CITYWIDE INCLUSIVE SANITATION (CWIS) REGULATORY JOURNEYS IN SIX COUNTRIES
Eastern and Southern Africa

Abridged Report
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# List of Abbreviations and Acronyms

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<th>Abbreviation/Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>BMGF</td>
<td>Bill &amp; Melinda Gates Foundation</td>
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<tr>
<td>CBOs</td>
<td>Community-Based Organizations</td>
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<td>CWIS</td>
<td>Citywide Inclusive Sanitation</td>
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<td>CUs</td>
<td>Commercial Utilities</td>
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<td>DEWATS</td>
<td>Decentralized Wastewater Treatment Systems</td>
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<td>ESAWAS</td>
<td>Eastern and Southern Africa Water and Sanitation Regulators Association</td>
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<td>EWURA</td>
<td>Energy and Water Utilities Regulatory Authority</td>
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<td>FSM</td>
<td>Faecal Sludge Management</td>
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<tr>
<td>GIS</td>
<td>Geographic Information System</td>
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<td>IFF</td>
<td>International Finance Facility</td>
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<td>KIIis</td>
<td>Key Informant Interviews</td>
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<td>LGAs</td>
<td>Local Government Authorities</td>
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<tr>
<td>MDB</td>
<td>Multilateral Development Bank</td>
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<td>MWDS</td>
<td>Ministry of Water Development and Sanitation</td>
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<tr>
<td>NGOs</td>
<td>Non-governmental organizations</td>
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<tr>
<td>NWASCO</td>
<td>National Water Supply and Sanitation Council</td>
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<td>OSS</td>
<td>Onsite Sanitation Systems</td>
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<tr>
<td>RWSS</td>
<td>Rural Water Supply</td>
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<td>UNICEF</td>
<td>United Nations Children's Fund</td>
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<td>WASH</td>
<td>Water, Sanitation, and Hygiene</td>
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<td>WASREB</td>
<td>Water Services Regulatory Board</td>
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<tr>
<td>WHO</td>
<td>World Health Organisation</td>
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<td>WSS</td>
<td>Water Supply and Sanitation</td>
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Executive Summary

Citywide Inclusive Sanitation (CWIS) emerges as a strategic response to the sanitation crisis in urban areas aiming to provide equitable and sustainable sanitation services to all residents. To achieve the SDGs and to support safe, healthy urban living environments, sanitation services must be organized into public service systems. CWIS systems are expected to advance the outcomes of safe, equitable, and sustainable services for all users in a city, including marginalized and vulnerable groups. To achieve these outcomes at scale, the inherent failures associated with sanitation service markets must be corrected by publicly organized sanitation service systems that combine both sewered and non-sewered sanitation approaches. Sanitation regulation, when instituted effectively, can serve as a key driver to service improvements.

This abridged report summarises the tangible impacts and key findings from the comprehensive technical report that documents the progress of early-adopters of CWIS regulation, drawing upon the experiences of six countries within the Eastern and Southern Africa region - Kenya, Tanzania, Uganda, Burundi, Rwanda, and Zambia. By distilling the regulatory frameworks, policy enactments, stakeholder engagement processes, and the challenges and achievements encountered along the way, this abridged report serves as a strong advocacy for expending the CWIS approach in the region and globally. It offers actionable insights designed to advance CWIS regulation, foster regional collaboration, and promote the adoption of effective practices.

From the country experiences, a few critical lessons have emerged: the importance of regulatory frameworks that can adapt to the evolving needs of rapidly urbanizing cities, the necessity of inclusive stakeholder engagement, and the benefits of robust data systems that guide decision-making and policy formulation. These elements are vital for those planning to embark on or enhance their CWIS regulation, providing a foundation for successful sanitation management that can significantly improve public health and urban living conditions.

Despite these advances, the implementation of CWIS faces persistent challenges. The report identifies critical hurdles such as securing sustainable funding, navigating the complexities of urban planning in rapidly growing cities, crafting and enforcing effective regulatory measures, and ensuring equitable service delivery. In addition, FSM services, while initially centred in urban areas, frequently extend their reach into rural territories. This expansion raises critical questions about the nature of rural regulation in the context of non-sewered sanitation. Addressing these challenges requires effective regulatory frameworks that accommodate both sewered and non-sewered sanitation solutions. Ongoing innovation, strategic sector collaboration, and a commitment to refining and adapting approaches to meet the evolving needs of both urban and rural populations.
The ESAWAS Regulation framework and strategy for Inclusive Urban Sanitation Service Provision developed in 2019 has been instrumental in informing and assisting several countries to institute or strengthen their sanitation regulation approaches. The framework offers a structured pathway that comprehensively addresses sector and regulatory requirements, enabling countries to tailor guidance to the unique challenges and opportunities within their contexts. The adoption and adaptation of the ESAWAS sanitation regulatory framework and strategy, backed by capacity development efforts, have catalysed significant improvements in sanitation governance and service management evidenced in the six countries, ensuring that sector actors foster inclusive and sustainable sanitation that combines both sewered and non-sewered sanitation solutions.

The report further highlights the pivotal roles played by UNICEF and the Bill & Melinda Gates Foundation (BMGF) in facilitating and supporting CWIS and its regulatory advancements across the region. It outlines the collaborative efforts, technical support and advocacy among regional and global partners, which have been crucial in scaling up CWIS initiatives. This examination underscores the importance of international collaboration in enhancing sanitation services and regulatory frameworks.

Several key recommendations have emerged aimed at enhancing CWIS regulatory frameworks, stakeholder engagement, and service delivery across the Eastern and Southern Africa region and globally. They are designed to address the common challenges identified, capitalize on innovative practices, and leverage the achievements to-date for broader regional impact. Implementing these recommendations requires a concerted effort from all stakeholders involved in urban sanitation. By addressing these key areas, countries can make significant strides toward achieving inclusive, sustainable, and equitable sanitation for all urban residents.

In synthesizing these findings, this report underscores the importance of high-level policymakers in driving the necessary changes to advance CWIS. By adopting CWIS principles, significant strides can be made towards realizing inclusive, sustainable, and equitable sanitation for all. The journey of CWIS is one of collective endeavour, requiring the commitment and engagement of all stakeholders to overcome challenges and harness opportunities for the betterment of urban and rural sanitation and, by extension, public health, environmental sustainability, and quality of life.

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**Strategic Recommendations for Countries Initiating Inclusive Sanitation Regulation:**

1. Implement strong regulatory frameworks and systems
2. Establish inter-ministerial sector coordination mechanisms and goals
3. Promote private sector engagement within a public sector approach
4. Tie investment and financing to accountability for results and equity
5. Strengthen system integration and use of WASH data for evidence-based decisions
6. Build capacity of service providers to execute mandates
7. Leverage regional cooperation and knowledge exchange
The Sustainable Development Goal (SDG) 6 targets and national visions for universal access to safely managed water and sanitation have galvanised country, regional, continental and global WASH communities towards their attainment. In East and Southern Africa, achieving safely managed sanitation services in particular, has become even more pressing with the recognition that the majority of population rely on non-sewered sanitation, often with installation and servicing run by informal or retail providers outside public purview.

Regulation serves to implement policy and is a key feature of good sector governance. Accelerating and sustaining access to quality and affordable sanitation services requires a strong regulatory framework, to correct for inherent market failures associated with provision of services, particularly for underserved populations in low-income areas. The major challenge to improving inclusive sanitation services in the East and Southern African countries was the absence of a regulatory framework to address the full service chain incorporating both sewered and non-sewered sanitation. There were no regulatory tools or instruments (guidelines, regulations or national standards) and in some cases no legal framework, to specifically address non-sewered sanitation.

This report examines the country specific sanitation regulatory journeys of Rwanda, Zambia, Uganda Tanzania, Kenya, and Burundi, aiming to illustrate the pathways through which urban sanitation has been transformed over the years.

Citywide Inclusive Sanitation (CWIS) emerges not just as a concept but as a critical framework for ensuring equitable, sustainable sanitation for all urban residents, particularly those in rapidly expanding cities. To achieve the SDGs and to support safe, healthy urban living environments, sanitation services must be organized into public service systems. CWIS systems are expected to advance the outcomes of safe, equitable, and sustainable services for all users in a city, including marginalized and vulnerable groups. To achieve these outcomes at scale, the inherent failures associated with sanitation service markets must be corrected by publicly organized sanitation service systems that combine both sewered and non-sewered sanitation approaches. This inclusive approach not only addresses immediate sanitation needs but also aligns with broader objectives of public health, environmental sustainability, and social equity.

Key findings from the country experiences detailed in this report reveal a mosaic of achievements and insights. From Rwanda's initiatives in integrating private sector engagement to Zambia's strides in policy and regulatory reforms, each country's journey contributes to a richer understanding of how CWIS can be effectively implemented and scaled. Tanzania and Kenya's experiences highlight the importance of stakeholder engagement and innovative financing models, while Uganda and Burundi demonstrate the pivotal role of policy adaptation and strategic partnerships in overcoming the complex challenges of urban sanitation.

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<tr>
<td>Rwanda</td>
<td>3,701,245</td>
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<td>0%</td>
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<tr>
<td>Zambia</td>
<td>8,034,361</td>
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<td>38.3%</td>
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<tr>
<td>Uganda</td>
<td>12,360,019</td>
<td>90.6%</td>
<td>23%</td>
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<tr>
<td>Tanzania</td>
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<td>32%</td>
<td>10.7%</td>
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<tr>
<td>Kenya</td>
<td>15,669,052</td>
<td>93%</td>
<td>16%</td>
</tr>
<tr>
<td>Burundi</td>
<td>1,858,290</td>
<td>33%</td>
<td>7%</td>
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These narratives collectively provide a foundation for actionable insights and recommendations for policymakers, regulators, and implementers. They underscore the necessity of a concerted, collaborative approach to urban sanitation, emphasizing the critical role of CWIS in achieving sustainable development goals and ensuring a dignified, healthy living environment for all urban residents. It is a call to action for policymakers and stakeholders to harness the full potential of CWIS, fostering innovations and partnerships that will drive the future of urban sanitation in the Eastern and Southern Africa region and beyond, in the quest for universal sanitation access.
1. OVERALL APPROACH

The research for the journeys employed a mixed approach to data collection, encompassing both primary and secondary sources. The informants included policy makers, utility providers, private sector players, development partners, regulators, and regional actors' representatives.

The documentation is structured around the essential building block elements necessary for the sanitation sector to provide sustainable services and to systematically reduce disparities in access. These elements include Sector Policy Strategy, Institutional Arrangements, Sector Financing, Planning, Monitoring and Review, and Capacity Development. Furthermore, this report aligns with the newly developed WHO ‘Roadmap for Advancing Sanitation Regulation’, ensuring the approach is both comprehensive and forward-looking.

2. COUNTRY PROFILES SUMMARY

a. Rwanda

Rwanda's journey in implementing CWIS is distinguished by a strategic framework that integrates policy innovation, regulatory development, and financial mechanisms to enhance urban sanitation. The foundation of this strategy is laid by the Water Law No. 62/2008 and complemented by the National Policy for Water Resources Management (2011), together establishing a holistic approach to water and sanitation management focused on sustainability and public health.

The introduction of the National Policy for Sanitation in 2016 and subsequent revision in 2023 marked pivotal steps towards recognizing and institutionalizing adaptable sanitation solutions suitable for Rwanda's diverse urban settings. This was further augmented with the rollout of the 2016 Regulation for Installation of Decentralized Wastewater Treatment Systems and the 2023 Regulation Governing Faecal Sludge Management, setting comprehensive standards for urban sanitation infrastructure and service delivery.

A notable financial strategy set to commence in 2024 is the integration of a surcharge for sanitation into the monthly utility bills of water utility customers. This initiative represents a critical move towards securing sustainable funding for sanitation services, ensuring that investments in sanitation infrastructure and maintenance are adequately supported. This surcharge is expected to significantly bolster Rwanda's capacity to provide accessible, reliable, and high-quality sanitation services across urban areas.
Moreover, Rwanda has implemented a regulatory measure that ties the provision of construction permits to compliance with sanitation standards. The denial of construction permits for projects that do not meet established sanitation criteria underscores the country’s commitment to integrating sanitation considerations into urban development planning. This measure ensures that new developments contribute positively to the overall sanitation landscape, aligning with national goals for public health and environmental sustainability.

**Key Regulatory Drivers/Lessons in Rwanda:**
- **Legislative and Policy Frameworks:** Developing comprehensive guidelines for urban sanitation.
- **Innovative Financial Models:** Introducing mechanisms like the sanitation surcharge for funding.
- **Stringent Regulatory Measures:** Implementing strict regulations to ensure service quality.
- **Policy and Financial Integration:** Linking policy development with practical financial strategies.
- **Standards in Construction:** Incorporating sanitation standards in construction permits.
- **Involvement of Private Sector:** Sanitation service provision is private sector led under purview of the Utility.

### b. Zambia

Zambia’s Citywide Inclusive Sanitation (CWIS) journey exemplifies a narrative of strategic adaptation and regulatory evolution aimed at achieving equitable and sustainable sanitation services for all urban residents. The pivotal moment in this journey was marked by the enactment of the Water Supply and Sanitation Act No. 28 in 1997, establishing Commercial Utilities (CUs) for service provision and the National Water Supply and Sanitation Council (NWASCO) for regulation. However, the initial focus on water supply and sewerage service provision left significant gaps in sanitation coverage, especially that the majority of the urban population are reliant on Onsite Sanitation Systems (OSS) such as septic tanks and pit latrines.

The turning point towards a more inclusive approach to sanitation emerged around 2015, prompted by stakeholder recognition of critical service gaps and coinciding with substantial funding for Lusaka’s water and sanitation. This led to a detailed review of legal and regulatory frameworks, enshrined in NWASCO’s fourth Strategic Plan (2016-2020). The implementation of the NWASCO Urban Onsite Sanitation and Faecal Sludge Management frameworks in 2018, alongside the Rural Water Supply and Sanitation Framework, marked significant strides in delineating roles, responsibilities, and mandates for institutions involved in OSS and FSM.

NWASCO’s strategic vision and operational focus have been instrumental in leading and collaborating with various stakeholders, including government entities, NGOs, and Community-Based Organizations (CBOs), to uphold sanitation service standards. Its autonomy from the Ministry of Water Development...
and Sanitation (MWDS) has facilitated effective provision and regulation of sanitation services, ensuring decisions are made in the best interest of public health and sustainability.

In efforts to operationalize the urban OSS and FSM frameworks, NWASCO directed CUs to rebrand and include OSS and FSM services in their operational licenses, signalling a comprehensive approach to sanitation that goes beyond traditional sewerage systems. This was further supported by capacity and institutional assessments of CUs to ensure readiness for delivering OSS and FSM services, alongside the modernization of NWASCO's Geographic Information System (GIS) for enhanced service provision and decision-making. The launch of the Citywide Inclusive Sanitation Planning and Service Provision Guidelines in November 2022 by NWASCO represents a milestone in Zambia's commitment to equitable, sustainable, and comprehensive sanitation service provision.

**Key Regulatory Drivers/Lessons in Zambia:**
- **Regulatory and Policy Reforms:** Implementing robust frameworks to enhance WASH services.
- **Innovative Financial Models:** Introducing mechanisms like the sanitation surcharge for funding.
- **Institutional Strengthening:** Building strong foundations for effective sanitation management.
- **Stakeholder Collaboration:** Uniting diverse groups for collective action.
- **Data-Driven Management:** Leveraging data to inform and improve service delivery.
- **Involvement of Private Sector:** Sanitation service provision is private sector led under purview of the Utility

**c. Uganda**

Uganda's pathway to CWIS) is distinguished by its early commitment to policy development and strategic planning. The initiation of the "Draft National Sanitation Policy" in 1997 marked the beginning of Uganda's focused efforts on sanitation, laying a foundational policy framework that was further expanded and refined over the years. The Local Governments Act decentralized sanitation responsibilities, empowering local authorities to address sanitation needs directly and fostering a more localized approach to sanitation solutions.

The "National Water Policy" of 1999 and the subsequent introduction of the "Urban Sanitation Implementation Manual" in 2015 have been critical in shaping Uganda's regulatory landscape for sanitation. These documents provided comprehensive guidelines for managing urban sanitation services, highlighting the importance of a cohesive national strategy for sanitation that is inclusive and sustainable.

In 2023, Uganda took a significant step forward with the development of a roadmap for Regulating City Wide Inclusive Sanitation. This strategic document outlines the implementation steps for CWIS,
d. Tanzania

Tanzania's approach to Citywide Inclusive Sanitation (CWIS) is marked by a forward-looking legislative and regulatory framework, designed to accommodate the growing demands of urban sanitation. The country's efforts have been underpinned by the Water Supply and Sanitation Act of 2009, subsequently reinforced in 2019, which expanded the mandate of utilities to include comprehensive sanitation services. This legislative adjustment, shifting the focus from solely sewerage services to a broader sanitation scope, signifies Tanzania’s commitment to a more inclusive sanitation strategy.

A key component of Tanzania's CWIS development is the ongoing revision of the Water Policy, aimed at strengthening the regulatory framework for sanitation. This effort is complemented by the establishment of specific guidelines for decentralized wastewater treatment systems and the Energy and Water Utilities Regulatory Authority (EWURA)'s Guidelines for Onsite Sanitation and Faecal Sludge Management introduced in 2020. These guidelines are pivotal in promoting non-sewered sanitation solutions and ensuring regulatory standards for faecal sludge management, reflecting a strategic move towards adaptable and community-centred sanitation practices.

Tanzania has demonstrated a proactive stance in engaging the private sector and fostering partnerships to deliver sanitation services. This engagement is a testament to the country's innovative
approach to addressing sanitation challenges, leveraging private sector efficiency and expertise to expand access to sanitation services.

The country’s commitment to CWIS is further evidenced by regulatory efforts to protect consumers and ensure the delivery of quality sanitation services. EWURA’s role in overseeing these efforts highlights the importance of a strong regulatory body in guiding and facilitating the transition towards inclusive urban sanitation solutions.

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**Key Regulatory Drivers/Lessons in Tanzania:**

- **Policy Development**: Tailored strategies for urban needs.
- **Legislative Reforms**: Commitment to updating sanitation laws.
- **Regulatory Innovation**: Pioneering new regulations.
- **Financial Sustainability**: Ensuring long-term viability.
- **Sector monitoring and reporting**: Upgrade of information system for sanitation performance tracking

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**e. Kenya**

Kenya’s journey toward implementing Citywide Inclusive Sanitation (CWIS) has been characterized by significant policy shifts and regulatory innovations aimed at enhancing urban sanitation. A pivotal moment in this journey was the reorientation of sanitation responsibilities from the Ministry of Health to the Ministry of Water, Sanitation, and Irrigation, as highlighted in the legislative reforms introduced by the 2016 Water Act. This shift signified a broader and more integrated approach to managing urban sanitation challenges, acknowledging the critical link between water management and sanitation services.

The Water Services Regulatory Board (WASREB) created under the 2002 Water Act has spearheaded a robust regulatory framework for sanitation services in Kenya. WASREB’s role includes the development of guidelines that emphasize the inclusivity and sustainability of urban sanitation solutions, addressing both sewer and non-sewered services, towards achieving comprehensive and equitable sanitation coverage.

In addition to regulatory and policy advancements, Kenya has initiated pioneering financial mechanisms to support the sustainability of sanitation infrastructure. The introduction of a sanitation surcharge, set to commence in 2024, represents a strategic initiative to secure a dedicated revenue stream for sanitation services. This financial model is designed to enhance the capacity of utilities to manage and expand sanitation services, ensuring accessibility and reliability for all urban residents.

Malindi and Nakuru Water Service Providers’ success in operationalizing CWIS plans serve as a notable example within the country and beyond, demonstrating the feasibility and impact of adopting a citywide inclusive approach to sanitation service provision. This success story has catalysed other utilities and
counties across Kenya to embrace CWIS methodologies, leading to a more integrated and comprehensive understanding of urban sanitation needs and solutions

**Key Regulatory Drivers/Lessons in Kenya:**
- **Policy Development:** Tailored strategies for urban needs.
- **Legislative Reforms:** Commitment to updating sanitation laws.
- **Regulatory Innovation:** Pioneering new regulations.
- **Financial Sustainability:** Emphasis on utility creditworthiness and innovative financing
- **Sector monitoring and reporting:** Upgrade of information system for sanitation performance tracking

**f. Burundi**

Burundi’s CWIS approach reflects a strategic and evolving approach to urban sanitation, marked by efforts to enhance regulatory oversight and improve service delivery. A significant step in Burundi’s CWIS journey has been the decentralization of sanitation responsibilities to municipalities in 2013, empowering local governments to take a more active role in addressing the sanitation needs of their communities. This decentralization is part of a broader effort to improve sanitation regulation and infrastructure across urban areas.

The WSS regulator, AREEN, has also embarked on innovative practices such as GIS Mapping of eighteen cities to assess the existing sanitation services comprehensively, providing a clear picture of the current state and identifying areas for improvement.

Consideration of adding sanitation charges on water utility bills represents another pivotal development in Burundi’s CWIS strategy. This financial model is being explored as a means to generate sustainable funding for sanitation infrastructure and services, reflecting an understanding of the critical need for investment in the sector.

Furthermore, Burundi’s approach to CWIS includes engaging the private sector in sanitation services towards leveraging private sector efficiencies and innovations to expand access to quality sanitation services.

**Key Regulatory Drivers/Lessons in Burundi:**
- **Urban Sanitation Governance:** Enhancing governance structures and regulatory frameworks.
- **Decentralization:** Distributing responsibilities for broader impact.
- **Technological Integration:** Using technology for improved planning and service delivery.
- **Sustainable Financing:** Exploring innovative financial models.
4. KEY SUCCESSES

Policy and legal reforms have emerged as the backbone of CWIS initiatives, with all countries in the region undertaking significant legislative changes to support the integration of CWIS principles into national sanitation agendas. This groundwork has ensured that the enabling environment is conducive to developing and implementing inclusive sanitation strategies, laying the foundation for future advancements.

Central to the success of these initiatives is the role of regulators, who have effectively spearheaded sector restructuring and organisation and developed requisite guidance and tools for achieving service quality standards. By acting as central figures, regulators have driven sector stakeholder engagement and coordination among government agencies, private sector entities, development partners, and communities. This has ensured a unified approach to sanitation that aligns strategies across different actors, optimizing the impact of CWIS initiatives.

Additionally, the centralization of the regulatory authority in Tanzania and the commitment to decentralized wastewater treatment systems (DEWATS) have further demonstrated innovative approaches to CWIS. These efforts, along with Rwanda's policy of denying construction permits for projects not compliant with sanitation standards, have integrated sanitation considerations into broader urban development and planning processes, ensuring that new developments contribute positively to the urban sanitation landscape.

Financial innovations such as sanitation taxes and levies introduced in Kenya, Zambia and Rwanda represent critical strides toward securing sustainable funding models for sanitation infrastructure and services. Notably, the implementation of a surcharge for sanitation into the monthly utility bills of water customers is an innovative financing model, providing a steady revenue stream for ongoing and future sanitation projects.

Private sanitation operators’ involvement under formalised structures has enhanced service delivery standards with compliance requirements clarified. The concerns of market-entry rules, operating jurisdictions, tariffs, affordability for consumers, safety of workers and quality of service standards are now being adequately addressed under regulation, giving assurance to sustainability of business in the long-run.

Technological advancements have also played a significant role in enhancing urban sanitation, with most countries adopting Geographic Information Systems (GIS) to support visualisations of the status of services and aid decision-making on interventions. Similarly, the imminent implementation of SaniTracker in Uganda and Kenya demonstrates the potential of digital tools in monitoring and managing sanitation services effectively, facilitating real-time tracking and enhancing operational decision-making.

Community engagement has been another cornerstone of CWIS success, with Rwanda's use of the Umuganda practice for community involvement in sanitation projects exemplifying the power of collective action. This approach has not only fostered a sense of ownership and responsibility among citizens but has also enhanced the sustainability of sanitation improvements by ensuring that initiatives are rooted in the community's needs and contributions.
5. CHALLENGES ENCOUNTERED

Overlapping responsibilities and conflicting authority claims between ministries, such as Burundi can lead to fragmented efforts and inefficiencies in executing sanitation policies. The absence of a sector lead and cross-sector coordinator among institutions leads to duplication of efforts. Kenya’s experience has highlighted additional challenges in communication and collaboration between national and sub-national levels, indicating the need for improved mechanisms for information exchange and joint planning to support cohesive sanitation strategies.

Financial constraints have notably impacted the ability of utilities to integrate non-sewered sanitation services into the existing frameworks initially designed for networked WSS services under a broadening mandate. This financial strain underlines the broader issue of securing sufficient investment for the expansion and maintenance of sanitation infrastructure to ensure consistent quality service delivery.

Local Government Authorities (LGAs) and utilities lack of technical capacity has also been identified as a significant limitation, affecting their ability to design, implement, and manage effective sanitation solutions. This capacity gap calls for targeted interventions to build skills and knowledge that can support the ambitious objectives of CWIS.

The lack of comprehensive sanitation baseline data and information systems for informed decision-making is a common hurdle for all countries. This gap has hindered the ability to assess needs accurately, monitor progress, and tailor interventions to specific urban contexts effectively.

Reluctance from the private sector to formalize, such as Uganda has presented barriers to leveraging private efficiencies and innovations in sanitation service delivery. This reluctance underscores the broader challenge of cultivating public-private partnerships that are crucial for advancing CWIS initiatives.

Lastly, motivating private companies to invest in sanitation, especially in areas with lower profitability, remains a pressing challenge. Creating incentives and viable business models for sanitation investments in these areas is critical for expanding access to essential sanitation services across diverse urban landscapes.
6. LESSONS LEARNED AND RECOMMENDATIONS

a. Strategic actions to overcome identified challenges.

Enhancing sanitation regulatory frameworks is paramount. The high proliferation of deconcentrated sanitation service providers leaves consumers and operators at the mercy of the market forces for service provision. Addressing this through clear policy and legislative provisions for regulation provides a framework for sustainability, quality and affordability considerations. This involves refining existing policies and regulations to make them more robust and adaptable to the dynamic needs of both urban and rural sanitation. Such enhancement ensures that regulatory frameworks can accommodate emerging sanitation technologies and approaches, fostering an environment conducive to innovation and progress.

A strategic shift in policies and laws is recommended to ensure that the most relevant technical ministry leads CWIS efforts. This shift aims to align the leadership of sanitation initiatives with the ministry best equipped in terms of expertise and mandate, streamlining the implementation process and enhancing coherence in sanitation governance.

A crucial element in the strategic actions is the strengthening of regulatory bodies. This involves ensuring their autonomy from technical ministries and establishing direct accountability to parliament. Such measures enhance the decision-making effectiveness of regulatory entities, enabling them to lead and oversee CWIS initiatives without undue influence.

Collaboration across all levels of governance is key. Integrating CWIS into National Urban Development Plans is crucial for promoting the widespread adoption of sanitation master planning. This strategic approach ensures that sanitation is a priority within the broader urban planning and development agenda. It facilitates coordinated investments and interventions that are aligned with the goals of city-wide growth and sustainability.

Enforcing inter-ministerial collaboration through the establishment of technical working groups is identified as a key action. These working groups facilitate dialogue and joint planning among various government departments and agencies, overcoming silos and ensuring a unified approach to CWIS. By fostering cross-sectoral collaboration, these groups can address complex challenges more effectively, leveraging the strengths and resources of different stakeholders to advance urban sanitation solutions.

The development and implementation of innovative financing models is essential. Recognizing the financial constraints that often hinder sanitation projects, there is a pressing need for financing strategies that extend beyond traditional funding sources. This includes the exploration of public-private partnerships, sanitation levies, and the commercialization of by-products from sanitation processes. These innovative models aim to generate sustainable revenue streams for sanitation services, addressing the challenge of securing long-term funding for infrastructure development.

Engagement with the private sector has emerged as a crucial strategy in extending sanitation service delivery within the CWIS framework. Recognizing the private sector’s potential to contribute to CWIS objectives, successful models have focused on creating enabling environments through regulatory reforms. These include providing clear guidelines and licensing for private entities, which foster public-private collaboration that combines the strengths of both sectors to enhance sanitation services.

Training programs, technical workshops, and knowledge exchange platforms are instrumental in strengthening the technical and regulatory capacities of local government authorities, utilities, and private sector partners. These activities not only enhance the immediate regulatory effectiveness of sanitation services but also contribute to the long-term resilience and adaptability of the sanitation sector.
b. Future directions for policy and regulatory development in CWIS

Promoting the transition of Water and Sanitation Utilities with mandates for onsite sanitation marks a critical pathway. This approach aims to broaden the scope of utilities, enabling them to manage a comprehensive range of sanitation services that cater to the diverse needs of urban populations, thereby ensuring that onsite sanitation systems are adequately serviced and maintained.

Reinforcing sanitation asset inventory with a robust sanitation baseline enables more informed decision-making and targeted interventions. This involves comprehensive data collection and analysis to map existing sanitation infrastructure and identify gaps, guiding strategic investments and improvements.

Strengthening control and enforcement of regulations, in collaboration with Local Government Authorities (LGAs), police, and other services, ensures compliance and maintains high standards of sanitation service provision. This collaborative approach enhances regulatory effectiveness and fosters a culture of accountability and compliance among service providers.

Promoting a range of incentives to mobilize service providers to service neglected areas is crucial for expanding access to sanitation. Understanding the needs and challenges of service providers, particularly in less profitable areas, and developing pragmatic, gradual, and flexible incentive structures can drive broader service coverage.

Developing an understanding of the ‘true cost of sanitation’ complements these efforts by raising awareness of the economic, environmental, and social value of comprehensive sanitation services. This awareness is critical for garnering support and investment in sanitation infrastructure and services.

Enforcing health and safety regulations for sanitation workers is paramount to protecting those at the frontline of sanitation service provision. Strengthening regulatory frameworks to safeguard worker rights and ensure safe working conditions is a fundamental aspect of advancing CWIS.

Strengthening engagement with customers is essential for building trust and ensuring that sanitation services meet the expectations and needs of the community. This engagement includes regular feedback mechanisms, transparency in service provision, and active participation in sanitation planning and decision-making processes.

Expanding satisfaction surveying, utilizing Citizen Report Cards, and implementing benchmarking and comparative performance KPIs across licensed service providers enhance transparency and accountability. These tools provide valuable insights into service quality, customer satisfaction, and areas for improvement, driving continuous enhancement of sanitation services.
c. Specific Pathways

A fundamental step involves undertaking a thorough review of the existing regulatory framework, including laws, charters, decrees, and the degrees of regulatory independence. This review is intended to lay the groundwork for a regulatory CWIS roadmap that outlines a strategic path for delivering comprehensive sanitation within the broader context of public policy development. This roadmap will serve as a guiding document, charting the course toward effective CWIS implementation, informed by a deep understanding of the current regulatory landscape and its potential for evolution.

Incorporate into the CWIS roadmap a clear articulation of the various stakeholders involved in sanitation service delivery. This includes a detailed analysis of their roles, responsibilities, and the intersections of their efforts. Identifying any gaps, overlaps, and weaknesses, especially among municipal planning and service authorities, is crucial. Ensuring that appropriate law-enforcing responsibilities are well-defined and allocated will help streamline efforts and enhance the efficiency and effectiveness of sanitation initiatives.

Facilitate the updating and reconfiguration of quality-of-service standards, norms, and byelaws. This effort aims to accommodate the progressive realization of non-sewered sanitation solutions, such as accessible and emptiable pit/tanks, alongside sewered (conventional and reduced cost) sanitation systems. Updating these regulatory instruments will ensure that they reflect contemporary needs and innovations in sanitation, making them more inclusive and adaptable to a range of sanitation technologies and approaches.

Promote a culture of collaboration, transparency, shared learning, and innovation. Encouraging operators to embrace new technologies and solutions requires a supportive regulatory environment that rewards preparedness to experiment, learn from mistakes, and engage collaboratively with all stakeholders. This culture shift is fundamental to driving progress in sanitation service provision, allowing for flexibility, experimentation, and continuous improvement.

Finally, where necessary, provide capacity-building support to service providers and consumer representatives. This support should focus on developing risk-based approaches to service and asset management planning, enhancing the capability of service providers to manage and mitigate risks effectively. Building these capacities ensures that service providers are better equipped to deliver high-quality, sustainable sanitation services that meet the diverse needs of urban populations.

d. Opportunities for regional and global collaboration and knowledge sharing

The expansion of ESAWAS within the region and continent will support leveraging collective knowledge and experiences in improving regulation. ESAWAS has facilitated the development of guidance documents, exchange of insights, strategies, and lessons learned, significantly contributing to the elevation of regulatory practices, frameworks and capacity in countries. Continued collaboration across countries, sectors, and stakeholders is foundational for progress in the CWIS agenda. Strengthening existing partnerships and forging new ones—particularly among governments, regulatory bodies, the private sector, civil society, and international organizations—is essential for a coordinated and effective response to sanitation challenges.

Further strengthening regional networks and platforms for knowledge exchange presents an invaluable opportunity for countries to delve into each other’s experiences, adopt best practices, and collectively navigate the nuances of CWIS implementation. The expansion of a regional repository of resources, including case studies, guidelines, and policy documents on CWIS, facilitate knowledge sharing. Such a repository supports policy development and program refinement across the region and globally, ensuring that countries are not working in isolation but are instead drawing from a wealth of shared knowledge and experiences.
Expanding perspective to a global scale through active South-to-South partnerships can also offer intriguing insights. A prime example is UNICEF Angola's role in a pilot project for simplified condominium sanitation in Viana, Luanda, which received a $1 million investment from the India, Brazil, South Africa (IBSA) Fund. This project not only enhances urban resilience but also supports a circular economy via integrated recycling efforts. More importantly, it serves as a vital platform for the exchange of best practices and innovative solutions between the governments of Brazil and Angola. UNICEF's involvement in this initiative accelerated capacity building and strengthens policy advocacy, drove forward sanitation improvements that are especially beneficial for children and vulnerable communities.

Scaling successful interventions is essential for broadening the impact of CWIS across the region. Identifying and documenting successful models of innovative financing, regulatory reforms, community engagement strategies, and technological solutions enables these approaches to be adapted and replicated in different contexts. Support from development partners such as BMGF in piloting, evaluating, and scaling interventions can provide the necessary resources and technical expertise to expand the reach of successful practices. Moreover, embedding proven interventions into national policies and urban development plans ensures their sustainability and integration into broader urban management strategies.

The way forward for CWIS in Eastern and Southern Africa calls for a strategic, collaborative approach that leverages the collective knowledge and experiences of the region. By continuing to work together, share insights, and scale effective interventions, countries can accelerate progress towards achieving the vision of sustainable, accessible, and inclusive sanitation for all urban residents. This collective journey towards CWIS not only enhances the quality of life and health of urban populations but also contributes to the resilience and sustainability of urban environments across the region.
Conclusion

The journey towards implementing Citywide Inclusive Sanitation (CWIS) in Eastern and Southern Africa underscores a pivotal shift in how urban sanitation challenges are approached and managed. This journey demonstrates not only the feasibility of adopting CWIS principles across diverse urban contexts but also the transformative impact such principles can have on improving public health, environmental sustainability, and social equity. The success of CWIS initiatives across the region highlights the critical role of high-level policymakers in driving change, advocating for inclusive policies, and fostering an environment that encourages innovation and collaboration.

The importance of adopting and adapting CWIS principles cannot be overstated. As urban populations continue to grow, the demand for sustainable, equitable sanitation solutions becomes increasingly urgent. CWIS offers a comprehensive framework that prioritizes the needs of all urban residents, ensuring that no one is left behind in the quest for improved sanitation. By focusing on the entire sanitation service chain, from access and use to treatment and disposal, CWIS approaches recognize the complexity of urban sanitation systems and the need for integrated, scalable solutions.

High-level policymakers play a crucial role in this context. Their commitment to CWIS principles can drive significant policy and regulatory reforms, catalyse financial investments, and mobilize a wide range of stakeholders towards common goals. Policymakers have the authority and influence to create conducive environments for CWIS initiatives, breaking down bureaucratic silos, enhancing inter-sectoral collaboration, and ensuring that sanitation is prioritized within national development agendas. Their leadership is essential for embedding CWIS principles into urban planning and development strategies, ensuring that sanitation improvements are sustainable and aligned with broader urbanization and environmental goals.

The recommendations outlined in the report offer pathways for advancing CWIS across countries. Enhancing regulatory frameworks, developing innovative financing models, strengthening stakeholder collaboration, and investing in capacity building are among the strategic actions proposed to address the challenges identified. Moreover, the report emphasizes the need for continued regional and global collaboration and knowledge sharing, leveraging the collective experiences and innovations within the region to accelerate progress towards CWIS goals.

In conclusion, the adoption and adaptation of CWIS principles represent a promising path forward for improving urban sanitation in countries. The report underscores the imperative for high-level policymakers to lead these efforts, driving the systemic changes needed to achieve sustainable, inclusive sanitation outcomes. By embracing the CWIS framework, prioritizing strategic investments, and fostering a culture of collaboration and innovation, policymakers can ensure that urban sanitation systems are resilient, equitable, and capable of meeting the needs of all residents, today and in the future.