

SUSTAINABLE WATER MANAGEMENT IN CITIES: ENGAGING STAKEHOLDERS FOR EFFECTIVE CHANGE AND ACTION

13-17 December 2010 • Zaragoza, Spain

Conference Daily

Wednesday, 15 December 2010



Stakeholder engagement: tools and approaches

Building on yesterday's sessions

In yesterday's sessions, participants discussed the main objectives and key concepts of the conference. Especially the concepts of Learning Alliances, stakeholder engagement and social inclusion were explored. City experiences on urban water management and stakeholder engagement were shared in order to identify challenges and solutions. In yesterday's open public session, the Water Alliance presented its strategies to face water and sanitation challenges in Central America.

Highlights from the opening session

Juan Alberto Belloch, Mayor of Zaragoza, 'We are now looking for a new model for a green economy. This is not only an ethical and environmental imperative, but it also generates employment and stimulates economic growth... Citizen participation is crucial. Institutions alone cannot achieve the best results. I hope the conclusions from this conference will be taken into consideration for World Water Day 2011, and I announce that we are going to launch the Water for Life best practices award.'

Mohan Peck (UNDESA) opened the conference on behalf of the UN and noted that 'urbanisation and sustainable cities will be a key part of the upcoming UN Conference on Sustainable Development in 2012 (Rio+20). This will set the development agenda for the next decade. Cities are the nexus of so much of the development dialogue because cities are where the majority of people on the planet live'

Josefina Maestu of **UN-Water** emphasized that this conference aims to inspire participants to do better, and is set up as a participatory conference where all can share their own experiences..

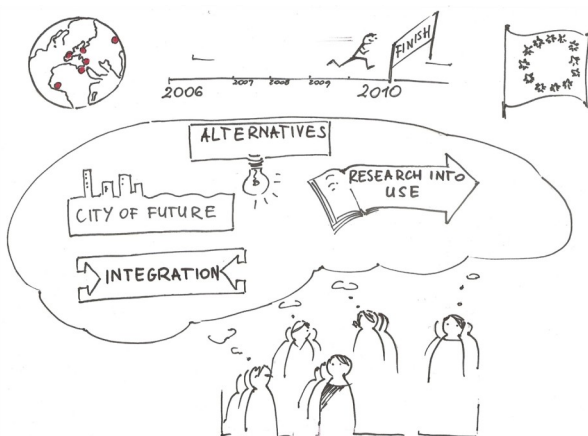
Sharing key lessons from city experiences on stakeholder engagement



Nilo Nascimento (not on the picture), Carol Howe, Mohamed Elrawady, Gunther Merzthal and Bertha Darteh shared key lessons on stakeholder engagement in a talk show. Photo by Dalia Abdel-Salam, Environment and Water Editor, El Ahram Hebdo Newspaper, Egypt

Lessons on stakeholder engagement in SWITCH

Key note address by John Butterworth



SWITCH, a research focused project supported by the EC working in 12 cities since 2006, has promoted **alternatives** in urban water management with an emphasis on sustainability, and putting **research into use**: Stakeholder engagement (so called learning alliances) have been central to the effort. See presentation at <http://www.irc.nl/page/61310>

Summarised outcomes from group discussions

The sharing of the SWITCH city experiences on stakeholder engagement in the morning and the talk show in the afternoon formed the basis for discussions in groups. A summary of the outcomes of these group discussions can be found below. The Conference proceedings will contain a full report of these discussions:

- To make the case for stakeholder engagement we have to show outcomes (such as reduced pollution or new policies. Several cities shared such achievements, and one group argued that a key benefit is that sustainability is more likely from such processes.
- Contexts are very different. Stakeholder engagement is more alien and difficult in some places than others.
- Stakeholder engagement processes always have their objectives (it is done for a reason), and the character of processes depends on those objectives. This is one obvious reason why the processes all look very different.
- There do seem to be a lot of transferable lessons. Very many were identified. Intensive facilitation is just one, others include: having a common baseline of agreed information, involving stakeholders in action research, creating the right incentives (showing benefits of process), being clear who to include and not trying to include everyone, linking different platforms, lead organisations with legitimacy, credibility and skills, and linking formal (impact) and informal (innovation) interactions.

Change in action: integrated solutions for the cities of the future

Open session in Spanish tonight at 18:30 hrs at the University of Zaragoza "Paraninfo", Plaza Basilio Paraíso, 4, Zaragoza city centre.

The cities of today's world are facing major challenges in water management. These challenges require solutions that look beyond conventional strategies. In this session, the city cases and valuable experiences of Cali and Bogotá (Colombia), Lima (Peru), and participation processes in integrated river basin planning and management, such as the case of the Ebro River, will be presented. These experiences indicate that it is possible to reduce water consumption, to improve water quality, to re-use water for green zones in the cities and to enhance integrated management at the river basin level. The key for a successful change towards more sustainable practices lies in the participation and engagement of a wide variety of different groups of citizens.

Introduction: UN Office to Support the International Decade for Action 'Water for Life' 2005-2015.

Moderator: Tomás Sancho, World Council of Civil Engineers

Panel: Manuel Omedas, Ebro River Basin Authority (CHE); Alberto Galvis, Cali, Colombia; Mónica Sanz, UNESCO-IHE, Bogotá, Colombia; Gunter Merzthal, IPES Promoción del Desarrollo Sostenible, Lima, Peru.

Today's key questions

- What have we learnt about specific tools and approaches?
- What are the positive and negative lessons from the SWITCH experience?
- How do specific tools and approaches serve for a more sustainable urban water management?
- How do local authorities ensure pro-poor water management?
- How do we specifically engage the marginalized groups to construct effect?

Sharing the Belo Horizonte Experience

Sônia Knauer on urban water management in Belo Horizonte, Brazil

Why is the Belo Horizonte experience useful for other cities?

"I think the Belo Horizonte experience is useful for other cities because we are doing what is obvious: convince people about urban water importance. A difference with other cities is that in Belo Horizonte we already have a tradition of popular participation before the SWITCH Project, but the essence of the Belo Horizonte experience can be used by everybody".

Who are the key stakeholders involved in urban water management in Belo Horizonte?

"Our key stakeholders are the schools and people that work in the Participatory Budget process. Beside this, we have the Basin Agency and igam - the institution of state that deals with creek water questions".

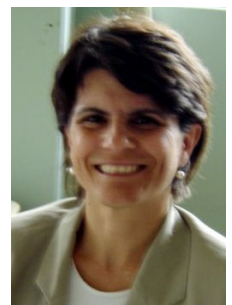
Which key tool was used to involve a wide variety of stakeholders?

"Since each segment of people sees water in a specific way, we use their knowledge to attract and involve them. With the people of the Participatory Budget, for example, we talk about urban planning and the relationship with water. For children, we present themes related to environment, fishes, trees, specifically focusing on their interests."

Public participation is one of the focal points of the Sustainable Water management (SWM) approach in Belo Horizonte. Why is this approach so important and why does it contribute to improved SWM?

"The SWITCH project is working with 600 members of COMFORÇAS - the Monitoring Committees of the works of the Participatory Budget - in a training program. This training aims to encourage the incorporation of alternative technological experiences in execution of works related to water resources. We believe that training in alternative technologies, such as rainwater harvesting, will contribute to changes in the institutional framework of the urban water management in the city. The more informed and skilled citizens are, the stronger and efficient will be the popular participation in public policy."

Sônia Knauer works as a Water Resources Manager at the Belo Horizonte's Municipal Secretary of Environment and is the facilitator of the SWITCH Learning Alliances project in Belo Horizonte, Brazil.

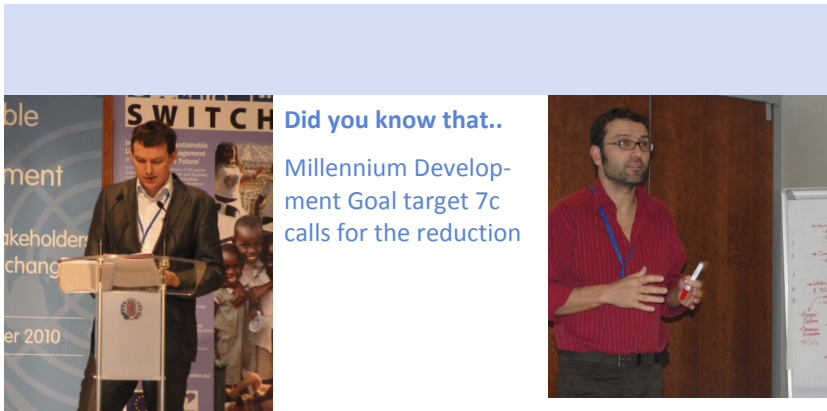


Programme, Wednesday 15 December

08.15-09.00	Keynote address: <i>Biodiversity, Water and Cities – Outcomes of CBD -COP10, Nagoya 2010</i> . By David Coates, Secretariat of the Convention on Biological Diversity (CBD)
09.00-09.30	<i>Ripples and reflections</i> : recap and overview
09.30-10.00	<i>A compass and a sextant: tools and approaches for stakeholder engagement</i> . Interview to keynote presenters
10.00-10.30	Coffee break
10.30-11.30	<i>What the compass tells us: highlights of the work with tools and approaches for stakeholder engagement</i>
11.30-13.30	In depth presentation and discussion of different tools and approaches
13.30-15.00	Lunch and informal discussions
15.00-15.10	Introduction to pro-poor practices of local authorities in water management
15.10-16:00	Pro-poor practices of local authorities in water management. Group discussions
16.00-17.00	<i>Pro-poor practices of local authorities in water management and the cities' contribution to the MDGs..</i> Panel session.
18:30-20:00	<i>Change in action: integrated solutions for the cities of the future</i> . Open session. Debate series
20.00	Cocktail by the Municipality of Zaragoza

In today's session we will look at

- how learning alliances are influenced by the set of tools one chooses to communicate, inform, analyse, plan, facilitate and learn.
- case studies of stakeholder engagement using different tools and approaches.
- community participation, institutional mapping, transitioning, multiple stakeholder platforms, information sharing and other tools.
- examples of pro-poor policies in addressing the water and sanitation Millennium Development Goals (MDGs).
- the role of local authorities in implementing the water and sanitation MDGs.



Did you know that..
Millennium Development Goal target 7c calls for the reduction



Did you know that..

The MDG sanitation target will probably not be realized by 2015. Worldwide, still 789 million urban dwellers live without access to improved sanitation



Did you know that..

The world is expected to achieve the MDG drinking water target. 96% of the urban population has access to improved drinking-water sources.

Food for thought: success stories

“**Belo Horizonte, Brazil** has for 16 years, through its Participatory Budget, the democratic management of public space. Communities discuss and decide which investments should be made by the Government in its region. Through assemblies and COM-FORÇAS - the Monitoring Committees of the works of the Budget - the residents' wishes become reality.” - Sônia Knauer, Belo Horizonte City Council. SWITCH Facilitator Belo Horizonte.

In **Alexandria, Egypt**, social inclusion researchers are working together with the community to identify sanitation and demand management options that are appropriate for conditions in the slum area. - SWITCH website.

“**Cali, Colombia** is a relatively big city (Cali has 2.1 million inhabitants) that has grown without adequate planning and without public participation. It is a city with abundant water resources, but without enough water resources that comply basic water quality standards. The analysis of the problems and the experiences with innovative strategies in the search for sustainable solutions can inspire other cities and regions.” - Alberto Galvis, Professor at the Universidad del Valle, Cali, Colombia. SWITCH Coordinator Cal

A cup of coffee with... Colin Green

Professor of Water Economics at Middlesex University (UK) specialist advisor to the House of Commons EFRA Select Committee on issues of water and flooding and advisor for several international agencies and journals

What do you perceive to be the main challenges for Sustainable Water Management (SWM) in cities?

There are many big challenges, but I think learning faster underlies all the others. If we want to make a change in water management fast, we have to become much better and faster at learning. If we can learn faster, we can deal with the other challenges.

We need more successful failures to learn how to do better. Change requires innovation and it is in the nature of innovation that some of the things we try will fail. This conference is a good opportunity to learn from the things that did not work. I think we can learn more from things that did not work than from successes. Often you do not know why something worked, but you have a much better idea of why something did not work. The reasons for failures are more obvious. There is no need to feel guilty about failing, you should only feel guilty if you never have any failures; if you don't try.

Could you please introduce the tool of 'institutional mapping' that you are highlighting at this Conference and could you explain why it contributes to improving SWM in cities?

In functional terms, power is the capacity to induce change. So, if there is no power, there can be no change. In SWM, the ability to influence the behaviour of other people is crucial. Institutional mapping allows for the analysis of the powers and incentives that are surrounding a specific technology. Power is always bounded rules; rules define the limits of power. Institutional mapping is about taking a technology and analysing what are the powers necessary for that technology to be adopted? Do they exist? What are the incentives for the people with power to promote the adoption of the technology? And who has what incentives to be against that technology? For each water management technology a different institutional map can be drawn.

Could you provide a specific example of institutional mapping?

Institutional mapping is a relatively new approach. We applied it when I was advising a Parliamentary Select Committee on a new water management act. Institutional mapping helped us analysing what needed to be changed in order to shift us to a path of SWM. The approach allows to explore where the rules can be changed and if the incentives can be used in the preparation process of several other water management tools.

What other tools and/or approaches that contribute to SWM would you like to highlight at this conference?

I think that if we want to be successful in urban SWM, we have to become really good at understanding and working with social relationships. We will not achieve the net gains of cooperation if we don't know how to work with each other. Conversations are not only about exchanging information, they are always embedded in social relationships. It is essential to resolve conflicts through using social relationships. In this respect it is also important to explore how to build trust between different partners. We need to improve our soft skills such as emotional intelligence, social intelligence and understanding body language.



The Zaragoza volunteers

An article by Rebecca Munetsi, Namibia

At 74 ,she is going strong and braving the cold to volunteer for a good cause. “I love it! love my city and I want to develop it,” said Mercedes Perez Martinez. Martinez, is a volunteer of the City Council of Zaragoza ,at the on-going Conference on Sustainable Water Management in Cities: Engaging stakeholders for effective change and action, here in Zaragoza.

Carmen Campos of the city of Zaragoza, says the number of volunteers involved in this conference is 160. “They have developed different tasks: welcome at the rail station, joining participants from the hotel to the conference venue, support during the work sessions...,”said Campos. She added that the volunteers started working in 2009 and that there are more than 3000 members.

“I have to contribute also because the theme is important to everybody. Even when I am old like this I need to live and without water I can’t. Zaragoza is better today from the days I was young, the water is better and it should continue to get better and that is why I am here to support my city,” added Martinez.

Engaging stakeholders for effective change and action is one of the objectives of the conference and Martinez is one stakeholder who is ready for action and change. Having travelled from the end of the world ,from Namibia to Zaragoza ,I am impressed by the “Martinezs”, the conference volunteers. This shows that when people appreciate initiatives that bring change to their lives, then they are willing to do whatever it takes. Irregardless of her age, the chilly weather and the work at the water conference, Martinez is on clock to ensure that delegates find a solution on “better” urban water management solutions.

Carmen Campos stressed that all of these volunteers have been trained about the conference, its technical aspects, timetable, among others. The volunteers are just at “your service”. Some of them can speak different languages to help all the various delegates at the conference.

To all volunteers we say, “Muchas Gracias ,Cuerpo Municipal de Voluntariado por Zaragoza”, for the job well done.



The Zaragoza volunteers: Mercedes Perez Martinez (left) Photos by Rebecca Munetsi

Conference daily You can send your contributions to this conference daily to Petra Brussee: brussee@irc.nl

Blog Add your postings to the conference blog
<http://sustainableurbanwatermanagement.wordpress.com/>

Twitter Send you tweets to the Conference Twitter account
<http://www.twitter.com/SUWMZaragoza>

Facebook Become a fan and receive up-to-date information, take part in the online discussions and see images from the Conference. Conference page on Facebook: “Conference: Sustainable Water Management in Cities”.

World Water Day 2011: water and urbanisation: turning adversity into opportunity

Half of humanity now lives in cities, and within two decades, nearly 60 per cent of the world’s people will be urban dwellers. Urban growth is most rapid in the developing world, where cities gain an average of 5 million residents every month. The exploding urban population growth creates unprecedented challenges, among which provision for water and sanitation have been the most pressing and painfully felt when lacking. Cities cannot be sustainable without ensuring reliable access to safe drinking water and adequate sanitation. Coping with the growing needs of water and sanitation services within cities is one of the most pressing issues of this century. Sustainable, efficient and equitable management of water in cities has never been as important as in today’s world.

Therefore, UN-Water is dedicating World Water Day 2011 (WWD 2011), on 22 March 2011, to the theme Water and Urbanisation. WWD 2011 is an opportunity to encourage action by governments, cities, towns, public and private organizations, multilaterals, banks, donors, philanthropic initiatives, communities and individuals around the world to actively engage in addressing challenges of water and waste in the urban environment. The objective of WWD 2011 is to focus international attention on the challenges and opportunities of urban water management. It seeks both to alert the world to the adverse global situation in urban water management, and to encourage seizing opportunities to address these formidable challenges. Through disseminating knowledge of successful approaches, it also seeks to give hope that solutions can be found. A principle objective of WWD is to celebrate success and better educate decision-makers, sector stakeholders and the world population about solutions.

In raising awareness on the challenges in urban water management, WWD 2011 will focus on the following issues:

- **Urbanisation:** the impact of rapid urban population growth and the growth in slums
- **Pollution:** the impact of industrialization, water pollution and environmental degradation
- **Management:** the challenges of city and utility management and the inequity in service access

- **Investment:** the need for increased investments in urban water and waste infrastructure
- **Climate Change:** the impact of climate change, conflicts and natural disaster on urban water and waste management.

In seizing opportunities, the day will focus on the following issues:

- Future cities: new thinking about the design of future cities
- Technological advances: new advances in water treatment and recycling of water and wastes
- Management reform: learning from success stories of utility re-form, city-wide management, capacity building, good financial management and use of alternative finance mechanisms
- Water Operator Partnerships: the opportunities from WOPs
- Information management: improved and disaggregated data collection and improved technology for information systems

The approach to WWD 2011 will involve:

- Engaging top leadership
- Getting women, children and youth involved
- Strong media exposure
- Connecting people - Connect as many WWD 2011 events across the world as possible using several forms of media.
- Learning exchanges – Encourage learning and sharing experiences between different constituencies, cities, towns and between countries.

During the conference on “Sustainable Water Management in Cities: engaging stakeholders for effective change” the UN-Water Statement on WWD 2011 will be finalized. During the sessions of the conference, the main key messages for WWD 2011 will be discussed. Some specific outcomes of the conference – especially case studies – will be presented as contribution to the WWD 2011.

Theme Paper for World Water Day 2011

http://www.un.org/waterforlifedecade/water_cities.html
<http://www.unwater.org/events.html>