WATER & SANITATION

SERVICES AS HUMAN RIGHTS

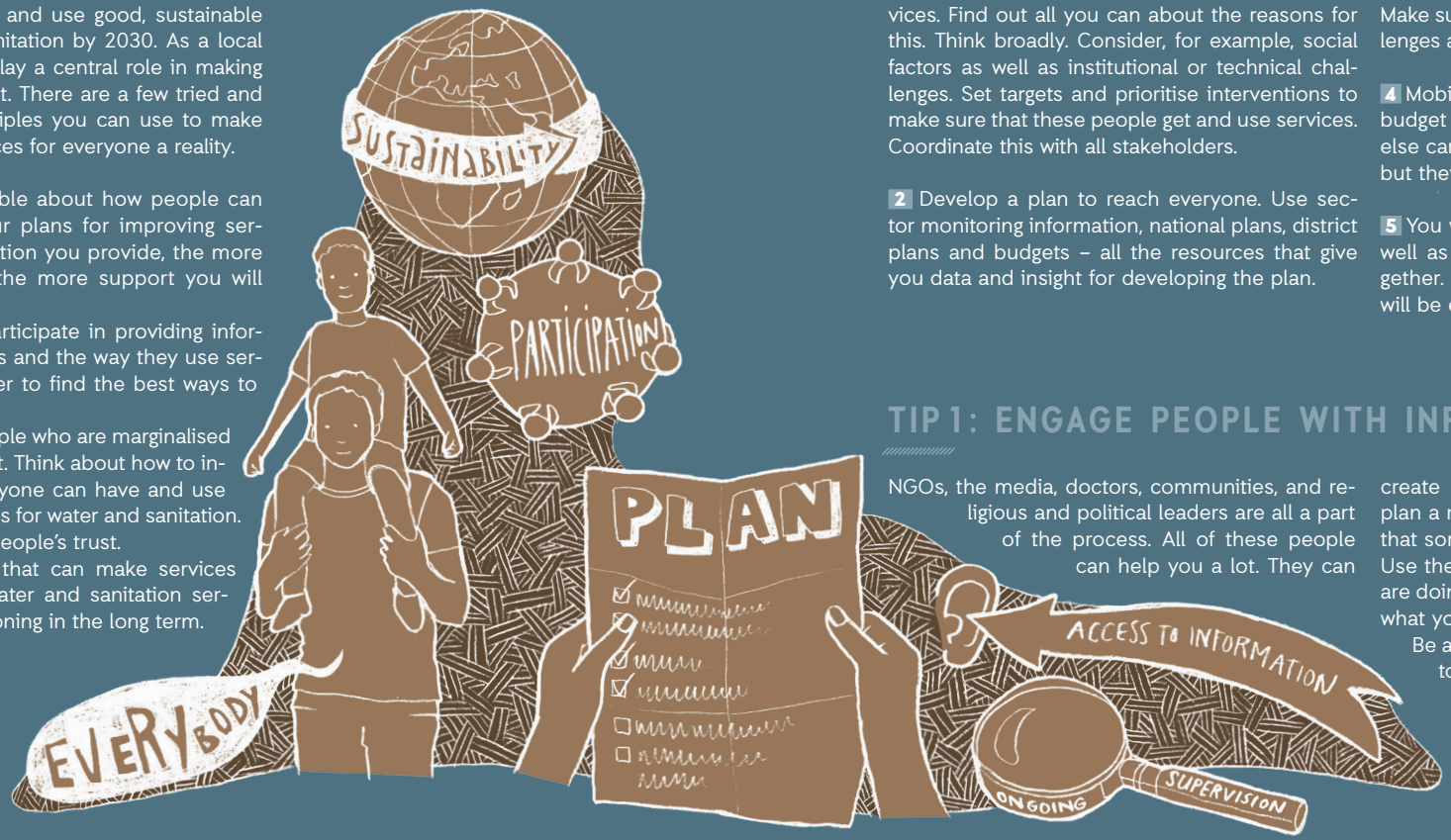
THE POCKET GUIDE

Basic thoughts and principles

PLAY YOUR PART

By signing up to the Sustainable Development Goals, your country has committed to make sure everybody will have and use good, sustainable services for water and sanitation by 2030. As a local government official, you play a central role in making this happen in your district. There are a few tried and tested human rights principles you can use to make water and sanitation services for everyone a reality.

- Make information available about how people can use services. Share your plans for improving services. The more information you provide, the more people will know, and the more support you will receive in return.
- Ensure everyone can participate in providing information about their needs and the way they use services. Then work together to find the best ways to meet those needs.
- Particularly consider people who are marginalised and discriminated against. Think about how to include them so that everyone can have and use good, sustainable services for water and sanitation.
- Be transparent and win people's trust.
- Pay attention to issues that can make services sustainable to ensure water and sanitation services will keep on functioning in the long term.



WATER & SANITATION SERVICES AS HUMAN RIGHTS

WHAT YOU CAN DO

1 Understand the situation of the people least likely to have or use water and sanitation services. Find out all you can about the reasons for this. Think broadly. Consider, for example, social factors as well as institutional or technical challenges. Set targets and prioritise interventions to make sure that these people get and use services. Coordinate this with all stakeholders.

2 Develop a plan to reach everyone. Use sector monitoring information, national plans, district plans and budgets – all the resources that give you data and insight for developing the plan.

3 As you start to implement the plan, continue to coordinate all those involved in making it happen. Make sure you stay on track. If you meet new challenges along the way, adjust your plan as you go.

4 Mobilise the resources for your plan. Use your budget prudently to meet people's needs. Who else can contribute? People can pay for services, but they must be affordable for all.

5 You will need to use all of your social skills as well as your authority to bring stakeholders together. As others learn to trust you, coordination will be easier.

TIP 1: ENGAGE PEOPLE WITH INFLUENCE

NGOs, the media, doctors, communities, and religious and political leaders are all a part of the process. All of these people can help you a lot. They can create a positive atmosphere for making your plan a reality, and can help you to communicate that something important is happening.

Use the media to inform people about what you are doing and why. This will help build support for what you are trying to achieve.

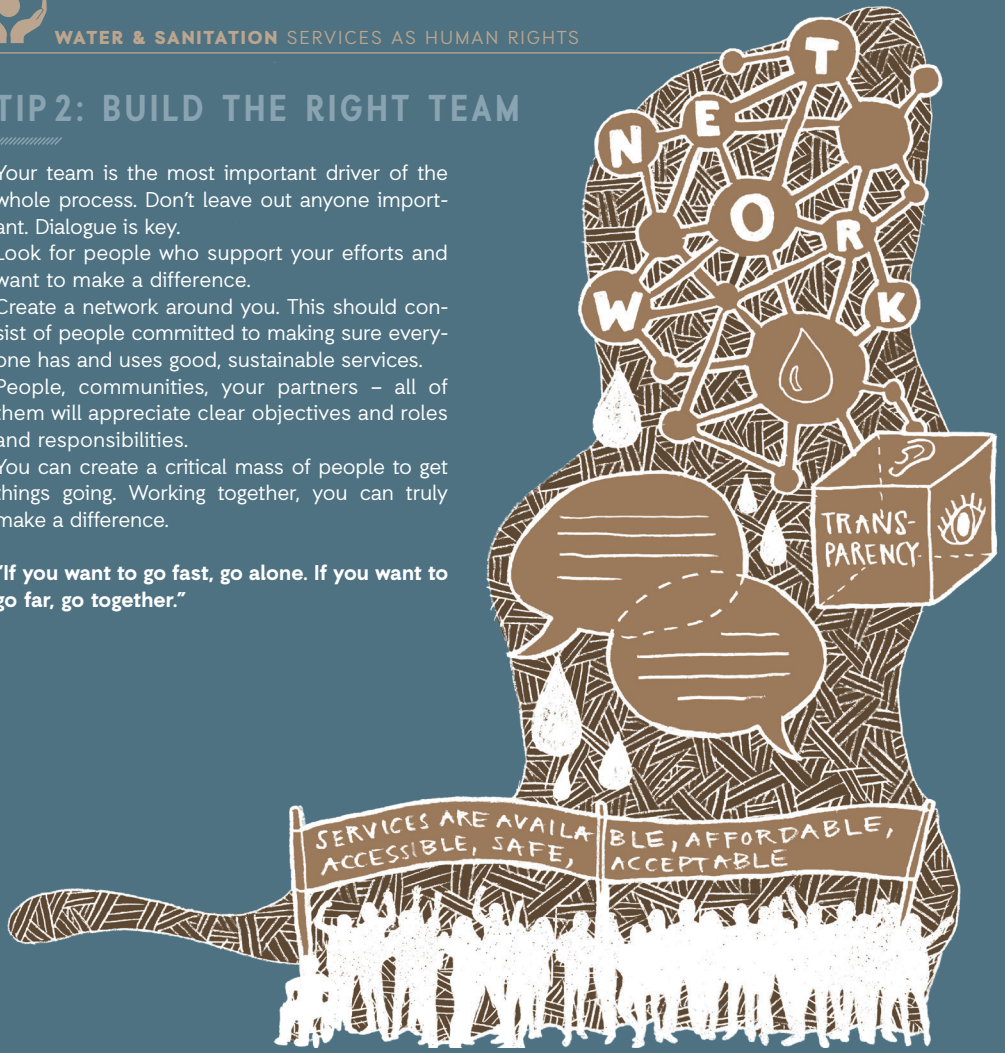
Be accessible to the community. This can help to get things done.

Look for supporters of water and sanitation services as human rights.

TIP 2: BUILD THE RIGHT TEAM

Your team is the most important driver of the whole process. Don't leave out anyone important. Dialogue is key.
Look for people who support your efforts and want to make a difference.
Create a network around you. This should consist of people committed to making sure everyone has and uses good, sustainable services.
People, communities, your partners – all of them will appreciate clear objectives and roles and responsibilities.
You can create a critical mass of people to get things going. Working together, you can truly make a difference.

"If you want to go fast, go alone. If you want to go far, go together."



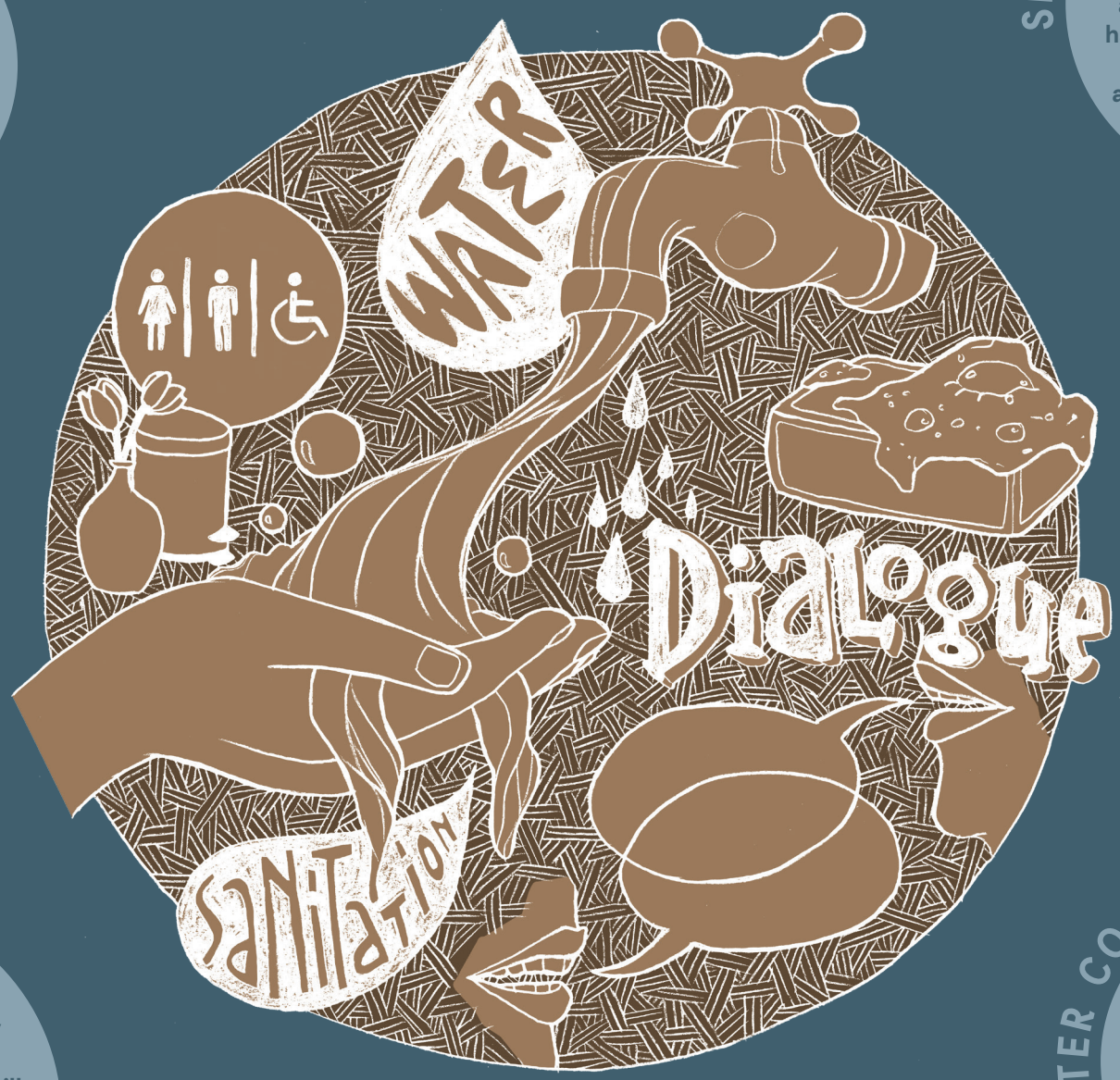
THE BENEFITS TO YOU

BE A HERO

You'll be the person who reaches everyone, including the most hard to reach, and changes the lives of people in your district.

SHOW PROGRESS

You'll be able to demonstrate to your manager, other institutions and the public that you have a solid plan, and are progressing towards achieving services for all.



BETTER RELATIONSHIPS

People will be happy knowing what services they can expect and how they are going to get them. They will be more willing to pay for a service they can rely on and trust. Service providers will have better relationships with their customers.

BETTER COORDINATION

Clarity about roles and responsibilities will make sure your plan can succeed. Everyone involved will appreciate this clarity.

STAY IN TOUCH