

Lusaka

City-Wide Inclusive Sanitation

GENDER INTEGRATION ACTION PLAN



NOVEMBER 2019



LWSC is the first of the 11 Commercial Utilities established after the water sector reforms that began in Zambia. It was formed in 1988 and commenced its operations in 1990. It was incorporated under the Company's Act as a limited Liability Company to provide water supply and sanitation services to Lusaka Province. LWSC's mandate is defined in the Water Supply and Sanitation Act No. 28 of 1997. It provides water and sanitation services to the Lusaka Province in both urban and peri-urban areas with an estimated population of 2.3 million people. The Company has a customer base of 101,000 connections which include domestic, commercial and government. It became a Provincial Utility in February 2008 with share holding structure involving eight District Councils with Lusaka City Council holding more than 40% shares.

Acknowledgements

The Lusaka Water Supply and Sanitation Company would like to thank residents of Kanyama, Chawama, George, Kamanga and Chunga Communities and respective members of Ward Development Committees, Neighbourhood Health Committees and Water and Sanitation Committees for participating in the Gender Analysis exercise as key respondents during data collection. Many thanks to the Ministry of Water Development Sanitation and Environmental Protection, the Ministry of Community Development and Social Services, Lusaka Water Supply and Sanitation Company, Kanyama and Chazanga Water Trusts, the Sanitation Connection Action Plan (SCAP) team, Poor People's Housing and Poverty in Zambia and GiZ representatives for availing time to be interviewed by the Assessment Team.

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Background



Lusaka Water Supply and Sanitation Company (LWSC) has, since inception in 1988, been providing sewerage services to the residents of Lusaka.¹ Those connected to its sewerage network account for about 30% of the population of the city of Lusaka, currently estimated at 2.3 million people and projected to reach 2.9 million people by 2030. The remaining 70% of the population, estimated at 1.7 million people, use onsite and non-sewered sanitation facilities (i.e. pit latrines and septic tanks). The latter population receive sanitation provision through various models, including non-governmental organization (NGO) support, with LWSC serving as a coordinating body for citywide sanitation services.

Among onsite sanitation users, over 90% use pit latrines; the majority of these are peri-urban dwellers. According to the Lusaka Master Plan, “Approximately 93% of the population in UUS depends on pit latrines without any treatment”.¹ In light of recent requirements from water and sanitation sector reforms, which initiated in the 1990s, LWSC has committed to extending sanitation services – mainly the provision of onsite sanitation services – to peri-urban areas, similar to other commercial utilities in Zambia. This commitment demands increased investments, diversification of service delivery models, increased partnerships (e.g. to address solid waste management, greatly influencing onsite sanitation), human resource development, and exploration of technologies and approaches suitable for on effective management of onsite sanitation facilities. Recognizing this, LWSC has committed in its 2018-2022 Strategic Plan to allocate 415,693,682.00 Kwacha to both sewer and onsite sanitation services; this is about 28% of the five-year budget.² These funds plan to cater for infrastructure development, awareness creation, sensitisation and community mobilization activities. Though onsite sanitation is mostly used by women and socially excluded groups, the specific allocation of these funds cannot be ascertained.

The exact number of onsite sanitation facilities in the city of Lusaka is largely unknown.

Therefore, a consortium of stakeholders – including GiZ, Lusaka Sanitation

Programme (LSP), Lusaka City Council (LCC) and LWSC – launched a sanitation mapping exercise in four peri-urban areas (i.e. Kanyama, Chawama, Chazanga and George compounds); funding for this exercise was provided by the World Bank. Results revealed a total of “23,125 toilets in Chawama, George and Chazanga compounds, while estimated that about 35,273 additional toilets will need to be surveyed”³ in Lusaka peri-urban areas. It can therefore be estimated that a total of 58,398 toilets exist in 16 compounds across Lusaka. Taking into account an annual population growth rate of about 3%, LWSC imperatively needs to invest additional resources in onsite sanitation services to meet the demands of Lusaka residents.⁴ In order to not leave anyone behind, as stipulated in the 7th National Development Plan and moving towards meeting the 2030 targets of 100% coverage, LWSC has intensified implementation of its social inclusion and gender mainstreaming (SIGM) policy. The SIGM policy aims at ensuring that water and sanitation services are not only equitable and sustainable, but also inclusive and gender responsive. The policy is, therefore, in line with Sustainable Development Goals (SDGs) 5 and 6 that promote gender equality and access to clean water and adequate sanitation, respectively. The LWSC 2018-2022 Strategic Plan, the Peri-Urban Urban Policy, and the SIGM implementation strategy are therefore aligned to Vision 2030, the 7th National Development Plan, and the water and sanitation urban water supply and sanitation plans and strategies, similarly to the National Urban Water Supply and Sanitation Programme (NUWSSP) 2010-2030 and the National Peri-Urban Sanitation Strategy.

REFERENCES

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4. Central Statistical Office. 2015 Living Conditions Monitoring Survey (LCMS) Report [Internet]. Zambia: Republic of Zambia: Central Statistical Office; 2016 Nov [cited 2019 Nov 14]. Available from: https://www.zamstats.gov.zm/phocadownload/Living_Conditions/2015%20Living%20Conditions%20Monitoring%20Survey%20Report.pdf
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Gender Analysis Findings

The gender analysis sought to prioritise gender preferences, barriers, gaps, and opportunities to inform LWSC activities, indicator development and workplans. Its methodology included a literature review, a four-week field assessment, and an iterative and comprehensive analysis with staff, stakeholders, and partners.

Findings from the 2019 City-Wide Inclusive Sanitation (CWIS) gender assessment for LWSC have been structured and presented in five overarching themes, as emergent from the triangulation of data following the field-based analysis. Primary data analysis followed a dynamic and iterative process of daily coding, and as saturation began to take place, themes specific to the context began to emerge. Themes were further triangulated with content from the literature review to establish and contextualize the findings documented below.



THEME ONE

Policy and Governance

Policies at both national and community levels acknowledge that poor sanitation affects more women/girls than men/boys, and likewise improved sanitation benefits more women than men. As such, efforts have been made to specifically target women and vulnerable groups at the policy level. Such efforts to increase gender sensitivity include capturing gender disaggregated data, setting up gender committees, appointing gender focal points, balancing numbers of men and women at meetings and in leadership positions, building capacity among women, and positioning women to lead community mobilisation and hygiene promotion efforts.

Increased female participation through affirmative action was specifically reported as an effective policy-level approach to change. Women increasingly take the lead in mobilisation, sensitisation and creation of community awareness, as well as providing technical

services including construction of sanitation facilities. Through these efforts, Lusaka has seen an increase in female beneficiaries. Under the Sanitation Connection Action Plan (SCAP), for example, a total of 79 female-headed households (FHH) (59%) and 56 male-headed households (MHH) (41%) were reached with loans, while 15 women and 8 men participated as contractors to build and upgrade sanitation facilities. This initiative was supported by People's Process on Housing and Poverty in Zambia (PPHPZ). To break barriers such as low self-confidence and fear of failure among women, PPHPZ ensured that women were effectively trained and consistently supported to succeed.

Though affirmative action is paving the way towards gender equality in policy-level decision-making, challenges to affirmative action still exist. Men and women reported that men often feel psychologically excluded, or even threatened, as

a result of affirmative action approaches. This can lead to low male participation and sometimes poor sustainability of sanitation services. Gender integration at policy and decision-making levels is still narrowly addressed within a limited scope of increasing female participation, without regard for meaningful participation and influence.

The translation of policies into action at the community level has also been a challenge to effective gender and social inclusion. Indeed, a number of institutional and organisational processes have worked towards gender mainstreaming; however, as gender is not itself a sector, many departments and agencies have struggled to translate policies, plans, and strategies into transformative change at the community and household level. Limited coordination among gender specific organisations and public institutions – with a few exceptions as seen among non-governmental organisations (NGOs) and the private sector – has led to poor gender responsive sanitation interventions. Additionally, technical knowledge of gender remains centralised and has been slow to decentralise into service delivery.

High-level decision-making does not yet include women and vulnerable groups. Men and women do

not have equal input in setting up community and or institutional guidelines and regulations regarding sanitation, and the extent to which sanitation technologies and processes affect use at the community and household levels is often neglected in decision-making. Pit latrines and squat pans, for example, are not gender sensitive, as they require individuals to squat when urinating; this is especially difficult for women, especially those who are pregnant and the elderly.

As public facilities struggle to integrate gender sensitive technologies and services, household facilities also lack inclusive service delivery. A lack of attention to gender (gender unintentional) can be seen at community level, especially toilets at the household level where homesteads frequently lack sufficient water supply for washing; this is especially necessary for menstrual hygiene management.



“Women inputs are not at the same level as men in terms of planning, siting, designing and policy formulation. Women participate but men bulldoze though women are more active at implementation level”

FOCUS GROUP
DISCUSSION (FGD)
PARTICIPANT



THEME TWO

Community and Household Sanitation

According to both men and women in urban and peri-urban Lusaka, it is the role of adult women and children (boys and girls) to participate in household sanitation and hygiene related activities, including toilet cleaning and fetching of water. Men reported that women have more time to themselves to engage in household chores and community activities while they, men, claim to have limited time and limited skills to execute similar tasks.

In terms of decision-making, most decisions are made by men, both at household and community levels, and women are left to implement the decisions made by men. For example, men participate in faecal sludge management (FSM) and sanitation construction services – including income generation through building public facilities; women, alternatively, undertake tasks like fetching water, which do not advance them economically. Men believe and are perceived by women to inherently possess technical skills, while

women are perceived by both men and women not to be able to apply technical skills without being trained.

Even though most tenants in peri-urban areas are women, the majority of properties are owned by non-resident men; therefore, men make the majority of decisions in the community. For example, stakeholders reported that among 88 members of Ward Development Committees (WDCs) in Kanyama Compound, only about 25% are women. Even though most Executive Committees are gender balanced, women still lack influence due to cultural norms that promote male superiority and limit female authority: they lack economic independence at the household level, and they exhibit shyness and low self-confidence at the community level. These greatly affect women's meaningful participation and decision-making power, also contributing to male dominance in decision-making. To highlight this finding, a woman is not expected to talk among men as freely and as much

as she would when with fellow women – whether she is aggrieved about a situation, does not agree with a certain point of view, or has a different perspective than others. For her to speak out is seen by both men and women as inappropriate and uncultured.

Household and community level sanitation services affect the access, and even safety, of women and men in peri-urban communities. Access to latrines is



A Household Pit Latrine in Kanyama Community

influenced by many elements, including small yards. As women like chatting among themselves within narrow or small premises, often within listening range of toilets, sometimes men will choose to not relieve themselves nearby. They may resort to using a chamber pot, rather than the latrine. Also, since most toilets, especially shared toilets, in peri-urban areas are poorly maintained, household members often choose to use chamber pots over dirty latrines, even during the daylight hours. At night time, women and men will often refrain from walking to the latrine due to the risk of attack. Men face insecurity associated with ritual murders; women fear sexual assault and rape, as well as the challenge of managing menstrual hygiene in the dark.

The use of chamber pots in the household increases chances of unsafe disposal of feces, and is also challenging for women during menstruation. Some women use two chambers: one during menstruation and another when not menstruating. Emptying and cleaning chamber pots, whether used by a woman or a man, is seen as a woman's responsibility.



“A man cannot dispose of or clean a chamber pot, neither should a man clean a toilet”

FGD PARTICIPANT



THEME THREE

Land Tenure and Property Ownership

Policies related to land tenure and property ownership have not specifically addressed gender gaps, in terms of specific needs of men, women, boys and girls to access on-site sanitation facilities and services. Landlords are currently not pressured to provide adequate sanitation to their tenants by any policy directive; they rely solely on economic interests. The government's self-supply policy for household sanitation states that households should provide sanitation facilities for themselves, yet this policy lacks guidance for tenants on standards for facilities. It also lacks monitoring guidelines.

The relationships between landlords and tenants also play a significant role in the management of household sanitation facilities. Most landlords improve sanitation to attract higher paying tenants, and the income gained from these tenants is rarely invested into improving sanitation facilities. When sanitation facilities are improved or upgraded, the needs and preferences of women, including menstrual hygiene management

(MHM) considerations and locations, are not addressed. Therefore, in most peri-urban areas in Lusaka, sanitation is not socially inclusive, particularly at household level.

In addition to landlord and tenant relationships, security of one's tenure affects improvement of sanitation in peri-urban areas. Capital investments are only reserved for legalised communities, for which many communities in Lusaka do not qualify. For example, in Chunga Community, Government Farms locality, households have no security of tenure for their properties and, therefore, use temporal structures. For areas that were legalized in 1999 and beyond, a household needs approximately US \$490 to acquire an occupancy licence from the local authority, referring to Lusaka City Council (LCC). Moreover, the process for acquiring this licence is tedious. As a result, many households continue using temporal housing and temporal sanitation facilities, and women are disproportionately affected by this double burden.



THEME FOUR

Menstrual Hygiene Management

MHM as a specific need of women and girls is not appropriately considered in the design, planning, construction and siting of sanitation facilities. Though policy makers, development facilitators, service providers and users acknowledge the different sanitation needs of various groups in society, these considerations are often ignored and/or not taken into account during implementation. Most hardware items for sanitation construction efforts, for example, are purchased by men; therefore, the needs of women and girls are overlooked in the design, planning and budgeting stages, significantly affecting MHM.



“Women face challenges in toilet use, mainly because they are left out during decision making at the toilet design stage”

FGD PARTICIPANT

Despite current efforts to improve sanitation technologies in peri-urban Lusaka, considerations for disposal of used sanitary pads are not addressed. For example, fecal sludge management (FSM) is currently discussed as the most effective means of improving household sanitation. Communities are urging women to refrain from disposing diapers and used menstrual pads into pit latrines, as solid waste reduces efficiency in emptying pits. Despite these efforts to improve waste management, awareness-raising neglects to consider or propose effective alternatives for sanitary pads disposal. According to respondents, FSM services are currently focused on reducing ground water pollution by improving the sub-structure, without ensuring sanitation services are gender intentional.



Latrine Pit Emptying in Kanyama Community



Cultural and social norms also pose challenges to women and girls in their MHM efforts. MHM is still a taboo concept that cannot be openly mentioned or discussed. The use of sanitary bins for pads disposal at household level is often non-existent due to fears and myths about menstrual blood exposure.

“Women don’t want their used sanitary pads to be seen by another person due to cultural beliefs about reproductive health risks and becoming barren”

FGD PARTICIPANT



THEME FIVE

Labour Force Participation in Sanitation

Women participate in a variety of work roles outside of the home in peri-urban areas of Lusaka, though their access to information that can contribute to improving knowledge and skills applicable in professional spaces is low.



“Access to information is low among women; their key sources of information are meetings because they are too busy with household and community chores than accessing information.” FGD PARTICIPANT

Specifically related to gender-specific participation in the sanitation value chain (SVC), FSM and solid waste management services provision are male dominated. Both are stigmatized as “dirty jobs not fit for women.” Despite the fact that women generate significant demand, ensure funds are available, make payments, and follow up with facilities’ construction and waste management processes, they have limited opportunities to participate in the FSM or solid waste management labour force, and they rarely hold decision-making power in these aspects.

Policy and programmatic efforts are beginning to intentionally encourage women to join the SVC through promoting employability. Incentives are needed, according to respondents, to persuade and create an enabling environment that is conducive for women. For example,

there is need for systems-level improvements in standards, safety, and hygiene. Respondents added that the SVC needs to improve its messaging to more effectively attract women. Current opportunities exist to increase female participation in reuse/disposal, as these roles are reported as “easier” for women to enter, as much of the work is carried out by the private sector.

The table below displays current areas of employment in the SVC, disaggregated by sex, highlighting both trends and potential for labour force participation.



Women’s roles in the SVC are limited to drawing water for softening waste before pit emptying and cleaning the toilet and the surroundings after pit emptying”

FGD PARTICIPANT

	Containment	Emptying	Transport	Treatment	Reuse/ disposal	Other
Women	At community level women disseminate messages to fellow women about effects of solid waste on pit emptying, particularly disposing menstrual pads and diapers in pits (mostly done by women).	Although actual emptying is done by men, women mostly remain behind disinfecting premises and keeping children away from emptied pits to avoid contamination.	Not involved	Not involved	Mostly involved as cashiers.	At household level women ensure that service charges are paid on time and pressure men to provide funds.
Men	Construct facilities	Actively conduct pit emptying	Drive vehicles/ push carts	Construct treatment facilities and undertake treatment processes	Collection points are mostly staffed by men.	
Both Men & Women						Decide and agree to access pit emptying services and follow-up

Action Plan



Systematically derived from the gender analysis findings, LWSC and partners have co-created a list of recommended actions for gender integration within LWSC activities and operations. The following Action Plan is a presentation of these recommendations, endorsed through a Strategic Prioritisation Exercise (SPE) with partners.

Actions are organised according to LWSC Social and Gender Policy Mainstreaming Policy Statements and relevant objectives, as detailed in the LWSC 2018-2022 Strategic Plan. The Policy subscribes to both international and national plans and strategies on gender specifically the National Gender Policy of 2014. It focuses on institutionalizing social inclusion and gender in LWSC business to deliver equitable and sustainable water and sanitation services to the residents of Lusaka. Recommended actions drawn from the gender analysis findings serve to leverage and enhance these policy intervention areas of LWSC. Recommended actions include brief descriptions in the section below. Additional recommendations not selected for inclusion in this Action Plan remain listed in the Gender Analysis and Integration Matrix (GAIM), for future reference and integration into LWSC sanitation activities.

Citywide Inclusive Sanitation (CWIS)

Citywide Inclusive Sanitation (CWIS) is a comprehensive approach to urban sanitation rooted in multi-sector collaboration. One of the seven principles guiding the CWIS initiative is the integration of gender and social equity throughout the design and delivery of city sanitation services. A primary intended outcome of the CWIS portfolio is improved agency of women in sanitation decision-making at the household and policy levels.

HOW TO USE THIS ACTION PLAN

Each finding from the Strategic Prioritisation Exercise is expressed in a recommendation for future planning. These recommendations include the following actionable components:

POLICY STATEMENT 4 Participation of women, men, and socially excluded groups in decision-making processes

←
○
LWSC Policy Statements, to organise the findings within the current Strategic Plan

Improve gender and social inclusion analysis skills and application of participatory appraisal methods among key staff and partners OBJECTIVE

Staff Training and Community Awareness



Offer capacity building training in gender and sanitation to additional staff who manage satellite offices and customer care centres in all districts; also support community awareness in this regard. Training and awareness creation will support effective implementation of gender and sanitation at operational levels, as well as improve the meaningful participation of under-represented groups, including women.

- Conduct gender and sanitation training workshops for all staff.
- Train Water and Sanitation Committees and WDCs on technical and social matters that affect women and girls.
- Conduct awareness creation activities for WDCs, Water Trusts and Water and Sanitation Committees on social norms that affect women's access to quality sanitation, including MHM, and social and economic benefits of sanitation related joint actions.
- Facilitate female-friendly forums to jointly plan and review actions on gender and sanitation.

RELATED FINDINGS

Gender integration at policy and decision-making levels is still narrowly addressed within a limited scope of increasing female participation, without regard for meaningful participation and influence.



Among 88 members of Ward Development Committees (WDCs) only about 25% are women. Even where committees are gender balanced, women still lack influence due to cultural norms that promote male superiority and limit female authority.



In terms of decision-making, most decisions are made by men, both at household and community levels, and women are left to implement the decisions made by men.



ACTION IN IMPLEMENTATION



This action builds on the capacity building training in gender and sanitation currently offered to staff managing satellite offices and customer care centres in all districts. Until now, approximately 34% of staff have received this training.

←
○
Recommendation for planning, as well as a clear, concise "checklist" for how to implement the action. More detail can be found in the Operational Plan.

○
↑
Overall recommendation, and why it is important for LWSC work going forward.

○
↑
Actions LWSC is already undertaking.

○
↑
Findings, organised by the themes explained in the Gender Analysis theme that relate to each recommendation.



POLICY STATEMENT 1

Create an enabling environment

Sustained leadership to operationalise social inclusion and gender equality

OBJECTIVE



Policy Interpretation in Decision Making and Implementation

Facilitate interpretation and transfer of gender technical aspects, through orientations and capacity building, to policy decision-makers and community leaders. Orientations will assist policy development personnel to ensure that gender and social inclusion are part of project implementation processes, while training and meetings will support the translation of gender policies to ensure effective implementation at operational levels.



RELATED FINDINGS

A number of institutional and organisation processes have worked towards gender mainstreaming; however, as gender is not itself a sector, many departments and agencies have struggled to translate policies, plans, and strategies into transformative change at the community and household level.



- Hold gender and sanitation orientation meetings with all Heads of Directorates and Departments.
- Hold gender and sanitation induction meetings with members of the Board.
- Ensure that technical design approvals for improved toilets include inputs from both social scientists and engineers.
- Conduct gender and sanitation training workshops for all staff including customer service centre, community development officers and District staff.
- Hold meetings with Water Trust and Water, Sanitation, and Hygiene (WASH) Committees to discuss technical and social matters and advice in areas that affect women and girls.

Guidelines and Checklists

Consider regulations that ensure waste collection services are provided at a minimal cost to the households; this will promote willingness to pay. Regulations should also consider women's groups in management responsibility over sanitary related waste collection. Reducing fees and adjusting management will alleviate the additional cost burden that may exist when private sector players collect sanitary related waste.



- Include gender inclusive language and graphics in the guidelines.
- Translate guidelines and checklists to local languages.
- Orient key LWSC staff on application of guidelines.
- Facilitate implementation of guidelines by local leaders (Ward Development Committees (WDCs), neighbourhood health committees (NHCs), and Water and Sanitation Committees).

RELATED FINDINGS



Both public and private resources allocated to sanitation are not enough to fully address social inclusion and regulations are not adequately enforced to ensure that facilities accommodate all groups.

The government's self-supply policy for household sanitation states that households should provide sanitation facilities for themselves, yet this policy lacks guidance for tenants on standards for facilities. It also lacks monitoring guidelines.



MHM as a specific need of women and girls is not appropriately considered in the design, planning, construction and siting of sanitation facilities.




Partnership Building and Agreements

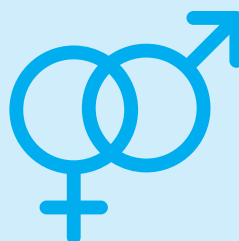
Facilitate partnerships with other organisations and institutions that have strategic capacities and technical expertise in gender, sanitation, menstrual hygiene management (MHM), fecal sludge management (FSM) supply chain, and other aspects relevant to LWSC as it aims to improve social inclusion. The presence and support of other organisations will enhance gender-sensitive and socially inclusive sanitation programming within LWSC.



- ✔ Identify gender-focused organisations with which to partner on gender and sanitation.
- ✔ Hold sanitation orientation meetings with gender-focused organisations; sign partnership agreements with new partners, as appropriate.
- ✔ Include aspects of female FSM participation in partnership agreements with gender-focused organisations.
- ✔ Draft partnership agreement with Zambia non-governmental organization (NGO) WASH Forum to advocate for MHM responsive peri-urban public facilities.
- ✔ Identify private sector entities to partner with in improving sanitation services at the community level.
- ✔ Draft a concept note on private sector participation in constructing gender friendly on-site sanitation in peri-urban communities.
- ✔ Identify areas in FSM supply chain where women can engage in gainful employment.
- ✔ Review Memorandums of Agreement (MoUs) with Water and Sanitation Committees, ensuring they include gender inclusive sanitation services and the development of a quota system in FSM services.
- ✔ Support the LCC's development and institutionalization of by-laws on sanitation services.
- ✔ Avail documentation on gender and sanitation to LCC, including MHM considerations, and negotiate inclusion of gender and sanitation in the sanitation by-law.
- ✔ Support LCC to disseminate the by-law to Water and Sanitation Committees and Water Trusts.
- ✔ Hold joint meetings with LCC to develop public toilet maintenance and cleaning guidelines and checklist.
- ✔ Support LCC to train peri-urban, city planning/surveying and public health staff in gender inclusive sanitation services and integration in land registration, property transfer and processing of occupancy licences for the urban poor that reside in peri-urban areas.
- ✔ Identify key personnel in the Ministry of Water Development, Sanitation, and Environmental Protection (MWDSEP), Ministry of Health (MOH), Ministry of Gender and Community Development and Ministry of General Education (MoE) with whom to work for outreach on gender and sanitation.
- ✔ Collaborate with MWDSEP, MoH, Ministry of Gender and Community Development, MoE and LCC to develop guidelines on gender inclusive sanitation standards for institutions such as schools, households and public facilities.
- ✔ Partner with LCC to develop an incentive packages, such as ground rent discounts for property owners that invest in sanitation, and disseminate with peri-urban staff in LCC and peri-urban staff in LWSC.

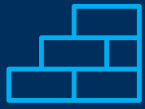
RELATED FINDINGS

-  **THEME FOUR** Despite current efforts to improve sanitation technologies in peri-urban Lusaka, considerations for disposal of used sanitary pads are not addressed.
-  **THEME ONE** While public facilities struggle to integrate gender sensitive technologies and services, private facilities--perhaps even more so--lack inclusive service delivery.
-  **THEME THREE** Policies related to land tenure and property ownership have not specifically addressed gender gaps, in terms of specific needs of men, women, boys and girls to access on-site sanitation facilities and services.



ACTION IN IMPLEMENTATION

LWSC is already implementing an incentive system for water and sanitation committees and has prioritized reviewing MoUs to include gender and sanitation aspects.



Enhance structures, systems, staff and skills to mainstream gender

OBJECTIVE



Effective Monitoring and Measurement

Develop measurement system with indicators that measure gender policy implementation, and ensure indicators are applied in assessment. Measurement should consider both technical and social matters related to sanitation, such as sanitation designs, siting, construction, and maintenance, and should take place at all levels of governance. Such a system could include a community scorecard or checklist (i.e. using a Likert scale as to how women participate: actively, moderately, poorly and not at all). Effective metrics will ensure quality implementation of gender and social inclusion in sanitation.

- Hold meetings with planning and corporate team to develop gender and sanitation indicators, ensuring the inclusion of MHM and solid waste management (SWM) indicators.
- Develop a measurement system for tracking active and meaningful women's participation and decision-making in community sanitation, including women's employment in sanitation.
- Develop a community scorecard/checklist and orient key staff on how to use it.
- Develop gender and sanitation monitoring and evaluation (M&E) framework.

RELATED FINDINGS

Limited coordination among gender specific organisations and public institutions has led to poor gender responsive sanitation interventions. Additionally, technical knowledge of gender remains centralized and has been slow to decentralize into service delivery.



ACTION IN IMPLEMENTATION

LWSC has an effective measurement process, with developed and applied indicators in assessment. This action leverages this system to include a rigorous measurement process of gender policy implementation.

Skills-Building for Women and Girls

Offer skills training for women and girls interested in engaging in the sanitation supply chain (SSC). By including adult women in skills training in the SSC as contractors, artisans and suppliers, LWSC will contribute to reducing stigma and promoting inclusivity. Furthermore, encouraging school-age girls in skills building allows them to explore sanitation in future professions, with the goal of increasing female labour force participation in the SSC and enhancing women's economic advancement.



ACTION IN IMPLEMENTATION

The Ministry of General Education has begun an initiative to target girls with technical skills; the proposed action builds on this effort by the Ministry to include technical skills-building specific to sanitation and targeting girls who have left school, with strategic involvement by LWSC.

LWSC is currently exploring and facilitating the implementation of new technologies, specific to climate change responsive sanitation technologies. This action further expands upon this effort for increased social and gender inclusion.

RELATED FINDINGS

Women participate in a variety of work roles outside of the home in peri-urban areas of Lusaka, though their access to information that can contribute to improving knowledge and skills applicable in professional spaces is low.



- Identify areas for sanitation skills development for women.
- Conduct women-only training workshops on toilet construction, maintenance and sanitation marketing.
- Partner with schools to begin sanitation technical skills-building for girl "school leavers," and also offer internship training for this population.
- Explore and facilitate implementation of female-friendly technologies in LWSC initiatives.



POLICY STATEMENT 4

Participation of women, men, and socially excluded groups in decision-making processes

Improve gender and social inclusion analysis skills and application of participatory appraisal methods among key staff and partners

OBJECTIVE

Staff Training and Community Awareness



Offer capacity building training in gender and sanitation to additional staff who manage satellite offices and customer care centres in all districts; also support community awareness in this regard. Training and awareness creation will support effective implementation of gender and sanitation at operational levels, as well as improve the meaningful participation of under-represented groups, including women.

ACTION IN IMPLEMENTATION

This action builds on training in gender and sanitation currently offered to staff. Until now, approximately 34% of staff have received this training.



- Conduct gender and sanitation training workshops for all staff.
- Train Water and Sanitation Committees and WDCs on technical and social matters that affect women and girls.
- Conduct awareness creation activities for WDCs, Water Trusts and Water and Sanitation Committees on social norms that affect women's access to quality sanitation, including MHM, and social and economic benefits of sanitation related joint actions.
- Facilitate female-friendly forums to jointly plan and review actions on gender and sanitation.

RELATED FINDINGS

Gender integration at policy and decision-making levels is still narrowly addressed within a limited scope of increasing female participation, without regard for meaningful participation and influence.



Among 88 members of Ward Development Committees (WDCs) in Kanyama Compound, only about 25% are women. Even where committees are gender balanced, women still lack influence due to cultural norms that promote male superiority and limit female authority.



In terms of decision-making, most decisions are made by men, both at household and community levels, and women are left to implement the decisions made by men.



POLICY STATEMENT 5

Customer engagement, IEC and sanitation marketing approaches

Strengthen linkages between IEC and SM campaigns and community engagement in order to harmonise operations

OBJECTIVE

Information Sharing with Communities

Lead dissemination of IECs (information, education and communication-IEC materials) to households on women's sanitation needs, and conduct community meetings where necessary. Materials dissemination will take place in parallel to community awareness efforts, conveying messages related to sanitation needs for women and girls, including MHM.

RELATED FINDINGS

MHM is still a taboo concept that cannot be openly mentioned or discussed. The use of sanitary bins for pads disposal at household level is often non-existent due to fears and myths about menstrual blood exposure.



- Develop IECs on MHM and hygiene behavior change and sanitation with support from MWDSEP, MoG, MoE and MoH.
- Share IECs with Customer Service Centres, Water and Sanitation Committees, WDCs and Water Trusts.
- Hold awareness meetings with women and girls on proper methods of disposing sanitary pads. Ensure alternative disposal means and methods have been integrated into the peri-urban SWM system.

