

Working group synthesis

ESSENTIAL SERVICES

2019 - 2020

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EDITORIAL

Access to essential services refers to an injunction considered as urgent and universal: to guarantee the entire population (including the most vulnerable one) access to drinking water, sanitation and water hygiene, to energy (especially electricity), to housing, education, health, medicines, knowledge, justice, transports and mobility, credit, and last but not least, to water management which, in a slightly provocative way, can be seen as a result among other of the topics mentioned just above.

Our working group focused on the three following themes, based on the roadmap we had to follow:

- Access to drinking water, sanitation and water hygiene
- Management of solid urban waste
- Access to energy

These various essential services widely refer to the key targets of the Sustainable Development Goals (SDG 6, 7, 11, 12 and 14). They also echo the New Urban Agenda, which provided this working group with first brainstorm directions in terms of strengthening access to essential services, of pollution reduction, of cost reduction, etc.

Ensure access to essential services requires to think from the outset

in terms of governance and social inclusion, of consideration of local and national economic contexts (if not international), of private and public strategies and policies, of training and innovation, without limiting ourselves only to technologic aspects.

The idea of access to essential services can be thought about in a different ways, based on the approaches and points of view we choose to look at it (habitant and beneficiary, isolated individual or part of an organization, national or local political leader, public servant, company, public health officer, nature protector, etc.)

Is it a matter of access to essential services for all? Is it a common good, and even a good of common law? Do needs have to be answered in an egalitarian and fair way, taking into account the socio-economic and geographic specificities of the beneficiaries? Can access to essential services be solely thought out from the lucrative economic market angle? How to consider the public utility of these services and by correlation, of their associated governance?

These various standpoints are all relevant regarding the needs we come across, whether they are short-term,

mid-term or long-term, and they make the management of challenges related to essential services even more complex.

The working group chose to prioritize access to services for local actors and inhabitants, basis of a more inclusive and sustainable city. The group highlights the importance granted to the funding principles of the French development fund, especially the principles related to co-development and to the reinforcement of the local and national capacities, both urban or rural. Following next, are the questions related to technologic and financial matters. This perspective nurtured the reflection, the search for coherence and for a synergy between approaches which can sometimes appear to be opposed.

Sustainable development, fight against negative impacts of climate change, feasibility and operability of programs and projects, replication capacity for as many people as possible: those topics were approached as essential for the implementation of the services in question.

The group's reflections also allowed for the inclusion of the World Urban Forum's themes, articulated around culture and innovation.

The idea of innovation was questioned from the perspective of modernity and from that of the fight against the wrong representations of modernity induced by the omnipresence of technology. Innovation today also means knowing how to enhance the local approaches, the wealth of cultures grounded on a territory and the nature-based solutions (since they are particularly resilient), which articulate closely the social and environmental elements. On the opposite, the omnipresence of technology and its pitfalls, with sometimes heavy consequences, can slow down current innovations because of prejudices about low tech solutions even though they actually prove successful.

Culture, on the other hand, is thought out as a mean to rely on the local networks to better understand and raise awareness about the stakes related to accessing essential services. It allows for a better appropriation of the projects, processes, techniques, etc., by a population made aware within their own culture. Culture includes many expression and exchange means. This enhances the place of essential services at the heart of the city's preoccupations, directing them to everyone, without limiting them to functionalist and overly

technical approaches.

Lastly, it gives meaning to other notions which are just as important: the idea of investment as a capacity to

invest and maintain, the ideas linked to amortization, to taxation and to public and private governance; all of them being notions grounded in cultures which are in permanent evolution.

Maurice Barth
Grand Est Solidarité et Développement (GESCOD)

Co- Pilots



With contributions from







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PART 1

DEFINITION AND APPROACH

The working group focused on the following essential services:

- Access to drinking water, sanitation and water hygiene
- Waste management
- Energy production and energy servicing

They are widely inspired by major international documents: New Urban Agenda, the Sustainable Development Goals (SDGs) but also, French strategic documents dealing with these services.

SDG 6, 7 and 12 deal directly with the essential services studied by this working group and list the following objectives:

SDG 6: Clean water and sanitation

It targets a “universal and equal access to drinking water, hygiene and sanitation by 2030.”

It sets objectives of water quality by limiting pollution, objectives of sustainable management to avoid

wasting resources, of integrated management of water resources and of protection of water ecosystems

SDG 7: Clean and affordable energy

The energy question is directly in link with the fight against climate change by means of sustainable production methods, which represent an opportunity to improve territories thanks to economic territorial development.

It aims to facilitate universal access to energy, to develop first and foremost renewable energy and the research about clean energy technologies.

SDG 12: Sustainable consumption and production

SDGs include the question of waste in a more global approach than that of SDG 12 only, but SDG 12 is the one was the most used for this group's work. It invites producers and consumers to think about their habits and about the impacts these habits have on the environment.





It encourages to limit food waste, to manage chemical waste in an eco-friendly way and to reduce waste that we produce.

The recommendations formulated in this booklet also follow a thread centered around topics that are essential to the development of urban services: the role of governance, of public policy and planning, of inclusion, of training actors and raising leaders' awareness as well as that of users, of economic models and last but not least, the role of actors' cooperation networks.

These recommendations are the product of experiences of the members of this group, who all come from various spheres: state organization, public organizations, private organizations or non-profit organizations.

Starting from this study, we are able to share some more precise and detailed recommendations about a few concrete examples.





PART 2

RECOMMENDATIONS AND EXAMPLES

Recommendation 1

Define the role of each governance level for an efficient implementation and management of services.

Definition of the regulatory framework

The question of the scale at which essential services are implemented and managed is central. The definition of a regulatory framework at the national scale that establishes a clear competence divide between the various levels of governance, from State to regions to local authorities, is a mandatory pre-condition to create efficient essential services. Who defines the strategy? Who is in charge of commanding those services and coordinates all parties involved?

Scale of service management

Rely on an adequate scale to implement and manage essential services, by going beyond classic administrative limitations when they aren't adapted, preferring instead a territory that allows optimal services; all of it, while enhancing the possible evolutions of the States' regulatory framework.



PROJECT

Creation of the first union of municipalities for water and sanitation

SYCOMY: first union of municipality organization for water and sanitation, progressively created since 2010, started at the scale of the Mbam and Inoubou region, in partnership with the regional water and sanitation department of Bas-Rhin and GESCOD.

This organization brings together 9 towns that decided to mutualize their management means for a new public service of water and sanitation, one of the competences endorsed by these towns. The union is responsible for new investments, for the good functioning of the construction works, for water quality but also for the implementation of a regional

water and sanitation strategy. It receives direct funding from Cameroon's communal investment fund, from municipalities and from the village committees in charge of managing water access points.

Since 2018, the group has been subject to a replication by the neighboring regional union of Lékié. (CAMEROON)



www.gescod.org

Partnerships to balance the development between territories

We call out to the authority in charge of implementing essential services to facilitate a balanced development between urban and/or rural territories. Cooperation between competent authorities must be organized for a new governance level of essential services and must become a mean to balance the development of the territories.





Governance and informal neighborhoods

The goal to provide essential services to all neighborhoods turns out to be a particularly important challenge on the territories where urbanization develops mostly informally. However, services development isn't only related to improving the inhabitants' quality of life; it also contributes to the reduction of health-related risks through hygiene improvement (water), through the reduction of the pressure applied to soils and water tables (sanitation, waste) and through an increase of the economic productivity (energy). This also facilitates access to education and to job creation.

Water as a common good

We call out to consider water as a common good, essential and vital, rather than as a market good. Drinking water resources must be made available at an affordable price to the entire population. Water must also be considered an essential and rare good to be protected and managed within and by all the parties involved in the water sector.

Connect informal neighborhoods to essential services

We recommend paying great attention to including informal neighborhoods, often ignored by public authorities. They should be included within policies related to the connection of essential services, which is often a first step toward the acknowledgement of these neighborhoods.





PROJECT

Sanitation and waste management strategy in Mahajanga, located in Vallon Metzinger informal neighborhood

The ASSMA project aims to organize a non-collective sanitation program at the scale of some 120 000 inhabitants, which will be adapted to the hydrogeologic and topologic profile of the Vallon area. It will be developed

through the creation of complete multi-family toilet equipment, financially affordable, and through a system of public-private collection, treatment and innovating valorization of latrines' faecal sludge. This strategy relies on a strong action to raise awareness about the topic and on an organizational support provided to the coordinating public service. (Mahajanga - MADAGASCAR)



www.gescod.org

Recommendation 2

Plan the implementation of essential services in such a way that they answer the needs and means of the local population.

Why plan the implementation of essential services?

The importance of providing populations with efficient networks of essential services isn't limited to answering the basic requirements needed to live collectively. In a broader way, it is a pre-condition for the development of specific economic activities and thus a pre-condition for local growth (energetic transition strategy, 2019-22, AFD).





Increase knowledge, so to improve the planning of essential services

The knowledge challenge is crucial. The planning of essential services implies a choice between diverse implementation options: centralized or decentralized systems, parcel level systems or collective level systems, etc. To make wise and informed choices, it is fundamental that authorities rely on a precise knowledge of their social, cultural, economic or topographic specificities.

Strengthen the tools used to know the territories and the local expectations

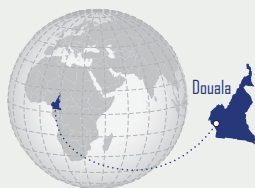
We recommend also developing socio-economic studies and collecting inhabitants' expectations (concertation, survey, households, etc.) in order to plan a resilient project in line with the topographic specificities and which answers local expectations.



PROJECT

Project of rainwater drainage and of geographic information service

GESCOD, in link with Strasbourg Eurometropole and the City of Strasbourg, as well as their partners, collaborates with the urban community of Douala for the



construction-rehabilitation of 47km of rainwater drainage. This project aims to strengthen the infrastructure command capacities of the authorities and as well as the local governance capacities, in the field of urban sanitation. This assistance to infrastructure command (AMO – *Assistance à maîtrise d'ouvrage*) also supports the creation of the SIG, focused on data sharing tools and processes, providing technical support to the drainage project. (Douala - CAMEROUN)

www.gescod.org





Cross-sector approach

This knowledge-based approach invites to put an end to compartmentalized approaches and to choose holistic visions instead, for the strategies and the projects, by encouraging cooperation between the political, technical (urban professionals and research organizations) and social spheres (civil society and NGOs).

Use of new technologies

The use of new technologies is an interesting direction to bring together multiple actors. They allow for the development of knowledge elements about a territory and of means of citizen participation that are also useful to operators, scientists or political leaders. Satellite images, especially, allow to get precise images of the grid of informal neighborhoods, and crowdfunding practices involve inhabitants equipped with smartphones into the production of cartographic knowledge.

Develop prospective tools to anticipate the needs

Added to the improved knowledge about the built estate, the development of prospective approaches related in particular to endogenous or exogenous demographic growth allows to anticipate urban growth, in planned or unplanned spaces. This prospective should facilitate the installation of infrastructures ahead of the informal neighborhood development and then, simplify the connection of its habitation, thanks a limitation of the connecting costs.

Design synergies between essential services to create sectors and values

Planning essential services also means designing the synergies between them and developing professional sectors at the territorial scale. These synergies, namely between waste management services and the recycling sector, help to reduce waste management costs and to create wealth thanks to re-use processes, recycling, methanation or compost.



Plan services in adequacy with local means and needs

Planning implies to think about the service model we want to implement. When it comes to places located farther away from centralized networks such as peri-urban or rural territories or informal neighborhoods, sometimes hard to access, solutions can be imagined, transitory or not, which respect equal access to services. These alternatives, such as individual sanitation or mini-sewers, present benefits related to the topographic context, to the reduction of installation costs and to an easier maintenance.

Planning through concertation

Populations supplied by transitory systems must be involved in the planning of services to make sure that they embrace and accept the project.



TOOL

Guide for Sanitation service through mini-sewer, by pS-Eau

This guide developed by pS-Eau in partnership with AFD, SIAAP, GRET and with contributions from African experts, presents the benefits related to the implementation of a condominium system of sanitation, also called “mini-skewer”.

These limited-size networks provide sanitation services to households and public

spaces at neighborhood scale, for a price more affordable than that of centralized networks. Namely, cost reduction is induced by limited landfill, limitation of ‘lineaire des conduits’, reduction of ‘nombre de regard’ and simplification of the users’ connection to the network.

www.pseau.org/en





Recommendation 3

Ensure universal and equal access to qualitative essential services for all, without consideration of gender, age or social origins.

Essential services contribute, among other things, to create opportunities for economic and social development and to reduce the vulnerability of the most precarious populations, by limiting their exposition to health-related risks, including to waterborne illnesses (diarrheas, lack of sanitation).

This stake is vital for women and girls who, according to UNICEF, lose 200 million hours (per year?) getting water supplies for the household. Providing the population with a local water supply point allows to free up study time, and allows for a greater independence of women.





Adapted services and prices

To make services more inclusive, we encourage implementing access and pricing systems that are adequate and adapted, taking into consideration the funding capacities of the population while inciting them to contribute to the creation of these services in a long-term perspective.



TOOL

CTSuite: access to running water for all urban inhabitants

The implementation of the solution called CTSuite, by CityPass, allows members to prepay their water consumption by adding credit to a water account anytime and for any amount, thanks to mobile payments. Underprivileged urban inhabitants can thus get connected to existing water networks and pay small amounts based on their irregular revenues. The solution also enables

members who got disconnected because of payment failure to be reconnected, by paying back their debts with daily micro-payments. The water company can thereby access all water payment and water consumption data on the CTCloud platform, which enables the company to manage its service in a more transparent way and to reduce its operation costs.

www.citytaps.org

Make the population aware, thanks to the population

We also recommend developing projects that include the population and make it aware of good usage practices of the services, thanks to local communication means adapted to the cultural practices, aiming for a better social mediation.





Recommendation 4

Raise awareness and train actors to create networks of essential services.

Empower actors

Making actors aware and training them helps to empower them and to establish the projected services on the long term, to ensure the social accountability and acceptability of the projects, and to enhance the professions by making them attractive and secure. People in charge of commanding these services and in charge of coordination must ensure it.

Cooperate to train local actors

To remedy the negative dependency on external expertise to train local technicians and engineers, we recommend strengthening cooperation aimed at creating trainings for technical and political actors, at piloting essential services in all their different dimensions: implementation, technical, financial and organizational management, etc.

The cooperation challenge lies also strongly in the capacity support to help the local public command and establishes specifications to make sure that the public command includes the expectations from civil society.



PROJECT

Support project to improve sanitation and waste management

Sanitation and waste projects in Mahajanga are part of a logic of support provided to local authorities to reinforce their public command capacity through training and pilot investments operations. This reinforcement of local governance allowed for a structuration

of a multi-actor platform including civil society organizations, based on public-private partnership models.

Support and awareness-raising encouraged in parallel the evolution of behaviors toward better hygiene, as assessed by Insitutut Pasteur in Madagascar. Have also followed since 2013 the development of a complete sanitation chain and increased access to basic equipment. (Mahajanga - MADAGASCAR)



www.gescad.org

Make elected leaders aware of the essential services challenges

The training of local experts allows technicians, engineers, professors and researchers to raise awareness directly among elected leaders by sharing their expertise about the stakes related to essential services, at the level of the concerned territory.

Cross-sector awareness-raising

We recommend not limiting those trainings to a vertical transfer of competence, but instead associating them transversally, across universities, local actors, populations and civil society organizations. They can thereby promote exchanges between the local actors of a territory, about their own fields of expertise.





Recommendation 5

Use the development of essential services as an innovating tool to create new economic activities.

Alternative offers of essential services

We recommend promoting alternative and innovative solutions of essential services. Low tech offers or nature-based solutions present advantages, especially in terms of costs induced for the local authorities. They also contribute to providing essentials services to all inhabitants.





Service creation as an economic opportunity

The development of a service offer must be seen as a way to create new economic activities, beyond the direct synergies between these services. The connection to energy networks, for example, allows for the development of new economic opportunities.



TOOL

Café Lumière in Madagascar

This project by Electricians without borders (*Electriciens sans frontières*), GRET NGO and Positive Planet, is designed as a multi-service energy platform powered mostly by solar energy.

This tool has to answer the development needs of rural areas in Madagascar by facilitating the development of commercial services (cold, food transformation, craftsmanship, etc.), individual services (telephone fees, stationary, lighting), and it will ensure energy supply to public services that are less financially balanced.

www.electriciens-sans-frontieres.org/en/

Oudin-Santini Law (2005)

France's decision to adopt at last the Oudin-Santini law in 2005 allowed local authorities, towns, mixed trade unions in charge of drinking water and sanitation services, water agencies, etc., to dedicate 1% of their budget to fund international development projects led by foreign local authorities on water and sanitation.

Fund sanitation services

The funding matter is especially related to the implementation of sanitation services that are sometime considered taboo or not a priority. We invite to acknowledge the importance of sanitation to reach the SDGs related to human health. This means that these services must be funded just like drinking water services get funded.

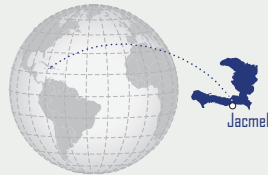




PROJECT

Waste management project

The city and 'Eurométropole' of Strasbourg, together with the city Jacmel, set the objective to structure a public service of waste collection and treatment. To do so, and thanks to the financial support of the EU, a multi-dimensional action was implemented, acting upon all the components of healthy and long-term public services: structuration of municipal services, increase of the principal city tax meant to implement a large tax registering operation (relying on SIG, based



on satellite images), organize waste collection and service equipment, implement a waste treatment center. (Jacmel - HAITI)

www.strasbourg.eu/en/





Recommendation 6

Rely on a cooperation set at multiple scales.

Cooperate to protect water resources

Some resources, because they are transnational, invite to design cooperation between authorities at the international scale. It is the case with cross-border water resources which are vital for the population who live on the watersheds.

Cooperation must help to avoid the consequences of bad resource management, such as pollution and shortage. We must therefore make sure to articulate and coordinate the water sector between producers, users, polluting and recycling agents.

Structure professional sectors

We encourage structuring local professional sectors of essential service to help improve habits, expertise sharing and as well as the acknowledgement of the sectors themselves. These sectors help to put professionals in contact, help to give them more influence and help them to lead advocacy action directed at the local authorities, national authorities and international organizations.





PROJECT

Ran'Eau network in Madagascar

Ran'Eau NGO, born from the fusion between Ps-Eau and the NGO called CITE with the support of GRET, aims to improve the quality and quantity of water and sanitation related projects in Madagascar, in agreement with the national strategy of Madagascar.

To do so, the organization highlights and enhances actors from the water sector and from the sanitation sector in Madagascar,



encourages also exchanges and experience sharing between actors, provides them with resources and support projects during the process thanks to consultancy.
(MADAGASCAR)

www.raneau.org

Cooperation between local authorities

We promote models of international cooperation between local authorities as a mean to share knowledge and expertise of public authorities about global challenges, of which the solution has to be found in local approaches, especially regarding governance of essential services that respects the challenges of local sustainable development.







CONCLUSION

Key words



Memo

The recommendations of this working group lay out many important points to ensure universal and equal providing of essential services to the population.

Furthermore, fairness is one of this booklet's key words. It must allow, in the short term, to universally provide the population with essential services of quality. Whether in a transitory or permanent way, it can prepare an egalitarian servicing between all inhabitants of one same territory.

Public authorities and their services also play a crucial role. Together, they must trigger the leaders' interest in ensuring access to essential services and they must articulate public commands around the inhabitants' real needs, while protecting the environment.

The priorities for action have to with improving and increasing the capacities granted to local actors and with acknowledging the benefits of providing the population with essential services. Beyond humanitarian principles, positive impacts are also felt in terms of territorial development.

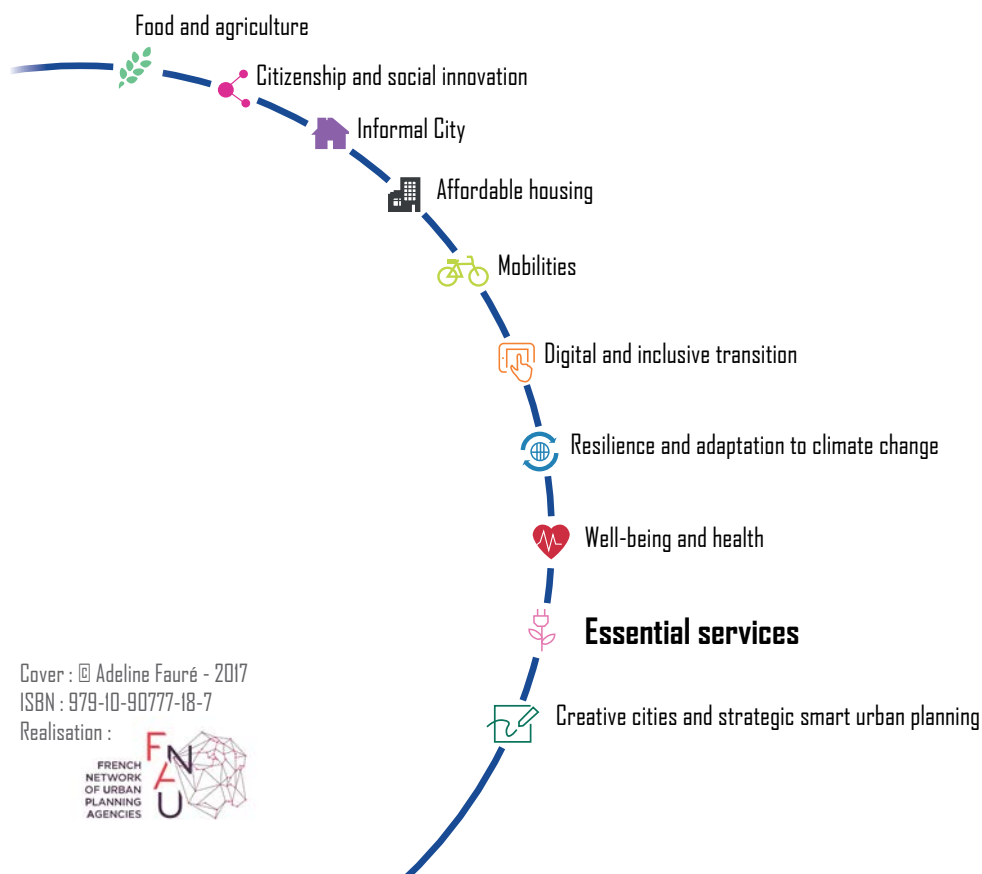
A more anticipated planning of essential services should contribute to a better structuration of urban growth and thereby to the articulation of the rural and peri-urban worlds, relying on a new and broader governance.

Lastly, for this process to be more than just an empty formula in front of realities, especially in front of economic stakes, these recommendations are faced with a real challenge: finding ways to conciliate public stakes with the growth wishes and needs of private companies.





Started in 2011, the **French partnership for cities and territories (PFVT – Partenariat Français pour la Ville et les Territoires)** is a platform meant for the exchange and valorization of the French urban actor's expertise at the international level. It is a multi-actor partnership headed by Hubert Julien-Laferrrière, Member of Parliament, supported by the Ministry of Europe and of foreign affairs, the Ministry of territorial cohesion, the Ministry of the ecologic and fair transition, and the Ministry of culture. It brings together close to 200 organizations representing the diversity of the French expertise, contributing to the construction of a shared French vision based on a capitalization of exchanges and of innovative and sustainable experiences.



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