**Mandate of the Special Rapporteur on the human rights to safe drinking water and sanitation**

**Questionnaire**

**Response from WaterAid**

# Different levels and types of services (2015) [(A/70/203)](http://www.un.org/en/ga/search/view_doc.asp?symbol=A/70/203)

There exists different types of water, sanitation and hygiene services, ranging from connection to a piped network, shared facilities to individual on-site solutions. These types in conjunction with different management models - utilities, small scale providers, self-supply - result in several combinations. Each combination needs to be assessed depending on its context, and on how and to what extent it complies with the human rights to water and sanitation. The realization of the human rights to water and sanitation is influenced by the way in which these different types of services are delivered and the extent to which the State oversees the service provided. This discussion cannot be isolated from the contexts in which service types and management options are applied. Every measure that aims to ensure access to water, sanitation, and appropriate hygiene practices is implemented in a variety of contexts that strongly influence how human rights can be realized, including geophysical, political and economic contexts, and socio-cultural preferences.

Question(s):

1. During the last decade (2010-2020), in what ways has the human rights framework for water\*, sanitation and hygiene been used to identify and assess appropriate types of services\*\* and management models\*\*\* taken into account the specific contexts?

\* The human rights standards (available safe, acceptable, accessible and affordable to all) and principles (non-discrimination and substantive equality, participation, access to information, accountability, sustainability)?

\*\*Type of services: connection to a piped network; shared or communal facilities; and individual on-site solutions

\*\*\* Categories of management models: utilities (large scale, formal entities); small-scale, NGO or community-run service providers recognized or mandated by State; small-scale, NGO or community-run service providers not regulated by State; and self-supply.

* + **Systems strengthening**: WaterAid, as a member of [the agenda for change coalition](https://washagendaforchange.org/), has adopted a [“systems strengthening and empowerment approach](https://washmatters.wateraid.org/blog/taps-and-toilets-arent-enough-designing-wash-programmes-that-strengthen-the-system)” to its programmatic work. This starts with analysis of the current state of WASH access in a country or district, and a participatory analysis of the strengths and weaknesses in government systems needed to ensure universal access to sustainable WASH services. The approach strengthens human rights principles by promoting government leadership and responsibility for ensuring universal access to WASH, aiming to ensure services are sustainable for all. This includes a specific focus on accountability, strong financial management, monitoring, capacity development, and coordination. The approach also recognizes the need for empowered rights holders to engage with duty bearers and hold them to account to ensure equality and non-discrimination.
  + **Rural water supply**: Sustainability of rural water supply is often compromised because the management models are not appropriate or sufficient to ensure the long term service levels. There are different models that can be applied and these need to be carefully matched to the context. This guideline was developed by WaterAid to help set up the most appropriate management model for different schemes, promoting the overarching responsibility of the state to ensure sustainable and equitable access. This takes into account the question of affordability for different communities, recognising that any management model must balance affordability with the cost recovery necessary for sustainability. <https://washmatters.wateraid.org/publications/management-models-for-piped-water-supply>
  + **Rural sanitation**: Over the past four decades, rural sanitation programming has shifted from construction-driven approaches towards social mobilisation and behavioural change approaches, and market-based approaches have gained momentum. Although these innovations have been important steps forward, they have resulted in mixed outcomes, and shown that applying a blueprint of single approaches across large areas has in many cases resulted in services that are poor quality, not sustainable, not equitable, accessible or acceptable especially for the poorest. Market based solutions that help households move up the sanitation ladder are not accessible to remote rural communities or the poorest households. Duty bearers have not invested enough to support households to achieve a safe level of sanitation. To accelerate progress, a new way of thinking and planning for rural sanitation is needed. WaterAid, UNICEF and Plan International UK carried out [a review of rural sanitation approaches](https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/review-of-rural-sanitation-approaches---background-report.pdf), published in 2017, and used this to develop a set of resources on how to design, cost and implement programmes for rural sanitation in different contexts. The first step is to carry out formative research into the sanitation situation of people living in rural areas that are remote, near roads, nearer to urban centres, or particularly hard to reach to find out what sort of sanitation approach is most likely to suit each context. This approach to [rethinking rural sanitation](https://washmatters.wateraid.org/publications/rethinking-rural-sanitation) is now being rolled out in different countries.
  + **Faecal Sludge Management and shit flow diagrams:** Human right to sanitation includes the requirement to safely manage the whole sanitation chain. Most low and middle income settings have low coverage of sewers and rely mainly on on-site sanitation even in urban settings. So faecal sludge management is a growing problem. WaterAid has worked with other organisations to carry out [**shit flow diagrams**](https://washmatters.wateraid.org/blog/three-things-we-have-learned-by-creating-shit-flow-diagrams) in order to analyse how the proportion of excreta in any settlement (usually urban) that is safely managed. The SFDs are developed with government officials responsible for urban sanitation, and involve participation of other stakeholders including communities to understand how the shit from different communities is managed. The resulting diagram can then be used as the basis for more detailed planning about how to improve the sanitation system in a way that is equitable and sustainable.
  + **Sanitation workers:** Sanitation relies on workers who are often discriminated against, marginalized and lack the protection needed to do their work safely and with dignity. [Research and advocacy in collaboration with other organisations](https://washmatters.wateraid.org/publications/the-hidden-world-of-sanitation-workers), including those that represent sanitation workers themselves, has raised the profile of this issues so that it is now more widely recognized
  + **Hygiene behaviour change:** WaterAid’s [approach to hygiene behaviour change](https://washmatters.wateraid.org/blog/a-systems-strengthening-approach-to-improve-hygiene-behaviours) is based on formative research into the drivers of behaviour in target communities, which is used as a basis for creating messages that will motivate sustained behaviour change. WaterAid has taken care to identify the risks and opportunities in hygiene behaviour change activities in relation to human rights, equality and non-discrimination. This includes the risk of excluding people from helpful messages because they can’t access the communication channels, stigmatizing groups who do not conform to the images used to promote hygienic practice; and reinforcing the stereotype that unpaid WASH work is primarily the responsibility of women. There are also opportunities to use hygiene promotion in an empowering way, making people aware of their rights to water and sanitation in order to demand better services. This blog sets out considerations for [putting equality inclusion and rights at the centre of COVID-19 water, sanitation and hygiene response.](https://washmatters.wateraid.org/blog/putting-equality-inclusion-and-rights-at-centre-of-covid-19-water-sanitation-and-hygiene-response)  There are now several examples of hygiene behaviour change campaigns related to COVID-19 that have applied these principles.
  + **Toolkit on equality, non-discrimination and inclusion in WASH Services:** Application of the human rights principle of equality and non discrimination is based on an understanding of the barriers to services faced by marginalized groups. Over the past ten years WaterAid has developed several tools to support WASH actors to understand and address these barriers. Many of these have been published in [The equality, non-discrimination and inclusion in WASH: a toolkit.](https://washmatters.wateraid.org/publications/equality-non-discrimination-and-inclusion-toolkit) One of the most important tools is the accessibility and safety audit to ensure facilities are accessible and safe for women and persons with disabilities.
  + **Accessible WASH for persons with disabilities**: [Research carried out in Zambia and Uganda into WASH and disability](https://washmatters.wateraid.org/publications/undoing-inequity) showed that most rural households with older people and persons with disabilities did not have accessible WASH facilities. One reason was the lack of information about accessible WASH technologies that they could afford. To fill this gap WaterAid and WEDC developed the [Compendium of accessible WASH technologies](https://washmatters.wateraid.org/publications/compendium-of-accessible-wash-technologies) (2014). This is designed for households and technical staff to show how they can adapt WASH facilities at low cost to be accessible. The compendium has been used widely and has been adapted for national guidelines in some countries.
  + **National Guidelines on WASH for persons with Disabilities and Older People in Cambodia**: WaterAid has worked systematically with the Ministry of Rural Development and The Disability Action Council in Cambodia to develop and disseminate [national guidelines on inclusive WASH](https://washmatters.wateraid.org/publications/cambodia-national-guidelines-on-wash-for-persons-with-disabilities-and-older-people). These have been supported by a dissemination process because many existing good practice guidelines are not applied or enforced. A series of animated were developed with Epic Arts, an inclusive arts organization to raise awareness about the guidelines amongst practitioners. The process is described in the blog: [Count me in: partnering with the arts to get the message out about inclusive WASH](https://washmatters.wateraid.org/blog/count-me-in-partnering-with-the-arts-to-get-the-message-out-about-inclusive-wash).
  + **WASH in public institutions.** (see also question on Water and Sanitation outside the home)WaterAid supports the construction of WASH facilities in public institutions, especially health care facilities and schools. Tools from [The equality, non-discrimination and inclusion in WASH toolkit.](https://washmatters.wateraid.org/publications/equality-non-discrimination-and-inclusion-toolkit) have been used to develop better standard designs for institutional WASH. For example in Zambia accessibility and safety audits were carried out in partnership with the Ministry of Health and Zambian Association for Persons with Disabilities (ZAPD) to ensure accessibility in the design of WASH facilities in health care centres. Life-cycle costing exercises were used to provide information about running costs, so the facilities can be accessible and sustainable. These designs are now being adopted as national standard designs.
  + **WASH in health care facilities:** In Cambodia WaterAid has developed a [participatory management tool for user-friendly WASH in health care facilities](https://washmatters.wateraid.org/publications/user-friendly-wash-in-healthcare-facilities-in-cambodia). This participatory management tool, aimed at ensuring inclusive access to WASH in healthcare facilities, was compiled with the help of several Cambodian-based NGOs, Disabled People’s Organizations, healthcare facility users, and government representatives from the health, WASH and disability sectors to ensure WASH facilities are fully inclusive.
  + **Technical guidelines**: for wider use WaterAid has developed a set of [Guidelines for construction of institutional and public toilets, :](https://washmatters.wateraid.org/publications/guidelines-for-construction-of-institutional-and-public-toilets)This translates the good practice recommended by human rights principles into a detailed construction guide, including technical drawings. It is currently being tested in WaterAid before being promoted more widely.
  + [**Female friendly public and community toilets**: a guide for planners and decision makers](https://washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers) produced by WaterAid, WSUP and UNICEF is also based on human rights requirements for sanitation, paying special attention to the needs of women. This guide has been widely shared, promoted and adopted in many countries.
  + **Human rights based approach to WASH**: WaterAid has been applying different aspects of human rights based approaches since around 2003, as documented in this paper: [GOSLING, L. (2014). Moving along the right track? The experience of developing a rights-based approach at WaterAid. *Waterlines,* *33*(4), 357-374.](http://www.jstor.org/stable/24688159) An action learning initiative was launched in 2013 to systematically test and learn what approaches are best suited to different contexts. As a result this guideline was developed: [Embedding and integrating a human rights based approach](https://washmatters.wateraid.org/publications/embedding-and-integrating-a-human-rights-based-approach) which sets out our understanding of an HRBA to water and sanitation, and its relevance to the realisation of human rights to water and sanitation for 'everyone, everywhere by 2030'. It provides guidelines for integrating the principles of an HRBA into programme design, as shown in the diagram below.



* + The guidelines spell out some of the practical implications of adopting this approach, both at operational and organisational levels.
  + The approach has been systematically applied in some countries: For example Participatory equity mapping is used by WaterAid India in baseline studies to identify the marginalized families or groups in intervention communities**,** and dedicated participatory action research in WaterAid Nepal is helping to generate understanding of inequalities at community level to inform the design of interventions. WaterAid is using the HRBA approach in several countries to promote human rights to WASH of marginalised groups & individuals with specific attention to the needs of women and girls, children and people with disabilities. Many of these programmes are implemented in partnership with rights organisations and community based groups to strengthen accountability mechanisms for WASH service provision with improved engagement between rights holders (users/citizens) and duty bearers/service providers.
  + **Practitioner discussions on human rights to Water and Sanitation**: WaterAid has led the “Leave no-one behind” theme of the Rural Water Supply Network since 2011. During that time we have promoted discussions and webinars on human rights issues related to human rights and rural water services. For example the discussion group was used by Catarina de Albuquerque to help consult on her Handbook on the Human Rights to Water and Sanitation in order to draw on the experience and perspective of practitioners on the practical application of the rights. There have also been discussions focusing on specific aspects of service delivery, such as [the webinar about “self supply and human right to water](https://vimeo.com/147012798)” with a presentation by Leo Heller in 2016 and the [accompanying brief](https://www.rural-water-supply.net/en/resources/details/748) to explain under what circumstances self supply is consistent with human rights.

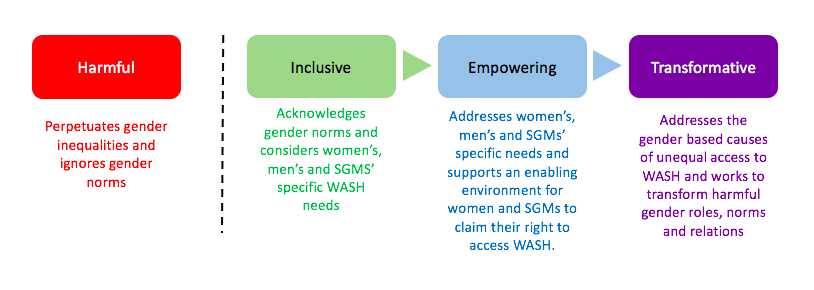
# Gender equality (2015) [(A/HRC/33/49)](http://daccess-ods.un.org/access.nsf/Get?Open&DS=A/HRC/33/49&Lang=E)

Gender inequalities are pervasive at every stage of women’s life: from infancy, through puberty, adulthood, parenthood, and late adulthood. When it comes to lack of access to water and sanitation, women and girls are disproportionately impacted as they are primarily responsible for water and hygiene at the household level and bear the greatest burden for collecting water. Although women may suffer disproportionate disadvantages and discrimination, they cannot be seen as a homogenous group. Different women are situated differently and face different challenges and barriers in relation to water, sanitation and hygiene. Intersectionality exacerbates gender-based inequalities, when they are coupled with other grounds for discrimination and disadvantages. Examples include situations when women and girls lack adequate access to water and sanitation and at the same time suffer from poverty, live with a disability, suffer from incontinence, live in remote areas, lack security of tenure, are imprisoned or are homeless. In these cases, they will be more likely to lack access to adequate facilities, to face exclusion or to experience vulnerability and additional health risks. Furthermore, other challenges include access to toilets for lesbian, gay, bisexual, transgender, intersex and gender non-conforming people as well as increased risk of gender-based violence.

Question(s):

1. During the last decade (2010-2020), what measures (ranging from legal, policy, regulatory, budgetary to training) have been implemented to redress gender inequalities in water and sanitation provision by addressing gender discrimination? Alternatively, what measures have been central in redressing gender discrimination by addressing inequalities in water and sanitation provisions? What are the concrete steps taken and the observed impacts?

**Frameworks and guidance**: WaterAid has tried to address gender inequalities in its programmes during this period: Initially the approach was set out in the [equity and inclusion framework](https://washmatters.wateraid.org/publications/equity-and-inclusion-framework-a-rights-based-approach-2010) published in 2010. More recently **WaterAid Australia** developed the ‘**Women’s Empowerment and Gender Transformation Framework’** to provide guidance on what inclusive, empowering and transformative outcomes a project can achieve. This puts more focus on gender justice, and challenges WASH practitioners to consider the extent to which the WASH work could be described as harmful, inclusive, empowering or transformative.



The framework is being socialised in WaterAid through a process of **gender self-assessment exercises,** carried out with WaterAid staff to encourage self reflection about cultural and socially determined social norms that influence the way they design and manage WASH interventions. This process also encourages WASH specialists to engage more effectively with gender specialists to help design programmes that have gender equality and womens empowerment as specific aims. For example:

**Exploring gender aspects of community WASH and facilitating dialogue between women and men in communities**

* + WaterAid Timor Leste has tackled deep rooted gender norms at community level through a prioritised focus over 10 years on inequalityand development of a [rural WASH gender manual](https://washmatters.wateraid.org/publications/exploring-gender-aspects-of-community-water-sanitation-and-hygiene-in-timor-leste). [A review was carried out in 2019](https://washmatters.wateraid.org/publications/lifting-and-shifting-womens-household-work-burden-community-water-sanitation-hygiene) to assess the impact of this work. In rural Timor-Leste, socially prescribed norms reinforce a gendered division of household labour, resulting in women doing significantly more unpaid WASH work than men. While improving water sanitation and hygiene (WASH) access brings benefits for women and girls, WaterAid has sought a more gender transformative approach. WaterAid leveraged the nature and timing of rural WASH implementation processes as an entry point to motivate communities and households towards redistribution of women’s excessive domestic work burden. WaterAid developed a facilitation guide (2016) that integrates community dialogue approaches into national rural WASH project guidance. The approach embeds discussions and activities about gender norms with communities at 5 key points of WASH project implementation. Through capacity strengthening and influencing work, the approach has been endorsed by government and taken up by other WASH actors in Timor-Leste. A 2019 qualitative study which reviewed the effective of the approach, led by the Institute for Sustainable Futures, University of Technology Sydney (ISF-UTS), examined what changes in gender norms, and what strategic and practical gender outcomes were at the community and household levels. The study engaged 172 people across nine communities and had an explicit focus on reflection and action with field staff. Communities reported that the facilitated discussions have led to positive changes such as men and women being more willing to share household tasks and work better together; women having more status and being more involved in household level decision-making; and men doing more water collection and household hygiene work. WaterAid has applied the findings to strengthen monitoring practices and support facilitators skill-building. WaterAid, in partnership with CARE Timor-Leste, is driving a range of learning and influencing activities with government and non-government WASH actors in Timor-Leste, to influence how rural WASH programming and policy integrates an approach which tackles the unfair work burden.
* **Gender and sexual minorities:** the women’s empowerment and gender transformation framework above alsorecognises that gender is non-binary. WASH issues concerning transgender people are not well documented. This paper, developed in collaboration with several others, is the first published on the subject. It provides insights to include transgender people in sanitation programming. [Transgender-inclusive sanitation: insights from South Asia, P.Boyce et al, Waterlines, 37:2, 102–117](https://www.developmentbookshelf.com/doi/abs/10.3362/1756-3488.18-00004) DOI: 10.3362/1756-3488.18-00004 . The research, co-creation and publication of this paper has helped to identify the sanitation issues of transgender people and bring this taboo topic more openly into discussions about ensuring WASH solutions reach everyone**.**

[**Gender and rural water services – lessons from RWSN members**](https://www.rural-water-supply.net/en/resources/details/791). As leader of the LNOB theme in the RWSN WaterAid has also facilitated discussions about gender in relation to rural water supply. The three week e-discussion and series of webinars explored different ways in which rural water supply can be an opportunity for women’s empowerment. Examples from different organisations and different countries were shared and documented in a synthesis document: This highlighted the following:

* + The quality of **female participation** within water committees is more significant than quantity: If women’s roles do not offer any opportunity to influence committee decisions their participation is largely tokenistic.
  + Government quotas for women’s participation on committees are needed to create the space for women’s participation.
  + Focussed activities with women and men, on gender issues, to build confidence and capacity are needed to promote meaningful participation.
  + By working closely with women and men together it is possible to challenge gender norms amongst women and men in rural communities, so that they begin to share unpaid work associated with WASH more equally,
  + Women involved in WASH programmes can become motivated agents of change to advocate for water and sanitation and for other rights.
  + Disaggregating monitoring indices by gender can help to raise gender equality as a priority, and set specific expectations about the participation of women in different aspects of service provision
  + Conflict-sensitive approaches to water and sanitation can help to facilitate peace building by creating a platform for women around a common need, as in the example from India.

**Menstrual hygiene management**

**Globally:** WA contributes to building evidence and global advocacy and influencing, including:

* + - Co-authored the ‘[Menstrual Hygiene Matters’](https://washmatters.wateraid.org/publications/menstrual-hygiene-matters) toolkit in 2012 which started off efforts in this area. This comprehensive resource covers key aspects of menstrual hygiene in different settings, including communities, schools and emergencies. This has become a core text and has provided the foundation for much of the subsequent work by WASH stakeholders on menstrual hygiene management
    - **Founding member of the global MHH Collective** in 2019
    - **Technical review and input on developing global monitoring indicators** to track progress on menstrual health and hygiene in relation to the Sustainable Development Goals.
    - **Co-researcher on the** [**Last Taboo research in the Pacific**](https://www.wateraid.org/au/articles/launch-of-the-last-taboo-formative-research-shining-a-light-on-menstrual-hygiene)

**Link between menstrual hygiene management and sexual reproductive health and rights:** WaterAid has partnered with Marie Stopes, and organisation specialising in SRHR on a project on [integrating menstrual health, water, sanitation and hygiene and sexual and reproductive health in Asia and the Pacific Region](https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/Integrating%20Menstrual%20Health%2C%20Water%2C%20Sanitation%20and%20Hygiene%2C%20and%20Sexual%20and%20Reproductive%20Health%20in%20Asia%20and%20the%20Pacific%20Region.pdf). By working together on implementation it has become clear that MHM can be a useful entry point to SRHR which then leads to much deeper impact on the human rights of women and girls.

**Menstrual hygiene for girls with disabilities:** [Disabling menstrual barriers](https://washmatters.wateraid.org/blog/disability-and-menstruation-in-nepal-how-we-developed-our-behaviour-change-intervention) was an action research project designed to understand and seek to address the much neglected issue of menstrual hygiene management for women and girls with intellectual disabilities (WA Nepal). This employed a rights based approach, Conducting in depth action research to understand the specific MHM requirements of (1) adolescents and young people with a disability and the barriers they face in managing their menstruation hygienically and with dignity; and (2) carers who support these women during menstruation **(WA Nepal).** They developed a range of participatory methods to understand the views of their target group including in-depth interviews, PhotoVoice, market survey and product attribute assessments of the menstrual products, and accessibility and safety audits of the menstrual hygiene management facilities. This enabled the team to develop a suitable intervention concept that captured the audience interest, evoked an emotional response and encouraged the adoption of the target behaviours. The research and findings have [been published](https://wateraid.sharepoint.com/sites/s18v7vwq/Quality%20Programmes/Human%20Rights%20and%20accountability/Special%20Rapporteur%20thematic%20reports/%5b1%5d%20https:/www.mdpi.com/1660-4601/15/12/2746/htm) in academic literature.

**Gender based Violence and WASH:**

WaterAid was a lead collaborator in the research and documentation that resulted in [Violence, gender and WASH: A practitioner’s toolkit](https://violence-wash.lboro.ac.uk/). **This toolkit was developed in response to an acknowledgement that although the lack of access to appropriate water, sanitation and hygiene services (WASH) is not the root cause of violence, it can lead to increased vulnerabilities to violence of varying forms. Incidences have been reported from a wide range of contexts, often anecdotally but with regular occurrence, and a number of targeted studies confirm the same**. The tools and lessons of this research have been widely disseminated. They have been included in the [Toolkit on equality, non-discrimination and inclusion](https://washmatters.wateraid.org/publications/equality-non-discrimination-and-inclusion-toolkit) described above. The toolkit was also the starting point for the [guide on female-friendly public and community toilets.](https://washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers) Both mentioned above.

# Development cooperation (2016 and 2017)

The first report [**(A/71/302)**](http://daccess-ods.un.org/access.nsf/Get?Open&DS=A/71/302&Lang=E)provides a preliminary analysis of the linkages between development cooperation and the human rights to water and sanitation, addressing funders’ human rights approaches, the evolution of development cooperation in the sector and trends in funding patterns. Based on the theoretical framework developed in the first report, in the second report [**(A/72/127)**](http://daccess-ods.un.org/access.nsf/Get?Open&DS=A/72/127&Lang=E), the Special Rapporteur examined how funders contribute to the realization of the human rights to water and sanitation through an empirical analysis of six case studies. After examining sixdifferent funders’ policies, operational tools, and project instruments, through the cycle of development cooperation, the Special Rapporteur found that the human rights framework is not adequately incorporated in their development agendas, with varying degrees of alignment to it. While some funders’ policies consider the human rights framework, particularly the human rights to water and sanitation, others are only sporadically aligned with those rights and reveal limited clarity regarding their application to development cooperation. Similarly, ﻿while most funders’ project assessments are mostly focused on attainment of project objectives and sustainability of services, a specific human rights-based assessment during and upon completion of projects was not observed.

Question(s):

1. During the last decade (2010-2020), what efforts have been made by relevant actors (including funders, partner States, implementing entities and others) to align development cooperation policies and operations with the framework of the human rights to water and sanitation? For instance, what are some examples of projects that have:
2. Balanced water and sanitation projects and coverage of those interventions between urban and rural areas in a way consistent with the progressive realization of the rights to water and sanitation in each context;
3. Ensured that the selection, design and implementation of projects apply the framework for the human rights to water and sanitation, notably prioritizing those people in the most vulnerable situations;
4. Ensured that the design and implementation of projects are carried out in a transparent manner with the participation of related stakeholders, providing ample access to relevant information and including mechanisms to address the accountability of funders and implementers;
5. Ensured reconciliation between a sustainable financing strategy for long-term service provision and the affordable access to services for all persons;

[WaterAid’s global strategy](https://www.wateraid.org/uk/our-global-strategy), originally articulated for 2015-2020 and now extended to 2022 has 4 global aims: To reduce inequality, Strengthen sustainable services, Integrate WASH into sustainable development and Improve hygiene behaviour. The strategy was developed from a participatory process involving stakeholders across Wateraid and externally. It is aligned with the SDGs and human rights principles. Each country programme in which we work has then to contextualise these aims according to an analysis of WASH services. “We believe that making safe water, sanitation and hygiene normal for everyone, everywhere depends upon identifying and addressing the reasons why the poorest and most marginalised people live without these basic services.” Progress reviews against each of the global aims are carried out to see what has been achieved and what has been learnt. A review of progress against the inequalities aim was carried out in 2019 and the

**Global and national advocacy** WaterAid is not a major funding agency, and can only be effective by working with and influencing other major stakeholders. We are active in many global coalitions that seek to ensure everyone everywhere has access to WASH. This includes:

* Active participation in [Citywide Inclusive Sanitation](https://citywideinclusivesanitation.com/); aiming to ensure everybody benefits from adequate sanitation service delivery outcomes; human waste is safely managed along the whole sanitation service chain; effective resource recovery and re-use are considered; a diversity of technical solutions is embraced for adaptive, mixed and incremental approaches; and onsite and sewerage solutions are combined, in either centralized or decentralized systems, to better respond to the realities found in developing country cities
* [Advocacy at the World Health Assembly](https://washmatters.wateraid.org/world-health-assembly) for adequate investment in WASH in health budgets, and at the UN High-Level Political Forum for integration and prioritisation of [WASH in sustainable development](https://washmatters.wateraid.org/sustainable-development-goals).
* [Sanitation and water for all:](https://wateraid.sharepoint.com/sites/s18v7vwq/Quality%20Programmes/Human%20Rights%20and%20accountability/Special%20Rapporteur%20thematic%20reports/Our%20members%20promote%20harmonized%20district-level%20work%20to%20ensure%20everyone%20in%20the%20districts,%20municipalities,%20or%20cities%20where%20they%20work%20has%20adequate%20water,%20sanitation,%20and%20hygiene%20services.%20They%20also%20ensure%20that%20national-level%20systems%20are%20in%20place%20to%20enable%20all%20districts%20to%20reach%20everyone%20and%20that%20systems%20are%20in%20place%20forever.) WaterAid was one of the founding members of this multi-stakeholder partnership of governments and their partners from civil society, the private sector, UN agencies, research and learning institutions and the philanthropic community. Through three pillars of activity – the biennial High Level Meeting (HLM), the Global Analysis and Assessment of Sanitation and Drinking Water (GLAAS), and the National Planning for Results Initiative (NPRI) – SWA augments action to overcome sector challenges, accelerating progress towards universal access.
* WASH [Agenda for Change](https://washagendaforchange.org/) a coalition of implementing agencies who are committed to promote harmonised district level work, seeking to ensure that national-level systems are in place to enable all districts to reach everyone.

**Working with local government on human rights to water and sanitation**

# WaterAid is a core member of the [Making Rights Real](https://human-rights-to-water-and-sanitation.org/). coalition: A group of organisations that have used audience analysis with local government to develop an approach to help civil society organisations engage local government officials constructively on the systemic challenges they face in the realisation of water and sanitation services for all. The approach is based on human rights principles. Several organisations have now used this approach including WaterAid in Ethiopia, India, Burkina Faso and Ghana. Experience in using this approach has been documented in the Water Journal: [Carrard et al, “Designing Human Rights for Duty Bearers: Making the Human Rights to Water and Sanitation Part of Everyday Practice at the Local Government Level” *Water* 2020, *12*(2), 378; https://doi.org/10.3390/w12020378](https://doi.org/10.3390/w12020378)

**Supporting Ethiopian Ministry to develop capacity in WASH sector on equity and inclusion:** WaterAid is a member of the equity and inclusion Task Group that is part of the Ethiopian Government One WASH programme.Most government officials and technicians involved in WASH in Ethiopia do not have a background in social science so they are not familiar with issues concerning gender, inclusion, and marginalisation. WaterAid and Open University teamed up to develop a learning module: [Count me in! Inclusive WASH in Ethiopia](https://www.open.edu/openlearncreate/course/view.php?id=2244) to provide a basic introduction to relevant policies and practical approaches. The target audience is students in VTECH colleges studying to become WASH professionals.

# Affordability (2016)

Affordability, as a human rights criterion, requires that the use of water, sanitation and hygiene facilities and services is accessible at a price that is affordable to all people. Therefore, the starting point for State decision-making on public financing and policy for water and sanitation service provision is that water and sanitation must be affordable to all. It is impossible to set a generally applicable affordability standard at the global level. Any such standard would be arbitrary and cannot reflect the challenges people face in practice and the context in which they live, including how much they need to spend on housing, food and the realization of other human rights. The affordability of water and sanitation services is highly contextual, and States should therefore determine affordability standards at the national and/or local level. Human rights framework stipulates an important set of parameters for the process of setting affordability standards, in particular in terms of participation. As a concrete way to ensure affordability for all and a sustainable system, States must develop appropriate pricing, tariff and subsidy structures. Mechanisms to ensure affordability in practice include public finance, targeted measures, social protection floors, tariff schemes and subsidies, among others.

Question(s):

1. During the last decade (2010-2020), what targeted measures and instruments (e.g., financing mechanisms, tariff schemes, subsidies) have been implemented in order to ensure that the most disadvantaged access water, sanitation and hygiene services in an affordable way? Who are the target groups of these measures and instruments? What format do those measures and instrument exist (e.g., national legislation, policy, regulation of service provision, affordability standards)?
2. During the last decade (2010-2020), what measures have been in place to prohibit disconnection (including prepaid water meters) that result from the inability to pay?

**WaterAid, together with local governments and service providers, has been using the life cycle costing approach** to identify and quantify different costs components for ensuring sustainable services of different WASH services type, technologies and levels. This was then complemented by a financial flow analysis (3Ts) to assess financial sustainability and to understand affordability of different services and delivery models. The approach is used to inform technology and management model applicability and choice in specific contexts and also to inform long-term local government investment plans for universal and sustainable WASH access.

* [WaterAid Ethiopia experience of using LCC to inform district investment plan for sustainable and universal WASH access](https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/lessons-learned-from-wash-systems-strengthening-a-deep-dive-into-costing-and-planning-for-sustainable-and-inclusive-water-supply-services-in-gololcha-ethiopia.pdf)

**Analysis of finance gap:** WaterAid has conducted a number of studies over the last decade aimed at generating more resources for the water supply, sanitation and hygiene sectors and targeting these effectively at those without access. Most of this research and advocacy has targeted government policy and the budget process in the countries in which WaterAid is working. Studies have focused on domestic resource mobilisation, recognising that governments need to broaden and strengthen their tax bases to raise the necessary revenue for investment, and budget tracking, encouraging governments to allocate and spend on the people and communities with highest need.

* <https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/equal-to-the-task-financing-for-a-state-of-emergency-in-nigerias-water-sanitation-and-hygiene-sector.pdf>
* <https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/Madagascar%20EI%20report%20final.pdf>

Past research has also focused on how existing funds can be better used. Strengthening the water, sanitation and hygiene sector and delivering sustainable financing is central to this agenda.

* <https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/Releasing%20the%20flowWaterAid%20synthesis%20report_0.pdf>

WaterAid research has also focused on aid flows, and how donors should significantly increase the ODA they provide to the sector, and also target it much more effectively to where the need is highest.

* <https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/Essential_element_executive_summary.pdf>
* <https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/WaterAid_Keeping_Promises_Synthesis_Report_0.pdf>
* <https://washmatters.wateraid.org/node/4636>
* <https://www.issuelab.org/resources/6065/6065.pdf>
* <http://www.ipsnews.net/2018/11/ambitious-agenda-ambitious-financing-unga-shows-long-way-still-go-sdgs/>
* <http://www.ipsnews.net/2020/05/finding-money-public-health-green-economic-recovery-sdgs/>

**Costs, sources of funding and affordability of leaving no-one behind with rural water supply:** An e-discussion on the RWSN looked at the question of sustainability and affordability of rural water supply. [A blog and summary of the discussion is available here](https://rwsn.blog/2019/07/31/cost-effective-ways-to-leave-no-one-behind-in-rural-water-and-sanitation-summary-on-the-rwsn-e-discussion/) and concludes that there is a huge funding gap. As well as the six generic cost categories there are additional costs that are unknown and frequently neglected in budgeting for rural water supply including non-financial time (especially of women), time to analyse and understand context, cost of strengthening skills and capacity, cost of corruption, cost of including people with disabilities. Taxes tariffs and transfers are not adequate to ensure everyone has access and households bear a large proportion of the costs directly. The problem of affordability is extremely difficult for the case of rural water and there were no contributions of any examples of approaches that could ensure both affordability and sustainability.

**Low Income Customer Support Units for Utilities:** Over the last decade, it has become common knowledge that residents of low-income urban communities are paying for effective, affordable pro-poor WASH services. A few smart utilities have pioneered ways of providing viable inclusive services. WaterAid has compiled a set of case studies to explore how utilities have set up and sustained successful [Low-income Customer Support Units in urban areas](https://washmatters.wateraid.org/publications/low-income-customer-support-units-case-studies). It is hoped that this will deepen understanding and share lessons on the critical context and professional conditions necessary to establish successful pro-poor units. These lessons have been shared in conferences and are being used for experience sharing in Water Operator partnerships between utilities in different countries.

# Service regulation (2017) [(A/HRC/36/45)](http://daccess-ods.un.org/access.nsf/Get?Open&DS=A/HRC/36/45&Lang=E)

Regulation is an essential part of the human rights obligations. In the water and sanitation sector, service regulation can contribute towards the progressive realization of the human rights to water and sanitation. While the international human rights law does not call for a particular choice of regulatory framework, what is essential from a human rights perspective is that those carrying out regulatory functions be immune to pressures from any illegitimate interests and that the main objectives of regulation be aligned with the human rights framework. One of the key roles of regulation is to set performance standards from a human rights perspective as opposed to economic perspective. Regardless of the body carrying out regulatory functions, these standards should reflect and give practical meaning to the normative content of the human rights to water and sanitation with regard to availability, accessibility, quality and safety, affordability, acceptability, privacy and dignity.

Question(s):

1. In the last decade (2010-2020), if a regulatory framework or a regulatory body has been in place or have been established to cover water and sanitation provision, what measures were taken to ensure that this body is effective, independent, and is aligned with the human rights framework?

# Forcibly displaced persons (2018) ([A/HRC/39/55](https://www.ohchr.org/Documents/Issues/Water/A_HRC_39_55_EN.DOCX))

Forcibly displaced persons - in particular internally displaced persons, refugees, asylum seekers and migrants in vulnerable situations, while en route, at borders, at reception, and at the destination – suffer from inadequate access to water and sanitation, despite a wide international attention given to a recent spike in displacement. Some are forgotten in protracted situations and often do not receive what they desperately need, usually because they are not properly consulted. At times, forcibly displaced persons benefit from “life-saving” assistance quickly implemented by humanitarian actors, but these assistances are often without setting a time frame to move towards the progressive realization of the rights of displaced persons. Forcibly displaced persons are rights holders and hence, entitled to enjoy access to adequate drinking water and sanitation services, and not mere recipients of aids. Receiving countries cannot justify restrictions on the enjoyment of the essential content of economic, social and cultural rights based on a lack of resources. States have no justification for providing forcibly displaced persons with substandard water and sanitation services as a means to restrict their entry into the territory or as a means to deter people from staying.

Question(s):

1. During the last decade (2010-2020), what measures are in place to guarantee the human rights to water and sanitation by refugees, asylum seekers and migrants in transit or at their destination with the same conditions as those granted to nationals of the States concerned, regardless of their legal status and documentation?
2. During the last decade (2010-2020), how has States and humanitarian actors ensured immediate access to the minimum essential level of water and sanitation on a non-discriminatory basis during situations of emergency? Specifically, how has States and humanitarian actors:
3. Ensured equal access to the minimum essential amount of water that is sufficient and safe for personal and domestic uses and to prevent disease;
4. Provided the elements that every person needs for health and survival, and to live in dignity;
5. Monitored the extent of the realization of the human rights to water and sanitation;
6. Took measures to prevent, treat and control diseases linked to water and sanitation.

WaterAid is not a humanitarian organization so we do not have much experience in working with forcibly displaced populations. The one exception is work in Bangladesh with Rohinga refugees as shown in this blog: [Bringing normality to chaos: WaterAid’s response to the Rohingya refugee crisis](gender%20responsive%20urban%20sanitation%20guidelines%20recently%20released%20by%20the%20government%20of%20India’s%20urban%20ministry%20(Swachh%20Bharat%20Mission-urban).%20Pages%2019-27%20(including%20illustrations)%20are%20almost%20copy%20pasted%20from%20our%20Female-friendly%20public%20and%20community%20toilet%20guide,%20which%20I%20worked%20on%20with%20PSU’s%20Priya%20a%20couple%20of%20years%20ago.%20Interesting%20because%20it%20was%20almost%20a%20side-project,%20and%20the%20approach%20had%20primarily%20technical/programmatic%20ToC%20“let’s%20develop%20a%20resource%20that%20makes%20it%20easy%20for%20decision%20makers%20to%20address%20this%20issue”.%20It%20was%20massively%20disseminated%20back%20then%20and%20has%20got%20some%20traction%20especially%20at%20the%20local.%20Good%20to%20see%20now%20national%20level%20change,%20too,%20and%20that%20in%20India.). The response has focused on providing water, sanitation and hygiene to refugees paying special attention to the needs of women and girls for privacy. One of the greatest threats to life was the human waste infecting the water and spreading disease. So we built toilets and set up around 20 faecal sludge management plants around the camp. WaterAid trained people from the community how to empty the toilets and encouraged them to take responsibility for their maintenance.

**Principle of accountability (2018)** ([A/73/162](http://undocs.org/A/73/162))

The complexity of actors in the water and sanitation sector and its specificities imply that the traditional State-centred human rights framework leaves gaps in the existing accountability mechanisms to hold actors other than States accountable. When the rights to water and sanitation are affected, it is not always clear to whom related action may be attributed, why such action was taken, how sanctions may be enforced against those who caused harm or how to remedy the situation. Further, globalization and the neoliberal wave have weakened the role of the State in the provision and regulation of water and sanitation services, and the imbalance of power has at times affected the exercise of the human rights to water and sanitation. This raises questions as to the effective regulation of private service providers and, in turn, poses challenges to accountability mechanisms, especially considering that those services are provided through a system of natural monopoly, with usually only one provider for a given territory. Another unique feature of the water and sanitation sector is the widespread presence of informal service providers that are not regulated and operate without a licence and that, as a result, may not be held accountable. Against this backdrop, the Special Rapporteur addresses the concept of accountability through three dimensions, namely, the roles and responsibility of actors, answerability and enforceability.

Question(s):

1. In the last decade (2010-2020), what accountability measures exist when responsibilities for service provision are transferred from State to actors other than States (private entities, pubic companies and communities)? Please provide information on the three dimensions of accountability: clear roles and responsibility of actors; the guarantee of individuals to hold actors accountable by requesting explanations and information (“answerability”); and remedial or corrective actions for lack of compliance with performance standards (“enforceability”).
2. In the last decade (2010-2020), what measures have been taken to identify informal providers of water and sanitation services and put in place regulations for those providers, making accountability mechanisms available?
3. In the last decade (2010-2020), what measures have been taken to establish an effective oversight system to trace the conduct of actors in the water and sanitation sector and to assess whether performance standards are met? What mechanisms exists that would enforce decisions on other accountable actors?

Effective **Government- led WASH services monitoring** are needed to ensure progress tracking but most importantly for evidence-based planning, budgeting and service delivery by governments and service providers. A transparent monitoring process can support in strengthening the accountability mechanisms between service authorities and communities. WaterAid has been supporting ad strengthening local and national level government -led monitoring processes and systems for over 15 years in several countries, including

* [Myanmar case study of government-led monitoring support.](https://www.ircwash.org/sites/default/files/20200227_agenda_for_change_systems_strengthening_experiences_final.pdf)

**Planning, monitoring, evaluation and reporting (PMER)** in WaterAid has become more systematic over the past 10 years**.** This provides stronger accountability to all stakeholders including communities, funders and partners. [The PMER approach](https://washmatters.wateraid.org/organisational-monitoring-and-accountability) includes an accountability framework, a PMER cycle, and a series of tools developed that include Post Implementation Monitoring to learn more about the sustainability of WASH services supported by WaterAid 3 and 5 years after direct implementation. Evaluations are published on the WASH matters website. Community feedback is increasingly incorporated into the PMER processes. There are also [regular surveys of WaterAid partners implemented by a 3rd party,](https://washmatters.wateraid.org/publications/partnership-feedback-surveys) of WaterAid’s partners to get their feedback to improve partnership practice and demonstrate accountability to other stakeholders.

**Accountability in WASH services:** Many WaterAid programmes include activities to strengthen ability of communities and rights holders to hold duty bearers to account. This includes support for **customer forums** engaging with utilities as part of the [Twenty Towns project in Ethiopi](https://www.aguaconsult.co.uk/wp-content/uploads/20-Towns-Report-Final-Spread-compressed.pdf)a. This is now cited by government officials as a good example of strong engagement between customers and suppliers that helps identify who is being excluded from services and the causes of non-revenue water. The approach was documented by a third party: [Twenty Towns project in Ethiopi](https://www.aguaconsult.co.uk/wp-content/uploads/20-Towns-Report-Final-Spread-compressed.pdf)a

In 2015, leveraging a commitment to improving social audit from Timor-Leste’s new Prime-Minister, WaterAid Timor-Leste developed and piloted **community scorecards for rural water supply services**. The application of the Community Scorecard approach has been successfully used to improve community understanding of the services they are entitled to, and to increase service provider accountability. The process enables community users to understand the level of service they can expect and the quality of the service currently provided, with the practical output of developing and tracking an action plan to improve services. As a result of this pilot, the community scorecard was included as a tool for improving government service provisions and accountability in the government’s National Manual for Social Audit and continues to be used annually to drive service planning and improvement. This was documented and presented at WEDC conference 2018: [WHALEN, M. ... et al, 2017. Applying a community scorecard for rural water services in Timor-Leste. IN: Shaw, R.J. (ed). Local action with international cooperation to improve and sustain water, sanitation and hygiene (WASH) services: Proceedings of the 40th WEDC International Conference, Loughborough, UK, 24-28 July 2017, Paper 2661, 7pp](https://repository.lboro.ac.uk/articles/Applying_a_community_scorecard_for_rural_water_services_in_Timor-Leste/9589259)

Other examples include collaboration with journalist networks in West Africa, and budget tracking exercises in several countries.

**Spheres of life beyond the household (2019) (**[**A/HRC/42/47**](http://ap.ohchr.org/documents/dpage_e.aspx?si=A/HRC/42/47)**)**

The human rights to water and sanitation in spheres of life beyond the household are not an issue exclusive to specific groups of people but that all of us can be affected. Most spend a large part of our time outside of the home, particularly in our workspaces. However, many in the world do not share the same comfort. For instance, those whose workspace consists of open agricultural field or streets, such as rickshaw drivers and street vendors, cannot rely on toilets or water points because there are none around them. Public spaces, as zones accessible to all, are lifelines for numerous people and, accordingly, must be given due recognition in the water and sanitation policies of States. As a result of an evident neglect of the provision and promotion of water and sanitation services in such places, potential violations of international human rights occur and disproportionately impact members of vulnerable and marginalized groups, such as homeless people, informal workers in public spaces and persons deprived of their liberty.

Question(s):

1. In the last decade (2010-2020), what measures have been in place to include water and sanitation in spheres of life beyond the household, and particularly in public spaces, in national policies, plans and implementation strategies, with a view to ensuring access which complies with the normative content of the human rights to water and sanitation and the principles of human rights?
2. In the last decade (2010-2020), what examples exist where local governments are provided with guidelines and recommendation on how to determine which public spaces require the provision of water and sanitation services and what level and type of provision is required? How has those guidelines and recommendation been implemented?

**WASH in public institutions**

Some of this was also covered in section 1 types and levels of services.

* **Public toilets**. WaterAid in Bangladesh has been working to improve access to public toilets for many years. Initially by supporting the Dhaka North City and Dhaka South City corporations to renovate and build over 30 new toilets as good examples in urban hubs including bus terminals, campus areas, commercial center and tourist spots. By 2019 these have been used over 9 million times by commuters. This was complemented in 2017 with [a study on developing business models for public toilets in Dhaka and other major cities of Bangladesh](https://www.wateraid.org/bd/publications/study-on-developing-business-models-for-public-toilets-in-dhaka-and-other-major-cities) for the operation and maintenance, and in 2019 [The Bhorer Kagoj organised a national dialogue on ‘Public Toilets in Bangladesh: Scale up and Sustainability’](https://www.wateraid.org/bd/media/wateraid-and-the-bhorer-kagoj-organises-a-national-dialogue-on-public-toilets-in-bangladesh) with the aim to make public toilets agenda a priority for the country.
  + In 2018, this experience was used to develop the publication ‘[**Female Friendly public and community toilets: a guide for decision makers and planners’**](https://washmatters.wateraid.org/publications/female-friendly-public-and-community-toilets-a-guide-for-planners-and-decision-makers). This resource has had good uptake at the global level i.e. governments and agencies using this to inform policies and practice. Produced by WaterAid, WSUP and UNICEF the guide aligns with human rights requirements for sanitation, paying special attention to the needs of women and for people with disabilities. This guide has been widely shared, promoted and adopted in many countries. The gender responsive urban sanitation guidelines recently released by the government of India’s urban ministry (Swachh Bharat Mission-urban) have drawn heavily from the guide, including illustrations.
  + **WASH in public institutions.** WaterAid programmes often support the construction of WASH facilities in public institutions, especially health care facilities and schools in many countries. Tools from [The equality, non-discrimination and inclusion in WASH toolkit.](https://washmatters.wateraid.org/publications/equality-non-discrimination-and-inclusion-toolkit) have been used to develop better standard designs for institutional WASH. For example in Zambia accessibility and safety audits were carried out in partnership with the Ministry of Health and Zambian Association for Persons with Disabilities (ZAPD) to ensure accessibility in the design of WASH facilities in health care centres. Life-cycle costing exercises were used to provide information about running costs, so the facilities can be accessible and sustainable.
* **From models to national standards and guidelines and implementation:** In several cases these designs are now being used to update national standard designs. WA Uganda conducted an Accessibility and Safety Audit of schools within Kampala to highlight the weak enforcement of the national physical planning standards and guidelines. they also used the results to model inclusive and sustainable models of school WASH in select schools (based on the audit results) . The school WASH audit highlighted that [good national guidelines](https://mlhud.go.ug/wp-content/uploads/2015/10/National-Physical-Planning-Standards-and-Guidelines_-2011.pdf) already exist, but they are not being enforced or followed. The audit results are informing advocacy messages about the need for inclusive WASH facilities in schools and public places and to raise awareness about the guidelines.

* + **Influencing for more inclusive WASH in Health Care Facilities (HCF)**: WaterAid in Cambodia, Myanmar and Zambiais bringing together experienced WASH and health experts to improve quality WASH and Infection Protection and Control (IPC) standards with a strong lens on gender-sensitive and inclusive approaches. Using different methods, these three Country Programmes are aiming to improve hygiene behaviours and practices, and strengthen IPC practices, at the same time as ensuring a people-centred approach with ‘user-friendly’ services. The WASH in HCF efforts promote people’s full participant, access and dignity to WASH while utilizing healthcare facilities.
  + In Cambodia WaterAid has developed a [**participatory management tool for user-friendly WASH in health care facilities**](https://washmatters.wateraid.org/publications/user-friendly-wash-in-healthcare-facilities-in-cambodia)**.** This participatory management tool, aimed at ensuring inclusive access to WASH in healthcare facilities, was compiled with the help of several Cambodian-based NGOs, Disabled People’s Organizations, healthcare facility users, and government representatives from the health, WASH and disability sectors to ensure WASH facilities are fully inclusive.
  + **Madagascar,** we worked with Plateforme des Fédérations des Personnes Handicapées (PFPH), Handicap International, and CBM to support the government on disability inclusion and supported them to make a government directive that all newly built public facilities should be accessible for disabled people. In Rwanda, our project called ‘Generation water (GWP) is supporting the Government of Rwanda to realise its school WASH targets and achieve sustainable and equitable school wash. Target includes ‘Inclusive and gender sensitive WASH approaches embedded in governance of schools’ (Rwanda)
  + **Influencing at national level reinforced by Global Advocacy**: WaterAid’s global advocacy objective for the past 5 years has been to improve the links between WASH and health. One key area has been ensuring access to WASH in health care facilities. After many years of sustained advocacy at national and global levels in collaboration with other organisations, in 2019 the World Health Assembly adopted the “[Resolution on water, sanitation and hygiene in health care facilities”.](https://www.wateraid.org/uk/WaterAid-responds-to-WHA-resolution-on-WASH-in-healthcare-facilities) In 2020 we lobbied hard again and were glad to see the [World Health Assembly’s](http://washmatters.wateraid.org/world-health-assembly) inclusion of the importance of clean water and hygiene in the [Resolution](https://apps.who.int/gb/ebwha/pdf_files/WHA73/A73_CONF1Rev1-en.pdf) on the global response to [COVID-19](https://washmatters.wateraid.org/water-and-hygiene-against-coronavirus), but the investment in WASH is still largely absent.
  + **Technical guidelines**: for wider use WaterAid has developed a set of [Guidelines for construction of institutional and public toilets, :](https://washmatters.wateraid.org/publications/guidelines-for-construction-of-institutional-and-public-toilets)This translates the good practice recommended by human rights principles into a detailed construction guide, including technical drawings. This is aimed at construction contractors, where there is a lack of clear technical drawings for institutional WASH facilities that integrates all considerations for equality, sustainability, acceptability, accessibility and safety. It is currently being tested in WaterAid before being make more widely available. The aim is to provide enough detail for duty bearers to enforce the implementation of national standards and guidelines. Experience shows that even when guidelines exist there is not enough capacity or technical information to ensure these are implemented and enforced.

**WASH in places of work**

* **WASH4Work initiative:** WaterAid’s approach to working with business is to focus on WASH interventions in the workplace, supply chains and communities in which the workers are living to ensure a holistic solution and collaborative working with all relevant stakeholders. This approach is aligned with that of [WASH4Work](https://wash4work.org/) a UN led initiative to mobilise business action on WASH in the workplace, supply chains and communities. ILO is part of WASH4Work and the ILO WASH at workplace guidance guides many of our interventions in the workplace. WaterAid is currently the chair of WASH4Work.
* The main motivation for businesses to be involved in this initiative is their commercial interest rather than concern about human rights of workers, by showing that WASH is crucial for the viability of their businesses because happy, healthy workers lead to increased productivity.  In apparel sector the sector relies upon mostly female workers and if MHM facilities are not in place they won't come to work for example. WaterAid is currently actively working with HSBC, Gap Inc. Twinings, Unilever and Diageo in their workplace settings (factory or field) and in the surrounding communities where workers live on WASH (with various types of interventions) and we are currently trying to test if there is a financial return on the investment for the businesses to drive increased investment by businesses in the future. This blog: [**The thirst for fashion must first quench the industry workers’ need for wate**r](https://washmatters.wateraid.org/blog/the-thirst-for-fashion-must-first-quench-the-industry-workers-need-for-water) gives more detail about the work in garment factories, and this one shows how [businesses can build Covid-19 resilient supply chains by prioritising soap and water for workers](https://www.wateraid.org/uk/media/wateraid-helps-businesses-covid-19).
* **WASH projects with tea pickers:** WaterAid in Bangladesh and partners have helped transformed the lives of tea pickers and built their sense of rights. Isolated by geography, as well as by their Hindu culture in the predominantly Muslim country, Bangladesh’s tea pickers are among the most excluded and marginalised communities. Long negotiations by WaterAid’s partner, the Institute of Development Affairs with the tea estates led to the introduction of WASH programmes, which have now reached over 33,000 people. This is described in the [Guardian article: Clean water finally flows to transform lives of tea pickers in Bangladesh](https://www.theguardian.com/global-development/2017/mar/14/clean-water-finally-flows-to-transform-lives-tea-pickers-bangladesh-surma-valley).

**Mega-projects (2019) (**[**A/74/197**](http://undocs.org/A/74/197)**)**

Megaprojects are double-edged: they may contribute towards the enhancement of people’s livelihoods but may also impede the enjoyment of the human rights to water and sanitation. In order to prevent and mitigate the risks arising from such projects and to ensure compliance with human rights, the Special Rapporteur introduces a megaproject cycle framework for the realization of the human rights to water and sanitation, consisting of seven stages, each of them entailing impacts on access to water and sanitation, challenges and enabling factors to realize the human rights to water and sanitation. He clarifies each stage of the megaproject cycle and provides a list of questions that constitute guidelines for accountable actors to implement their human rights obligations and responsibilities.

Question(s):

1. In the last decade (2010-2020), what examples of mega-projects exists where an assessment of the human rights impacts, in particular on water and sanitation, have been carried out at each stage of mega-projects\*?
2. In the last decade (2010-2020), what examples of mega-projects exist where the human rights obligations and responsibilities of actors are clear at each stage of mega-projects\*?
3. In the last decade (2010-2020), what examples of mega-projects exist where the assessment of human rights to water and sanitation is a precondition for granting a licence/approval?
4. In the last decade (2010-2020), what examples of mega-projects exist where there are preventive measures and compensation, redress and reparation procedures in place in the event of a disaster that affects the enjoyment of the human rights to water and sanitation?

\*The stages of mega-projects include:

* Macro-planning: Mega-projects are first identified as pillars of the development agenda, and are conceptualized.
* Licensing and approval: The process through which public authorities grant permission for its implementation after having reviewed its compliance with laws and regulations.
* Planning and designing: This stage takes into consideration the specifications of the project and involves selection of strategies, means, methods and resources for the implementation as well as identification of the location of the site operation and construction.
* Construction: The stage when actions taken by accountable actors have direct effect on the population and their access to water and sanitation
* Short-term operation: The operation stage begins when the infrastructure of a megaproject starts to be used to fulfil its purpose.
* Long-term operation: In the long-term, the bio-socioeconomic environment is dynamic, the deterioration of the infrastructure can occur and the prolonged exploitation of resources may exacerbate or introduce new and unforeseen impacts.
* Decommissioning and deactivation: The last stage is associated with various processes including decommissioning, or the closure of the mega-project. Additionally, in the event of disasters, the mega-project can also come to an end of its cycle where its physical structures are destroyed partially or as a whole.

**WaterAid has limited engagement with mega projects, however the policy team has carried out and published relevant research in 2019:**

* **Wastewater treatment** receives considerable amounts of official development assistance funding from donors. However, in many contexts, there is [poor functionality of wastewater treatment plants in low- and middle-income countries](https://washmatters.wateraid.org/wwtp-functionality), but there is limited evidence on the extent and causes of the problems.

WaterAid commissioned a study to address this gap. The resulting [desk review](https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/functionality-of-wastewater-treatment-plants-in-low--and-middle-income-countries-desk-review_1.pdf) describes the flows of official development assistance to wastewater treatment plants, presents the evidence on functionality rates of such plants and analyses the causes of poor functionality and the lessons from successful experiences. You can also download the [policy brief](https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/troubled-wastewaters-policy-brief_0.pdf), which summarises the key findings and presents our take on the response needed and the role governments and donors can play.