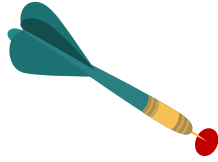


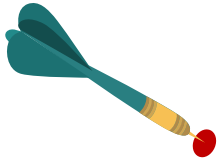
## **Part 2 – Sanitation Solutions**

### **2.8 Engaging with Communities**

**Inclusive urban sanitation: Capacity development for consultants**



Define the role of community engagement



Describe how to apply it to project planning and implementation

Stakeholder or community engagement?

Types of community engagement

Key considerations

Examples from practice

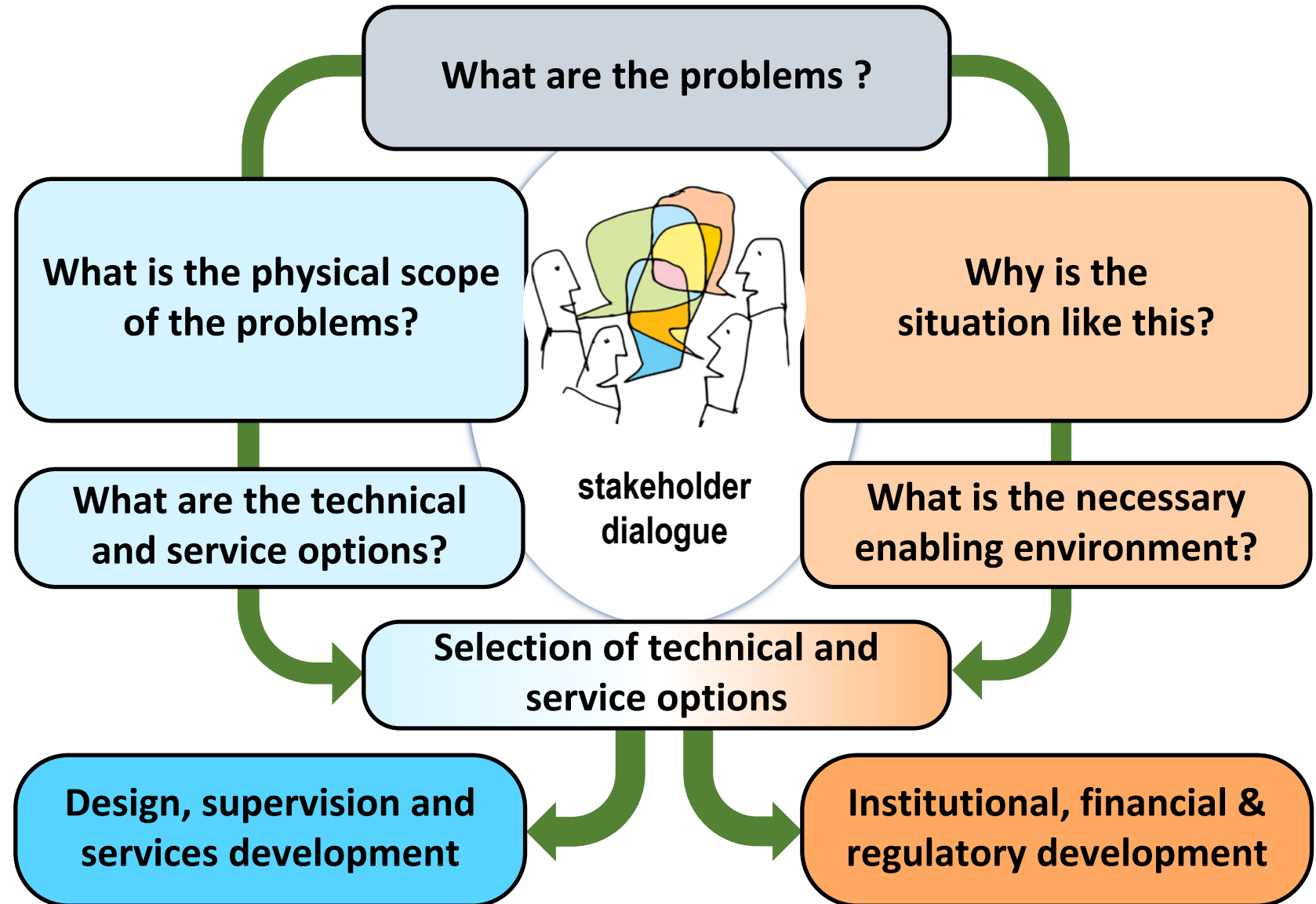
# Which project phase is this session about?

Pre-concept  
Advocacy

Scoping  
Data collection

Project concept

Project  
implementation



# Stakeholder or Community engagement?

# Stakeholder or community engagement?

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## Stakeholder:

*Any organisation or individual with an interest in or influence on sanitation*

Interest may be financial, moral, legal, personal, community-based, direct or indirect

# Stakeholder or Community engagement?

Pit and septic tank emptiers

Public Works  
Department

Plumbers

Community

Ministry of Health

Residents

Water and sanitation utility

Municipal Authority

## Stakeholder:

*Any organisation or individual with an interest in, or influence on, sanitation.*

**The community is a stakeholder**

Community: A group that perceives itself as having strong and lasting bonds, particularly when sharing a geographic location.

# Stakeholder or Community engagement?

---

## Communities are typically:



**More interested** in how a plan or project impacts their neighbourhood



**Less interested** in higher level municipal policy changes

## Stakeholder:

*Any organisation or individual with an interest in or influence on sanitation*

**The community is a stakeholder**

Community = A group that perceives itself as having strong and lasting bonds, particularly when sharing a geographic location.



# Why engage with a community?

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Stimulates demand for sanitation

Balances user aspirations with feasibility and cost

Addresses inequality

Creates ownership and sustainability

# What is community engagement?

**Community engagement refers to the way the project implementer and a community:**

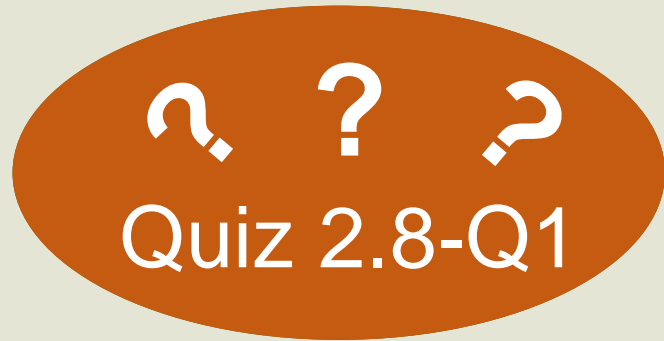
- relate
- communicate
- implement a response

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# Quiz: Why Community Engagement



Move to locations A, B or C to correspond to your answer. Listen to instructions

3 mins

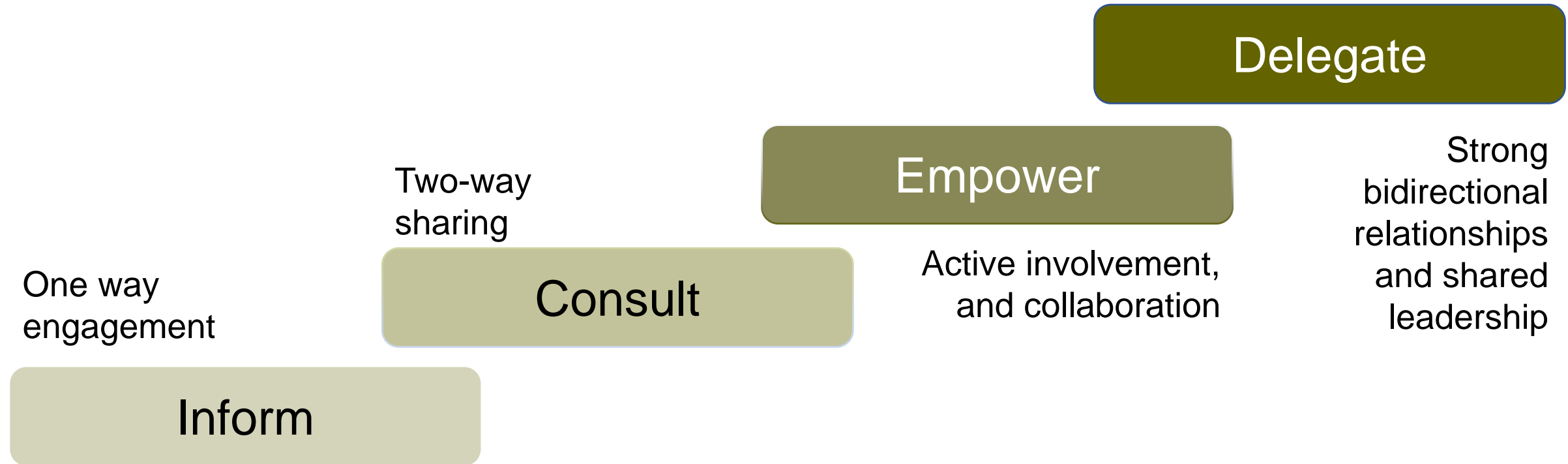


1. Your client says that community engagement takes up too much time and budget in the planning stage. How do you respond?
  - a. Invite a few community members to meet them and discuss the plans.
  - b. Suggest that sending a leaflet to each household would be an acceptable cheaper and quicker alternative.
  - c. Persuade the client good community engagement is time and budget well spent, and will increase sustainability.

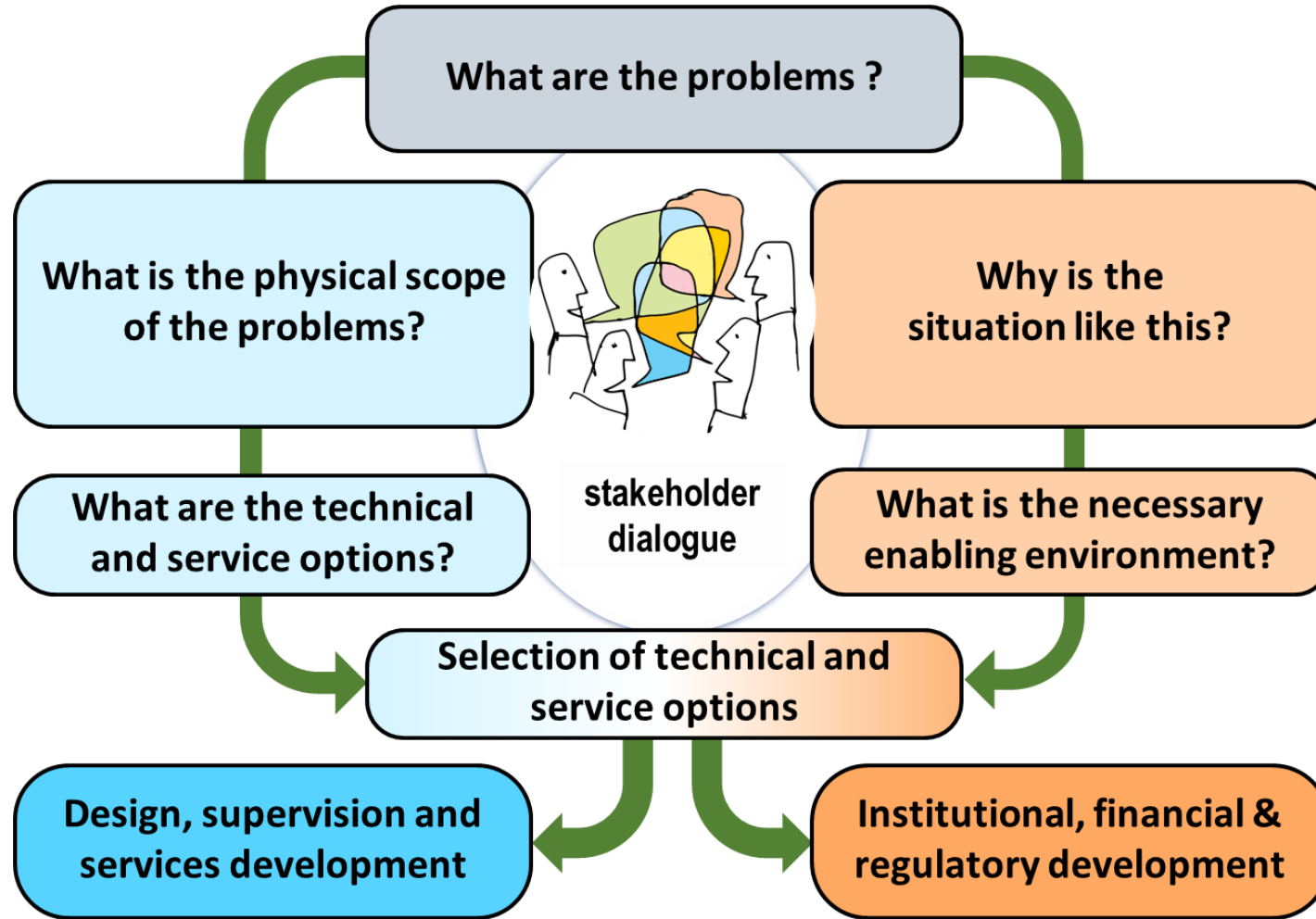
# Types of community engagement

# What is community engagement?

*Increased community involvement, impact, trust, communication flow*



# What type of community engagement?



Different types of community engagement at different project phases



See ConCaD online Modules 2.4 & 2.5 about the types of community engagement to use in the sanitation project cycle



© Sandec

Co-production of simplified sewers, Nala, Nepal

- Strongest form of community engagement
- Joint arrangements between local government and well-organised communities
- Both local governments and communities make substantial resource contributions
- But: real exchange can only happen if there are organised user groups (collective action)



# Co-production of urban services



© Sandec

Nepal

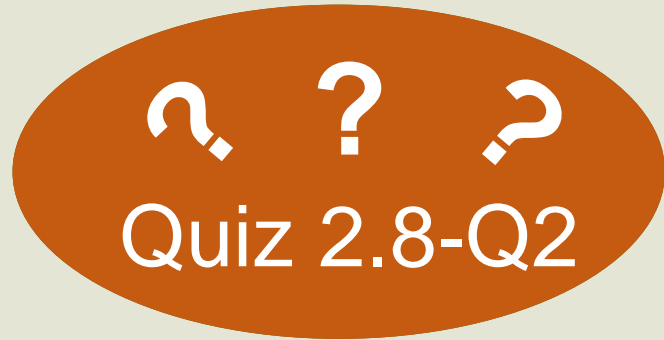


© Sandec

Costa Rica



# Quiz: Types of community engagement



Plenary discussion

2 mins



2. Co-production is the strongest form of community engagement because
  - a. It saves the budget because the community don't need to be paid much
  - b. It involves sharing full responsibility for the project resulting in community pride and ownership
  - c. More can be achieved because all parties contribute time and resources

# Key considerations

# Considerations in community engagement



Watch video

The script for this video is on page 30-32 of your Participants Resource Booklet

As you watch the video think about:

- Situations where you have seen or heard about similar challenges
- Mistakes you could avoid in future

## Considerations in community engagement



Not all communities are the same

- **Large urban areas are diverse**
  - Multiple communities
  - Migrants, transient population, seasonal workers
  - Different income and housing standards
  - Tenants of rented houses or rooms
- **Strategies**
  - Understand the community
  - Engage with multiple communities

# Examples from practice

# Example 1: Iringa Municipality, Tanzania

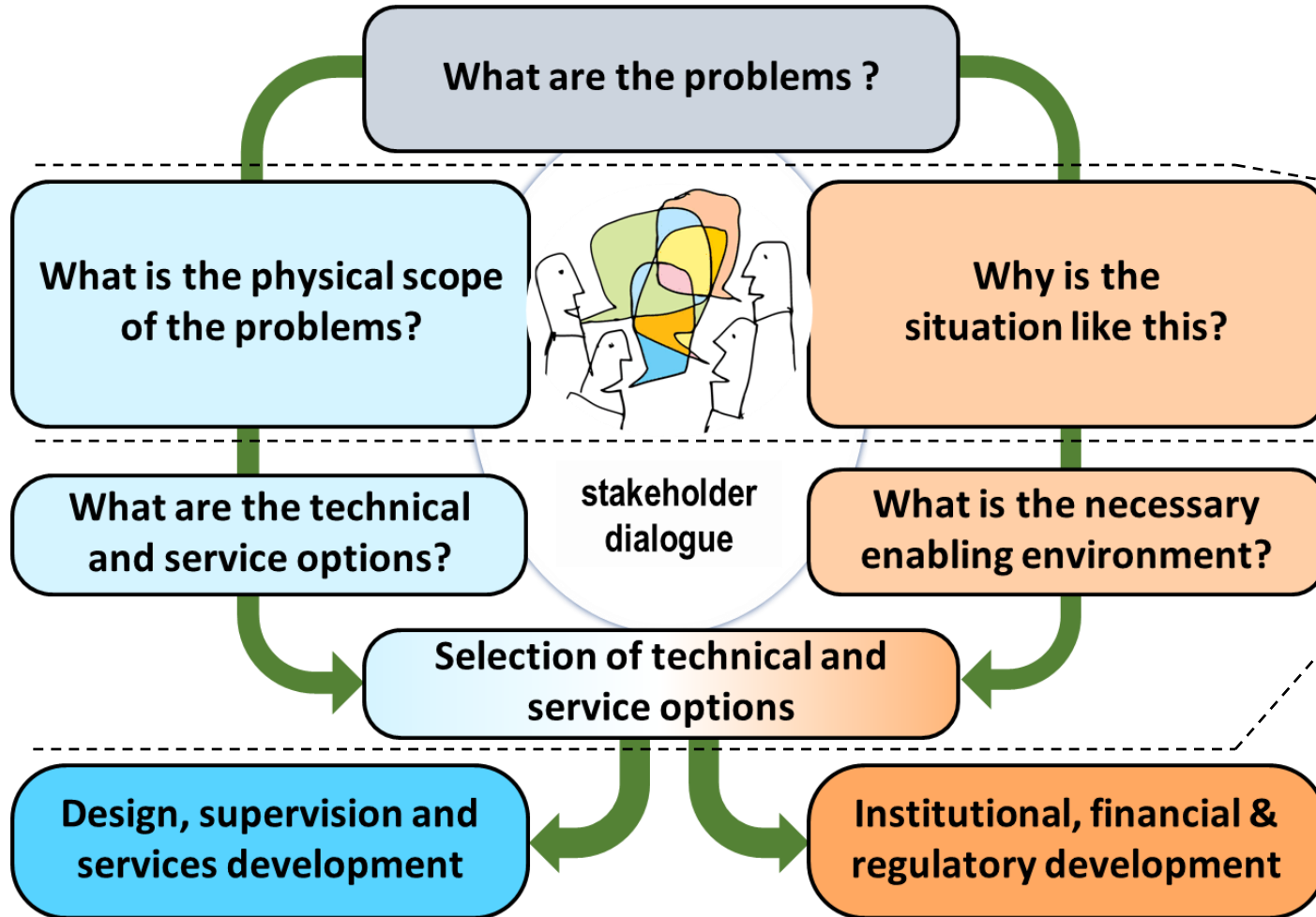
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© travelbase.com

- Project aimed to improve health and living conditions in five low-density peri-urban wards.
- Most households had latrines, but 45% were unimproved traditional pit latrines
- Only a few households used mechanical desludging services

# Example 1: Iringa Municipality, Tanzania



## Community engagement at:

- **Pre-concept/Advocacy:**  
sanitation problem identification
- **Scoping and data collection:**  
transect walk, community mapping, defining project boundaries, taskforce
- **Concept:**  
selection of technology options
- **Design:**  
sanitation action plans
- **Implementation:**  
mobilisation of the community
- **Monitoring:**  
task force reported on progress



## Example 2: IUWASH Indonesia



© USAID

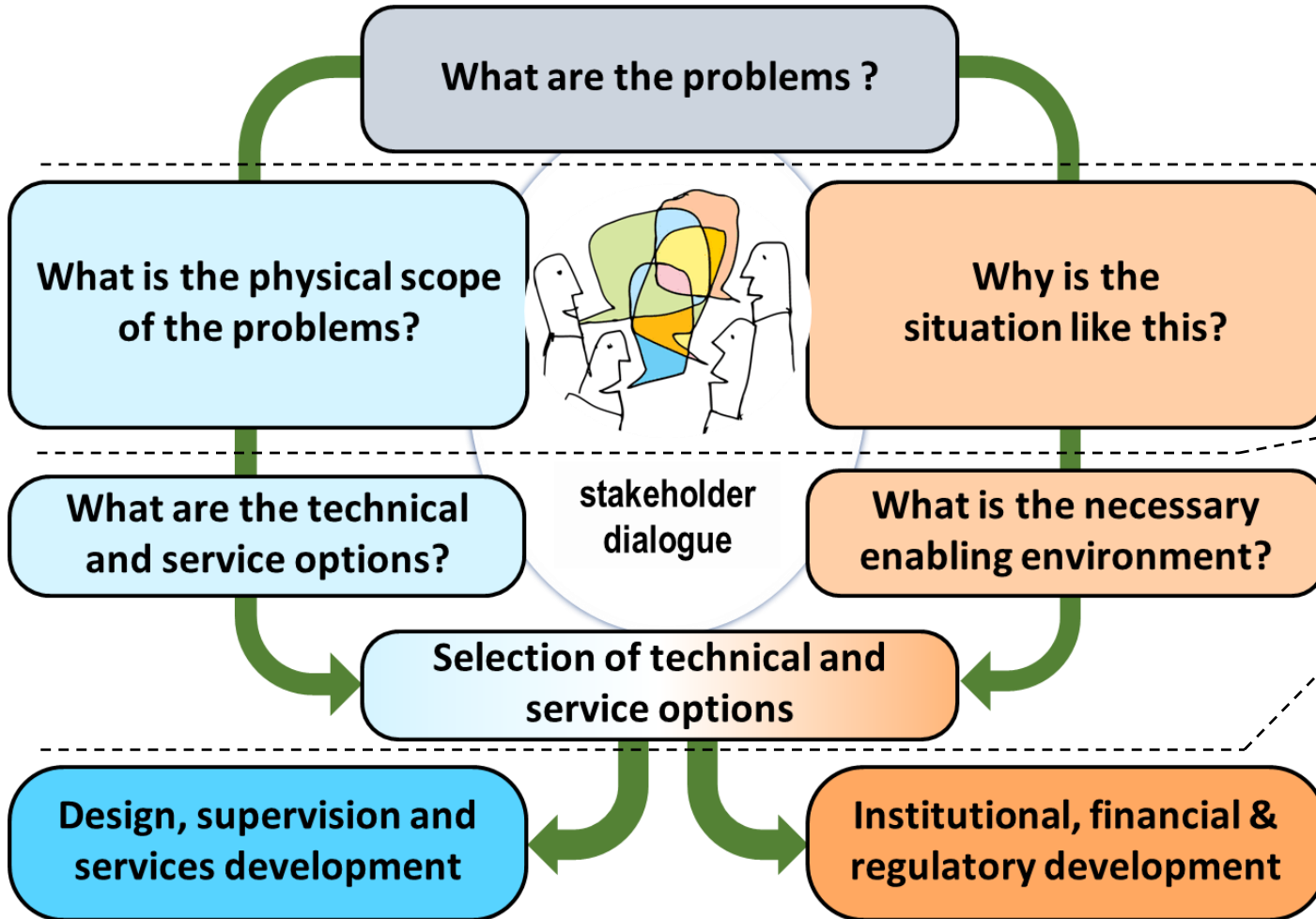
Indonesia Urban Water, Sanitation and Hygiene project

Conducted in formal and informal areas of 54 cities

Focus was on:

- improving faecal sludge management
- increasing connections of existing septic tanks to sewers, or
- building septic tanks rather than draining the waste directly into rivers, canals and drains.

# Example 2: IUWASH Indonesia



Community engagement focus:

- Increasing understanding of sanitation
- Education on use of facilities

– **Pre-concept/Advocacy:**  
Community exchange visits, mass media, transect walk in the community

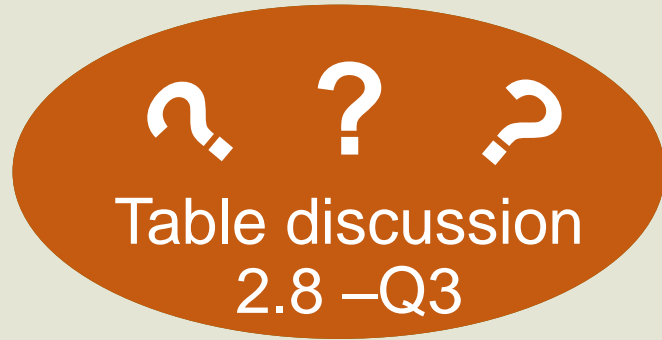
– **Concept:**  
models and displays

– **Implementation:**  
Customer training and education

– **Monitoring:**  
community management, citizen feedback, complaint hotlines



# Activity: Strategies for community engagement



What considerations should you be aware of when engaging with the community to plan public toilets in a crowded market area close to a densely populated urban community?

Remind your self of the information in Participants Resource Booklet pages 30-32.

5 mins



# Summary



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## Community engagement

- Community engagement is part of stakeholder engagement
- Not standalone – links to other stakeholders
- Types of engagement vary during the project cycle



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## Community engagement

- Community engagement is part of stakeholder engagement
- Not standalone – links to other stakeholders
- Types of engagement vary during the project cycle

## Strategies

- Identify and overcome obstacles to participation
- Use established methods and tools – CLUES and UCLTS may be helpful
- Budget sufficient staff time and resources

# Further reading and watching

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Lüthi, C., Morel, A., Tilley, E., Ulrich, L. (2011)  
*Community-led urban environmental sanitation planning: CLUES. Complete guidelines for decision-makers with 30 tools.*  
Swiss Federal Institute of Aquatic Science and Technology (Eawag).  
[www.sandec.ch/clues](http://www.sandec.ch/clues)



Myers, J., Cavill, S., Musyoki, S., Pasteur, K., Stevens, L. (2018)  
*Innovations for Urban Sanitation: Adapting Community-led Approaches.*  
Rugby, UK, Practical Action Publishing.  
[www.developmentbookshelf.com/doi/book/10.3362/9781780447360](http://www.developmentbookshelf.com/doi/book/10.3362/9781780447360)

See [ConCaD online modules 2.4 & 2.5](#) for more on community engagement