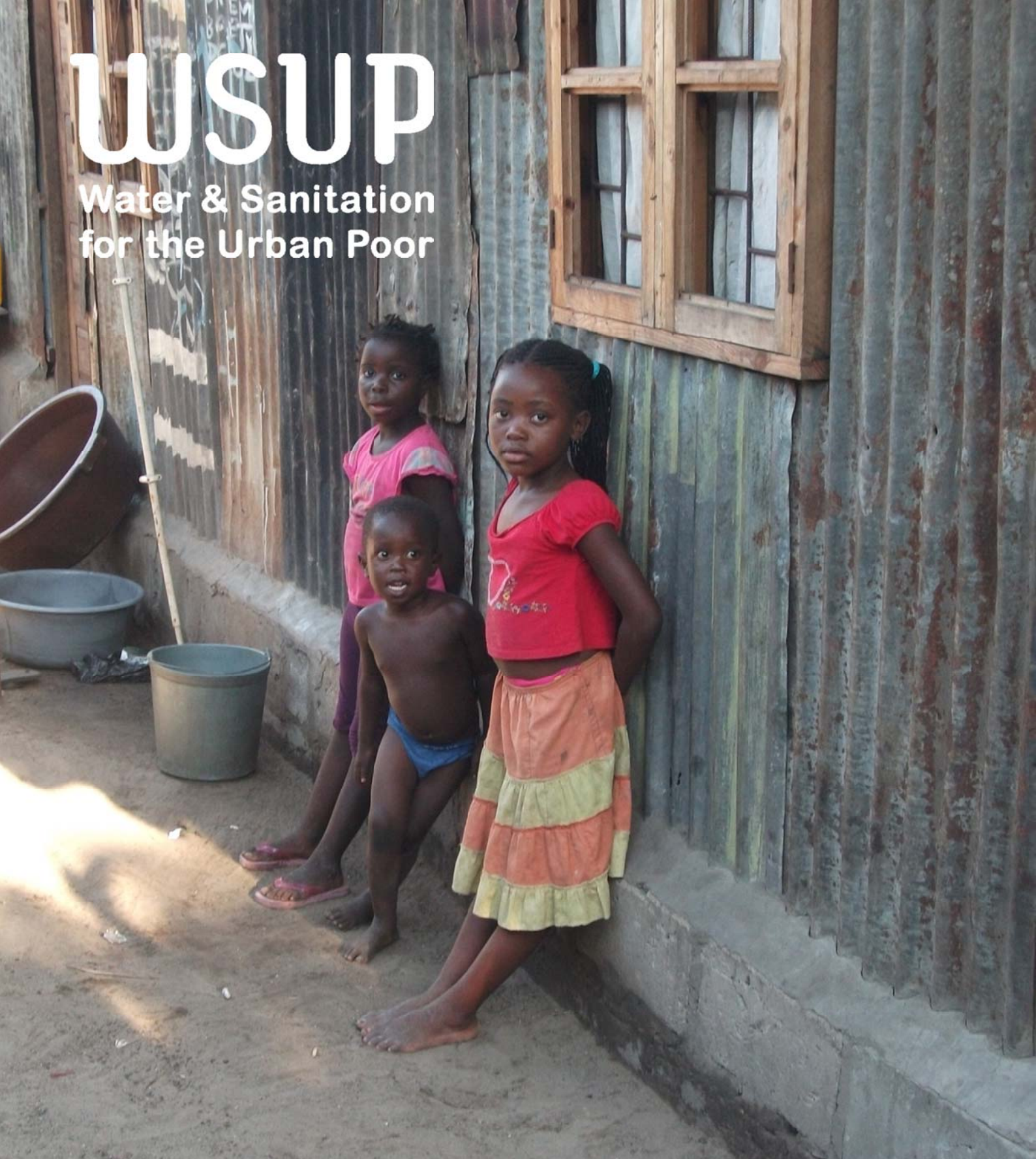


WSUP

Water & Sanitation
for the Urban Poor



Sustaining and scaling pro-poor urban water and sanitation services in Maputo

Executive summary of proposal to AusAID

Acronyms

AdeM	Águas da Região de Maputo (water operator, Maputo)
AdeP	Águas de Portugal
AIAS	Administração de Infraestruturas de Aguas e Saneamento
CBO	Community Based Organisation
CLTS	Community Led Total Sanitation
CMM	Conselho Municipal de Maputo (Municipal Council of Maputo)
CNCS	Conselho Nacional de Combate à SIDA (National Council Against AIDS)
CRA	Conselho de Regulação do Abastecimento de Água (Regulatory agency, Mozambique)
DNA	Direcção Nacional de Águas (National Water Directorate, Mozambique)
EMA	Empresa Moçambicana de Águas (Maputo)
FIPAG	Fundo de Investimento e Patrimonio do Abastecimento de Água (Asset holder, Mozambique)
FSM	Faecal sludge management
GAS	Grupo de Água e Saneamento (Group of Water and Sanitation, Mozambique)
LIC	Low income community
LSPs	Local Service Providers
MDG	Millennium Development Goal
NRW	Non-revenue water
PLHIV	People living with HIV
SME	Small/medium sized enterprise
WASH	Water, sanitation and hygiene
WSUP	Water & Sanitation for the Urban Poor

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Executive summary of WSUP proposal to AusAID

Dealing with urbanisation has become one of the world's most critical issues. The number of the world's urban population without access to safe and affordable drinking water is expected to increase from 137 million (2006) to 296 million (2015). The number without access to improved sanitation is expected to increase from 661 million (2006) to 898 million (2015). The majority of these people will be living in slums and peri-urban settlements in developing countries which, globally, are growing by over a million a week. This will intensify as economic pressures and the effects of climate change accelerate the migration of people to towns and cities in developing countries. Conventional approaches are failing to reach sufficient numbers of these people effectively or quickly enough.

In Mozambique, 62% of the population in urban areas (5.1 million people) lack access to even basic improved sanitation facilities and 23% of the population in urban areas (1.9 million people) continue to use unimproved, unsafe water supplies. With about two thirds of Mozambique's population growth between now and 2050 estimated to be in urban areas,¹ access to improved water and sanitation services in urban areas is set to continue to be a critical challenge.

The shortage of safe water and sanitation is a major challenge in the informal settlements and peri-urban areas of Mozambique's capital, Maputo City and the adjacent area of Matola City, where many people are forced to live due to poverty. Whilst WSUP has made significant progress in increasing low income groups' access to WASH services in the low income, peri-urban bairros of Maxaquene A, B, C and D, Chamanculo C, Xipamanine and Mafalala in Maputo City and Liberdade in Matola City under its current programme, the scale of the need in these and other bairros is such that there remains limited access to services and inappropriate hygiene behaviour.

This programme of work, entitled **Sustaining and scaling pro-poor urban water and sanitation services in Maputo** seeks to address these issues through support to an innovative and sector leading multi-sector partnership which specialises in large scale pro-poor urban water, sanitation and hygiene (WASH) programmes.

Water & Sanitation for the Urban Poor

WSUP is a non-profit partnership between the private sector, NGOs and research institutions focused on solving the global problem of inadequate water and sanitation in low-income urban communities.² WSUP brings lasting solutions to low-income areas by working in partnership with service providers including water utilities, local authorities and businesses, and the communities they serve.

It achieves this through supporting the adoption and replication of effective, sustainable and scalable pro-poor models of urban water and sanitation services by service providers and/or national governments. WSUP has a strategic portfolio of six countries in Africa and South Asia and ongoing activities in a further two countries.

¹ Based on projections by the National Statistics Institute (INE)

² Current members are: Borealis & Borouge, Care International UK, Cranfield University, Thames Water, Unilever, WaterAid and WWF

The overall impact of this is the reduction of poverty and the improvement of health and living standards for the urban poor. WSUP believes access to safe, affordable water, improved sanitation and improved hygiene practices underpin poverty reduction through impacts on health, education and livelihoods and improving access to these fundamentals of life are a critical step towards reducing poverty. As such, WSUP's work directly contributes to the attainment of Millennium Development Goals 1, 2, 3, 4, 5 and 7.³

This is supported by the belief that increased sustainable and viable improvements in water and sanitation access for low income areas can only be achieved by supporting service providers to strengthen or enhance their technical operations and financial viability. WSUP views delivery of service improvements in partnership with service providers as central to its approach as it enables service providers to gain practical experience in particular approaches to serving low income areas. It also removes a key barrier to a better functioning market for pro-poor service delivery by using grant funding to overcome risk aversion to failure by demonstrating new approaches to service delivery.

By working with service providers to deliver financially viable and effective service provision at a representative scale in each city, and by supporting local partners to strengthen their capacity to provide pro-poor services under viable business models, WSUP aims to trigger investments for scaled up programmes at the city level. Promoting these models informs and influences the sector and investment programmes within the target countries and other developing countries. These outcomes are highly interlinked with each informing and supporting the delivery of the others.

As a result of the above, local civil society and service providers will have increased capacity to achieve a reduction in the proportion of people without access to sustainable and affordable sanitation and water supply services (MDG 7c) and improve the living conditions and lives of urban slum dwellers (MDG 7d). In particular, the main service providers will be in a stronger position to deliver on their mandates and to work more effectively with low income communities, community based organisations (CBOs) and small independent service providers.

Achievements to date

The WSUP supported Tchemulane programme in Maputo has been delivering the approach set out above by working in eight barrios for the last four years with support from the Bill & Melinda Gates Foundation, USAID and the AusAID Civil Society WASH Fund (via CARE Australia and Mozambique).

The following results have been achieved to date:

- 110,000 men, women and children with improved access to safe and affordable water supplies
- 11,500 men, women and children using affordable improved sanitation
- 85,000 men, women and children with greater awareness of importance of improved hygiene practice

³ WASH interventions have significant effects on all MDGs. For examples, please see http://www.unesco.org/water/wwap/facts_figures/mdgs.shtml,

Programme details

The proposed *Sustaining and scaling pro-poor urban water and sanitation services in Maputo* programme builds upon WSUP's existing programme in Maputo and scales it up through a two phase approach to increasing access to safe water, sanitation and hygiene for people living in low income bairros of Maputo City, Matola City and the Greater Maputo Area.

Overall programme goal

To contribute towards poverty reduction and attainment of all MDGs⁴ in Mozambique, particularly the attainment of targets relating to water and sanitation under Goal 7⁵ by March 2017

Overall programme purpose

To support the adoption and replication of effective, sustainable and scalable models of pro-poor urban water and sanitation services by service providers and the local / national government in Maputo City and Matola City by March 2017

The sub-purposes of the two phases are:

- **Phase I:** to lay the foundations for and initiate a process of adoption of effective, sustainable and scalable models of pro-poor urban water and sanitation service delivery by service providers and the local / national government in Maputo City and Matola City March 2014.
- **Phase II:** to support the adoption and replication of refined effective, sustainable and scalable models of pro-poor urban water and sanitation services by service providers and the local / national government in Maputo City and Matola City by March 2017.

Overall programme outcomes

- **Outcome 1**
Refined models of sustainable water and sanitation service delivery to low income communities in Maputo/Matola delivered at “representative scale”⁶ by March 2017
- **Outcome 2**
Water and sanitation service providers have enhanced capacity to sustainably lead the process of implementation of effective models for improving service delivery to low income communities in Maputo/Matola by March 2017
- **Outcome 3**
Investment has been mobilized for scale up of effective models for pro-poor urban water and sanitation service delivery from a range of sources (public and private) by March 2017

⁴ WASH interventions have significant effects on all MDGs. For examples, please see http://www.unesco.org/water/wwap/facts_figures/mdgs.shtml.

⁵ Target 7C: by 2015, to halve the proportion of people without sustainable access to safe drinking water and basic sanitation and Target 7D: by 2020, to have achieved a significant improvement in the lives of at least 100 million slum dwellers

⁶ The delivery of service improvements at a scale which is large enough to confirm an approach is effective, viable, and sustainable and can be adopted at city level. It is context specific based on a range of factors such as population size and density, and is in the order of 100,000 to 200,000 people in a city the size of Maputo.

- **Outcome 4**

Successful models for pro-poor urban water and sanitation services have been promoted to the sector in Mozambique and worldwide, and are influencing urban WASH programming and policy trends by March 2017

Target areas

Direct implementation components of the programme will be implemented in the following bairros.

- **Existing WSUP Programme Bairros:** Chamanculo C, Mafalala, Maxaquene A, B, C and D and Xipamanine in Maputo City and Liberdade in Matola City.
- **New bairros:** Chamanculo A, B and D and Aeroporto B and Unidade 7.
- **Bairros for Phase I:** Chamanculo C, Mafalala, Maxaquene A, B, C and D, Unidade 7, Xipamanine and Liberdade.
- **Bairros for Phase II:** Aeroporto B, Chamanculo A, B, C and D, Mafalala, Maxaquene B, C and D, Unidade 7, Xipamanine and Liberdade.

Map showing programme bairros in Maputo



In addition, Phase I will include implementation of a non-revenue water reduction programme in Maxaquene Zone (hydro-zone approximately corresponding to the Maxaquene bairros), while Phase II will implement non-revenue water reduction programmes in Chamanculo and Laulane Zones. Furthermore, schools will be selected from across all programme bairros following a needs assessment. WASH service providers covering Maputo City and the adjacent area of Matola City will be engaged through the programme.

Overall target beneficiary numbers

The expected **direct** final beneficiaries of the programme will be **143,650** low income women/girls and **132,600** low income men/boys in Aeroporto B, Chamanculo A, B, C and D, Mafalala, Maxaquene A, B, C and D, Unidade 7, Xipamanine in Maputo City and Liberdade in Matola City.

This can be broken down in the following ways – for all Phases:

- **276,250** men, women and children with improved water services
- **230,125** men, women and children with improved sanitation
- **196,470** men, women and children with improved hygiene knowledge
- **13** additional schools with improved sanitation, benefiting 39,000 girls and boys

Timeframe and budget

The programme will run from April 2012 to March 2017 with a two year Phase I from April 2012 to March 2014 and a three year Phase II from April 2014 to March 2017, the latter being dependent on performance in the first phase.

The total budget for the programme is approximately \$10m Australian dollars, with Phase I totalling \$3m and Phase II totalling \$7m Australian dollars.

Activities

The following boxes summarise the key activities for the first phase of the programme underneath the four strategic objectives of the programme.

Strategic objective 1:

To deliver effective, equitable and financially viable models of service delivery to poor urban men, women and children

- **Phase I:** Refining and delivering models
- **Phase II:** Delivering models at representative scale

Key activities under Phase I for delivering effective models

Water

- Improve tertiary networks
- Develop public standposts
- Promote and support the process of taking out water connections

Sanitation

- Develop communal sanitation blocks
- Expand current faecal sludge management work, supporting small-scale pit-emptying enterprises and decentralised treatment
- Improve school sanitation
- Implement a small drainage improvement
- Undertake an urban adaption of the CLTS (community-led total sanitation) approach
- Support the construction of shared latrines

Hygiene

- Deliver a large-scale hygiene campaign

Cross-cutting

- Empower women to participate and ensure women's needs are met
- Empower people with disabilities to participate and ensure needs are met
- Collaborate with CNCS (National Council Against AIDS) on meeting the WASH needs of people living with HIV and AIDS (PLHIV)
- Undertake environmental assessments

Strategic objective 2:

To strengthen the institutional capacity of service providers to sustain the improvement process in urban WASH in the long-term

- **Phase I:** Enhancing service provider capacity to adopt models
- **Phase II:** Enhancing capacity to sustainably lead implementation

Key activities in Phase I for strengthening institutional capacity**Water**

- Support the utility AdeM in areas including reducing non-revenue water (NRW), billings and revenue collection, delegated management approaches and establishing an low income consumers (LIC) unit
- Support the water asset holder FIPAG with NRW management
- Support the regulator CRA in areas including water policy and tariff review and regulating delegated management
- Undertake a learning exchange for water service providers

Sanitation

- Support the Municipal Council of Maputo CMM with sanitation and faecal sludge management, in areas such as planning and setting standards
- Support bairro administrations and block leaders to improve WASH
- Support the regulator CRA on sanitation including in developing a sanitation regulatory framework, policy, action plan and guidelines for bairros

Cross-cutting

- Support WASH service providers to mainstream gender and consideration of the needs of vulnerable groups
- Build capacity of small and medium sized WASH enterprises

Strategic objective 3:

To mobilise investment from a range of funding sources to scale up delivered models at a city wide level

- **Phase I:** Engaging stakeholders and developing plans for triggering investment
- **Phase II:** Triggering investment

Key activities in Phase I for triggering investment**Water**

- Identify investment gaps and develop investment action plans and strategies with AdeM and FIPAG
- Participate in GAS group (Group for Water and Sanitation) systematically

Sanitation and hygiene

- Analyse institutional framework and responsibilities for investment and hold workshop to discuss findings
- Develop plan for increasing investment and establish working groups
- Proactively seek financing opportunities for CMM and support CMM to access them
- Facilitate enterprises taking out an equity stake in faecal sludge management microenterprises
- Hold workshop on school sanitation and hygiene with key stakeholders
- Track government investment in sanitation
- Undertake advocacy for increased public investment in on-site sanitation at all levels
- **Cross-cutting**
- Trigger household investment – linked to the urban adaptation of CLTS
- Leverage grant funding to trigger CMM and communal investment

Strategic objective 4:

To document and promote successful models and learning to the national and global WASH sector

- **Phase I:** Learning from testing and refinement of models
- **Phase II:** Disseminating learning

Key activities in Phase I for learning

- Undertake baseline survey
- Undertake pre-intervention survey for health impact assessment
- Undertake quarterly monitoring and reporting
- Collect data on life cycle costs
- Hold focus group discussions
- Undertake annual progress reviews
- Commission an independent mid-term evaluation
- Convene annual national stakeholder workshops with local and national government
- Hold annual workshop on gender and WASH
- Participate in key international sector learning events and AusAID organized learning events

- Develop partnership with local learning institution and international university to develop programme for graduate WASH engineers
- Distil learning into publications and disseminate

Further information

For further information please visit www.wsup.com, email info@wsup.com or call +44 (0)20 3170 0935.