

Summary

Guidance Notes on Services for the Urban Poor: A Practical Guide for Improving Water Supply and Sanitation Services - Identifies barriers to providing adequate water services to the poor and proposes solutions based on existing experience.

Owner: Water and Sanitation Program (WSP) - World Bank

Type					Themes			
Strategic	Management reporting	Design or data specific	Assess./indicator framework	Standards	General sustainability	Carbon / climate	Sector Specific	Other
Country	International (developing countries)			Development	Initially WSP initiated research over 2006-07 that resulted in guidance notes specific to urban poor in India. Further work has since been done in Africa, Latin America and East and South Asia, to provide more globally-applicable guidance.			
Sector	Water							
Published	2009							
Access	Free to download							
Target group / users	Aimed primarily at project planners, services providers, and community leaders, but also provides some suggestions for policy makers.			Key sustainability themes	Developing poor communities (through improving water supply and sanitation services). Key sections cover: giving the poor a voice, building support for improving services, eliminating administrative and legal barriers, improving provider capability, appropriate investment policies and overcoming physical and technical barriers.			