



RAINWATER HARVESTING: AN APPROPRIATE TECHNOLOGY

Rainwater harvesting actively draws upon traditional management systems and knowledge. It uses simple technology, which can be maintained at the household level. No new organisational structures are needed for operation and maintenance.

Recent successful applications of rainwater harvesting include Thailand, where rainwater harvesting has been massively promoted in rural areas, with consequent increase in safe water coverage. In Gansu Province in China, Project 121 provides water for 1.2 million people through rainwater harvesting. Widespread rainwater harvesting in Hessen (Germany) has boosted the local economy significantly. In

Gujarat, India, the VISION 21 NGO Committee has decided that rainwater harvesting is a priority for group action.

Many water sector professionals believe that rainwater harvesting will become increasingly important in the future because:

- ground water in many places is falling in level;
- surface water in many places is increasingly polluted;
- population pressure is forcing people to move into water-scarce areas;
- as safe water coverage increases, the remaining unserved people tend to be in areas that cannot be served by more conventional means.

Source: Hans Hartung

3-12 Stressing Additional Issues Towards VISION 21

Appropriate Technology

Over the years, many technical options in water and sanitation have been developed to suit a variety of needs. The situation in both drinking water and sanitation has underlined the importance of developing options and choices that correspond to local needs and resources, as well as to new requirements.

Considerable technical expertise now exists and is being turned to recent challenges such as improved management of surface water (in regions where groundwater resources are inadequate or contaminated), the development of alternatives to conventional waterbased sanitation techniques (such as the experiments now underway with ecology-friendly techniques for excreta disposal that reduce waste usage and allow for the separation and re-use of faeces and urine) and pollution control. The opportunity now is to make optimal use of the network of training and research institutions which exists worldwide, and to encourage contact between sector professionals and users towards innovation.

The importance of building and sustaining such contact is a major lesson from the past. It points to the importance of relating to people as consumers, responding to their preferences and providing services which users need and are willing to pay for. The emphasis is therefore on improving traditional technologies (such as rainwater harvesting and capturing fog and morning dew) rather than departing from them; on widening the range of choices available (both low-cost and others which may need larger, more centralized investments) and on the need to provide services as components in a sequence that correspond to user preferences and capacities, typically starting from the household level.

Experience also points to the need for strong emphasis on technologies that are user-friendly for both men and women, that encourage a sense of ownership and that can play an empowering role. These technologies tend to be low in cost and technically simpler than others that professional engineers often prefer. Access to larger, more complex technologies may also be required, particularly in urban situations. In each case, policy decisions should depend on a clear understanding of user needs and preferences as well as genuine participation by users in the technical choices. The particular needs of women users require attention, because in most contexts women have less access to improved technologies. There is a need therefore to improve information, training and decision-making opportunities for women in relation to technology.

Operation and Maintenance

Though frequently neglected, operation and maintenance are critical to sustainable water and sanitation services. Less attractive to politicians, financing agencies and even to engineers, operation and maintenance of existing facilities should nevertheless receive higher priority than investment in new structures. New partnerships with communities in urban areas and full management by rural communities can relieve utilities and central authorities of expensive and inefficient operation and maintenance systems while improving the service standards.

Water-demand-management practices are an essential component of good operation and maintenance. They can help to ensure that scarce

resources are efficiently allocated and used.

Good operation and maintenance of sanitation systems includes preventing negative environmental impacts through inadequate treatment or poor disposal. Unfortunately, inadequately treated wastewater is resulting in severe environmental pollution – in both industrialised and developing countries.

Operation of water supply and sanitation services are closely linked, especially in urban communities. This should be recognised in planning water supply and environmental sanitation programmes.

Disasters, Emergencies and Conflicts

Natural disasters are apparently becoming more severe and more frequent due to global climate changes. Such disasters can have devastating effects on water, sanitation and hygiene, and the effects are made more severe by such human activity as deforestation. Inevitably, the poor are the worst affected. All countries should establish disaster warning, mitigation and relief systems specific to their needs.

Emergencies caused by human conflict are affecting growing numbers of the world's citizens. With their normal social structures and development processes in breakdown, and subjected to stress and other difficulties, such groups are highly vulnerable to disease. The impact of poor water, sanitation and hygiene is therefore severe. Using information and experience in many countries and at several UN agencies, each society needs to ensure that preparatory plans are in position to enable effective and timely action in emergencies. The need to protect civilian populations from these dangers would seem to require urgent attention.

Conflicts also exist at household and community levels. The difference between needs and demands – or the ability to make demands – deserves emphasis. The needs and rights of marginalised groups deserve attention, as well as strategies developed for ensuring their involvement in decision-making processes.

As populations and levels of industrial development grow, competition among users for limited water resources will increase. In some areas this competition has taken the form of disputes between domestic, environmental and agricultural water users. This points to the urgent need for shared water resource management and a priority for meeting human needs.

Women are often hardest hit by disasters, emergencies and conflicts as they strive to meet the basic needs of their families. Provision of water can become a hazardous occupation for women in situations of insecurity, as many experiences, even in refugee camps, can illustrate. As in other aspects of service planning, here again there is a special responsibility of attention to women's needs.

Issues of Special Reference to Industrialised Countries

By and large, the world's industrialised countries recognise the social and economic importance of treatment and distribution issues, and understand the importance of collecting and treating used water before it is returned to the environment. This recognition reflects the importance placed on hygiene and on environmental quality in achieving acceptable standards of living.

COMMUNITY-MANAGED OPERATION AND MAINTENANCE

The Laipurkharka water, health and sanitation project in Nepal was completed in June 1997. People from 33 households obtain safe water from 5 public tapstands. Every household has an improved latrine and a drying rack for dishes. The tapstands are cleaned regularly, and two caretakers maintain the water system. The Project Management and Maintenance Committee (which comprises people from the village and which supervises the caretakers) collected initial lump-sum payments from each group of tapstand users and now collects a fixed monthly sum from each household. Each household also provides two containers of grain for the caretakers twice a year after harvest.

The maintenance funds are deposited in the bank but are not just left there. They are used to promote other development in the community in two ways: the Committee gives loans to community members at below-commercial rates; and the Committee has loaned money for a village shop run on a co-operative basis and returning 15 percent of its turnover to the maintenance fund.

This system of community-managed operation and maintenance which also promotes local development is typical of many NGO-promoted small water projects.

Source: Newah

COMPETITION FOR WATER

Competition for water occurs often in places where men and women, and women amongst themselves, have to share scarce water resources. Because projects are often not designed for different interests of different stakeholder groups, competition and conflicts arise resulting in the exclusion of use for some or in damage to the systems. For example: competition between male livestock uses and women domestic uses or between women themselves with interest in economic use of water.

Source: IRC

EXAMPLES OF WATER-RELATED INSTABILITY AND/OR RESOLUTION

1. In 1986 North Korea announced plans to construct a hydro-electric dam on the Han River, upstream of the South Korean capital, Seoul. The North Koreans need the electricity, but the South Koreans can see its potential as a military weapon: if deliberately breached, the dam would release enough water to destroy most of Seoul. To date the dam has not been built, but the South Koreans have built a series of levees and check dams to protect Seoul against such a threat.
2. The water resources of the Middle East are limited and poorly distributed. Water-related disputes have been documented in the region for 5,000 years. For example, the use of the Jordan for irrigation has provoked armed conflict between Israel, Jordan and Syria on several occasions since the 1950s. However, after many years of hostility and of negotiation, the Israel-Jordan Peace Treaty of 1994 explicitly addressed and resolved a variety of contentious water issues over the River Jordan basin.
3. The Ganges and Brahmaputra basins together contain 400 million people, many desperately poor and dependent for their survival on the seasonal flows of those rivers. For decades India and Bangladesh in particular failed to agree on the use of these shared waters, with diplomatic conflicts reaching the UN General Assembly. India's Farraka Barrage, which was built without international agreement, was a focus of tension because it blocks the Ganges just upstream of the Bangladeshi border and can divert its water away from Bangladesh. Finally, in 1996, the two countries signed a water-sharing accord regarding the Ganges and agreed to conclude further treaties for more than 50 other shared rivers and to work for mutual benefit on augmenting the dry-season flow of the Ganges.

Source: Dr. P. Gleick

National debates still persist in finding an acceptable balance between improvements desired in drinking water and environmental quality and the costs essential to their achievement. This has led to judgements on the ability of citizens to pay for the investments required, on strategies for cost-recovery, and inevitably about the rates that must be charged to achieve such goals. Discussions have occurred on how services to less affluent members of the community may be subsidized while requiring others to pay full costs. Thus financing and charging arrangements, and hence the infrastructure itself, are at varying stages of development within societies clearly committed to the universal provision of piped water supply and public sewerage systems.

Several key issues have emerged through the effort in industrialized countries to achieve the goal of "affordable provision of reliable and high quality water supply and sanitation which respects the natural environment". Many of these offer a valuable resource of learning for others whose experience is in the earlier stages of development. These include efficient operation and maintenance, defining the central role of governments as regulators, equitable pricing structures, strategies for effective public participation in planning and decision-making, alternative mechanisms which can encourage and regulate private initiative, the impact of population growth and rapid urbanization as well as advocacy of sector needs at all levels of decision-making. On issues such as pollution control and the impact of climate change, industrialized countries can offer an early warning system, providing advance knowledge that can greatly improve planning and action elsewhere.

Technologies now in use or under development in advanced economies for balancing costs with improvements in both the quality of service and of the environment, offer future options. These include the development of improved waste-disposal and water conservation systems. The patterns of sector partnership which have emerged in the North, particularly in terms of private initiative and enterprise can be relevant elsewhere.

Developing countries can note that in the industrialized world, the role of the citizen has been pivotal to advances experienced in this sector. As a result, consultative mechanisms and better accountability have emerged to assist the trust that is essential between providers and users. A variety of models for citizen participation are available, reflecting a range of systems and cultures.

For some countries, particularly those of central and eastern Europe and the former Soviet Union, experience in the developing world can be a useful resource in efforts to cope with their own situations of transition. Mechanisms for such exchange need encouragement and facilitation.

The achievement of VISION 21 demands a major contribution from the more fortunate toward assisting the less advantaged. Cooperation from the industrialized countries will need to include the sharing of experience, information, technologies and training facilities as well as programmes of assistance which encourage self-reliance. Development cooperation must take the principles discussed in this document into full account. In all this, sustained financial aid flows from advanced countries to those most in need of water and sanitation services, coupled with debt relief, will be essential if VISION 21 is to be transformed into reality.

UNITED STATES: UNBUNDLING

The Sanitation Districts of Los Angeles County (SDLAC) is an alliance of 27 special districts under one administration. The basis of the special districts is the County Sanitation Districts Act of 1923, which provides that geographic drainage areas, rather than political boundaries, should be the determining factor delineating sanitation districts. A sanitation district may include single or multiple municipalities and unincorporated areas, or combinations of both. The sewer service area of the SDLAC is about 770 square miles (1970 sq. km) and encompasses 79 cities and unincorporated areas. It has a population of five million and wastewater flows ranging from 0.1 mgd (million gallons per day) to 365 mgd.

Community-level sewer systems (laterals) are the responsibility of individual communities that may take care of the systems themselves or enter into a contract with the LAC Department of Public Works. There are 11 satellite sewage treatment facilities treating sewage from some of the communities. The treated wastes are used for such things as irrigation of highway landscaping and golf courses.

Most of the effluent flows to a sewer network that has about 1,000 miles (1,600 km) of trunk sewers and 48 pumping stations. Wastes are treated in a joint wastewater treatment plant and five water reclamation plants. This is an example of vertical unbundling. In the same area, horizontal unbundling also takes place. Two separate agencies operate trunk sewer systems. The City of Los Angeles takes care of wastes from communities within the city boundaries; the SDLAC looks after the area outside the city and a number of smaller communities surrounding the city.

Source: Office of Information Services, Sanitation districts of Los Angeles, *Joint Outfall Systems, Master Facilities Plan, Volume 1*

EU URBAN WASTE WATER TREATMENT DIRECTIVE

In the late 1980s politicians in Europe decided that the provision of urban sewage collection and treatment facilities was fundamental to the wellbeing of all 350 million people in the European Union's Member States. They adopted a Directive in 1991 requiring all Member States to provide these facilities in a phased programme ending in 2005. They provided funds for certain countries that needed particular support over this period. Progress is regularly monitored at the European level.

This Directive is an example of politicians having the will to ensure that all their citizens have access to particular services. It has provided a model that other countries are also adopting.

Source: VISION 21 Coordinator for Industrialised Countries

CHALLENGES IN ADVANCED COUNTRIES

To date, the advanced countries have the knowledge, skills and resources to overcome their challenges. Among them will be: the need for more reuse/recycling; increasing the productivity of water use; infrastructure renewal; modification/improvement of treatment processes to meet new and emerging threats to potable water supplies and in wastewater treatment. The investment in existing systems is so large that a great majority of these will continue to be operated for the foreseeable future, albeit subject to modernisation and modification as circumstances dictate.

For big cities around the world, whether in rich or not so rich countries, there seem to be few viable alternatives at present to the conventional water supply and waterborne sewerage systems. The problem is that no other alternative to this has the same degree of operational experience, over a long period, in many different climatic and cultural situations. This is not a satisfactory state of affairs. The present approach suffers from:

- huge investment and depreciation costs
- high energy costs
- high levels of skills are needed to operate the systems
- most of the residuals produced, both solid and liquid, are not wanted by the communities involved and, unless carefully managed, the natural environment struggles to absorb them.

What is needed is the development of a portfolio of alternative, reliable water supply and treatment systems that will do the following:

- greatly reduce investment/depreciation costs
- have a much lower energy consumption
- be capable of operation with reduced knowledge/skill levels
- offer alternatives to the existing large size monopolistic systems.

This suggests the possibility of smaller unit systems, especially for wastewater treatment and recycling/reuse, capable of easy extension on a modular or other basis as urban areas grow, and capable of private sector operation in a competitive environment. R&D work on alternative systems is ongoing but the work is not well publicised and, at present, it is not known what costs, energy consumption and skill levels will be involved.

Source: IAWQ



IV. SETTING TARGETS AND INDICATORS AND MONITORING ACHIEVEMENTS

4-1 Goals and Targets

Goals are implicit in VISION 21. The goal of all people with safe and adequate water and sanitation and living in a clean and healthy environment represents the pinnacle of achievement of the Vision. This in turn demands other goals such as those of people's participation, poverty reduction, gender balanced development, environmental sustainability, good governance and human wellbeing.

Numerical targets are important to measure progress toward achievement. To build motivation, targets should be realistic and achievable. Such targets can powerfully motivate decision-makers through demonstration of progress measured by indicators. These provide rallying points to which everybody can contribute. It must be noted that the indicators through which targets in the sector are quantified are often vague: for example, many professionals refer to "adequate" water or "a basic quantity" of water. A more specific concept of the Basic Water, Sanitation and Hygiene Requirement is therefore introduced as a basis for implementing strategies which start at the household level. No universal standard is possible, due to cultural, social or environmental differences. Each country should establish and adopt the minimum standards of service by which it will measure its own progress in achieving the Vision. Adoption of national minimum standards can offer a basis by which progress is measured and communicated.

Sample targets for VISION 21 that can be adapted at any level are given in the following table, knowing that countries vary enormously both in their current situation and in their speed of improvement. Each community, city or country is encouraged to set its own overall targets along these lines, as well as to set intermediate targets as stepping stones toward the longer-term ones.

SUGGESTED TARGETS FOR 2015 AND 2025

2015

- universal public awareness of hygiene
- percentage of people who lack adequate sanitation halved
- percentage of people who lack safe water halved
- 80% of primary school children educated about hygiene
- all schools equipped with facilities for sanitation and hand washing
- diarrhoeal disease incidence reduced by 50%

2025

- good hygiene practices universally applied
- adequate sanitation for everyone
- safe water for everyone
- all primary school children educated about hygiene,
- diarrhoeal disease incidence reduced by 80%.

THE BASIC WATER, SANITATION AND HYGIENE REQUIREMENT

Field experience and studies suggest that there is a minimum quantity of safe water required for a person to drink, prepare food, ensure personal cleanliness and hygiene and use a sanitary latrine. Drinking and cooking need 10-15 litres per day. Hygiene and sanitation needs are less precise, and vary between cultures. These needs suggest an absolute minimum of 20 litres per day, for a person who understands personal hygiene needs and uses a latrine. However, any estimate of a minimum requirement may need to be qualified by other considerations, such as level of service, culture, and distance between a water source and the user. It also needs to be remembered that further health benefits accrue when communities move from public tap to house connections, and that those with house connections usually use 40 or more litres per head.

Each person needs to practice good hygiene. Hygiene plays a critical role and must be seen as a major contributor to human wellbeing. Many agencies do not include hygiene and sanitation in the Basic Requirement, and consequently hygiene and sanitation are neglected. What constitutes good hygienic practices varies from culture to culture although the common aim is to break the faecal-oral transmission route of disease. As part of a national basic requirement each country should adopt and promote a limited number of key hygiene practices which they recognise as essential to good health.

Sanitation is one of the most important interventions in improving the human condition. Disposing of human wastes in a manner which does not contaminate the environment and which further limits the likelihood of transmission of disease from person to person is a fundamental requirement. Minimum sanitation standards should be established at national level.

THE WORLD SUMMIT FOR CHILDREN

This first-ever summit on human issues, held in 1990, set seven major and 20 supporting goals, most to be achieved by 2000. Considerable progress has already been made:

- by 1995, 59 developing countries had reached the goal (set for the year 2000) of 90% immunisation coverage
- polio has been eliminated from 110 countries, and its eradication by the year 2000 looks likely
- by 1995, 1.5 billion more people had access to iodised salt than in 1990
- the number of children in primary school has risen by 50 million, and the number of school-age children not attending school has fallen by 20 million
- child mortality has declined in all regions of the world
- 129 countries have ratified the Convention on the Rights of the Child. More than 50 have started reporting regularly on its implementation

Low-cost actions were a big part of this success: Governments have achieved goals by reallocating existing budgets rather than by making big increases in spending. Detailed monitoring has also been vital: by 1995 almost 100 countries had undertaken household-based surveys to assess progress.

Source: Human Development Report 1997

WATER AND SANITATION DATA

National or regional efforts to achieve safe and adequate water, sanitation and hygiene depend on collecting data to monitor progress toward the final goal. Beginning in the 1960s, data on access to safe drinking water and sanitation services has been collected by national governments and the United Nations.

These data provide some insight into progress, but there are serious, recognised problems with the data. Different countries often use different definitions of “access” to water, both in quantity per person and in distance from the home. Some countries have changed their definitions of adequate sanitation. Not all countries report data on access. Data from different years are sometimes conflated. The quality of the data is sometimes compromised by political considerations.

Reliable monitoring will depend on greater efforts to standardise definitions, to improve data collection and to expand reporting to all countries.

Source: Dr. P. Gleick

Reaching targets on the basis of people's strengths and initiatives at household and community levels needs the support of enabling conditions, as identified under the Core Points of the Vision. They include conditions such as political commitment and leadership, empowerment and capacity building both locally and at higher levels, and the availability and application of different institutional options for service provision. Such enabling conditions need specific action. Therefore, an overall strategic plan should include associated goals for achieving these enabling conditions, such as central roles for people, collaboration among partners, or women's involvement.

General development targets already exist, such as the OECD's Development Assistance Committee (DAC) targets for the year 2015. However, the DAC targets do not include specific goals for water, sanitation and hygiene. Numerical goals involving the Basic Water and Sanitation Requirement could therefore be incorporated into the decision-making processes for international development and poverty elimination.

4-2 Indicators and Monitoring

Progress toward the above goals is best measured with specific indicators. They should be articulated in terms of benefits and sustainable services rather than only in terms of the number of taps, pipes and latrines. Such qualitative benefits, reflecting health and well-being, as well as other social processes, will also need to be tracked and measured, and therefore require their own indicators for monitoring.

National or regional efforts to achieve safe and adequate water, sanitation and hygiene depend on the collection of data that permits progress to be monitored and evaluated. Beginning in the 1960s, data on access to safe drinking water and sanitation services have been collected by national governments and the United Nations. These data provide some insight into progress but have serious limitations. Countries often use different definitions of “access” to water, both in quantity per person and in distance from the home. Some countries have changed their definitions of “adequate sanitation.” Not all countries report data on access. Data from different years are sometimes combined. The quality of the data can also be compromised by political considerations. Reliable monitoring therefore depends on greater efforts to standardise definitions, to improve data collection and to expand reporting to all countries.

Monitoring in the sector should be used as a tool to help people achieve and sustain their water and sanitation objectives. The Minimum Evaluation Procedure introduced by WHO in the 1980s continues to provide a useful basis for monitoring. It has been strengthened by at least three factors: the involvement of stakeholders (including women and other partners in civil society); an emphasis on monitoring behavioural change; and an emphasis on the timely use of the results to improve programmes.

A monitoring system designed to inform stakeholders can make water and sanitation services more responsive to the needs of people and to the changes in the local and international environment.

Monitoring strategies must therefore focus on:

- immediate use at the appropriate level
- use of information to solve a problem and improve a situation as soon as possible
- empowering those who have a vested interest in a problem or issue to control the monitoring process
- monitoring activities being integrated into ongoing programmes.

In addition to qualitative goals and indicators needed to measure health and wellbeing, other social processes need monitoring strategies as well. Building the capacity for monitoring and assessment at several levels thus becomes an essential factor. It should be emphasised that a monitoring system should be practical. It should concentrate on collecting only that information which each institution has the capacity to manage, interpret and act upon. Otherwise monitoring systems become ineffective as a management tool and may even hinder progress.

For all these reasons, a major challenge for the implementation of VISION 21 will be the establishment of indicators and simple monitoring systems that effectively measure progress toward its achievement. The articulation of indicators and the capacity to monitor them will be required at local, country and global levels. Existing progress in identifying indicators needs to be reinforced and also made more sensitive to the monitoring requirements and abilities of people themselves.





V. FRAMEWORK FOR ACTION

Through the strength of its participatory process, VISION 21 has gathered momentum and support around the world. Action has begun toward its fulfilment in communities and countries, as well as at the regional and international level.

Visions articulated at these levels have begun to emerge, with practical recommendations of what must be done to move forward. Each experience has been rooted in the willingness of individuals and communities to respond to existing opportunities. These are first steps in a long journey. They mark a significant beginning and demonstrate that VISION 21 is a movement well on its way. It is a movement that takes its strength from commitments made at the grassroots, where the most urgent needs are located and where capacities are in place to address them.

The movement now requires the support of leaders, governments, non-government and private institutions, and international agencies. A Framework for Action can speed and extend awareness and activity among these partners. Each community, country, and region will have its own aspirations, capacities and needs. So the purpose here is not to prescribe actions, but rather to offer guidelines that reflect the core issues of VISION 21.

In the following pages, specific steps are proposed for the various individuals, organisations, institutions, governments, and regional and international bodies.

5-1 Next Steps at the Community Level

The heart of VISION 21 is change among individuals, households and communities. Visions and plans articulated here are the building blocks for progress at the next levels of national, regional and global action. The expected results of such community initiatives are:

- social mobilisation for hygiene, sanitation and water action plans made at community level
- actual management and participation by communities in water and environmental sanitation services
- contributions by the community to development, operation and maintenance of services
- improved water supply and sanitation services
- application of better hygiene practices
- a more hygienic environment
- a higher quality of health and life for the community.

The following steps reflect the process of building from below and the experience of participants in VISION 21:

1. An immediate assessment of local conditions, needs and resources.
2. Feedback provided to communities on the status of the VISION 21 process locally, regionally and globally, and every effort made to reach out to communities still new to the Vision process.
3. Local Visions and action plans encouraged through local leadership.
4. Financial and technical support systems established as close to the community as possible.
5. Hygiene awareness and education efforts intensified, as the

PHAST – PARTICIPATORY, HYGIENE AND SANITATION TRANSFORMATION

For many years, conventional messages on hygiene and sanitation have been known and largely understood by people. However, these messages have not translated to significant improvement in hygiene behaviour.

In 1993, the World Health Organisation (WHO) and the Regional Water and Sanitation Group for East and Southern Africa (RWSG-ESA) initiated the Participatory Hygiene and Sanitation Transformation (PHAST) methodology to address this concern. The following year, the methodology was piloted in Botswana, Ethiopia, Kenya, Uganda and Zimbabwe.

PHAST is an adaptation of an earlier participatory method known as SARAR (Self-esteem, Associative strengths, Resourcefulness, Action planning, and Responsibility). Like its predecessor, PHAST empowers community members – young and old, regardless of their gender and economic status – in a participatory process. The methodology assesses people's knowledge base, investigates the local environment, visualises a future scenario, analyses constraints, plans for change and implements an accepted programme of action. For these reasons, PHAST relies heavily on the training of extension workers and development of toolkits. The toolkits are produced on-site to reflect the actual cultural, social and physical characteristics of the communities.

Source: UNDP-World Bank/WHO

PUTTING PEOPLE FIRST: PRINCIPLES FOR ACTION

Against the background of the intention to use people's energies and criteria at all levels, the following principles are suggested. They assume that:

(a) the role of the state remains indispensable to provide an enabling legal and regulatory environment and foster access to safe water and sanitation for all citizens;

(b) the partnership between the household or community and the other actors is based on clear roles and responsibilities of each partner and fair rules of the game;

(c) community involvement is a gradual learning process that requires a long-term perspective.

The principles are:

1. Partner communities will be consulted before any watsan (water and sanitation) schemes are formulated;
2. When undertaking watsan schemes, the stakeholders will put an emphasis on a process rather than on a project oriented approach;
3. Hygiene and sanitation will receive equal importance and be made an integral part of watsan schemes;
4. Gender equity will be considered in all stages of watsan schemes to ensure effective management;
5. Community organisations will get a legal status within an enabling environment allowing them to operate in security, own the assets or control the source;
6. All stakeholders, particularly partner communities will have access and right to all information concerning the scheme to achieve an equal and transparent relationship in watsan scheme;
7. Indigenous leadership wherever available will be strongly encouraged and supported in all stages of watsan schemes;
8. The stakeholders will incorporate traditional/local knowledge, skills and socio-cultural practices available in the community to maximise the effectiveness of watsan schemes;
9. The stakeholders will strongly take into consideration the views of partner communities in choosing the most appropriate watsan technology and level of services;
10. Every human being will be guaranteed minimum lifetime watsan requirements at affordable prices; water pricing and tariffs will be based on equitable and non-discriminatory water consumption patterns between users to ensure sustainability of community watsan schemes;
11. Various contributions of partner communities will be considered in the ownership of the water and sanitation facilities;
12. The assets created will be owned and maintained by the partner community;
13. The stakeholders will respect the watsan needs of the communities first before exploiting water resources for agribusiness and industrial purposes;
14. The stakeholders will actively promote the protection and conservation of natural resources when undertaking watsan schemes.
15. In private watsan schemes, the interest of the socially and economically disadvantaged groups will be protected and ensured.

Source: Collaborative Council's Working Group on Community Management and Partnerships with Civil Society.

cornerstone to achievement of safe water and sanitation for all.

6. Institutional reform initiated to encourage user representation in the management of utilities.
7. Analysis and reform of current practices in costing and pricing of services to encourage resource mobilisation and greater self-reliance.
8. Training facilities identified and strengthened for hygiene education, safe water and sanitation.
9. The quality of tap water improved through better monitoring and implementation of services.
10. External support requirements analysed toward resource mobilisation and advocacy.

While the Vision process has concentrated on the developing world, where needs are greatest, it has also revealed that the need for improvement in countries where service levels are high. Areas for improvement include: accountability to consumers of services, the environmental impact of inadequately treated waste, and water demand management.

5-2 Next Steps by Institutional Service Providers

Communities interact most closely with service institutions. While these providers have a critical role in the process of change, the culture of decentralisation and citizen empowerment remains relatively new to them. The implications for the poor of rapid urbanisation place particular responsibilities on institutional service providers. Results from institutional reform can include:

- institutional decision-making processes geared to putting people at the centre of water reform efforts
- greater encouragement of user representation
- regulatory frameworks that ensure transparent and accountable operations
- responsiveness to genuine consumer demand and aspirations
- management structures that encourage and respect efficiency
- guarantees of service to the urban poor.

Such reform may require:

1. Using the principles of VISION 21 to assess current performance and capabilities of a utility, as well as its future role.
2. Representation of consumers in decision-making structures, and a robust culture of consumer consultation and participation in planning, setting standards of service, resource mobilisation and regulatory frameworks for such issues as pollution control.
3. Development of action plans for improved service, and support to community-driven Visions and action.
4. Institutional reform through the application of sound

management principles, including greater autonomy in decision-making, sustainable strategies for cost recovery, clear standards for assessing performance, and public accountability through regulation.

5-3 Next Steps at the Country Level

National visions reflect the collective strength of local action. Political commitment can thus be encouraged for policy and resource directions needed to sustain real change. The outputs of a national Vision process could include:

- mobilisation of leadership at national, sub-national and institutional levels, and the commitment of leaders to VISION 21 principles and thus to the development of country-specific Visions and plans of action
- policy, legal and institutional frameworks developed or modified to facilitate the implementation of hygiene, sanitation and safe water programmes, using a people-centred approach
- financial resources and mechanisms able to respond to the needs of people-centred planning, including meeting local shortfalls and the needs of large-scale investments (such as urban service systems)
- other support mechanisms for capacity building, such as the need to assist and advise communities, utilities and the private sector.

The following steps can facilitate the achievement of such national goals:

1. Identification of good examples and best practices relevant to VISION 21 principles, for national dissemination and awareness.
2. Promotion of such examples and practices through field trips and seminars for decision-makers and media, so as to assist inter-sector mobilisation.
3. Assessment of country status in the VISION 21 process, as well as of specific sectors. This can help identify areas of strength, as well as needs for reform. Bringing together key stakeholders in a forum of collaboration can facilitate consensus for planning and action. A VISION 21 committee may be considered.
4. Encouragement of the Vision process at a larger number of local/sub-national locations.
5. Development of a national VISION 21, and of a plan of action in its support based on local and national activity.
6. Identification of shifts in policy and attitude that may be required, and consultation and advocacy toward such change so as to encourage action plans that are people-centred and community-driven.
7. Development of costing and pricing mechanisms as well as financial and technical support systems to underpin community decision-making and action, and help promote sector efficiency.
8. Identification of training resources for capacity-building, including training in participatory methods and gender sensitivity.

PRINCIPLES THAT GUIDED VISION 21 DEVELOPMENT IN JAMAICA

The Vision was guided by principles agreed upon by stakeholders at the national consultation in April 1999. These principles were:

1. Partnership and Collaboration among Stakeholders
2. Inter-Agency Collaboration
3. Support for Community Initiatives
4. Greater Responsiveness to Community Needs
5. Improved communication of the responsible agencies with and their accountability to the community; involvement of community in decision-making
6. Application of Appropriate Technology
7. Strengthened Community Organisations
8. Public Education

Source: National VISION 21 Co-ordinator, Jamaica



SOME VILLAGE-LEVEL ACTIONS REQUIRED IN BANGLADESH

The village-level VISION 21 consultations in Bangladesh identified the following actions required at village level:

By the People Alone:

- Both women and men will improve their household and community-based practices as well as install and maintain their water and sanitation facilities.
- Those facilities will be either household or communal, based on the local needs. The people will get involved in all phases and address all problems in a planned way.
- The people, especially women, will be able to carry out these activities after they are educated about their existing situation and how to change it.

By the People with Others:

- People and their local leaders will identify needs, plan and implement actions with technical, social, financial and other assistance from concerned agencies.
- All stakeholders working at the local level will share the costs of activities in this sector in the customary way.
- People will be helped to afford the costs through paying by instalments and choosing appropriate technologies.
- The concerned agencies will educate all stakeholders and people so that together they can address the situation.

By Outside Agencies:

- International agencies will give financial and technical assistance to the local stakeholders to address unusual situations such as: arsenic or similar water quality problems, declining water tables, floods, cyclones and other disasters.
- The involvement and activities of the international agencies at the local level (directly or through NGO's) will be made open to the local stakeholders.
- International agencies will strengthen regional and international advocacy.

Source: National VISION 21 Coordinator Bangladesh

9. Strategy development for improved efficiency within the sector (including monitoring and assessment criteria) and for institutional reform and regulatory frameworks. Issues here can include supervising the private sector, ensuring consumer representation and campaigns against corruption.
10. Concentrated efforts at sanitation awareness and the promotion of more ecologically sustainable sanitation systems.
11. Emphasis on improving management of natural resources.
12. Priority efforts to improve the quality of tap water.
13. Attention to the particular needs of safe water and sanitation in situations of emergency and disaster relief.
14. Development of education, communication and advocacy strategies and action plans in support of a national VISION 21. Reaching and influencing youth can be important for achieving future goals.
15. Briefing of national representatives attending regional and global gatherings concerned with future hygiene, sanitation and water action.
16. Liaison through a National Co-ordinator with the VISION 21 activities of the Collaborative Council.

5-4 Next Steps at the Regional Level

Regional partnerships have been a major impetus in the VISION 21 process. They have demonstrated the rich opportunities available for co-operation through existing water and sanitation forums and agencies. Common concerns and the proximity of experience and resource institutions are major advantages, connecting contact and action at national and global levels.

The outputs at the regional level can be:

- promotion of VISION 21 among countries, institutions and leaders in the region, aimed at encouraging the development and implementation of regional Visions in every part of the world
- coordination of regional initiatives that support the aims and purpose of VISION 21 as well as of national and regional Visions
- service as a forum and focal point for partnerships through the exchange of experience and expertise
- identification of and support to regional resource centres that can build capacities and networks for the achievement of regional and global Visions
- encouragement of the development of Regional Visions in support of VISION 21.

Actions toward such regional objectives can include:

1. Initiating and sustaining dialogue between regional partners. For this, regional groups of the Collaborative Council and the Technical Advisory Committees of the Global Water Partnership offer useful opportunities. Groupings such as OAU, ASEAN, SAARC, OAS, EU and other regional organisations can be encouraged to place the achievement of VISION 21 goals on their agendas.

2. Exchange of information and experience through Regional Co-ordinators and sector networks, toward the development of regional Visions.
3. Identification of regional focal points and of useful case studies and good practices from the region.
4. Integration and co-ordination of Vision efforts, including advocacy with regional decisionmakers, through strategies developed jointly by National and Regional Co-ordinators. Goodwill ambassadors in each region can be used to influence national authorities and to support political endorsement of Visions at both levels. Outreach to the region's youth could be an important contribution.
5. Strengthening of regional resource centres to provide training and reference services, assisting access to the region's human and financial resources.
6. Promotion of VISION 21 and awareness of its implications within industrialised countries, as active participants and partners. Critical issues for joint consideration are technological development (particularly in sanitation), the implications of climate change, the innovation of environmental assessment systems and emergency measures, and external finance (including debt swaps) and technical supports essential to achieving VISION 21.
7. Development of monitoring and reporting systems, including the innovation of key indicators and other management tools.
8. Installation of regional review systems to monitor progress.
9. Emphasis on natural resource management through regional co-operation.
10. Joint responses to strategies for emergencies, including regional action for humanitarian responses and for the reconciliation of disputes.
11. Joint action at regional and global forums to focus political attention on sector requirements in the region.

5-5 Next Steps at the Global Level

Achieving consensus on VISION 21 has been the first phase of a collective response to a global crisis. The Vision process has demonstrated the potential of such an international effort, bringing together a range of experiences. Putting this potential to work in the achievement of Vision goals now demands facilitating future action among communities, countries and regions. At the global level, the following outcomes may be expected:

- adoption of VISION 21 by the international community
- incorporation of Vision principles into the policy and strategies of international organisations, including bilateral and multilateral funding agencies
- commitments by national and international authorities to direct and channel resources (human, physical and financial) in support of the principles contained in the Vision
- development of support systems, materials and programmes for the achievement of VISION 21.

CONCLUSIONS FROM A NATIONAL CONSULTATION IN THE PHILIPPINES

Changes required to turn the Vision into reality:

Policies

- Legislate an integrated policy framework for sustainable water resources development.
- Adopt and institutionalise an integrated master plan for water supply, sanitation and sewerage.

People

- Change mindsets, attitudes and behaviours through a comprehensive information, education and communication campaign.
- Strengthen and expand the stakeholder base, involving NGOs in the management of water-related programmes and mainstreaming gender-sensitive approaches in water supply, sanitation and sewerage programmes.

Infrastructure/Technology

- Tap additional sources of water.
- Implement a water research and conservation programme.
- Phase out the use of non-biodegradable packing materials.

Enabling Mechanisms

- Share financing responsibilities between the Government and the private sector.
- Put up adequate funds for the implementation of an integrated domestic water supply, sanitation and sewerage system.

Source: National VISION 21 Coordinator Philippines

A NATIONAL VISION FOR MYANMAR

The National Consultation held in Yangon on 30 April 1999 with 36 participants resulted in this shared Vision for water and sanitation in Myanmar in the 21st Century:

1. Every village will have at least one safe drinking water source.
2. Villagers will use appropriate technology to get safe drinking water and water for agriculture.
3. Every town will have a water supply system with a treatment plant.
4. Every town will have a pipeline network with 24-hour water supply.
5. Some cities will implement water quality surveillance programmes.
6. Every school will have a safe water supply system.
7. Every school will have sanitary latrines.
8. Every household in the village will use a sanitary latrine with a waterseal.
9. Every town will have a sewerage system.
10. Every town will have a solid waste management system.
11. There will be 100 percent sanitary latrine coverage in the whole country.
12. Communal latrines will be properly constructed and utilised.
13. Public/communal latrines will be clean with a pleasant smell.
14. Every school will practise hygiene promotion action plans.
15. New groups will be organised for hygiene education.
16. Women groups will participate actively in water and sanitation.
17. Roadside dumping grounds will have disappeared.
18. Myanmar people will participate actively in global campaigns on water and sanitation.

Source: National VISION 21 Coordinator for Myanmar

To achieve such ends, these steps are suggested:

1. Raising awareness of VISION 21 around the world, working toward its adoption by all countries and by relevant international authorities. This will require efforts at the highest levels of political decision-making.
2. Dialogue and co-operation between global institutions toward the realisation of VISION 21 and of regional visions. Self-assessment can be a test of whether policies and strategies support principles implicit in the Vision.
3. Encouraging industrial countries to initiate action on developing Visions responsive both to their particular needs and to their capacity to provide essential support to global goals enunciated in VISION 21. This can include the 20/20 formula (see section 2-10) and identification of benchmarks for donor intervention to assist national and regional endeavours.
4. New efforts to mobilise resources for the poorest and least developed countries. These strategies can include reallocation of existing resources into household and community- driven approaches and into low-cost and local-level actions, the promotion of hygiene and sanitation awareness and action, as well as debt relief linked to service development for the underserved.
5. Support for strengthening international and regional exchange of information and experience, as well as for resource centres that can build essential capacities among sector personnel.
6. Initiatives to improve monitoring and assessment systems. Indicators and indices that allow for simple, efficient data collection at each level are needed. Indicators must also be capable of aggregation nationally and internationally. Such systems will need to address maintenance operations, hygiene standards, other water-related issues, as well as the status of participatory and empowerment processes.
7. Documentation and research on options for service provision, particularly in the neglected area of environmental sanitation.
8. Supports for institutional and policy reforms, as well as for improved technical assistance at country and regional levels.
9. Organising joint responses to new challenges such as accelerated groundwater contamination and depletion, global warming and rapid urbanisation.
10. Strengthening the Water Supply and Sanitation Collaborative Council as the lead agency in advocacy for VISION 21.

5-6 Phased Activities

At each of the levels described in Sections 5-1 to 5-5, four phases of activity can be identified (they are not necessarily sequential):

- Feedback and advocacy
- Consultation, analysis and action preparation
- Introduction of new approaches
- Merging results with ongoing programmes.

REGIONAL RESOURCE CENTRES

Building the capacities essential for achieving VISION 21 will require strong regional resource centres carrying out research, advocacy, information exchange, training and the strengthening of capacities at the grass roots, as an invaluable support to the water, sanitation and hygiene sector. Such institutions exist in every region. In addition to supportive work over the past years, several of those have contributed to the Vision process. Most of these centres are small, but demands on them for information and training are growing.

A meeting in Bangkok in September 1999 brought centres from the Asian region together to develop an action plan toward stronger partnerships. This includes development of an inventory of Asian resource institutions, documentation of best practices, translations and sharing of literature, the innovation of management and capacity-building tools, and the promotion of an accepted code of conduct within the sector.

Source: WSSCC

SUMMARY FUTURE VISION OF GIRLS (CLASS 8 & 9) FROM MAHADEVSTHAN SCHOOL IN NEPAL

- There will be a water supply for each and every house.
- People will be aware, so they will use drinking water properly.
- Every house will have a toilet.
- They will form a forest users' group and they will preserve the forest.
- People will be aware of their health, educated, cooperative and smart.
- After water becomes available in their own houses, women and girls will benefit. For example, girls can study more and women can keep their houses and children clean.
- There will be toilets and water taps in our school compound.
- The existing health post will increase its facilities so that they can get advanced treatment also.
- The villagers will get irrigation then they can produce more vegetables and commodities.
- The village will have electricity supply.
- Women will get an equal chance to decide village development and people will use improved resources and income generating activities to get more income.

Source: National VISION 21 Coordinator Nepal





COUNTRIES PARTICIPATING IN THE SOCIAL MOBILISATION PROCESS OF VISION 21

Africa

1. Mauritius
2. Mozambique
3. Senegal
4. Tanzania
5. Togo
6. Uganda

South-Asia and South-East Asia

7. Bangladesh
8. India (Gujarat)
9. Myanmar
10. Nepal
11. Philippines
12. Sri Lanka
13. Thailand

Latin-America

14. Chile
15. Ecuador

Small Island Developing Countries

16. Guyana
17. Haiti
18. Jamaica
19. Trinidad

Central/Eastern Europe & New Independent States

20. Bulgaria
21. Kyrgyzstan

ANNEX 1. SITUATIONS IN REGIONS OF THE WORLD

Because of lessons learned during and after the Water and Sanitation Decade of the 1980s, knowledge and experience in water supply, hygiene and sanitation has grown considerably. Successes and failures around the world provided valuable building blocks for future work, as reflected in the responses received from the regions through the VISION 21 process. While the challenges for the future are felt most acutely in the developing world, the experience and resources of the industrialised world are key to future efforts at problem-solving. This section offers a brief overview of the global situation in water and sanitation and its implications for all.

Developing Countries and Central Asia

Access to water and sanitation services is closely related to each nation's economy. The economic gap between countries has widened over the last twenty years. Many of the least developed countries have been caught in a downward economic spiral. Their governments can find it hard to sustain basic social programmes, including water and sanitation. As a result, it has been difficult for many countries to achieve efficient performance. Furthermore, aid programmes often lack the flexibility essential in such cases.

This crisis is most apparent in sub-Saharan Africa. In Asia, the Middle East, North Africa, Latin America and the Caribbean, the situation is generally better, although growing cities represent a critical challenge. The importance of an enabling environment achieved through policy and institutional change is acknowledged globally, and most urgently in the developing world. Issues of equity, gender equality, good governance and access to more appropriate technologies have emerged as priority concerns. Small islands require technologies that can offer economical solutions to their particular constraints of water availability.

The dissolution of the USSR has caused large parts of Central Asia to slip backwards in the quality of their water services. Throughout this region, institutional reform has become critically important to the goals of decentralisation and encouragement of private initiative. In addition, collaborative mechanisms are badly needed to help promote common awareness and joint action across the diversity of political, economic and cultural considerations that these nations embrace.

Some countries have demonstrated remarkable social and economic advances, with indices of human development improving at impressive rates. Other countries have been held back by weak economic performance, but even so, some communities and urban groups within them have achieved real progress. Given this wide range of water and sanitation service levels, as well as of hygiene awareness, it is clear that VISION 21 will be applied and interpreted differently around the world. Yet the Vision process has demonstrated how universally its objectives of universal health and wellbeing are shared, even by countries more advanced in water supply, hygiene and sanitation.

REQUIRED SUPPORT TO PEOPLE AT LOCAL LEVELS IN SENEGAL

Strengthen capacity building for information, education and communication

- Train villagers in maintenance
- Strengthen hygiene inspection
- Enable local groups to make their own decisions on developments in their area
- Assist in transformation of waste to compost
- Strengthen literacy training in local languages
- Install health committees in villages
- Educate women regarding their rights and responsibilities
- Encourage saving credits, particularly among women
- Educate youth in school programmes about new technologies on water supply and sanitation.

Source: National VISION 21 Coordinator Senegal

VISION 21 IN KYRGYZSTAN: CONCLUSIONS OF THE NATIONAL CONSULTATION

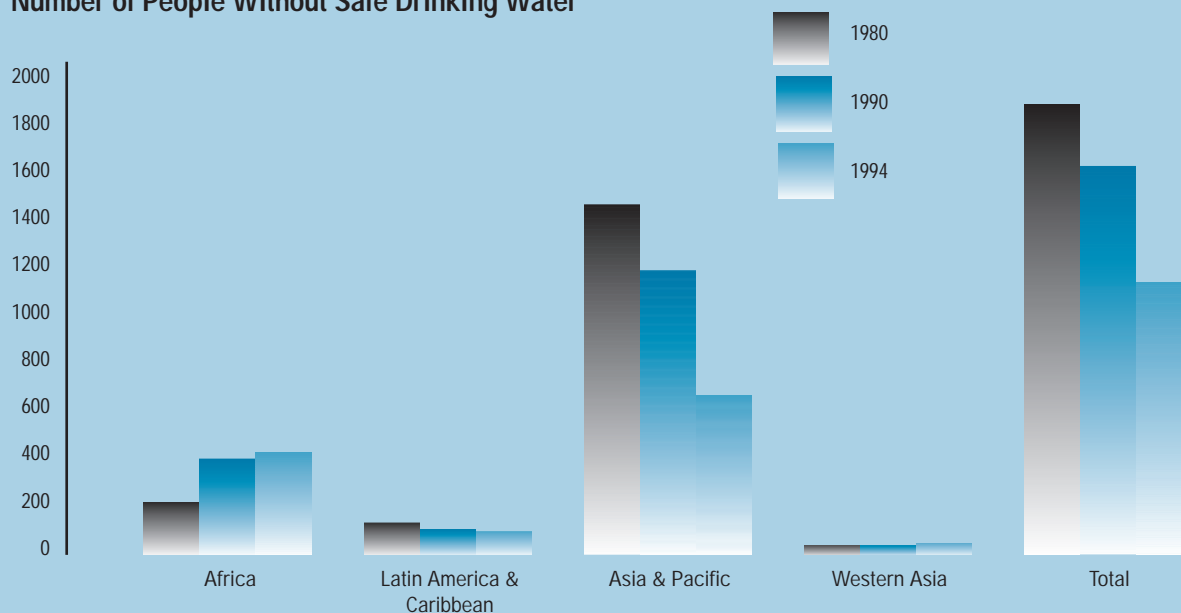
The overall goal is to provide drinking water and sanitation to all citizens of the Kyrgyz Republic as an effort to fight poverty and improve their standards of living and health.

The elements of VISION 21 to fulfil that goal are:

1. Water and sanitation will become a matter of public health.
2. Existing systems of water and sanitation will be rehabilitated, and new ones built, only within the capacity of users to pay and of service providers to operate and maintain them.
3. Institutions dealing with water and sanitation will be reformed and strengthened with focused roles and functions at the national, oblast and local level in order to become self-sufficient in the future.
4. People will participate actively in the payment for water and sanitation services and in the economic and rational use of water.
5. Information, education and outreach campaigns will be conducted on sustainable water use.
6. The experience and lessons learned from water committees and other methods of community participation will be documented and disseminated to activists at the various levels in order to be replicated.

Source: Water Supply and Sanitation Collaborative Council

Number of People Without Safe Drinking Water



CHILDREN AND THE ENVIRONMENT

Illnesses associated with contaminated water kill thousands of people each day. Diarrhoea alone kills more than two million young children a year in the developing world. Many more are left underweight, stunted mentally and physically, vulnerable to other deadly diseases, and too debilitated to go to school. A joint strategy has been devised by UNICEF and WHO that seeks to develop a collaborative framework for water supply and environmental sanitation that is linked to the Convention on the Rights of the Child.



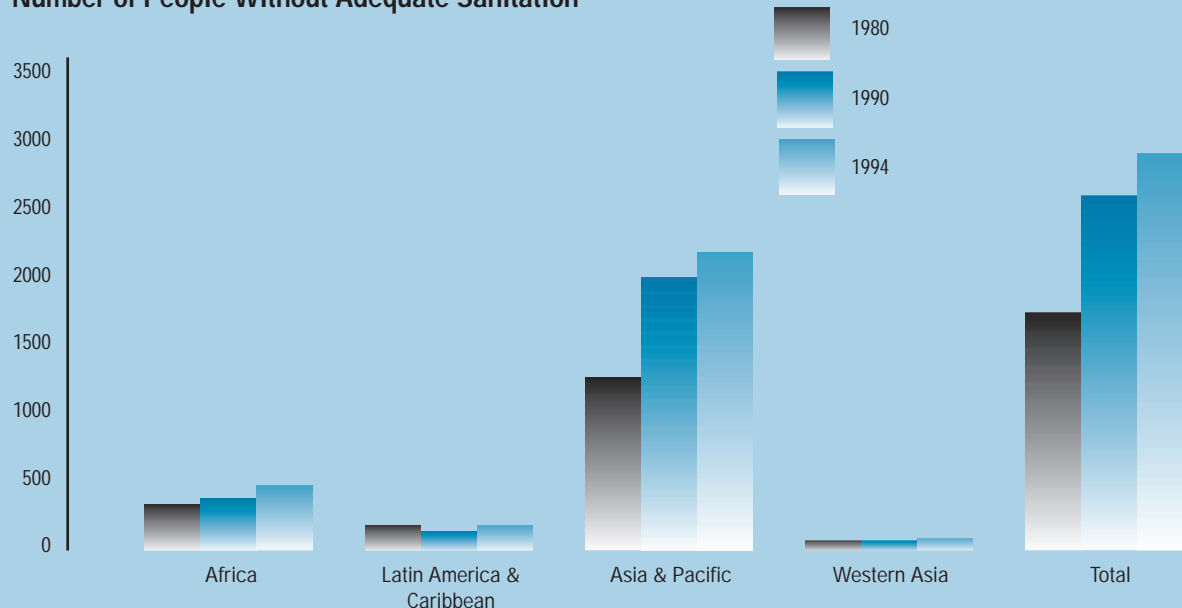
The data on the overall situation in developing countries paint a stark picture: in 1994, 1.1 billion people lacked safe water and 2.9 billion lacked adequate sanitation. Behind those numbers, a mixture of good and bad news can be discerned.

The good news is mainly about water. More people have gained access to safe drinking water since 1980 than ever before. Many countries have doubled its provision during that time. Taking the world as a whole, provision of new water services is outpacing population growth.

The bad news is about sanitation. The number of people with adequate sanitation is far lower than that with safe water, and the sanitation services are not keeping up with global population growth. Between 1990 and 1994, the number of people without adequate sanitation rose from 2.6 billion to 2.9 billion. Still, some positive points on sanitation are worth noting: large numbers of people have gained improved sanitation during the 1990s. (The statistics are vaguer than for water, because some countries have changed their definitions of adequate sanitation.) New designs and low-cost technologies have significantly expanded the options available to both peri-urban and rural communities.

Water- and sanitation-related diseases are increasing. Nearly 250 million cases are reported every year, with more than 3 million deaths annually (WHO). Diarrhoeal diseases impact children most severely (see box).

Number of People Without Adequate Sanitation



Industrialised Countries

In industrialised countries, the provision of piped water supply to individual properties has reached a consistently high level. In North America and Europe, well over 90 percent of the population have access to safe drinking water, even where individual arrangements apply. Public sewerage services are now attracting the attention and the expenditure essential for installing and modernising infrastructure. Those not connected to services are generally served by other systems, often, as in the case of Japan, by more environmentally friendly sanitation systems. Data (1990) show that the levels of population connected to sewerage networks range from 39 percent in Japan to 98 percent in Nordic countries. The average for Western Europe and North America is below 70 percent.

The survey carried out for VISION 21 produced the following statistics:

Piped Water Supplies

Country	% Population Served by Piped Supply (1990)
Belgium	97
Denmark	88
France	98
Italy	99
Netherlands	99
Portugal	58
Spain	80
United Kingdom	99

Public Sewerage Services

Country	% Population connected to sewerage network (1990)
Denmark	98
Sweden	95
Netherlands	89
United Kingdom	84
Finland	75
Austria	72
Canada	66
Italy	60
France	52
Spain	48
Japan	39

A VISION FOR ASIAN SOCIETIES IN THE YEAR 2015

By the year 2015, we, the people of Asia, living in harmony with our environment and as one earth community, interconnected with one another, upholding the principles of ethics and human rights, individually and collectively own and take responsibility to ensure an equitable and good quality of life through adequate hygiene, sanitation and safe domestic water supply with equity for all.

A SHARED VISION FOR AFRICA

A clean and healthy Africa, in which every person lives and participates in a hygienic environment, has reliable access to affordable, safe and adequate sanitation and water for consumptive and productive use.

The following regional visions reflect the input of participating nations in the regions. Complete reports are available for each of the regions.

1. The Asian Vision

- The men, women and children of Asia, irrespective of social, political and economic standing, acknowledge that we are part of one global community, enjoying the resources of the earth both for our survival and livelihood. We are grateful for such blessings and accept the responsibility of stewardship for the protection, management and care of such a vital resource.
- Water supply, sanitation and hygiene is a fundamental human right. It is a prerequisite for human survival and for a life of dignity and wellbeing because water is gradually becoming a scarce resource and efforts need to be made to minimise waste.
- It requires urgent action to reach the underserved and unserved population. We see ourselves as part of the problem and agree to become part of the solution. Changes in lifestyle, habits, attitudes and mindsets are necessary. This awareness and realisation must move from vision to tangible action beginning with each individual and institutions leading to a united Asian movement.
- It requires good governance and compassion for transparency and accountability and corruption-free practices.
- We agree on a gender-sensitive people-centred and self-reliant development model that promotes consultation and dialogue between and among all stakeholders, empowering those who are socially and economically disadvantaged.
- It includes the use of people centred technologies of high quality work. People's informed choices are respected and not compromised. It should be appropriate for meeting the inter-generational needs of the various societies.
- In the sustainable management of water resources, allocation and utilisation for domestic purposes is of the highest priority.

2. The African Vision

The Vision addresses five underlying principles:

- the realisation of a clean and healthy Africa
- the role to be played by various individuals
- the need for hygienic environment
- the need to provide reliable access to affordable, safe and adequate sanitation and water
- the need to provide water for consumptive and productive household use

The following changes are required to achieve this Vision:

- people centred approach
- gender mainstreaming
- more emphasis on sanitation and hygiene

- behavioural changes
- legal framework
- equity and access
- poverty alleviation
- financial sustainability
- integrated water resources management
- mutual trust
- private sector participation
- political will
- funding
- appropriate technologies

3. The Latin American Vision

This Vision is based on a set of key points, which must be considered for the establishment of the goals and the strategy, as well as for its implementation. Those key points are expressed in the following statements:

- People come first
- The human right to basic services
- Point of entry into development and the elimination of poverty
- Leadership and effective government
- Synergy: united efforts of the different players
- Hygiene and sanitation as a revolutionary priority
- Equality
- Greater attention to the poor population, urban and rural
- Institutional reform, continuous and sustainable
- Payable services of drinking water and sanitation
- Water is a good with an economic, social, and limited value.

4. The Caribbean Vision

The following points of emphasis were seen as essential next steps:

- education and training
- empowerment
- institutional strengthening and reform
- regional networking
- management of physical resources
- fiscal management

Large emphasis was placed on the role of youth in attaining this Vision.

A VISION FOR LATIN AMERICA

*A clean and healthy world:
A world in which each person has
drinking water and sanitation,
participates in its sustainability,
and lives in a healthy environment.*

THE CARIBBEAN VISION

*All people in the Caribbean within the
next 25 years have safe, adequate,
reliable, affordable water and
sanitation facilities and services as
a Basic Human Right; in an equitable
manner through partnerships,
appropriate technology, low cost
solutions, gender-sensitive approaches
to development, which will ensure the
enhancement of the environment and
an improved quality of life.*

A SHARED VISION FOR GROUP 27

“From transition to a unique position!”

A VISION FOR INDUSTRIALISED COUNTRIES

Industrialised countries share a common vision for the world – “Affordable provision of reliable and high quality water supply and sanitation which respects the natural environment.”

5. The Group 27 Vision: Central and Eastern Europe, New Independent States and the Central Asian Republics.

Existing ineffective structures and the behaviours associated with them must be changed so that the sector may be relied upon. The potential of the existing human, socio-economic and natural resources is huge. The challenge is to reorganise and manage the sector to take advantage of these resources.

Changes Needed: The Core Points of the Regional Vision

Attitudes and behaviours are undergoing a change in this region of the world, a result of the larger economic and governmental transitions of the past 15 years. The following changes seem to be the key issues:

- The institutional and structures and regulatory regimes must be improved;
- Management and administrative structures and skills must be developed;
- Civil society must be given a voice in decision-making processes;
- New technologies must be provided and citizens must have access to them;
- Standards and measures in the various concerned countries must be consistent and affordable; and
- The environment in general and water quality in particular must be improved.

6. Industrialised Countries Vision

This vision implies that as much of a country's population as is possible should consistently receive sufficient amounts of good quality water and have adequate sanitation systems, so that its health and general wellbeing are not compromised by the lack of such services. In providing these services the environment must be adequately protected and used in a sustainable way. Drinking water and sanitation should be available to all, even those without connection to piped water or public sewers.

The achievement of the Vision requires a partnership between all concerned, from the individual citizen to governments acting collectively.

ANNEX 3. THE ORGANISATION OF THE VISION 21 PROCESS

The VISION 21 process is overseen by a Steering Committee, headed by the Collaborative Council Chair. A Task Force stimulates and co-ordinate activities. Action teams work on three parallel lines of effort:

- **Social Mobilisation** through Local Catalysts and National and Regional Co-ordinators working together during January to June 1999, developed local, sub-national (district, province) and national visions. These emerged from one level to the next, in a "fountain" of bottom-up consultations, reaching a fair balance between bottom-up and top-down approaches. Between July and September 1999, sub-regional and/or regional sessions brought the national Visions together in a regional Vision. At the end of the process, in November 1999, a small global meeting brought these regional visions together into a global VISION 21.
- **Knowledge Synthesis** through a team that assembled and analysed current and newly developing knowledge, with the aim of incorporating learning from past and innovative experiences into the emerging new visions.

- **Industrialised Countries Inventory**, through consultations with professionals and civil society, regarding future developments in the industrialised world and their global impact.

- A Drafting Team compiled the outcome of these three streams, as well as reports from major conferences, outputs from the Vision Management Unit scenario team and other relevant material. These were integrated into the comprehensive VISION 21 statement.
- A Linkages Team maintained contacts with agencies and individuals and arranged for organisational backing.

VISION 21 is one of three components of an overall vision for the management of the world's water resources in the 21st century. This broad Vision for Water, Life and the Environment will address the issues of Water for Food and Water and Nature, in addition to the VISION 21 component of Water for People. It is being compiled by the World Water Council in readiness for the Second World Water Forum in The Hague on 16-22 March 2000.

ANNEX 4. COUNTRIES PARTICIPATING IN THE SOCIAL MOBILISATION PROCESS OF VISION 21

Africa

Mauritius
Mozambique
Senegal
Tanzania
Togo
Uganda

South-Asia and South-East Asia

Bangladesh
India (Gujarat)
Myanmar
Nepal
Philippines
Sri Lanka
Thailand

Latin-America

Chile
Ecuador

Small Island Developing Countries

Guyana
Haiti
Jamaica
Trinidad

Central/Eastern Europe and New Independent States

Bulgaria
Kyrzygstan

Several local consultations were held in each of the countries, followed by a national consultation, which in most cases resulted in National Vision reports. These formed an input into regional consultations that led to Regional Visions in each of the regions. The present Vision is a result of this collective input. In addition to the reports of regional consultations, reports of the consultations at country level, and of several local consultations are also available.

ANNEX 5. THE KNOWLEDGE SYNTHESIS PAPERS

In parallel with local consultations in 20 countries, the VISION 21 team commissioned a series of Thematic Papers from recognised experts. The papers, which were reviewed at an Expert Group Meeting in Wageningen, The Netherlands, in April 1999, are listed below.

List of Papers

1. Ashoke Chatterjee: ***Communication for WSS as a Social Process***. Promotes WSS as basic human rights with high priority, along with community empowerment and maximum people's participation in decisions
2. Gourishankar Ghosh: ***Some Observations on Water Policy Reform and Hydropolitics***. An indictment of past failures and a vision of WSS as an entry point for capacity building, greater democracy and poverty alleviation, with environmental sanitation as high priority
3. Richard Jolly: ***WSS as An Entry Point for Human Development***. The architect of the Human Development Report sees poverty alleviation, girls' education and many other linkages as benefits from WSS investments
4. Jarmo Hukka and Tapio Katko: ***WSS as An Entry Point for Human Development***. Focusing primarily on the institutional issues of public/private partnerships and appropriate enabling environments
5. Bindeshawar Pathak: ***Marketing for the Masses: A New Paradigm***. The founder of the Sulabh Sanitation Movement compares building wastewater treatment plants to protect the Ganges with convincing people that they are killing the "mother." "Marketing is the soul of the masses" is the concept
6. Sulabh International: ***A Bird's-Eye View of Sulabh Achievements***. Describes how this remarkable Social Service Organisation has brought sustainable public toilets to more than 600 Indian towns, as well as creating alternative employment for scavengers, and schools that bring together children of elite and scavengers
7. Gabriel Regallet: ***Community Management***. Extending the concept of community management from a WSS perspective to human development as a whole
8. Bunker Roy: ***Rural Community vs. Urban Engineer***. A provocative paper firmly placing the blame for WSS failures on the "Urban Engineer" and visualising a future in which village communities control their own water resources via water harvesting and wholesale recharge
9. Roland Schertenleib: ***Household-Centred Environmental Sanitation***. Co-ordinator of the Environmental Sanitation Group presents the outcome of a Vision Workshop. The model envisions sanitation decisions and management beginning at the household and progressing to outer circles only when higher responsibility is needed
- 9a. John Kalbermatten, Richard Middleton and Roland Schertenleib: ***Household-Centred Environmental Sanitation***. An amplification of the HCES Model, developed following the Wageningen Meeting. It includes more detailed descriptions of the "zones" and the decision-making processes in different circumstances. Likely to be the model for environmental sanitation planning and implementation in the coming years.
10. UNDP/SEED: ***Water for People: Mainstreaming a Gender Equality Perspective***. First of a series of three (see also 11 and 12) challenging Vision drafters to integrate commitments to gender equality made at international conferences
11. UNDP/SEED: ***Water for Food: Mainstreaming a Gender Equality Perspective***. Second of a series of three (see also 10 and 12) challenging Vision drafters to integrate commitments to gender equality made at international conferences
12. UNDP/SEED: ***Water for Nature: Mainstreaming a Gender Equality Perspective***. Third of a series of three (see also 10 and 11) challenging Vision drafters to integrate commitments to gender equality made at international conferences
13. Lizette Burgers: ***From Hygiene Education to Hygiene-Behaviour Change***. Urging higher priority for hygiene education as a prime means of preventing infectious diseases, with list of critical actions to promote behaviour change
14. Valerie Curtis: ***Sanitation, Hygiene and Health (not Water): A vision for 2020***. An inspirational vision through the eyes of a West African woman in the year 2020 highlighting the benefits of a generation of hygiene improvements and awareness raising
15. Peter Gleick: ***Water and Conflict***. Looking ahead to the year 2050, when water conflicts are resolved through negotiation and water sharing has helped cope with scarcity
16. Mukami Kariuki: ***WSS for the Urban Poor***. Envisioning a world in which the urban poor in informal settlements are recognised as legitimate customers offered affordable services
17. Gordon Young: ***WSS, Water Resources and Natural Resources***. Emphasising the integrated nature of water resources and promoting better societal understanding of water dependency, threats and better practices

18. Christine van Wijk-Sijbesma: **Gender Issues in Water and Sanitation**. Emphasising that gender approaches have to include both men and women and that all economic and socio-cultural groups need to be covered
19. Lilian Saade, Maarten Blokland, Francois Brikke: **Institutional Needs: Critical Aspects and Opportunities in the WSS Sector for the Next Decades**. Envisioning a landscape of management options for the sector with varying degrees of public/private partnerships. An emphasis on sanitation needs
20. Frank Hartveld: **Human Resources Development for WSS**. Envisioning water professionals trained in mobilising non-conventional funding sources, and notes trends towards multidisciplinary, learning-based, and participatory training
21. Nick Johnstone and Libby Wood: **Private Sector Participation in the Water Sector**. Focuses especially on how the poor can benefit from new forms of PSP, and on strengthening governments' capacities to evaluate PSP
22. Joe Gomme: **NGO Roles**. Foresees a growing role for Southern NGOs as partners with governments and communities. Northern NGOs to assist in strengthening Southern NGOs and influencing donors towards WSS support.
23. Belinda Calaguas: **Private Sector Participation**. Sees many models of PSP contributing to universal WSS coverage. Urges improved regulation, codes of conduct, model contracts and documentation of best practices.
24. Dennis Mwanza: **Institutional Issues for the Sector**. An African WSS sector professional "dreams" about water coming off the development agenda, because it is as accessible as air to all. The vision is based on new partnerships, determination and commitment.
25. Len Abrams: **Sustainability**. Linking inadequate WSS services directly with poverty, and productive use of water resources with wealth creation, the author urges a holistic approach to sustainability.
26. Donald Tate: **An Overview of Water Demand Management and Conservation**. Urges consideration of demand management ahead of any supply augmentation, and sees changes in irrigation practices as the greatest challenge.
27. Jose Hueb: **Operation and Maintenance**. Based on past failings and new work, the paper commends a commercial approach to O&M with business practices adopted by sector agencies and governments ensuring protection for the poor
28. Desmond McNeill: **Water and Economic Good**. An abbreviated version of the author's paper (referenced) reviewing the Dublin Principle and pleading for practical application and simplifying of economic theory
29. Kathy Shordt: **Monitoring in a Historic Perspective**. Projecting forward welcome trends of stakeholder participation, participatory learning, behavioural change and impact assessment into a vision of monitoring as a means of empowerment and a tool for sustainability
30. Ingvar Andersson: **An ESA Perspective**. Foresees the WSS agenda being part of broader programmes supported by donors, with optimum use of local resources. Links to urban/rural development, poverty alleviation, ecosystem protection and health programmes
31. Hans van Damme and Ashoke Chatterjee: **VISION 21: The Process**. Describes the mechanisms and timetable for producing the Vision
32. Hans van Damme and Ashoke Chatterjee: **VISION 21: Summary**. Shorter version of Paper 31. Describes the mechanisms and timetable for producing the Vision
33. Hans van Damme and Ashoke Chatterjee: **Example of Global Vision and Strategy**. Drawing on earlier drafts to set out a style and possible content of a shared vision
34. Ashoke Chatterjee and Hans van Damme: **VISION 21: Past Learning**. A background document describing some lessons which might be important in framing a vision
35. Andrew Cotton: **Research**. Seeks a research agenda driven by the South with the North providing support. Recommendations based on a GARNET Advisory Committee workshop
36. Willem Ankersmit: **WSS – A bilateral donor's perspective**. Foresees a self-reliant WSS sector requiring no direct support from donors. Steps leading to that vision include donor support via the 20:20 principle, greater involvement of NGOs and public/private partnerships
37. Jamie Bartram: **Water Quality and Human Health**. Contrasts a "nightmare" scenario of business as usual, with a more optimistic vision of better legislation and health policies integrated into water resource management.
38. Steven Esrey and Ingvar Andersson: **Environmental Sanitation from an Eco-Systems Approach**. Produced after Wageningen to supplement Paper 9, this highly provocative paper promotes waste as a resource and envisages local solutions involving pathogen destruction, reuse, cultural attitudes, and promotion.
39. Jan G Janssens: **Urban Water Supply and Sanitation – Institutional Aspects**. Assesses a range of institutional options for meeting the challenges in urban water and sanitation and envisages greater cost effectiveness including innovative public-private partnerships.

ANNEX 6. REGIONAL AND NATIONAL REPORTS

Regional Reports

- Asia – VISION 21 Proceedings of the Asian Regional Consultation 24–25 September, 1999, Bangkok, Thailand
- Africa – A Shared Vision for Africa on Water and Environmental Sanitation – based on the deliberations of the Africa Region Consultation Meeting Nairobi 13–15 September 1999
- Latin America – Second Regional meeting of the Latin American Chapter of the Water Supply and Sanitation Collaborative Council held in Quito from 25–27 August 1999
- Caribbean Small Island Countries – Report of the Caribbean Regional Workshop on VISION 21, 29–30 September in Port of Spain, Trinidad
- Central and East Europe and New Independent States – Regional Vision of CEEC's and NIS, Moscow, 30–31 August 1999
- Industrialised Countries – VISION 21 – Final Report from the Industrialised Countries + Annex with summary profiles

National Reports

Asia

- Bangladesh – VISION 21 Report, A Shared Vision for Water Supply, Sanitation and Hygiene. Bangladesh Consultation, June 1999
- Philippines – Philippine Country Report, Building a Shared Vision for Water Supply and Sanitation, June 1999
- Thailand – The National Consultation on Water and Sanitation (VISION 21) 18–19 May, 1999, Bangkok
- Myanmar – Vision for the 21st Century Water and Sanitation, 30 April 1999
- Nepal – VISION 21 Nepal
- Sri Lanka – Report on the National Consultation Workshop on VISION 21, Water Supply and Sanitation for National Wellbeing, 8 June 1999, Colombo
- Gujarat, India – Gujarat 2010 A Vision of Safe Water, Hygiene and Sanitation, September 1999

Africa

- Tanzania – United Republic of Tanzania VISION 21 Report
- Mauritius – VISION 21, Water and Sanitation Mauritius National Report
- Senegal – Conseil de Concertation pour l'Approvisionnement en Eau et l'Assainissement Programme VISION 21
- Togo – VISION 21 Elaboration d'un cadre de partage de l'approvisionnement en eau et de l'assainissement

Caribbean

- Trinidad and Tobago – VISION 21 Report of the Mobilization Process in Trinidad and Tobago
- Haiti – Republique d'Haiti, VISION 21 Vision globale et strategies pour Haiti

- Jamaica – VISION 21 Jamaica National Report, Water and Sanitation
- Guyana – Guyana VISION 21, Building a Shared Vision for Water Supply and Sanitation CEEC's and NIS

Central Asia and Eastern Europe

- Bulgaria – Global Vision and Strategy for Water Supply and Sanitation 2000–2025
- Kyrgyzstan – Report of the Consultation Meetings on VISION 21 in the Kyrgyz Republic

Industrialised Countries

- VISION 21 Consultation among the Civil Society of the Industrial States; European Meeting
- VISION 21 Consultation of Civil Society Organizations in North America

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ANNEX 7. VISION 21: THE AMBASSADORS

The following people have, in one way or another, contributed to the development of VISION 21. They all deserve the gratitude of the constituencies they represent. Many people who contributed are not mentioned. The reason is that unfortunately not all names were available when this list was put together, particularly of the hundreds of contributors at the local levels. Some names may also have been left out since the records were not complete. The list organisers apologize if this is the case. The Water Supply and Sanitation Collaborative Council would welcome any additions to make this list more complete in future versions of this VISION 21 document.

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MILESTONES OF CONSENSUS

During the International Water and Sanitation Decade (1981-1990) much was learned in terms of both successes and failures in approach. These lessons of the past will form an important input into VISION 21 implementation.

Recent conferences have produced an additional wealth of information on the lessons learned, the changes required, the strategies to be adopted, and the actions to be undertaken:

An early milestone was the **New Delhi Declaration of 1990**. This was the 1990's call for renewed political commitment combined with new communication and mobilization efforts.

Together, these could provide the "fundamental new approaches" without which broad-scale deprivation could turn into an unmanageable crisis. A two-pronged approach (reduction in the cost of services through more efficient and lower-cost technologies, mobilization of additional finances) was also proposed. Both would support the challenge of equity: 'Some for all, rather than more for some'. Guiding principles recommended were protection of the environment and health through integrated management approaches, institutional reforms in their support, community management beyond mere participation through capacity building (particularly of women) and the strengthening of participatory institutions, and sound financial practices toward increased efficiency and mobilization of resources.

On the occasion of this conference the Collaborative Council in its present form was created.

Two years later, in **1992**, new approaches were again called for when the **International Conference on Water and the Environment met in Dublin** to consider the development and management of freshwater resources. The interdependence of all peoples and of their place in the natural world would need new levels of commitment at every level of governance and society. These in turn required investments, awareness, legislative and institutional changes, technology development, and building the capacities of human resources. The pivotal role of women as providers and users of water was seen to demand positive policies to address their special needs, as well as to equip and empower women in the sector's decision-making and implementation.

Agenda 21 soon emerged from the **Earth Summit in Rio de Janeiro**, also in **1992**, literally a watershed event. Rio firmly established water and sanitation as critical elements in human and economic development. National targets were suggested

for reducing waterborne diseases and for meeting urban/rural water and sanitation needs, while protecting the freshwater needs of future generations as a guiding principle.

The aim of the **1994 Ministerial Conference in Noordwijk** was to ensure a follow-up of the freshwater recommendations set forth in Agenda 21. Reiterating their support for the guiding principles of New Delhi, the Ministers stressed that "governments do not solve problems, people do". Five actions were emphasized: involving stakeholders more strongly in partnerships for decision-making, integrating water resource management into planning for other key sectors, strengthening the institutions responsible for service provision, mobilizing financial resources for the future and improving the quality of international support for the sector.

In **1997** the **European Union called for a programme of action** toward the needs of the new century, reaffirming the recognition of safe drinking water and sanitation as fundamental rights which are both economic and social. A conceptual framework focused on the quantity of quality water required to meet basic human needs of health and sanitation, as well as goals of equity and efficiency.

In the same year the Collaborative Council decided to undertake **VISION 21**.

In **1998**, the **International Conference on Water and Sustainable Development in Paris** called upon the international community, public authorities at every level and civil society to give priority to providing access for all to safe drinking water and sanitation. It emphasized the need for continuous political commitment and broadbased public support to ensure the achievement of sustainable development, management and protection, and equitable use of freshwater resources and the importance of civil society to support this commitment.

The establishment of the **World Water Council** and the **World Water Vision** initiative were also announced during the conference.

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