**What matters for informal workers**

- **Safe**: Safer, healthier working conditions and equipment
- **Dignified livelihoods**: Understanding and respect in the community
- **Sustainable**: Viable business models and long-term security

**What matters for service users**

- **Affordable**
- **Inclusive**
- **Convenient**

**Barriers to safe sanitation**

**Budgets:**
Municipal governments must revise budgets to increase allocations and target spending more effectively towards informal settlements.

**Enabling environment:**
Role of informal sanitation workers not recognised, unauthorised or illegal. Lack of engagement between official and informal service providers.

**Gender blindness:**
Gender-neutral approaches to programme design, delivery, and financing reinforce patterns of discrimination that prevent women from benefiting from safe sanitation equally to men.

**Transport:**
Costs of transport could be reduced further through long-term financing or a shared ownership model.

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**Call to action**

The informal sector can play a central role in faecal sludge management at the city-wide level, building on their existing skills and knowledge.

This model can provide safe and dignified jobs for sanitation workers and an inclusive and high quality service for customers in low-income communities.

It requires a change in investments and support, to build capacities, create balanced service-level agreements, procure suitable equipment and change attitudes and behaviours at city-wide level.

**Routes to scale**

**SAFE SANITATION**

**3.6 BILLION PEOPLE**

live without access to safely managed sanitation.

**19% increase in urban population without safely managed sanitation, sub-Saharan Africa 2015–2020**

**Call to action**

Increased in urban population without safely managed sanitation, sub-Saharan Africa 2015–2020

**Practical Action**

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practicalaction.org

Big change starts small.