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Questions to guide WASH programming: Integrating PGI and good community engagement

Use these questions as a reminder of key considerations when assessing, designing, implementing and coordinating WASH programmes. **These questions are not exhaustive nor a one-off checklist.** Some questions may not be relevant for emergency response or for the context.

Remember!

- This is a flexible and iterative process; continuous monitoring and adjustment to activities and messages are always needed.
- Do not get too "caught up" with terminology – what matters most is the actions with the community, rather than if something is called "CEA" or "HP", or part of "PGI" or "DAPS". *If you are doing good HP, you are already doing good community engagement for accountability.*

	Questions to ask yourself	Included in WASH programme?	Ideas and suggestions: What can we do differently next time?
A ss es s m e nt	● Have you collected data disaggregated by sex, age and disability (SADD) and other context-specific variables? ● Have you used participatory data collection methods which promote participation of persons of all gender identities, disabilities, backgrounds and ages (incl. child-friendly approaches for children)? ● Which groups are at more risk of violence, stigma and marginalization and have less access to WASH facilities and services? Why? ● What are the roles, responsibilities, specific needs and priorities relating to water, sanitation and hygiene for women, men, girls, boys, people with disabilities etc.? Think about cultural and social traditions and perceptions, household decision-making, and livelihoods etc. ● What barriers do people face in accessing water, sanitation and hygiene facilities, of all gender identities, ages, disabilities and backgrounds? ● What are the roles of women and girls, men and boys, people with disabilities etc. in collecting, handling, storing, and treating water?	Y = yes N = no S = Somewhat NR = Not relevant	

	● Who is involved in community decision-making for water and sanitation services, including technology selection and siting of facilities? How can everyone's voice be heard?		

Design and preparation	- Has the WASH engineer collaborated with the hygiene team for the planning and design process? - Have you adapted hygiene promotion messages and methods/channels for different ages, abilities, and genders? Do the hygiene promotion methods promote dialogue? - Have all groups had their voice heard during decision-making for operational and maintenance strategies of community water supplies and WASH facilities? - Are communal latrines, bathing facilities and tap-stands or water distribution points usable by all, can everybody reach the taps and use the toilets (older persons, children, pregnant women, and persons with disabilities)? - Can everyone, including people with disabilities, chronic illnesses and older people, access sufficient water for drinking, cooking and maintaining hygiene? - Are ramps, handrails and dimensions of facilities suitable for people with mobility issues, or accompanying carers? - Are WASH facilities secure and private (locks on the inside and lighting in and around), both by day and night? - Do WASH facilities provide sufficient space, privacy and facilities for managing menstrual hygiene including washing, drying and disposal of hygiene items? Have you thought about incontinence? - Are the water and sanitation facilities and kits (or items) designed and provided culturally appropriate and based on user preferences? - Are you coordinating with Protection Gender and Inclusion (PGI) and Relief teams regarding design and distribution of hygiene kits, menstrual hygiene management kits and dignity kits?		

Implementation	- Does the WASH team have balanced/fair representation of persons of all gender identities, ages, disabilities and backgrounds? - Is an open, positive attitude to diversity and inclusion used as a criteria when recruiting WASH staff and volunteers? - Have you recruited hygiene promotion volunteers from different backgrounds, including different ethnic groups and persons with disabilities? Can you actively recruit more diverse volunteers? - Have WASH staff and volunteers been trained on PGI issues? - Have hygiene promotion volunteers received training on discussing sensitive topics, how to communicate with people with disabilities (including their caregivers) and children? - Have you linked with the PGI and/or Gender-based Violence (GBV) team so that WASH staff and volunteers know where to refer people in case of a disclosure of violence or abuse? - Have you explored ways to partner with local or international specialist organizations (for example which work with children, or people with disabilities)? - Do community WASH committees have diverse and meaningful representation? - Are the government, partners and other stakeholders aware of WASH related PGI issues? If not, how will you advocate and encourage them to ensure that PGI is mainstreamed in their work?		

Monitoring and evaluation	• Are WASH facilities and distributed items being used as planned by different groups and individuals? • Are hygiene messages being understood and acted upon by women, girls, men, boys, people with disabilities, older people etc.? If behaviour change is not seen in some groups, why not, and what barriers are they facing? • Are you collecting feedback in a participatory way from people of all gender identities, ages, disabilities and backgrounds throughout WASH programming (before, during and after implementation)? • Is the complaint and feedback system accessible for persons of all gender identities, ages, disabilities and backgrounds? • Have you coordinated with the Community Engagement and Accountability (CEA) team and established responsibility for follow up? • Are WASH related facilities, distributions or services having any unforeseen impact or consequences (positive or negative) on any groups?		

Key resources and tools

- IFRCs PGI in WASH guidance note: https://watsanmissionassistant.org/wpcontent/uploads/2021/05/IFRC_PGI-in-WASH-Guidance-Note_final_2021.pdf. Also available in Spanish, French and Arabic: https://watsanmissionassistant.org/gender-and-wash/

- IFRCs PGI assessment question library including guidance on collecting SADD data, and the IFRC Rapid PGI analysis template.

- IFRC Minimum standard checklists for inclusive, MHM-friendly latrines, bathing areas and solid waste management can be used for design, assessment and monitoring.[currently under revision – see live versions here: https://drive.google.com/drive/folders/1LnjfKK9YbiHzxFBlkxpoF7YHc8kLCJRg?usp=sharing