How can we accelerate WASH through a multi-stakeholder approach?
Tamale Urban Sanitation & Waste Programme, in Ghana

The city of Tamale in the Northern parts of Ghana is confronted with rapid urbanisation causing major sanitation and health problems. In this city of almost half a million people, only 15% of the population has access to safe sanitation. One in five people defecate in the open.

To address this challenge, we need to drastically change our approach. Traditional solutions focused on building (subsidized) sanitation infrastructure are not sustainable and cannot meet the needs of the growing population.

The Tamale Urban Sanitation & Waste programme therefore focuses on changing mindsets and creating a sector for sustainable and affordable WASH services that can accelerate. This is the only way to adapt to fast population growth and to achieve full coverage.

Achieving more with less
The Tamale Urban Sanitation & Waste programme aims to create access to safe public and household sanitation for 200,000 people in Tamale by applying an institutionalised business approach to sanitation. WASH Alliance partner CLIP facilitates the development of a system in which all stakeholders work effectively together on realising sustainable sanitation services: households, businesses, financial institutions and governments.

When these actors know their role and work together effectively, the system takes over, making external subsidies redundant over time and accelerating access to safe sanitation for a growing urban population.

Sanitation in Tamale

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### Accelarating WASH through a multi-stakeholder approach

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<th>Stakeholder</th>
<th>Roles and responsibilities</th>
<th>Drivers of acceleration</th>
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| Households        | Citizens, including organised Urban Household Networks, demand and are willing to pay for sanitation services, and are even prepared to take a loan to build a toilet.                                                                                                                                                                                                 | ▪ Linking increased demand with supply of appropriate solutions such as toilets and financial resources.  
▪ Stimulating of demand for sanitation driven by the incentive of income generation. For example by re-use of organic waste for compost or biogas generation.                                                                                                                                                                      |
| Business          | Businesses such as ZoomLion and DECO, but also small entrepreneurs like masons and plumbers see business in sanitation and are prepared and qualified to offer sanitation services, such as maintaining public toilets, waste management and the collection and processing of sludge (turning faecal sludge into fertilizers or biogas).  
▪ Scalable entrepreneurial activities: increased demand creates a market for suppliers of sanitation products and services, such as construction, waste capturing and transportation.  
▪ Delivery of quality will stimulate further demand by customers.  
▪ Access to SME finance will enable business expansion.                                                                                                                                                                                                                                  |
| Financial institutions | Financial institutions such as the Presby Micro Credit Union offer sanitation credit products to households and businesses, and set-up Guarantee Funds for investors in sanitation.  
▪ Closing the demand-supply gap for capital. Financial Institutions provide the requested finance to enable households to get a toilet.  
▪ Strengthened the supply side by giving SMEs access to investments to extend and growth their sanitation or waste (re-use) businesses.                                                                                                                                                                                   |
| Government        | The Tamale city government has the capacity to facilitate the market mechanism via rules and regulations, awareness programmes and public private partnerships. For example, in Tamale 30 Environmental Health and Sanitation Officers (EHSOs) of the Waste Management Department were trained in sustainable sanitation.  
▪ Governments see the successes of the business approach to sanitation and improve enabling environment.  
▪ Public Private Partnerships will ensure upscaling and sustainability, in addition to quality and performance control.                                                                                                                                                                                   |

### Acceleration Indicators

- **In year 10 of the programme:**
  - The number of involved entrepreneurs has grown from 0 in year 1 to 160 in year 10.  
  - The amount of faecal sludge collected and processed will triple between year 5 and 10.  
  - The number of public toilets built has grown with 830% in 5 years time.  
  - Sanitation density has grown from 50% to 100%.  
  - Local finance generated by financial institutions is €500,000.

The WASH Alliance is a consortium of six international development agencies (Akvo, Simavi, AMREF Flying Doctors, WASTE, RAIN and ICCO). These partners work together to realise sustainable access to Water, Sanitation and Hygiene (WASH) services for everyone. The Alliance is operative in 8 countries in Africa and Asia.

[www.wash-alliance.org](http://www.wash-alliance.org)