



# The Role of Social Engineering in Extending Public Services to Low-Income Communities in Greater Casablanca, Morocco

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## Key figures

<b>LYDEC - CASABLANCA</b>	<b>1998</b>	<b>2005</b>	<b>% evolution</b>
Population ( '000 inhabitants)	3,319	3,700	+ 11%
Nbr of Customers ( '000)	466	710	+ 52%
Million m <sup>3</sup> supplied	183,1	169,9	- 7%

## BACKGROUND

### “ I.N.D.H” National Initiative for Human Development

- Three main aims:
  1. Access to basic services (health, education, water, sanitation, electricity etc.);
  2. Fostering of income-earning opportunities;
  3. Assistance for the most vulnerable.
- Slums or informal settlements: 30% of the population of Casablanca
- Moroccan authorities plan to upgrade squatter settlements, provide electricity, water and sanitation and progressively regularize land tenure.
- Need of 120 000 new water & sanitation connections by 2009.

# TYOLOGY OF SLUM AREAS



*Peri-urban illegal settlements*



*Shantytowns and urban slums*



*Rural shantytowns*



# PROCESS OF UPGRADING SLUM AREAS



## PILOT OPERATION: MESSAOUDI

### Phase N°1 2004/2005 :

- Initial conditions assessment
- Laying of networks

### Phase N°2 2006/2007:

- Housing improvements
- Regularization of tenure



# PARTNERS

## Public Authorities

- Wilaya of Greater Casablanca
- Municipalities of Casablanca/ Mohammedia & Ain Harrouda
- 14 Rural/ Peri-urban community councils
- Ministry of Housing
- Social Development Agency « ADS »

## Service Providers and Other Stakeholders

- L.Y.D.E.C
- O.N.E.P
- NGOs: ALMAE - Zakoura, ...
- Communities

# Lydec's involvement process

1999 / 2003

Shanty towns electricity supply  
30 000 households – 29 GWh/yr



2002 / 2003: New public policy

Eradicating unhealthy housing became a national Priority: *from slums eradication to slums restructuring*

2003 / 2004: Partnership with Housing Department & Local Authorities

*Lydec missions:*

Assistance to public contracting authority,  
Access to services,  
Management of social aspects of the project.

## KEY ISSUES AND CHALLENGES

### SOCIO-ECONOMIC ISSUES

#### Evolution of public policy on squatter settlements

- Up to 2003 - policy of eradicating settlements
- No capital investment programs
- Government begins listening to local communities about their needs and priorities.

### CHALLENGES for LYDEC

#### Creation of a suitable social-technical-financial structure

- Social: Social engineering team
- Technical: Engineering, innovation and adaptation of standards
- Financial: Identification of funding sources and program planning.

## THE «SOCIAL» APPROACH

**Assessment of practices in procuring basic services** (alternative forms, fraud, etc)



**Communities play a key part in the project:**

- Surveys to identify priority needs and expectations
- Identification of key representatives of the community
- Involvement of communities in decision making
- Assessment of willingness to pay for services and payment options

**Monitoring & evaluation**

## THE TECHNICAL APPROACH

A level of service fitting with the expectations of the community;  
Coordinated development of services in phase with regularization of tenure.

- Improvement of design/works process (150 connections/day)
- Adaptation of standards: materials, gatering together connections, implementation process, etc.
- Progressive introduction of sanitation in rural areas:
  - 1<sup>st</sup> phase: septic tank system & treatment of greywater on site
  - 2<sup>nd</sup> phase: drainage and local treatment of wastewater
- Monitoring and evaluation

# THE FINANCIAL APPROACH

- Overall cost of program 200 million €
- Co-financing:
  - Delegated management
    - Local authorities
    - LYDEC
    - End users
  - Ministry of Housing /Housing Solidarity Fund
  - O.N.E.P (PAGER)
  - External Support Agencies
- Users' contribution repaid over 7 years through the water bill

## Mobilization of all stakeholders

# LEVER EFFECT OF INDH PROGRAM

## Actions to promote economic development

- Social engineering as a means to identify needs, involve the community in the decision-making process and mobilize stakeholders

## Participation of LYDEC in creating income-earning opportunities

- Involvement in training programs in electricity, plumbing, etc. and in the area of social engineering

## Skills transfer

- Partnership programs with universities
- Partnership programs for training of local authority staff.

## CONCLUSION

- **LYDEC acquired an expertise in social engineering, adaptation of standards to the needs of low income population and assessment of expectations and willingness to pay.**
- **This expertise can be transferred to other places in Morocco or in other countries.**
- **The service to low income areas is compatible with a delegated management contract when the roles & responsibilities are clearly defined.**