a “basic right”. This will give impetus to developing policies that enable governments to set priorities and allocate resources. Further, the endorsement for sanitation as a Millennium Development Goal (August 2002) is a significant step to raising the profile for this issue and encouraging the development of national sanitation policies.
- **Water supply and sanitation are linked.** While sanitation has often been given distant consideration behind planning for water supply, an increased focus on sanitation need not forget the linkage. There are important linkages to water supply in financing, management of services, hygiene behaviour change and technical considerations. Nevertheless, a senior level public official equal in status with whoever is responsible for water supply should be entrusted with the responsibility for sanitation if progress is to be made.
- **Public health concerns** have often been a factor in drawing attention to the need for expanded sanitation coverage. This will remain so and, in future, the increased emphasis on preserving and improving the natural environment will also encourage attention to the need to change behaviour patterns and expand sanitation services.
- **Financing sources for service improvement and expansion** will be a continual challenge. Prioritising adequate resources to meet demand for sanitation services is an issue with economic, political and social dimensions.
- Many governments, international development organisations and **NGOs have policies for gender and social equity.** Sector policies and programmes are increasingly subject to public scrutiny and accountability on these issues and good policies and programmes should take them fully into account.

Sanitation policies require coordination with multiple stakeholders as a number of groups and actors share responsibility for sanitation services. Agencies involved in health, water, environment, finance, national and local government, urban and rural leadership bodies, communities and individuals in different groups can all be involved in sanitation issues. Success in managing policy contexts depends on more than simply defining new policies or identifying which policies are important, or negotiating with key stakeholders on those policies. Technical issues and process are also important to success.

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## Programme Design and Monitoring

Policies have a close link to programmes and their impacts. A sound national sanitation policy is the foundation on which an implementation strategy and action plan will be developed. The strategy will help define details and outline activities based on the policy principles and guidelines, thereby enabling appropriate funding to be sourced, capacity to be developed and progress to be monitored.

By articulating needs and promoting the importance of sanitation, policies set priorities. On the basis of good policy frameworks, programme design and monitoring activities have a mandate and the impetus for moving forward. Design of programme steps and their contents can flow directly from the consideration of key elements.

Stakeholder analysis with a gender and poverty focus is particularly important. Understanding interests and power bases will have an impact on policy change and programme success and be supportive of scaling-up pilot initiatives.

Policy requires attention to programming to support public and private interventions to cater for the underserved. Collective action is less the target than strategies to generate demand and target private behaviour change.

Policies set the stage for monitoring programme implementation and help to define accountability mechanisms. The progress of strategic interventions under sanitation policies can be monitored and evaluated on many fronts, including, amongst others: level of community involvement; promotion of health and hygiene awareness (see also the TOP on hygiene promotion); health and ecological improvements; development of norms and standards for construction and operation of facilities; maintenance and management of services; sensitivity and effectiveness thereof to gender and poverty issues; mobilisation and management of financial resources and clarity of institutional arrangements.

## Policy Implementation

Policy implementation is not a mechanical process; rather, it is a significant undertaking involving many factors that may impact on success. The positive cases of strong national sanitation policies in both South Africa and Uganda help to emphasise the importance of sound decentralised management and illustrate that results depend on implementation.

Policy development is a not a clear-cut process. Rarely does policy change happen according to a well-conceived linear plan. Although this fact does not obviate the need for an intentional process, it does point out the importance of being flexible and able to adapt. Resistance will come in unexpected places, especially in a process that is inclusive and participatory. The importance of effective leadership in this process is vital in order to deal with the inevitable issues and decision points that arise in any policy development process.

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Service providers and individuals with the capacity and motivation to work with community leadership will provide the ideal partnerships for policy-makers targeting improvements in sanitation coverage. Institutional development strategies to strengthen public and financial management skills at the sub-national level will need to be part of the sanitation agenda to realise successful policy implementation.

Given the importance of sanitation to health and the environment, this is an area of policy reform well worth undertaking. Success will not be judged in the short term but over time, and not only in terms of declared policies but, more importantly, in terms of actual improvements in sanitation and hygiene services.

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## TOP Resources

TOP Books, manuals, articles

**Cotton, A. and Saywell, D. (1998). Strategic Sanitation Approach: A Review of Literature.**

Leicestershire, United Kingdom, Water, Engineering and Development Centre (WEDC).

<http://info.lut.ac.uk/departments/cv/wedc/garnet/ssacover.html>

This document reports findings from a Department for International Development (DFID) funded project concerning the development of practical guidelines for the application of the Strategic Sanitation Approach in urban areas. A total of 56 documents were examined in the review and discussion has been summarised according to the key chapter headings used in Albert Wright's publication Towards a Strategic Sanitation Approach. The review also draws on an interview with key DFID personnel involved in projects in India (Lucknow, Cochin, Cuttack).

The purpose of the review is to examine how the key concepts underlying the Strategic Sanitation Approach (SSA) have been addressed in operational terms on the ground, highlighting examples where SSA ideas have been applied, what problems were identified in their application, and what issues require further consideration or clarification with the approach as a whole. Each section ends by abstracting the key points identified and posing questions which remain unresolved.

**Deverill, P.; Bibby, S.; Wedgwood A. and Smout, I. (2002). Designing water supply and sanitation projects to meet demand in rural and peri-urban communities.**

Leicestershire, United Kingdom, Water, Engineering and Development Centre (WEDC).

<http://www.lboro.ac.uk/wedc/publications/dwss1.htm>

These guidelines are the result of two years collaborative research undertaken by WEDC with partners in Africa and South Asia. They demonstrate how water supply and sanitation projects in rural and peri-urban areas can be designed to meet user demand. The aim is to improve the use and sustainability of the services provided.

The guidelines consist of three books:

Book 1: Concept, Principles and Practice

Book 2: Additional Notes for Policy Makers and Planners

Book 3: Ensuring the Participation of the Poor

**EHP; UNICEF. (1997). Towards Better Programming: A Sanitation Handbook.**

Arlington, Virginia, Environmental Health Project.

[http://www.unicef.org/programme/wes/pubs/glines/San\\_e.pdf](http://www.unicef.org/programme/wes/pubs/glines/San_e.pdf)

This handbook has been prepared for working groups of professionals responsible for sanitation programming—prepare *realistic* and *better* sanitation programmes. This handbook is to be used as a guide and reference on major topics of sanitation

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programming. Assessment, analysis, and action—the “Triple A” methodology—are incorporated into this systematic planning approach. The handbook will help explore the major questions, considerations and options for each of a series of major topical aspects of sanitation programming.

**Elledge, M.F. et al. (2002) Guidelines for the Assessment of National Sanitation Policies.**

Arlington, Virginia, Environmental Health Project. (EHP Strategic Report 2).

[http://www.ehproject.org/Pubs/Strat\\_Papers.htm](http://www.ehproject.org/Pubs/Strat_Papers.htm) (Available in English and Spanish)

The purpose of these guidelines is to provide a practical tool to assess the effectiveness of sanitation policies in order to improve and expand sanitation services for the underserved. The assessment aims to look at the adequacy of national sanitation policies and is focused around four core questions: 1) What are the national sanitation policies? 2) How adequate are these policies? 3) How are these policies translated into programmes? 4) How effective are these programmes in improving services?

**GHK Research and Training. (2000). Strategic Planning for Municipal Sanitation: A Guide.**

London, GHK in association with Water, Engineering and Development Centre and Water and Sanitation Programme, South Asia.

[http://www.ghkint.com/pub\\_pub2.htm](http://www.ghkint.com/pub_pub2.htm)

This guide is about improving sanitation conditions in the rapidly growing towns and cities of the ‘South’. The guide assumes the need to think, plan and act strategically to solve these problems but it emphasises that a strategy will only be successful if it is based on a sound understanding of existing conditions, constraints and opportunities.

The guide also assumes that the need is to provide sanitation services rather than sanitation facilities. It is not sufficient to provide facilities, they must also be managed if they are to achieve long-term benefits. Issues of operation and maintenance must therefore be seen as central to sanitation provision. Starting from these basic premises the guide explores the ways in which the various individuals, organisations and groups with an interest in sanitation (stakeholders) can take action to improve sanitation services.

**Rosensweig, F.; Perez, E.; Corvetto J. and Tobias, S. (2002). Improving Sanitation in Small Towns In Latin America and the Caribbean: Practical Methodology for Designing a Sustainable Sanitation Plan.**

Arlington, Virginia, Environmental Health Project. (EHP Strategic Report 3).

[http://www.ehproject.org/Pubs/Strat\\_Papers.htm](http://www.ehproject.org/Pubs/Strat_Papers.htm) (Available in English and Spanish)

There has been significant and growing interest in recent years in improving water supply and sanitation services in small towns, typically defined as those with populations from 5,000 to 30,000. One of the principal reasons for the increased interest in small towns is the sheer number of municipalities that fall within this population range. However, the principal focus of efforts to date in small towns has been water supply with very limited attention to improving sanitation. With support from the Latin America and Caribbean

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Bureau in USAID, EHP developed this document in response to this growing interest in small towns. The document has three overall purposes:

- provide an overview of the issues involved in improving sanitation in small towns;
- discuss the current situation of sanitation in small towns in Latin America and suggest a potential strategy to improve the sustainability of services;
- provide a detailed step-by-step participatory methodology for designing sustainable sanitation services in small towns.

**Simpson Hébert, M. and Wood, S., editors. (1998). Sanitation promotion.**

Geneva, Water Supply and Sanitation Collaborative Council..

[http://www.who.int/water\\_sanitation\\_health/Environmental\\_sanit/Sanprom/saniprom.htm](http://www.who.int/water_sanitation_health/Environmental_sanit/Sanprom/saniprom.htm)

This book has been prepared for policy makers and strategic planners at national, district and municipal levels who are responsible for securing investments for sanitation and planning, commissioning, monitoring and evaluating sanitation programmes. Other potential users are external support agencies and non-governmental agencies that make large investments in sanitation or have a role in providing expertise in sanitation to other large investors.

**UNICEF. (1999). Towards better programming: A Manual on Hygiene Promotion.**

New York, UNICEF.

<http://www.unicef.org/programme/wes/pubs/glines/hman.pdf>

This manual presents methodologies to assist development workers in the promotion of behavioural change for safer hygiene practices, and to help make hygiene promotion programmes more effective. The objective of the manual is to provide a tool that will contribute towards a reduction in diarrhoeal diseases - one of the top three killer diseases in developing countries - and thus a reduction in child mortality.

The manual describes a methodology for bottom-up programming for hygiene promotion: first finding out what people know about hygiene through formative research in people's knowledge and practices, and then combining this with state-of-the-art expert knowledge and appropriate communication strategies to develop effective and sustainable programming models.

**WEHAB Initiative. (2002). A Framework for Action on Water and Sanitation.**

Johannesburg, World Summit on Sustainable Development.

[http://www.johannesburgsummit.org/html/documents/summit\\_docs/wehab\\_papers/wehab\\_water\\_sanitation.pdf](http://www.johannesburgsummit.org/html/documents/summit_docs/wehab_papers/wehab_water_sanitation.pdf)

This paper is one of five Thematic Papers prepared by the WEHAB initiative. The WEHAB initiative was proposed by UN Secretary-General Kofi Annan as a contribution to the preparations for the World Summit on Sustainable Development (WSSD). It seeks to provide focus and impetus to action in the five key thematic areas of water, energy, health, agriculture and bio-diversity that are integral to a coherent international approach to the implementation of sustainable development and that are among the issues contained in the Summit Draft Plan of Implementation.

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Contents of the Framework for Action on Water and Sanitation include:

Water and Sanitation:Key Issues and Challenges  
Addressing the Challenges in Water and Sanitation  
Water and Sanitation:Frameworks for Action

**WHO; UNICEF; WSSCC. (2000). Global Water Supply and Sanitation Assessment 2000 Report.**

Geneva, World Health Organization.

[http://www.who.int/water\\_sanitation\\_health/Globassessment/GlasspdfTOC.htm](http://www.who.int/water_sanitation_health/Globassessment/GlasspdfTOC.htm)

This report presents the findings of the fourth assessment by the WHO and UNICEF Joint Monitoring Programme. Previous reports were produced in 1991, 1993 and 1996 and were devoted primarily to providing information on water supply and sanitation coverage, and on the progress made at the country level by local agencies in monitoring the sector. The present report updates and consolidates findings of earlier reports through the use of broader and verifiable data sources. Such sources include information from national surveys, which provided the basis for determining most of the coverage figures in this report.

This report constitutes a source of information for water and sanitation coverage estimates, and for supporting decisions relating to investment, planning, management and quality of service in the sector. It aims to inform those within and beyond the water supply and sanitation sector of the current status of water supply and sanitation, and to highlight the huge challenges faced in meeting the need for safe water supply and adequate sanitation world wide. It is written for all those who wish to know where the water and sanitation sector now stands, and how it is changing over time.

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TOP Web sites/Databases

**EcoSanRes Ecological sanitation research**

[www.ecosanres.org](http://www.ecosanres.org)

EcoSanRes is an international environment and development programme on ecological sanitation. Sponsored by the Sida, managed by Stockholm Environment Institute with Akkadia Environment, SwedEnviro and Vatema, with a world network of 20 organisations. The web site contains publications on ecological sanitation and related subjects.

**GTZ - Ecosan - Ecological Sanitation**

<http://www.gtz.de/ecosan/english/index.html>

A 3-year supraregional sector project on "Ecologically and economically sustainable wastewater disposal and sanitation systems", starting in 2001, funded by German Federal Ministry for Economic Cooperation and Development (BMZ). The site includes online publications, news, events and links related to ecological sanitation.

**SANDEC Department of Water and Sanitation in Developing Countries**

[www.sandec.ch/research.html](http://www.sandec.ch/research.html)

This web site provides documents on New approaches on Environmental Sanitation. These are chosen on the basis of their relevance in the DC context and in accordance with SANDEC's and EAWAG's expertise and R&D strategy. Although their R&D work focuses on technical aspects, all projects are carried out in close collaboration with other disciplines, both inside and outside of the EAWAG.

**Sanitation Connection: An Environmental Sanitation Network (SANICON)**

<http://www.sanicon.net>

SANICON is an Internet-based resource that gives information on technologies, institutions and financing of sanitation systems around the world. Institutions of international standing contribute to the information base by providing and maintaining a topic of their specialization.

In the area of sanitation, there are nodes or resources on the following topics: Ecological Sanitation, Financing and cost recovery, Hygiene behaviour, Low cost sewerage, On-plot sanitation technology, Promotion of sanitation, and others.

**SIDA Swedish international development cooperation**

[www.sida.se](http://www.sida.se)

Sida's task is to create conditions conducive to change and to socially, economically and environmentally sustainable development and contributes resources and develops skills and competence. Their web site contains a broad range of publications related to socially, economically and environmentally sustainable development.

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### **UNICEF Water and Sanitation Databases**

<http://www.childinfo.org/eddb/sani/index.htm>

Statistics and maps are provided on water and sanitation coverage for countries and regions. The report “WHO/UNICEF Joint Monitoring Program for Water Supply and Sanitation Coverage Estimates 1980-2000” is included for each country.

### **UNICEF/IRC School Sanitation and Hygiene Education (SSHE)**

<http://www.irc.nl/sshe/index.html>

This web site is “*Looking for sustainable approaches to improve the health of school children through better hygiene behaviour and a healthy school environment.*”

The web site contains newsletters and news from SSHE, information on the progress and experiences of the UNICEF/IRC project on School Sanitation and Hygiene Education and all materials and information over the E-conference on SSHE that took place from 29 April to 14 June 2002.

### **Water Sanitation Program (WSP)**

<http://www.wsp.org>

The WSP is a broad-based partnership. It is now funded by more than 15 bilateral and multilateral donors. The Publications/videos and Policy reform sections of the web site have publications and overviews of sanitation reform programmes.

### **Water Sanitation Program (WSP) – Condominial Water and Sewerage Systems**

<http://www.wsp.org/condominial/indexeng.html>

This web site, in English and Spanish, provides documents, contacts and other information on the El Alto Low-cost Condominial Sewerage Pilot Project I, Bolivia

### **Water Supply and Sanitation Collaborative Council (WSSCC)**

<http://www.wsscc.org>

The WSSCC web site contains sanitation statistics, surveys and information on its Water, Sanitation and Hygiene for All (WASH) campaign.

### **WELL/WEDC Image Database**

<http://www.lboro.ac.uk/well/resources/image-catalogue.htm>

The Image Catalogue draws together existing visual resources from WEDC, LSHTM, IRC and other organisations. Images can be found under the categories of Sanitation, Solid Waste, Health and Hygiene and other categories.

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TOP Conferences and training courses (Future or recently held)

**E-Conference - Water and Sanitation: Institutional Options and Financing, November 18-December 16<sup>th</sup>, 2002**

<http://www.ihe.nl/mai/imo.htm>

The Institutional and Management Options Working Group of The Water Supply and Sanitation Collaborative Council (WSSCC) hosted an e-conference on "Water and Sanitation for the poor - Options for delivery and financing" as part of a series of electronic discussions towards the 3rd World Water Forum in Kyoto, March 2003.

Send an email to [imo@ihe.nl](mailto:imo@ihe.nl) and you will be added to the list. Once you are subscribed you will receive a message explaining how to participate in the list.

**1st International Dry Toilet Conference 20 - 23 Aug 2003, Tampere, Finland**

<http://www.drytoilet.org/>

Organised by: Global Sanitet Club of Finland and the Association of Ecological Information in co-operation with Tampere University of Technology (TUT), University of Tampere (UTA), Tampere Polytechnic (TP) and Häme Polytechnic.

To discuss dry toilets as a viable option to waste management especially in areas with water shortages or without water-borne sewerage systems. Main topics are: controlled rural and urban environmental management; re-use of human excreta as fertiliser; technical development of dry toilets; toilet culture.

Contact: TAVI Congress Bureau, Papinkatu 21, 33200 Tampere, Finland, fax: +358 3 233 0444, <mailto:drytoilet@tavicon.fi>; Contact for scientific information: <mailto:secretary@drytoilet.org>

**Sustainable environmental sanitation and water services - 28th WEDC Conference, Kolkata (Calcutta), India 18-22 November 2002**

<http://www.lboro.ac.uk/wedc/conferences/28contents.htm>

In his speech at the five-day 28th WEDC International Conference, Mr. Gourisankar Ghosh, WSSCC Executive Director, told participants that one of the most significant outcomes of the World Summit on Sustainable Development (WSSD) held in Johannesburg two months ago was the global consensus on a new sanitation target – to halve the proportion of people without access to basic sanitation by 2015 – that has been added to the existing Millennium Development Goal (MDG) for water supply.

**African Sanitation and Hygiene Conference, Johannesburg, South Africa, 29 July - 1 August 2002**

<http://www.melissa.org/english/about%20us/ConferenceJuly.htm>

1. Overall Goal of the Conference - To accelerate sanitation and hygiene work in Africa in accordance with the Millennium Development Goals

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## 2. Purposes of the Conference

- To assess the state of sanitation and hygiene in Africa, sharing experiences and lessons learned by people and organisations working in this field;
- To raise the profile of sanitation and hygiene in Africa, both at and after the WSSD;
- To strengthen leadership and advocacy for improved sanitation and hygiene in Africa.

### **WEDC Community Water Supply and Sanitation short courses**

<http://www.lboro.ac.uk/departments/cv/wedc/education/short-courses-cwss.htm>

WEDC offers training courses on the following topics:

#### **Module 1: Environmental Health and Development**

Population and development; Environmental health; Methodologies

#### **Module 2: Technology**

Rural water supply; Water treatment and distribution; Sanitation

#### **Module 3: Management**

General management; Community management

#### **Project work**

As part of the programme participants will be required to undertake an individual project and report on it in approximately 5000 words. This usually means investigating a problem they have met in conjunction with their work, or researching and analysing information on a subject of relevance to their organisation.

#### **Action Monitoring for Effectiveness: Improving Community Based Water and Sanitation Projects/Programs 10<sup>th</sup> to 21<sup>st</sup> March 2003, Nairobi, Kenya.**

[http://www.netwas.org/products\\_and\\_services/training%%](http://www.netwas.org/products_and_services/training%%)

The course Action Monitoring for Effectiveness: improving water supply and environmental sanitation projects/programmes introduces new approaches and strategies for in-building monitoring into project/programme activities. The course emphasizes the involvement of users in the process of identifying issues for monitoring, data collection, analysis and use of information for taking action

Further information on the course can be obtained from NETWAS through the following address.

NETWAS International,  
Magadi Road, Off Langata Road,  
P.O. Box 15614-00503 Mbagathi,  
Nairobi, Kenya.  
Tel: 254-2-890555/6/9/60

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Fax: 254-2-890553/54

E-mail: [training@netwas.org](mailto:training@netwas.org)

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## About IRC

IRC facilitates the sharing, promotion and use of knowledge so that governments, professionals and organisations can better support poor men, women and children in developing countries to obtain water and sanitation services they will use and maintain. It does this by improving the information and knowledge base of the sector and by strengthening sector resource centres in the South.

As a gateway to quality information, the IRC maintains a Documentation Unit and a web site with a weekly news service, and produces publications in English, French, Spanish and Portuguese both in print and electronically. It also offers training and experience-based learning activities, advisory and evaluation services, applied research and learning projects in Asia, Africa and Latin America; and conducts advocacy activities for the sector as a whole. Topics include community management, gender and equity, institutional development, integrated water resources management, school sanitation, and hygiene promotion.

IRC staff work as facilitators in helping people make their own decisions; are equal partners with sector professionals from the South; stimulate dialogue among all parties to create trust and promote change; and create a learning environment to develop better alternatives.

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