



Water Integrity Global Outlook 2021

SUMMARY OF FULL REPORT

Water integrity in urban
water and sanitation

WIN Water
Integrity
Network
Fighting corruption in water worldwide

It's essential

Rationale

The Water Integrity Global Outlook (WIGO) 2016 explored corruption in water and sanitation, and proposed routes to integrity. Now WIGO 2021 continues this work, with a focus on urban water and sanitation.

Corruption in water and sanitation might seem insurmountable but evidence from around the world shows that change is possible. Change is also essential, to respect every person's rights to water and sanitation.

Service providers, regulators, governments, NGOs, the media, development partners, and residents can all help bring integrity to water and sanitation in cities and beyond. WIGO 2021 shows how, based on the experiences and successes of partners and integrity champions around the world.

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FULL REPORT

INTRODUCTION

Integrity in water and sanitation is essential for:

CITY RESIDENTS

Building integrity can address root causes of failures in water and sanitation service provision and help “leave no one behind”. One goal is to reduce the unaffordable and unacceptable impact of water and sanitation corruption and mismanagement on city residents’ health, safety, and wellbeing.

CITY RESILIENCE

Integrity can improve service and ensure resources are used more fairly and effectively to adapt to the urban challenges of our time. This is an aspiration to do better and lead in urban innovation with the resources we have available.

CITY REPUTATION

An integrity approach in urban water and sanitation builds trust in government from residents and financing institutions. It is a bedrock to boost attractiveness, sustainability, security, trade, and tourism – so the city as a whole can flourish.



“If managed well, cities can act as engines of growth and provide inhabitants with better job opportunities and improved healthcare, housing, safety and social development. Further, cities can contribute to national growth through increased revenue generation and political stability, as well as playing a role in post-conflict reconciliation. Conversely, cities that are poorly planned, managed and governed can become centres of poverty, inequality and conflict.”

—William Robert Avis, International Development Department Research Fellow, University of Birmingham



Future Cities need Clean Water and Sanitation

Clean water needs clean governance

By 2050, nearly seven out of ten people in the world will live in urban areas and the number of people living in informal settlements is likely to double.

Access to clean water and decent sanitation is a human right. Those who lack access face enormous impacts on their health, well-being, and ability to be economically active.

In cities around the world, the situation is already dire: over a third of the urban population does not have safely managed sanitation and more than 550 million urban residents live without safely managed drinking water. Water resources in cities are often dangerously polluted and overexploited; and more and more people are vulnerable to water-related crises brought on by climate change.



SYED MAHAMUDUR RAHMAN - WIN PHOTO
COMPETITION 2020 - WOMAN ENTERING
TEMPORARY TOILET ON BANKS OF RIVER
BURIGANGA, DHAKA, BANGLADESH



UN Sustainable Development Goal 11 (SDG11):

Make cities and human settlements inclusive, safe, resilient and sustainable.

—→ Success of this goal depends on water.



UN Sustainable Development Goal 6 (SDG6):

Ensure availability and sustainable management of water and sanitation for all.

—→ SDG11 and SDG6 will only be achievable if they are rooted in integrity, with the strong foundation of SDG16.



UN Sustainable Development Goal 16 (SDG16):

Build effective, accountable and inclusive institutions at all levels.

—→ Together, these three Sustainable Development Goals impact upon the entire UN Agenda for 2030.



OVER 550 MILLION PEOPLE (14%)

Urban residents without safely managed drinking water (stagnating since 2015)



1.5 BILLION PEOPLE (38%)

Urban residents without safely managed sanitation



2 BILLION

Number of people expected to be living in informal settlements in 2050 (up from 1bn in 2018)

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(PART 1)



A Perfect Storm

In times of intensifying crisis, integrity in urban water, sanitation, and hygiene (WASH) is critical. Focusing on financing or technical developments alone is not sufficient to address compounded challenges for cities.

RAPID URBANISATION

Cities like Kinshasa, Niamey, and Dhaka are predicted to have more than 50 million residents by 2100.

INCREASED FLOOD AND DROUGHT RISKS

47 of the largest projected cities by 2100 are coastal cities vulnerable to rising sea levels.

WASH INFRASTRUCTURE UNDER STRAIN

38% of urban residents do not have safely managed sanitation.

FUNDING GAP

At least \$114 billion per annum is needed to meet SDG6 on clean water and sanitation for all.

DATA POVERTY ON SERVICE LEVELS AND NEEDS

Peri-urban and informal settlements are often overlooked in data collection, either accidentally or by design.

COMPLEX GOVERNANCE AND UNCLEAR RESPONSIBILITIES

For example, only half of Mexico City residents fall under city government jurisdiction, while Abidjan has more than 100 local jurisdictions.

SHIFTING BUDGET PRIORITIES

Budgets are being reallocated and squeezed in response to the pandemic and other priorities.

VULNERABILITIES TO CORRUPTION

In water and sanitation, distribution monopolies, many intermediaries and informal providers, complex infrastructure, and dispersed funding mean high risk.

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Building Integrity for Resilient Cities

Integrity is the use of vested powers and resources ethically and honestly for the provision of sustainable and equitable water and sanitation services. It is implicit in the human rights framework, explicit in the administrative justice laws of many countries, and operationalised through the principles of Transparency, Accountability, Participation, and Anti-corruption.

Integrity is an aspirational goal where the public interest, honesty and fairness override the personal desire for gain. It has substantial social and economic benefits for cities and their residents.

TRANSPARENCY

Access for everyone to relevant information, including information about budgets, plans, and implementation progress, in an easily accessible and meaningful manner.

ACCOUNTABILITY

Responsive institutions and individuals who understand and fulfil their responsibility in ensuring access to decent water and sanitation services, and who can be sanctioned where this is not happening.

PARTICIPATION

Stakeholders, including marginalised and resource-poor groups, are meaningfully involved in deciding how water is used, protected, managed, and allocated, and how sanitation services are provided.

ANTI-CORRUPTION

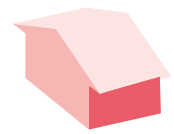
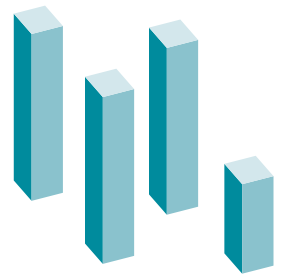
Actions that reduce or minimise opportunities for corruption, and result in action taken where corruption is discovered.

TRANSPARENCY

ACCOUNTABILITY

PARTICIPATION

ANTI-CORRUPTION



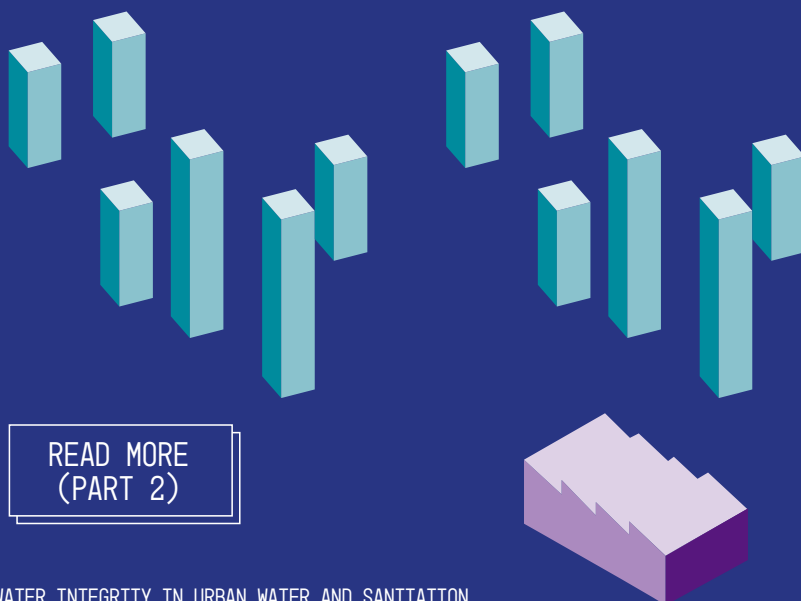
INTEGRITY

Corruption and Integrity Failures in Urban Water and Sanitation

Corruption is the use of entrusted power for private or political gain. Private gain might include diverting funds to one's own possession, while political gain could mean, for example, using public resources to consolidate power.

Corruption and integrity failures happen everywhere. At one extreme, we see cities and towns where corruption is largely due to a few corrupt individuals. At the other extreme, we see systemic corruption embedded at all levels. Even in these challenging environments, pro-integrity actions can be highly effective.

Corruption and integrity failures in water and sanitation affect every stage of programme development and service delivery. They have tremendous financial, social, human, environmental costs – mostly hitting the poor.



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MARCO SIMOLA, WIN PHOTO COMPETITION 2011, LIMA, PERU.

WIGO 2021 examines three areas of corruption and integrity failure in urban water and sanitation:



Corruption in the management of public resources, including accounting fraud, procurement corruption, and nepotism in recruitment.

Such corruption can be at a high level and involve large sums of money. For example, funds can be diverted with falsified construction or maintenance work orders or cronies can be hired in strategic positions. It can also involve low-level officials and cover for example abusive per diem claims.



Corruption at the interface between institutions and individuals, which covers petty corruption, typically involving bribery of an official or service provider to obtain fulfilment of a basic human right or beneficial treatment.

Examples include a bribe paid for a speedier connection or even an illegal connection, or a bribe to illegally dump waste.



Issues of integrity, equity and development, and their impacts on residents of informal settlements in particular.

This includes, for example, lack of financial provision for service delivery in informal settlements, lack of accountability measures for residents, and lack of data on residents of informal settlements.

The Dramatic Impact of Corruption in Water and Sanitation

Even small instances of corruption in planning or procurement can have long-lasting and pervasive consequences for cities and residents. Where corruption is systemic, the social, environmental, political, and financial costs are significant.

1.

FOR CITY RESIDENTS

Poor integrity leads to poor services. Lack of decent water and sanitation negatively affects health and livelihoods. Fetching water from afar and waiting in long queues takes time from school and work, while women and girls are also exposed to risks of physical and sexual violence.

2.

FOR CITY RESILIENCE

Poor service delivery impacts on economic and commercial activities in cities. Poor construction quality due to corruption results in increased maintenance costs, failed infrastructure, and high levels of non-revenue water, impacting upon the ability of the city to respond to environmental, economic, or social crises.

3.

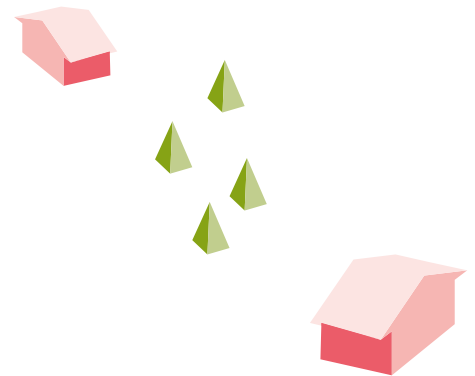
FOR CITY REPUTATION

Corruption undermines city reputation through widespread reduction of trust in city government among residents and financing institutions. This can have political consequences and lead to reduced investment.



PH: SAGAR GONDALIYA

What can be done Five priorities for action



Knowledge and information on how to improve integrity has significantly increased in recent years. The [Water Integrity Risk Index](#) shows that in a number of cities the risk of corruption has reduced over the last ten years.

However, to achieve SDG 6 in a perfect storm, we need to go further to enhance integrity practices in order to improve delivery of sustainable services.

1. **PROCUREMENT
CORRUPTION**

Procurement remains a high-risk area for corruption, but practices such as e-procurement have shown remarkable impact.

2. **PETTY
CORRUPTION**

Limiting opportunities for petty corruption prioritises and benefits the most vulnerable.

3. **SANITATION**

Despite the many benefits in terms of health and well-being, as well as the economic opportunity from dealing with wastewater, sanitation remains the under-regulated poor relation in the water and sanitation sectors. Inadequate sanitation facilities and service failures are particularly devastating for the health of women and girls. Prioritising and setting the right standards for sanitation is an essential first step.

4. **INFORMAL
SETTLEMENTS**

The lack of water and sanitation provision in informal settlements is a reflection of profound social and institutional exclusion, and a deep failure of integrity. In some contexts, prejudicial attitudes or failures in the legal framework, as well as gaps in statistics, may lead to the total exclusion of informal settlements from basic service provision, a violation of human rights.

5. **SEXTORTION**

Sexual extortion (“sextortion”) is a particularly vile form of corruption in which sexual acts are demanded in return for some benefit or right. It is insufficiently recognised because victims rarely report cases due to fear, shame or lack of information on reporting mechanisms.

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Deep Dive

Informal Settlements

At least 1 billion city dwellers worldwide live in informal settlements. Often referred to as “slums”, these have in common that inhabitants usually have little security for their living place and often lack basic services and city infrastructure.

People in informal settlements worldwide are often abandoned by city governments and regulators, and bear the brunt of climate change upon the city. They pay more for water that is harder to access and of poorer quality. They also suffer the indignities and dangers of improper sanitation.

This lack of basic service provision is not only because of weak institutional capacity. It is a reflection of, prejudice, social and institutional exclusion, and is a deep failure of integrity. Amid the perfect storm of urbanisation and climate change, it is crucial to recognise residents of informal settlements as city dwellers with rights and capacity, and to properly address their rights to accessible and affordable water and decent sanitation.

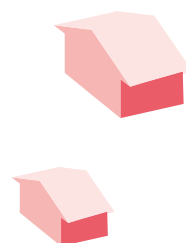


PH: MOHAMMAD RAKIBUL HASAN, RAYERBAZAR, DHAKA, BANGLADESH, WIN PHOTO COMPETITION 2017

“The scope and severity of the living conditions in informal settlements make this one of the most pervasive violations of human rights globally. The world has come to accept the unacceptable. It is a human rights imperative that informal settlements be upgraded to meet the basic standards of human dignity.”

—United Nations Special Rapporteur on the Right to Adequate Housing Leilani Farhi

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IN NUMBERS

People living in informal settlements contribute to the urban economy. They have as much right to water and sanitation as other urban residents. And yet, they usually pay more than residents of wealthier city districts for water of uncertain quality and quantity and less than decent sanitation.

5-10X 💰💧

Lima, Peru

Residents of informal settlements pay 5-10 times more for their water than residents of high income areas.

2X 💰💧

Nairobi, Kenya

Buying from informal vendors, poor residents pay close to double for their water than other residents.



52-206X 💰💧

Mumbai, India

Residents of informal settlements pay 52-206 times the standard municipal rate for water.

5-10X 💰💧

Jakarta, Indonesia

Poor residents pay 5-10 times more for their water than wealthy residents and more per month than residents of London or New York.



CHANGE REQUIRES

1.

Political engagement to meet the needs of people living in informal settlements

2.

Recognition of the rights and agency of residents of informal settlements, and structured engagement with them to address marginalisation, discrimination, and even criminalisation

3.

Clarification of institutional responsibilities for provision of services in informal settlements (especially for sanitation)

4.

Allocation of sufficient budgets for infrastructure investments with specific pro-poor focus and targets

5.

Anti-corruption work and effective regulation of non-utility service providers

6.

Participatory initiatives to gather more representative data on service levels and needs of people in informal settlements.

Deep Dive Sextortion

Women tend to experience, perceive, and report corruption differently from men. For example, evidence indicates that women are more likely to be required to pay bribes to access urban water and sanitation services. It is essential that anti-corruption and integrity initiatives take a gendered view to address these differences.

One particularly vile form of corruption, which disproportionately affects women, is sexual extortion, or sextortion, in which sexual acts are demanded in return for some benefit or right. Victims rarely report cases due to fear of reprisal or stigmatisation, feelings of guilt and shame, or lack of information on reporting mechanisms.

A number of pioneering reports are shining a light on this practice in the water and sanitation sectors specifically. Despite its frequency, it is rarely legally recognised as a form of corruption and is very much taboo, meaning no or few mechanisms are in place to address it.

THIS MUST CHANGE. CITY LEADERS AND SECTOR ORGANISATIONS CAN:

- 1—→ Condemn the practice and raise awareness of it being unacceptable at any level.
- 2—→ Invest in safe reporting mechanisms, for example in partnership with women's organisations.
- 3—→ Look at available research and support new research for a better understanding of the scale of the issue.
- 4—→ Push for legal recognition of sextortion as a crime.

1 IN 5 WOMEN:

in Latin America and the Caribbean, the Middle East and North Africa have experienced sextortion or know someone who has in accessing a public service.

Transparency International. Global Corruption Barometer Reports 2019.



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“Sextortion is a part of the bribery culture in Zimbabwe. Women who do not have money to pay for bribes are forced to use sex as a form of payment.”

— Quoted in “Gender and Corruption in Zimbabwe”; Transparency International Zimbabwe. 2019

80%

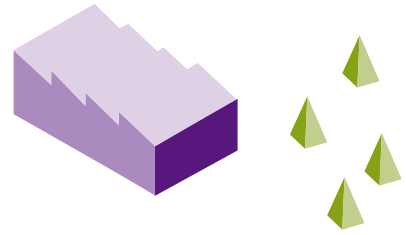
Percentage of respondents to a survey in Kibera, Nairobi who were aware of sextortion taking place in water access.

KEWASNET & ANEW, Sex for Water Project, 2020



CASE STUDY

Bolivia Mayor leads anti-corruption programme



LOCATION

La Paz, Bolivia

PROBLEM

Corruption was systemic both in management of public funds and in interactions between residents and institutions.

ACTOR

Mayor Juan del Granado (aka “Juan Sin Miedo” or “Juan the Fearless”)

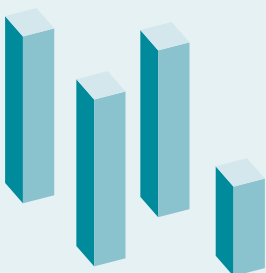
SOLUTION

Anti-corruption rules were tightened and a zero tolerance policy established. Clear performance indicators were introduced along with an award system to reward particularly efficient and engaged civil servants. Citizen participation was encouraged by introducing auditing mechanisms and conducting self-tests. A participatory management style was used for these innovations, encouraging initiative-taking and learning among departments.



RESULTS

The city's revenues rose sharply resulting from the more efficient collection of fees and taxes, and restoring its financial credibility. This in turn opened new avenues of funding and cooperation with NGOs and international development institutions. It also helped to restore many citizens' trust in the local government.

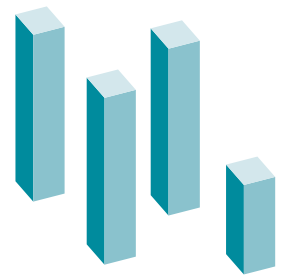


MORE INSPIRING CASES OF MAYORS
SUCCESSFULLY COMBATING CORRUPTION IN
THEIR CITY CAN BE FOUND [HERE ->](#)

GO! (CHAPTER 6)

CASE STUDY

South Africa Residents contribute to service monitoring



LOCATION

Ekurhuleni, South Africa

PROBLEM

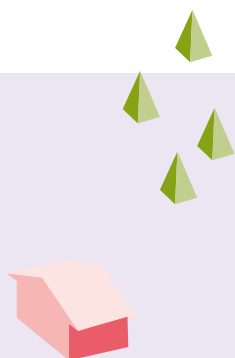
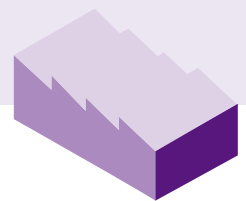
More than two million South Africans live in informal settlements with communal toilets and inadequate access to clean water. Maintenance of communal toilets is often poor as promised services are not implemented. Also, service providers often fail to take into account the diverse needs of residents, meaning that some are not provided for.

ACTOR

NGOs: International Budget Partnership and civil society partners

SOLUTION

157 volunteers from 13 informal settlements in Ekurhuleni checked and reported on the state of chemical toilets in their area, producing valuable information serving as a basis for dialogue with service providers.



RESULTS

The project increased accountability, as service providers posted service delivery schedules in toilets, allowing citizens to report when services fell short. Ultimately, local communities took ownership of the issue and acquired the knowledge and skills to hold providers accountable. Equity failures were addressed as communities' diverse needs became known to service providers. Lights were installed in toilets to ensure safer access at night, and obstacles faced by people with certain disabilities addressed.

CASE STUDY

Bangladesh Boosting service delivery through integrity management



LOCATION

Khulna, Bangladesh

PROBLEM

High and low level corruption significantly impacted Khulna Water Supply and Sewerage Authority (KWASA)'s business viability and revenue generation. The involvement of some staff in unethical practices also obstructed attempts at reform.

ACTOR

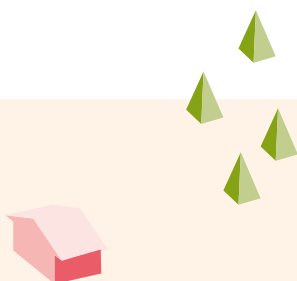
Khulna Water Supply and
Sewerage Authority (KWASA)

SOLUTION

In cooperation with the Bangladesh Water Integrity Network, KWASA initiated a change process using WIN's Integrity Management Toolbox. Steps taken to reduce opportunities for corruption included shortening time between water connection request and connection, digitalisation and regularisation of the billing procedure, and a new e-procurement platform.

RESULTS

KWASA has managed to increase revenue significantly. It has also become a prime example of a successful implementation of the Bangladesh government's National Integrity Strategy, serving as a role model for others with regard to anti-corruption rules and procedural reform.

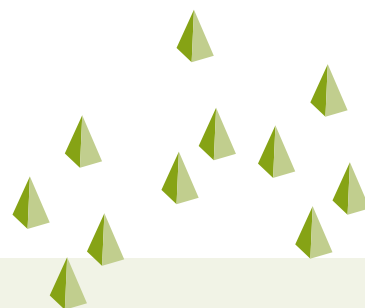


MORE BEST PRACTICE EXAMPLES FOR SERVICE
PROVIDERS CAN BE FOUND [HERE](#) ->

GO! (CHAPTER 9)

CASE STUDY

Kenya Regulator encourages utilities to take pro-poor approach



LOCATION

Kenya

PROBLEM

Poor service delivery to low income households, resulting in disproportionate harm to these residents.

ACTOR

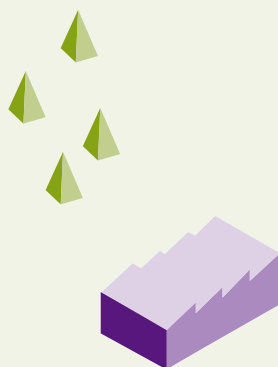
WASREB, Kenya's utility regulator

SOLUTION

WASREB introduced a new key performance indicator measuring the quality of pro-poor services. A ranking of service providers was published, and an award for the best company in pro-poor services established, creating incentives for utilities to enhance their services.

RESULTS

WASREB's actions significantly boosted accountability in the water sector, establishing clear standards to measure utility performance. It also boosted transparency, making it easy for citizens to compare the quality of utility services via a published ranking.



SOLUTION

Islands of Integrity and Integrity Champions

It is time to designate urban water and sanitation sectors as islands of integrity.

This means working to build a culture of integrity for a team, a utility, a city, one step at a time, even when surrounded by a sea of corruption. It means addressing integrity at the individual level and at the institutional level.

There are many ways for progressive and committed actors to advance integrity in urban water and sanitation. For example, researchers have listened to victims of sextortion in Kenya. People have marched against corruption in South Africa. There are new open procurement platforms in Ukraine and Honduras. There are organisations in Mexico diving into audit reports of water and sanitation institutions. There are water officials and regulators, CSOs and journalists, engineers and water operators, respecting the rules, asking questions, publishing vacancies and results.

These integrity champions are changing the sector. And they need reinforcements.

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01. GET STARTED

- > Start the conversation about corruption.
- > Connect to existing integrity champions.

02. MAKE THE COMMITMENT

- > Make a public announcement regarding your commitment and objectives.
- > Commit resources for integrity risk management.
- > Reward integrity and push for a culture of integrity in your sphere of influence.

03. ASSESS THE CONTEXT AND THE RISKS

- > Build a joint understanding of risks, priorities and context.
- > Gather data, in particular from those most affected by integrity failures and areas of data poverty.

04. BE INCLUSIVE

- > Ensure an explicit focus on gender and inclusion.
- > Take a pro-poor approach and specifically target informal settlements.

05. THINK TAPA TO GUIDE ACTION

- > Prioritise Transparency on budgets, plans, procurement and service, Accountability and complaint mechanisms, real Participation and input from users, Anti-corruption actions and oversight.

Tools to Understand Integrity Risks and Context

Understanding the dynamics of corruption, social norms, context, and levers for action is essential to the success of any integrity initiative in the water and sanitation sectors. Tools that can help include:

1. Annotated Water Integrity Scan (AWIS): For local stakeholders, to build joint multi-stakeholder understanding of issues and launch sector-wide integrity programmes.
2. Water Integrity Risk Index (WIRI): For mayors and city water and sanitation managers to measure and benchmark levels of corruption risk in a city.
3. Integrity Management Toolbox and InWASH: For service providers and their partners as part of an integrity change process, or for benchmarking.

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MAYORS AND CITY WATER AND SANITATION MANAGERS

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What You Can Do

MAKE THE COMMITMENT:

1. Reward and commit publicly to integrity.
2. Build capacity for integrity, also specifically to audit, inspect, and sanction.
3. Assess risks and shed light on corruption, opening platforms for reporting corruption and protecting whistle-blowers.

BUILD A COALITION:

1. Involve community and sector stakeholders early on to build a culture of integrity, and plan and monitor anti-corruption efforts.
2. Build channels for community engagement on water and sanitation planning, service monitoring, procurement and financial monitoring, including women or women's groups specifically.

LAUNCH ACTION PLAN AND OPEN UP:

1. Set specific goals for service delivery in informal settlements and make plans and budgets publicly available.
2. Set up best practice e-procurement and contract management, involving residents in monitoring.
3. Make information freely available, specifically on water and sanitation budgets, plans, procurement, and service delivery, in accessible formats.
4. Address nepotism with improved recruitment and performance monitoring practices.

REGULATORS

1. Regulate for equity, providing incentives or standards for pro-poor service.
2. Regulate for integrity, setting standards and specifically monitoring procurement and corporate governance in utilities.
3. Give voice to residents, in direct consultations and by ensuring utility performance standards and results are publically available.
4. Regulate non-utility service provision.

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SERVICE PROVIDERS

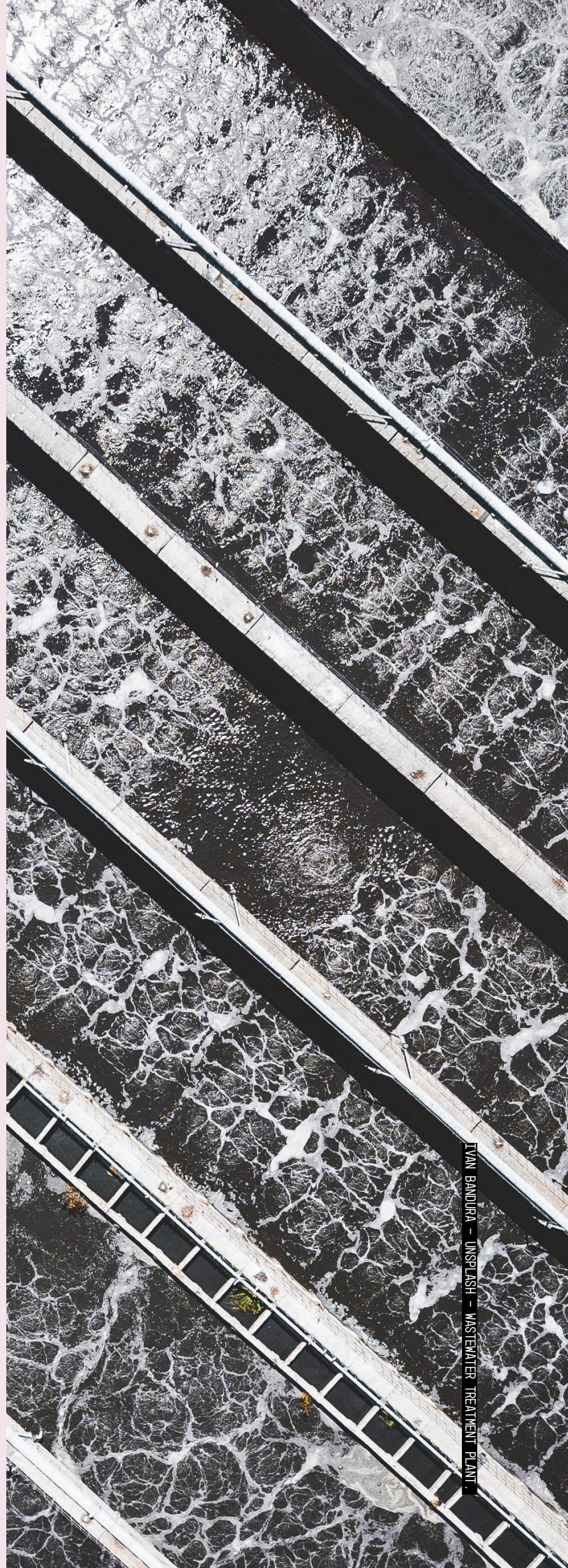
LISTEN UP:

1. Strengthen channels to get direct feedback from residents (public hearings, engagement with water watch groups or user associations, social monitoring), paying special attention to the needs and feedback of women and residents of informal settlements.
2. Assess risks, especially in procurement, customer service, and human resource management.

TAKE INITIATIVE:

1. Use integrity indicators to benchmark performance.
2. Develop and implement an anti-corruption or integrity management plan, potentially using InWASH.
3. Train staff and reward integrity practices.
4. Make information on budgets, plans and procurement freely available to the public.
5. Strengthen procurement and contract compliance.
6. Allocate resources for pro-poor service.

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ITAN BANDURA - UNSPLASH - WASTEWATER TREATMENT PLANT

FUNDERS, AGENCIES & DEVELOPMENT PARTNERS

ADAPT INTERNALLY:

1. Train staff on corruption risks and how to address integrity issues in programmes and projects.
2. Make integrity a value of the organisation.
3. Realign incentives in aid funding to include governance and integrity strengthening to ensure longer-term functionality of infrastructure and the continuity of services.

RAISE AWARENESS AND ENGAGE:

1. Enhance processes for accountability towards programme beneficiaries.
2. Be transparent with beneficiaries and media on how you address integrity.
3. Train partners and contractors on corruption risks and improving integrity.
4. Support CSOs, including organisations of informal residents, and water and sanitation service providers in addressing integrity issues.

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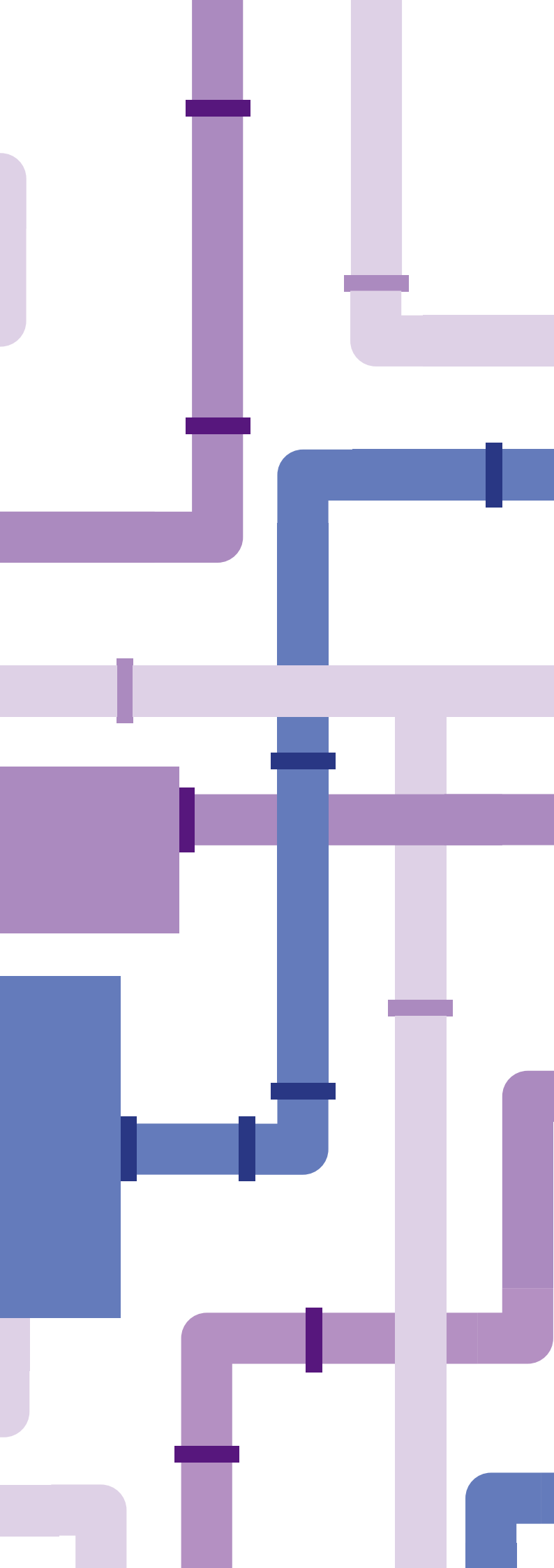
PH: JAMES KIVIMBA, MAPPING WASH PRIORITIES, KAWEMPE, KAMPALA, UGANDA (~2016)

RESIDENTS, CIVIL SOCIETY AND THE MEDIA

SPREAD THE WORD:

1. Join or start a local integrity initiative.
2. Gather and spread information on service delivery standards, budgets, delivery plans.
3. Take part in initiatives to monitor service design, investment decisions, procurement and monitoring (including social audits).
4. Hold service providers accountable if they fail to deliver reliable water and sanitation services.
5. 5. Strengthen investigative journalism skills.

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Water Integrity Global Outlook 2021
Urban water and sanitation

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