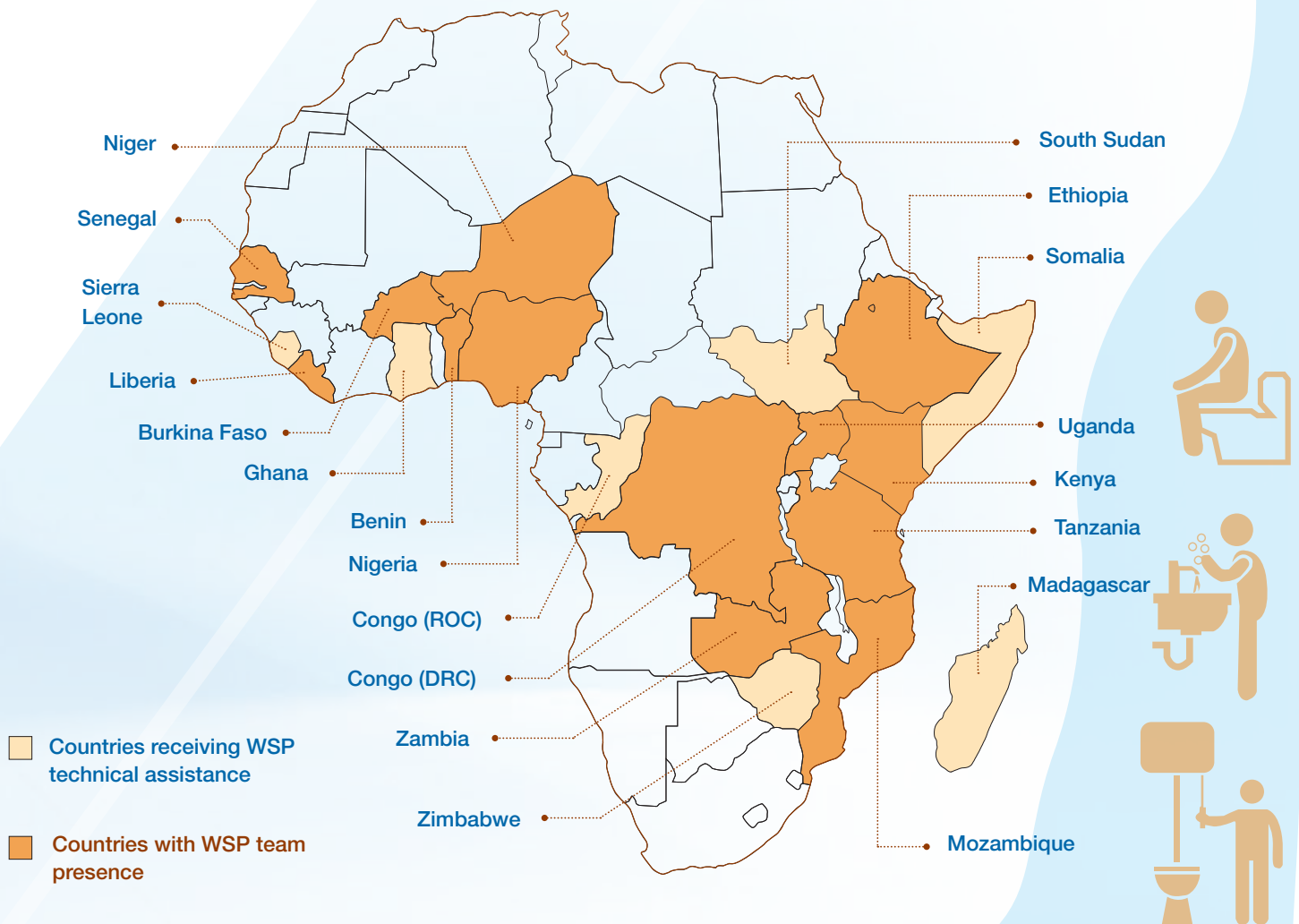


Highlights & Achievements



1.1B

Africa Population
(2013 estimates)

30%

Sub-Saharan Africa sanitation coverage*

13

Countries with WSP team presence (also receiving TA)

61%

Sub-Saharan Africa access to drinking water coverage*

7

Countries receiving WSP technical assistance

115

People dying in Africa every hour from diseases linked to poor sanitation, poor hygiene and contaminated water*

* <http://www.un.org/waterforlifedecade/africa.shtml>



Scaling up Rural Sanitation and Hygiene



KENYA



Newly drafted policy, strategy and bill for sanitation in Kenya which reflects the changes to the constitution and the universal right to sanitation



National improved sanitation launched

Second benchmarking exercise reflects that **8 counties** supported by WSP have improved more than all other counties (statistically significant) especially in terms of capacity building, and sanitation marketing.



Reduction of cholera outbreak impact in Migori county due to Open Defecation Free (ODF)/Community-led Total Sanitation (CLTS) capacity building activities undertaken with the county.

SENEGAL



WSP support the Government of Senegal to conduct a countrywide household survey to assess hygiene and sanitation behavior as well as the willingness to pay in rural areas.



The study is planned to be completed on **August 2015** and the results will contribute to give evidences that will help in designing and developing a model of a sustainable sanitation market to serve the rural poor.

TANZANIA



Technical assistance to integrate and strengthen a monitoring system for Mainland Tanzania by aligning it to the MKUKUTA II monitoring framework. This will better support policy formulation and decision making in the sector and ultimately contribute to the achievement of the government's objective of increasing access to improved sanitation (as spelled out in *Mkakati wa Kukuza Uchumi na Kupunguza Umaskini Tanzania* – MKUKUTA II Monitoring Master Plan/National Strategy for Growth and Poverty).

ETHIOPIA



WSP helped the Government of Ethiopia to design a **5-year** business plan from **2011-2015** to support sanitation initiatives in four regions (Amhara, Oromia, Tigray and SNNPR) which represent about **80%** of the total population of Ethiopia. The sanitation tools and methods developed in Amhara were adapted by government and partners to design the national Community-Led Total Sanitation + Hygiene (CLTS+H) Implementation Guideline.



Creating Sustainable Services Through Domestic Private Sector Participation



SENEGAL

82%

Coverage for **7.5 million** rural populations target reached in 2013, thanks to reforms started in Senegal's rural water sector over a decade ago

2

Large multi-villages rural water supply schemes to supply **350,000 people**—the first PPP transaction was completed on December 2014. Four more transactions are planned to raise the share of private sector involvement to **75% by 2017**.

UGANDA



Technical assistance to the sector to carry out a review of the 2006 strategy and practice of the water and sanitation for the poor and bottom **40%** in Uganda. This is going to inform the next revision of the strategy.



Technical assistance to the sector to develop a clustering model for fecal sludge management, especially for urban areas in the country.



Technical assistance to the Ministry of Water and Environment on how to improve incentives for reinvesting revenue and attracting private finance for water supply systems in small towns in Uganda.

US\$ 300 MILLION

ZAMBIA

Amount used to design a new World Bank investment project with other partners Kreditanstalt für Wiederaufbau (KfW), Energy Industries Council (EIC) and African Development Bank), with WSP using its experience on rolling out and learning from condominal sewers in the suburb of Kalingalinga, to inform and help the design process.

NIGER



308,690

Estimated beneficiaries served by schemes supported by the WSP as of December 2014, of which **123,476** are part of the bottom **40%**. They are estimated to have generated revenues totaling to **USD 637,000**.



BENIN

Government of Benin, WSP in partnership with the International Finance Corporation (IFC) and the Dutch Embassy in Benin initiated a pilot project seeking to implement innovative approaches to effectively engage the domestic private sector in the management of piped water systems (PWS).

4

8-year subsidized concession contracts for 10 PWS in three municipalities with three different private operators were signed between August 2014 and September 2014.

US\$ 1 MILLION

Estimated total investment to be generated by the four transactions of which **US\$ 277,000** will come from domestic private sources for the **10** sites and create at least **1,071** new connections within two years of implementation.

48,500

Estimated people who should gain improved access to water services through these contracts, surpassing original expectations.



Supporting Poor-Inclusive Water and Sanitation Sector Reform



AFRICA



WSP prepared a knowledge product that provides general principles and a robust set of guidelines to harness Information Communication Technology (ICT) for water and sanitation service delivery. This output will help practitioners, including but not limited to World Bank staff, operationalize ICT usage in their water and sanitation projects.

KENYA



Global Water Practice in Kenya provided Technical Assistance to Ministry of Environment, Water and Natural Resources to support devolution process in the water sector, focusing on the transition process from the national to the county governments in line with the new Constitution of Kenya 2010.



Targeting the Urban Poor and Improving Services in Small Towns



MOZAMBIQUE



Established a national Integrated Sanitation Program with the first ever national sanitation budget line across **6 ministries**.



Establishment of financially viable fecal sludge management services for **150,000 people** in unplanned peri-urban settlements in Maputo.

REGIONAL



An **8 city study** in Africa showed the implications of prepaid meters for the poor, captured poor customers' perspectives on the technology, and offered lessons for service providers, with a focus on serving low income settlements. Research was used directly to advise World Bank teams and clients in Malawi and Zimbabwe, and Chief Executive Officers (CEOs) from the 8 participating utilities were involved in VCs to share knowledge.

KENYA



USD 4 MILLION

(KES 375 Million) grant for subsidies for sewerage and water connections targeting urban low income population in Nairobi from the World Bank's GPOBA program delivered.



USD 17 MILLION

(KES 1.503 Billion) IDA funding for improved water and sanitation services in low income areas in 5 urban areas allocated and under implementation.



89,000

People **(2,300 plots/ 18 400 households)** in Kayole Soweto have access to improved water supply through social connections approach in Nairobi.

KENYA



MajiVoice customer feedback system adopted at five utilities serving over **500,000** customers;



Over **80,000** individual customer complaints processed. In Nairobi, recorded complaints rose tenfold, resolution rate doubled and resolution time halved.

NIGERIA



WSP supported the benchmarking of utilities across **36 states** and the Federal Capital Territory



Provided Technical Assistance to the Federal Ministry of Water Resources to carry out a national survey of water points.

Targeting the Urban Poor and Improving Services in Small Towns (Continued)



UGANDA



Technical Assistance to the Ministry of Health helped the ministry to develop a Capacity Building Strategy for the sustainable development of sanitation in Uganda.



Technical assistance to **4 pilot districts** helped to improve access to improved sanitation from **24 percent** to **41 percent** in the four districts and 100 villages became ODF in Mubende and Mityana districts



Behavior Change Communication strategy developed to support the National Hand Washing With Soap Campaign.

Delivering WSS Services in Fragile and Conflict-Affected Situations



Together with the Water Global Practice, WSP drafted the WASH components of the UNDP/WBG/AfDB/EU Consolidated Multisector Report "Recovering from the Ebola Crisis" for Guinea, Liberia and Sierra Leone.

Together with Sanitation and Water for All, written a series of case-studies on aid effectiveness in the WASH sector in Liberia, Niger and South Sudan.

DRC



WSP completed a national mapping and evaluation of over **500 autonomous water systems** and **5000 public stand-posts** in DRC and has disseminated the study in Kinshasa and three provinces sparking a debate on the relationship between the State and non-State actors

WSP facilitated the preparation of a delegated management contract between REGIDESO and a local non-governmental organization (NGO) for the management of **150 stand-post** in Kinshasa that were financed from the PEMU World Bank project.



SIERRA LEONE

In collaboration with Department for International Development (DFID), WSP supported the Freetown water utility (Guma Valley Water Company) to procure a new billing system and to complete a city-wide customer enumeration survey that has helped the utility maintain revenues and keep services running during the Ebola crisis



Completed a case study on integrated urban development for Freetown which has been an input to the World Bank financed Resilient Cities Project.

ZIMBABWE



In a third year of institutionalizing the service-level benchmarking in Zimbabwe, WSP has recorded a series of improvements in service delivery across the **32 towns** sparked by the process including:

40% **Reduction in leakages** - the municipality of Karoi increased production by 40% after repairing a reticulation line crossing the Karoi-Chirundu highway.



Revenue collection improvement through property surveys – one town council reported discovering over **1000 customers** that were not being billed.



Transparency.



80%

LIBERIA

Over **2,000** suspected illegal connections identified and over 5,000 existing customer profiles updated in utility enumeration project

x2

Annual increase in billing collections since a new billing system recommended by WSP was adopted

Pilot program demonstrated method to double the rate of new customer connections.

SOMALIA



Through Technical Assistance, WSP has provided Hargeisa Water Agency (HWA) with options for corporate governance structures. Consequently, HWA is in the process of creating a board which will have members drawn from **all five** of Hargeisa's districts, limited government membership, and other stakeholders who would provide a mix of skills and experience, including the private sector, etc.