## People-centred SANITATION

Working with informal workers and low-income communities to provide city-wide inclusive services

### Gender transformative
- Challenging marginalisation and building capacity of women leaders

### Inclusive
- Ensuring services deliver for low-income communities

### Listening
- Addressing communities’ desire for responsive, affordable services

### Quality services
- Timely, accessible, clean, good customer service

### Bottom-up
- Working with existing pit emptiers to improve working conditions

### Sustainable
- Proven business models for long-term transformation

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### Kisumu, Kenya

**The need**
City-wide, 85% of people use on-site sanitation. About 60% of the population live in low-income

**Process**
Three manual emptying social enterprises have been supported to formalise. Workers now have training and protective personal equipment. New regulations have been agreed with landlords and approved by municipalities.

**Achievement**
Vuka Sasa are a new social enterprise with a proven business model, achieving cost recovery and serving 16,000 customers.

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### Faridpur, Bangladesh

**The need**
A lack of treatment options for faecal sludge meant that as little as 10% was safely managed in 2014.

**Process**
Working with the existing and highly active network of informal workers to set up two co-operatives and a faecal sludge treatment plant.

**Achievement**
Coverage of safe disposal has quadrupled, from 10% to 40%. This inclusive model is being taken to scale and rolled out across all 329 municipalities through a new national action plan.

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### Dhenkanal (Odisha), India

**The need**
Until 2019, 100% of faecal sludge collected in Dhenkanal was openly discharged into the environment.

**Process**
Working in collaboration with women’s self-groups and a local private sector enterprise, Hoolock, to provide pit emptying and a treatment plant.

**Achievement**
Management responsibility transferred to the local municipality to achieve long-term sustainability of service provision. Gender relations transformed by challenging marginalisation and building capacity in women leaders.

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### Practical Action

**Experience**
Works with informal pit emptiers in low-income communities for over 10 years.

**Partnerships**
Forms bold collaborations between communities, municipalities, and multilaterals funders.

**Influence**
Takes ideas to scale by informing global discourse, so many more people can change their worlds.

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**Practical Action**
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Big change starts small.