Protection, Gender and Inclusion Commmunity Engagement and Accountability

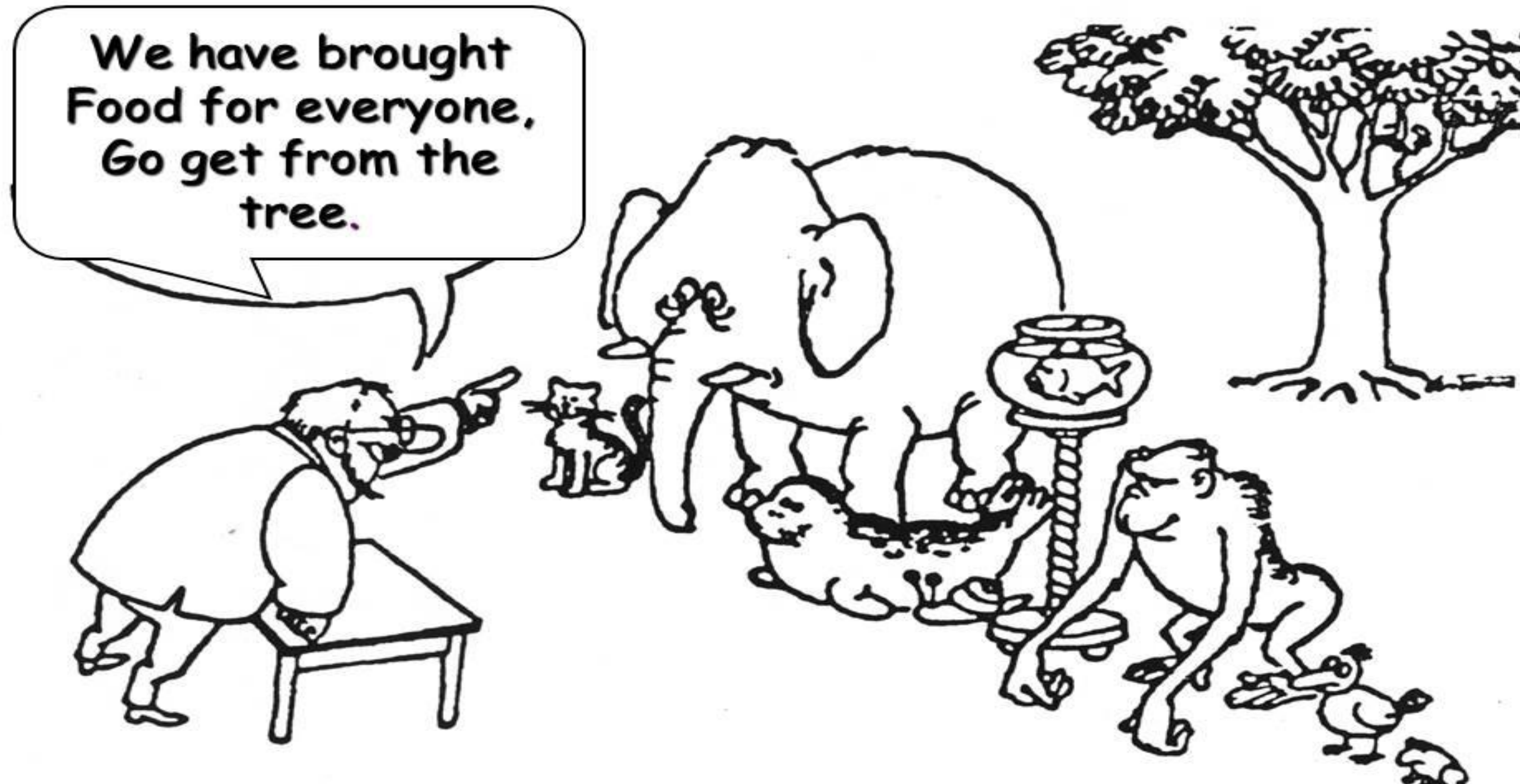## Asia Pacific Surge Training: Emergency WASH
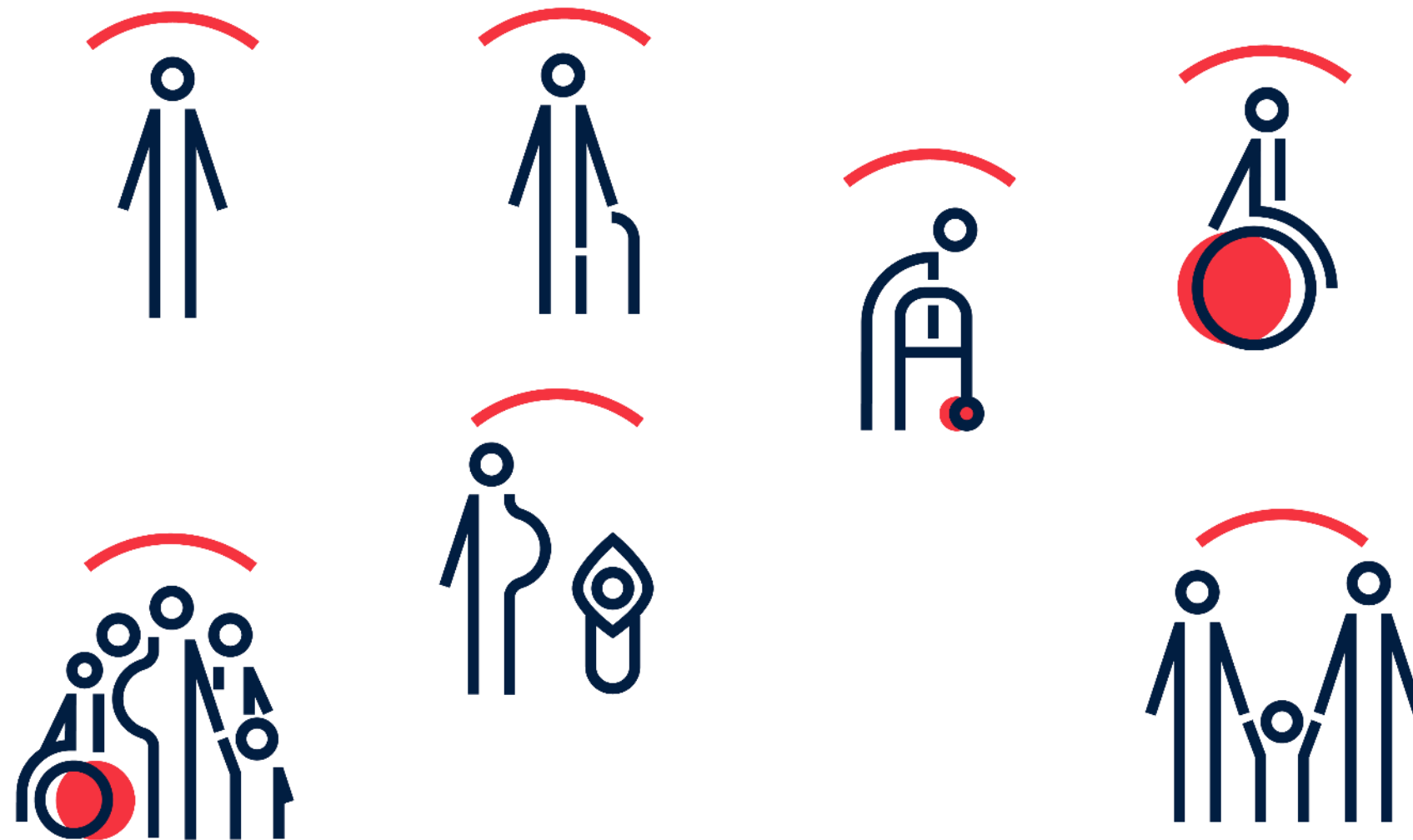
21 November 2022

Learning objectives

- **To have a common understanding of importance** of PGI and CEA within WASH
- **To feel confident to articulate** the reasons that we should implement PGI and CEA programming approaches, including practical ways to achieve it
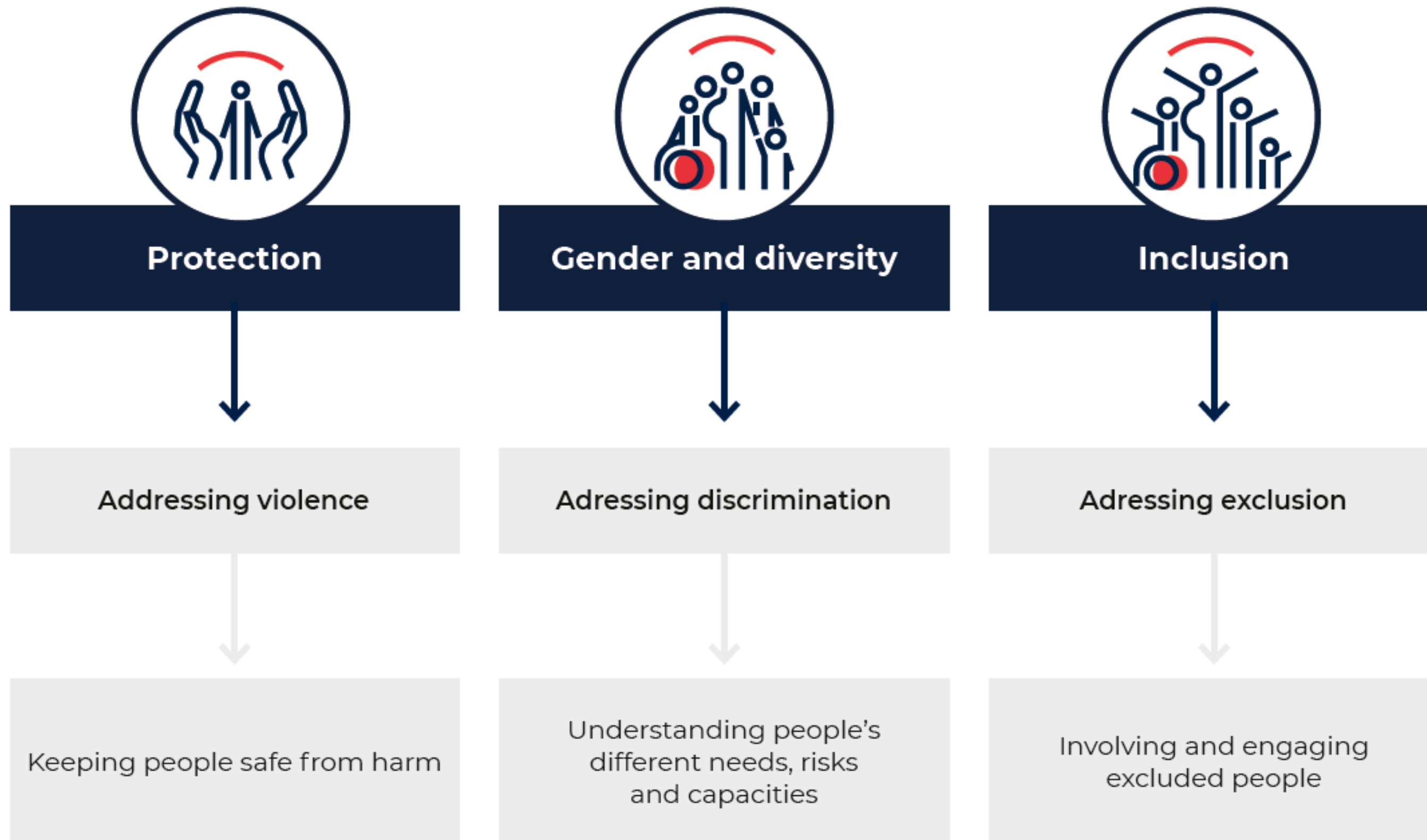
One size does not fit all

- Age
- Gender
- Disability
- Ethnic origin
- Social background
- Religious beliefs
- Language
- Etc...

People have different needs, capacities, vulnerabilities, coping strategies and interests. Emergencies make existing gender inequalities more prominent and the incidence of sexual and gender-based violence often increases.

What is PGI?

Protection	Gender and diversity	Inclusion
Addressing violence	Adressing discrimination	Adressing exclusion
Keeping people safe from harm	Understanding people's different needs, risks and capacities	Involving and engaging excluded people

What is PGI? Gender
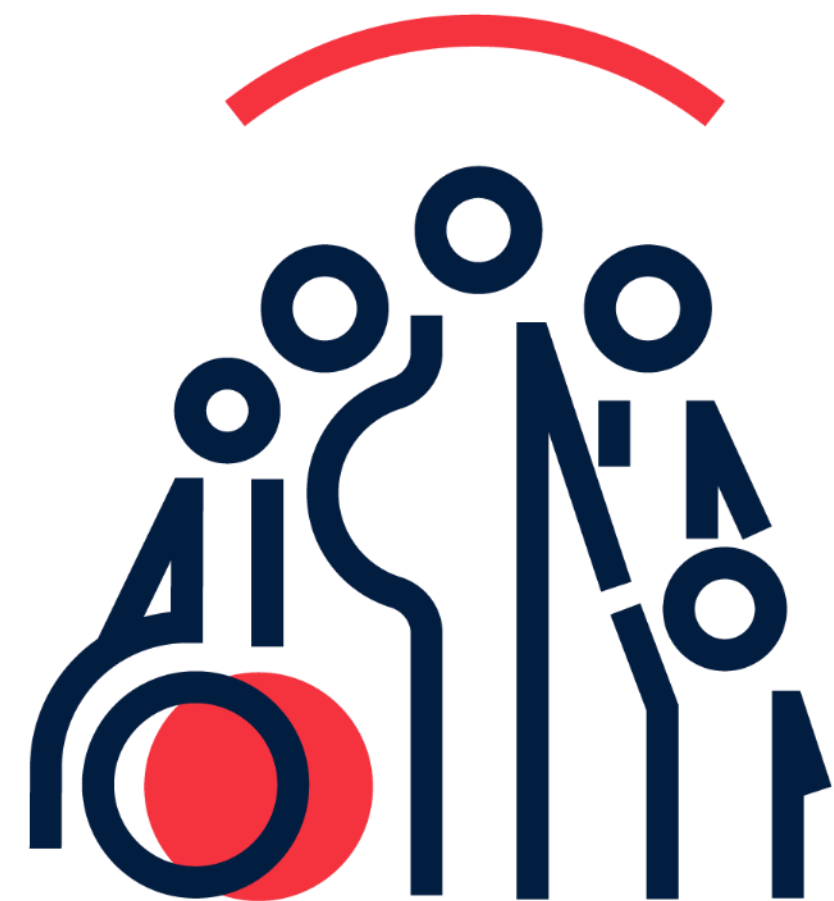
Sex	Gender
Biological differences	Social differences
Male, female	Masculine, feminine
Born male or female; difficult to change	We become masculine or feminine. Changes across the life-cycle, within and between cultures, traditions and beliefs
Binary opposites	Degrees of masculinity and femininity – society sets the bar on attitudes, behaviours etc.

What is PGI? Gender

Females can get pregnant

Women tend to do more housework, including fetching water

Some women are restricted from leaving their homes during the day

Females breastfeed

In some countries, some women have to cover their heads when they go outside the house

Females have a monthly menstrual cycle

Males have deeper voices after puberty

Women are the main care-givers (for children, aging parents, sick and disabled)

What is PGI? Diversity

The full range of different social backgrounds and identities that make up populations.

The **respect** and **acceptance** of the differences between people.

What is PGI? Inclusion

- Analyzing how people are excluded and use that knowledge to actively reduce exclusion.

- Providing inclusive services means giving equitable access to resources for all.

- Inclusion is making sure the most vulnerable groups are included and nobody is left out in any stage of the process.

- In the longer term, social inclusion also focuses on facilitating access to opportunities and rights for all by addressing, reducing and ending exclusion, stigma and discrimination.
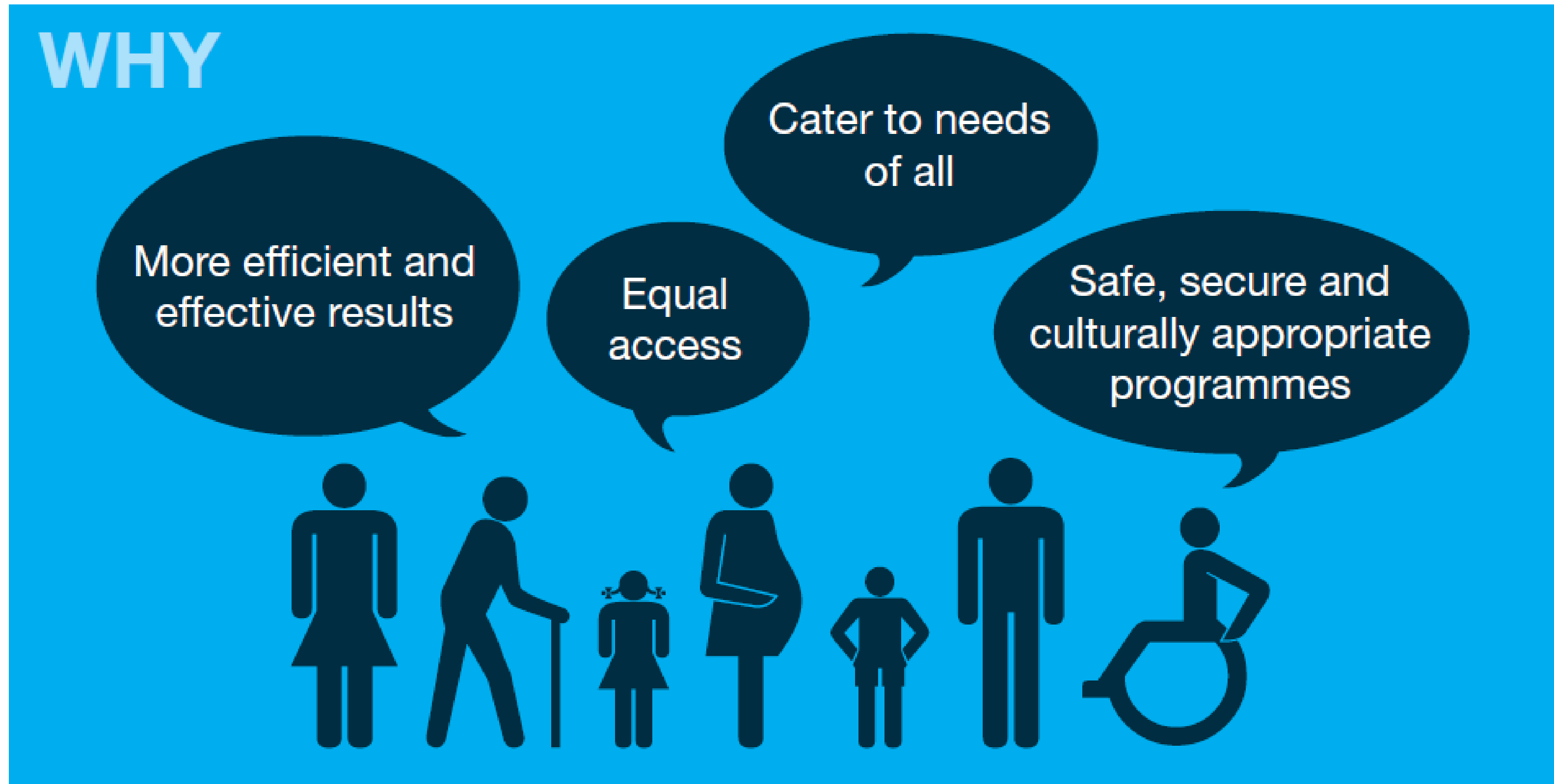
Why is this important?

- **No-one left behind**

- **No-one left unsafe**

- **No-one left out**

Source: IRC UK

Why is this important?

What does it mean? DAPS

Dignity

Everyone has access to water and sanitation facilities and the items they need to be able to manage their **personal and household WASH needs** in a way they want to, in accordance with **their cultural** context, and which supports their feelings of **confidence, wellbeing and self-esteem**. Adequate water and private facilities for personal hygiene (including **menstrual hygiene and incontinence**) and **maintaining cleanliness** (including of children, persons with disabilities, older people and people with chronic illnesses) are vital for safeguarding the dignity of individuals.

Access

WASH facilities, services and **information** are designed and implemented in a way so that everyone can **use them, understand them and benefit from them**. Cultural stereotypes and norms around gender, age and disability affect **decision-making arrangements**, and access to power, resources, public participation and even to water itself, and need to be considered in all phases of WASH programmes.

What does it mean? DAPS

Participation

Everyone in a community – regardless of their gender, age, disability or background – has their voice heard and is actively **involved in decision-making for the selection, design**, construction and ongoing **operation and maintenance** of WASH facilities and services.

Safety

Everyone **feels comfortable and safe** to use WASH facilities and services, and that their **design, location** and operation **minimizes risks of violence**. Vulnerability to violence is increased by a lack of safe and secure sanitation infrastructure, particularly in emergency contexts where there can be lack of privacy, overcrowding and lack of lighting in communal spaces and facilities.

DAPS in practice – different barriers

How?

1
Hire **diverse and balanced WASH teams**, with the right attitudes, skill-based training and commitment

2
Collect **data disaggregated by sex, age and disability** (at a minimum)

3
Ensure all groups have meaningful participation in the decision-making process for WASH infrastructure and activities (see page 10-14)

4
Continuously **analyse the specific needs**, preferences, capacities, barriers to access and safety risks related to WASH infrastructure and activities, for each group

5
Revise and adjust activities, focusing on "doing no harm" and leaving no-one behind

How? Sex, Age and Disability Disaggregated data - SADD(D)

0-5		6-12		13-17		18-40		41-50		51-60		61+	
F	M	F	M	F	M	F	M	F	M	F	M	F	M
2	4	6	5	2	3	25	44	2	4	1	2	3	3
5	6	14	15	17	19	0	0	0	0	1	2	5	3

- Use sex- and age- disaggregated data as mandatory in all indicators, baselines, data collection, analysis, and reporting

- Where possible and necessary in a target area use disability disaggregated data as well as filtering by other components of diversity

- Allows us to understand the differences in level of participation, the benefits women and men receive from the programme and any gaps

- Disability needs to be disaggregated by function: **walking, seeing, hearing, cognition, self-care and communication**

How?

Discuss

- What gender and diversity sensitive activities are carried out in the video?

- In what way do these activities address the needs in terms of dignity, access, participation or safety?

Community Engagement and Accountability

Community engagement and being accountable to communities is **not something new or separate** from WASH programming.

Participatory approaches and community engagement have been a large and fundamental part of WASH programmes.

If voice **everyone in a community** is heard and is actively involved, the impact on health, dignity and resilience are greater

How?

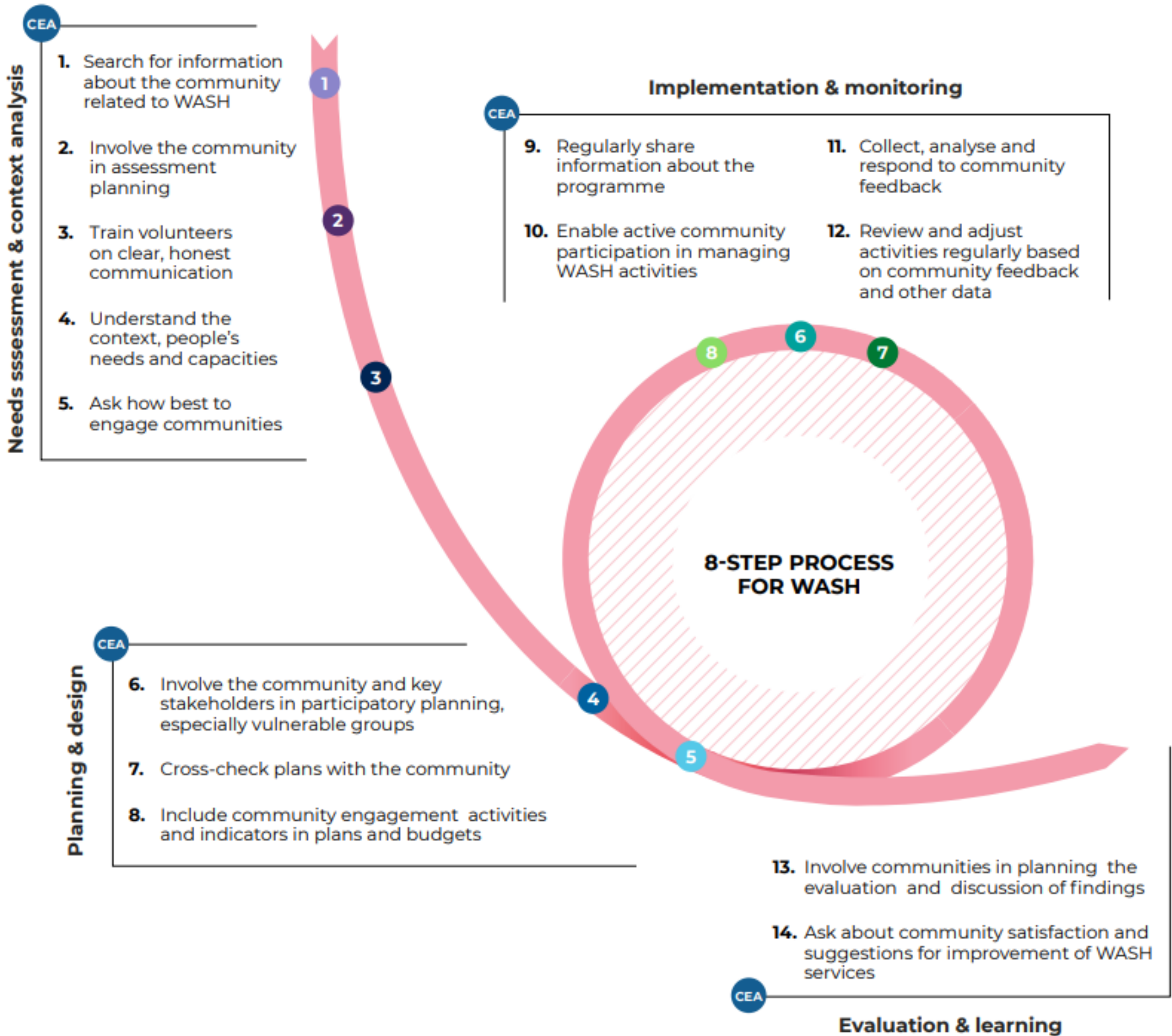DO YOU WANT PEOPLE TO TRUST YOU? START BY LISTENING.

Seven golden rules…

1. Ask about information needs and communication channels in assessments

2. Understand the context

3. Remember assessments are 2-way

4. Provide information as aid – saves lives and might be all some people receive

5. Involve communities in planning the response

6. Listen to AND act on feedback

7. Work with other agencies

14 key actions for achieving good community engagement in WASH

Needs assessment & context analysis

CEA

1. Search for information about the community related to WASH

2. Involve the community in assessment planning

3. Train volunteers on clear, honest communication

4. Understand the context, people's needs and capacities

5. Ask how best to engage communities

Implementation & monitoring

CEA

9. Regularly share information about the programme

10. Enable active community participation in managing WASH activities

11. Collect, analyse and respond to community feedback

12. Review and adjust activities regularly based on community feedback and other data

8-STEP PROCESS FOR WASH

Planning & design

CEA

6. Involve the community and key stakeholders in participatory planning, especially vulnerable groups

7. Cross-check plans with the community

8. Include community engagement activities and indicators in plans and budgets

13. Involve communities in planning the evaluation and discussion of findings

14. Ask about community satisfaction and suggestions for improvement of WASH services

CEA

Evaluation & learning

Participation and feedback	Open channels of communication such as community meetings, telephone lines or suggestion boxes.
Information as aid	Channels that can reach a lot of people quickly such as SMS, TV, social media or radio
Behaviour and social change communication	Channels that support two-way communication, in depth engagement and continuous dialogue, such as radio chat shows, mobile cinemas or community drama
Evidence-based advocacy	Good options include community meetings or conferences and workshops with stakeholders

Why?

HELP US TO BE

COMMUNITY ENGAGEMENT APPROACHES

- Community participation
- Open, honest communication
- Feedback and complaints
- Community understanding

ACCOUNTABLE TO THE PEOPLE WE SERVE

- Relevant, timely support
- Community-driven programmes
- People treated with dignity and respect
- We do no harm

Pictures

Notes

NOT SOMETHING NEW…

- the Movement has many examples of successfully working on PGI and CEA

NOT ALWAYS A STAND-ALONE PROGRAMME…

- support programmes and operation to increase **reach, impact** and **accountability**

- it is everyone's responsibility

- It is rooted in its humanitarian mandate to **prevent and alleviate human suffering without discrimination** and to protect human dignity.

- The RCRC recognizes that women and men have different **capacities, strengths, needs and vulnerabilities** which can impact their resilience to disasters

Thank you! Questions?