



A PRACTITIONER'S TOOLKIT

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

Toolset 3-F
Policies, strategies, guidelines

TS3-F-2 – WASH Accountability Resources – Ask, Listen, Communicate, Global WASH Cluster

<p>Context</p>	<p>WASH Accountability Resources is a package of resources to promote accountability in WASH programmes in emergencies. The resources were developed as part of a range of learning and capacity building initiatives to improve the quality of programmes.</p> <p>Although the materials were developed as part of initiatives to improve the quality of humanitarian responses, they are also relevant and useful for WASH sector actors working in development and transitional contexts.</p>
<p>Implementing organisations</p>	<p>Global WASH Cluster – which co-ordinates WASH organisations working in humanitarian response at the global level.</p>
<p>Description of good practices</p>	<p>The WASH Cluster resources include a booklet with community information leaflets, a separate checklist and an accompanying CD.</p> <p>Checklist</p> <p>The checklist includes practical actions which should be taken to promote accountability. Examples that are particularly relevant to the prevention of violence include:</p> <ul style="list-style-type: none"> ✓ Agency staff members do not abuse their position of power (e.g. by asking for any kind of favour from those affected by the emergency in return for assistance) as per the staff code of conduct. This is a serious offence and provides grounds for disciplinary proceedings. ✓ The recruitment of both male and female staff must be ensured, and female staff in particular should be available to consult with female community members. ✓ Agency staff consult with women and men separately, and discuss the programme with the most vulnerable groups (e.g. children, older people and those with disabilities). ✓ People in communities are informed that they have the right to provide feedback (good or bad) or suggestions, and have the right to receive a reply on the work being undertaken and on staff conduct. ✓ Staff must respond to all complaints received in a timely manner. ✓ Feedback on the design and siting/location of toilets, washrooms, laundry slabs and waterpoints is actively sought from women, men, boys and girls, as well as people with special needs or vulnerabilities such as those with disabilities. ✓ Discussions must be held with women, children, older people and those with disabilities on safe access to water and sanitation facilities, e.g. on the location of facilities, provision of locks, lighting, clearing of bushes etc.

- ✓ Ongoing information is systematically provided to affected women and men using their preferred means.
- ✓ Managers model open, inclusive and respectful behaviour within the staff team.

Community leaflet

Please refer to the following pages for an example of a community leaflet; this is provided on the supporting [USB stick](#) in a format which can be edited. The two original documents (in PDF and Word) can be found in the supporting information folder on the USB.

The leaflet explains what commitments the organisations supporting the humanitarian response have to the communities they are supporting and working with. This includes issues related to:

- Ensuring the safety of facilities;
- Involving communities in the design of facilities;
- Providing information and feedback, and being available to answer questions;
- Stating that it is not acceptable for agency staff to demand favours or payment in return for the provision of hygiene kits or WASH facilities, and asking that any such incidents be reported if they are heard about; and
- Providing information on contact details and how to make a complaint (one leaflet) and informing the reader that the agency will provide contact details (the other leaflet).

Booklet

The main booklet is structured as follows:

1. **Introduction** – Provides an overview and definitions of accountability and what it means for members of the WASH cluster.
2. **Participation** – Provides examples of how participation allows individuals to have the opportunity to voice their concerns, express their preferences and be involved in making decisions that affect their lives.
3. **Transparency** – Explains how WASH actors can work in a more open and transparent way with affected communities, ensuring that they provide people with information about who they are and what they are doing.
4. **Feedback and complaints** – Explains the importance of giving affected communities an opportunity to voice their concerns and complain where necessary.
5. **Monitoring, evaluating and learning** – Describes the process through which an organisation reviews its progress against goals and objectives and feeds learning from this back into the organisation.
6. **Staff competencies and attitudes** – Provides examples of the skills, attitudes and behaviours required for accountable working.
7. **More accountability tools** – Provides useful tools to promote accountability in WASH programmes.
8. **Other points to consider** – Additional information on vulnerability and promoting participation as a means to combat corruption.
9. **The WASH accountability quiz** – A useful quiz that will help you consolidate everything you've read.

The booklet includes a range of examples of good practice and case studies relating to violence. Examples include:

- WASH and protection example, Darfur, Oxfam (p.9);
- Community accountability booklet using pictures related to bribery, corruption, staff attitudes, sexual harassment and bullying, Ethiopia, Concern (p.12);
- Good practice in setting up feedback and complaints mechanisms (pp.15–19);
- Focus group discussions, questions on accountability-related issues (pp.35–36);
- Ideas for training/familiarisation sessions that can be run on the accountability resources and good practice (pp.42–45); and
- Examples of a WASH accountability action plan, OXFAM Zimbabwe (p.46).

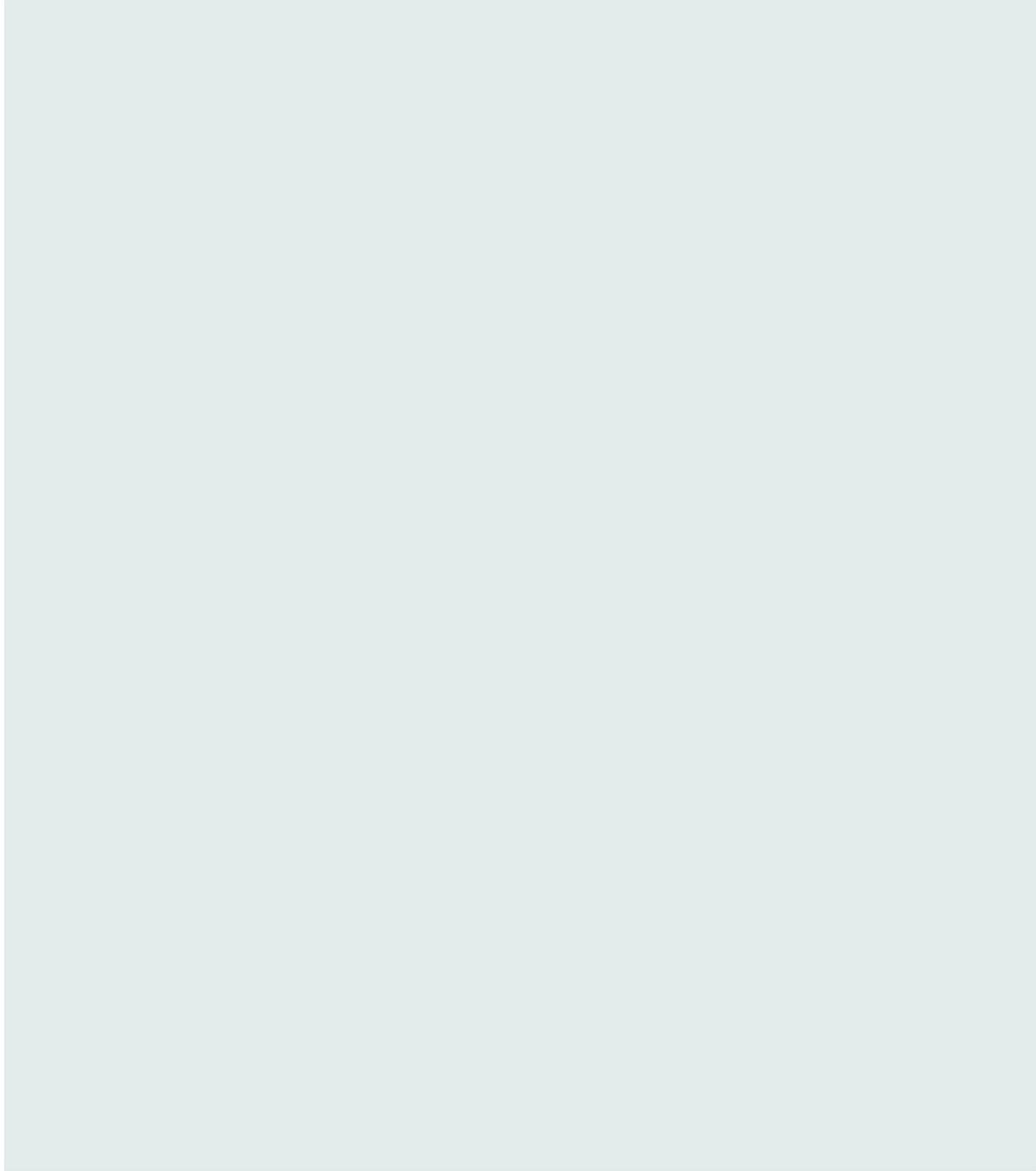
Accompanying CD

The accompanying CD to the booklet includes a number of case studies, other existing accountability resources such as the 'Good Enough Guide', the HAP Accountability Standards, a diversity game and other information.

References/Links

The following can be found on the supporting USB:

- Global WASH Cluster (2009) WASH Accountability Resources; Ask, Listen, Communicate booklet. New York, USA: Global Protection Cluster. Also available at: <http://www.washcluster.info/?q=content/wash-accountability-toolkit> [accessed 11 October 2013]. (on USB stick)
- Global WASH Cluster (2009) WASH Community Leaflet. New York, USA: Global Protection Cluster. Also available at: <http://www.washcluster.info/?q=content/wash-accountability-toolkit> [accessed 11 October 2013]. (on USB stick)
- Global WASH Cluster (2009) WASH Accountability Checklist – Ask, Listen, Communicate. New York, USA: Global Protection Cluster.



**VIOLENCE
GENDER
& WASH**

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