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# Progress in Latin America and Asia: What drives service delivery improvements?

## The case of San Pedro, Bolivia

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Water For People

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**Background:**

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Bolivia

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**Reaching Everyone Forever in San  
Pedro, Bolivia:**

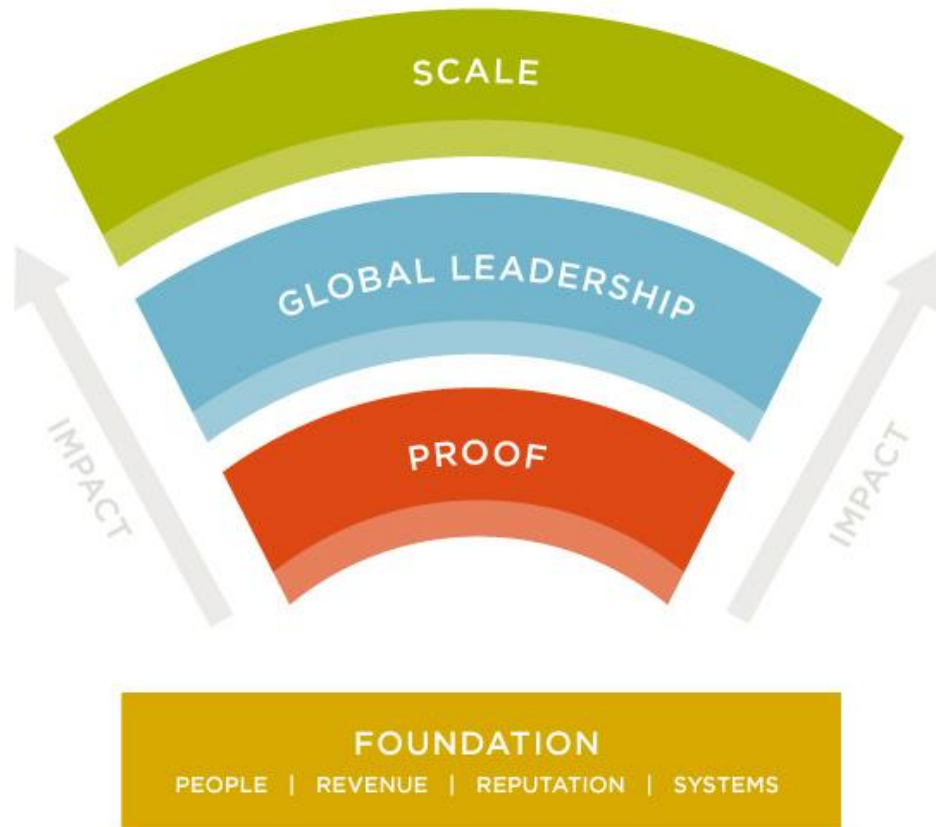
**PART III:** Lessons and drivers



# 01

Background:  
Water For People  
in Latin America and Bolivia

# OUR STRATEGY



## SCALE

National Advisory in 4 countries > 80M people  
Business approaches to sanitation

## GLOBAL LEADERSHIP

Collaboration for the SDGs

## PROOF

7 million people in 50 districts

# THE ROAD TO EVERYONE FOREVER



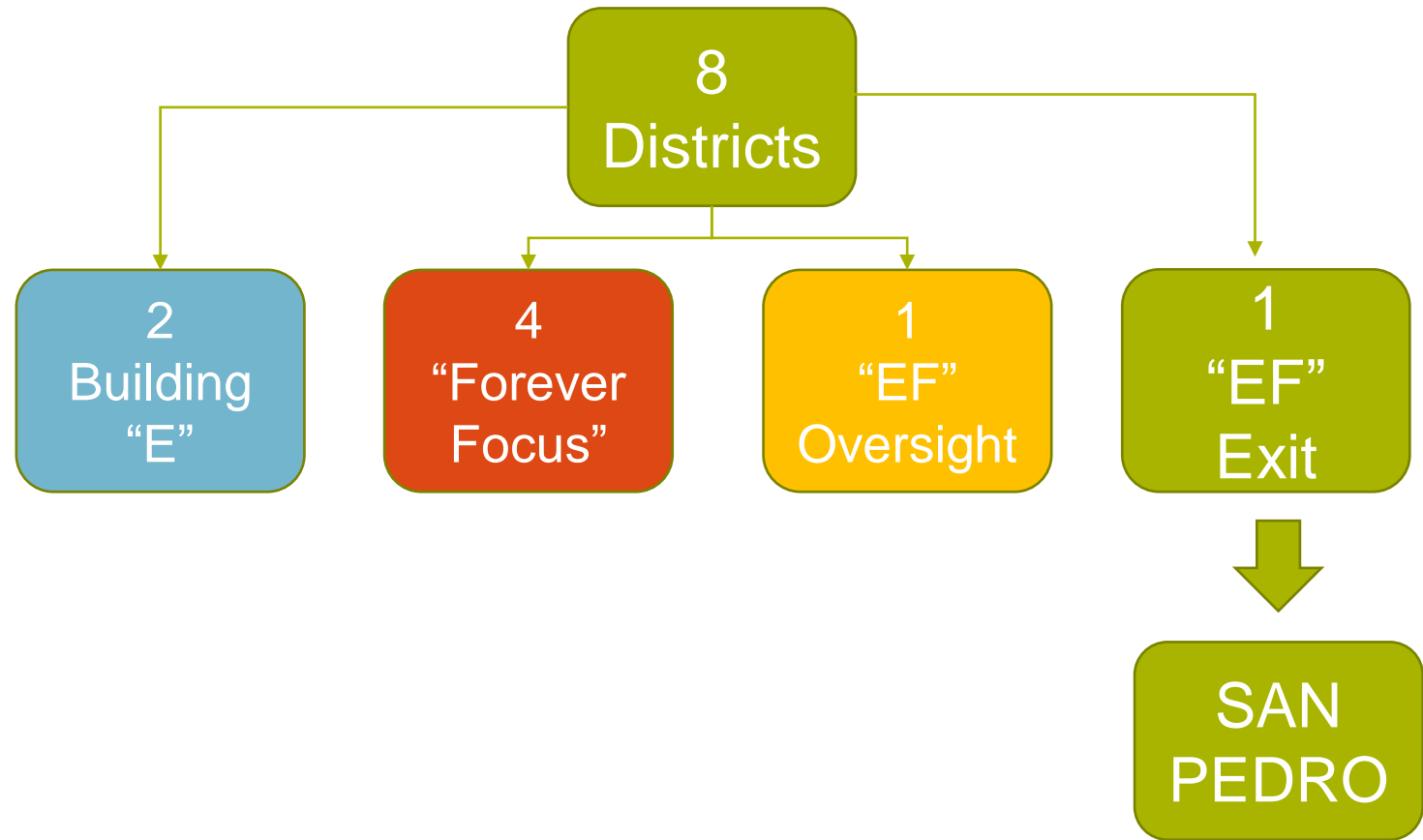
# Water For People in Latin America Everyone Forever

Countries	Bolivia	Guatemala	Honduras	Nicaragua	Peru	Total
Districts	8	4	3	2	2	19
Population (000)	165	195	76	35	29	500

# Water For People in Bolivia

42% of WFP's covered  
districts  
Latin America

33% of the WFP's  
covered population  
Latin America





# 02

## Reaching Everyone Forever in San Pedro, Bolivia:

### PART I : Baseline

# San Pedro, Bolivia

Population: 17,000  
Communities: 19  
Schools: 35  
Clinics: 12

- **2006 BASELINE:**

- 74% of the families had a connection to the drinking water distribution network.
- 70% of the Educational Units had drinking water.
- 67% of the Educational Units had a battery of bathrooms.
- 33% of the Educational Units practiced open defecatio



# 03

## Reaching Everyone Forever in San Pedro, Bolivia:

PART II: Progress and exit strategy



# San Pedro, Bolivia – Everyone Forever Progress, Milestones and Exit Strategy (2008 – 2017)

Building Everyone Forever	2008 - 2014	<ul style="list-style-type: none"> <li>• Long term MoU – Mayors and Councils</li> <li>• Strengthening WASH Unit → Building WASH Department (2010): Technical &amp; Social Units</li> <li>• Designing a co-financing plan: San Pedro District &gt; 50% investments and financing (2010)</li> <li>• Continuous technical assistance to WASH Department: Tools &amp; Methodologies</li> <li>• Installing a WASH monitoring system: 3 levels (Communities, public institutions, households)</li> <li>• Co-developing WASH &amp; WRM Plans</li> </ul>
Forever Focus	2013 - 2017	<ul style="list-style-type: none"> <li>• Supporting Service Authority: Structure, Finance and Management <ul style="list-style-type: none"> <li>• Tariffs, O&amp;M procedures</li> <li>• Monitoring activities conducted by San Pedro WASH Department, not WFP</li> </ul> </li> <li>• Supporting Service providers: Structure, Finance and Management: 19 service providers <ul style="list-style-type: none"> <li>• Tariffs and micrometers, in place. Tools for sustainable tariffs design: 100% of communities</li> <li>• Tariffs covers O&amp;M and asset replacement</li> <li>• Water treatment and water quality monitoring</li> </ul> </li> <li>• WRM Plan: Water resources inventory, water quality monitoring, watersheds committees</li> </ul>
Oversight	2018	<ul style="list-style-type: none"> <li>• <b>2018 Monitoring results:</b></li> <li>• Service level – Communities: 100%</li> <li>• Service level – Schools &amp; clinics: 100%</li> <li>• Service level – Households: 74% (high), 25% (Intermediate), 1% (basic)</li> </ul>
Exit	2019	<ul style="list-style-type: none"> <li>• Some minor monitoring activities - consultative level</li> <li>• Linking local monitoring systems with the national WASH monitoring system (SIASAR)</li> </ul>

## GLOBAL SUSTAINABLE SERVICES CHECKLIST RESULTS 2017-2018 TRENDS

			SERVICE AUTHORITY				SERVICE PROVIDER			WRM
			Structure	Finance	Management	Monitoring	Structure	Finance	O & M	WRM
LATIN AMERICA	Bolivia	Arani	■	■	■	■	■	■	■	■
		Arbieto	□	□	■	□	□	□	■	□
		Cuchumuela	■	■	■	■	■	■	■	■
		Pocona	■	□	■	□	■	■	■	□
		San Benito	■	■	■	■	■	■	■	■
		San Pedro	■	■	■	■	■	■	■	■
		Tiraque	■	■	■	■	■	■	■	■
		Villa Rivero	■	■	■	■	■	■	■	■
	Guatemala	San Andres Sajcabaja	■	■	■	■	■	■	■	■
		San Antonio Ilotenango	■	■	■	■	■	■	■	■
		San Bartolome	■	■	■	■	■	■	■	■
		Santa Cruz del Quiche	■	■	■	■	■	■	■	■
	Honduras	Chinda	■	■	■	■	■	■	■	■
		El Negrito	■	■	■	■	■	■	■	■
		San Antonio	■	■	■	■	■	■	■	■
	Nicaragua	La Concordia	■	■	■	■	■	■	■	■
		San Rafael del Norte	■	■	■	■	■	■	■	■
	Peru	Asuncion	■	■	■	■	■	■	■	■
		Cascas	■	■	■	■	■	■	■	■
AFRICA	Malawi	Blantyre	■	■	■	■	■	■	■	■
		Chikwawa	■	■	■	■	■	■	■	■
	Rwanda	Gicumbi	■	■	■	■	■	■	■	■
		Rulindo	■	■	■	■	■	■	■	■
ASIA	India	Kamwenge	■	■	■	■	■	■	■	■
		Sheohar	■	■	■	■	■	■	■	■
		South 24 Parganas	■	■	■	■	■	■	■	■
			■	■	■	■	■	■	■	■

### SUSTAINABILITY LEVEL

- High
- Intermediate
- Basic
- Inadequate

### CHANGE FROM 2017

- ↑ Great improvement in sustainability
- ↗ Improvement in sustainability
- No change
- ↘ Decrease in sustainability
- ↓ Great decrease in sustainability
- No data from 2017

\*Note: 2017 and 2018 were the first years that the SSC was implemented. As such, after the 2017 implementation the tool's metrics were adjusted based on feedback from the first use of the tool. Therefore, the 2018 data is a better representation of sustainability, and the changes from 2017 are largely due to such methodology changes. Still, this visual representation of sustainability illustrates the SSC's power to capture complex qualitative data over time.

# The Global Sustainable Services Checklist



# 04

## **Reaching Everyone Forever in San Pedro, Bolivia:**

### **PART III: Lessons and challenges**



# Lessons and challenges:

- **Key drivers:**

- Long term MOUs: Mayors & Councils
- Securing co-financing from Municipalities > 50%
- Building sound WASH Departments
  - Technical & Social Units
  - High focus on sustainability: Tariffs, O&M, WRM
- Building a sustainable WASH monitoring system
  - 3 levels: Communities, public institutions, households
- Service authority and service providers
  - Recognized by WASH legal frameworks
  - Sound structure/models, financing and operational capacities



# Challenges:

- Relative high levels of fluoride in San Pedro
  - Different treatment solution tested, not fully solved
- A national system for water testing certification, still under construction
- National WASH monitoring system (SIASAR), at early stage development







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