

TS4-K – Monitoring violence and WASH risks

This toolset includes:

Guidance on monitoring and tracking changes linked to violence and WASH.

This toolset includes the information on monitoring and evaluation in [BN3](#), and also additional information on useful methodologies.

Violence is a complex issue and WASH programmes can only make a contribution to longer-term change. However, it is important to collect some information that relates to safety and violence without making the WASH monitoring system too complex. Many of the indicators that are relevant to violence are also relevant to gender mainstreaming, protection and participation. The WASH monitoring system should be conceived so that it remains practical, feasible and ethical.

Detailed research studies on violence or GBV – by GBV or protection specialists

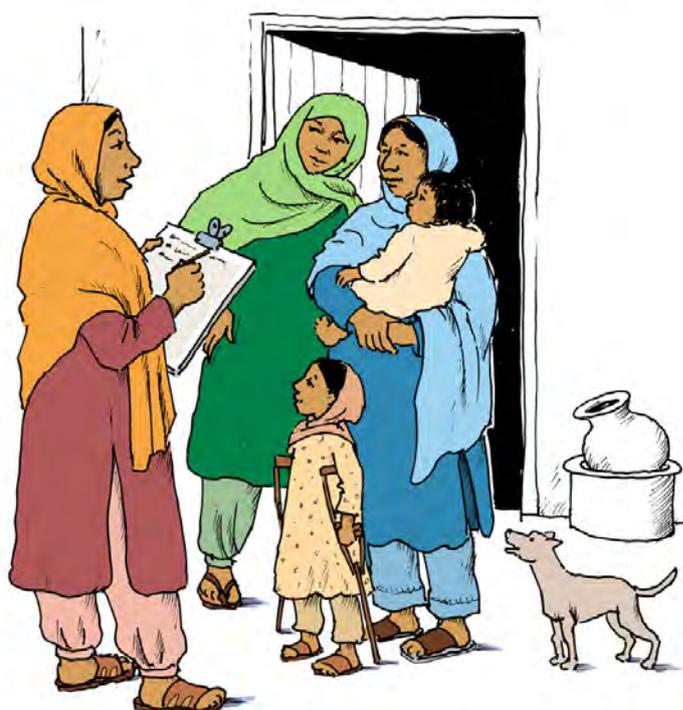
Detailed research studies into violence or GBV, particularly where people who have experienced violence are to be interviewed, should always be undertaken by someone who has trained in researching violence or GBV. This is important because of the ethical considerations required for the handling of data on people who have been affected by violence, so as not to re-traumatise them or make their situation worse. Ethical guidelines are available which are used by specialists in this area.¹ Refer to [BN4](#) for further details.

Monitoring of violence related to WASH – by WASH practitioners

Monitoring of violence related to WASH is important to:

- Understand the scale of the problem;
- Check that WASH programmes are not resulting in increases in violence; and
- To measure the social outcomes of the programme for women and men.

Therefore WASH practitioners should integrate questions into assessments and monitoring regimes that allow learning to take place, so that programmes can be improved to reduce vulnerabilities. Recording and reporting events is different from detailed questioning on how an event impacted someone or made them feel. Care must be taken not to overstep the skills and capacities of WASH practitioners, and in particular not to start interviewing people affected by violence directly. The latter may result in re-traumatisation and so it is important to be mindful of the way that we interview people who have been directly affected by violence. As noted above, such interviews should be undertaken by someone trained in GBV, while incidents should be reported in ways that protect confidentiality.



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What should WASH practitioners monitor?

Indicators for violence linked to WASH

The following indicators could be included in the WASH monitoring system and measured using both qualitative (e.g. group discussions or accessibility audits) and quantitative means (e.g. household surveys):

Safety and use of facilities:

1. General feelings of safety when collecting water/going to the toilet or performing other WASH-related activities.
2. Whether or not women and girls feel safe to use latrines at night.
3. Whether or not women and girls feel that they have adequate provision for menstrual hygiene management.

Women and girls' empowerment:

4. Increases in engagement of women in WASH committees
 - a. What percentage of members are men and what percentage are women?
 - b. What roles do women have (including leadership roles)?
 - c. Are women speaking during meetings?
 - d. Are other members listening to their views?
 - e. Do women feel confident and respected?
5. How many women and how many men have paid jobs relating to the WASH programme?
6. Have adolescent girls, and younger girls and boys, been involved in the design, siting and management of facilities (where appropriate)?
7. Have there been any changes in gender roles – such as a reduction in the workload for women and girls, engagement of men in hygiene-related activities etc.?
8. Has there been an adjustment in the attitudes of men and women in the community supporting a change in women's and men's work roles?
9. Do women know where to go for help if they are subject to violence, and do they know where and how to make a complaint?

Incidents of violence and feedback / complaints mechanisms:

As well as monitoring indicators that relate to WASH programme outcomes, such as women feeling safe using facilities, it is also important to keep track of any incidents of violence including GBV or whether there are any complaints related to violence including GBV. Two main types of violence may be reported: a) violence that is committed by other community members, and b) violence that is committed by staff from agencies providing support (sexual exploitation and abuse).

Community-based complaints or feedback mechanisms should allow for feedback and complaints related to both a) and b), above. Yet the response mechanisms for each are likely to vary.

Either type of information may also be collected by other agencies, and collaboration with them will be important to track these indicators and respond to complaints as they arise. The IASC Working Group on Accountability to Affected Populations is planning (2013) to trial more inter-agency community-based complaint mechanisms.²

Possible indicators that relate to reports of violence including GBV committed by community members on other community members include:

1. Number of reported incidents of violence including GBV related to WASH;
2. Number of complaints of violence including GBV-related issues identified through the feedback/complaints mechanism; and
3. How many of these have been responded to.

Incidents of sexual exploitation and abuse by staff working in WASH organisations or other institutions should be monitored by the head offices of the WASH organisations (which may be in or external to the country) and in-country by organisations/institutions that specialise in and are responsible for protection.

Assessing staff awareness:

It is also important to try to assess staff awareness of GBV issues and what they can do to minimise the risks. This can be done formally during training evaluations or informally in staff meetings, supervision sessions or annual reviews.

Methodologies

The following methodologies can be used to monitor changes in vulnerabilities to violence:

- Focus group discussions
- Accessibility audits – see [TS4-C](#)
- Community safety mapping – see [TS4-C](#)
- Pocket chart voting – see [TS4-E](#)
- Participatory ranking – see [TS4-E](#)
- Participation ladder – see the following page
- Individual interviews
- Observations on engagement in WASH committee meetings



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Participation ladder – participatory monitoring tool for decision making³

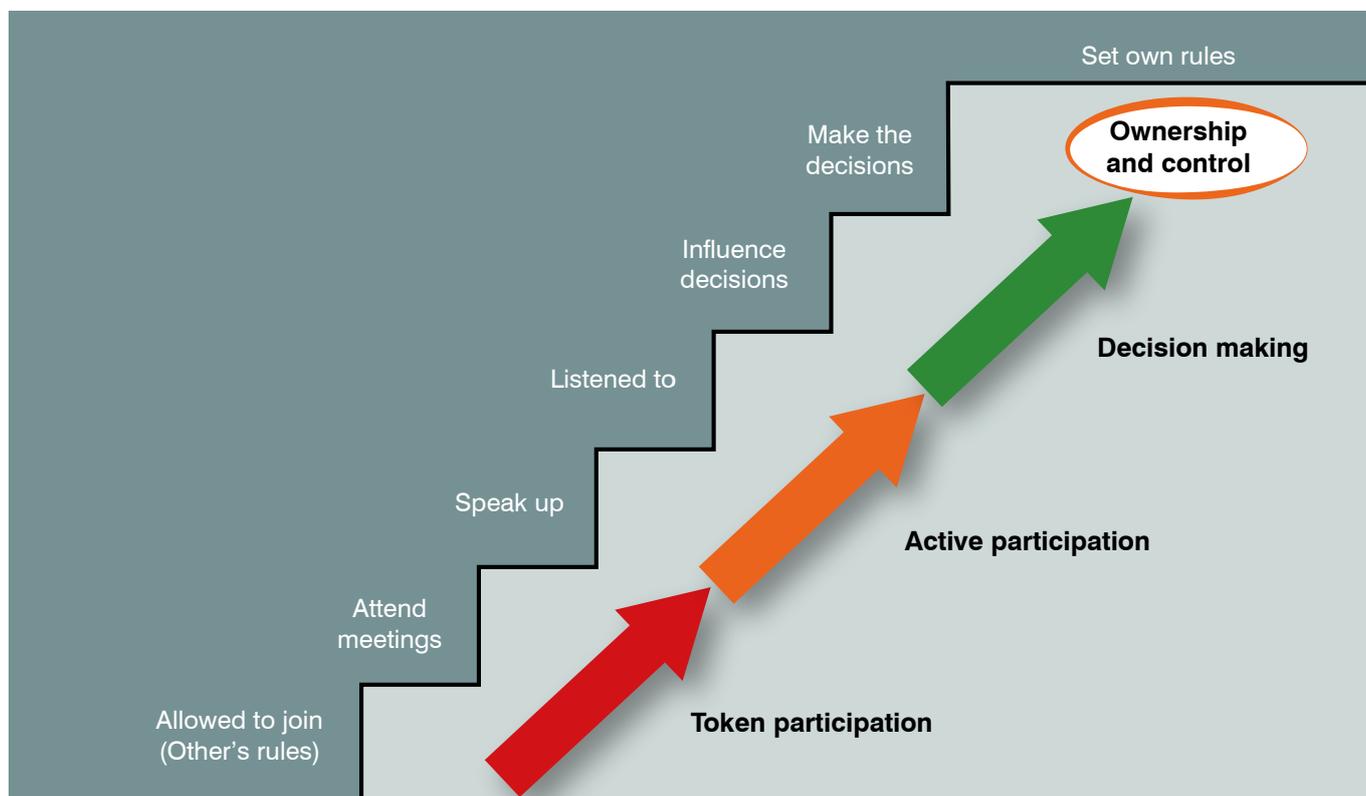
Participation ladders can be used to monitor how effectively women, men or groups report that they are participating in decisions being made in committees. They can also be used more broadly to support planning for participation at all stages of a project.

A visual aid that illustrates the different steps of participation – from token participation, to active involvement, to decision-making and finally ownership and control – can help facilitate a monitoring activity with a group such as a committee.

Different members of the group can be asked to identify and discuss the following points, in relation to particular decisions in the community or in the household:

- Where are they currently on the ladder?
- Where would they like to be?
- What would support this happening?
- Are there any differences between the different members of the group in terms of where they are on the ladder? Think about factors such as status, sex or age.

The ladder can be used regularly to monitor changes in the extent of participation, to raise awareness of the barriers faced by different groups or members, and to develop steps or strategies to overcome them.



Andrew Tovovur, Halcrow, G. et al (2010)

Monitoring tools used in DRC for protection issues related to WASH

Refer to the example of good practice from the Democratic Republic of the Congo by Programme de Promotion de Soins Santé Primaires, for the monitoring of protection issues in relation to WASH (see [TS3-B-1](#)).⁴ This includes two forms:

- Protection Monitoring Tool – WASH, Gender & HIV
- Protection Mainstreaming Checklist – WASH

End notes

¹ World Health Organization (2007) *Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies*. Available at: <http://www.stoprapenow.org/uploads/advocacyresources/1282164733.pdf> [accessed 11 October 2013].

² Inter-Agency Standing Committee (2013) *IASC Priority: Accountability to affected populations, including protection from sexual exploitation and abuse (AAP/PSEA)*, 85th IASC Working Group, 28–29 Oct 2013. Geneva, Switzerland: IASC.

³ Halcrow, G., C. Rowland, J. Willetts, J. Crawford and N. Carrard (2010) *Resource Guide: Working effectively with women and men in water, sanitation and hygiene programmes*. Sydney, Australia: International Women's Development Agency and Institute for Sustainable Futures, University of Technology – resource guide; flashcards; case study snapshots; poster of principles and practices. Available at: www.genderinpacificwash.info [accessed 11 October 2013]. [\(on USB stick\)](#)

⁴ Programme de Promotion des Soins de Santé Primaires and Tearfund (2011) *Hope out of Conflict – How sanitation plays a vital role in protecting women and children from sexual violence in the Democratic Republic of Congo*. DRC: Programme de Promotion des Soins de Santé Primaires [\(on USB stick\)](#)

**VIOLENCE
GENDER
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A PRACTITIONER'S TOOLKIT

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

Toolset 4-K

Methodologies for working with communities