

CLTS Sharing and Learning Workshop
24th May 2015
Dakar, Senegal



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1. Introduction:

On the 24th May 2015 The CLTS Knowledge Hub and the Water Supply and Sanitation Collaborative Council (WSSCC) convened a 'CLTS Learning and Sharing Workshop' in Dakar, Senegal, ahead of the 4th AfricanSan Conference. The event was attended by over 90 WASH practitioners and consultants from NGOs, international agencies, government and research institutions based in 21 different countries. A list of all participants can be found in Annex 1. The session was facilitated by Robert Chambers and Petra Bongartz (CLTS Knowledge Hub, IDS) with the help of interpreters enabling both French and English speakers to attend.

As participants entered they were directed towards a series of charts and were encouraged to provide information on a range of topics. They were asked:

- Their level of CLTS experience
- Challenges around CLTS
- Alternatives to the log frame and results based management tools
- Information on CLTS national policy, ODF target dates of their countries and the ministry responsible for CLTS/sanitation
- The number of trigger communities and number of ODF communities
- Ideas and/or experiences of triggering policy makers
- Information on CLTS related research
- Insights into achieving ODF sustainability
- Changes they would like to make to the CLTS handbook
- Innovations they have for sharing

All information collected can be found in Annex 2.

The session began with a number of icebreakers designed so participants had a chance to meet each other. One of these exercises required people to stand on a line indicating their level of CLTS experience. At one end of the room stood those who were new to the subject, at the other end were those who had experience of triggering multiple villages. One person had reported triggering more than 300 villages.

2. Identifying priorities

Participants were asked to write down three priority issues they would most like to discuss onto individual cards. All the cards can be seen in Appendix 3. The priority areas identified were:

- Sustainability of technology
- Social sustainability and collective behaviour change
- Institutional sustainability – including relationships, post ODF
- Post ODF
- Monitoring
- Finance
- Sanitation marketing
- Those who are least able/most vulnerable
- Urban CLTS
- Verification
- CLTS processes
- Handwashing and hygiene
- International comparisons

- Scaling up with quality

3. Sustainability

The most popular were the 3 categories about sustainability: social, technological and institutional. These groups were then divided into Anglophone and Francophone creating six groups in total. Groups were asked to focus on both challenges and solutions and report back to the group after a discussion.



Photos: Groups discuss different aspects of sustainability

Social Sustainability

Challenges:

- With rates of relapse and slippage we are still unsure how do you sustain ODF communities.
- Do we know if communities were ever ODF in the first place? Do we know if they were properly triggers? What definitions were used?
- Most activities are project based so when funding ends there is no more monitoring.
- Post-ODF follow-up relies on local structures to carry on activities after a project.
- The quality of latrines make them difficult to maintain – there is a need for more technicians, engineers and masons to be involved. The skills need to be transferred to the community.
- Low level of ownership due to weak implementation requiring a better involvement of both local and community structures.

Solutions:

- The criteria for ODF has to be harmonised and consistent.
- Monitoring needs to happen beyond a project and must be included after the achievement of ODF.

- A phased/staged approach might be the answer. Where ODF criteria is too high, divide it into doable chunks. They must still be aspirational. Should aim to climb up the sanitation and hygiene ladder and lead onto water quality monitoring and solid waste management. Examples include ODF + and ODF extra.
- Use participatory monitoring. It will need to be different in different contexts. Could involve natural leaders, community champions, and/or traditional leaders.
- Technological innovations developed in the community need to be promoted – it should involve technicians, artisans and masons. Programmes should enable the transferring of different skills to the community.
- Increase the quality of project implementation and facilitation.
- Try to get local structures involved and mobilise existing mechanisms and resources at a local level such as schools, associations and/or WASH/CLTS committees.

Technological Sustainability

Challenges:

- There is a lack of technological options that are suitable for certain environments.
- There is a lack of appropriate low cost materials and facilities in communities
- Facilities not compliant with JMP indicators meaning that they will not be counted to meet MDGs

Solutions:

- Solutions need to be designed to take into account physical and social realities and available to everyone, including for poor
- Train local artisans in each community.
- Involve communities in the designing of appropriate technologies – they can then consider terrain, cost, environmental conditions etc.
- Once ODF use existing subsidy programmes to improve latrines.
- Link technology to micro-financing and access funds.

Institutions Sustainability:

Challenges:

- Lack of political will and action and an inadequate commitment to operationalise CLTS even when it is part of national sanitation policy
- Lack of national sanitation and hygiene strategies
- A lack of understanding of CLTS and CLTS policy at all levels of government and by donors.
- Stakeholders and those working on the issue are fragmented
- Inadequate advocacy. Little evidence based to convince policy makers
- Lack of government means

Solutions:

- Co-ordinate and harmonise activities
- National government must allocate budgets to CLTS
- Develop a better understanding of CLTS within government
- Problems and solutions need to be identified for each country.
- The role and responsibility of the government needs to be clearly defined.

- The development of a strategic plan/road map could help governments better understand the undertaken along creating a greater sense of ownership.



Photo: One group present back to the rest of the group

After the different presentations a discussion was held in plenary. Key points to emerge from that discussion were:

Institutional sustainability is key. There is the need for a strong commitment of government. There also needs to be an appropriate evidence base for advocacy.

Post-ODF is important and programmes need to include other activities. CLTS should not be seen as a solo approach but seen as a start.

Local artisans are important. They need to be trained to build quality latrines. Subsidies could be used for artisans and masons.

High quality triggering is important for social sustainability.

Criteria of ODF has to be based on faecal contamination.

There must be **community ownership** and should involve women, youth, committees. Programmes cannot be relied upon. It was suggested that local people could be involved in triggering and follow-up which could ease unemployment in the area. It would also enable follow-up to continue for longer.

A bridge should be built between **sanitation and agriculture**. We should consider an integrated approach to sanitation including economy, education and culture.

Culture also has an impact. In some conservative cultures in Africa men and women are not allowed to use the same facilities. Men end up using the latrines and women still go to the bush. CLTS needs to consider this.

The final point was made by Robert Chambers who brought up the trade-off between quantity and quality, the problem of target chasing for donors and institutional sustainability being the overarching subject and we much gain government buy-in.

Afternoon session:

In the afternoon **monitoring** and **sanitation marketing** were discussed in plenary. A fish bowl technique was used. Three people with questions were invited to sit in the middle. The questions could then be answered by others in the room. People sitting in the middle were able to come and go as they pleased.

4. Monitoring

Question 1: Which strategy should we implement to ensure sustainable delivery of the project, and ensure follow up by the state after the NGOs have departed?

- Adequate participation and ownership of local communities is important. We need to ensure that locals have the skills to undertake long-term monitoring.
- In **Senegal** they involve the government authorities at the beginning of the process. They involve them in steering committees and local NGOs hold regular meetings with them. They are not just invited to ceremonies at the end.
- More support is needed for local government who often have a high workload.

Question 2: Despite good monitoring by NGOs national level monitoring is not very good. How do we sustain these national systems? How can we make sure they are valued and used?

In some countries the data is available but the quality is poor. There is little checking for reliability, sometimes there are many sets of conflicting data coming from different sources. No one comes to check the date. People are busy and do not have time.

- Structures needed for NGOs to work together and feed into a centralised national system. There needs to be a focal point for collecting data.
- There needs to be a responsible ministry with NGOs sending in data.
- In **Madagascar** there is a database within a ministry that integrates verification data from all actors. Information on the number of latrines and the follow-up undertaken is collected.
- In **Nigeria** there needs to be institutions that monitor at federal, state and local government levels. Data could then come in monthly to the 3 levels. This way conflicts could be quickly identified and failures identified and addressed.
- **Zambia** is using mobile to web technology in 29 districts. Local volunteers around the country are triggering and entering data into mobile phones. The government is then responsible for interpreting the data. Data can be analysed and areas where efforts need to be focused found. It also contributes to a higher level of ownership. The system is automated with emails and monthly SMSs sent out. It is believed that the system in place is sustainable and can easily be taken over by the ministry.
- **Burkina Faso** had the problem of different CLTS actors all monitoring and evaluating differently and all had their own figures. Effort is being put in to harmonise the monitoring structure and making sure data is passed from the communities to the authorities. Different strategies have been proposed by different actors who are working with the Ministry of Health.
- In **Kenya** monitoring is new in a number of counties. They are standardising the procedure with the Kenya Sanitation Hub providing training in different counties.

5. Sanitation Marketing

Question 1: How can we maintain local people designing toilets for their communities but make sure they are hygienic, long-lasting and safe?

- Integrate CLTS and sanitation marketing at the beginning and find low cost sanitation options.
- **Eritrea** has WASH promoters responsible for 20 households. They introduce different latrine options that households are able to choose from.

A more general discussion developed on sanitation marketing. With different questions posed and problems with sanitation marketing identified. Points made were:

- It is difficult to move up the sanitation ladder in rural areas – is there a model of sanitation marketing that can go to scale?
- In **Cambodia** sanitation marketing is about making money. Is our aim to make a few people rich? People want to make the most money so they are not interested in selling latrines for \$5 but want to sell ones that are \$40.
- In **Tanzania** sanitation marketing is attempting to change behaviour and also make money - but marketing will only be successful if it meets the needs of the people.
- The **Water and Sanitation Program** research found that people wanted something that was modern looking. Yet, no entrepreneurs would put money into developing a plastic pan or research and development. They then funded the upfront development costs and made the technologies available to entrepreneurs
- There is a challenge in most remote areas who may need a different type of sanitation marketing strategy to enable solutions that are affordable to the poorest and emerge from the communities.
- Triggering needs to happen alongside sanitation marketing. There should be an idea of what kind of products we need and what is suitable.

The need for more **formative research** was identified for two topics in particular:

- a. It is needed to find out what people want as well as what they find acceptable. What we have learnt about sustainability recently has changed the operating environment. Do we need to think more about what is needed after triggering to develop technologies that are more sustainable than those that have been used previously?
- b. The phasing of activities is also an issue that needs to be paid attention to. Do we tend to come to sanitation marketing a little late in the process? Do sanitation marketing and CLTS go hand in hand? If so formative research on this subject needs to happen soon.

6. What was not dealt with?

Robert Chambers gave a brief summary of the topics that had been neglected.

- **Urban** – it is an emerging field with different issues surround it. Those who are working on urban CLTS or would like to know more were asked to contact Jamie Myers (j.myers2@ids.ac.uk) at the CLTS Knowledge Hub.
- **Verification** – there is a lot of national verification processes yet often it is not done very well. More rigour is needed but not overly so, it must be achievable.

- **The CLTS Process** – More and more organisations are starting to spend more time on pre-triggering, as well as other planning and preparation activities, with increasing experience of what can be done.
- **Handwashing and hygiene** – a tool used to trigger handwashing was described where a facilitator asks for someone to shake their hand. After they have shaken hands they put their hand down their trousers and scratch their bottom. They then offer a handshake again which the community are likely to resist. Facilitators then ask why they refused, what they think is on the hand and what actions should be taken so that they would then again be willing to shake hands.
- **International comparisons**
- **Scaling up with quality** – funding is becoming more and more dependent on reaching targets which could have a knock on effect on quality.
- **Those least able** – there are issues of affordability and social solidarity. We need to consider the types of financial support.

6. Innovations

Ethiopia: Plan Ethiopia have been linking CLTS with village saving and loans groups

Cambodia: The GSF programme in Cambodia is setting up a learning grant. The idea is for knowledge to be captured in real time and made available to all stakeholders. It will include contractual incentives for implementing partners to learn and share at key milestones of programme implementation and scale up plan. The idea is to develop a system of rapid action learning.

7. Current research

Madagascar: Communities triggered in 2012 were returned to in 2014. A qualitative approach was taken to capture information on the value added to the community. The report is due to be submitted in 2 months.

Eritrea: An ODF sustainability study is being conducted. Of 586 villages declared ODF up to 2015, 110 have been selected to see what the status of those villages are now. 1638 households have been involved. Information collected examines the process. What has been done? What triggering tools were used? Also, collecting data on the type of latrine people aspire to and how much they want to spend. Information on collapsing latrines is being collected. How many households have had their latrine collapse, how many times, replacement costs and motives for upgrading latrines. Currently the data is being entered and a final report is due in July.

Mali: A randomised control trial was done with the control group being villages where no triggering had taken place and the intervention group villages where triggering had been done. 35% of households in the control group had access to a toilet compared with 65% of triggered households. There was no significant change in water contamination or incidents of diarrhoea, but a 22% difference in stunting indicating an effect on Environmental Enteropathy. In addition, CLTS villages were much cleaner. There is current work underway to develop technology to identify from shit whether a child has Environmental Enteropathy which means we should have a better understanding of how widespread it is in the next couple of years.

8. Conclusion and thanks

The penultimate activity of the day was a speech by Kamal Kar who pointed out that most countries in Africa are off track to meet the Millennium Development Goal for sanitation. He introduced his CLTS

Rapid Assessment Protocol (CRAP) tool which is being developed by the CLTS Foundation and UNICEF. The tool is designed to ensure quality of the scale-up process.

Finally people were asked what there takeaway messages of the day were. These were:

- The need for institutional triggering
- The need to proceed slowly and surely
- The importance of involvement of authorities and local administration
- Many actors need to be involved
- A better understanding of inclusion can be learnt about by examining failures.
- The health outcomes of CLTS interventions include stunting
- There is a huge network of people who work on the same topics
- There are tools to trigger for handwashing.
- Investments made in Natural Leaders
- The collection of data and taking it to the national level is important
- There needs to be better clarity of success rates and a higher level of integrity of the reporting of successes.
- The documentation of experiences is important.
- Institutional sustainability is essential to sustain the movement.

The session ended with the interpreters, the facilitators and the participants being thanked for all the work that had been done throughout the day.

9. Appendices

Annex 1:

List of participants

Name	Email	Organisation	Country	Attended?
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Annex 2:

Answers from wall charts

Level of CLTS Experience in the Room

	Practice	Programme Management	Policy	Research/knowledge
High	5	10	8	2
	8	4	4	3
Medium	6	4	2	2
	2	2	2	2
Low	0	3	0	2
	5	6	10	9

Challenges around CLTS

Challenges	Country
Lack of affordable latrines technologies in challenging environments	Cambodia
La vision de ODF pays d'ici 2018 n'est pas encore accompagnée de ressources approprié	Madagascar
Monitoring in large villages	Tanzania
Monitoring and follow-up	The Gambia
Monitoring	Kenya
La qualité et durabilité de certaines latrines – monitoring	Senegal
Monitoring and follow-up	Liberia
Lack of national CLTS protocol	Uganda
ODF Sustainability	
Mécanisme de suivi Cadre global stratégie nationale + guide	Senegal

ODF Sustainability and management of passenger (?) latrines	Ethiopia
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Alternatives to the log frame and results based management tools
No responses

Policy, target dates and responsible ministry

Country	Is CLTS national sanitation policy	Is there a national ODF target date? What year?	What ministry is responsible for CLTS/sanitation
Cameroon	National CLTS guidelines	No	Ministry of Rural Development (MRO)
Madagascar	Yes	Country ODF by 2018	Ministry of Water, Hygiene and Sanitation
Gambia	Yes	2016	Health, water and local government
Tanzania	Yes (draft)		Ministry of Health and Social Welfare
Kenya	Yes	2020	Ministry of Health
Senegal	Yes	No	Sanitation
Eritrea	Yes	No	Ministry of Health
Ethiopia	Yes	No	Ministry of Health

Triggers and ODF communities

Country	No of triggered communities	Number of ODF communities
Cambodia (GSF-CRSHIP)	1804 (march 2015)	443 (March 2015)
Madagascar (GSF)	12,600 (Dec 2014)	10,944 (Dec 2014)
The Gambia	1055	703
GSF Senegal	879	471
Eritrea	867	610
Ethiopia	713	681
Nigeria (GSF)	732	339

How to trigger policy makers

Ideas/experiences of how to trigger policy makers	Comments
No response	

CLTS related research

Contact	Topic	Country	Lead Organization	Time Period	Stage – complete / in progress?

Josea – GSF Madagascar jratsiratson@moov.mg	Valeur ajoutée de gouvernance locale dans la pérennisation de changements de comportement en CLTS	Madagascar	University de Nancy/France		En cours
Yirgalem – UNICEF Eritrea and Dr Zemui (Min of Health)	ODF Sustainability study in Eritrea	Eritrea	Ministry of Health and UNICEF Eritrea	Data collection is completed and final report end of 2015	End of July 2015
Robert Chambers	CLTS impact	Mali	UNICEF/Gates	Completed	Completed

Insights into achieving ODF Sustainability

Technical/physical	Collective behavior change and social norms	Enabling environment institutions, policy etc
	Changement des comportements et des normes sociales	Environnement favorable institution, politiques, etc
	Qualité de mise en œuvre du CLTS +++ Quality triggering	CLTS should be stated in the national sanitation policy
	Enforcement of ODF by community	Capacity of implementing body and understanding of the behaviour change that is important
		Legislation

If you were writing the CLTS Handbook of 2008 now, what would you change or add?

• A ajouter: comment aller à l'échelle géographique
• Change of policy of no subsidies
• Post ODF monitoring ++
• Tools for hand washing triggering
• CLTS plus – 2 nd level
• Sustainability
• Management of Child Faeces
• Sui après certification
• Triggering urban/semi-urban communities

Innovations for 2 minute sharing

Name	Innovation
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Robert	Instant Cat
Josea (GSF Madagascar)	Declenchement institutionnel
Gashaw Kebede Ethiopia, Plan International	The village savings and loans associations/VSLA are used for CLTS triggering, VSLAs have savings used for loans, engaged in income generating activities like seedling and sanitation marketing for improved latrine constructions
Rafael/Hakim	Learning Grant (GSF Cambodia)

Appendix 3: Priority cards

Social sustainability	Sustainability – technology	Institutional sustainability	Sanitation marketing	Urban	Verification -	Process	Handwashing and Hygiene	International comparison	Those least able
ODF status sustainability?	Participatory technological innovations	Pérennité ODF	Formation des maçons a quel moment	Exemples de programme CLTS en zones périurbaines	ODF vérification and certification in urban areas	Considérations for retriggering communities	Lavage des mains and hygiène	Scaling up with quality	How do we reach the poor and vulnerable with sustainable solutions
Pérennisation des acquis	Institutional latrines, latrines in public places, who fund them in ODF communities	Lack of institutional coherence in countries where CLTS is a national policy	How and where should sanitation marketing be sequenced into the CLTS process?	CLTS in urban and semi-urban areas Institutional latrine in public places	CLTS – different standards for ODF declaration	Application of CLTS	Hand washing tool in CLTS triggering	Mise à l'échelle avec qualités	CLTS and the vulnerable
Pérennité ODF X	Durabilité des ouvrages construits par les communautés	Coordination	Sanitation marketing	ATPC en milieu périurbain experience	Assurance, qualité, vérification, et trama bilié des donnees générées par CLTS a l'échelle	How to achieve a successful triggering in villages with many communities	Improving strengthening hand washing practices	ODF success rates in Africa	Application of CLTS to teach the most disadvantaged /marginalized communities
Collective Behavior Change	Stratégies amélioration des latrines basic CLTS	Sustainability of ODF	Marketing de l'assainissement – comme vecteurs de pérennisation du CLTS	Urban poor	ODF definition	Qualité de la formation	Hand washing promotion – triggering	CLTS at scale vs. quality facilitation	ATPC – il vacarmes en compose dans les types d'handicap?
Sustaining ODF Status	CLTS dans les institutions (écoles, centre de fanti de base, églises)	Sur le déclenchement du gouvernement pour un miellé pris en change du CLTS	Marketing de l'assainissement (échelle de l'assainissement)	CLTS in urban centres	Wht are the minimum needs for a country to be ODF	More information on: Child to child Triggering Sustainability approach	Sustainable hand washing	Stratégie pour une meilleure apparition de ATPC par les communautés, etc.	
ODF sustainability	How to wok on latrines sustainability	How to drive CLTS when the state has a contradictory policy	Integrating CLTS and sanitation marketing	Approach urbane	Crierais ODF universelles ou non?	CLTS in large villages/small towns and ensuer good quality	Promotion hygiene post ODF	Taking CLTS to scale – making large regions ODF	
Sustaining ODF status	Qualité et durabilité latrines basiques	Delayed response from state after successful triggering is a stumbling block in change processes	Sanitation marketing	Subsidy or not in urban areas	National ODF policy differ with GSF what polict to e used for verification	Apprendre les principes de base de ATPC		Maintaining quality of CLTS facilitation	
Pérennité de statut ODF	Durabilités des latrines/quelle action	ODF sustainability	When to introduce design systems	Definition of OD in urban areas	Quelle procédure, qua actors, pour la certification?	Innovation in progreamme design and guidelines			
Pérennité ATPC	Accessible technology for challenging environemnts	Comment réussir un cleclechement institutionnel		CLTS in urban and semiurban areas Institutiona latines in public places – who funds them in ODF areas?	ODF village certification and sustainable ODF?	What should communities do immediately after triggering			
How do you help a community to sustain its ODF status	Stepping up the ladder	ODF sustainability		Urban poor	Variation in ODF verification tools	What CLTS approach for communities with 98%ODF after triggering toward total ODF			
Durabilité de ATPC dans son ensemble comme approche	ODF sustainability in Africa (durable toilets	Institutional triggering for sustained behavior change		CLTS in urban areas	Streamlining ODF verification procedures	Measuring social norms change			

	and government investyment)								
		Coordination		Urban CLTS	Verification – ODF – existing practices, innocations	Quelles sont les nouvelles straties septes pour un ATPC réussi			
		Comment réussir un déclenchement institutionnel		Approche urbaine		CLTS in communities along river, forests and nomads			
		Pérennisation Institutionnel		ATPC dans les zones périurbaines		How to we integrate triggering outcomes for men, women and children when triggered separately in a community triggering meetings - Nigeria			
		Pérennité ODF				Steps in CLTS triggering – women as determinants of success			
		Institution building for CLTS at scale							