

Draft – see
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for updates

Community-Led Urban Environmental Sanitation Planning: CLUES





CLUES BACKGROUND

The Community-Led Urban Environmental Sanitation (CLUES) Approach



jointly developed by Eawag, the Water Supply & Sanitation Collaborative Council (WSSCC) and UN-HABITAT in 2010 – formerly known as “HCES”

main goal of the CLUES approach: To provide stakeholders at every level, but particularly at the household and community level with the opportunity to participate in the planning, implementation and operation of sustainable environmental sanitation services.

CLUES Approach

multi-sector approach:

accounting for water supply,
sanitation, drainage and solid
waste management

multi-actor approach:

participation of all stakeholders,
beginning at the household/
neighbourhood or community
level, in planning and
implementing integrated urban
environmental sanitation services

wastewater treatment

faecal sludge mgmt

composting

water supply

stormwater drainage

solid waste

energy from waste

on-site sanitation

greywater treatment

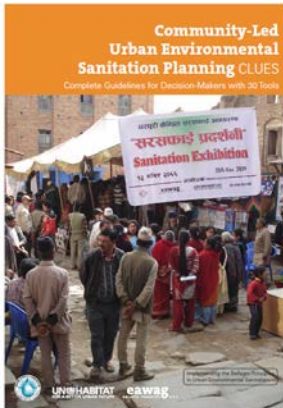
CLUES guidelines provide:

Flexible but detailed planning guidance

Tools & templates for methods & logistics

How to organize and structure community involvement

Help to prepare an Action Plan & O&M plan (long-term cost and responsibilities)



Water, Sanitation and Hygiene

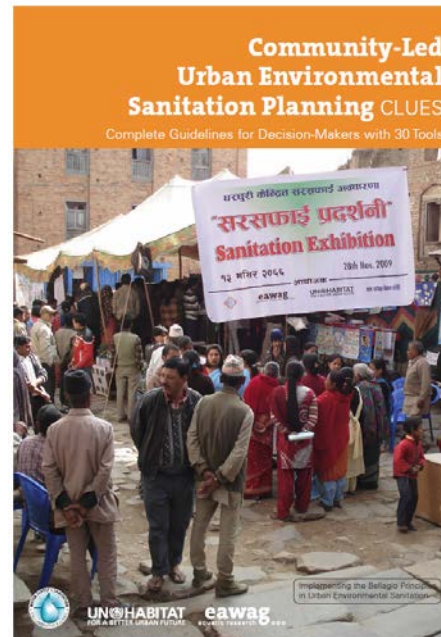
**Household-Centred
Environmental Sanitation**

**Implementing the Bellagio
Principles in Urban
Environmental Sanitation**

Provisional Guideline
for Decision-Makers



**CLUES replaces
the HCES
guidelines from
2005.**

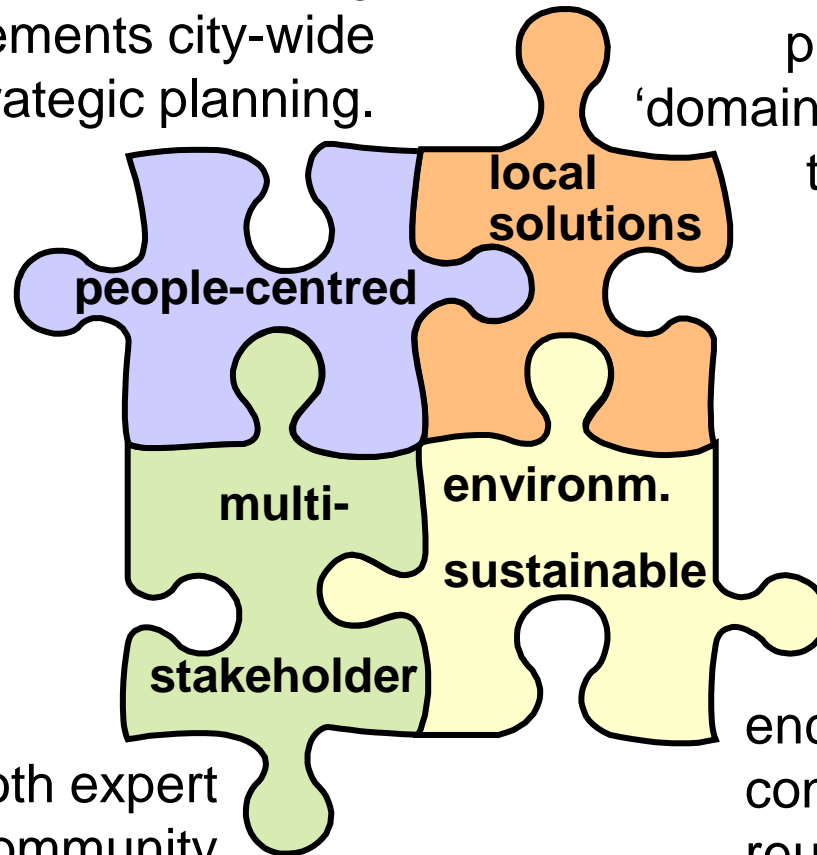


100
pages

4 key CLUES principles

places the neighbourhood and community at the core of the planning process – complements city-wide strategic planning.

based on the concept of 'domains', and solving problems within the 'domain' nearest to where the problems arise

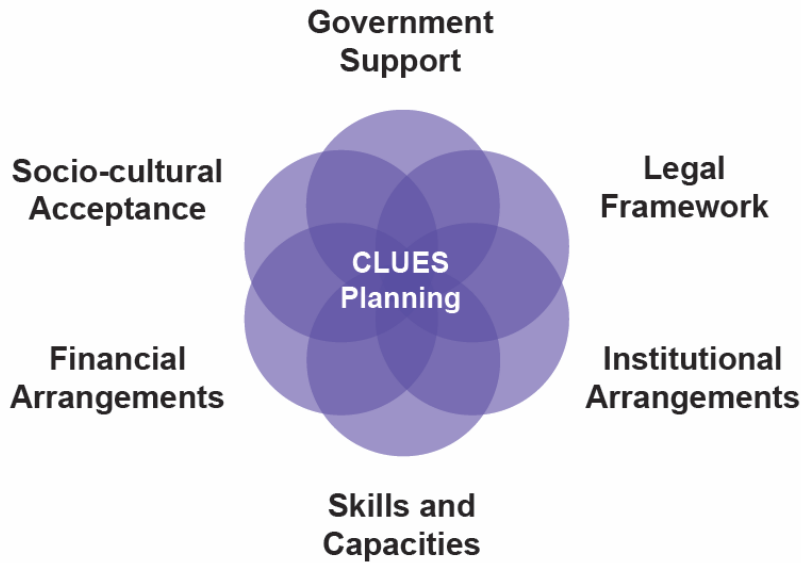


employs both expert & community knowledge

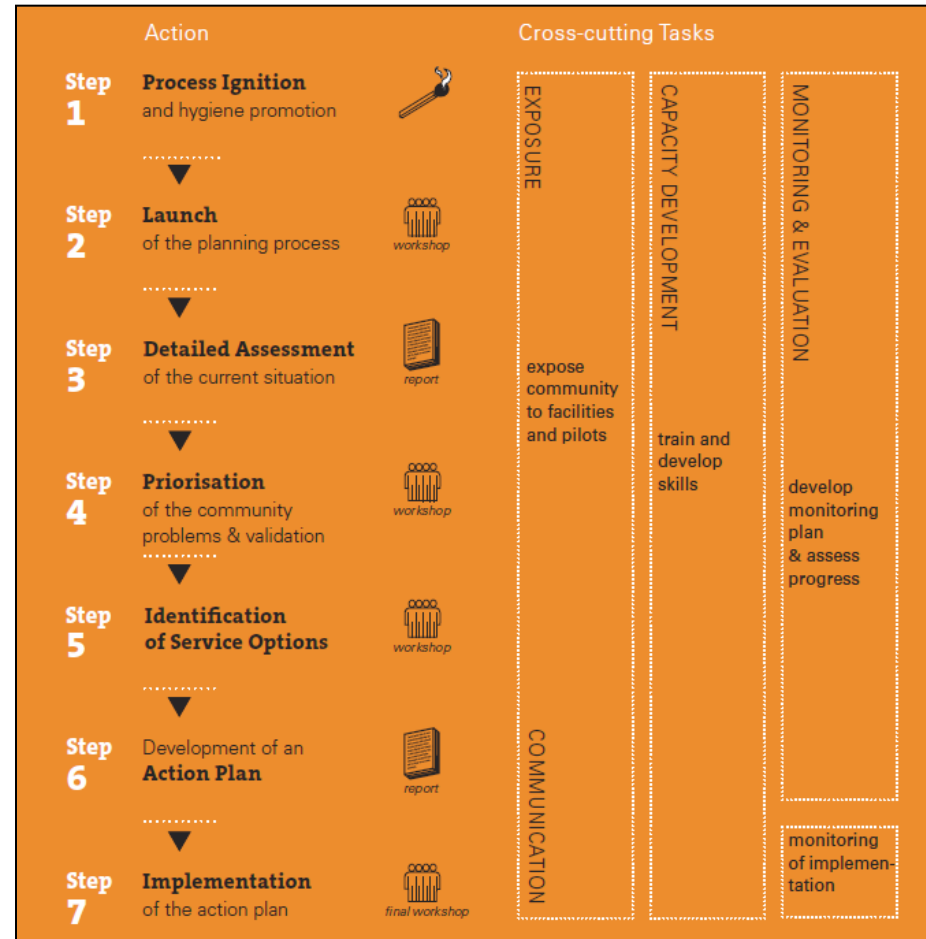
encourages resource conservation and reuse - recycling

2 pillars of CLUES

The Enabling Environment

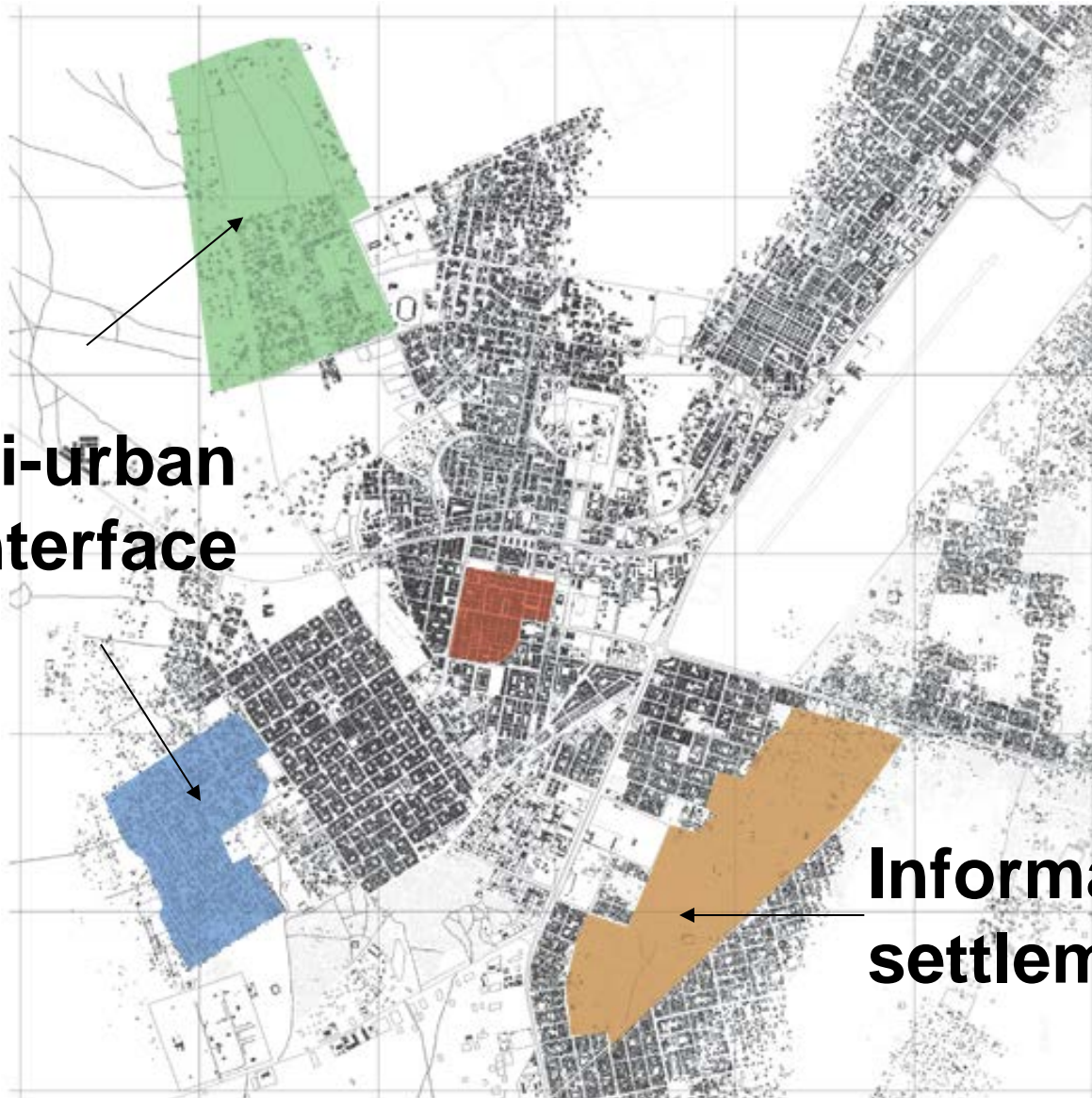


7 Steps Approach



Planning guidelines for urban contexts

The peri-urban interface



Informal settlements/slums

Toilet

Storage

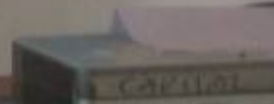
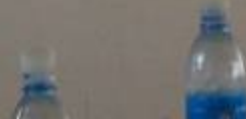
TRANSPORT

TREATMENT

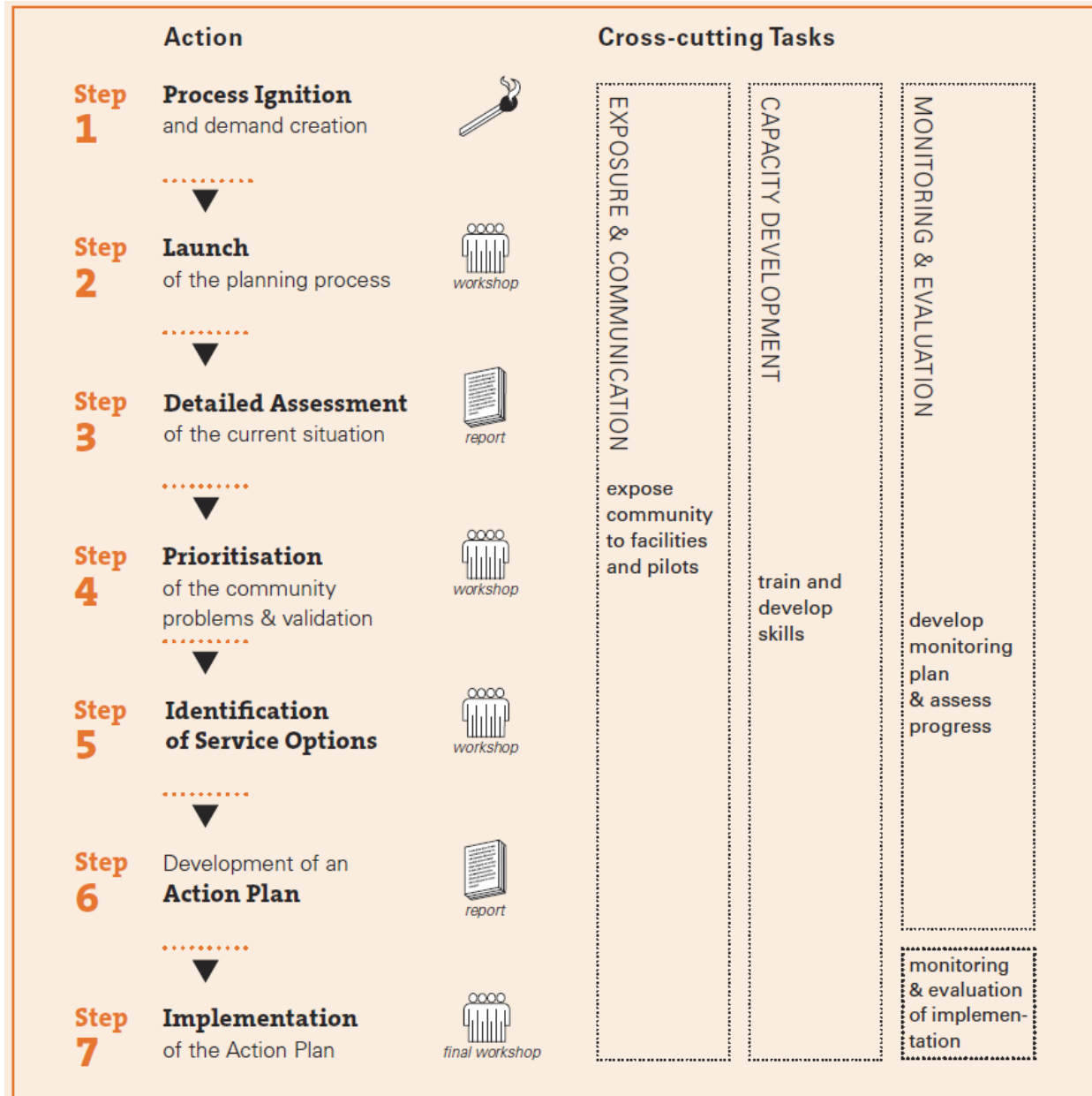
Disposal/
Reuse



CLUES PLANNING STEPS



7 Planning steps & cross-cutting tasks



Step 1: Process ignition & demand creation

Igniting the community planning process



1. *Sensitise the community to environmental sanitation and hygiene issues;*
2. *Create momentum and a good basis for community participation;*
3. *Conduct a first community meeting and reach an agreement on action;*
4. *Create a community task force > interface between the community and other stakeholders.*



Stakeholders:

- community residents,
- NGOs/CBOs
- community champions

Step 2: Launch of the planning process

Initial planning and consultative workshop



1. *Develop a common understanding about the complexity of environmental sanitation problems in your intervention area;*
2. *Conduct a launching workshop that is inclusive, well structured and creates public attention;*
3. *Workshop outcomes: protocol agreement, an agreement on the project boundaries and an agreement on the overall planning methodology and process.*



Stakeholders:

- community residents & public authorities

Step 3: Detailed assessment of current status

Participatory assessment of the current level of services



1. *Develop understanding of physical and socio-economic environment in the intervention area*
2. *Involve community and other key stakeholders to gather and assess information;*
3. *Main outputs include stakeholder mapping, baseline data, and a thorough assessment of the enabling environment and current levels of service provision.*

The main outcome is a detailed status assessment report for the intervention area.



Stakeholders:

- community champions, public authorities & identified primary stakeholders

Step 4: Prioritisation and validation

Prioritisation of the main problems faced by the community



- 1. Report outcomes of Step 3 to community and revise findings of assessment;*
- 2. Decide which services should be given priority (community workshop to validate the priorities).*



Stakeholders:

- process leader
- community residents

Step 5: Identification of service options

Identify options for each prioritized service



1. *Identify environmental sanitation options that are feasible for the intervention area, based on an informed choice approach.*
2. *Identify technical feasibility and institutional, financial and social implications;*
3. *Main outcome: an agreement on one or two environmental sanitation systems to be studied in greater detail. The agreement is reached by the community and the local authority or utility.*



Stakeholders:

- process leader, sector experts, public agencies, community residents

Step 6: Development of an Action Plan

Produce a realistic and implementable Action Plan



1. *Develop local area action plans that build on the options that were selected earlier and which are implementable by the community, the local authorities and the private sector;*
2. *Main output: an Action Plan that is costed and funded, timed and follows output-based targets;*
3. *Every action plan must contain an operation and maintenance management plan to ensure the correct functioning of the sanitation system.*

HOUSEHOLD CENTERED ENVIRONMENTAL SANITATION

ENVIRONMENTAL SANITATION
IMPROVEMENT PLAN FOR NALA



SUBMITTED BY:

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eawag
aquatic research ooo

UN-HABITAT
United Nations Human Settlements Programme

Stakeholders:

- process leader, local experts, community resource persons

Step 7: Implementation of the Action Plan

Linking the Action Plan to investments

- 1. Break down the Action Plan into work packages which ultimately become contracts for implementing the service improvements.*
- 2. Develop multi-actor set-up for implementation (community, NGOs, municipality and private sector);*
- 3. The final stage is the implementation of the O&M management plan.*

Stakeholders:

- contractors, private and public sector service providers, community self-help



Dodoma, TZ



Nala, Nepal



Curridabat, Costa Rica

Consider the following cross-cutting tasks

1. Awareness raising and communication

Give stakeholders the opportunity to get “real-life” experience: building of good-practice demonstration units, study tours to existing similar facilities and interaction with existing users...

2. Process Monitoring & Evaluation

Monitoring is the act of assessing progress and making sure the planning process stays on track. Basically, monitoring involves a situation analysis that asks 3 questions: 1. Where are we? 2. Where do we want to go next? 3. What do we need to do to make it happen?

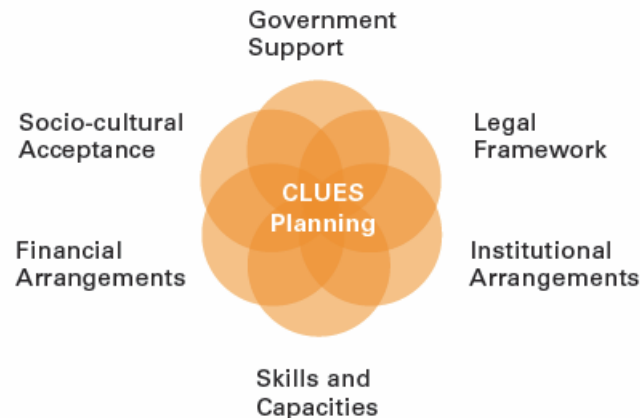
3. Capacity Development

This includes both soft and hard skills, e.g. to select and implement appropriate environmental sanitation solutions according to the given context. Skills can be developed through trainings, sharing information and ‘on-th-job’.

Identifying the Enabling Environment

Before you start, make sure that 3 **minimal requirements** are met:

- **willingness** of the local government to support or tolerate such a planning process;
- **presence** of a local champion who is willing and able to take the lead in the process;
- **skills and capacities** exist at the municipal/utility level and at ward/local level (NGOs/CBOs).



CLUES advantages:

- Flexibility* – CLUES steps and tools can be tailored to a particular local culture and capacity level.
- Demand-led* – underlines importance of community demand for the project. But: community priorities are established and responded to during the planning process itself.
- Community participation* – community is significantly involved in decision-making and has a high degree of control over project outcomes (and design decisions).
- Technology choice* – CLUES provides guidance in decision-making regarding wastewater management and sanitation facilities.
- O&M implications* – incorporates O&M considerations and long-term costs.
- Communication* – importance of culturally appropriate forms of communication btw. community, process leaders and local government & ensuring transparency of process.

Questions to the plenary

- Does the approach make sense to you?
- Can it be applied in your urban area ?
- Do you see any weaknesses ?
- Is there any step you would change or add?
- What are the main challenges and how can they be managed?