



# The Role of Public Private Sector Partnerships

## Day 1 Session 2

# Leadership for Communities: Introduction to Stakeholder Consultation

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# Importance of Stakeholder Consultation for Infrastructure Service Delivery

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*“Infrastructure service delivery involves and impacts a broad range of groups and individuals. The degree to which important stakeholders are engaged in the process will have a direct effect on the overall effectiveness of infrastructure development and sustainability of service delivery”.*

## Infrastructure Development involves:

- Service Delivery over a Long Term
- Large Investment Decisions
- Major involvement and impact on a broad range of groups and individuals - the Stakeholders

# Importance of Stakeholders

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*“Stakeholder action can make or break an infrastructure scheme”.*

## Importance of stakeholders in successful schemes:

- Extensive case history of successes and failures
- Research studies have shown the importance of stakeholder participation for ensuring
  - effective implementation
  - the most effective and optimum scheme design
  - long term scheme viability

# Benefits of Stakeholder Participation

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*“A proactive approach to Leadership of Stakeholder Participation brings major and quantifiable benefits to the Government and Public”.*

Governments and the Public will benefit from Stakeholder Engagement by:

- Achieving better concept and design, and optimizing economic, financial and operational viability of the scheme, to achieve long term sustainability
- Ensuring stakeholders views have been sought and understood, and involved in an informed process.

# Leadership for Communities and Sustainable Infrastructure Service Delivery

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*“Leadership for communities requires effective stakeholder consultation and engagement.”*

Leadership is critical for ensuring effective stakeholder engagement to achieve sustainable infrastructure service delivery.

Stakeholder engagement is important at every stage of infrastructure development to ensure:

- **Customer focus**
- **Optimized and sustainable design and operation**
- **Transparency of process and accountable results**
- **Viable working partnerships with service providers**

# Stakeholder identification and involvement in Infrastructure

## Infrastructure Project Stages:



## Stakeholders:

Government

Community

Beneficiaries

Private Sector

External Organizations

### *Stakeholder Involvement*

The specific interest and influence of Stakeholder groups varies throughout the project cycle. The method and timing of dealing with Stakeholder groups needs to vary to take account of this

### *Stakeholder Identification*

The specific involvement and importance of particular stakeholder groups has to be identified specifically for each scheme & sector.

# What Went Wrong? What Went Right?

## Infrastructure Project Stages:



### Stakeholders:

Government

Community

Beneficiaries

Private Sector

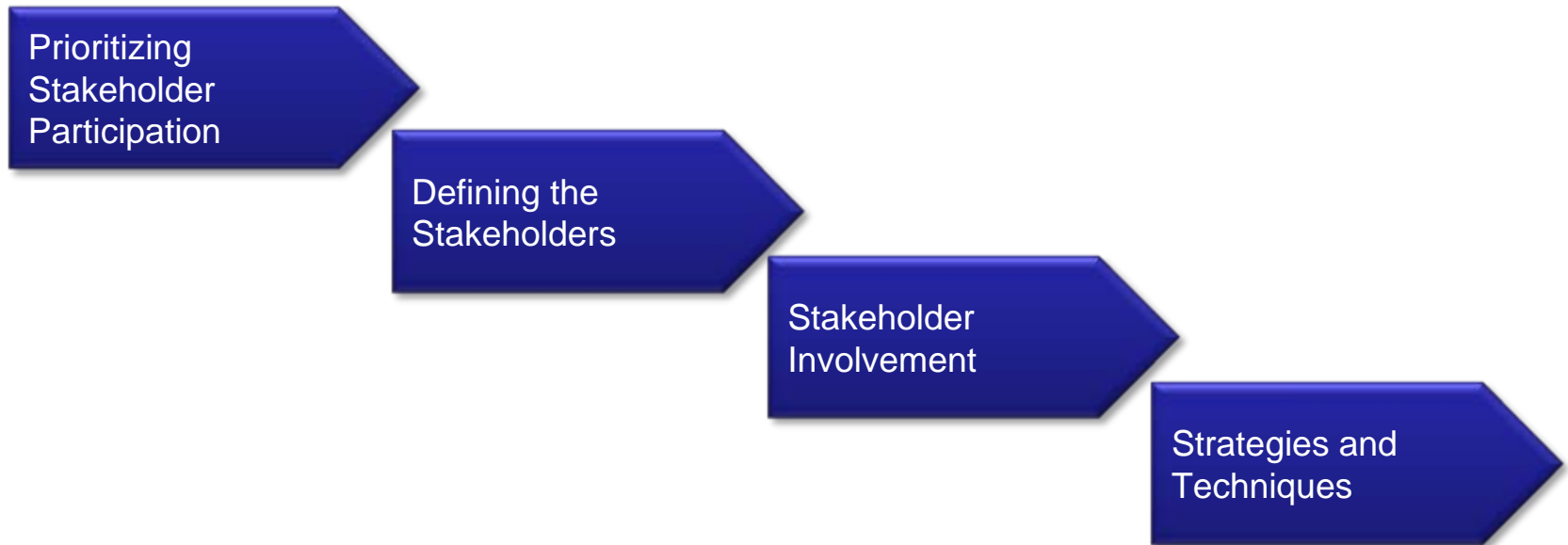
External Organizations

- Cochabamba Water - Community & Beneficiaries – lack of understanding – Riots, offices burnt, PPP contract had to be cancelled.
- Metro Manila Water – Procurement Transparency – Televised public bid opening by Minister with several hundred participants
- India TRI initiative – Operational stages – Institutional structure put in place to ensure remedies for Individual right
- Morocco - structured involvement in infrastructure development, long term community consultation and involvement in development and operation
- West Africa pump study – ‘community’ pumps still working, ‘government’ pumps not viable – local user groups formed.
- Private Sector consultation – scheme and financing optimization. Attracting investors. – Venezuela case

# Leadership for Stakeholder Participation: Strategy for Successful Infrastructure Service Delivery

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*To ensure successful infrastructure scheme development and implementation.....*



# Leadership for Stakeholder Engagement: Strategies & Techniques for Success

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*“Success is impacted by how Leadership approaches and manages Stakeholder Engagement”*

Effective Leadership of Stakeholder Engagement Requires:

- Development of a comprehensive strategy, supported at highest levels
- Effective and capable management of a stakeholder engagement process
- Adequate resources and staffing, with suitable expertise and training
- Use of approach and techniques tailored to individual stakeholder interventions.
- Leadership and management capacity to advantage stakeholder engagement to optimize and benefit the program

# Involving Stakeholders for Infrastructure Service Delivery



**THANK YOU!**