

Executive summary

The Community-Led Urban Environmental Sanitation (CLUES) approach presents comprehensive guidelines for the planning and implementation of environmental sanitation infrastructure and services in disenfranchised urban and peri-urban communities. The planning approach builds on a framework which balances the needs of people with those of the environment to support human dignity and a healthy life. CLUES is a multi-sector and multi-actor approach accounting for water supply, sanitation, solid waste management and storm drainage. It emphasises the participation of all stakeholders from an early stage in the planning process.

This double page provides an overview of the CLUES approach with its three distinct elements:

- 7 planning steps
- 3 cross-cutting tasks relevant throughout the entire planning process, and
- The enabling environment which is required for sustainable interventions

Summary of the 7 planning steps



Step 1 Process Ignition and Demand Creation

The planning process begins with ignition and promotional activities. This step aims to sensitise the community to environmental sanitation and hygiene issues and to create momentum and a solid platform for community participation. After a participative community mapping exercise and the discussion of key concerns with the residents in a first community meeting, an agreement on action is formulated and a community task force is formed by previously identified community champions. (page 19)



Step 2 Launch of the Planning Process

In step 2 all key stakeholders formally come together to develop a common understanding of the environmental sanitation problems in the intervention area and agree on the process of how to address them. The launching workshop must be inclusive, well-structured and attract public attention. In step 2 stakeholders generate a protocol agreement, an agreement on the project boundaries and an agreement on the overall planning methodology and process. (page 23)



Step 3 Detailed Assessment of the Current Situation

In step 3 stakeholders compile information about the physical and socio-economic environment of the intervention area. This step is important because it provides necessary background information for all future planning steps. Outputs include a refined stakeholder analysis, baseline data, and a thorough assessment of the enabling environment and current levels of service provision. The main outcome of step 3 is a detailed status assessment report for the intervention area. (page 27)



Step 4 Prioritisation of the Community Problems and Validation

In step 4 stakeholders deliberate the findings and implications of the assessment report, and identify and prioritise the leading general and environmental sanitation problems in the community. The main outcomes of step 4 are the validated assessment report and an agreed-upon list of priority problems in the community. (page 31)



Step 5 Identification of Service Options

In step 5 the planning team, in consultation with environmental sanitation experts and key stakeholders, uses an informed choice approach to identify one or two environmental sanitation system options that are feasible for the intervention area and can be studied in greater detail. The community and the local authorities reach agreement based on an understanding of the management and financial implications of the selected systems. (page 33)



Step 6 Development of an Action Plan

In step 6 stakeholders develop local area action plans for the implementation of the environmental sanitation options selected in step 5. The action plans must be implementable by the community, the local authorities and the private sector. The main output of step 6 is a costed and funded action plan that follows time sensitive, output-based targets. Every action plan must contain an operation and maintenance management plan to ensure the correct functioning of the sanitation system. (page 39)



Step 7 Implementation of the Action Plan

As the goal of step 7 is to implement the CLUES action plan developed in step 6, this last step is not strictly speaking part of the planning process. Stakeholders translate the action plan into work packages which ultimately become contracts for implementing the service improvements. The final stage of step 7 is the implementation of the O&M management plan. (page 43)

Cross-cutting tasks

There are 3 cross-cutting tasks which are relevant throughout the entire planning process: (page 17)

1. **Awareness Raising and Communication** are key to creating demand and raising people's abilities to make informed choices about the most appropriate systems and technologies.
2. **Capacity Development** aims to strengthen skills for process management and collaborative planning and skills like engineering, construction, operation and maintenance.
3. **Process Monitoring and Evaluation** allows one to identify and correct mistakes or imbalances or even to change the shape and direction of the project before it is too late.

The six elements of the enabling environment

The enabling environment and how it is understood is a key determinant for successful project interventions. The six elements that define an enabling environment need to be nurtured and pro-actively fostered to provide favourable conditions for environmental sanitation planning in challenging urban environments. (page 49)

