



Framework

Sanitation



WaterAid/Tom Sauter



WaterAid/Habibul Haque

Together, the documents below set out how we will achieve our vision of everyone, everywhere with clean water, sanitation and hygiene (WASH) by 2030.

Global strategy

Our role and how we work

Quality programme standards and policies

Frameworks and delivery concepts

- Guidelines
- Toolkits
- Resources

The frameworks define our position, approach and programme standards for all our areas of work: a) our cross-cutting principles – human rights, sustainability, equality and inclusion, and partnership; b) our core programme approaches – systems strengthening and empowerment, WASH in other sectors, and hygiene behaviour change; c) our thematic/geographic work – water, sanitation, hygiene, and urban WASH. The frameworks point to accompanying guidelines, toolkits and resources to provide more detail on how to apply the frameworks in practice.

Our frameworks are developed through a collaborative process, involving staff across the global organisation and external stakeholders. This ensures our position, approach and standards are based on experience and best practice, making our work more effective. They are periodically updated as our learning, and that of the wider sector, evolves.

Our frameworks have been developed and approved through the Global Programmes Executive. The programme standards from all the frameworks are collated into the *Quality programme standards*.¹

Sanitation framework

Position

At WaterAid, we believe that sanitation services are vital for people's health, education and dignity. Sanitation is also crucial for economic development, improved livelihoods and public health dimensions (e.g. childhood stunting and under five mortality). This clearly presents sanitation as a social good and makes a sound case for investment by governments, the private sector and civil society. Sanitation is also critical contributor for the prevention of epidemics and pandemics.

Sanitation is a human right, and as such, it calls for governments (the duty bearers) to ensure everybody has access to sanitation services, following human rights principles – including non-discrimination, equality and sustainability.² States must take steps to progressively realise the right to sanitation for everybody as quickly as possible, using all the resources and enabling factors available to them.

Sanitation services should meet the human rights criteria and be available, acceptable, accessible, affordable and safe. This aligns fully with the Sustainable Development Goals (SDGs), specifically target 6.2 on sanitation, with the goal for 'access to adequate and equitable sanitation and hygiene for all' by 2030. The 2030 deadline means that countries and development partners need to make significant changes in their efforts in order to accelerate progress.

Sanitation: Our position

WaterAid defines sanitation as the hygienic separation of human excreta from human contact. In densely settled contexts, we include solid waste management in sanitation from a wider environmental health perspective.

In the wider context, sanitation includes not only physical systems, but also the policies, legal frameworks and management arrangements necessary to achieve sustainable sanitation services for all.

At WaterAid, we are committed to the aspiration of the SDGs to go beyond access to basic sanitation services and reach the goal of safely managed sanitation for everyone, everywhere. Due to the scale of the lack of access, WaterAid will prioritise the achievement of the basic level sanitation services where we work.

We will promote high-quality shared toilets (limited sanitation services) where they are the only feasible option in the medium-term, such as in densely populated informal urban settlements. Where basic sanitation access is already high and where we are providing dedicated support at city/town-wide and service provider scale, we will also work towards sustainable, safely managed sanitation services.



● From left to right, Fetra, 12, Tongasoa, 13, Hasina, 12, Hanitrasoa, 11, Andrea, 12, and Sarah, 13, posing in front of their separated toilet block. Primary school of Firaissantsoa Imanga village, Tsinjoarivo Imanga commune, Tsiroanomandidy district, Madagascar, June 2018.

Rationale

1. Sanitation programmes are struggling to demonstrate results at scale with quality and equitable outcomes.

Sanitation programmes operating at scale have, in general, showed modest results. A systematic review showed that most sanitation interventions only increased latrine coverage and use by a 14 and 13 percentage point increase respectively.³ There are limited proven solutions to deliver safely managed services, especially in informal urban settings.

The ability of countries to sustain any gains achieved remains an additional concern, while most programmes struggle with achieving universal access equitably, sustainably and at scale, whilst 'leaving no one behind'. There is a lack of innovative thinking and use of evidence to inform responses and improve performance.

- We will make this a key internal priority and approach it from an action learning perspective, emphasising evidence-based sanitation programming.

2. Most governments struggle to prioritise sanitation in the national agenda and to make progressive financial commitments.

While there has been a lot of official declarations to prioritise sanitation, in 2017, 85% of countries with costed plans for urban sanitation reported insufficient financing to implement national plans. Similarly, 93% of countries with costed plans for rural sanitation reported insufficient financing to implement national plans.⁴

This lack of real prioritisation is present both at local and national levels, and is linked to the taboo factor of sanitation and the framing of sanitation as a private issue instead of a public service. The perception of sanitation as a low performing and low-impact sector in which it is risky to invest and where impacts will diffuse easily, makes it even a less attractive for prioritisation and investment.

- We will advocate for and provide evidence that assists governments to prioritise sanitation and position it within the core economic and development agenda.

- Mobile toilet on the street, at a technical signal crossing, supported by WaterAid, in Kollanpur, Dhaka, Bangladesh. February 2017.





● Lacua village WASH activist, Assiate Ussene, outside the newly-built household latrine belonging to Daudo Momade and his family, Lacua Village, Lunga District, Nampula Province, Mozambique, October 2017.

3. Progress is hindered by institutional fragmentation and weak collaboration.

At country level, mandates over sanitation tend to be unclear and decentralised responsibilities are rarely matched with the necessary capacity and funding at the local level. Sector actors do not always collaborate and coordinate, especially at national and local levels. Not enough attention has been paid to maintenance and service delivery mechanisms, which affects the sustainability of services.

We emphasise district and city-wide sector strengthening, with integration through working with governments, in coordination with other sector stakeholders and through alliances with other key sectors such as education, health and environment.

- **We work with local governments and strengthen local systems by working across administrative and technical units and targeting everyone within.**

4. Programmes rely on simplistic approaches.

Most sanitation programmes use single approach 'blueprints' – for instance when they use Community-led Total Sanitation (CLTS) or sanitation marketing – across large areas, or even countries, irrespective of the local situations. However, this approach does not always work and is not enough to reach everyone.

We will facilitate implementation of sanitation programmes that stimulate demand and supply, while paying special attention to equity.

- **We will facilitate sanitation programmes that are flexible and adaptive with continuous efforts to learn and feedback loops for course correction.**

Strategic fit

Access to improved and safely managed sanitation services is the goal that is most off track under SDG 6 and is a prioritised area of our global strategy. New approaches are needed to significantly accelerate progress. Our sanitation work contributes to and draws from all four of our strategic aims as explained below:

Equality

Progress on access to sanitation has been slow and unequal. Lack of access to sanitation is particularly acute for the poorest and most marginalised groups. Our sanitation work ensures the root causes that perpetuate unequal access to sanitation are highlighted, understood and addressed.

We pay attention to access to sanitation for women and girls, transgender people and people with disabilities – addressing their needs for appropriate access, privacy, safety and menstrual hygiene management in households, institutions and public toilets.

Sustainable services

Ensuring sanitation services continue to function and are safely managed. We approach our sanitation work through a system strengthening approach, addressing barriers at national and local levels as well as across the full sanitation service chain (particularly in urban areas).

We empower citizens with the knowledge and capability to engage with their governments to hold them to account on their right to sanitation. We also pay attention to environmental sustainability through the responsible and safe management of waste.

Hygiene

Hygienic use and maintenance of toilets is one of the key behaviours that we target in our hygiene work and is closely linked to other behaviours – most notably washing hands with soap after toilet use. We therefore integrate aspects of our sanitation work with that of hygiene – for example, through formative research and design of promotional demand creation campaigns.

Across the sanitation service chain, we also address issues of sanitation worker hygiene and safety.

Integration

We frame sanitation (alongside water and hygiene) as a core element of integrated sustainable development. We particularly focus on integration with the environment, health, education, nutrition and urban development sectors.

Accelerating progress in sustainable sanitation requires deep integration and maximisation of capacity across these sectors – alongside gender equality and inclusion.

Approach

WaterAid aims to transform the sanitation sector to ensure universal access to sanitation services with sustained use and operation. We focus on strengthening the supporting systems for sanitation services primarily for households, schools, healthcare facilities and communal and public toilets.

Achieving the significant changes in sanitation progress requires:

- **Increasing the political prioritisation of sanitation** and the recognition that it is important for human and economic development and public health, requiring adequate financing and an integrated approach.
- **Strengthening the entire system** for sanitation development and delivery (systems strengthening).
- **Constructing toilets and facilities** that are inclusive, accessible, user-friendly and adequately capture and contain excreta.
- **Focusing on behaviour change** (eradicating open defecation, hygienic use and maintenance of toilets, and increasing demand for sanitation).
- **Safely-managing services** along the entire sanitation chain from capturing, containment, treatment on-site/transporting and treatment offsite – to effective safe disposal or reuse of faecal waste.

To bring about improvements in these areas, our work combines advocacy, capacity development, service delivery and innovation, strategically targeting the key sector blockages and strengthening systems to create and sustain equitable access. At a sector-wide level, we focus on political prioritisation, cross-sectoral coordination, financing, policies and regulation. Our work includes coordinating with specific health priorities and enabling factors for private sector participation in service delivery and promotion.

We believe that no single approach will bring about significant changes to sanitation services. We therefore use detailed context-specific analyses to define the most effective

interventions and approaches required to address the five areas above. Localised analysis helps us define specific approaches and interventions for rural and urban areas, delivered through district or town-wide support. We design sanitation delivery programmes that appropriately balance demand creation and supply (products and services) approaches. Alongside government, we promote a flexible choice of the most impactful approaches for the context (for example, CLTS, social marketing and market-based sanitation), with a focus on household sanitation, schools, healthcare facilities and communal and public places. We promote sanitation that is gender-sensitive and inclusive, and meets the needs of everyone at each stage of life. When we implement this approach, we focus on:

Creating demand

We use participative formative research methods to develop powerful sanitation promotion campaigns, applying a mixture of marketing techniques (e.g. sanitation marketing or market-based approaches) and community-led techniques to promote demand and uptake of hygienic sanitation facilities and services. The formative research methods help us to understand the target users – their motivations, current behaviours and aspirations – and which products and services respond to their needs and wants in practical and feasible terms. We make sure the specific sanitation needs of women, girls and people with disabilities are recognised and addressed.

Behaviour change is central to our sanitation programmes, with the aim to raise the demand, to ensure synergies with hygiene issues and to change social norms. Infrastructure also has a role to play, but should never happen in isolation of behavioural change and system strengthening interventions. We also empower people and civil society groups to engage with and hold governments and service providers to account for their responsibilities as duty bearers.

Assuring supply

To assure supply of sanitation products, we apply the principles of user-centred design to develop desirable, affordable products and services that meet the aspirations and needs of the target users. Where possible, and in collaboration with other actors, we apply market-based strategies to build and strengthen effective supply chains. This includes supporting local businesses to develop (improving their business models, production skills and marketing methods) in order to increase the availability of appropriate solutions in the market.

We also work with governments and other private sector actors to ensure there is an enabling environment for local businesses working on sanitation across the full value chain to thrive. Where necessary, we engage other stakeholders in developing sanitation financing strategies and products targeting the poorest and most marginalised communities.

We play the role of market facilitators, ensuring both supply and demand perspectives are considered – connecting stakeholders to help improve effective sanitation market performance.

Strengthening systems

At the national level, we work to address the gaps in political priorities for sanitation, financing, policies, strategies and programmes for sanitation development. We support governments to define and implement changes to institutional arrangements, define performance monitoring mechanisms and processes and develop financing strategies.

At a local level, interventions differ for rural and urban areas (see WaterAid's *Urban framework*),⁵ but our work will focus on supporting local authorities and providers to develop effective approaches and capacity to deliver and monitor progress in accordance with our systems strengthening and empowerment approach.

We aim to strengthen the systems at government, civil society and private sector levels, which impact on access to sanitation and WASH more broadly:

- **With national government:** Focusing on high-level political leadership, national enabling systems needed to drive progress, policies and plans, financing strategies, coordination, institutional arrangements and performance monitoring.

- **With local government and service providers (urban and rural):** Focusing on strategic district and town-wide plans, systems needed to support entire sanitation chains, capacity of authorities and service providers, regulations and plans, financing mechanisms, coordination, institutional functions and service monitoring, female-friendly and accessible public toilets.

- **With education and health sectors:** Building WASH into the education sector policies, plans, financing and systems – e.g. curricula for teachers, health worker training in communities and healthcare facilities, and technical standards.

- **With civil society:** Promoting sanitation as a human right, mobilising communities and their leaders, empowering civil society groups and tackling the physical, institutional and attitudinal barriers to sanitation faced by people who are marginalised and likely to be excluded.

- **With private sector:** Building market-based approaches – stimulating demand and supporting supply.

- **With academic institutions:** Generating evidence through formal research, studies and evaluations.

Integrating themes

We integrate sanitation with water and hygiene interventions to maximise benefits. We seek partnerships with sectors intrinsically linked with sanitation, including health, nutrition, education, agriculture, urban development, wider environment and livelihoods. We also integrate sanitation with efforts to promote gender equality, women's rights and social inclusion. We seek opportunities to mainstream sanitation in the policies and practice of these key sectors.

We work at and for scale, acknowledging that an approach that looks at the entire city or district is more effective than localised and isolated interventions.

We measure the success of our district/city-wide work against the collective performance of that entire unit, as opposed to measuring outcomes only within certain communities and at the household level. Based on our analysis, we build capacity and advocate for improved sanitation services and, where necessary, invest in high quality demonstration and innovation activities. We learn iteratively from our work and innovate to improve and adapt appropriately.



● Dagitu and her elder sister Gedam are very happy to see there is new toilet at Edget Behibret Elementary School that also caters to the needs of students with physical disabilities, Burie, West Gojjam, Amhara, Ethiopia. November, 2018.



● Construction workers seen building new toilets in Dumarpani village, Naharpur block, Kanker district, Chhattisgarh, India, February, 2018.

Quality programme standards*

The core commitments below are to be read in conjunction with our programmatic approach and the *Quality programme standards*⁶ as below:

Risk critical standards

- R1 We must implement projects to a high standard, meeting national standards as a basic minimum – unless there is a good reason not to conform to these standards, which should be documented – and taking into account international design standards. We must adequately supervise and monitor partners to ensure they also meet quality standards. We must also ensure partners adequately supervise any private contractors used.
- R4 We must ensure sanitation facilities are hygienically and technically safe to use.
- R5 We must ensure WASH services are gender-sensitive and inclusive and meet the needs of everyone at each stage of life. Facilities in public institutions must be designed for universal access.

Minimum standards

- M4.1 We will consider sanitation as a service along the whole chain, from toilets to safe disposal and, where appropriate, reuse of waste.
- M4.2 We will use behaviour-change methods to end open defecation and establish effective social norms, to ensure communities stay open defecation free.
- M4.3 We will promote gender-differentiated and inclusive sanitation facilities in institutions such as schools and healthcare facilities, and in public toilets.
- M4.4 We will be flexible in how we address household sanitation, adapting to context and using the most appropriate approaches.
- M4.5 We will support local private sector participation in the delivery of sanitation services and products.

Full standards: strategy level

- S6.1 We will aim to make sanitation a political and social priority by influencing government agencies, political leaders (from members of parliament to party leadership) and other champions, and engaging with broader society.
- S4.2 We will engage with, support and contribute to sector planning processes and discussions around national sanitation approaches and strategies, adequate monitoring mechanisms and resource analysis.

* While each thematic area of our work has its own set of standards, you will need to take a holistic approach, meeting all relevant standards in your programme work. See *Quality programme standards* for the full list.

- S4.3 We will encourage and support better sector coordination at all levels, especially between civil society organisations and development partners, and between relevant government agencies. We will promote cross-sectoral collaboration.
- S4.4 We will consider sanitation as a service across the whole chain, from toilets to safe disposal and, where appropriate, reuse of waste.
- S4.5 We will support local governments and private sector stakeholders to develop viable business models for sanitation services, where applicable (for example, in urban environments).
- S4.6 We will support national and local governments, where they are the most viable option, to provide efficient public sanitation management services.
- PG4.5 We will focus on generating demand for products and services, while improving services by addressing supply blockages and appropriate financing, including smart subsidies to target the poorest, where suitable.
- PG4.6 We will innovate throughout our work, exploring promising approaches and technologies, ways to empower communities to demand sanitation, and opportunities for strategic partnerships. We will ensure our innovations are equitable and inclusive.
- PG4.7 We will support local private sector participation in the delivery of sanitation services and products, including faecal sludge management.
- PG4.8 We will increase the visibility and strength of sanitation governance structures and institutions and clarify roles, to help build sustainable sanitation management systems.

Full standards: programme level

- PG4.1 We will concentrate on promoting behaviour change in sanitation programmes, particularly focusing on social norms around defecation.
- PG4.2 We will encourage provision of inclusive and sustainable sanitation in institutions and public places, working cross-sector and through government systems.
- PG4.3 Decent sanitation in institutions, such as schools and healthcare centres, is both a goal in itself and a way to promote cross-sector engagement in sanitation provision. We will provide good models and set a good example to encourage governments to take the lead in raising standards.
- PG4.4 We will be flexible in the way we address household sanitation, adapting to different contexts. We will have a portfolio of approaches from which to choose the most suitable for each situation.

Full standards: project level

- PJ4.1 We will promote gender-differentiated and inclusive sanitation facilities in institutions, such as schools and healthcare facilities.
- PJ4.2 We will seek to end open defecation and establish effective social norms to maintain communities' open defecation free status in the areas where we work.
- PJ4.3 We will provide technical support for improving facilities and sustaining behaviour change.

Glossary

Gender sensitive and inclusive sanitation

Refers to the inclusion of women, girls and people with disabilities in the design processes of sanitation services, as well as the infrastructure features needed to address their needs for appropriate access, privacy, safety and menstrual hygiene management.

Safely managed sanitation

Is the key indicator in SDG 6, which means excreta must be dealt with safely throughout the sanitation chain, from containment to disposal or reuse.

Sanitation

At WaterAid, it is primarily the hygienic separation of human excreta from human contact. In densely settled contexts and institutions, we include solid waste management.

Sanitation chain

Refers to the products and services required to safely manage human excreta, from defecation through to containment, transport, treatment and disposal or (when adequate) re-use.

Sanitation services

Refers to the management of waste from the point of collection to point of safe disposal or reuse.

Sanitation systems

Refers to everything required for sanitation, from infrastructure to institutional issues (policies, regulation, financing, management frameworks), behaviours (individual and collective attitudes and practices necessary) and environmental considerations.

Service levels

Help us measure the quality of sanitation services.

● Saidson pictured while using an accessible sanitation block in Morondava commune. Menabe region, Madagascar, August 2018.



References

1. WaterAid (2018). *Quality programme standards*. Available at: washmatters.wateraid.org/publications/quality-programme-standards (accessed 27 Jul 2020).
2. Please see righttowater.info for further information.
3. Garn J V, Sclar G D, Freeman M C, et al. (2017). The impact of sanitation interventions on latrine coverage and latrine use: a systematic review and meta-analysis. *International Journal of Hygiene and Environmental Health*. vol 220, no 2 pt. B, pp. 329-340.
4. WHO/UN-Water (2019). *UN-Water global analysis and assessment of sanitation and drinking water (GLAAS) 2019 report. National systems to support drinking-water, sanitation and hygiene – Global status report 2019*. Available at: who.int/water_sanitation_health/publications/glaas-report-2019/en/ (accessed 27 Jul 2020).
5. WaterAid (2019). *Urban framework*. Available at: washmatters.wateraid.org/publications/urban-framework (accessed 27 Jul 2020).
6. While each thematic area of our work has its own set of standards, you will need to take a holistic approach, meeting all relevant standards in your programme work. See *Quality programme standards* for the full list.

● A block of latrines built at the village school in Dio-Ba, Kati district, Koulikoro region, Mali, October 2019.

Resources

- Big pushes, big flushes – outcome of the 2015 global sanitation workshop. Available at: wateraid.sharepoint.com/sites/bfgx258y/Documents/Big%20Pushes!%20Oucomes%20from%20the%20Global%20Sanitation%20Meeting.pdf?csf=1&e=kvxXtx&cid=9a9c54a9-1933-4f4e-b396-9b2a28237529 (accessed 6 Aug 2020).
- WaterAid (2016). *Achieving total sanitation and hygiene coverage within a generation*. Available at: washmatters.wateraid.org/sites/g/files/jkxoof256/files/Achieving_total_sanitation_and_hygiene_coverage_within_a_generation__lessons_from_East_Asia_0.pdf (accessed 28 Jul 2020).
- WaterAid (2016). *A tale of clean cities: insights for planning urban sanitation from Ghana, India and the Philippines*. Available at: washmatters.wateraid.org/publications/a-tale-of-clean-cities-insights-for-planning-urban-sanitation-from-ghana-india-and-the (accessed 28 Jul 2020).
- WaterAid (2016). *Beyond political commitment to sanitation: navigating incentives for prioritisation and course correction in Ethiopia, India and Indonesia*. Available at: washmatters.wateraid.org/publications/making-sanitation-happen-turning-political-will-into-action (accessed 28 Jul 2020).
- CWIS (2018). *Citywide Inclusive Sanitation: Call to Action*. Available at: citywideinclusivesanitation.files.wordpress.com/2018/02/cwis_cta_brochure_v033117.pdf (accessed 28 Jul 2020).
- WaterAid (2017). *Political Economy Analysis toolkit*. Available at: washmatters.wateraid.org/publications/political-economy-analysis-toolkit (accessed 28 Jul 2020).
- Sanitation and Water for All (2018). *SWA Collaborative Behaviours Country Profiles. Understanding their role in the SWA framework and suggestions on how they can be used*. Available at: sanitationandwaterforall.org/about/our-work/priority-areas/collaborative-behaviours (accessed 6 Aug 2020).
- Agenda for Change (2020). Available at: washagendaforchange.org/ (accessed 30 Jul 2020).
- WaterAid (2012). *Hygiene framework*. Available at: washmatters.wateraid.org/publications/hygiene-framework (accessed 28 Jul 2020).
- Hygiene behaviour change training (on the Learning Hub).
- WaterAid/UNICEF/WSUP (2018). *Female-friendly public and community toilets: a guide for planners and decision makers*. Available at: washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers (accessed 28 Jul 2020).
- WaterAid (2019). *Rethinking rural sanitation*. Available at: washmatters.wateraid.org/publications/rethinking-rural-sanitation (accessed 28 Jul 2020).
- WaterAid as part of the WASH Reference Group. Sanitation Marketing. Available at: sanitationmarketing.org/index.htm (accessed 30 Jul 2020).
- Institute of Development Studies (2011). *Community-Led Total Sanitation*. Available at: communityledtotalsanitation.org/ (accessed 30 Jul 2020).



- WaterAid (2017). *Guidelines for sustainable and inclusive school WASH*. Available at: wateraid.sharepoint.com/sites/bfgx258y/Documents/Guidelines%20for%20sustainable%20and%20inclusive%20school%20WASH_Eng.pdf?csf=1&e=V9GD1T&cid=56f77d70-34ad-4fe4-a1e8-5b860d0cb2ff (accessed 11 Aug 2020).
- UK AID/Australian Aid (2013). *ODF Sustainability Study*. Available at: communityledtotalsanitation.org/sites/communityledtotalsanitation.org/files/Plan_International_ODF_Sustainability_Study.pdf (accessed 30 Jun 2020).
- SFD Promotion Initiative (2018). *The SDF Approach*. Available at: sfd.susana.org/ (accessed 6 Aug 2020).
- WaterAid (2019). *The health, safety and dignity of sanitation workers: a blind spot in safely managed sanitation*. Available at: washmatters.wateraid.org/blog/the-health-safety-and-dignity-of-sanitation-workers-a-blind-spot-in-safely-managed-sanitation (accessed 30 Jul 2020).
- WaterAid (2016). *Approaches for urban sanitation – which tool to choose?* Available at: washmatters.wateraid.org/blog/approaches-for-urban-sanitation-which-tool-to-choose (accessed 30 Jul 2020).
- WaterAid/Water for People/WSUP (2015). *Experiences of Developing Pit Emptying Businesses in East Africa*. Available at: thesff.com/resources/SFF_Experiences-of-developing-pit-emptying-businesses-in-East-Africa-FINAL.pdf (accessed 30 Jul 2020).
- Sustainable Sanitation Alliance (2015). *Thematic Discussion Series: Synthesis. Synthesis of The Sanitation Ladder: Next Steps thematic discussion*. Available at: forum.susana.org/media/kunena/attachments/3512/Synthesis-SanitationLadderThematicDiscussion.pdf (accessed 30 Jul 2020).
- WaterAid/WEDC/SHARE (2014). *Compendium of accessible WASH technologies*. Available at: washmatters.wateraid.org/publications/compendium-of-accessible-wash-technologies (accessed 30 Jul 2020).
- WaterAid/UNICEF/WSUP (2018). *Female-friendly public and community toilets: a guide for planners and decision makers*. Available at: washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers (accessed 30 Jul 2020).
- WaterAid (2018). *Understanding and addressing equality, non-discrimination and inclusion in water, sanitation and hygiene (WASH) work*. Available at: washmatters.wateraid.org/sites/g/files/jkxoof256/files/equality-non-discrimination-and-inclusion-in-wash-a-toolkit.pdf (accessed 30 Jul 2020).
- United Nations Human Rights Office of The High Commissioner (2014). *Realizing the human rights to water and sanitation: A Handbook*. Available at: ohchr.org/EN/Issues/WaterAndSanitation/SRWater/Pages/Handbook.aspx (accessed 6 Aug 2020).
- SHARE (2014). *Violence, gender and WASH. A Practitioner's toolkit*. Available at: violence-wash.lboro.ac.uk/ (accessed 30 Jul 2020).

Please reference this publication as:
WaterAid (2020). *Sanitation framework*.
 Available at: washmatters.wateraid.org/sanitation-framework



● A locally constructed toilet in Tombohuaun, Kailahun District, Sierra Leone, January 2018.

How we work and arrange our knowledge

This framework forms part of a body of documents that define how we work and how we arrange our knowledge, as shown below. For WaterAid staff, this framework and related documents can be found on our intranet page, KnowledgeNet, which is structured in the same way.

Our strategic aims	Sustainable services	Integration	Equality	Hygiene
Who we seek to serve	The poorest and most marginalised people			
What we work on	Water	Sanitation	Hygiene	
Cross-cutting principles	Human rights	Sustainability	Equality and inclusion	Partnership
Where we work	Large cities and towns	Small towns and growth centres	Rural and remote districts	Global and regional
How we bring about change	Our role and how we work			
	Systems strengthening and empowerment	WASH in other sectors	Hygiene behaviour change	
Project delivery concepts	Outline project delivery concepts			

Sanitation services are vital for people's health, education and dignity. Sanitation is crucial for economic development, improved livelihoods and public health dimensions, and is a vital service in the prevention of epidemics and pandemics. Despite commitments by many governments and the UN's recognition of sanitation as a human right, it remains hugely deprioritised, poorly funded and outrightly neglected.

We approach our work on sanitation through a system strengthening approach; addressing barriers to access and continuous service, working at global, national and local levels on policy and practice influencing, as well as on the development of the full sanitation service chain.

We partner with government institutions, ministry departments and agencies, development partners, utility companies, community-based organisations, businesses, entrepreneurs and local people to ensure access to WASH services for everyone – focussing on the poorest and the most marginalised. WaterAid aims to transform the sanitation sector to ensure universal access to sanitation services, with sustained use and operation for all.

This framework defines our position, approach and programme standards for sanitation programming.

Front top: Aribiyan Tunde Isiaka, 51, in front of his latrine. Origbile Community, Ifelodun, Lagos, Nigeria, September, 2016.

Front bottom: A boy walking up to the newly established hygienic latrines in Alokdia Abason area in Paikgasa, Khulna, Bangladesh. October, 2019.



● A newly constructed twin pit toilet under the Swachh Bharat Mission Padharia Village, Dindori, Madhya Pradesh, India. July, 2017.

Visit washmatters.wateraid.org

WaterAid is a registered charity: Australia: ABN 99 700 687 141. Canada: 119288934 RR0001. India: U85100DL2010NPL200169. Sweden: Org.nr: 802426-1268, PG: 90 01 62-9, BG: 900-1629. Japan: 特定非営利活動法人ウォーターエイドジャパン(認定NPO法人) WaterAid Japan is a specified non-profit corporation (certified NPO corporation). UK: 288701 (England and Wales) and SC039479 (Scotland). US: WaterAid America is a 501(c) (3) non-profit organization.

