



## Capacity Development for Improved Water and Sanitation Delivery in 10 towns in the Lake Victoria Basin





THE EXPANDED AND IMPROVED PRO-POOR DELIVERY OF WATER AND SANITATION SERVICES TO THE POPULATION IN TEN TOWNS IN THE LAKE VICTORIA BASIN IS A COOPERATION BETWEEN UN-HABITAT AND A CAPACITY BUILDING CONSORTIUM. MEMBERS CONSIST OF THE FEDERATION OF CANADIAN MUNICIPALITIES, THE UNESCO-IHE INSTITUTE FOR WATER EDUCATION, THE GENDER AND WATER ALLIANCE, SNV AND NETWAS INTERNATIONAL.

## PROJECT DESCRIPTION:

### Key objectives:

- Supporting urban centres in the Lake Victoria Region to achieve the water and sanitation related Millennium Development Goals.
- Contributing to equitable and sustainable economic, social and environmental development of the Lake Victoria Region, to the benefit of the inhabitants of the region.

### Status:

Currently initial investments in the ten towns have been substantially completed. The capacity development projects are in progress and long-term investments are soon to follow.

### Scaling-up:

Plans are in preparation to scale-up this initiative by extending the project to another 15 secondary towns and 3 large towns.

## GENERAL DESCRIPTION OF THE TOWNS:

The populations of the towns in the Lake Victoria Basin are between 10,000 and 150,000 people. Their average annual income ranges between US\$ 90 and 270. The towns function as regional centers with a large daytime population.

These towns are often neglected as development assistance mostly focuses on either the main urban centres or rural areas. In addition, the towns face challenges in service delivery due to their both urban and rural features. Their experience with rapid urbanization is usually ad-hoc and unplanned.

## CHALLENGES:

There are quite a number of challenges to overcome including:

- Water sector reform that is relatively recent and has not yet matured
- Infrastructure is run-down with no major investment in the past decades
- Water distribution networks cover usually less than 30% of the urban area
- Heavy dependence on unsafe water sources
- High prevalence of water related diseases
- High rates of leakage, high energy costs, treatment costs, low billing and collection ratios
- Operational expenses often in excess of revenues
- Sanitation and solid waste are usually ignored



## SAMPLE PROJECT: HOMA BAY

### Initial Investments have been made, such as:

- Rehabilitation of the water intake, treatment works and the installation of a pumping station
- Construction of 800 m of distribution main and 2 water kiosks
- Installation of water meters and valves in the network
- Construction of 10 public latrines in institutions and public spaces
- Establishment of Micro Credit Facilities for 300 household latrines
- Supply of solid waste tractors with trailers, containers bins, construction of 4 waste transfer stations
- Supply of computers, lab equipment and tools
- Construction of a rainwater tank, sanitation blocks for boys and girls at 30 schools
- Improved water and sanitation facilities for 1500 prison inmates, staff and families
- Fast-track Capacity Building in 5 key areas
- Operational expenses are often in excess of revenues and sanitation and solid waste are usually ignored.



## OBJECTIVES OF CAPACITY DEVELOPMENT

Local stakeholders' capacities will be developed further with a view to securing sustainable and equitable delivery of services. These capacity development interventions will respond to specific on-the-ground issues in each town. These will be in relation each town's unique circumstances, specific issues and organizational competences.

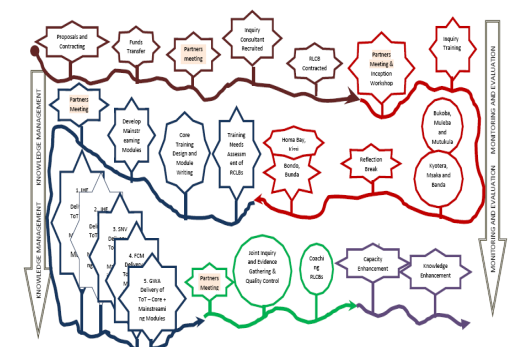
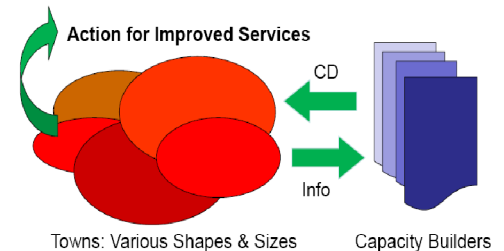
## APPROACH TO CAPACITY DEVELOPMENT:

Initial Inquiries in each town will be made to identify issues, actors, and their mutual relations. Subsequently capacity development preparations will be made to address issues, using cases and evidence. A design of various capacity development interventions as well as a Training Needs Assessment and Training of Trainers will be developed.

The capacity development implementation will be supplemented by ongoing inquiry and evidence gathering as well as coaching programmes. In addition capacity development emphasizing Knowledge development and Management including top level consultations will be held.

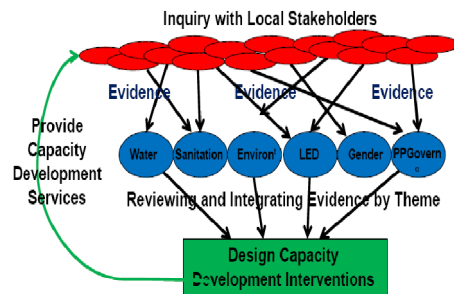
## TARGET GROUPS:

Currently target groups for capacity development include the multi stakeholder forum, local and district governments, water and sanitation providers, local entrepreneurs, NGOs, CBOs, female and male citizens, users vulnerable groups and UN-HABITAT.



### INFORMATION AND DATA COLLECTION:

In order to collect information and data, reports and on-site observations are made. In addition, multi-day and multi-stakeholder interviews are held, including cross referencing by a multi-disciplinary team of 5+ experts per town (governance, economic development, gender and vulnerable groups, water, sanitation, environment).

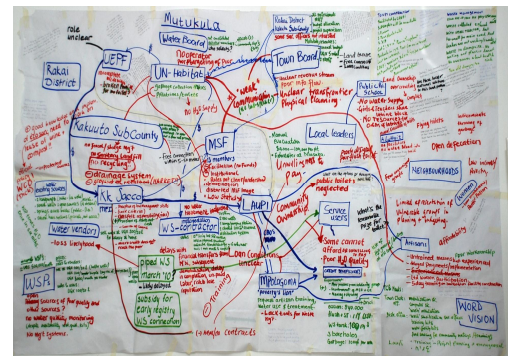


### MAJOR ISSUES FOR CAPACITY DEVELOPMENT:

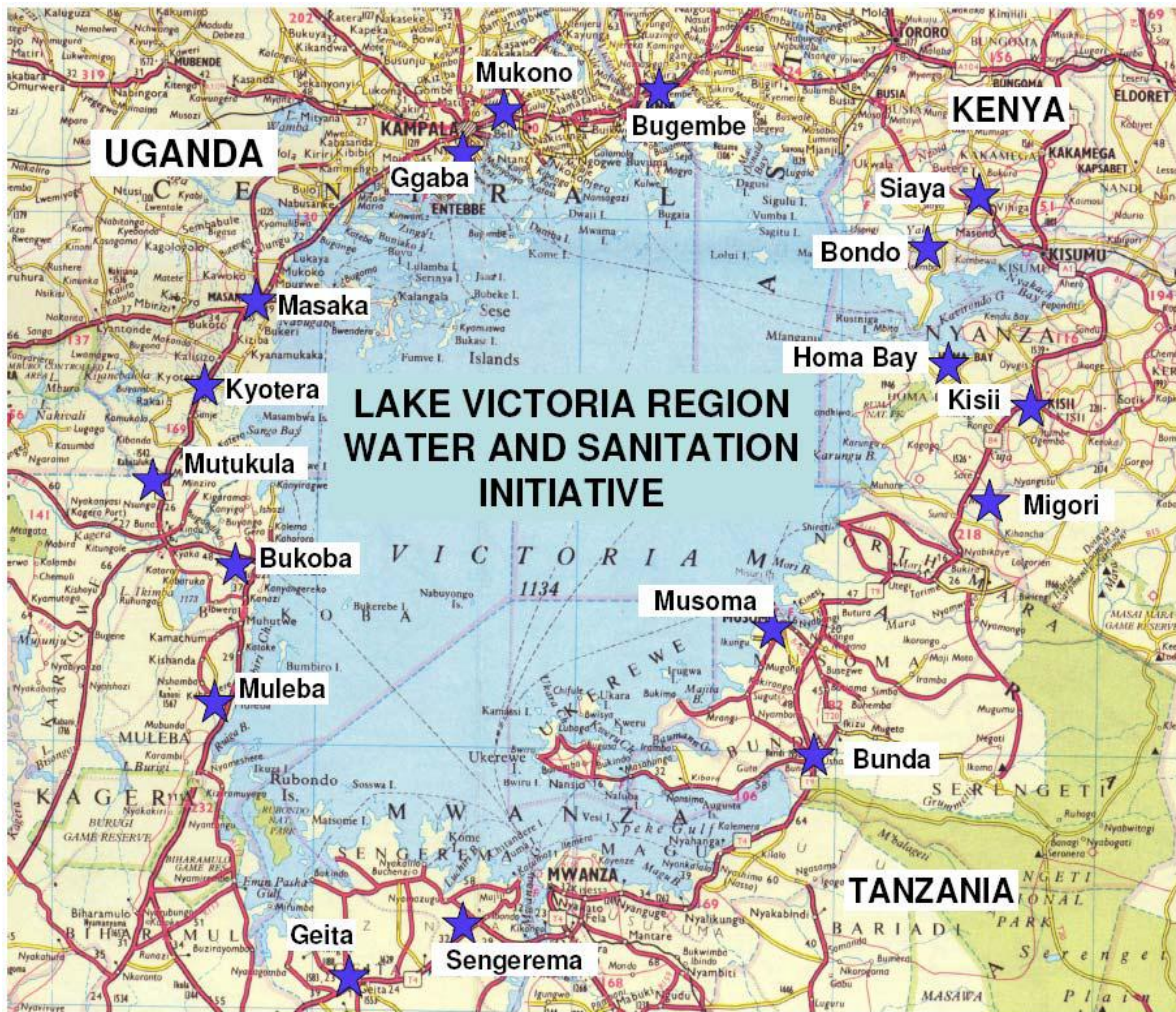
- Focus of efforts has mainly been on the vulnerable and poor women and men
- (Supra) Town institutions and organisations
- Service coverage and quality
- Public engagement & access
- Infrastructure investment and processes

### 27 CAPACITY DEVELOPMENT INTERVENTIONS (OF WHICH 2,922 PEOPLE BENEFIT DIRECTLY):

- **Water, Sanitation and Environment**
  - Governance and Management of WatSan Services (60)
  - Financial and Commercial Management of WatSan (24)
  - Management of Water Losses in the Distribution System (25)
  - Operation and Maintenance of Water Treatment Plants (30)
  - Water Quality Management and Water Treatment (30)
  - Household Water Supply Systems (150)
  - Solid Waste Management and Treatment (60)
  - Design and Operation of Decentralised Sanitation Systems (60)
  - Environment, Public Health and Hygiene (150)
  - Protection of the Urban Environment (60)
- **Pro-poor governance**
  - Revenue Mobilization for Services Delivery (192)
  - Partnerships for Improved Services and Better Governance (180)
  - Partnerships for Improved Services and Better Governance (210)
  - Municipal Land Issues, Planning Systems and Legislation (210)
  - Conflict Management, Resolution and Team Building (198)
- **Gender and Vulnerable groups**
  - Inclusive Participatory Water and Sanitation Management (300)
  - Community Capacity Building for Responsible Action (330)
  - Equitable Demand Management for WaSH (240)
- **Local Economic Development**
  - Opportunities in Solid Waste Management (77)
  - Opportunities in Water and Sanitation (88)
  - Legislative framework (138)
  - Procurement process (94)
  - Contract Management WATSAN (50)
  - Business skills Development (58)
  - Appraisal Skills (44)
  - Small business development (34)
  - Savings, borrowing and investment (34)
- Creation of enabling environment for business growth (66)



Impact analysis	
Percentile distribution of attention to issues in all interventions	
Focus on disadvantaged groups	23%
(Supra) Town institutions and organisations	20%
Service coverage and quality	24%
Knowledge, attitude and practices/public engagement and access	23%
Infrastructure investment processes	11%



**LAKE VICTORIA REGION  
WATER AND SANITATION  
INITIATIVE**

**SITUATION AT THE START OF THE PROJECT**

Town	Population	Population without access to improved	
		Water Supply	Sanitation
Bondo (Ke)	40 000	36 000	38 000
Bugembe (Ug)	15 000	12 000	13 000
Bukoba (Tz)	81 000	57 000	65 000
Bunda (Tz)	51 000	41 000	45 000
Homa Bay (Ke)	56 000	39 000	45 000
Kisii (Ke)	85 000	60 000	68 000
Muleba (Tz)	15 000	13 000	14 000
Mutukula (Ug/Tz)	25 000	22 000	23 000
Koytera (Ug)	12 000	10 000	10 000
Nyendo (Ug)	25 000	23 000	24 000

**UNESCO-IHE**  
Institute for Water Education



PO Box 3015  
2601 DA Delft  
The Netherlands  
+31 (0)15 215 1715  
www.unesco-ihe.org

UNESCO-IHE is the largest international postgraduate water education facility in the world. It is established as a UNESCO Category I institute operating under direct responsibility of UNESCO. The Institute confers fully accredited MSc degrees and promotes PhDs. Since 1957 the Institute has provided postgraduate education to more than 14,500 water professionals from over 160 countries, the vast majority from the developing world. Over 100 PhD fellows are currently enrolled in water-related research and numerous research and capacity development projects are carried out throughout the world.

**FCM**

Federation of Canadian Municipalities  
Fédération canadienne des municipalités

Federation of Canadian Municipalities  
24 Clarence Street  
Ottawa, Ontario  
K1N 5P3  
www.fcm.ca  
Phone: 613.241.5221  
Fax: 613.241.7440

The Federation of Canadian Municipalities (FCM) has been the national voice of municipal government since 1901. With more than 1,900 members, FCM represents the interests of municipalities on policy and program matters that fall within federal jurisdiction. Members include Canada's largest cities, small urban and rural communities, and 18 provincial and territorial municipal associations.



P.O. Box 114  
6950 AC Dieren  
The Netherlands  
Phone: +31 313 427230  
Fax: +31 313 427230  
secretariat@gwalliance.org  
www.genderandwater.org

Created in March 2000 as an open network at the Second World Water Forum in The Hague, the Gender and Water Alliance is an informal network of more than 1400 organisations and individuals from over 100 countries. Governed by an independent Steering Committee and directed by a secretariat based in the Netherlands, the GWA program is funded by the Dutch Directorate General of International Cooperation (DGIS).



SNV HEAD OFFICE  
Dr Kuypersstraat 5  
2514 BA The Hague  
Netherlands

Phone: +31 70 3440244  
Fax: +31 70 3855531

SNV is a non-profit, international development organisation, established in the Netherlands in 1965. We have been present on the ground in developing countries for over 40 years, and now operate in 35 countries in Africa, Asia, Latin America and the Balkans. SNV's 900 advisors in the field come from a variety of cultural and technical backgrounds, and over 60 percent are nationals of the countries where we work.



Netwas International  
P. O. Box 15614-00503  
Nairobi-Kenya.  
Phone: +254-20-804 2555/6  
Cell: +254-727170476  
Fax: +254-20-804 2554.  
netwas-international@netwas.org  
www.netwas.org

Netwas International (with affiliates Netwas Uganda, and Netwas Tanzania) was established in 1986 through a UNDP/World Bank program known as the International Training Network for Water and Waste Management (ITN). ITN was set up as part of a global initiative to support the International Drinking Water and Sanitation Decade (IDWSSD), which commenced in 1981 and ended in 1990. This program sought to establish centres of excellence in water and sanitation in developing countries. During its formative years, Netwas also received both financial and technical support from the Swiss Agency for Development and Cooperation (SDC) to meet the challenges and gaps of the water decade. Netwas International assisted in development of two national affiliates in Uganda (NETWAS Uganda) and Tanzania (NETWAS Tanzania) in a strategic effort to bring the services closer to the customers both the national and grass root levels.