

## **CLTS in Cambodia**

*Transcripts of interviews with representatives of organisations using CLTS in Cambodia*

### **Lyn McLennan, Programme Manager, Lien Aid, Cambodia**

Lien Aid is a Singapore based NGO and its focus is water and sanitation in the South East Asia region and what it's aspiring to do to is to help people within the region where it's gained so much benefit over many years. Lien Aid itself was only formed in 2006, so it's a very new NGO and Cambodia was one of the first countries of interest for Lien Aid. And when they came here in 2006, they agreed to work with the Ministry of Rural D in a number of areas and one of those was to support the implementation of the CLTS work that was already being started or gaining momentum within the country at that time. And they supported funds to trigger a number of villages in the province in Kampong Speu at that time. During that process, the organisation became aware of other issues facing people that meant they struggled to fully participate in that process, People were quite willing to build latrines, the process itself engaged people significantly but they were aspiring to more than a very simple home-made hand-dug pit latrine. Whilst they were quite happy to build pit latrines, they were wanting something a little bit more substantial. So Lien Aid in discussion with the MRD helped to provide a small subsidy to cover the transport costs of the key components which were basically one ring and one slab. And the community paid for the ring and the slab and they prepared the pit and the superstructure to go over it and Lien Aid supported the transport costs. This idea of aspiring to something a little bit more substantial has helped Lien Aid to look at what other opportunities there might be to support access to more sustainable latrine options in Cambodia, and it was late 2008 that they engaged with WTO to develop up a proposal to look at a market-based approach to delivery of products and services. In the projects that we were engaged in earlier, as I said, people wanted these more robust latrine components but they said there was nobody locally who could buy them, so hence the transport subsidy idea. So with this idea of helping to build the supply chain is about how can we build on the work of CLTS in terms of the creation of demand and the aspiration for latrine ownership but look at how we can strengthen the supply side to deliver products and services that people are willing to pay for. The issue of course is, this seems to be the biggest barrier for people's ability to buy in, is that capacity to pay. So we participated in a process that the ministry participated in together with UNICEF and others that was led by IDE to develop a lower cost core that actually provided a sustainable foundation for the construction of a latrine, Most of the cost is actually in the above ground structure but people wanna skip the bit below the ground because they can't see it. And that's the same whether it's in Cambodia or in any other country, they don't really care what's underneath but the more they have to pay for something they can't see the less appealing that becomes, so the core is just an idea to provide a kit that people could go and buy in a one stop effort, that it's packaged, that it's pretty much priced at a point where quite a few people can start to buy in. But the idea is that they can buy it in one lot and that they can do it themselves in terms of the installation, if they want to. So that was a really exciting opportunity to be involved in that and that included the work of IDEO which is a major design company in the US... so we are happy to work with that but what we also recognised is that through that process IDE had to make some decisions about what they would do and what they wouldn't do. And what they did do is the core which is a pour-flush idea. But what we recognise is that pour-flush isn't suitable for everybody, so there are a number of areas where water is a particular problem to access, particularly in the dry season, so we have been looking at how we can we make a dry pit latrine aspirational. And it's really tough. We've tried to use the

same approach, but when you put in all the other aspirational aspects and keep it dry, the difference in price isn't very much. So people seem willing to pay a little bit more to get a pour-flush latrine without really considering the issues of access to water in the dry season. So these are other issues that we wanna try to explore to see how we can make a dry pit latrine aspirational, so it does provide all of the features that they are looking for, so it doesn't have the smell and the fly problems are resolved, and they are happy to invite their friends and family to use. So we are looking at the dry pit as an option. The other side of it was the superstructure. Typically in Cambodia you can either build your own quite cheaply but it doesn't tend to last very long, the other end was a concrete and brick construction which tends to be quite expensive, \$200-300. So what we wanted to do is to look at how we could provide some products at other price points, so we've had some R and D work happening on that side. So this is all trying to look at how we can provide the market with options to provide to people in the communities, Our project is just about to start in terms of actual implementation. So it's strengthening the supply chain and also continuing to work with government and other son the CLTS process to create demand. The supply chain is about engaging those that really want o be part of the business, so not about trying to make or create artificial businesses just to sell latrines. This has to be part of the supply chain and something that is there well beyond the work that Lien Aid and WTO put in, so we are very keen to use people that exist already in the supply chain, the bright sparks, those that wanna innovate, so those that can take the core and maybe the book on the various options that are available and innovate themselves further if people want things at different price points. The same with the shelter there may be other things that the market can actually start to do but they won't do it unless there is a demand. And at the moment they don't see that demand. Even though the CLTS process is rolling out, there is no real connection at the moment between what's happening in CLTS and what's happening, the people who are working in the supply side. And I think that's come up a number of times during this week where we've said that people lack access to products and services and skilled people to provide those products and services. So this week has really been able to stimulate some really interesting discussion about the differences between CLTS and Sanitation Marketing and can they work together and how can they work together. But I think it's just part of that process of CLTS is really starting to take off, people are really looking for other options, now let's look at how we can help them to access those options. I think a really key thing though is that we are not trying to pitch to the poorest and most vulnerable through the sanitation marketing. But in Cambodia we have got quite a unique situation in that very few people are buying, even those that can afford to pay, aren't buying. So they've got other priorities, there's competing priorities for how they spend their dollar. The other thing is there's a lot of seasonal income here, so you've got to grab those people at the right time when they actually have money available to put into this sort of purchase. So we are starting to explore how we can engage people at the right time, how we can segment the market so we can appeal to different motivations of the various groups, understand what people are really aspiring to when they make this purchase and it's probably quite a substantial purchase for them but as I said it's not targeting the poorest. But we are interested also in looking at how other mechanisms could be used to reach the poorest and we've already been in discussions with government where they're starting to implement some new subsidy projects about how can we perhaps pilot in that area a subsidy project that doesn't require just the delivery of materials to a household but they are actually engaged in the market and they have options about who they can buy from, they might have options what they can buy. So for example a voucher might get them to a certain point, say for example the core which is typically about \$35 delivered or they can put in additional money to buy other elements

that they're really interested in. So we are really looking at how can we make this work for the various groups without distorting the market, without offering a whole lot of stuff for free so nobody's buying from the market because they are waiting to be the next one on the list, It's challenging, I don't think we've got any of the answers yet, but we are really looking forward to how we can try to influence the way that might work out at the end of the day.

### **Heino Guellemann, Swiss Red Cross Cambodia**

Ok, my name is Heino Guellemann I am working for the Swiss Red Cross, SRC is engaged in Cambodia since 1983 and we are working on sanitation since 2006. It was quite early in my early stages when I started working in Cambodia in 2006 that I got knowledge from CLTS, when I came to this country it was already quite prepared. Plan International, UNICEF, together with MRD made CLTS in a way operational that it was quite amazing for me, coming to Cambodia and realising that I can just buy the know-how for the most advanced participatory methodology in sanitation available worldwide from the Ministry of Rural Development. And since we initially identified a strong demand for sanitation and the lack of latrines as a key issue perceived by the local population I didn't have to think a lot to make the decision to start working with CLTS in cooperation with MRD in Takeo Province - that was how it all started in 2006. Since, we triggered 52 villages, 30 more are coming up now, contract is just signed..., first mid-term evaluation is done and main lessons learned from our side are that we see that we have challenges to sustain the excellent initial results. We have excellent initial results. After triggering, the coverage rates are increasing significantly. But after one or two years we also have to observe that a lot of the very low cost type of simple pit latrines are abandoned, and that is one of the major challenges we have to face now. A second challenge from the evaluation is that we see that we don't really reach the poor which is a particular problem for the Red Cross usually orientating towards the most vulnerable parts of the population., that's what we have but these challenges do not in any way have a character to question us not to use CLTS, we are still convinced that it's a wonderful and magic approach to achieve behavioural change, to raise sanitation awareness, and to make people really understand the necessity of why every household in each village has to have a toilet. There I think is no doubt about that. But there are additional activities that we have to address in future to overcome the challenges I just mentioned. How to overcome this? With regard to the sustainability question and with regard to the poverty, how to reach the poor question, I think I have the impression that the main feature, that the main problem in the background of the two of these problems is affordability of let's say decent latrines, or sustainable latrines, or technologically appropriate latrines which are sustainable and which are long lasting,. We will definitely do some trials about how to introduce subsidies, if you want to call it subsidies, definitely not hardware subsidies but probably voucher systems, identifying the poorest households supporting them to be able to construct higher standard latrines and this is what we are going to address now.

Average number is usually a third of all villages go ODF, in our region we reached 25% but I also have to say that we are working in an environmentally very challenging environment,. We have either good clay soils good for latrine construction with flood problems or where we have no flood problems we have highly collapsible sandy soils. So in both of our regions we are facing quite challenging environmental conditions, so we are reaching 25% ODF out of the whole number of villages [triggered].

### **Hilda Winarta, UNICEF, Cambodia**

Ok my name is Hilda Winarta and I'm the Water and Sanitation Specialist with UNICEF Cambodia, I have been here for more than four years now, so almost throughout the current country programme which is from 2006 to 2010. and we started to collaborate with the MRD from 2005 in promoting CLTS so practically almost throughout the current country programme, five years. Fortunately, the next country programme which start will start in 2011, UNICEF Cambodia remains committed on continuing support to sanitation improvement and through community based approaches particularly CLTS. I think Cambodia has made a lot of progress in terms of CLTS but still a big room for improvement, particularly in the sustainability of ODF community. Now we have just learned that nine communes have declared ODF. Commune is the lowest level government, so this is the key local government agency throughout Cambodia and one commune can consist of up to ten or sometimes fifteen villages, so so far we have been working mainly with one village here, one village there, although with the participation of the commune councils members but now it is a big step to have achieved nine communities ODF but again the challenge is to have a proper verification and that has not been achieved yet in Cambodia, we do not yet have a good verification methodology, particularly one that is institutionalised in the community's own process, we don't want a group of outsiders checking and clarifying whether it is true, but how to involve the community themselves, practically, like applying what has been suggested in the handbook, that the community themselves, even groups of children can play a role in verifying in yes our village, and hopefully our communes is also ODF.

Another progress that I would like to share also is the efforts of integrating the communities and schools in promoting CLTS because the tendency so far is that in implementing CLTS, the schools have not participated,. But now starting from next year actually we have to come to an agreement with the MRD and the Ministry of Education, that ok lets start from the schools first and the communities surrounding the schools will be supported to implement CLTS. Once again the need for clearer guidance on how to sustain ODF, even post triggering, post triggering activities, the needs to strengthen, to improve the facilitation skills, most of our facilitators which are actually mostly government, those are still big challenges, these have actually been highlighted and these have come out through the recent evaluation and I think in this workshop we have also learned that similar challenges are being faced, and I'm hopeful through this workshop, we will have additional even more lessons learned that will be useful for Cambodia.

Surprisingly, from Indonesia which is my own country even though I have not been involved in very much in CLTS, it is encouraging that even the government of Indonesia has bought in CLTS almost enthusiastically, even though they did change a little bit the name, like they didn't fully adopt the CLTS, but they packaged it as Community-based sanitation, but anyway this non subsidy approach that the government has agreed to be the key guiding principle for sanitation improvement activities that's a big step for a country like Indonesia. so to have something at the policy level, as Pak Oswar the presenter from Indonesia shared, it is clearly in a document, in a policy document, considered a national strategy, that is clearly sth that Cambodia needs to achieve, and I hope it will because at the moment as you know the Minister has still not been convinced enough that CLTS and the non-subsidy should be developed. Actually Cambodia has made some progress as well in that area, through the collaboration between MRD and WSP, like from the very beginning we came up with an informed choice manual and then some MRD officers worked together with WSP to actually bring up the innovations, the results of community innovations, to put it into a proper manual which will be shared and promoted among the community themselves, so that is already a progress. And now

sanitation marketing is also taking place, my hope is that through this sanitation marketing the supply chain aspect of sanitation improvement in Cambodia, we'll use that as the basis for improvement rather than doing too many more researches, doing something new and yet still come up with rather expensive option so we already have the basis, the demand generation side, we have proven methodology, proven experience, that is CLTS, CLTS triggering which has proved clearly that the community do have demand and that demand is effectively generated through CLTS triggering and follow up actions. And as we all know the supply side is still a big challenge, and yet in theory the models and so on that have been generated from the community's own innovations are now available on paper. Works are still going on to put this into a proper manual which can be then used by our government officials, government officers at the provincial and district level who are in the position to provide more technical support to the community directly, but I hope that this more systematic way of doing sanitation marketing will built on that, will marry CLTS and the sanitation marketing approach. Even though just within Cambodia we do not always have enough opportunity to sit together with the different players, in CLTS and sanitation marketing for example, and it has been a great reason to share with different countries.