

KYOTO

**THE AGENDA HAS
CHANGED...**



WA

“Are we to decide the importance of issues by asking how fashionable or glamorous they are? Or by asking how seriously they affect how many?”

– NELSON MANDELA





KYOTO A 10 MINUTE BRIEFING

One of the greatest failures of the last fifty years has been the failure to lay the foundation stones of public health in the developing world – hygiene, sanitation and water supply.

It is a failure that today deprives hundreds of millions not only of health but of productivity. It is a failure that undermines the normal mental and physical growth of rising generations. It is a failure that pollutes fresh water resources with faecal matter on a massive scale. It is a failure that condemns more than a billion people to live with a daily environmental crisis of squalor, smells, and disease. And it is a failure that holds back the development of people and of nations.

But slowly the magnitude of the mistake is beginning to be appreciated.

The *World Summit on Sustainable Development* held in Johannesburg in September 2002 adopted the clear goals of halving the proportion of people without safe sanitation and water supply by the year 2015.

Just as important, the *Summit* acknowledged that without progress on 'WASH' issues (water, sanitation, and hygiene), progress towards all of the other development goals will be debilitated. Nutrition will continue to be undermined by the sheer frequency of illness during the vital, vulnerable years of a child's growth. Health care systems will continue to be overwhelmed by the hygiene-related illness that currently account for half of all visits to health centres in the developing world. Progress towards equality for women and girls will continue to be held back by the huge demands that 'WASH' issues make on their time and energy. Education will continue to yield lower human and economic returns as disease takes its toll on school attendance and performance. Economic growth will continue to be held back by the loss of productivity and the billions of working days lost each year. And groundwater resources and the living environment will continue to be degraded by faecal pollution.

In other words, addressing the 'WASH' issues is now recognised as central to the struggle for sustainable development.

WASHing the world agenda

The United Nations Millennium Development Goals and the goals adopted by the Johannesburg World Sustainable Summit for Development have firmly established 'WASH' issues on the global agenda. Taken together, the goals call for a halving of the proportion of people without safe water and sanitation by the year 2015.

Water Supply and Sanitation Collaborative Council (WSSCC)

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Underachievement

Lack of priority is not the only reason for the widespread failure to build the foundations of public health.

Even when attempts have been made to improve hygiene, sanitation and water supply, they have often met with limited success. Pilot and demonstration projects have brought small scale breakthroughs. But rare are the examples of 'WASH' programmes that have brought sustained benefits to more than a few thousand people.

And the bad news does not stop there. Even 'successful' water and sanitation programmes have frequently failed to bring the expected gains in human health.

There is therefore also a strategic problem to be addressed. The old models have underachieved. And new models will need to be evolved if more political priority is to translate into more practical progress.

The Water Supply and Sanitation Collaborative Council (WSSCC) has been charged by the United Nations with the task of advocating the 'WASH' cause and working with its many partner organisations to help debate and define the new approaches that are needed.

This mutual learning process must be rapid. And it is a process that must acknowledge and learn from past mistakes.

Mistakes

There is now a widespread consensus that past mistakes have included:

- The belief that water and sanitation for all can be achieved by governments pursuing top-down policies including the planning and installation of free or heavily subsidised services. All over the developing world, these supply-driven approaches have failed to achieve their goals.
- A tendency for politicians to promise and for communities to expect 'water for free'. If water is treated as a free good to be delivered by politicians then good water management – including cost recovery, water conservation, and techniques such as rain water harvesting – is likely to be weakened to the point where services cannot even be maintained let alone expanded. In practice, 'free service' has almost always come to mean 'no service'.
- The propensity to give priority to water supply over sanitation and sanitation over hygiene. It is improved hygiene – keeping faecal matter away from hands and food and from water itself when it is stored in the home – that transforms health. And the neglect of hygiene goes a long way towards explaining why water and sanitation programmes have often not brought the expected benefits. In particular, there is a widespread belief that the faeces of children are harmless – when in fact they are one of the most important causes of infection.

It is easy to see how the mistake has been made. Water supply is the bigger attraction for both public and politicians. It is also technically easier, relying on a limited range of well-proven technologies that usually work as well in one part of the world as another. Sanitation, on the other hand, demands more patient and creative approaches,

requires more adaptation to local culture and circumstance, poses bigger problems for maintenance and cost recovery, and offers less in the way of short-term political gains.

Not least, there are also fewer professionals with the will and the know-how to take on the challenge of hygiene and sanitation.

Nonetheless, splitting up water, sanitation, and hygiene into separate priorities and activities has been a fundamental mistake of recent times. And it is for this reason that the WSSCC has adopted the unifying 'WASH' acronym to spearhead its efforts.

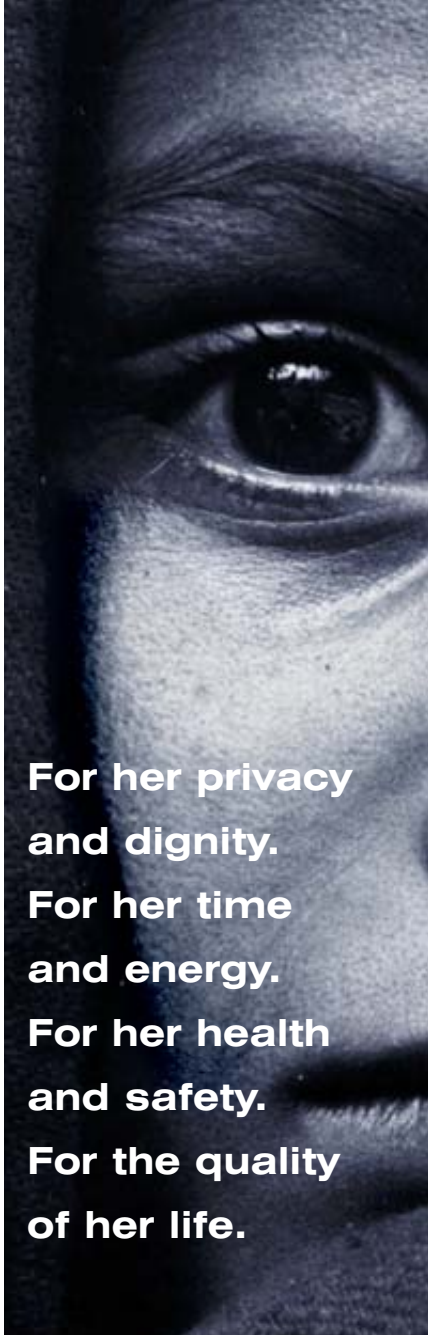
- The tendency to concentrate energies on small-scale or 'pilot' projects that claim to be pioneering the way forward but are often so dependent upon external inputs of resources, subsidies and initiative that they have very little chance of being either sustained or replicated.
- The habit of avoiding the real 'WASH' problems by blaming underachievement on such factors as shortage of water, shortage of investment, or rapid population growth and urbanisation. There is usually little or no correlation between any of these factors and the scale and severity of 'WASH' problems.
- The tendency to assume that water and sanitation facilities shared by very large numbers of people will bring dramatic benefits.

With very few exceptions, such as India's Sulabh programme, public latrines have proved a disaster. And private latrines shared by more than three or four families have fared almost as badly. Unsurprisingly, the more families there are to share a latrine the greater the likelihood of disputes, of neglect, and of eventual abandonment.

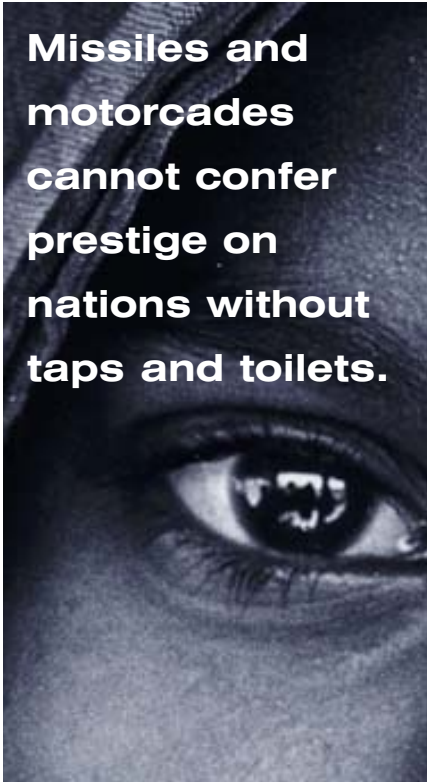
Similarly, improved water supply does not usually bring significant benefits until it is brought into or close to the home. Water that has to be fetched also has to be stored, which increases the chances of its being contaminated by hands, utensils, cloths, and flies.

Then there is the question of quantity. Water needs to be used not carelessly but copiously to wash hands, bodies, faces, utensils, and surfaces where food is prepared. For all these purposes a household of six people needs about 250 litres a day – weighing about as much as three large adults and requiring many trips a day to a water point. So unless the supply is in or very near the home, it is hardly surprising that insufficient water is used and that hygiene suffers.

For many areas of the world, domestic piped water and sewage connection may not be a feasible goal over the next ten years. But accepting the compromise of a shared stand-pipe or latrine does not mean that it is acceptable for that stand-pipe or latrine to be shared by 200 families. And in concentrating on the first and most available rungs of the water and sanitation ladder, we should not entirely take our eyes from the vision of 'in every house a tap, in every house a toilet, and in every house the hygiene code' (see page 12).



**For her privacy
and dignity.
For her time
and energy.
For her health
and safety.
For the quality
of her life.**



**Missiles and
motorcades
cannot confer
prestige on
nations without
taps and toilets.**

A new agenda

Experience has identified such mistakes as common features of failure. But in recent years new-style water and sanitation programmes – from the low-income communities of Orangi in Karachi, Pakistan, and the Brazilian capital of Brasilia, to the poor peri-urban areas of Kumasi, Ghana, and the rural villages of Midnapur, India – have also begun to identify some of the features common to success.

And from them a new approach is beginning to evolve.

The first and perhaps most important lesson is that government water and sanitation policies are most effective when they seek not to do the job themselves but to stimulate and support community-based initiatives.

It follows from this that wherever possible plans and facilities should be of a kind that communities can see and understand, build and repair, manage and sustain. Water and sanitation services that people feel they are responsible for, and benefit from, are more likely to be well-used and well-managed. They are also more likely to be capable of being expanded onto a larger scale.

It is in this context that modern versions of old strategies such as household rain water harvesting have an enormous potential. People-centred and household-centred technologies offer greater security to the poor; they reduce dependence on remote technologies and plans, and on the decisions made or not made by distant and unaccountable officials. And it is in this context, too, that the private sector can become productively involved. Local artisans, masons, and small scale manufacturers have little role in centralised and large scale operations. But in community-based initiatives they can often help to develop and market low-cost water and sanitation technologies – from hand pumps to pit-liners, from latrine plates to polymer lining sheets for rainwater harvesting. In this way, better sanitation and water supply can also contribute to and benefit from the local economy.

A renewed 'WASH' effort should therefore begin with locally viable plans drawn up with communities themselves – starting with their organisations and their resources, with their present struggles and coping strategies, and with the obstacles and bottlenecks they currently encounter. As the WSSCC has long argued, it is not only increasing access to water and sanitation but increasing access to the *management of water and sanitation* that will determine whether progress is made and sustained.

Local governance

Communities are the launch platform of a renewed 'WASH' effort. But they cannot do the job on their own.

Local or municipal authorities must take on such tasks as setting prices and collecting revenues, negotiating with and regulating utilities, ensuring wastewater removal, organising garbage disposal, protecting groundwater resources, working with community associations and non-governmental organisations, and reconciling conflicting demands in order to prevent one household's waste disposal becoming another household's pollution.

Whether or not the 'WASH' goals are met will therefore depend in large part on the capacity of local and municipal authorities and public utilities.

Efficiency, transparency and accountability are more important than particular institutional arrangements or debates about the role of the private sector. What is needed is local organisation and authority that gets the best out of the available mix of public, private, NGO, and community resources. And it is especially important that such authorities are robustly democratic and capable of confronting difficult equity issues. Otherwise the old patterns will be perpetuated and most of the available resources will continue to be used to provide expensive water and sanitation services for the few rather than low-cost services for the many.

Paying the price

The dangers of 'free' water supply have already been mentioned. And recovering costs through user charges can make the difference between services that are sustained and expanded and services that fall into disrepair and disuse.

In most countries and communities, the poor are prepared to pay a significant share of the costs themselves. In fact many millions of people in low-income communities are already paying more for water bought from vendors than the better-off are paying for government subsidised water piped into their homes.

But 'cost recovery' is not a panacea.

First, it flies in the face of equity to charge the poor the full cost of communal water and sanitation systems whilst subsidising domestic piped water and sewerage systems for the better-off. Second, there will always be some who are simply too poor to pay. In such cases targeted direct or indirect subsidies will be needed.

Pricing policy is often the key. Set the price too high and the poor will ignore the improvement and resort to the methods of sanitation and water collection that they have always used. Set the price too low and maintenance and expansion will not be possible, so that the poor are not adequately served and only the better-off benefit from lower prices.

National government

The approach of starting with communities supported by local or municipal authority does not mean that national leadership is not ultimately responsible for achieving the 'WASH' goals. But it is here above all that new thinking and new models are needed.

'Enabling and supporting' communities and local authorities to meet their needs for hygiene, sanitation and water supply is already becoming the new mantra. But what does it mean in practice?

As a contribution to this debate, the WSSCC suggests the following as inalienable responsibilities of national governments:

To set and monitor progress towards the 'WASH' goals. In particular, government can disaggregate national data in order to monitor not only how many people lack hygiene, sanitation and water supply but who they are, where they are, and why they are being marginalised. In this way, monitoring of disparity can assist in one of development's most difficult tasks – the task of reaching out to the unreached, to the very poorest, to the women, to the minorities and the discriminated against, to the socially despised and the geographically remote.

To strengthen local government capacity to support communities in achieving 'WASH' goals. This might mean, for example, allowing local authorities to collect taxes for local investment in local services managed in a way that is accountable to local people – rather than drawing all surpluses or taxable revenues to the centre.

To protect water resources – by legislation where necessary – from unfair exploitation by powerful interest groups at the expense of the poor. The common practice of providing or allowing free or heavily subsidised access to energy and water for agriculture and industry (which together usually account for more than 80% of total water consumption) may deplete the quantity and quality of water available to low-income communities for meeting their daily needs.

To set new standards for national education in health and hygiene. One of the most important lessons of recent decades is that the success or failure of 'WASH' efforts is largely determined by consumer demand for better sanitation and hygiene. And where demand is weak, the responsibility of government is to strengthen it. Otherwise, there is a danger that all other efforts will be undermined.

It is particularly important that the public institutions with the most extensive and sustained public outreach – schools and health centres – should become learning and demonstration centres for good hygiene and its benefits. To this end, UNICEF and the WSSCC have launched a new 'WASH in Schools' campaign with the aim of promoting hygiene education and safe water and sanitation facilities in primary schools everywhere. The 'WASH in Schools' campaign will also stress the need for separate facilities for boys and girls – the lack of which is often a significant factor in low female enrolment rates and high female drop out rates.

To market hygiene and create new levels of national demand.

The poor do not always act strictly in accordance with the best health information and advice – any more than the rich. And what tends to motivate people everywhere is not just advice about health but appeals to pride, shame, disgust, status, self-image, and personal attractiveness.

In other words, hygiene and sanitation require social marketing if they are to become desirable and prestigious. And this is another area in which government can deploy private sector skills as well as the many public channels of communication.

Finally 'marketing hygiene' must also find the ways to confront the gender inequality issue that can also limit the effectiveness of 'WASH' efforts. Usually it is men who make the decisions over how surplus money or effort will be spent. But it is women who have a greater need for private sanitation, who are responsible for disposing of the dangerous faeces of children, who have to cope with children's diarrhoea, who have to wash and rinse soiled clothes, who have to queue for long periods and fetch water from long distances.

To train the professionals needed. It is obviously essential that national governments train enough water and sanitation managers, engineers, technicians, extension workers, and community health workers. But this is not only a numbers game, and the kind of training and orientation on offer will in many cases need to change if national expertise is to be placed at the service of the new approaches and strategies.

If communities are to be involved in and understand water and sanitation programmes, for example, then this has implications not only for the technologies to be used but also for the way in which they are presented and explained. And whether the issue is a better design for a squatting plate, or an improved lining for a latrine, or better way of taking advantage of the local geology, communities must be able to understand the language and the reasons of experts and experts must be able to understand the problems and the possibilities of low-income communities.

To introduce tax incentives and customs and excise exemptions for industries and components relevant to expanding water and sanitation services. Promotional incentives, training, and access to capital for setting up small enterprises can also help encourage private entrepreneurs and industrialists to expand activities in water supply and sanitation. In this way, private enterprise can help to develop local solutions, generate competition, reduce costs, create demand, and create jobs.

To co-ordinate the different sectors involved in reaching 'WASH' goals while nailing the overall responsibility firmly to one Ministerial door. Many different ministries and departments may have a part to play – health, education, housing, water, planning, industry, town planning, agriculture, civil supply – but too often this has meant that everybody believes water and sanitation to be somebody else's responsibility.

To regulate private sector involvement. A growing awareness of the inadequacies of public utilities, an unwillingness to raise or collect taxes, and recent pressures from international institutions have recently led many governments to embrace the private sector.


Private companies, working within a well-regulated, transparent, and publicly accountable framework, may well be able to do a better job than state utilities whose record is generally awful. But in the case of water and sanitation utilities, in particular, it is the clear responsibility of national government to satisfy itself that key questions are answered and that the risks to both investors and communities are reduced.

Can local governments that are judged too weak to manage water and sanitation services be relied upon to negotiate and regulate terms with the private sector in the interests of equity and environmental protection? Might not weakly-regulated privatisation result only in better services for those urban areas that are already better-served? Is privatisation in the interests of the large numbers of people who are simply too poor to be attractive to private enterprise?

In essence what matters is not whether utilities are public or private but whether or not they are well managed.

International good governance

International aid programmes, too, have to learn the lessons of the years and contribute to the new 'WASH' agenda.



**Recurring disease.
Poor physical and
mental growth.
And for two million
children a year –
an early death.**

Overall, more money needs to be channelled to those governments that have demonstrated a strong commitment to public health. Sometimes it may be just one individual in a national or local government who has a strong commitment to sanitation and hygiene for low-income communities. But international aid can enable that individual to carry colleagues and political masters along.

Either way, the challenge is again to try to support local initiatives, and to help build institutional capacity and governance from the ground up. National politicians may not like this approach, as it can reduce the aid that they themselves receive and allocate. But aid is not booty to be used in a grace and favour way for the maintenance of existing power structures. And aid to governments for the purpose of improving water and sanitation for low-income groups will likely be wasted if there are no systems in place to ensure that the money is spent in ways that are accountable to the people it is intended to serve.

Many aid agencies will face difficulties with such a new approach. They are generally not set up to support local communities and local authorities. And even where this proves feasible, large international agencies – like national governments – find it hard to deal with a large and diverse number of low-cost local initiatives.

Aid agencies have also traditionally favoured large scale, time-bound, capital intensive projects with an emphasis on hardware, often involving subsidies that promise more rapid take-up and more measurable results within a 2 or 3 year time-scale. They have also tended to use the familiar international institutions for project research and management – so contributing little to the building up of local research and management capacity. But this has often meant that the results are achieved are neither durable nor replicable. Supporting communities and building the kind of local capacity that is responsive to those communities requires social as well as technical skills, and it demands dedication and long-term commitment.


Aid programmes will have to learn how to support this more complex, diverse and messy process – or continue to run into frustration and donor-fatigue.

Present levels of international aid for hygiene, sanitation and water supply are running at approximately \$5 billion a year. Governments in the developing world are spending roughly the same again. Reaching the 'WASH' goal of halving the proportion of people without access to safe water and sanitation will demand at least a doubling of this level of investment.

The Challenge to Kyoto

Many different partners are needed if the goals of hygiene, sanitation and water supply are to be reached over the next decade.

But central to this effort is the attitudes and actions of those responsible for managing the world's water. For it is they who can provide the context in which local authority and community efforts will succeed.



The greatest environmental crisis isn't something that might happen in the future. It's something happening right now to a third of the world's people.

From the perspective of the WSSCC, the particular challenges to the Third World Water Forum in Kyoto are:

- How can integrated water resource management (IWRM) incorporate the new sanitation imperative? Good water management is threatened almost everywhere by faecal pollution. But rapid progress towards the new sanitation goal will not be possible unless those responsible for water management make a major contribution.
- How can IWRM serve the needs of low-income groups? In the necessary push for economic development, how can the rights of the poor to an equitable share of water resources be guaranteed? And in helping to serve the needs of agriculture and industry, how can IWRM also serve to combat poverty, improve health and productivity, and prevent the degradation of the living environment?
- How can IWRM combat water scarcity and pollution and promote better water conservation and reuse? In particular, how can IWRM contribute to people-centred household technologies that can help meet people's water and sanitation needs?

Conclusions

The WSSCC does not underestimate the difficulties that lie ahead. But the magnitude of the prize should also be kept in mind. For what is at stake here is not just 'one issue among many' (see back cover) but a renewed attempt to achieve the greatest of all public health breakthroughs. Better water, sanitation, and hygiene were and are the basis of better health in the industrialised nations; and without them no amount of drugs, doctors, or hospitals will lift public health onto an equivalent level in the developing world.

New goals have now been set by and for national governments and the international community. But goals are about ends not means. And the agreement on time-bound targets should not be taken to imply a 'more of the same' stepping up of current efforts or a continuation of the top-down, supply-driven approaches that have failed in the past.

The Kyoto World Water Forum can help lead the way in the search for the means to reach 'WASH' goals. But the task must first be re-defined in the light of past efforts and experience. Better hygiene is the goal. Creating demand is the starting point. Building accountable local institutions to support communities is the means. And a better quality of life for 2 billion people is the prize.



If you're convinced that the cause of water, sanitation, and hygiene for all can be neglected no longer, these are some of the things you can do to help reach the goals that have been set.

- 1 HELP** to convince politicians, press, and public. Make the case at every opportunity that 'WASH' – water, sanitation, and hygiene – is the foundation of public health and an essential investment in health, well-being, productivity, and environmental improvement.
- 2 HELP** convince other sector professionals to get behind the 'WASH' cause.
- 3 HELP** monitor and publicise progress in your own country or region. Every country should know what advances it is making or failing to make towards the goal of halving, by the year 2015, the proportion of people without safe water and sanitation.
- 4 HELP** to analyse successes and failures – and to evolve the principles and practical strategies that will advance water and sanitation goals.
- 5 HELP** build 'WASH' alliances – with editors and broadcasters, scientists and technologists, medical and public health professionals, schools and universities, religious organisations, the business community, women's groups, and community organisations.
- 6 HELP** identify the kind of people-centred technologies which communities can use to manage their own sanitation needs.
- 7 HELP** seek out local community and non-governmental initiatives and ways to support them.
- 8 HELP** press governments into confronting the issue of 'going to scale'. Individual pilot projects have much to teach, but the problem of scale must be confronted.
- 9 HELP** the 'WASH in Schools' campaign being launched by UNICEF and the WSSCC. The campaign aims to promote hygiene education and safe, clean water and sanitation facilities in primary schools everywhere (www.wsscc.org for details).
- 10 HELP** 'WASH' the media. The WSSCC 'WASH' campaign has made a direct appeal to print and broadcast media throughout the developing world to become involved in investigating and reporting progress in water, sanitation and hygiene. We shall be supporting this initiative by making available the latest statistics on 'WASH' issues. But this is less important than the help that experts in water, sanitation and hygiene issues can make available to the media *at national level*. Why not make contact with your media and offer to help with the investigating of progress – or the lack of it – towards the 'WASH' goals?



**Sustainable
development
starts with
people's
health and
dignity.**



HELP – WITH THE 'WASH' PEOPLE'S REPORT

In November 2003 the 'WASH' campaign will present a *People's Report* on progress towards hygiene, sanitation, and water for all.

Can you contribute towards making this publication into a powerful stimulus to the new thinking and new approaches needed?

In particular, we are looking for:

- Opinions, arguments, facts, experiences – however unfashionable or controversial – that will contribute towards a vigorous discussion of the way forward.
- Evidence that new approaches are on the right lines and beginning to yield results.
- Examples of community-based hygiene, sanitation, and water initiatives that are trying to confront the problems of cost, scale, sustainability, and ownership.
- Examples or profiles of individuals who are making a significant contribution – at any level – to the 'WASH' cause.
- Examples of attempts to raise the prestige of hygiene and create the demand for sanitation.
- Examples and analysis of what does and does not lead to behavioural change.
- Opinions on the main bottlenecks and obstacles on the road to the 2015 goal of halving the proportion of people without safe water and sanitation – and the strategies that might overcome them.
- **If you or someone you know has strong views on any aspect of 'the way forward', please summarise them into 500 words or less and send them to the address below by May 30th 2003 – along with brief background details.**

Please send contributions *before the end of July 2003* to:

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Hygiene is the neglected element in the great public health triad of water, sanitation, and hygiene.

The 'WASH' campaign urges all those involved in water and sanitation programmes to promote the hygiene issue at every opportunity.

The United Nations family of agencies – including UNICEF, WHO, UNDP, the World Bank, UNFPA, UNESCO, and the World Food Programme – have jointly agreed on the basic hygiene information 'that all families in the world now need to know':

The HYGIENE CODE

- 1** All faeces should be disposed of safely. Using a toilet or latrine is the best way.
- 2** All family members, including children, need to wash their hands thoroughly with soap and water or ash and water after contact with faeces, before touching food, and before feeding children.
- 3** Washing the face with soap and water every day helps to prevent eye infections.
- 4** Water should be drawn from a safe source if at all possible. Water containers need to be kept covered to keep the water clean.
- 5** Raw or leftover food can be dangerous. Raw food should be washed or cooked. Cooked food should be eaten without delay or thoroughly reheated.
- 6** Food, utensils and food preparation surfaces should be kept clean. Food should be stored in covered containers.
- 7** Safe disposal of all household refuse helps prevent illness.

This HYGIENE CODE ought now to be part of the information environment in which all communities live and in which all children grow up.

Good hygiene may be difficult where basic services like taps and toilets are lacking. But this does not take away the right of families to know why they and their children are ill so often – and what needs to be done to prevent it.

A community without knowledge of hygiene is unlikely to demand water and sanitation services, or help to construct and maintain them, or use them in ways that will improve health.

At any given moment half of the developing world's people are sick from the same cause.



More information and links to other organisations concerned with hygiene, sanitation and water supply can be found on our web site **www.wsscc.org**

Next stop Dakar

The WSSCC will be holding its Global 'WASH' Forum in Dakar, Senegal, from 1st to 5th December 2003. The Forum will focus on the goals of halving the proportion of people without safe water and sanitation by 2015. It will attempt to involve the Council's many partners in working towards the new strategies and new approaches that will be necessary if those goals are to be achieved.



One issue among many?

A thousand issues clamour for public and political attention in the modern world. Why should 'WASH' – water, sanitation, and hygiene for all – have a special claim on people's concern?

- because at any given moment almost half of the world's poor are sick from unsafe water and sanitation.
- because the sheer frequency of disease in early childhood is the main cause of malnutrition, poor physical and mental growth, and early death.
- because lack of water supply and sanitation robs hundreds of millions of women of dignity, energy, and time.
- because a third of the world lives with a daily environmental crisis of squalor, smells and disease on the doorstep.
- because hygiene-related illness saps economic growth and costs billions of working days every year.
- because by 2030 two-thirds of the world will be in cities.
- because sustainable development starts with people's health and dignity.

Convinced?

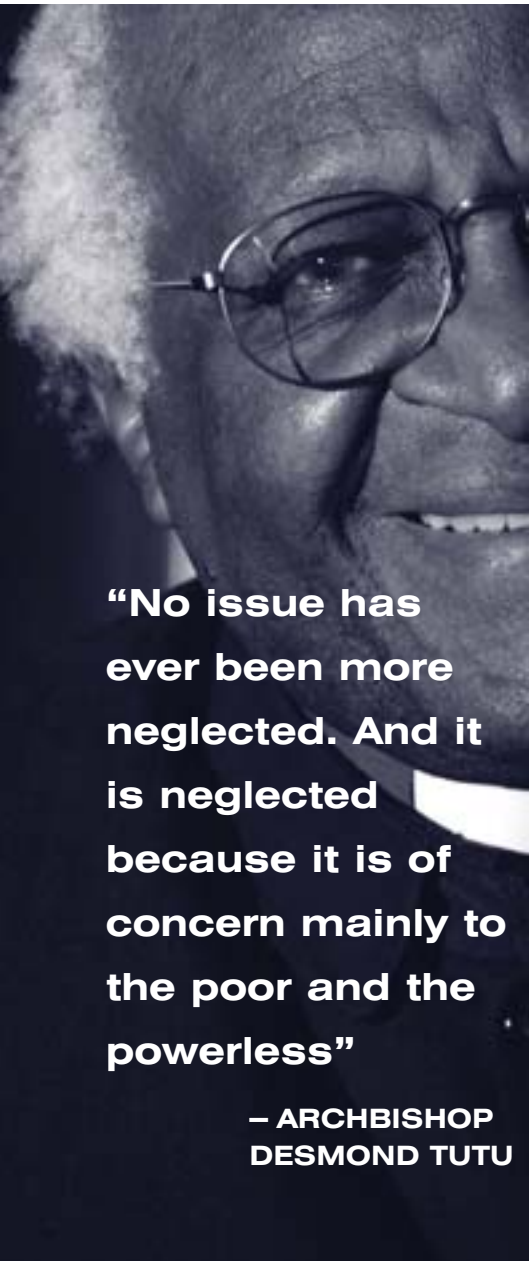
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**“No issue has
ever been more
neglected. And it
is neglected
because it is of
concern mainly to
the poor and the
powerless”**

**– ARCHBISHOP
DESMOND TUTU**