VIOLENCE GENDER & WASH

A PRACTITIONER'S TOOLKIT

Making water, sanitation and hygiene safer through improved programming and services

Checklist – with explanations for actions

Developed for WASH practitioners working in development, humanitarian and transitional contexts

Principles for reducing vulnerabilities to violence linked to WASH through improved programming and institutional commitment

The principles should be considered in all WASH institutions and programmes, but may be applied differently in each context. The actions are included as examples, but it is not expected that all actions will be undertaken in every WASH programme.

1 **Principle 1.** Institutionalise the requirement to analyse and respond to vulnerabilities to violence in WASH-related policies, strategies, plans, budgets and systems (human resource management and M&E) – *refer to* **BN3** *for further information*

2 **Principle 2.** Build the capacity of staff and partners to understand the problem of violence related to WASH and what their responsibilities are in relation to this issue – *refer to* **BN3** *for further information*

3 **Principle 3.** Make links with protection, gender and GBV specialists to assist in improving programmes and responding to challenges faced – *refer to* **BN4** *for further information*

4 **Principle 4.** Consider possible vulnerabilities to violence linked to WASH, integrate responses into all stages of WASH programming/ service delivery

5 **Principle 5.** Adapt existing participatory tools and involve women, men, girls and boys in the process of identifying the risks and identifying solutions, allowing women and adolescent girls to express their views separately

6 **Principle 6.** Pay particular attention to considering the safety of people who are in vulnerable, marginalised or special circumstances when accessing WASH services

7 **Principle 7.** Build the self-esteem and self-worth of all, but with particular attention on women and adolescent girls, linking to existing groups and networks to provide support and also to help respond to backlash

8 **Principle 8.** Ensure that community members have adequate information on safety linked to WASH and that community feedback processes are built into programmes

9 **Principle 9.** Ensure that WASH facilities are designed, constructed and managed in ways that reduce vulnerabilities to violence

10 **Principle 10.** Pay particular attention to transparency in processes where non-food items are distributed in humanitarian contexts

For actions that have the potential to reduce vulnerabilities to violence – see the following pages

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About this document

This document is one part of the 'Violence, Gender and WASH: A Practitioner's Toolkit – Making water, sanitation and hygiene safer through improved programming and services'.

This toolkit has been developed by Sarah House, Suzanne Ferron, Dr Marni Sommer and Dr Sue Cavill, on behalf of WaterAid with contributions from a wide range of organisations and individuals. It was funded by the Department for International Development (DFID) through the Sanitation and Hygiene Applied Research For Equity (SHARE) Consortium and co-published by a number of organisations.

Details of co-publishing organisations can be found on the back page of this document. The acknowledgements, acronyms, definitions and an overview of the toolkit are included in **BN1**.

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The authors of these materials would be very happy to receive feedback from users of the materials contained within, whether positive or negative, so that it can be used if the materials are updated at a later date.

We would also be interested to receive feedback where the methodologies have been used and their impacts evaluated in respect to reducing violence linked to WASH programmes or services. This will add to the general body of evidence on the best ways to improve policy and programming.

Please send any feedback to: **gbv@wateraid.org**

Promising good practices

This toolkit brings together a range of examples of *promising* good practice that have the potential to reduce vulnerabilities to violence associated with WASH programmes and services. The approaches have been selected on the basis of case study examples where some successes have already been seen, from good practice guidance already being recommended within the WASH sector or across sectors, and also some selected based on best judgement and common sense. These are approaches and strategies that at least give those who are vulnerable a say in the programme and service provision, which encourage communities to develop their own strategies for prevention of violence, provide opportunities for peer support, and encourage ethical behaviours from staff – and are therefore likely to be effective in helping to reduce vulnerabilities.

There is a critical need to increase understanding of the links between violence and WASH, on appropriate ways to improve policy and programming, and for testing and evaluation of the same.

Every effort has been made to obtain permission for the inclusion of materials, and also to verify that information is from reputable sources, but checks have not been possible for all entries.

What 'violence' means in this toolkit

The main focus of this toolkit is the forms of violence that occur because of the differences in power between males and females. This is known as 'gender-based violence' (GBV). A large proportion of GBV is aimed at women and girls, because in most societies they face discrimination and hold less power than men and boys. However, violence that is associated with the gender roles assumed by men and boys can also make them the object of violence. People who have other gender and sexual identities, such as those who are lesbian, bisexual, gay, transsexual and intersex (LBGTI) may also face GBV.

We also consider violence against those from specific social groups, particularly those who may be in vulnerable, marginalised or special circumstances; and we consider violence that may occur between people of the same gender, such as between women or between men, or between men and boys.

The forms of violence that are the main focus in this toolkit are: sexual violence (rape, assault, molestation and inappropriate touching), psychological violence (harassment, 'eve-baiting', bullying or other actions which may cause fear, stress or shame), physical violence (beating or fighting leading to injury and death) and socio-cultural violence (social ostracism, discrimination, political marginalisation or social norms that have negative impacts).

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 1. Institutionalise the requirement to analyse and respond to vulnerabilities to violence in WASH-related policies, strategies, plans, budgets and systems (human resource management and M&E)	**Policies, strategies, plans, budgets**		
	✓ The organisation has up-to-date policies on gender equality; equity and inclusion; and protection (including child protection) and WASH policies, all of which include information around violence and WASH.	*Mainstreaming the issue within key policies makes the institutional commitment clear on reducing violence related to WASH.*	**BN3** **TS3-F** **TS3-G**
	✓ Violence-related vulnerabilities are regularly discussed in meetings, with learning and experiences shared to build knowledge on challenges and good practice, learning from successes in particular.	*Mainstreaming the issue within institutional processes and encouraging open discussion and sharing of successes and challenges contributes to building confidence, capacities and commitment to reducing violence related to WASH. Building on positive examples and successes can be particularly powerful to boost confidence and capacities.*	
	✓ Assessment of vulnerabilities to violence and the development of strategies to reduce these are specifically incorporated into programme strategies and plans.	*Mainstreaming the issue within strategies and plans helps to ensure that violence related to WASH is considered methodologically and not overlooked.*	
	✓ The costs of reducing vulnerabilities to violence and WASH have been considered; budgets have been analysed in light of their potential gendered impacts (including potential to reduce violence) and have been allocated.	*Many efforts to reducing vulnerability to violence related to WASH are possible within existing budgets. However, additional costs may be needed, such as for increasing the number of female staff who travel at the same time, or increasing the structural integrity of sanitation infrastructure – by adding solid doors with locks or lighting, for example.*	**BN3**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 1. ... continued	**Advocacy**		
	✓ Advocacy is undertaken for increased attention on violence linked to WASH and for increased allocation of finances and resources to reduce vulnerabilities.	*Awareness needs to be raised with decision-makers, governments, donors and implementers on the need to consider vulnerabilities to violence and WASH. Additional funds may need to be made available to ensure that actions can be financed.*	**BN2** **TS3-H** **TS2**
	✓ Violence related to WASH is integrated into broader advocacy campaigns.	*Integrating the issue of violence linked to WASH into broader advocacy campaigns helps to widen awareness and understanding of the issue, and hence widens the potential opportunities to reduce vulnerabilities. Broader campaigns may be those linked to reducing violence against women and girls, to improving education for girls, or to improving school WASH or safety in cities.*	**BN2** **TS2** **TS3-E** **TS3-H**
	Human resource management		
	✓ All staff and partner staff have signed a code of conduct that includes clauses on sexual exploitation and abuse of beneficiaries.	*Codes of conduct are essential to ensure that all staff and partners know what behaviour is expected of them. Such codes are required for all staff and are particularly important in societies where certain forms of violence are generally seen as acceptable practice.*	**BN3** **TS3-G-3**
	✓ A code of conduct has been developed for institutions that train WASH professionals which emphasises good practice, including that relating to prevention of sexual exploitation and abuse of trainees	*In some contexts sexual abuse and harassment of students and trainees by staff is common. Where the WASH sector organises training courses, internship placements or contributes to the establishment of educational courses, a code of conduct for staff should be a required element of the contract.*	**BN3** **TS3-G-1**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 1. ... continued	✓ Well-defined channels for staff feedback and complaints for those who experience violence or suspect abuse have been established that will not put the whistle-blower at risk.	*Staff and partners need to feel confident that reporting an incident or a suspected incident will be handled appropriately and will not result in a backlash. Some organisations use a system where it is possible to report anonymously, or have a phone line managed by an outside organisation. It is very important that feedback mechanisms are seen to work and that there are consequences for proved exploitation and abuse.*	**BN3** **TS3-G-3**
	✓ All staff and partners have signed a bullying and harassment policy (or this is incorporated into the code of conduct).	*Such a policy is essential to ensure that all staff and partners know what behaviour is expected of them with respect to colleagues.*	**BN3** **TS3-G-3**
	✓ Female staff members are always available for community engagement, so that women and girls at community level have the opportunity to communicate with women.	*Women and adolescent girls at community level may not feel comfortable sharing their concerns or ideas with male staff. In some cultures male staff are not permitted to meet and talk with female community members. Additionally, for subjects that tend to be taboo such as menstrual hygiene and those relating to violence, women may not feel comfortable speaking with male staff. If women and adolescent girls are to have a free voice in programme processes, then making female staff available is essential.*	**BN3**
	✓ The number of female staff working in the organisation is on a par with the number of male staff at all levels. Mentoring opportunities exist to build confidence, self-esteem and capacities.	*The more balanced the numbers of female and male staff in an organisation, the more likely that the views of both women and men will be incorporated into programmes. In some contexts it is not possible for women at community level to speak with male staff, or alternatively women are not able to speak freely. Women staff may face additional challenges – for example, their views not being respected or else they may be undermined. They may also lack confidence in their own capacities and so could benefit from mentoring opportunities to build their self-esteem and to help them resolve any challenges.*	**BN3**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 1. ... continued	✓ Female trainees/interns/employees/ apprentices are only placed in sites and organisations with other female trainees/ interns/employees/apprentices.	*In some contexts women face abuse, harassment and unpleasant rumours when they are the only female present. In some contexts where GBV is common, harassment by line managers and colleagues is also common. This may include expectations of a sexual nature. Due to their sensitive nature, these issues may not be openly discussed or apparent. Ensuring that women are not alone as females in the workplace can help to reduce some of these vulnerabilities.*	**BN3** **TS3-G-1** **TS3-G-2**
	✓ Where females are interested in taking training courses or roles that are not traditionally expected of women, encouragement as well as ongoing support are provided.	*Roles traditionally undertaken by women are often seen as lower status and pay lower wages. Women are able to undertake the same roles as men and vice versa. They may, however, face a backlash from male staff and sometimes from community members who are not comfortable with this change in expected role. Hence ongoing mentoring and support may be required and appreciated.*	**BN3** **TS3-G-2**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
	Monitoring and evaluation		
Principle 1. ... continued	✓ Regular monitoring is undertaken, including the collection of disaggregated data on: participation in programmes (ensure inclusion of women and men who are vulnerable, marginalised or in special circumstances); incidences of violence that may have occurred; and perceptions of safety when using facilities. Particular attention is paid to unintended consequences of the intervention and how to respond when problems are identified.	*Monitoring and evaluating the elements of WASH programmes that relate to violence pose some challenges because of the sensitivity of the information that may be expressed. However, unless efforts, progress and challenges are monitored, the most effective strategies to improve programming will not be confirmed. Specialists in protection, gender or GBV can be consulted to establish appropriate monitoring questions and processes that minimise additional risks.* *Records of participation should, as a minimum, be split by gender and age (male, female, adults, youth, children) and depending on the context, should indicate whether people from specific vulnerable or marginalised groups are being involved. Strategies should be modified if representatives of all social groups are not participating to ensure that their views and needs are effectively identified and incorporated into programmes.*	**BN3** **TS4-K**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 2. Build the capacity of staff and partners to understand the problem of violence related to WASH and what their responsibilities are in relation to this issue	✓ Staff and partners understand the potential vulnerabilities related to WASH and why these need to be understood.	*Unless staff and partners know what the vulnerabilities are and why they are relevant to their work, they will not be able to improve their working practices to reduce the risks.*	**BN1**, **2**, **3**, **4** **TS1**
	✓ Staff and partners know how they can improve programming to reduce vulnerabilities to violence.	*This toolkit provides some ideas on programming approaches that have the potential to reduce vulnerabilities to violence. As more people integrate ways to reduce vulnerabilities to violence and monitor the effectiveness of approaches, the body of evidence will grow on which approaches work best and in which contexts.*	**BN1**, **2**, **3**, **4** **TS3**
	✓ Staff and partners have been trained in what they should and should not do if they face incidents of violence in WASH programmes or are approached by people who have experienced violence and are requesting support.	*It is very important that WASH professionals understand the relevant basic ethics when communicating with people who have been affected by violence, so they can be supportive – and so that they do no harm and do not make the problem worse.*	**BN3**, **BN4**
	✓ Staff and partners know the content of the organisation's gender, equity and inclusion, and adult and child protection policies ✓ All staff and partners are aware of what is and is not appropriate behaviour when working with people who are LBGTI, from other vulnerable or marginalised groups or in other special circumstances.	*Staff and partners need to be made aware of these policies, so that they can adapt their practice if required. This is particularly important where traditional and cultural norms vary from the content of the policies – for example, in regard to the position of women in society and their right to participate equally in the sector's work and in WASH programmes.* *Some groups, such as people who are LBGTI, may be highly discriminated against, including by the legal system. Their lives may be potentially in danger if their gender or sexual identity is made public.*	**BN3** **TS3-G-4** **TS3-G-5** **TS6**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 2. ... continued	✓ Staff and partners know the content of the organisation's code of conduct and its confidential complaints system procedures	*Staff and partners need to be clear on what behaviours are acceptable or otherwise and the complaints system needs to be seen to be functioning if it is likely to act as a deterrent.* *Staff also need to be able to provide information to people on how to make a complaint.*	**BN3** **TS3-G-3**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 3. Make links with protection, gender and GBV specialists to assist in improving programmes and responding to challenges faced	Collaboration is established with protection and GBV professionals to develop strategies: ✓ To guide WASH staff on how to respond appropriately to incidences of violence when they occur (including the *'do's and don'ts'* when communicating with people who have experienced violence) ✓ To provide mentoring or supportive supervision (where this exists).	*While WASH staff members are not protection professionals, they may be faced with violence related to WASH projects or staff may be approached by those affected by violence who require assistance. It is important that staff are aware of what to do when this happens. Hence it is important to form linkages with protection or GBV professionals, who can provide guidance and training. Where levels of violence are high, opportunities for mentoring or supportive supervision by protection staff may also be valuable.*	**BN4**, **BN3** **TS3-B**
	✓ Assistance is requested from protection/GBV professionals to map protection/GBV-related support services. In this way information and contacts are available for people who have experienced violence if approaches are made to WASH staff.	*It is useful for WASH staff to have access to information on support services for community members affected by violence (where they exist). Such information should be developed by protection specialists, as they will be able to make professional judgements on the quality and applicability of services and hence what information should be provided.*	**BN4** **TS3-B-1** **TS3-B-2**
	✓ Where transactional sex is known or believed to occur in relation to WASH, organisations working on protection, HIV or prevention of GBV are contacted to request their engagement.	*Expertise outside of the WASH sector is needed to raise awareness among communities on reducing vulnerabilities to unsafe transactional sex. For example, this might be through the distribution of free condoms as part of an HIV prevention programme or awareness raising through programmes working to reduce GBV more widely.*	**BN4**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 4. Consider possible vulnerabilities to violence linked to WASH, integrate responses into all stages of WASH programming/service delivery	✓ Vulnerabilities to different forms of violence related to WASH are considered during each stage of WASH programming/ service delivery, from the perspectives of women, men, girls and boys and people from minority groups.	*It is important to consider at each stage of the project cycle:* • *Assessments –* **see Principle 5 below** • *Planning –* **see Principle 5 below** • *Design and siting –* **see Principles 9 and 10 below** • *Implementation –* **see Principle 5 below** • *Operation and maintenance systems –* **see Principles 6 and 9** • *Monitoring and evaluation –* **see Principle 1 above**	**BN1** **BN2** **BN3**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 5. Adapt existing participatory tools and involve women, men, girls and boys in the process of identifying the risks and identifying solutions, allowing women and adolescent girls to express their views separately	✓ During the assessment and planning processes the vulnerabilities to violence linked to WASH for women, girls, men and boys are identified. Particular attention is paid to listening to the voices of adolescent girls, who are a particularly vulnerable group.	*The people who use WASH facilities are experts on their own safety and the challenges they are likely to face. Care should be taken to ensure that women and adolescent girls are consulted as a particularly vulnerable group, but one that is often excluded from planning processes. Safety audits or walks can be useful tools for this purpose.*	**TS2-A** **TS3-A** **TS3-C**
	✓ Where cultural norms mean it is not possible for women and girls to discuss openly with men, alternative strategies are utilised for meeting separately and feeding back.	*In many contexts women speak more freely when they are with other women only. In some contexts it isn't possible for men and women to meet in the same place if the men are from a different family. It is good practice to allow women and girls to speak only to women if issues related to violence and security are being discussed. Meeting men and women separately and feeding back the key conclusions from one group to the other can be very useful when sensitive issues are discussed, as the comments will come from the group and not from an individual person. This reduces the possibility of harassment towards individual women after the exercise.*	**BN2** **TS3-C**
	✓ Men and boys are involved as community leaders (elders, political, religious, other), as participants, allies and as change agents in the process of acknowledging and responding to the risks of violence.	*Much violence is related to gender and power differences between men and women, with most violence is perpetrated by men. Men therefore need to be part of the solution to reduce violence. They can also more easily influence other men and hence can be powerful allies for change.*	**TS3-A** **TS3-E-3**
	✓ Women and girls, boys and men, including people with disabilities, are involved in the siting and design of WASH services. The facilities are designed to provide privacy, dignity and safety.	*The users of WASH facilities are the best people to advise on siting and design features that will make them feel safer when using the facilities. See Principle 9 below for information on design features that can contribute to reducing vulnerabilities to violence.*	**TS2-B** **TS3-C**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 5. ... continued	✓ Other participatory tools (where appropriate) are modified to enable safety-related issues to be raised and discussed with communities.	*Existing participatory tools used within the WASH sector can be adapted to incorporate violence-related concerns. A number are included in Toolset 4 such as: pocket chart voting; 24-hour clock; three-pile sorting; and use of community developed videos and role-plays/drama. Other useful tools are included such as barrier analysis and problem solving, and the accessibility and safety audit tool mentioned above.*	**TS3-A** **TS4**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 6. Adapt existing participatory tools and involve women, men, girls and boys in the process of identifying the risks and identifying solutions, allowing women to express their views separately where necessary	✔ Those who are the most vulnerable or marginalised (because of their social/ethnic group, sexual identity, age, poverty level or other factor) are specifically identified at the beginning of the programme as they may be more vulnerable to violence. Special care is taken to consult and understand their specific vulnerabilities and needs, and to ensure that WASH programmes meet those needs.	*People who are living in extreme poverty or are marginalised in society due to their ethnic group, disability, sexual identity or another factor, are less likely to automatically participate in project processes or have their voice heard in the community.* *People who are marginalised or vulnerable in society are also likely to be more vulnerable to violence, and hence particular efforts are needed to identify the specific risks they face.*	**TS6**
	✔ People from vulnerable or marginalised groups or those in special circumstances are involved in community committees and decision making bodies related to WASH. Where this is not possible, for example where it would put the people in danger or they would feel uncomfortable to participate, mechanisms are put in place to obtain their views at each stage through household visits or working with groups that represent their views.	*People from vulnerable or marginalised groups should be encouraged to participate in community committees and decision-making bodies.* *However, there may be some circumstances where they do not feel comfortable or confident to do so. For example, people who are LBGTI may not wish to disclose their identity or concerns publicly as they may face additional risks by doing so. In these situations it is important to find other ways to seek out their needs and views, such as working with organisations who work with people who are LBGTI*	**TS6**
	✔ Links are made with organisations that have expertise in working with specific groups of people in vulnerable, marginalised or special circumstances (where appropriate)	*Usually such organisations will employ people who have a similar background as the people being supported, or offer a forum for those being supported to have a stronger collective voice.* *Such links can open opportunities for engagement with people from particularly vulnerable or marginalised groups, and also offer opportunities for learning by these organisations on issues related to violence and WASH.*	**TS6**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 6. ... continued	✓ Income generating opportunities and strategies to make hygiene-related items more affordable and available are considered, in order to reduce the likelihood of people engaging in transactional sex (including the possible production of locally made more affordable sanitary protection materials).	*If transactional sex is understood to be happening in return for WASH-related items, it is important to involve protection experts in investigating and establishing solutions. From the WASH programming side, linking programmes with opportunities for income generation, reducing the cost of items or increasing the number of items distributed per person in an emergency context may contribute to reducing the problem. Having additional distributions for particularly vulnerable groups such as adolescent girls might also be considered. It is recognised that it is both challenging to identify the scale of the problem and how to effectively target those who are most vulnerable in such cases.*	**TS6** **TS2-A-8**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 7. Build the self-esteem and self-worth of all, but with particular attention on women and adolescent girls, linking to existing groups and networks to provide support and also to help respond to backlash	✓ Women involved in supervisory roles are provided with ongoing mentoring and support, and it is ensured that there is always more than one woman in such a role (with three as the ideal minimum number). This rule is also followed when women attend trainings or meetings.	*Ongoing mentoring and support is essential, as it is often the case that women who push the boundary of what is accepted as 'normal' for gender roles can face a backlash.* *Ensuring that there is a minimum of three women in any team, committee or training can assist with reducing harassment and providing opportunities for peer support. It may also reduce the potential for negative rumours about a lone woman's behaviour.*	**BN2** **BN3** **TS1-D-16** **TS3-G**
	✓ Discussions are held with women and adolescent girls on how they can travel and return home within daylight hours, and how they can still undertake their household and other responsibilities without added vulnerabilities, if they are taking part in the WASH programme.	*Women and adolescent girls tend to be bound by more rules on their behaviour and have more responsibilities within the household than men and adolescent boys. When women and adolescent girls travel after dark, there is an increased vulnerability to violence. They may also face additional risks of domestic violence at home if they return home late, or have not undertaken their responsibilities within the household as per the expectation of their husbands or fathers.*	
	✓ Strategies are discussed for the care of children when their mother or main carer is working on the WASH programme.	*Children can be vulnerable to violence when their parents are away from home and working on projects. When a project involves a significant amount of time during which a mother or main carer is away from their children, a daycare service might be established or rotas between groups of women to care for one another's children.*	

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 7. ... continued	✓ Opportunities are taken to use existing community groups, such as women's or disabled people's groups or savings groups, as entry points for discussions on violence-related risks and for developing strategies to respond and to build women's self-worth, self-esteem and self-confidence.	*Existing community groups, such as women's groups, savings groups or disabled people's groups are likely to have established social networks built around trust and supporting one another. They can provide relatively safe opportunities for discussing violence and WASH-related issues, and can also offer support for building both self-esteem and confidence as well as providing support when incidents of violence occur. Where there are opportunities to make links between such groups and WASH programmes and services, this can offer a positive opportunity for reducing and responding to violence within communities.*	**TS3-C** **TS3-D**
	✓ Collaborations between organisations working on WASH, women's empowerment, adolescent girls' and boys' forums, and livelihoods are all considered, so linking programmes and opportunities for longer-term support to communities.	*Where it is possible to make links with organisations working on, for example, women's empowerment, savings schemes or livelihoods, or with adolescent girls and boys, this can provide a forum for discussions about violence and WASH, and the opportunity to develop cross-sectoral strategies to respond to and support those affected.*	

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 8. Ensure that community members have adequate information on safety linked to WASH and that community feedback processes are built into programmes	Information is provided to community members on the following: ✓ How staff working on the project should behave and what is unacceptable behaviour; ✓ Who they can contact if there is a problem with the staff working on the programme; and ✓ That they have the right to provide feedback (good or bad) through both an informal and institutionalised feedback system, and to receive a response where the feedback is negative.	*It is important that staff working in communities do not abuse their power or behave in a way that harms community members.* *If communities know how staff should behave and what to do when there is a problem, this can act as a deterrent to any staff member who might contravene the code of conduct . This can also help to resolve any problems when they occur.*	**BN3** **TS3-F-2** **TS3-G-3** **TS3-G-5**
	✓ Community members are provided with information in a sensitive and appropriate way on where they can go if they are affected by violence.	*This action is recommended in areas where violence/GBV is particularly high, and where linkages have been made with the protection sector to establish appropriate information on access to support. It is not recommended as general practice for WASH practitioners where information on where they can go has not been established.*	**TS3-F-2** **TS3-G-1**
	✓ Community members identify potential dangers associated with WASH implementation, facilities and services, options available to minimise the vulnerabilities and the 'pros and cons' of different options.	*This allows community members to understand potential risks and discuss solutions. Wherever possible this information should be identified by community members themselves through participatory processes.* *Reductions in vulnerabilities may occur through design, siting, awareness raising with men and women, always going to waterpoints in groups, men sharing tasks with women etc. Wherever possible community members themselves should identify protective strategies, and this can be facilitated by the use of participatory tools and processes.*	**BN2** **TS1** **TS3** **TS4**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 8. ... continued	✓ The WASH programme ensures that representatives of all members of the community (women, men, people with disabilities, elderly, youth) feel they have something to contribute to a WASH project/services, and that their involvement is likely to make the facilities more suitable, safer, sustainable and accessible to all.	*Women and men can undertake the same roles. Women can be effective and reliable handpump mechanics (the impact on women is greater if the handpump breaks down) and masons, while men can be good hygiene promoters. Women and adolescent girls, people with disabilities and elders can also contribute important ideas and be strong leaders in WASH committees, along with men and adolescent boys.*	**TS4**
	✓ Men are encouraged to think about the way the facilities are used by their daughters, wives and sons (who are often responsible for water collection) and to consider the potential risks if the facilities are not maintained and fall into disrepair.	*If men are encouraged to think about WASH facilities from the perspective of the workload and risks to their daughters and wives, it can help them to take those risks more seriously. It has been suggested that in some contexts emphasising the impact on daughters may have more influence than discussing the impact on wives, although this is likely to vary from context to context.*	**TS3-E-3**

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 9. Ensure that WASH facilities are designed, constructed and managed in ways that reduce vulnerabilities to violence	**Applicable to water, sanitation and hygiene facilities**		
	✓ Facilities are sited as near as possible to houses, and sited with the agreement of women and girls in particular.	*Siting facilities close to houses reduces the risk of harassment or attack, particularly if they need to be used at night.*	**TS3-C-1** **TS3-F-3** **TS3-F-4**
	✓ Facilities are accessible for people with limited mobility.	*Facilities should be designed so that all people can access them. Design features – such as adding handrails, gentle slopes and resting platforms, and providing easy-to-grip door handles, a seat option and adding more space inside a latrine – can ensure that facilities are accessible to all. If facilities are not accessible (including not being kept adequately hygienic) people with limited mobility may resort to open defecation, which increases their vulnerability to violence.*	**TS4-B** **TS4-C** **TS6**
	✓ The provision of targeted subsidies or free access for the poorest (including people with disabilities who are less likely to work, people who live on the streets, the elderly etc) has been considered within the context of ensuring sustainable financing.	*While it is understood that the provision of free or subsidised sanitation facilities and water supply can lead to the facilities falling into disrepair, it is important to ensure that the poorest and people from vulnerable groups can still access and utilise facilities. Otherwise they may have to resort to open defecation after dark, or walking longer distances to collect water.*	**BN3** **TS6**
	✓ Paths and drains on the way to and around the facilities are kept clean.	*This allows for easy access and for women and men to pass one another comfortably without touching.*	**TS3-A-1**

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 9. ... continued	✓ Long grass and trees on paths to waterpoints and sanitation facilities have been cut back.	*This reduces places for people to hide and attack a user, and increases the line of sight for the person using the facility who can then walk away if they feel uncomfortable.*	**TS3-B-1**
	✓ Staff, operators and caretakers are trained in acceptable conduct and the importance of reducing opportunities for harassment.	*Harassment from staff, operators or caretakers can be minimised if they are trained on appropriate behaviour for their role. This also helps them understand how groups of men or boys hanging around the facilities can have an impact on their use by women and girls.*	**TS3-A-1**
	Applicable to sanitation and bathing facilities		
	✓ Household latrines and bathing facilities are provided wherever possible.	*Household latrines and bathing units reduce vulnerabilities to violence associated with walking to and from and using public facilities. This also contributes to their longer-term operation and maintenance.*	**TS1-E** **TS3-A** **TS3-C** **TS3-D** **TS3-F** **TS6**
	✓ Where public or shared facilities are necessary, sex-segregated facilities are provided which are <u>clearly labeled</u> and women and girls especially have agreed on the distance between facilities. Encourage people to keep the use of the facilities separated by gender.	*It is very important to provide sex-segregated sanitation and bathing facilities for women / girls and men / boys. Likewise it is also important to ensure that the female and male facilities are far enough apart for women and girls to feel safe when using them. Facilities which are too close together can still make women and girls feel unsafe as men and boys may be near enough to stare, peep or harass the women and girls. It may be that it is acceptable or preferred for the male and female latrines to be closer together when the latrines are shared between families or extended family members. It is therefore very important to involve women and adolescent girls in the siting of facilities.*	

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 9. ... continued	The following has been specifically considered in relation to the sanitation and bathing needs of people who are lesbian, bisexual, gay, transsexual or intersex (LBGTI): ✓ How they can safely access toilets and bathing facilities (considering the possible risks if the toilets are split on a male-female basis). ✓ How the definition of the family unit may affect the allocation of latrines or other WASH related resources and how this might affect same-sex couples.	*People who are LBGTI may face a high level of discrimination and violence including sometimes from the legal systems in the countries in which they live. They may face violence and abuse when trying to access sanitary or bathing facilities which are separated by the male / female distinction. It is therefore very important to find out what solutions they would propose themselves so that they will feel safe to access sanitation and bathing facilities.* *If organisations exist that involve people who are LBGTI or work with people who are LBGTI, these should be the first point of contact to identify challenges that may be faced and suggestions for ways to respond to their needs. This may be the safest way to reach this particularly vulnerable and marginalised group of people, particularly in circumstances where they face legal discrimination and where their lives may be at risk if they reveal their identity.*	**TS1-E** **TS3-A** **TS3-C** **TS3-D** **TS3-F** **TS6**
	✓ Lighting for facilities (on the way to, in and around) are provided. If this is not possible, then families are provided with alternatives e.g. a minimum of two wind up or solar torches per family.	*While having lighting to, in and around facilities or the provision of torches will not fully stop harassment or attack at night, these actions have the potential to reduce vulnerability. This is because the user will be able to see if someone is hanging around the facility and will also be able to see their faces, which should act as a deterrent to some would-be perpetrators. If torches or portable lights are provided, then a minimum of two should be provided per family so that while one family member uses one to go to the latrine, the rest of the family can still have light.*	

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 9. ... continued	✓ Units are installed with solid doors and <u>locks on the inside</u> (which should not be optional).	*This ensures privacy and adds some security while the user is in the cubicle undertaking their sanitation or bathing task. Locks on doors are a critical safety related intervention and are not an extravagant issue as they are sometimes perceived. In emergency situations the locks may even consist of simple devises such as a loop and button arrangement or some rope with nails to allow the rope to be wound around them. These can allow the door to be locked when in use until more permanent structures can be built.*	**TS1-E** **TS3-A** **TS3-C** **TS3-D** **TS3-F** **TS6**
	✓ Additional screening is provided for privacy in front of facility doors where women and girls feel this makes them safer and gives them more dignity when using the facilities.	*This action adds a level of privacy and reduces the line of sight, which would allow a potential perpetrator to see which cubicle the user is in. The inclusion of a screen should be discussed with the women and adolescent girls to check that this element would make them feel safer, as there may be situations where they feel it adds risk by allowing a perpetrator to attack them without being seen.*	
	✓ Adequate numbers of latrine units or cubicles are provided so that women, girls and boys are not forced to resort to open defecation.	*If there are too few cubicles, people may be driven to continue open defecation after nightfall, which increases vulnerability to violence.*	
	✓ Roofs are provided for the latrine or bathing facilities, particularly in areas with nearby buildings, trees or other structures that people can climb up.	*Where facilities do not have roofs, men and boys can look down into facilities that are used by women and girls.*	
	✓ The latrine facility allows for effective menstrual hygiene management (disposal for sanitary materials, water available, privacy etc.).	*If the facilities do not allow for effective menstrual hygiene management, women and girls may not use the facility during their menstrual period, potentially increasing their vulnerability to violence.*	

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 9. ... continued	**Applicable to water supply facilities**		
	✓ There is adequate water flow so as to prevent long queues.	*If there are long queues for water, this can lead to fighting between people collecting water, opportunities for abuse of power by the caretaker, and may lead to some potential users looking for alternative sources, which may be further away or unsafe.*	**TS3-F**
	✓ The supply of water for both the host and displaced communities has been considered and negotiated in displacement situations to ensure adequate access for all.	*The use of water facilities by displaced populations can lead to conflicts with host communities where large numbers of displaced persons exist, such as in refugee or internally displaced persons camps.*	
	✓ Wherever possible, household water connections are provided.	*Household connections reduce vulnerabilities to violence related to collecting water at public points, including walking to them and due to conflicts over use.*	
	✓ Fence the water collecting points to allow orderly collection of water at the tapstands.	*When water collection becomes more disorderly the likelihood of physical violence and abuse increases and the most vulnerable become most at risk. Fencing will help to limit uncontrolled pushing and shoving at the water point.*	
	✓ In front-end emergency or drought situations where water is provided by tanker or where it is particularly scarce, provide management of the water point and queues to reduce the risks of violence.	*Where people are desperate to collect water, the risk of violence will increase. In extreme situations the involvement of the police or other institutions responsible for security may be required, but care will be needed to ensure that they do not use excessive force.*	

Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 10. Pay particular attention to transparency in processes where non-food items are distributed in humanitarian contexts	✓ People know what they are entitled to and whether it is free of charge (where this is the case – it is usual for non-food items to be provided free as part of emergency responses). If a contribution is expected, this is clearly and openly advertised.	*If people have information on what they are entitled to, it is more difficult for those involved in distribution to abuse their power by expecting favours of a sexual or other nature in return for goods.*	**TS3-F-2** **TS3-F-3** **TS6**
	✓ Women are involved in the establishment of distribution lists and in the distribution process.	*Problems can occur when only community leaders (often male) are responsible for identifying who should receive support. Demands for sexual or other favours may be expected in return for being put on the list. Involving women in this process can minimise these risks.*	
	The following has been specifically considered in relation to people who are LBGTI and in relation to the distribution of NFIs: ✓ Whether government documentation is being used to register recipients for distribution of aid and if so, if anyone is being excluded due to the lack of documentation. ✓ How the definition of the family unit may affect the allocation of NFIs and how this might affect same-sex couples?	*People who are LBGTI may face a high level of discrimination and violence including sometimes from the legal systems in the countries in which they live. In some circumstances that may not have government documentation because they do not fit the standard male / female categories. In these circumstances it may be difficult for them to register for support. In addition NFIs and other resources are often distributed on a family unit basis and often distributed to women in the family. If someone is LBGTI they may have been excluded from their family and live alone, or they may not have a woman in their household and hence they may not get the support they need. If organisations exist that involve people who are LBGTI or work with people who are LBGTI, these should be the first point of contact to identify challenges that may be faced and suggestions for ways to respond to their needs. This may be the safest way to reach this particularly vulnerable and marginalised group of people, particularly in circumstances where they are legally discriminated against and their lives may be in danger by identifying themselves.*	

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Principle	Actions which have the potential to reduce vulnerabilities to violence related to WASH	Explanation	Further information
Principle 10. ... continued	✓ Distributions are undertaken at safe times and locations, and a system is developed so that the most vulnerable are served first and can go home earlier.	*Vulnerability to violence can increase as dusk approaches and after dark. If women and girls and people from vulnerable groups have to walk long distances, their vulnerabilities to violence can be reduced if they are served earlier in the day and can return during daylight.*	**TS3-F-2** **TS3-F-3** **TS6**
	✓ Post-distribution monitoring of hygiene or other WASH items is undertaken.	*This provides an opportunity to identify any problems that have occurred related to abuse of power during the distribution process.*	
	✓ Distribution systems are designed that are orderly and avoid the likelihood of aggressive or violent incidents.	*Distribution systems that lead to uncontrolled groups of people trying to get access will make it more likely that violence will occur. Well-designed distribution systems reduce vulnerabilities to violence.*	

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It should be noted that the organisations co-publishing this resource might not currently practice all of the recommendations proposed within it.

Co-publishing the resource provides an indication of the organisations' commitment to help their staff become increasingly aware of the issues relating to violence and WASH, and that they will continue to work to improve their organisation-wide commitment, policies, strategies, plans and programming over time to reduce vulnerabilities to violence related to WASH wherever it is realistically possible.

VIOLENCE GENDER & WASH

A PRACTITIONER'S TOOLKIT

Making water, sanitation and hygiene safer through improved programming and services

Checklist – with explanations for actions

Developed for WASH practitioners working in development, humanitarian and transitional contexts

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