



WATER SECTOR TRUST FUND

Up-scaling Basic Sanitation for the Urban Poor (UBSUP)

Programme for the **UBSUP Implementation Workshop**

Prepared by the UBSUP Team

The entire document can be shared with the participants of the workshop.

1. Main Objective

The main objective of the induction forum is to give the members of the unit and other stakeholders a clear understanding of the UBSUP/SafiSan programme (capacity building at Water Service Provider level)¹. At the end of the induction session the participants will be able to understand the objectives, the approach and the outputs expected at the end of the **first phase** of the project.

2. Specific objectives

The specific objectives of the Implementation Workshop are:

1. To introduce the UBSUP/SafiSan programme to the low income areas (LIA) unit of the WSP.
2. The participants to understand their roles in the programme.
3. The WSP to understand its contractual responsibilities and enhance the WSP's ownership of the programme.
4. To explain and discuss the **incentives** for the WSP related to onsite sanitation and decentralised treatment.
5. To make WSP staff understand the roles of other stakeholders in the programme.
6. Equip the WSPs LIA unit with the relevant information and tools required for the full implementation of the **SafiSan Project** (i.e. information on available technical options, sanitation marketing strategy, business and financial model, sanitation teams, DTF construction etc.).
7. Show the WSP how to access and use the **SafiSan Toolkit**, which contains all the tools necessary for the successful implementation of a SafiSan project.
8. To enable the WSP to establish a **Project Task Team** and to prepare a **Detailed Project Work Plan** based on the **Activity CARDS**.

¹ **UBSUP** = Up-scaling Basic Sanitation for the Urban Poor; **SafiSan** = The name of the programme and the toilets developed by the UBSUP programme; WSP = Water Service Provider; WSTF = Water Services Trust Fund; LIA = Low Income Areas; PHO = Public Health Officer.

3. The Workshop Approach

During the Implementation Workshops for the Water Service Providers a large number of new concepts and approaches will be introduced (e.g. the phases of SafiSan Projects). In other words, there is a lot of explaining to be done. This implies that the participants will be shown quite a large number of (MS-PowerPoint) presentations.

In order to make the participants really participate it is of the utmost importance that every presentation is followed by a short Questions & Answers Session.

In addition to the short Q&A session after every presentation, there is every day a more general Q&A session towards the end of the day programme. Day 2 and 3 also start with a Q&A session.

The programme is spread over a 3-day period. The first 2 days the programme ends at 4:00 PM and the last day at 3:40 PM. This means that there is enough “flexibility” to take more time for specific topics and questions.

Also the presenters can make the difference. Instead of going through the presentation in a kind of mechanical (boring) fashion, they should get participants enthusiastic by asking questions or even questioning the content of some of the slides (“*Do we agree that what is on this slide....?*”).

4. The participants

It is indeed very important that the right participants take part in the UBSUP Implementation Workshops for WSPs. The following participants could be invited:

- ⇒ All members of the **Project Task Team (PTT)** of the SafiSan Project.
- ⇒ (Additional) Water Service Provider (WSP) staff:
 - Members of the LIA unit.
 - WSP SafiSan Project Team Leader(s).
 - Administration; Managing Director and/or the Human Resources Department.
 - Technical Manager.
 - Social/communication/community relations staff member(s).
 - Finance Department² staff member(s).
 - Procurement Department staff member.
 - Revenue Department staff member.
 - Inspector for the Water/Sanitation Projects.
- ⇒ Representative from the District Water Office.
- ⇒ County Residents Monitors (who are also members of the **PTT**).
- ⇒ WSTF staff members (facilitators)
 - Facilitator
 - Administration representative.
 - Technical UBSUP Team member representative.
 - Social UBSUP Team member representative.
 - Finance UBSUP Team member representative.

² Department or Section or Unit (etc.).

- ⇒ The Public Health Officer(s) (PHO).

5. List of required materials and tools

The following materials may be required in order to organise a successful induction session:

- ⇒ The MS-PowerPoint presentations prepared for the Implementation Workshop.
- ⇒ The other documents (mostly in MS-Word) prepared for the Workshop.
- ⇒ The SafiSan tablet.
- ⇒ The “SafiSan Brochure”.
- ⇒ “Establishing the Project Task Team & the Detailed Work Plan for SafiSan Projects”.
- ⇒ “Technical Handbook” & “Technical Options”.
- ⇒ “Sanitation Marketers (Social Animators) Handbook”.
- ⇒ “Social Marketing strategies for onsite sanitation systems”.
- ⇒ “Schematic representation of the financing and business model”.
- ⇒ “The Financing and Business Model”.
- ⇒ The SafiSan toilet scale model.
- ⇒ Squatting pan.
- ⇒ Projector (beamer) and all necessary cables & connections.
- ⇒ Flipchart stand, markers and paper (size A 1)

Please think if there are more materials you need for your session. For instance, what will you do if you are unable to use a projector, if there is no electricity, etc.?

6. PROGRAMME

Programme of Day 1

Duration	Topic	Media/Method	Presenter
8:00 – 8:15 AM	Registration & introductions	Registration file	
8:15 – 8:30 AM	Objectives of the workshop	Presentation (1)	
8:30 – 9:00 AM	UBSUP Programme & SafiSan Projects	Presentation (2)	
9:00 – 9:30 AM	<i>Coffee & tea break</i>		
9:30 – 10:00 AM	Key stakeholders/PTT Roles & Responsibilities	Presentation (3)	
10:00 – 10:30 AM	Technical options	Presentation (4)	
10:30 – 11:00 AM	Social Marketing	Presentation (5)	
11:00 – 12:00 AM	Group work: Implementing a SafiSan Project	Document (1)	
12:00 – 1:00 PM	<i>Lunch break</i>		
1:00 – 1:40 PM	Business model & finances	Presentation (6)	
1:40 – 2:30 PM	Pilot project experiences	Presentation (7)	
2:30 – 2:50 PM	<i>Coffee & tea break</i>		
2:50 – 3.30 PM	<i>Questions & answers (Day 1)</i>	<i>All participants</i>	
3:30 – 4:00 PM	<i>Wrap-up of Day 1 & programme of Day 2</i>	<i>All participants</i>	

Programme of Day 2

Duration	Topic	Media/Method	Presenter
8:15 – 9:00 AM	<i>Questions & answers (Day 1) (continued)</i>	<i>All participants</i>	
9:00 – 9:30 AM	Phases Approach and the package for WSPs	Presentation (8)	
9:30 – 10:15 AM	Incentives for all the stakeholders	Presentation (9a/b/c)	
10:15 – 10:45 AM	<i>Coffee & tea break</i>		
10:45 – 11:30 AM	Using the Activity CARDS	Document	
11:30 – 12:00 AM	Preparing the Detailed Project Work Plan	Document	
12:00 – 1:00 PM	<i>Lunch break</i>		
1:00 – 1:45 PM	A walk through the Financing Agreement	Financing Agreement	
1:45 – 2:20 PM	Disbursement & timely subsidy payments	Presentation (10)	
2:20 – 2:40 PM	<i>Coffee & tea break</i>		
2:40 – 3:40 PM	<i>Q & A session</i>	<i>All participants</i>	
3:40 – 4:00 PM	<i>Wrap-up of Day 2</i>	<i>All participants</i>	

Programme of Day 3

Duration	Topic	Media/Method	Presenter
8:15 – 9:00 AM	<i>Questions & answers (Day 2) (continued)</i>	<i>All participants</i>	
9:00 – 9:30 AM	SafiSan Projects: Getting started	Document	
9:30 – 10:30 AM	Using SafiSan Tablet & Mobile Applications	Tablet computer	
10:30 – 10:50 AM	<i>Coffee & tea break</i>		
10:50 – 11:10 AM	Integrity issues	Presentation (11)	
11:10 – 11:30 AM	Quality work	Presentation (12)	
11:30 – 12:10 AM	Phase 2 (etc.) areas selection: Type of LIAs	Presentation (13)	
12:10 – 1:00 PM	<i>Lunch break</i>		
1:00 – 1:30 PM	Using the SafiSan Toolkit (online)	SafiSan Toolkit	
1:30 - 2:30 PM	<i>Q & A session</i>	<i>All participants</i>	
2:30 – 2:50 PM	<i>Coffee & tea break</i>		
2:50 – 3:40 PM	<i>Wrap-up of the Workshop & Way Forward</i>	<i>All participants</i>	