

Uganda / Water and Sanitation: Uganda – DI - One Stop Shop

by

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1- Background and Context

2.5 billion people are living without access to proper water and sanitation. This means that 2.4 million children are dying every year from diarrhoea and 1.4 billion are people getting sick due to improper access to sanitation.

Adding to this the frequently used flying toilets and flooding of pit latrines in rainy seasons are causing local environmental degradation of both livelihood, fresh water resources and not the least methane emission having impact on the global environment. This despite the fact that 1 \$ invested in proper sanitation yields 9 \$ in economic return (WSSCC September 2011).

Based on the initial work by the access2innovation network (www.access2innovation.com) Kasese Municipality Uganda, Red Cross and the Danish companies EnviClean (leading company/coordinator) DMS-Africa, AVV, Bigadan and WaterTech have launched the One Stop Shop initiative. This to provide a comprehensive, scalable sanitary solution addressing the need for not only access to clean affordable public toilets in urban areas, but also initiatives taking hand of other areas such as collection and final treatment of waste-water.

Open air toilet



2- Partnership, Structure and Processes

The One Shop has been initiated by the access2innovation network that facilitates commercial sustainable partnership between civil society organisations, the private sector,

researchers and government institutions. Based on gained experiences from Red Cross, the network identified and outlined the business case in 2012, which then was handed over to EnviClean taking the lead in building up the partnership with Kasese Municipality, Red Cross and the private sector partners.

This eventually led to a grant from Danida in 2013 to develop and test the solution in close interaction with the local community in Kasese, Uganda. With the financing in place, the partners signed a MoU in the spring of 2014 outlining roles and responsibilities setting the framework for the collaboration, which has been managed by EnviClean in close dialogue with the access2innovation secretariat. This has led to the following process:

Step 1: Formulating local organization

In order to ensure that the upcoming solution would meet the local demand and expectations the following activities was initiated:

- Consultations and workshop with end users and local stake holders to validate the One Stop Shop-concept with a focus on design of physical structure, local organisation and ownership and test of electronic payment system;
- Establishing a local organization in partnership with Kasese Municipality, and the private partners;
- Formulation of monitoring design together with local partners with a focus on user behaviour, consumption of water and electricity.

Step 2: Design of the One Stop Shop facility

Based on findings from the above, the focus was set on finalizing the design of the One Stop Shop solution in which the relevant partners outlined the following:

- Physical design of sanitary units and shop facility;
- Business model for the One Stop Shops
- Training of local staff and local management structure.

With the identified customer needs, consultations with local stakeholders and the final design of the One Stop Shop solution, the construction was then initiated.

Step 3: Formulation plan for test of the One Stop Shop to be implemented in Kasese.

In parallel to the construction of the One Stop Shop, the following activities was initiated:

- Hiring and training of 6 staff members and 1 senior manager;
- Procurement of sanitary items for the shop facility and test of payment system;
- Planning of awareness campaign together with the local branch of Red Cross.

Step 4: Establishing a local One Stop Shop

The One Stop Shop was commissioned in Kasese Municipality June 2014 and provides access of up to 300 users pr. day with opening hours from 07.00 – 21.00. Apart from access to the facility, Red Cross and Kasese Municipality has been conducting awareness campaigns to the local community to motivate behavioral change. From the beginning, data has been collected on number of foot-steps pr. day, use of water and energy as well as number of items being purchased in the shop facility.

3- Results so far

The above outlined activities have resulted in the test and implementation of a locally based One Stop Shop that gives of up to 300 persons pr. day access to clean, safe and affordable toilets. The customers are paying 300 UGX pr. visit and obtain a voucher of 100 UGX that following can be used at the shop facility, where sanitary items such as tooth paste, shampoo and other hygiene articles, can be bought at a reduced price.



Official opening of the One Stop Shop at the World Toilet Day

Local authorities reports:

- Improved local community health and attitude towards proper sanitation;
- Improved local environment (no flying toilets) and reduced cost of municipality for waste collection and handling;
- Need to launch additional One Stop Shop as demand is increasing.

Adding to this, the Kasese Municipality has positioned Uganda Ministry of Local Government to scale the solution to the 22 largest cities in Uganda and a MoU is expected to be developed by April 2015.

4- Expected Results

Based on the gained experiences, the partnership is now aiming at scaling the One Stop Shop solution. This based on the following key figures for implementing 10 One Stop shops with waste water treatment and water recycling:

- Reach 2.2 mill. toilet visits pr. year = 55 mill. Toilet visits over the 25 years live span of the One Stop Shop;



- Running cost for water, electricity and waste handling will be covered by customer payments and purchase from the shop facility;
- Initial cost 1.5 mill. USD = 0,03 USD pr. toilet visit over a 25 year life-span
- Opportunity for adding socio-economic elements such as health clinics, energy shops providing solar cells, bioethanol and improved cook-stoves etc.

If the One Stop Shop solution was scaled to 22 cities in Uganda, 220 One Stop Shops will yearly provide access to hygiene sanitation for 50 mill. visits. Access to hygiene toilet will according to WSSCC reduce child diarrhoeal deaths by over 30%.

5- Private Sector Growth Component

The motivation for the private sector to engage in the initiative has been the evident need and market opportunity in providing public access to clean affordable sanitation. This has required state of the art-knowledge and a appropriate solution within wastewater management; construction of low-cost sanitary facilities that holds a long life-span and ensures easy maintenance along with low cost payment to these solutions to ease the access to the toilet and shop facility.

The initiated pilot project do not hold a viable market driven business case, and should be seen as a socio-economic business case in which partnership / financing is needed from the government to scale the solution, as the initial cost of 1.5 mill USD for 10 One Stop Shops can not be retrieved within the operational activities of the units. Once established the developed business case for the individual One Stop Shop are however financially sustainable with a break even after 500-600 visits pr. day depending on supplementary activities.

Biographies of Authors:

Kabbyanga BK Godfrey is an Economist and Holder of Masters of Arts, Economic policy and planning. His is currently Town Mayor, Kasese Municipality, Uganda. He has previously been working as procurement/Marketing Manager, Kilembe Mines Ltd, Largest mining company in Uganda. During the last years he has been acting as dedicated promoter of Clean renewable Energy and sanitation solutions in Kasese District of Uganda in dialogue with Access2Innovation and WWF Uganda.

Niels Henrik Johansen, CEO, EnviClean; Head of the Consulting company since 1992. EnviClean's main working area is wastewater treatment, sludge and solid waste handling, optimising of sewer systems, climate change adaptations, environmental evaluation and restoration of excavated areas. EnviClean has been working with business development in Europe, Africa, Asia and Latin America. The main area is strategic and technical design, setup of private public cooperation, team building, business modelling and value chain evaluation.

Jacob Ravn, Head of Secretariat has initiated and managed the access2innovation network since 2007, launching 20 partnerships between NGOs, academia, private sector and recently central and local governments through a commercial network-based innovation approach. Jacob Ravn holds a PhD in network-based business model innovation aimed at aid and relief work from Aalborg University, Denmark.