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| **WASH Minimum Commitments for the Safety and Dignity of Affected Populations**Questionnaire to monitor the minimum commitments’ implementation(to be filled-in by WASH Cluster partners in countries) |  |

**What is this questionnaire about?**

The Global WASH cluster partners have agreed that **5 minimum commitments** should be observed in all their humanitarian WASH programmes to ensure that the distinct assistance and protection needs of the affected population are met. These commitments, centred on people, aim at improving the quality and efficiency of the WASH response programmes in every context, and at ensuring that key issues are taken into consideration by all partners, such as gender, gender based violence, child protection, disability, and age.

The respect of these minimum commitments all along the humanitarian programme cycle reinforces the accountability of the WASH partners to the affected population. These commitments are as follows:

1. Consult separately girls, boys, women, and men, including older people and those with disabilities, to ensure that **WASH programs are designed so as to provide equitable access and reduce incidences of violence;**
2. Ensure that girls, boys, women, and men, including older people and those with disabilities have **access to appropriate and safe WASH services;**
3. Ensure that girls, boys, women, and men, including older people and those with disabilities, have access to **feedback & complaint mechanisms** so that corrective actions can address their specific protection and assistance needs;
4. **Monitor and evaluate safe and equitable access** and use of WASH services in WASH projects;
5. Give **priority to girls** (particularly adolescents) and **women’s participation** in the consultation process.

**What is this questionnaire for?**

This questionnaire should help partners as well as the national and global cluster coordination platforms to understand how the WASH responses implemented in countries are complying with these commitments. The idea is not to evaluate or rank the quality of the programmes, but to monitor the situation with regard to protection related issues and help partners and clusters to take corrective actions where necessary.

You are to fill in the questionnaire below every six months and send it back to the national cluster coordinator who will compile and share partners’ responses. Thanks to this questionnaire, the Global WASH cluster coordination platform should be able to provide feedback to global partners on a regular basis on how they progress to the fulfilment of these minimum commitments over time. It will also help partners and clusters self-assess the quality of their interventions in the WASH sector.

We hope that the questions below will help your organization reflect on how WASH services and facilities are designed and delivered in a way that takes into account the distinct safety and dignity needs of the users. We also wish that this will serve as a collective tool, in your context, to address any existing challenge on the quality and appropriateness of the assistance provided, that might limit the access and use of services by ALL. We are kindly requesting that you respond to the questions below as honestly as possible.

**How is the questionnaire structured?**

The questionnaire contains 25 questions, structured into 5 parts: 1) General information, 2) Assessment 3) Design, 4) Implementation, 5) Response monitoring. Each question refers to one of the 5 commitments. It should take no more than 15 mn to fill it in.

**Questionnaire**

1. **GENERAL INFORMATION**

Date:

Name:

Position:

Organisation:

Country:

2. **ASSESSMENT**

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| Question related to commitment #*↓* | **Response****(Yes, Partly, No, N/A)** | **Comments** |
| 1 | Have you agreed, through separate consultations with the affected female and male population, where the water and sanitation facilities should be located and how they should be designed so as to ensure safe and equitable access?  | 1 |  |  |
| 2 | Have girls (particularly adolescents) and women been involved in this consultation?  | 5 |  |  |
| 3 | For spaces dedicated to children, have girls and boys been consulted on the location and design of their separated toilets? | 1 |  |  |
| 4 | Have you identified the distinct constraints and priorities of girls and women for water, hygiene and sanitation so as to provide services that meet their specific needs for safety and dignity? | 5 |  |  |
| 5 | Are women part of the assessment team involved in the consultation process? | 5 |  |  |
| 6 | Have older people and persons with disabilities been part to the consultations so as to understand their distinct needs & to define the location and design of the facilities? | 1 |  |  |

**3-DESIGN**

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| QQuestion related to commitment #*↓* | **Response****(Yes, Partly, No, N/A)** | **Comments** |
| 7 | Are water points, latrines and bathing facilities located where women, girls and boys feel safe to use them? | 2 |  |  |
| 8 | Are the latrines and bathing facilities accessible to those with limited mobility? | 2 |  |  |
| 9 | Are public latrines and shower blocks separated by sex and identifiable with use of a pictogram? | 2 |  |  |
| 10 | Do all public latrines and shower blocks have locks on the inside or a separated and restricted access for women and men? | 2 |  |  |
| 11 | Are toilets in spaces dedicated to children (schools, temporary learning spaces, child friendly spaces, etc.) separated by sex with pictograms and locks? | 2 |  |  |
| 12  | Are you providing female hygiene kits to adolescent girls and to women, with the regular distribution of additional pads? | 2 |  |  |

4. **IMPLEMENTATION**

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| QQuestion related to commitment #*↓* | **Response****(Yes, Partly, No, N/A)** | **Comments** |
| 13 | Have you consulted, over the past six months, the female and male WASH users about how effectively your assistance is responding to their distinct needs and about how to address any challenges in accessing assistance? | 3 |  |  |
| 14 | Have you taken into consideration girls’, boys’, women’s and men’s availability and constraints to participate (i.e. cultural, physical and security-related mobility restrictions, daily schedule)? | 3 |  |  |
| 15 | Have you established, with the community, processes or mechanisms to receive feedback and complaints on protection and access concerns related to the use of WASH services and facilities? | 3 |  |  |
| 16 | Have you organized, over the past six months, information sessions for the affected female and male population on their rights and on how to channel their feedback and complaints? | 3 |  |  |
| 17 | Have you ensured that adolescent girls and women are consulted (i.e. single sex consultation) & know how to channel their feedback and complaints? | 5 |  |  |
| 18 | Have you ensured that older people and persons with disabilities are part of these consultations & know how to channel their feedback and complaints? | 3 |  |  |
| 19 | Have you changed some aspect of the way you work based on the feedback you received from WASH users, including older people and those with disability? | 3 |  |  |

5. **RESPONSE MONITORING**

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| QQuestion related to commitment #*↓* | **Response****(Yes, Partly, No, N/A)** | **Comments** |
| 20 | Does your organisation collect and use data on the access, the use and the quality of WASH services and facilities, disaggregated by sex and age? | 4 |  |  |
| 21 | Do you regularly monitor women’s, girls’, boys’ and men’s access and use of facilities, through spot checks and discussions with the communities? | 4 |  |  |
| 22 | Do you regularly monitor older people and persons with disability access and use of facilities through spot checks and discussion with the communities? | 4 |  |  |
| 23 | Do you regularly monitor how safe women, adolescent girls and children feel when using WASH facilities? | 4 |  |  |
| 24 | Have you ensured that adolescent girls and women are meaningfully involved, in the culturally most appropriate way, in decision-making and programme design, implementation and monitoring? | 5 |  |  |
| 25 | Are obstacles to safe and equitable access promptly addressed? | 4 |  |  |

**Additional information:** *If you would like to provide information on the process your organization is following to implement the minimum commitments (i.e. challenges, successes, lessons learnt, next steps), the cluster would be pleased hearing more about your experience:*

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