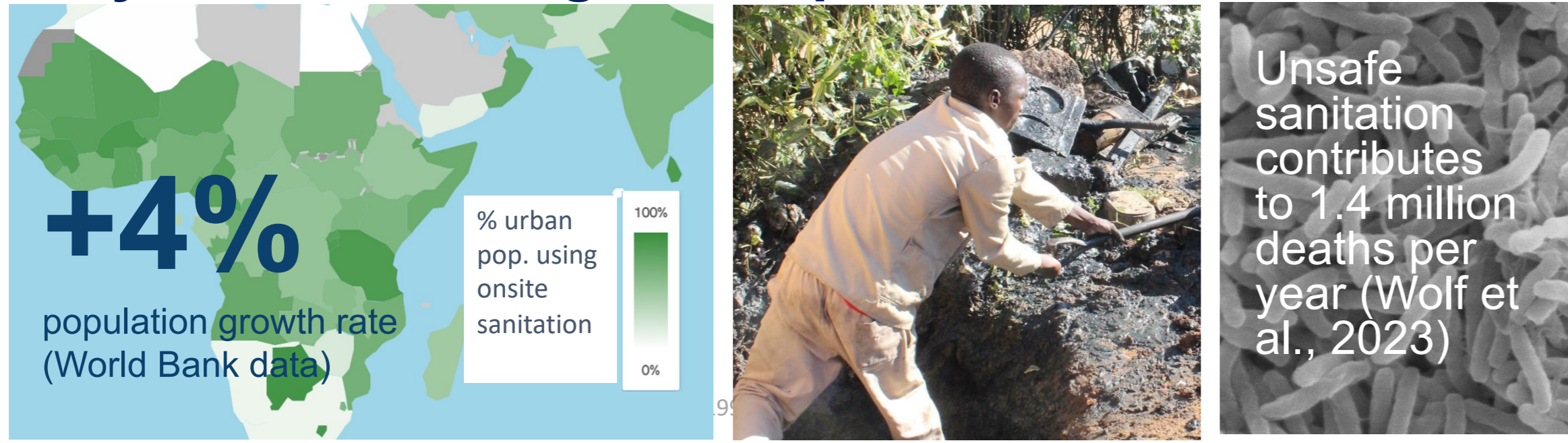




Bridging the gap between the regulator and the regulated in safe emptying, transport and disposal of fecal sludge; frameworks to support scaling service provision

Why is it interesting and important?



Regulation: "a process involving the sustained and focused attempt to alter the behaviour of others according to defined ... purposes [to reach a] defined outcome" (Black & Kingsford Smith, 2002)

Compliance: "a negotiated response to economic, political and social contexts" (Hutter, 2011)

What are the challenges to regulation by city level authorities and compliance by service providers?

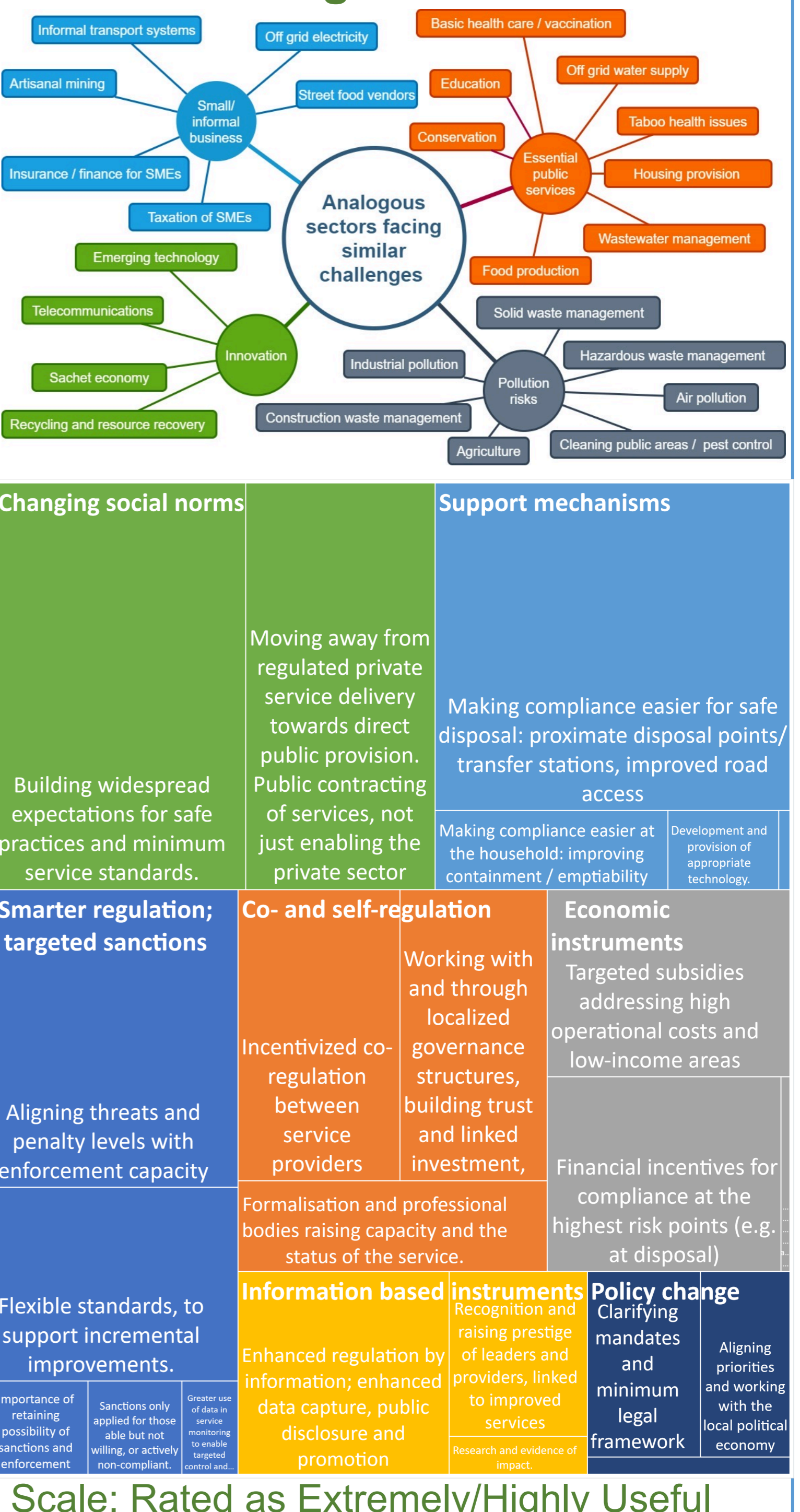
Case study of two utilities piloting new services - 34KIs and Expert panel eSurvey - 152 respondents:



Potential priority barriers (70% consensus and ranked within top 5 challenges):

- Trust between the utility/municipality and workers or enterprises providing affordable, unsafe services ; despite the focus on calculated motives, social and normative motives are likely to be as or more important
- Status and disgust; raising the status of the service is important for both regulators and regulated
- Costs to service providers increase in low-income areas and at less visible points in the service (transport and disposal); High OpEx, is challenging to finance.

What approaches could address these challenges?



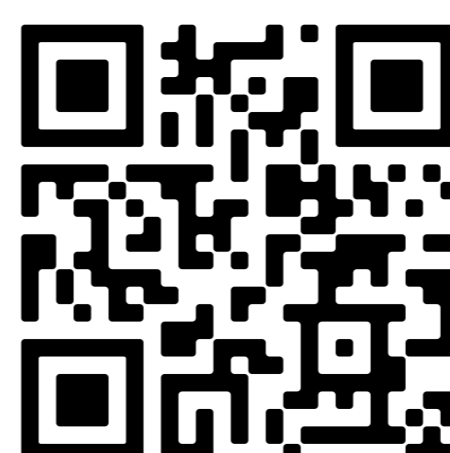
Claire Grisaffi, 2021 starter.

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Research developed with the support of Water & Sanitation for the Urban Poor

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