

# VIOLENCE GENDER & WASH

## A PRACTITIONER'S TOOLKIT

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

## Toolset 3-A

Participatory tools to assess and discuss safety and services

### TS3-A-1 – Integrating women's safety into urban services, Delhi

<p><b>Context</b></p>	<p><b>WASH and violence</b></p> <p>During the 1970s, the poor working class living in Delhi's slums were regularly relocated to colonies on the periphery of the city by the government. Around a quarter of Delhi's citizens live in formal and informal settlements with inadequate civic amenities. These include inadequate access to water supplies and toilets, blocked drains, as well as inadequate waste collection. Women, meanwhile, face new insecurities since moving to urban areas and into the new colonies where access to services may have also decreased, including increased vulnerabilities to violence when in public spaces.</p> <p>For example, women and girls face harassment and rape when collecting water, when using communal toilet facilities or undertaking open defecation in the evenings. Interruptions to electricity make the situation worse, both inside the communal toilet and bathing blocks and when walking to and from them. Men and boys hanging around facilities, combined with poor understanding by caretakers, have contributed to harassment and anxiety for women and girls. Poor design of facilities, such as no roof on the toilet blocks, lead to boys looking inside when the block is in use. Other poor design features pose problems for access for women and girls who are pregnant, elderly or have a disability. Blocked drains and limited solid waste collection lead to less space in lanes, more opportunity for harassment and also increases the risk of fights between men and women living in neighbouring households.</p> <p>For more details on the violence-related risks for women and girls in Bawana and Bhalswa colonies, refer to <a href="#">TS1-E</a> on cross-cutting case studies.</p> <p><b>The project</b></p> <p>The project 'Action Research on Women's Rights and Access to Water and Sanitation in Asian Cities' was implemented between February 2009 and July 2011. This action/research was undertaken by Jagori and ActionAid in two Jhuggi Jhopri (JJ) [slum tenements] re-location sites in Delhi: Bawana and Bhalswa respectively.</p>
<p><b>Implementing organisations</b></p>	<p>Women in Cities International (WICI), Jagori, and the International Development Research Centre (IDRC).</p> <p>With partners: Action India, Centre for Budget Governance Accountability (CBGA), Kriti Resource Centre, One World Foundation, Women's Feature Service.</p>
<p><b>Description of good practices</b></p>	<p>The basic principles of the action/research and subsequent implementation of recommendations were to address the 'gender service gap', and as a first step to test the Women's Safety Audit methodology. This methodology looks to identify issues related to safety and security with reference to essential services and then generate a concrete model for engaging resettled women with their local government agencies and other providers. The aim is to begin to redress the gender service gap in water, sanitation, hygiene, solid waste management, drainage and power supply.</p>

Community women provided the main source of strength in the core research team, while capacity building and leadership development continues to be an ongoing process in the work of Jagori and Action India.

Activities undertaken:

- **Rapid situational assessment** – Undertaken to map the details of the services and to identify problem areas.
- **Focus group discussions** – Undertaken with women, girls, men and boys to gain insights into their experiences of using services.
- **Safety audit walk** – Undertaken involving women, adolescent girls and government officials responsible for the public services, to identify problem areas where women and girls feel less safe. During the walk they also discussed the problems being faced with people in the vicinity.
- **In-depth interviews with women** – This was particularly valuable to gain insights into the specific problems of women and girls with disabilities and pregnant women.
- **Capacity building programme** – Undertaken with 43 women and 11 youth. Four young women and seven young men formed a core team of residents who could then organise to mobilise others to create the necessary changes in the communities. The trainings aimed at: enhancing community women's knowledge and political perspectives in the context of urban settings; leadership development and building self-esteem and identity; challenging power relations and subverting patriarchy; deepening understanding of women's health and hygiene; and learning from others who were similarly organising in Delhi and around the country.
- **Study on the opportunity costs of water and sanitation** – Undertaken in the two areas, along with an analysis of budgets to look at the gendered aspects.

## Results

- A new relationship has developed between the women, communities and sanitation workers, with an increased understanding of the responsibilities and limitations of each.
- There has been a reduction in the level of harassment of women and girls on the way to and at the community toilet complex. Since the safety walks and the many conversations among younger and older residents, as well as conversations with the community toilet complex caretakers, understanding of the behaviours that make women and girls uncomfortable and unsafe has increased substantially.
- A core team of community members are now confident to mobilise for action.
- Women have developed a new design for the community toilet complex, which includes:
  - A covered roof and small windows instead for light and air circulation, and a tap inside each toilet;
  - A separate section for children, with toilets and sinks appropriate for the height of children where either women or men carers can support the children to use; and
  - The provision of hand bars in toilet stalls for pregnant and elderly women to hold on to, with the toilet wall being high enough for privacy and safety.
- There has been engagement of young women and men in the process, deepening their understanding about access to essential services and safety. They made 15-minute radio programmes which were broadcast locally and nationally, and they worked with the Jagori team to organise meetings in the lanes to listen to the programmes with residents and to discuss and debate the issues raised in the broadcasts. This has raised awareness for many more residents of the issues and their gender implications.

	<ul style="list-style-type: none"> <li>• In Bhalswa, a small motorised solid waste collection scheme is now underway and potable water access has been increased through additional tanker deliveries and increased piped networks. Women have formed monitoring committees to ensure that there is no wastage of water from the piped schemes.</li> <li>• Women's safety has increased with police patrolling the area in the day and the evenings, including when girls are leaving school.</li> <li>• The staff and community have learned a lot more about essential services, their rights to these services and about the gendered implications of such services. The staff, women and youth have learned how to identify, lobby and advocate for their rights with officials, and have built up good relationships with officials in the area.</li> </ul>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>• Even though relationships between men and women and the solid waste service staff were much improved in the area of Bawana, problems remained with sustaining garbage collection and keeping drains clear. The drains had been badly designed and installed after the residents moved in and were built with limited capacity.</li> <li>• In Bhalswa, although new piped networks were installed and a monitoring system was established, service providers have not provided taps as they tend to get stolen or damaged; instead they just switch the water on or off at set times. The women have devised a system with wood and cloth to prevent the loss of water from the pipes before it is turned off by the provider.</li> </ul>
<b>Lessons</b>	<ul style="list-style-type: none"> <li>• Inadequate services affect the safety and security of women and girls.</li> <li>• It is essential to include women and girls in decision-making processes regarding the provision, location, design and technology of water and sanitation facilities in the community and household, so as to not inadvertently increase their gender-specific burden.</li> <li>• The safety audit walks uncovered subtle forms of harassment that are faced by women/girls in accessing services, and helped to break the silence for men and boys on issues of violence against women in their communities.</li> <li>• See the handbook on <i>Women's Safety Walks</i>, which can be found in the folder of supporting and further information on the <a href="#">USB stick</a>.</li> </ul>
<b>References/links</b>	<ul style="list-style-type: none"> <li>• The material and quotations above have been taken from the following resources:</li> <li>• Jagori, Research reports. Available at: <a href="http://jagori.org/category/research-reports/">http://jagori.org/category/research-reports/</a> [accessed 11 October 2013].</li> <li>• Women in Cities International, Jagori, International Development Research Centre (2011a) <i>Gender and Essential Services in Low-income Communities, Report findings of the action research project: Women's Rights and Access to Water and Sanitation in Asian Cities</i>. Montreal, Canada, Delhi, India: Women in Cities International and Jagori. (<a href="#">on USB stick</a>)</li> <li>• Women in Cities International, Jagori, International Development Research Centre (2011b) <i>Women's rights and access to water and sanitation in Asian cities (2009–11), Key findings</i>. Montreal, Canada, Delhi, India: Women in Cities International and Jagori. (<a href="#">on USB stick</a>)</li> <li>• Mehrotra, S.T. (2010) <i>A Handbook on Women's Safety Audits in Low-income Urban Neighbourhoods: A focus on essential services</i>, November 2010. New Delhi, India: Jagori and Women in Cities International. (<a href="#">on USB stick</a>)</li> <li>• Jagori, Video: 'Our Lanes... Our Lives'. Available at: <a href="http://jagori.org/category/video/">http://jagori.org/category/video/</a> (video length 21.30 min) [accessed 11 October 2013]. Series of three videos highlighting the problem of harassment for women, undertaking a safety audit with the involvement of women and government officials, and lobbying for improved services. These videos can also be found in <a href="#">TS2</a> and on the USB stick.</li> </ul>

*The Women's Safety Audit methodology looks to identify issues related to safety and security with reference to essential services and then generate a concrete model for engaging resettled women with their local government agencies and other providers.*



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