



# INSTRUCTIONS FOR USE

## Why have we developed these materials?



All countries agree that water and sanitation services are human rights. Through human rights treaties and the Sustainable Development Goals, they have committed to realise water and sanitation services for every single person.

Governments are obliged to do everything that they can to ensure that everyone can realise their human rights. The materials for “Making Rights Real” are designed to show local government officials how human rights can improve the way water and sanitation services are planned, delivered and maintained.

Policies and laws in many countries are generally already at least partly in line with the obligations defined by the human rights to water and sanitation. National institutions often proclaim that human rights are a rationale for action and many organisations working in WASH incorporate a human rights based approach.

However, many efforts to explain what the rights to water and sanitation mean in practice, or to integrate human rights into water and sanitation systems are targeted only at national governments. Efforts to bring human rights closer to local government institutions are very limited, and are unlikely to reach scale.

## Who can use these materials?



Local government is arguably the most important level of government for realising the human rights to water and sanitation: This is where national plans will be put into action and good, sustainable services for water and sanitation are built, run and maintained.

Our field research shows that local government officials across various countries grapple with the same challenges. This is not just because of a lack of financial and human resources, but also multiple push-and-pull factors that make it hard for officials to ‘stay the course’. Many local officials see human rights as something far removed from their reality, irrelevant to the work that they do.

We are convinced that local government officials can do more to improve water and sanitation if they apply human rights principles to their work. And from the experience that our field research has brought us, we believe that the best way to convey human rights principles at scale is through the large network of WASH sector professionals that have established working relationships with local government officials.

The materials for “Making Rights Real” consist of three documents that are intended for use in one-on-one conversations between WASH sector professionals and local government officials, and that can then be referred back to. The materials are purposefully concise and focus entirely on the practical value of human rights. They can therefore be used within the context of ongoing working relationships in different countries the world over. WASH sector professionals working at the local level will be best placed to put these materials into their particular context.

The materials can also be used in workshops or sector gatherings.

## The three documents are

### The Pocket Guide –

Basic thoughts and principles

### The Manual –

Each step explained

### The Journey –

The process at a glance

The documents are designed to be used as a set, starting with the Pocket Guide. The use of the other two documents follows on from this – and may be left with the local government official to allow the reader to engage with them independently and in more depth.

We hope that many organisations and colleagues will find these materials useful for their work! They are free to be used by anyone for non-commercial purposes. In the Pocket Guide and the Manual, you will also find space to leave your own contact details and insert your organisation's endorsement.

## How can you use these materials?

Once you have downloaded the materials, print them out and distribute them to local government officials with whom you work. Please find technical instructions for printing on the next page.

Remember that these materials will work best if they become part of an ongoing conversation or working relationship that you have with a local government official – so refer back to them every now and then.

If you introduce the materials through a workshop or sector gathering, also think about how you can make sure they and the human rights thinking within them can be referred back to from time to time.

## Developers

These materials have been produced by WASH United, WaterAid, Institute for Sustainable Futures – University of Technology Sydney, End Water Poverty, UNICEF and RWSN, in partnership with C3. Financial support was provided by players of the People's Postcode Lottery Foundation. These materials are free to be used, reproduced and shared for non-commercial purposes. They are subject to a Creative Commons Attribution-Non-Commercial-ShareAlike 4.0 International Public License (<https://creativecommons.org/licenses/by-nc-sa/4.0/legalcode>).



## Languages

The materials are currently available in three languages:

**English**  
**French**  
**Portuguese**

We aim to make these materials available in as many languages as possible. If you are able to translate the materials into any other language, we will take care of the layout in the relevant language and make them available to you and others.

Please email [louisagosling@wateraid.org](mailto:louisagosling@wateraid.org) or [hannah.neumeyer@wash-united.org](mailto:hannah.neumeyer@wash-united.org)

## Ownership

You can include your own details/the details of your organisation in two spaces in the materials:

- In The Pocket Guide, use the “stay in touch” field to attach your business card or stamp your contact details.
- In The Manual, use the field on the last page to include your organisations logo, attach your business card or stamp your contact details.

## Technical details for printing

These technical details are based on experiences with printing we have collected so far. Take them along to your printer. If you come across any new details that could help others, please let us know: [louisagosling@wateraid.org](mailto:louisagosling@wateraid.org) or [hannah.neumeyer@wash-united.org](mailto:hannah.neumeyer@wash-united.org).

## PRINTING THE POCKET GUIDE

	Ideal	Minimum
Grammage (weight of paper)	160g, paper needs to be creased	120g, paper can be folded
Type of paper	Matt coated	Other non-glossy paper
Size of paper	Print file without scaling on A3 oversize sheet, then crop to the final unfolded size of 297 by 297mm	Print file with scaling (as needed) on A3 sheet, then crop to the final, largest possible size
Type of print	4 colours, double-sided	4 colours, double-sided
Frequently asked questions	The printed document needs to be creased or folded twice along the middle axis. See the pictures below for details.	
	Do not print the document on A4 paper. The writing then becomes so small that it is very hard to read.	
	Do not use paper that is heavier than 160g. The edges would crumble when the paper is creased or folded.	



## PRINTING THE MANUAL

	Ideal	Minimum
Grammage (weight of paper)	120g	80g
Type of paper	Matt coated	Other non-glossy paper
Size of paper	A4	A4
Type of print	4 colours, double-sided, stapled in top left corner	4 colours, double-sided, stapled in top left corner
Frequently asked questions	Print file has no crop marks. They are unnecessary, because it is a plain print on A4 paper.	

## PRINTING THE JOURNEY

	Ideal	Minimum
Grammage (weight of paper)	190g	120g
Type of paper	Matt coated	Other non-glossy paper
Size of paper	Print file without scaling on A3, then crop to the final size of 297 by 210mm (A4)	Print file with scaling (as needed) on A4, then crop to the final, largest possible size
Type of print	Single-sided, 4 colours	Single-sided, 4 colours
Frequently asked questions	If printed on A3 and when cropped to the final size of 297 by 210mm (A4), a relatively large amount of paper is lost. This is intentional.	