

Delivering water supply and sanitation – a case study

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What did it take to make it happen?

- Evidence – from the right people presented in the right way
- Political interest and will to recognise the problem
- Public opinion and support
- A compelling case for change that recognised the costs and consequences of inaction
- Sustained financial investment

But...

- It locked us into an inflexible 19th century solution that struggles with 21st century challenges
- It created a mind-set that the answer is infrastructure – whatever the question
- Ongoing capital maintenance is expensive and complicated
- It took a long time for the governance, regulation and institutional arrangements to catch up

And what will it take in the 21st century?

- The evidence base to become a case for change
- The emphasis to shift from 'the problem' to 'the solution'
- And the solution to be sustainable, flexible, adaptive and affordable
- As part of a strategy with greater collaboration between academia, practitioners and policymakers