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| **WASH Minimum Commitments for the Safety and Dignity of Affected Populations****Monitoring frameworkon the minimum commitments’ implementation****through the analysis of the Questionnaire for Partners Field Offices**(to be completed by the WASH advisers of the member organisations of the global WASH cluster ) | **C:\Users\fbouvet\Desktop\WASH Cluster\Global WASH Cluster\Logo\washlogo2small.jpg** |

**Why has the global WASH cluster developed minimum commitments?**

Beyond the obvious importance of meeting basic sanitation needs and preventing disease, access to adequate and appropriate WASH facilities plays an important role in the protection and dignity of affected populations, particularly girls and women. Providing water and sanitation facilities alone will not guarantee their optimal use nor will it necessarily improve public health. *Only a people’s centred, participatory approach at all stages of the response can help ensure that adequate and efficient services are provided.* In order for WASH programmes to have a positive impact on public health, they need to ensure that the safety and dignity needs of ALL members of the affected population are understood and taken into account, thanks to an inclusive and consultative process.

The Global WASH cluster partners have agreed on **5 minimum commitments** to be respected in all their humanitarian WASH programmes so as 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 risks 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

**How can you support the implementation of the 5 commitments?**

The WASH Cluster has had notable success in a number of countries in implementing cluster-specific minimum commitments. This is why cluster member organizations are strongly encouraged to build on these experiences. The 5 commitments are generic enough that they can be applied in the various contexts where the organizations operate. They are in line with the SPHERE standards and constitute a **minimum** set of core actions and/or approaches to be applied by all partners in the cluster. They focus on improvement of current approaches (*How* partner organizations operate) rather than on drastic programme reorientation. This is why they should not be perceived as generating an additional workload.

The minimum commitments are a tool aimed at generating a collective reflection and dialogue among the WASH partners and within the organizations themselves on how efficient their response is at addressing the assistance and protection needs of the users. It is about ensuring that affected people are at the center of WASH interventions. This is why the *process* by which these commitments are introduced and promoted over time are of critical importance.

As WASH Adviser, you have an important role to play in ensuring that these commitments translate into reality and become standard practice.

**Here is what you can do**

1. *Build a shared vision among your WASH team, at headquarters and country levels, about the importance of developing WASH programmes that meet the assistance, safety and dignity needs of the affected population, and* promote a dialogue with your staff to make sure they aim to fulfil the minimum commitments. You can engage for each commitment in a dynamic discussion and take stock of your team’s approaches. This dialogue could center around:
* “How consultative are we when planning, implementing, and monitoring our interventions?”
* “Is participation inclusive enough? Do we give voice to groups at particular risk of violence or who might be frightened or unable to access our facilities, such as adolescent girls or persons with reduced mobility?”
* “Are our public latrine and shower blocks of sufficient quality to meet dignity and safety needs?”
* “How do we ensure that we are on track with the quality of our interventions? Can the affected groups provide feedback and are there complaints mechanisms in place?”
* “What do we do well and not so well? What are the challenges we are facing in providing an assistance that is safe and accessible to all? How can we address these? Do our current practices comply with the WASH commitments? What changes would it take?”

As the commitments are a tool meant to influence operational approaches and practices, make sure the implementation and monitoring of the minimum commitments is a standing agenda point that is regularly discussed during your team’s meetings at both country and headquarters levels

1. For the minimum commitments to be applied systematically to the field response, consider the following options:
* Ensure that your organisation’s WASH strategy and response plan include criteria for designing appropriate and safe WASH facilities for girls, boys, women, and men, including older people and those with disabilities. If useful, guide your country teams on how they can apply and monitor each engagement;
* Include commitments in a time-bound action plan and M&E framework;
* Use the traffic light system as a monitoring tool that will help you determine where the difficulties lay and to identify the required actions for a genuine translation of the 5 commitments into practice;
* Ensure that your field offices’ strategies, programme quality assurance systems and project proposals are grounded on a solid understanding of the distinct assistance and protection needs of the affected population and score high on the IASC Gender Markers;
* When doing field visits of WASH programmes, ensure that the application of the minimum commitments are part of the elements you monitor;
* Provide adequate training so that operation staff understands what added value the minimum commitments bring to the organizations ‘intervention;
* Make the IASC Gender Online Course “Different Needs, Equal Opportunities” mandatory (at least Introduction + WASH Sector)
* Ensure that useful resources that can enhance the quality of the WASH response (i.e. gender handbook, participatory tools) are readily available to field missions (pre-departure resource pack, webpage, newsletter, etc.). Promote lessons learnt and best practices on the implementation of the minimum commitments.
* Define demonstrated openness and willingness of providing an assistance that responds to the safety and dignity needs of all users as a selection criteria when deciding of the local organisations you will work with, when recruiting staff or when evaluating its performance.

**What is this monitoring for?**

This monitoring framework should help your organization as well as the global WASH cluster to understand how the WASH responses implemented in your field operations 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 and broader quality related issues and help your organization to take corrective actions where necessary.

This framework will help you monitor how well your field missions apply the minimum commitments. They should fill in the questionnaire every six months and send it back to you to compile the responses and share the synthesis with the global WASH cluster. Thanks to this information, the Global WASH cluster coordination platform should be able to provide feedback to global partners on a regular basis on how they progress towards the fulfilment of these minimum commitments over time.

We hope that the implementation and monitoring of the minimum commitments will help your organisation reflect on how WASH services and facilities are designed and delivered and will serve as a collective tool 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.

**How should you monitor the implementation of the minimum commitments and synthetize the information for your organisation, using the ‘Questionnaire to monitor the minimum commitment’s implementation’?**

*Analyse the performance of individual field missions*

Each field mission has a questionnaire to fill in every six months. The questionnaire is made of 25 questions referring to the 5 commitments. The questions are divided into 4 blocks respecting the following phases of the humanitarian cycle: assessment, design, implementation, and response monitoring.

For each of the phase, possible answers are “Yes”, “Partly”, “No” or “Not Applicable” when the question is not relevant (i.e. questions on response monitoring when the organisation is still assessing needs, or no construction of collective sanitation facilities).

A simple comparison of the number of “Yes” and the number of “partly” / “no” should help you to set up a traffic light system to assess how field missions apply the minimum commitments in the different phases of the cycle.

For each phase:

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| **All** the answers to the questions are “YES” | **GREEN** |
| **More than half** of the answers to the questions are “YES” | **ORANGE** |
| **Half or less** of the answers to the question are “YES” | **RED** |

Example:

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| --- | --- | --- | --- | --- |
| **NAME OF YOUR ORGANISATION** | **Assessment** | **Design** | **Implementation** | **Response monitoring** |
| *Example: Field mission U* |  |  |  |  |
| *Example: Field mission V* | N/A |  |  |  |
| *Example: Field mission W* |  |  |  |  |
| *Example: Field mission X* |  |  | N/A |  |
| *Example: Field mission Y* |  |  |  |  |
| *Example: Field mission Z* |  |  |  |  |

*Analyse the performance of the your organization through the performance of the Field Missions*

Based on the table hereupon, WASH Advisers can analyse the quality of the WASH programmes through two lenses:

1. Per field mission, identifying the field missions that are performing well or less well in order to prioritize those that needs support / guidance;
2. Per phase, identifying the phases where the problems lay and taking corrective actions to address the identified challenges.