

C.2 Understand water and sanitation needs	
Blended learning training session	2 days face-to-face 1 day e-learning

▪ **OBJECTIVE:**

Understanding of issues related to access to services for all
 Understanding of governance issues and the role-playing game
 Knowledge of participatory techniques and facilitation of dialogue with stakeholders.
 Discovery of tools and methods for diagnosing needs and solutions for access to services
 Develop a draft action plan taking into account technical, socio-economic, political and institutional dimensions

▪ **CONTENT:**

Support in carrying out socio-economic diagnoses of situations Methods of identification and analysis of the motivations and practices of the service's stakeholders Analysis of the strengths/constraints that these stakeholders represent for the evolution and development of the service. Elaboration of an action plan for partnerships and communications based on the analysis carried out. Elaboration of an adapted consultation and communication strategy. The module will be structured in four stages: - analysis of problems and controversies relating to access to essential services in marginalized urban areas and/or with regard to urban dwellers excluded from conventional essential services (in a network); - work on tools for diagnosing urban situations, identifying stakeholders and characterizing the interplay of actors; - consultation practices to strengthen dialogue between stakeholders (service provider's point of view); - development of a strategy and action plan; - development of a partnership and communication action plan based on the analysis carried out.

Iterative acquisition of the tools during the training, based on concrete cases (presentations of feedback from experiences in different geographical areas / with different solutions) and through exercises and role-plays. The experience of the auditors and the reality of their problems will be discussed and integrated into the case studies: the action plan of the auditors will focus on the services and companies that employ them, which means strong upstream preparatory work on their part in terms of gathering information and defining clear contexts.

▪ **ACQUIRED SKILLS:**

Understanding of the concepts and methodologies of social engineering

▪ **E-LEARNING:**

Review of issues and major approaches to access to drinking water and sanitation services
 Analysis of the problem of populations excluded from essential services
 Critical review of key strategies for marginalized populations
 Using diagnostic tools in marginalized urban areas

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