



# Pro-poor practices in urban water management

Sustainable water management in cities: engaging stakeholders for effective change and action

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13-17 December, Zaragoza



# UWM policies, processes and practices are likely to impact strongly on social issues

- access to basic services
  - Fundamental rights
  - Central to standard of living
- major infrastructure and engineering
  - Displaces people
  - Modifies habitats
- can create employment opportunities

## Inclusion or exclusion depends on design and details of implementation

- should not assume that all actions will lead to social benefits
- rather that urban water management ‘improvements’ and ‘actions’ (including stakeholder engagement) are likely to do social harm
  - if social issues are poorly understood or considered,
  - If governance is not strongly socially-inclusive
- urban water management needs to be designed to be socially inclusive

# Inclusion or exclusion depends on design and details of implementation

- engaging disadvantaged groups and confronting prejudice and discriminatory beliefs is not straightforward
  - can lead to disputes and conflict
  - requires mediation and negotiation
- needs resources, facilitation skills and commitment to tackle exclusion in an integrated and coordinated way
- piecemeal efforts are unlikely to be successful

## Groupwork question

- What are the best pro-poor practices in urban water management?
- (or what are the best practices to promote social inclusion in urban water management)

